

Date	Engagement Item	Comments/actions
02/04/2017	Autism Awareness Day	30 Families from the local area attended a "Try before you Fly" in Gatwick
09/04/2017	Manor Green College - Crawley	A teenager with a hidden disability recruited
12/04/2017	Sensory Room visit with Autism Support Crawley	Gain understanding of what would be beneficial in GAL sensory room.
28/04/2017	Understanding Autism Event - Horsham	Represented GAL & OCS
02/05/2017	Autism Support Day - Crawley	Supported with a stand at the day event
09/05/2017	Manor Green College - Crawley	A teenager with a hidden disability recruited
11/05/2017	RNIB visit to Gatwick	Relationship established and training material agreed.
16/06/2017	Changing Places	Attended opening of Changing Places in Crawley County Mall
02/07/2017	Multiple Sclerosis	Customer trialled the Hoist in OCS offices and gave him confidence to travel for the first time since he had contracted the illness.
06/07/2017	Prime Minister's dementia in travel conference.	Lanyard introduced to wider airport community within the UK
12/07/2017	Business Disability Forum	Established relationship and taken guidance.
14/07/2017	Inspiration Day - Manor Green College, Crawley	Attended workshop with disabled students
19/07/2017	National Guide Dogs for the Blind	Airport Familiarisation for 8 Labrador puppies in Gatwick
03/08/2017	Regional Alzheimer's Society Co-ord	Established relationship and taken guidance.
19/08/2017	Superhero Series	Participated in Disabled Triathlon in Windsor for C4 series with GAL
02/09/2017	Manor Green College - Crawley	A teenager with a hidden disability recruited
10/09/2017	St Catherine's Hospice	Dragon Boat Racing in Tilgate
14/09/2017	Regional Alzheimer's Society Co-ord	Attended Alzheimer's Society Late Summer Concert
12/10/2017	RNIB - World Sight Day	Took project managers to meet RNIB and try VR headsets to simulate visual impairment, for awareness when planning projects.
23/10/2017	National Autistic Society	Meeting to discuss renewal of Autism Access Award
30/10/2017	Autism Support Crawley	Quarterly community forum
02/11/2017	Paul Maynard, Minister for Rail and accessibility visited at short notice. Conducted a tour of South terminal before heading to the North PRM area where he was interviewed for South East Today.	
02/11/2017	National Autistic Society	Successfully renewed the Autism Access Award at Gatwick
05/11/2017	Accessibility Day. Over 100 people (just under 40 families) visited North terminal between 1200 and 1600. Simulated journey through the airport - check in, ride on a buggy, security, terminals, border force with their dogs, police, fire service all in attendance. Extremely positive feedback received from several attendees.	
06/11/2017	Interview given to Beetroot re the accessibility day for Airspace.	
06/11/2017	Met with Travelcare to discuss how we can help raise awareness of their services. Linda to send me an electronic copy of their leaflet.	Waiting on electronic copy of travelcare leaflet.
14/11/2017	Dementia Friends "train the trainer" day. Staff from GAL training, engineering, terminals plus Border Force, TravelCare and Virgin attended. They will start to cascade Dementia Friends in their areas of the business. All the security team will be Dementia Friends by Christmas 2018. Terminals will be completed by March 2018. I will be going to team meetings, training days and holding some lunch and learns for GAL office staff, Airfield Ops etc.	Waiting on badges and cards from Alzheimer's Society, and final version of the slides with videos embedded.
14/11/2017	Interview given to Beetroot re Dementia Friends train the trainer day for Airspace.	
15/11/2017	Spoke to EasyJet re raising awareness of the hidden disability lanyard. Invited to go and speak to crews in their crew rooms.	Dates to be set up by me.
16/11/2017	Spoke to LAX. They are rolling out the lanyard in the new year - likely to be February. They estimate they have approximately 11 million passengers travelling through their airport annually who have a hidden disability. Will be making an initial order of 25,000 lanyards. They will be changing the design very slightly - it will be the same colour green, but with a bird of paradise flower design instead of a sunflower (their state flower). Will be speaking to contacts at Ontario (California), Atlanta (largest USA airport), Fort Lauderdale, Denver and New York airports and ANA to encourage them to use the lanyard as well.	
21/11/2017	Engaged with PRM PAG re SignLive.	SignLive offer an online sign language real time interpretation service and are coming in on Monday 27th to demonstrate. Asked Ann and Sheila if they have come across them (they have and are positive about them) and if they would like to attend.
22/11/2017	Visited Southgate Medical Practice to present to them about the hidden disability programme and how it works as they are considering launching it at their practice. Received positively, and they have given me contacts for other members of the medical profession who they think will benefit from it, and will promote its use to their clients.	A medical rep was there who will be flying home to Phoenix, Arizona for Christmas and has offered to take info over for them.
29/11/2017	Attended Dementia Friendly Awards. Nikki sponsored and presented two fundraising awards. OCS were our guests.	

29/11/2017	Alzheimer's Society	Prime Ministers Air Transport Group Meeting
01/12/2017	Guernsey launched their lanyard.	
04/12/2017	SignLive came in to demonstrate real time online BSL interpretation system currently in use at Heathrow and Edinburgh. Undoubtedly a good system, but not sure how many passengers it will benefit at Gatwick. Service starts at 0800 and runs until 2400. 150,000 BSL users in the UK, many of whom will be independent and some of whom will travel via other airports.	
06/12/2017	Prime Minister's Dementia Travel Meeting	Positive and engaging meeting
07/12/2017	Spent an hour with the customer support team talking them through what I am doing and the initiatives in the pipeline that they may find useful when dealing with passenger complaints.	
08/12/2017	Visited Virgin to see autism software produced by Kingkraft. Utilises high-end gaming software to produce an interactive reproduction of the airport. Lights and sounds can be dialled up or down depending on circumstance.	
13/12/2017	PMs dementia in air travel working group meeting attended by James Freemantle. Very engaging and positive meeting, with high-profile attendees and potential access to Minister for accessibility as a result.	
13/12/2017	Visited Heathrow as their guest to attend launch of hidden disability lanyard. They also showcased new disability symbol in use (as launched by the UN). Paul Maynard (Minister for Accessibility) in attendance.	
14/12/2017	Alzheimer's Society	Christmas Carol Concert
18/12/2017	Spent time with a passenger who has severe anxiety and is hoping to fly in May. Gave her a tour and spent time reassuring her re some of our processes and security measures.	
04/01/2018	Visited the National Autistic Society. Spent some time updating him about the work we are doing (he was unaware of the lanyard being used outside of Gatwick). Handed a "Autism Friendly" award for 2017, which covers us for another year.	Cost of the award is £900, which has been funded by OCS. We may wish to review going forward.
15/01/2018	RNIB visited with IT experts to discuss how they might best help Mandie and her team. Mandie now in touch with them directly.	
17/01/2018	Along with service provider, hosted two Japanese media guests who are interested in setting up a dementia friendly community. Potential link in to Osaka Airport	Ian Sherriff believes Osaka may wish to "twin" with Gatwick
17/01/2018	Presented accessibility update at the IT forum.	Airport Labs have offered work for free
17/01/2018	Alzheimer's Society - Japanese visit	To present the lanyard and offer training / support to launch in Japan
19/01/2018	Explored potential V-room involvement at Autism Awareness events.	V-room staff will attend the April event primarily to observe.
22/01/2018	Delivered Dementia Friends session to the senior leadership team.	
29/01/2018	Explored possibility of GATPOL rolling out refresher training and Dementia Friends	Seemed positive. They are discussing further.
07/02/2018	Represented Gatwick at the first ADHD conference in Sussex. Event sold-out. Manned a stall with Wilson James to promote the hidden disability lanyard.	Some very useful contacts who will promote the lanyard to their own groups and professional organisations.
16/02/2018	Hosted visit by COO Stanstead. Very keen to understand how the lanyard works. Shared info, data and survey results.	
20/02/2018	Met with Flying Disabled. Campaigner for passengers wishing to board aircraft with their own wheelchairs. Working on designing an "approved standard" wheelchair for cabin use.	Chris is very well connected politically and is often approached for comment by media.
23/02/2018	Went to The Base to meet Virgin to discuss 3D modelling. Agreed we would do journey from Virgin check-in to security and sensory room (one completed) as priorities.	
28/02/2018	Met Whizz-Kidz. Discussed options to work together.	Keen to explore Whizz-Kids undertaking "mystery shopper" activities.
22/03/2018	Autism Support Meeting	The Spring Board Project
08/04/2018	Autism Awareness Day	40 Families from the local area attended a "Try before you Fly" in Gatwick
24/04/2018	Attended Heathrow Accessibility Advisory Group meeting.	Presented to the group re Family and Assistance lanes in security.
25/04/2018	Attended Travelcare spring event	On-site charity which assists passengers in distress.
03/05/2018	Presented accessibility strategy and achievements to date to the Gatwick Airport Limited bi-annual leadership event	
04/05/2018	Dementia Conference in Plymouth	Presenting with James Freemantle and Ian Sherriff
14/05/2018	AOA safety week.	Presented a variety of accessibility updates to staff from around the airport.
15/05/2018	Deaf awareness day	Drop-in sessions for any Gatwick staff to understand the challenges people with a hearing impairment have when travelling through the airport.
18/05/2018	Mental Health day	Drop-in sessions for any Gatwick staff to raise awareness of mental health issues.

31/05/2018	Gatwick Community Forum	Presented a session re accessibility achievements to date and future strategy.
04/06/2018	Hosted visit by Plymouth University	Visiting to assess the impact of the hidden disability lanyard and discuss accessibility in general.
04/06/2018	Visited Aerobility at their headquarters at Blackbushe airport	Charity which enables disabled people to fly in a light aircraft and also enables them to try a simulator.
06/06/2018	Hosted a visit from LV Hassocks school	Party of children visited the North Terminal and also met Virgin staff at check-in.
07/06/2018	co-hosted a Gatwick Express "Try a Train" session.	People with a range of disabilities found out what accessibility features are available to them when travelling by rail. They then took a train to London Victoria, had a tour of the station and took the train back to Gatwick.
08/06/2018	Met with Colostomy UK to discuss how Gatwick can assist people with Stomas.	Arranged to write a "handy hints and tips" article for publication in their
08/06/2018	Attended Whizz-Kidz Board	Attended Board meeting hosted by young wheelchair users. Discussed what we can do to make air travel more accessible for them.
12/06/2018	Attended British-Irish Expo at Olympia	Showcase for accessibility best practice, technology and innovation.
13/06/2018	Joint webinar with Wilson James to NHS hospital trust to share some of our initiatives and best practice.	Streamed to multiple NHS trust sites.
14/06/2018	Represented Gatwick at the British Airways wellbeing day.	Presented to BA staff and represented the airport at drop-in sessions.
15/06/2018	Hosted a family who have a disabled son for a visit to familiarise him with the airport.	Visited landside and airside areas.
26/06/2018	Attended Alzheimer's Society event in London.	Represented Gatwick Airport
27/06/2018	Attended Disability Summit at Whitehall.	Represented Gatwick Airport
28/06/2018	Met with Ehlers-Danlos charity to understand how we can make the airport more accessible for people living with the condition.	Agreed we will continue to work together going forward, and write a piece to raise awareness of Ehlers-Danlos for the security team.
29/06/2018	Visited Virgin headquarters to help assist a family whose son has autism and is fearful of flying.	Continue to work closely with Virgin.
02/07/2018	Attended RNIB event at Hampton Court	Represented Gatwick Airport
04/07/2018	Represented Gatwick Airport at Baroness Sugg Roundtable event	Agreed to attend any further events to represent Gatwick Airport.
04/07/2018	Hosted visit from Copenhagen airport to discuss best practice.	Shared training module and gave information and graphics re the hidden disability lanyard.
05/07/2018	Attended Construction Forum to share accessibility best practice.	Offered Dementia Friends sessions to the construction industry working at Gatwick.
10/07/2018	Met with Seeability - local charity.	Shared examples of best practice, initiatives and accessibility processes and facilities available at Gatwick.
13/07/2018	Met with Sainsburys to discuss them trialling the hidden disability lanyard.	Offered all support for the trial. Shared graphics, photos, information and training slides.
16/07/2018	Hosted visit by Milan airport.	Toured landside areas and Wilson James control room.
19/07/2018	Started attending Retail Concept Design meetings.	Attend weekly meetings to help make all retail, food and beverage areas more accessible.
03/08/2018	Met with Dolby Visisol to discuss personalised supply of oxygen to passengers at the airport.	Agreed to trail the service, based at Special Assistance desks.
03/08/2018	Met with Ehlers-Danlos charity to finalise content of article for security staff.	Intruduced the security comms lead.
08/08/2018	Met with The BackUp Trust to discuss how we can work together to make air travel more accceble for wheelchair users.	Will continue to meet and share ideas.
10/08/2018	Presented Dementia Friends and Disability Awareness sessions to British Airways.	Presented to the management team.
16/08/2018	Hosted visit from Cavendish Care Homes	Approx 15 residents and their carers visited for a tour of South and North terminal landside areas.
20/08/2018	Visited Action for Deafness at their Worthing office.	Discussed training module for hearing impairment to be delivered to passenger facing staff during 2019.
23/08/2018	Met with Stocksigns to discuss wellbeing walk.	Met to discuss feasibility of sponsored wellbeing walk to raise money for Travelcare. Agreed to facilitate this.
27/08/2018	Presented at conference in Minneapolis.	Shared best pracrice, facilities, training and awareness being rolled out at Gatwick.
31/08/2018	Hosted visit from Guide Dogs	Familiarisation visit for guide dogs in training to experience the sights and smells of the airport (including boarding an aircraft).
04/09/2018	Joint Wilson James / GAL meeting to share training modules.	Aiming to drive consistency and make sure we are aligned.
05/09/2018	Presented at Gatwick Community Forum.	Shared accessibility update.
07/09/2018	Introductory conference call with Rhino	Supplier of specialist sensory equipment.
11/09/2018	Meeting with RNIB to discuss Eyewear training and AIRA.	Content of training finalised and agreed to RNIB involvement in any future AIRA trial.
13/09/2018	Shared current training module content with Passenger Advisory Group PRM subgroup.	Very positive feedback.
14/09/2018	Met with Govia Thames Railway to discuss how we can inform users of accessibility features available to them.	Comms channels shared. Will continue to support each other in this area.
18/09/2018	Sat on Alzheimer's Awards judging panel.	Represented Gatwick Airport to work with a group from local businesses and people living with dementia to judge up-coming awards.
20/09/2018	Attended Seeability event in London.	Represented Gatwick Airport.
21/09/2018	Attended Horsham memory walk.	Hosted by Alzheimer's Society.
25/09/2018	Delivered accessibility presentation to Legal and General staff at their headquarters in Hove.	Shared best practice, facilities and strategy at Gatwick.
26/09/2018	Hosted sponsored wellbeing walk to raise money for Travelcare.	Over £500 raised.
27/09/2018	Attended Alzheimer's Society Harvest Festival service.	Represented Gatwick Airport.

03/10/2018	Meeting with Open Doors (USA accessibility charity)	Agreed to assist them with filming for an accessibility training video in collaboration with British Airways.
16/10/2018	Meeting with SEA PR	Provided "Hints and tips" article for distribution to various charities.
17/10/2018	Hosted attendees from ACRP to showcase Changing Places bathrooms.	Information to be shared in the next published report.
18/10/2018	Hosted a visit from a group of NHS nurses to visit the sensory room.	They will brief colleagues.
31/10/2018	Chaired Accessibility Community Forum	Local support groups and charities attended to discuss accessibility matters and how we can improve our services for people with a range of conditions.
01/11/2018	Conversation with Swindon NHS to discuss accessibility best practice.	Swindon NHS considering launching hidden disability lanyard.
14/11/2018	Hosted visit from Guide Dogs	Familiarisation visit for guide dogs in training to experience the sights and smells of the airport (including boarding an aircraft).
17/11/2018	Accessibility Day.	Over 100 people (just under 40 families) visited North terminal between 1200 and 1700. Landside, they visited check in, rode on a buggy, security, terminals, border force with their dogs, and police. Airside, they visited the V-Room, sensory room, an EasyJet aircraft (with full crew and two pilots), fire service and were able to examine an ambulance.
21/11/2018	Presented to new and existing members of Travelcare.	Gave accessibility overview and strategy.
22/11/2018	Attended Dementia Friendly Awards in London.	Gatwick sponsored the award for "Inspiring Young Person of the Year".
23/11/2018	Visited local Tesco (broadbridge Heath) to discuss how we can support them to roll out hidden disability lanyard.	Also speaking to them at a national level.
26/11/2018	Presented at conference in Singapore.	Shared best practice, facilities, training and awareness being rolled out at Gatwick. As a result of contacts made, shared training modules with colleagues in India.
04/12/2018	Attended ESAAG	Attended as a guest.
05/12/2018	Attended RNIB event in London.	Represented Gatwick Airport.
07/12/2018	Hosted visit by Baroness Sugg and Nusrat Ghani.	Visited landside and airside areas.
11/12/2018	Chaired inaugural meeting of airports to discuss accessibility matters.	Shared best practice and training modules, to drive consistency of messaging. Discussed technology and innovation. Attendees (either in person or via conference call) included Southampton, Manchester, Edinburgh, Shannon and Bristol.
17/12/2018	Attended Prime Minister's Dementia in Air Travel Group meeting.	Represented Gatwick Airport.
18/12/2018	Attended Alzheimer's Society Christmas carol concert in London.	Represented Gatwick Airport.
10/01/2019	Discussion with Abu Dhabi airport to share our learnings when constructing sensory room.	Abu Dhabi are about to construct a new terminal building and wanted to understand the challenges of constructing a sensory room.
17/01/2019	Hosted visit from National Autistic Society and assisted them with some filming.	Visited the sensory room and new Special Assistance lounge.
18/01/2019	Facilitated WHILL automated wheelchair demonstration.	Attendees included members of GAL staff from various departments, EasyJet, British Airways and Wilson James. Trial planned for April 2019.
21/01/2019	Facilitated a visit by an aeronautical engineering undergraduate.	Student is undertaking a project aimed at allowing passengers to board aircraft in their own wheelchairs.
23/01/2019	Meeting with RNIB to examine accessibility of Gatwick website	On-going project.
28/01/2019	Meeting with British Airways to share 2019 accessibility strategies.	Ongoing collaboration throughout the year.
30/01/2019	Visit by a mother with her daughter who has autism and will shortly be flying for the first time since infancy.	Visited landside and airside areas, simulating the journey she will be taking..
01/02/2019	Meeting with the Wilson James training team.	Gave them access to two new training modules, covering hearing impairment and visual impairment.
05/02/2019	Delivered mental health awareness sessions for Wagamama	As a result of Dementia Friends sessions delivered.
06/02/2019	Chaired Accessibility Community Forum.	Local support groups and charities attended to discuss accessibility matters and how we can improve our services for people with a range of conditions. Shared two new training modules with them covering visual impairment and hearing impairment. Very positive feedback from the group.
08/02/2019	Met with LNER	Discussed roll-out of hidden disability lanyard to LNER and general accessibility collaboration.