



Topic:	Cornwall Airport Newquay's Accessibility Advisory Group
Meeting Date:	4 th February 2023 1130-1300
Meeting Location:	Microsoft Teams
	Josh Wintersgill – JW (Chair) Kelly Jones – KJ (CAN) Sean Sullivan (SS) Ross Landon (RL) – Active 8 Lynn Bartrip-Kay – (LB) Purple Angels Libby Herbert – LH (Colostomy UK) Edward Trehwella (ET) – Driving mobility Steve Hoyler (SH) - easyAccessibility Molly Woodhead – (MW) Minutes
Distribution:	Improving accessibility at Cornwall Airport Newquay

AGENDA

1. Welcome and Introductions
 2. Business Update (Kelly)
 - 2.1 General/Infrastructure
 - 2.2 Training / Staffing
 - 2.3 Technology/Website
 3. PRM Assistance Performance (Kelly)
 4. Statistics
 5. PRM Customer Feedback (Kelly)
 6. AOB
- } (Included in minutes with SSR codes)

	Apologies
	<p>Kerry Schofield – Purple angels Tracey Phillips – Independent Sarah Barker – Independent Danny and Jayne – Independent Cath Aitkenhead – Independent Teresa Parsons - Alzheimer's</p>

1.	Welcome and Introductions
1.1	JW opened the meeting and thanked everyone for their attendance. Went around the meeting forum with brief introductions.
2.	Business update (KJ – CAN)
2.1	<p><u>General/Infrastructure</u> KJ shared PowerPoint with group. Flybe entering administration which has affected planning for summer 2023 – operational day is reduced by 3 hours, so this affects staffing and rosters. Ambilift will be arriving mid-February. Steve raised the call button for assistance must be user friendly for passengers with a visual impairment. Onsite visit for SH – combine with familiarisation tour? May onsite visit for familiarisation tour – flight schedule may affect this KJ will look into. Website accessibility. KJ/JW to share regulatory feedback from CAA.</p>
2.2	<p><u>Training/Staffing</u> Recruitment is now taking place with inductions starting 6th Feb and 6th March 2023. New role has been confirmed – Passenger assistance agent. Moving and handling training will be delivered by Alison – only company in the UK to offer aviation specific moving and handling training. Sunflower scheme training – all of passenger services will have undertaken – social media post to acknowledge this is pending. Training and development team is under review and hopefully coming into effect from 1st April / spring. Signage is undergoing an upgrade – completion by May 2023. Assistance waiting area improvements by end of April 2023. KJ and Nerissa Marx (Security Manager) have made a plan for a ‘Slow Lane’ for when we are at peak capacity in the terminal for passengers requiring support.</p>
2.3	<p><u>Technology/Website</u> New website is scheduled to go out to tender – ongoing Feedback of current website was raised – too many graphics and not enough text for voice over. RL raised that the images are basic – need to be updated. KJ/MW will raise ideas/issues with website with Josie Hutt – Marketing Manager KJ raised that CAN are working with Adecs to evolve assistance app. No gender identity/prefix on app. SS raised a benefit of the app is the view of the day which makes it easier to organise staff. Group agreed a platform to share ideas outside of this meeting is needed – WhatsApp group SS/JW</p>

	KJ to chase autism awareness/colostomy training – secure training by April/May. LB offered training for Purple Angels dementia awareness. JW/KJ discusses mystery shopper visit – KJ will need a quote for procurement.
AOB	Steve discussed how Cyprus airport have tactile pavement to check in. Libby raised communication/advertisement on new security scanner project needs to be shared as soon as date is confirmed. KJ will raise with Nerissa Marx and Josie Hutt. Walkthrough video of the journey through the airport – MW/Josie Hutt.

ACTIONS

2.1	Onsite familiarisation tour date confirmation	KJ
2.1	share regulatory feedback from CAA	KJ/JW
2.2	Arrange moving and handling training with Alison	KJ
2.2	Signage is undergoing an upgrade – completion by May 2023 ONGOING	KJ
2.3	New website tender – ongoing	JH/MW
2.3	CAN are working with Adecs to evolve assistance app.	KJ
2.3	Platform to share ideas outside of this meeting – WhatsApp group	JW
2.3	Chase autism awareness/colostomy training – secure training by April/May	KJ/LH
2.3	Arrange mystery shopper visit	KJ/JW

Future meetings:

- TBC