

Consultation company	Background	Output
Luton Action - Dementia Action Alliance (LDAA)	Captures and promotes best practice enabling it to benefit many more people who live with Dementia and to assist with making a Dementia Friendly Community in Luton. This is done through member Action Plans.	<p>We met with LDAA in March 2017 and became a member with an action plan which included a commitment ensure 40% of Luton Airport front line employees were Dementia Friends by the end of 2017, we achieved 55%. We also successfully achieved the introduction of Hidden Disability identification. The list of actions old and new are available on their website.</p> <p>We also supported Dementia Awareness week in May 2017 where we facilitated a choir called ‘friends with voices’ who represent people with dementia and/or their families who are affected by dementia. This year May 2018 (21st-27th) we will be displaying their poster campaign in further support of this group. We also receive monthly newsletters and hold annual meetings with the group with the next scheduled meeting in July.</p>
Inova – Changing Places	<p>Standard accessible toilets do not meet the needs of all people with a disability.</p> <p>People with profound and multiple learning disabilities, as well people with other physical disabilities often need extra equipment and space to allow them to use the toilets safely and comfortably. These needs are met by Changing Places toilets.</p>	Changing Places were invited to London Luton Airport in October 2017 to ensure that our adult changing facilities was designed appropriately and included everything we needed to make it compliant, we were keen to ensure we got it right first time! The equipment list and design specification was then shared with our contractors. Delivery of this area is delayed and now due to open in July 2018.
Crohn’s and Colitis UK	They are the UK’s leading charity in the battle against Crohn’s Disease and Ulcerative Colitis.	Crohn’s and Colitis sent a mailing to companies. LLAOL received this mailing and contacted them directly as we were interested in making our disabled toilets ‘accessible’ rather than then just disabled toilets and saw this as a way of also supporting the ‘Travel with IBD’ campaign which was requested of travel hubs across the UK and involved the adoption of additional signage on all toilets highlighting that not every disability is visible and therefore ensuring that they were accessible as opposed to available for just those customers with non-hidden disabilities. This was implemented in March 2018 following upgrades to our toilet blocks.
British Toilet Association	The BTA is a Not-for-Profit Members Organisation working to promote the highest possible standards of hygiene and provision in all “away from home” toilet facilities across the United Kingdom.	We have engaged with the British Toilet Association following passenger feedback. They completed a full audit of all our facilities in September 2017 and since then we have upgraded our existing facilities using a new design standard that was completed on receipt

		of their feedback across the board for new toilet blocks (i.e. our new Pier B) and also for modification of older facilities. A post completion audit is being conducted by the BTA in June 2018 now that the majority of the new facilities are complete and open to passengers for use.
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