



Topic:	Cornwall Airport Newquay's Accessibility Advisory Group
Meeting Date:	22 May 2023 1100-1400
Meeting Location:	Microsoft Teams
	Josh Wintersgill – JW (Chair) Nerissa Marx – NM Mike Curtis - MC Carolyn Copeland - CC Ross Landon - RL (Active 8) Lynn Bartrip-Kay – LB (Purple Angels) Libby Herbert – LH (Colostomy UK) Leanne Grose – LG (Driving mobility) Steve Hoyler - SH (Enable Accessibility) Maria (Autism awareness) Iain Hutchinson IH (Director autistic community) Molly Woodhead – (MW) Minutes
Distribution:	Improving accessibility at Cornwall Airport Newquay

AGENDA

1. Welcome and Introductions
2. Business Update (Nerissa)
3. Training/staffing
4. AOB

1.	Welcome and introductions
1.1	<p>NM opened the meeting and thanked everyone for attending. Checked about photography for social media – everyone consented.</p> <p>JW thanked all for joining.</p>
1.2	<p>Intros</p> <p>CC worked at Cornwall Airport Newquay for 4 years in passenger services, also 4 years on this forum.</p> <p>MC trainer for airside and specialises in passenger handling.</p> <p>NM security manager, 18 years at Cornwall Airport Newquay – filling in for KJ</p> <p>MW newly appointed marketing assistant, looking at ways to improve CAN’s website/socials etc alongside Josie – Marketing manager.</p> <p>Maria from Tourette’s action Cornwall and the autistic community</p> <p>IH director of autistic community</p> <p>RL life on wheels blogger and business manager</p> <p>Leanne driving mobility, driving assessments, lost leg to cancer.</p> <p>JL enable accessibility CIC access audits, hidden disabilities</p> <p>LK volunteer for purple angels, dementia awareness</p> <p>SH sight loss entrepreneur also on the London Gatwick forum</p> <p>JW CAA, supports easyJet Supported IATA with mobility aids.</p>
2.	Business Update
2.1	<p>NM delivered an update for this summer season which started 10 February this year. We have an extended winter schedule with Ryanair now year-round. Newquay’s passenger numbers are bigger than Exeter. Working on pinch points for summer, moved security area to have different lanes for different needs, require assistance, children, no checked in bags etc.</p>
2.2	<p>JL raised there should be more information about the type of planes we have for each route, an information pack for each destination including photography and videos to run in the quiet room and queues.</p>
3.	Training/staffing
3.1	<p>5 new passenger assistance staff started in February. Moving and handling training to be completed and continuous refresher training for PRS team.</p> <p>Ambulift is now integrated into the fleet with training to be led by MC in the coming weeks.</p>

3.2	<p>Signage and website improvements ongoing. Feedback from forum for these is much appreciated.</p> <p>Sunflower scheme to be launched on social media soon.</p> <p>CC gave an update on the progress with new assistance phones – inbound data struggles more than outbound. Coding system doesn't tell you exactly what assistance is required.</p> <p>Security lane to support families and assistance passengers for the short term. June 2024 upgrade for security along with all other airports which will make the process smoother for all passengers.</p> <p>Security videos to be created for socials and for display screens to inform passengers of what happens in security.</p> <p>CAA visit expected October 2023.</p> <p>Additional wheelchairs are being sourced. NM asked forum for recommendations – Leanne can help.</p> <p>PT29 – international assistance dogs have been approved.</p> <p>New sling is needed for summer -JW to speak with KJ.</p>
3.3	<p>WhatsApp group set up</p> <p>Meeting with East Midlands Airport and JW, KJ.</p> <p>Dementia training dates from LK – June 20/27 + July 4/11/18</p> <p>Autism training with Maria – 16-23rd June 1-pm-3pm</p> <p>Mystery shopper – Leanne to look into funding.</p> <p>KJ to look into deaf awareness training.</p> <p>To agree another date for the advisory group – 2nd September 2023 provisional.</p>

Actions

2.2	Information packs for destinations/aircraft	MW
3.2	New website	JH/MW
3.2	Sunflower scheme/ambulift press release and social media launch	MW
3.2	Additional wheelchairs to be sourced	KJ/L
3.2	New sling for summer 23	KJ/JW
3.3	WhatsApp group to be set up for forum	JW
3.3	Dementia awareness and autism awareness training (dates above in 3.3)	KJ
3.3	Mystery shopper funding	KJ/L
3.3	Look into deaf awareness training	KJ
3.3	Confirm a date for the next forum	KJ

Future meeting dates

- September 2023 TBC