



Airport Forum for Accessible Travel

Date:	5 th July 2019
Present:	Heather Sturt (HS) Suzanne Yates
	Attendees Ross Lannon – Active 8 Vanessa Milner – Active 8 Sandy Lawrence-CAAP and Time to Shine Angie Emrys Jones – CAAP, Time to Shine and Cornwall Down Syndrome Society Theresa Parsons – Alzheimers Society Carole Theobald – Isight Cornwall
Distribution:	All Above John Veale Disability Cornwall Lucy Hatherill - 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 Clare Greenwood– Hearing Loss Cornwall
Minutes :	Heather Sturt Suzanne Yates

Apologies:

Penny Monger
 Heather Monger
 Jayne Emery
 Alfie Emery
 John Veale
 Marie Ralph – CAAP and Tourettes
 Malachi Ralph - CAAP
 Michelle Latham - CAAP
 Greg Latham - CAAP
 Catherine Malinowski - CAAP
 Tigger Pritchard– National Autistic Society
 Clare Greenwood– Hearing Loss Cornwall

		Action
1.	Welcome and Introduction	
	<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 recently attended a CAA meeting with other airports to discuss the updated CAP 1228 and this has now been issued. The main objective of todays meeting is to look at all the new points and discuss a plan for putting these in place at Cornwall Airport Newquay. Heather introduced Theresa Parsons and Carole Theobald as new members to the group. Claire Greenwood has also joined the group but unable to attend today. The group were given a number of documents for review today or had been updated. This included:</p> <p>Terms of Reference</p> <p>Passengers with Reduced Mobility and Hidden Disabilities Policy – name changed as requested to Inclusion and Accessibility Guide for passengers with disabilities and reduced mobility.</p> <p>CAP 1228</p> <p>Airport paperwork that forms requirements from CAP 1228</p> <p>Information leaflet and airport survey</p>	

2.	Review of previous minutes	
	<p>Able to Train - gave a talk to the group in January on the equipment that can be used to assist passengers onto the aircraft.</p> <p>EagleHoist – after discussions with CAA and a visit to LGW by CAL staff it was decided to use the funds set aside for the eagle hoist to purchase 6 more wheelchairs and 2 aisle chairs and additional aids for lifting passengers instead.</p> <p>Ross talked about the Easyseat and Heather was able to meet with Josh Wintersgill from Easytravel seat at Expo 2019. He couldn't attend this meeting but Heather will be taking this forward and discussing with airlines to get this endorsed so we can advertise on our website. Ross uses his at a number of airports. They are designed for the passengers personal use and the passenger purchases their own. It isn't something the airport can hire to passengers.</p> <p>Quiet room – Heather is working on the changes to the quiet area. At a previous meeting the lighting was discussed to change to more softer lighting. This has been discussed with the airport and it can be looked into just changing certain areas rather than the whole airport. CAAP have photographs of children with Down Syndrome from a photo shoot they did. CAL will be displaying these photos in the quiet area.</p> <p>Wrist Bands and Lanyards – a number of companies are now using the sunflower lanyard and as it is more recognisable Heather will look into using this here rather than the ones we currently use. We do still have a large quantity in stock. It was discussed by the group the concern that it may make people more vulnerable as the sunflower ones become more well known. You would need to balance the needs to be known against the need for assistance.</p> <p>Forum members – the group are happy that the forum members represent the majority of the disability community.</p>	
3.	Minutes on our website	
	<p>When the CAA were reviewing the airport for the annual scoring, they asked who our forum members were and the organisations they covered. Heather asked the group if they were happy for her to publish their names and they agreed. She has also asked for photographs from each member with a short blog on their organisation to add to the website.</p>	
4.	Review of previous action plan	
4.1	<p>Signage – the majority of the signage works have been completed. The guidance step numbers on the floor in front of the entrance doors have been removed. This was confusing as not everyone has the same stride length.</p> <p>All airport hanging signs have to be in yellow and black. The hanging signs have been changed.</p>	
4.2	We discussed having signage on the toilet doors in Braille. Carole	

	advised that Braille users are very rare so no requirement. We do not need to have the information booklet translated into Braille. It would be more beneficial to purchase a hand held magnifying glass.	
4.3	Accessible parking spaces – spaces should increase in the east car park when the car hire companies move to the P3 parking area.	
4.4	Entrance doors – due to prevailing winds we are unable to install automatic doors on the west entrance to the airport.	
4.5	Tensor Barriers – the zig zag pattern utilises more passenger queuing area.	
5.	CAP 1128 Review – additional notes are being sent out with these minutes	
5.1	Waiting times – Heather explained to the group how the airport records the waiting times for departing and arriving assistance passengers. She discussed the voucher we use to record all the passengers details and went through the breakdown of all the IATA assistance codes. Ross asked who is responsible for bringing the wheelchairs to the aircraft to meet the passenger. Heather explained this would depend on the airport and their procedure.	
5.2	Handover between agents – handover between agents should be kept to a minimum and where possible limited to one.	
5.3	Customer Satisfaction survey – all passengers who require assistance must be offered the customer satisfaction survey to complete. The CAA have proposed that all airports use an email out method and all passengers given the choice to give the airport their email address.	
5.4	<p>Consultation with disability groups – the chair and vice chair person of the forum must be a forum member and not an airport employee. Sandy Lawrence and Angie Emrys Jones have volunteered to share the chairperson role with the assistance of the airport.</p> <p>The consultation with groups should include</p> <ul style="list-style-type: none"> Setting and reviewing quality and monitoring standards Advise on terminal refurbishments Advise on accessibility and facilities Consult on the training programme Airport inspections Annual feedback on effectiveness of the meetings <p>2 forum meetings per year plus the familiarisation tour</p>	
6	AOB	
	Sandy asked about having to remove boots and shoes in security. Some passengers wear medical boots. Security staff can explain to the passenger in the search area why the boots need to be removed and a chair is provided to sit down to remove them.	
	Sandy asked about immigration and training for them in the needs of assistance passengers. Heather can invite them to join our winter training programme.	

	Ross asked to see the new aisle chair. This can be included in the next meeting where we will incorporate a terminal walk around.	
	ADI – Heather described how this works and will form part of the terminal improvement works. Carole will speak to ADI to see if we can install it for a reduced price.	
	Theresa sits on the Accessible Air Travel group at Plymouth university. She asked if it would be ok to reference our group at her meetings and everyone agreed. It would complement the work we do.	
	Terms of reference – Heather outlined the changes and these are shown in the attached document highlighted in yellow.	
	Terminal Improvements – Heather has submitted to the airport planning team the improvements recommended from the group. She will send out this again to the forum members and asked for feedback by a certain date so she can submit any further changes.	
	Sandy asked for the policy guide to change its name to Inclusion and Accessibility guide for passengers with disabilities and reduced mobility. This will be included with these minutes and amended again at the next meeting if required.	
	Able to fly – Heather met with them at Expo 2019 and they would like to utilise the airport for training. Heather will look into this. This includes training for health organisations.	
	Fast track assistance – we need to make this clearer that the fast track is available if the airport give the assistance.	
	Training – consider family lived perspective rather than a trainer. Consider champions from the airport staff	
	Date for next meeting 25 th November 1000hrs in the terminal	