



## Dementia Action Alliance

Doncaster Sheffield Airport is working with Dementia Action Alliance to learn more about dementia and offer the best experience for travellers with the illness.

Staff and Service partners from the airport have taken part in awareness training as part of the airport's drive to become dementia-friendly.

Stacey Boote, Communications & Marketing Manager at Doncaster Sheffield Airport, said: "Doncaster Sheffield Airport has signed up to be a member of the Dementia Action Alliance, which brings together organisations across England committed to transforming the lives of people with dementia and their carers.

"A group of our staff have already undergone training to make sure that they can provide the best help for passengers with dementia. Becoming 'Dementia Friends' is important to us as we aim to ensure that passengers enjoy stress free travel at our dementia-friendly airport."

Kathryn Rawling from Dementia Action Alliance, said: "The DAA is working towards bringing about a society-wide response to dementia. At a national level the DAA has begun to shape policy and attitudes. Locally we galvanise action by coordinating and supporting Local Dementia Action Alliances.

"We are delighted that Doncaster Sheffield Airport have become members of the Alliance and that they are working to deliver a dementia friendly service for their passengers."



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## Disability Access Audit

As part of our commitment to provide a service that meets the needs of all passengers, a disability assessment audit was undertaken in December 2016.

The audit was undertaken by 'Live Inclusive'. Doncaster. Live Inclusive is a pan disability charity with the necessary expertise to audit the experience, facilities and service available. The technical assessment included a physical assessment of the airport terminal and car park facilities

The audit provided valuable insights and we are now working towards a programme of enhancements to our disabled toilet facilities including improved grab rails, relocation of mirrors and better way finding

We are now looking forward to putting this learning into practice at Doncaster Sheffield Airport and have prioritised findings for action over the forthcoming months, including improvements to disabled toilets, clearer signage and reviewing the information available on the website before the end of 2017.

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## Autism Plus

In November 2017, DSA linked with Autism Plus to provide staff training key members of passenger facing staff.

Autism Plus is a Doncaster charity offering support services across the North of England. They support individuals who have autism, learning disabilities and other complex needs. They help people achieve more than they dared to dream was possible. From living in their own home, learning new skills, finding a job to making new friends; Autism Plus are passionate and proud of the way they have helped and supported people to achieve so many of their aspirations over the last 25 years.

The charity provides Residential Services, Activity Choices, Independent Living, Supported Living, First Routes into work, Social Enterprise and Children's Services. For further details please take a look at their website <http://www.autismplus.co.uk/>

The airport continues to work closely with Autism Plus on a number of initiatives.

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## Stomawise

In November we met with Stomawise with regards to the assistance and facilities which can help passengers with various stomas. We look forward to working with Stomawise in the coming months. In the meantime, here some helpful tips for when travelling abroad. [Click Here](#)

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## Guide Dogs

As part of our ongoing commitment to ensure the services we provide meet the needs of all visitors who require assistance, in January we invited Jo Talbot, Community Engagement Officer from Guide Dog UK to look around and review the airports policy regarding travelling with an assistance dog. We also discussed the difficulties that can be faced by people with sight loss. Jo has provided some very interesting points and we are currently looking at how we can improve our physical environment to help alleviate some of these issues.

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## Robert Ogden School

In February, the airport hosted a visit to the airport by pupils and staff from Robert Ogden School. Based in Rotherham, the school is an inclusive day and residential school that provides specialist autism education to children aged 5 to 19. Both the children and staff had the opportunity to familiarise themselves with the surroundings of the airport and its environment and had the opportunity to ask any questions that they had. We look forward to hosting similar visits to the airport by the school in the coming months.

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**Doncaster Mind**

In April 2018, we invited Linda Woods, Wellbeing Services Manager at Doncaster Mind to pay us a visit. We are aware that travelling can be a source of anxiety for many people, Doncaster Mind were given a tour of the airport and introduced Doncaster Sheffield Airport to just some of the ways in which we can support people and provide the highest quality of assistance.

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## Accessibility Open Day

In October 2018, the airport held a PRM open day to engage with local disability groups and showcase the facilities at the airport. The day was organised in order to give people with disabilities, both physical and hidden, the opportunity to visit the airport and to experience and give feedback on what we have to offer for disabled travellers.

The event attracted charity and mental health ambassador and guest speaker Alex Stanifoth and a great range of charities, and included representatives from local disability groups, including:

Live Inclusive <https://www.liveinclusive.co.uk/>  
Doncaster Mind <http://doncastermind.org.uk/>  
The partially Sighted Society <https://www.partsight.org.uk/>  
Doncaster Deaf Trust <https://www.deaf-trust.co.uk/>  
Doncaster Disabled Peoples Alliance <http://ddpa.org.uk/>  
Alex Staniforth <http://alexstaniforth.com/>



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## Support Dogs



In November 2018, the airport hosted a visit by Support Dogs. Support Dogs is a registered national charity dedicated to increasing independence and quality of life for people with various medical conditions. They provide, train and support specialist assistance dogs to achieve this. Our terminal teams were there to help familiarise the dogs and their owners to the airport environment and to answer any questions they had. Over the next year we have further exciting plans to assist Support Dogs with their activities!



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## Communications Specialist College, Doncaster

At the beginning of December 2018, the airport met with representatives from the college to discuss ways in which we can support each other over the next year. Student support and familiarisation visits were discussed, along with providing industry specific British Sign Language Training to airport staff. We look forward to working closely with college in 2011.

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## Lourdes Pilgrimage Flights

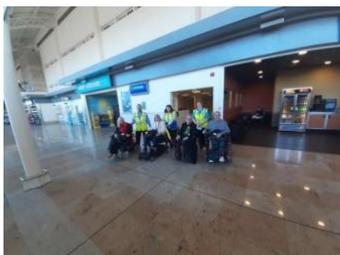
We are proud to work alongside the Diocese of Sheffield with their annual Pilgrimage to Lourdes. With support from Friends of Doncaster Sheffield Airport (FODSA) we are proud to help assist the elderly and infirm, making the start of their trip as accessible as enjoyable as possible.

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## MS Society

In February 2020, the airport hosted a visit from members of the Doncaster Branch of the MS Society. Members had the opportunity to tour the airport site, and see for themselves the facilities the airport had to offer and support people with varying stages of MS. Airport staff also had the opportunity to speak with the group in an informal setting. Jacqueline Clayton, Doncaster Group Co-ordinator said... "We all found it very informative and enjoyable. The staff were very helpful in the meeting and special thanks to the PRM team for demonstrating the equipment and making it a friendly experience.

I will pass the information to our local Group and the National and I'm sure people with MS or other disabilities will want to use the facilities you have and not be afraid of flying from there in the future"



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## VoiceAbility

VoiceAbility is an independent advocacy service supporting people with varying disabilities and needs. The airport is working closely with the service on a number of initiatives, including our "Helping Hands" Lanyard scheme. Our first focus advocacy group is planned to visit the airport in spring 2020.

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## Airport Visits

We are committed to assisting passengers where we can and if you believe a pre travel visit to the airport would assist you with your travel plans please contact [customerservices@flydsa.co.uk](mailto:customerservices@flydsa.co.uk) for more information.

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## Accessibility Forum

Held twice a year, the airports Accessibility forum, is a forum for users of the Airport's Special Assistance services or their representatives to share their knowledge and experiences of services at the airport. if you are a local charity that wishes to find out more and come along to our next meeting, please contact [customerservices@flydsa.co.uk](mailto:customerservices@flydsa.co.uk)

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## Feedback

We welcome your feedback and we would appreciate it if you could take the time to complete this short CAA Passenger survey <https://www.surveymonkey.com/r/PRMUK>

Alternatively if you would like to contact Doncaster Sheffield Airport directly to provide your feedback you can do so by post or by completing our feedback form; [Here](#)

By Post: Customer Services Doncaster Sheffield Airport, Heyford House, First Avenue, Doncaster, DN9 3RH.