

Airport Forum for Accessible Travel

Date: 26 January 2019

Names of attendees have been removed

		Action
1.	Welcome and Introduction	
	Heather thanked everyone for attending and apologised for the short notice change in venue. This was due to the late departure of a flight and the terminal busy with passengers	
2.	Able to Train	
	Able to Train gave a short talk to the group on the training he provides to the airport. He showed the group the aids we have for lifting passengers in and out of their seats. It was discussed that for the price of one eagle hoist we can purchase a number of aisle chairs, wheelchairs and lifting aids. Ross talked to the group about the able move seat he uses. The airport can consider purchasing these	
3.	Review updated action plan	
	The group reviewed the updates of the action plan and additional information was added. An updated action plan is being sent with these minutes	
4.	Additional points of discussion	
4.1	It was discussed that the overspill seating area could be adapted into a multi-functional quiet room for passengers who want to work or sit in a quiet area and those with Autism, anxiety and visual impairments. To adapt this area consider bean bags (wipe clean) foam cubes, hanging chairs, wheelchair friendly. Make the area homely and consider sensory items. The current quiet area is the business lounge which isn't easily accessible for wheelchairs	
4.2	Consider obtaining tactile items for passengers to hold when they are boarding the flights to alleviate stress eg stress balls	
4.3	Airport to consider obtaining peak caps, sunglasses to alleviate visual stress. Passengers to be advised to bring their own in the new information booklet	
4.4	Parent/Guardian/Carer to be offered the lanyard or wrist band aswell to identify to staff they are travelling together	
4.5	Security officer to explain to passengers wearing a lanyard or wrist band what will happen if the alarm goes off prior to them walking through the archway	
4.6	Consider creating a resource bank of videos and training documents for staff to refer to throughout the year to keep up their	

	awareness	
	Research how other airports provide information to their assistance passengers to help us improve our service	
5.	Makaton Training and Information Booklet	
5.1	Amanda Glennon is coming to the airport at the end of February to train the majority of terminal and administration staff in Makaton. Cornwall Airport Newquay will become the first airport in the country and possibly the world to be a Makaton Friendly Airport	
5.2	Information Booklet – Disability Cornwall and the airport are putting together an information booklet for all our passengers. Disability Cornwall are writing it from the perspective of assistance passengers and the airport will add additional information. To assist in the writing of the booklet, on 23 rd February we will be replicating a passenger journey through the airport and onto the aircraft. 2 children from CAAP will act as the passengers and photos and videos will be taken to use in the booklet. The parent/guardian will need to give permission for all photos and videos to be used as part of the airports, airlines and partner organisations promotional material	
6.	Familiarisation	
	The airport are holding a familiarisation tour for passengers who have concerns about travelling through an airport. 5 places have been given to CAAP, 5 to Active 8 and 10 to Disability Cornwall Members of the tour will need to give permission for all photos and videos to be used as part of the airports, airlines and partner organisations promotional material	
7.	Members for the Forum	
	We would like to invite more members to join the group from other members of the disability community. The Alzheimer's society are joining the group with one other. We will also offer this hearing and sight loss groups.	