



## **Airport Forum for Accessible Travel**

<b>Date:</b>	25 <sup>th</sup> November 2019
<b>Present:</b>	Heather Sturt (HS) - CAL Suzanne Yates - CAL Lucy Thomasson - CAL Carolyn Copeland - CAL  Attendees Ross Lannon – Active 8 Sandy Lawrence-CAAP and Time to Shine Angie Emrys Jones – CAAP, Time to Shine and Cornwall Down Syndrome Society Clare Greenwood– Hearing Loss Cornwall
<b>Distribution:</b>	All Above John Veale Lucy Hatherell - CAL Nerissa Marx - CAL Steve Ferridge - CAL Danny Capstick - CAL Richard Thomasson - CAL Penny Monger – Active 8 Heather Monger – Active 8 Jayne Emery - CAAP Marie Ralph – CAAP and Tourettes Malachi Ralph - CAAP Michelle Latham - CAAP Greg Latham - CAAP Catherine Malinowski - CAAP Tigger Pritchard– National Autistic Society Carole Theobald – Isight Cornwall Theresa Parsons – Alzheimer’s Society John Sweeting – Active 8
<b>Minutes :</b>	Heather Sturt Suzanne Yates

**Apologies:**

Jayne Emery  
 Alfie Emery  
 Marie Ralph – CAAP and Tourettes  
 Malachi Ralph - CAAP  
 Catherine Malinowski - CAAP

		<b>Action</b>
<b>1.</b>	<b>Welcome and Introduction</b>	
	<p>Heather thanked everyone for attending. There were a number of people who were unable to attend due to other commitments but have sent their apologies. Heather introduced Clare Greenwood as a new member to the group. Carolyn Copeland is a Passenger Service Agent and has taken on the role of airport champion and Lucy Thomasson is the Passenger and Customer Services Controller who will be assisting with the Forums while Heather's replacement is found.</p> <p>Everyone introduced themselves and Ross talked about his blog A Life on Wheels as Clare had not met him before. Everyone agreed to send through a short bio to be put on our website as an introduction to the forum members</p>	
<b>2.</b>	<b>Review of previous minutes</b>	
	<p>Heather is still looking into obtaining airline endorsement for the Easyseat before it is recommended on the airport website.</p> <p>Heather is working on sponsorship for the quiet room and Carolyn will now take this on and speak with companies and organisations who may wish to sponsor sensory items and lighting.</p> <p>CAAP will be bringing up the photos from the modelling shoot and these will be on display in the quiet room.</p> <p>The lanyards and wrist bands will remain as they are until used up and then we will go to the sunflower lanyards.</p> <p>The survey is proving successful with the email out system. There has been a 60% return in November.</p> <p>Ross asked for a photo of the new aisle chair and since our last meeting we have a new supply of manual powered wheelchairs as well.</p> <p>Training – Heather confirmed we will be asking immigration, car hire and coastline staff to attend the awareness training</p>	
<b>3.</b>	<b>Review of previous action plan</b>	
	<p>The forum was going to do a terminal walk around but based on the number of members at the meeting it was decided to update the action plan at the familiarisation tour in January. We decided it would be more beneficial.</p>	
<b>3.1</b>	<p>Induction Loops – we are meeting with 3 companies to look at installing more inductions loops and replacing the faulty ones. These will be at check in, information desk, security, café areas, security (if possible), departure gates and immigration.</p>	

<b>4.</b>	<b>Familiarisation Tour</b>	
	<p>This is going to take place on 25<sup>th</sup> January 2020. Apple Aviation are going to assist with lending us one of their aircraft as there isn't a Flybe aircraft on the ground now for any length of time.</p> <p>The feedback forms need to be made easyread with photos and symbols.</p> <p>The members of the forum will pass the details on to their organisations for anyone who wishes to attend. The numbers will need to be limited to 30 to allow everyone to get the most out of the day</p>	
<b>5.</b>	<b>Emergency Announcements</b>	
	The question was raised on how deaf or PRM passengers leave the building in the event of a terminal activation. Heather confirmed staff will ensure passengers who require assistance are evacuated from the building.	
<b>6.</b>	<b>Information Booklet</b>	
	<p>Disability Cornwall are assisting the airport in putting together an information booklet on the airport for passengers who require assistance. 2 members of Time to Shine acted as passengers when Disability Cornwall came to the airport and had photos taken to show airport journey. It was suggested to utilise Falmouth College for more photos or a terminal video. The forum would also like the booklet to include photographs of the avirmap and the aircraft doors. A question was raised about more information on travelling if you have Diabetes. This will be added to our website.</p>	
<b>7.</b>	<b>Queen Elizabeth Foundation</b>	
	Heather met with Graham Race from QEF at Expo this year and is working with him to arrange training for health care professionals in Cornwall on travelling by air.	
<b>8.</b>	<b>Training</b>	
	As part of the annual staff training it has been decided with the forum members to cover hearing and sight loss and Ross will also give a talk on his lived experience in a wheelchair. Lucy will arrange this training and will also invite UKBF, Coastline Travel and the on sight car hire companies to attend the full awareness training.	
<b>9</b>	<b>AOB</b>	
<b>9.1</b>	Sandy from CAAP asked if they could be put forward as the airports Charity of the Year. Heather will pass this on	
<b>9.2</b>	Passengers requiring assistance are given a voucher at check in which lists their needs. Heather will add a section to this for staff to add if the passenger has any additional needs like unable to use the archway metal detector in security	
<b>9.3</b>	Angie from CAAP will send through contact details to look at making our documents into easy read.	

	Date for next meeting Saturday 14 <sup>th</sup> March 1300 hrs in St Mawgan House	