

Output from the forums	Action / follow up
Cascade of Dementia Friends Information Sessions is key in providing staff with a better understanding of the condition and how it might affect people	Dementia awareness is included as mandatory in Security training and for LLA & CCS front line staff, with the option of becoming a Dementia friend at the end of the sessions.
Once the refurbishment works have been completed, the key thing to address is assistance with wayfinding and signage.	New wayfinding is currently being installed and will be completed Summer 2019
The introduction of the optional sticker / lanyard to enable those who wish to identify themselves as needing additional support is a great initiative.	The sticker will continue to be offered along with the lanyard. The design of the sticker will change to a sunflower and will be in place by Easter 2019
The idea of a quiet room looks to be a lovely facility and the hustle and bustle can be overwhelming for some people, so it would be great to see this in its final form	The Quite room is now open and incorporates the Changing place facility.
The telephone for traveller's use should have a telecoil setting on it (this is the loop system so that hearing aid wearers can hear more easily on the phone).	The Customer service desk will be upgraded in 20149 and incorporate this into the new telephones.
Staff could have deaf awareness training and have lip-readability assessments with individual feedback as to how to be more lip-readable. Staff to be trained to understand the need for a quiet space should someone with a hearing loss need to talk to them	We are looking into introducing this in 2019
To have a map showing where to go at strategic points reducing the need for queries to someone	New 'You are here' and information boards are being introduced across the terminal in 2019
For information relating to going through security on your website to mention that hearing aids are not affected, but most cochlear implants are	Website to be update with additional information during 2019
Maybe a coloured line on the floor would be beneficial for people that cannot lift their heads or cannot see signage too high to find the special assistance area.	This may be considered when the Airside Special Assistance area is in its final location,
A quiet lounge area.	The Quiet Space is now open
Continually remind staff that communication is everything then rather assume – just to speak with the person to ask their preference	This is included in initial and refresher training and is also covered under Dementia & Autism awareness.
More room is needed in the eating areas for wheelchair users and their family. In addition, more catering too.	More retail units including caterers are now open both Landside and Airside and are all fully accessible.
The disabled toilets should be fitted with a RADAR key lock as these facilities are often used and abused by able-bodied travellers	As we have accessible toilets as not all disabilities are, visible we will not be introducing RADAR keys to our toilets.
When bookings are taken and you are notified that a passenger is disabled/wheelchair user, they should be allowed to be dropped off – for free	Free drop off and parking is available at the airport and is advertised on our website, which includes 30 minutes free drop off in the multi-storey car park.