



<b>Topic:</b>	<b>Cornwall Airport Newquay's Accessibility Advisory Group</b>
<b>Meeting Date:</b>	5 <sup>th</sup> November 1200-1400
<b>Meeting Location:</b>	Cornwall Airport Newquay
	<p>Josh Wintersgill – JW (Chair)          Kelly Jones – KJ (CAN)          Carolynn Copeland – CC (CAN)          Chris Hyde – CH (CAN)          Ross Landon (RL) – Active 8          Lynn Bartrip-Kay – (LB) Purple Angels          Kerry Schofield (KS) Purple Angels</p> <p>Molly Woodhead</p>
<b>Distribution:</b>	<a href="#">Improving accessibility at Cornwall Airport Newquay</a>

### **AGENDA**

1. Welcome and Introductions (Josh)
2. Business Update (Kelly)
3. PRM Assistance Performance (Kelly)
4. PRM Customer Feedback (Kelly)
5. CAA release CAP2374 (Josh)
6. Tour of land and airside (Kelly to lead)
7. AOB

<b>1.</b>	<b>Welcome and Introductions</b>	
1.1	<p>JW and KJ welcomed everyone to the meeting and thanked for their attendance.</p> <p>Apologies from Libby Herbert, Marie Ralph</p>	
<b>2.</b>	<b>Business update</b>	

2.1	<p>KJ have an overall business update for Cornwall Airport Newquay.</p> <p>Launch of Flybe and new route for Summer 2023 with Ryanair and Aer Lingus. All other airline partners still operating with us for 2023 apart from British Airways.</p> <p>KJ discussed the capacity of the terminal at NQY with passenger flow but stated Summer 2023 schedules are yet to be released.</p> <p>KJ is working with SITA to obtain a self-service bag drop to take pressure off the team next Summer as there will be more aircraft on the ground within the same time frame. In terms of accessibility KJ is pulling together a separate team for Passengers requiring support (PRS) for 2023. This will keep consistency of the service the team offers and allow for more time spent training.</p> <p>KJ also updated the group that Cornwall Airport Newquay has completed the Hidden Disability Sunflower training.</p> <p>Anne-Marie to attend this forum - Head of Corporate Social Responsibility, Health &amp; Wellness for Corserv.</p>	
2.2	<p>JW to organise training for team with Alison Meadows in the New Year. JW has put KJ in contact with Alison to arrange. It is hoped this will be complete before the next advisory group Feb-23. Mike Curtis who is the airside trainer can take on this training so it can be distributed to the wider team through the airport.</p> <p>Awaiting a date for Autism Awareness training with Marie Ralph.</p> <p>KJ to reach out to Libby Herbert about Colostomy training for the team.</p> <p>KJ gave an update on the signage throughout the terminal and carparks. It is ongoing due to budget.</p>	
2.3	<p>KJ raised about the team's training in Makaton. Makaton training needs to be reviewed, alongside refresher training.</p> <p>JW asked about the process for the visually impaired with guide dogs at the airport.</p> <p>KJ confirmed there needs to be 48 hours' notice of a guide dog coming through the airport for domestic travel and 7 days for international. The airline they are travelling with must have the correct documentation and they must have a pet passport. KJ handed out the documentation required to the group to read. All passenger services supervisors have international guide dog training and 3 on call managers.</p> <p>KJ confirmed there has been no response from ADI for toilets in the terminal – need to be implemented in at least 1 toilet. JW to contact Steve directly and arrange. It is also suggested we ask Steve to be part of the advisory group for people with vision loss.</p>	

	<p>KJ gave an operational update on security – passengers requiring support no longer need to go through the archway, this makes the journey through a lot more accessible.</p> <p>KJ to send the Summer 2023 schedule to JW.</p>	
<b>3.</b>	<b>PRM Assistance Performance</b>	
3.1	<p>CH demonstrated the new Passenger assistance application that launched in August this year. The app is linked to Airlink which has details of all of the flights each day. The team have 2 phones – KJ is planning for more.</p> <p>Feedback from passenger services agents – Time consuming, concentrating more on the phone than the passenger, 2 phones not linking up and recording passengers inbound.</p> <p>New coding for no assistance needed – feedback to the provider.</p>	
<b>4.</b>	<b>PRM Customer Feedback</b>	
4.1	<p>KJ shared statistics on passengers requiring support surveys from winter 21 and summer 22. This all looked positive for the airport – KJ to get Josie/Molly to update the survey on the Cornwall Airport Newquay website to link to the CAA survey.</p> <p>KJ shared some recent positive feedback these our staff have received.</p>	
<b>5.</b>	<b>CAP2374 Release</b>	
5.1	<p>JW discussed the CAA's recent guidance that was released.</p> <p>Airlines will now be measured on accessibility. JW will send out report from CAA with minutes.</p>	
<b>6.</b>	<b>Tour of airside and landside</b>	
6.1	<p>KJ lead a tour through the airport for all attendees.</p> <p>JW has again pointed out that the quiet area airside still needs addressing from a marketing / diversity perspective. It must be sorted ahead of the Summer schedule 2023.</p>	
<b>7.</b>	<b>Airport website</b>	
7.1	<p>KJ to discuss with Josie – Marketing &amp; Communications updating some information on the website for accessibility etc. Re word information about MP3 Players from Purple Angels. Also, to look into a sponsor for accessibility.</p>	
7.2	<p>Advisory group are to review website and provide feedback on its accessibility.</p>	
<b>8.</b>	<b>Mystery Shopper</b>	
8.1	<p>JW to arrange a mystery shopper sometime in Spring of 2023</p>	
<b>AOB</b>		

## ACTIONS

2.1	Separate passenger assistance team ready by Summer 2023.	KJ
2.1	Add Anne-Marie as an optional attendee.	KJ
2.2	Arrange moving and handling training with Alison Meadows	JW/KJ
2.2	Chase autism awareness training and colostomy training for the team.	KJ
2.2	Signage – to have progress by Spring 2023	KJ
2.3	Chase ADI regarding toilets in terminal.	KJ
2.3	Send summer schedule to Josh.	KJ
3.1	Feedback to provider of PRM assistance app.	KJ
5.1	Send out CAP2374 report with minutes.	JW
7.2	To have website updates for accessibility completed by End November.	KJ
8.1	JW to arrange a mystery shopper sometime in Spring of 2023	JW

## FUTURE MEETINGS

- 4<sup>th</sup> February 2023 – 11:00 to 16:00 full familiarization tour
  - 6<sup>th</sup> May 2023 – 11:00 to 14:00 Summer readiness
    - 5<sup>th</sup> August 2023 – 11:00 to 14:00
    - 4<sup>th</sup> November 2023 – 11:00 to 14:00

