



<b>Topic:</b>	<b>Cornwall Airport Newquay's Accessibility Advisory Group</b>
<b>Meeting Date:</b>	7 <sup>th</sup> October 2023 1100-12:30
<b>Meeting Location:</b>	Microsoft Teams
	<p>Josh Wintersgill – JW (Chair)</p> <p>Kelly Jones- KJ (CAL)</p> <p>Ross Landon - RL (Active 8)</p> <p>Lynn Bartrip-Kay – LB (Purple Angels)</p> <p>Libby Herbert – LH (Colostomy UK)</p> <p>Steve Hoyler - SH (easyAccessibility)</p> <p>Jaime O'Hanlon - JH (Enable Accessibility)</p> <p>Gavin Neate – GN (WelcoME)</p>
<b>Apologies:</b>	<p>Leanne Grose – LG (Driving mobility)</p> <p>Maria Ralph- MR (Autism awareness)</p> <p>Iain Hutchinson - IH (Director of autistic community)</p> <p>Molly Woodhead – MW ( CAL Marketing)</p> <p>Carolyn Copeland – CC (CAL)</p> <p>Sean Sullivan- SS (CAL)</p>
<b>Distribution:</b>	<a href="#">Improving accessibility at Cornwall Airport Newquay</a>



**AGENDA**

1. Welcome and Introductions (JW)
2. WelcoME – Live Demo (GN)
3. Business Update (KJ)
  - Signage
  - Training
  - Ambulift
  - Infrastructure
  - Assistance statistics
  - Technology
  - CAA visit
4. Previous meeting minutes and actions (JW)
5. Travel update (JW)
6. AOB

<b>1.</b>	<b>Welcome and introductions</b>
1. 1	<p>JW opened the meeting and thanked everyone for attending, providing all attendees an overview of the running of the meeting and agenda.</p> <p>KJ thanked all for joining and provided all with an update on the interim structure and the changes to her role.</p>
<b>2.</b>	<b>WelcoME live demo</b>
2. 1	<p>GN shared an introduction to himself and the background as to why, he has created WelcoME. Created in 2018 to provide a digital solution for communication between the customer and staff for all needs, started with 5 businesses, now over 200.</p> <p>GN and JW collaborated to show the front and back end of the system and the benefits of the system from a customer perspective and a business service approach.</p> <p>Key factors of the demo for consideration:</p> <ul style="list-style-type: none"> <li>● Ability to share individual needs before arriving at a (business service) provider</li> <li>● Specific needs can be selected</li> <li>● Currently, 31 disabilities with the platform – will continue to grow</li> </ul>

	<ul style="list-style-type: none"> <li>● Can add undisclosed conditions</li> <li>● Training accessible for the service provider</li> <li>● Users of the platform can request a business to implement WelcoME. The WelcoME team will then approach the business</li> </ul> <p>JW shared GN hopes to trial with CAL and another airport to identify the benefits and feedback from the forum as to whether they feel it would be beneficial.</p> <p>RL asked about integration with current airport systems and processes. KJ highlighted the importance of trialling and understanding how this would support but also sharing the benefits from a broader business perspective with stakeholders as visitors to the site that equally may not be travelling via air.</p> <p>JW/KJ - follow-up discussion required about the next steps</p>
<b>3.</b>	<b>Business Update</b>
3. 1	<p>KJ provided an update on signage. JH raised the question about the reduced mobility emblem being used and if we could expand to include a more inclusive symbol. JW and LH shared a sign implemented by LHR- KJ to review. KJ shared that additional signage and information is being added to the assistance waiting area.</p> <p>JH raised current and future capabilities on call points and hearing loops. KJ shared the implementation of a new call point at check-in. But the car park call points continue to be on the infrastructure improvements list.</p> <p>Sunflower scheme has launched – positive feedback, training delivered to the team and provided resources that are accessible should a member of the team need to access information to provide the proper support to passengers and visitors.</p>
3. 2	<p>Ambulift is still not in service due to mechanical works being completed. KJ to secure a date with the wider management team and JW.</p> <p>Discussion around equipment evolved. KJ requested advice on a sling and upper body harness for the team. JW and RL shared recommendations. KJ to follow up on products with JW.</p> <p>KJ and JW will visit LH to provide and support with chair recommendations to evolve current resources onsite. JW to secure a date with LH at Driving Mobility.</p>
3. 3	<p>Training has been delivered on Dementia and Autism as agreed from the previous meeting. Really positive feedback, and more dates to now be secured during the winter months. KJ to action with LB and MR.</p> <p>The group shared feedback on training and some companies that can support with effective training. KJ to research and secure.</p> <p>LH will support training onsite in the New Year for Stoma Awareness sessions. KJ to source deaf and hearing loss training for the CAL team. JH highlighted the difference with deaf and hearing loss training and offered to support providing some sessions onsite for the CAL team.</p> <p>SH to speak with Cornwall Blind and Partially Sighted Association for training</p>

	JW to speak with Happy Smiles Training for training later in 2024.
3. 4	Changes to infrastructure are planned for S24 as the business moves to enable and meet industry-regulated changes for C3 security scanning. This will potentially change the current layout of departures and the quiet/family room.
3. 5	KJ shared assistance statistics, comparing 2022 to 2023, showing the increase in figures and the type of assistance being delivered. Feedback will be shared to the wider group electronically.  JW requests going forward stats on meeting ECAC requirements of pre-notified and non-notified PAX.
3. 6	KJ shared technology continues to evolve with feedback from the team and how we move to more automated approaches such as WelcoME- discussion linked with section 1.
3. 7	CAA site visit planned for 1 <sup>st</sup> November 2023
<b>4</b>	<b>Previous minutes and actions</b>
4. 1	JH raised name changes from the minutes Actions still outstanding due to not all members being present - Actions to roll onto next meeting.
<b>5.</b>	<b>Travel update</b>
5. 1	JW shared details on his recent experience when travelling through a UK airport. JW highlighted some learning and areas that service providers need to improve on. Importantly, how staff members speak to one another and in front of customers. JW praised the security team for their approach and ability to provide reassurance and conduct a search that was not intrusive and yet very intense, meeting the standard required.  KJ requested JW to put his experience in writing so this could be shared with the CAL security team for internal awareness and learning.
<b>6.</b>	<b>AOB</b>
	All attendees agreed for the WhatsApp group to be set up.  JW would like to take the forum to lunch during the festive period, a date to be arranged. JH to find a suitable venue.  The next meeting will be agreed to coincide with a festive lunch.  Outstanding actions are to be followed up at the next meeting.

### Actions

2.1	Discuss the next steps and whether we would like to secure a trial of WelcoME	GN,JW, KJ
6.	New website - meeting with Jaime to be arranged regarding advisories	JH/M W
3.3	Meeting with Driving Mobility and additional wheelchairs to be sourced	JW/KJ/ LG
3.2	New sling and upper body harness	KJ/JW
3.2	Secure meeting with the Operations Director and Marketing Manager	KJ/JW/ JH
6.	WhatsApp group to be set up for the forum	JW
6.	Mystery shopper funding	KJ/LG/J W
3.3	Look into deaf awareness training Secure more dates for Dementia and Autism training Secure dates for Stoma training Secure Happy Smiles Training Secure training for those with blindness/vision loss	KJ/LH/ LB/MR /JW
5.	Share airport experience with the Security team at CAL	JW
6.	Confirm a date for the next forum	KJ/JW
6.	Find a suitable venue for Xmas dinner	JH

### Future meeting dates

- 9th December 2023 - 11:00-12:30pm, followed by lunch 1pm - venue TBC.