

<b>Topic:</b>	<b>Cornwall Airport Newquay's Accessibility Advisory Group</b>
<b>Meeting Date:</b>	08 November 2024 10:00-13:30
<b>Meeting Location:</b>	Microsoft Teams
	<p>Josh Wintersgill - Chairman          Libby Herbert - Colostomy UK          Jamie Hanlon - enable Accessibility          Sarah Barker - Independent          Ross Landon - Active 8          Kelly Jones - CAL          Andrew Boomer - CAL          Jordan Cavley - CAL          Narissa - CAL          Chris - CAL          Alana Maguire-King - CAL          Olivia Birkby - CAL</p>
<b>Apologies:</b>	<p>Marie Ralph - National Autistic Society (Cornwall)          Leanne Grose - (Driving Mobility Cornwall)          Ian Hutchinson - (CEO Autistic Community of Cornwall)          Josie Hutt - (Marketing/Website - CAL)          Steve Holyer - easyAccessibility          Lynn Bartrip-Kay – (LB) Purple Angels          Eden Baillie - Independent</p>
<b>Distribution:</b>	<a href="#">Improving accessibility at Cornwall Airport Newquay</a>

# CAAG Forum Minutes

<b>1.</b>	<b>Welcome and introductions</b>
1. 1	JW opened the meeting and thanked everyone for attending, providing all attendees an overview of the running of the meeting and agenda.
<b>2.</b>	<b>Familirisation Tour</b>
2. 1	<p>Observed the west car park, departure check in, current security area, the new cafe/bar and duty-free area, immigration and interview room at Border Force.</p> <p>KJ reported that developments to enhancing the car park payment terminals will come in the new year as part of a tender process for renovating this area.</p> <p>Car park, current security area and arrivals remain unchanged for the year.</p> <p>Significant developments with new duty free and cafe area in departure lounge. Recommendations were made by group to expand seating area inn the cafe, and lighting was exceptionally bright in duty free. The executive lounge</p>
<b>3.</b>	<b>Business Update</b>
3. 1	<p><b>Andrew Boom (AB) - Head of Operations</b></p> <p>Andrew's update focused on the airport's current performance, the upcoming security upgrades, and the potential for future growth and development with the help of an investment partner. The expected investor was expected to be known in Oct, but now appears to be the end of the year. But once k nown, it will allow the airport to plan/make improvements over the next 5-10 years. A clear acknowledgement was made to ensure the accessibility advisory group will be considered at the beginning of future plans/conversations to ensure accessibility is appropriately factored in at all stages and a need for a long term accessibility strategy.</p> <p>Airport growth—By the end of 2024, the airport is expected to have supported 400k PAX, up 100k from 2023. The airport is operating 23 routes from 10 airlines, and its load factor is up 5% from last year to 75%.</p> <p>Terminal expansion (new security area) on track for completion Dec-24. This will include the new state-of-the-art security system, providing a similar experience to larger airports and help maintain compliance with Department for Transport regulations.</p> <p><b>Narrisa (NX) Security Manager</b></p> <p>Narrisa gave a more detailed breakdown of the developments with the new security area.</p> <p>Confirmation of the private search room size being increased, as originally reported by the group as too small. LH raised concerns about medical devices/stoma bags etc, which highlighted the need for the airport to have more transparent communication and procedures in place for the launch of this new area. LH and others of the advisory</p>

	<p>group offered to work with the airport to help with procedures and a visit ideally onsite between the 9th and 20th December is recommended.</p> <p>JW asked the airport to consider a dedicated accessibility lane, on the near side of the new security area.</p> <p><b>Kelly Jones - (KJ) - Ground Operations Manager</b></p> <p>KJ update focused on the airport's operational readiness, staff training, technology improvements, and the need for more comprehensive feedback to drive accessibility enhancements.</p> <p>KJ stated that the current staffing levels are expected to stay the same, but still waiting on the final flight schedule for summer 2025. Recruitment for the summer 2025 season will start from the New Year.</p> <p>KJ mentioned plans to provide additional training for the airport's passenger assistance team, including:</p> <ul style="list-style-type: none"> <li>- New security equipment and procedures</li> <li>- Refresher training on moving and handling</li> </ul> <p>KJ reported that the issues with the airport's operations assistance app have been largely resolved which was due to wifi coverage across the airport. This does not appear to have impacted on ability to monitor ECAC.</p> <p>KJ finally announced that the repairs to the Ambulift have been completed, and it is now in a compliant and fit state. The airport is planning to conduct training and finalize the risk assessments and standard operating procedures in the coming weeks, with the aim of having it operational end of Jan-25.</p> <p>KJ shared the latest performance statistics, which shows the airport is meeting its ECAC (European Civil Aviation Conference) requirements. However, notifications from airlines to the airport about assistance could be improved. KJ advised they will recirculate the assistance email to all airline partners.</p> <p>KJ confirmed that procuring 4 additional manual chairs is not required at this moment, as the new provision of chairs is enough. This will be reviewed again later in 2025.</p> <p><b>Olivia Kirkby - (OK) - Marketing intern</b></p> <p>The airports website is scheduled to go live on December 3rd. The advisory group has requested that a final review of website and content so feedback can be provided by 15th November.</p>
4	<p><b>Josh Wintersgill - Vice Chairman Update</b></p>
4.1	<p>JW presented the Vice Chair report for the year and updated ToR for the group. KJ to review and sign off report for publication.</p> <p>JW mentioned he would like an independent accessibility audit conducted at the airport once the investment plans are finalised. This would help supplement actions and decisions towards a dedicated accessibility strategy for the airport.</p>

	JW mentioned that attendance has been dropping, and a recruitment drive for new members from the local area would be worthwhile. AB advised that we can use the airport's marketing channels to recruit new members to join the group.
<b>5</b>	<b>Review previous minutes and actions</b>
<b>6.</b>	<b>AOB</b>
6.1	Some challenges were raised regarding the handling of EMAs. JW showcased some examples of how Bristol Airport is handling EMAs with robotic machines and ramps. Cornwall would like to arrange a visit to Bristol Airport to see the equipment being used and to understand the costs.

### Actions

<b>3.1a</b>	Recirculate the assistance email address to all airline partners to ensure it is being used.	KJ
<b>3.1b</b>	Provide CAAAG members access to the draft website by 11th November 2024 to allow for final feedback before launch.	OB
<b>3.1c</b>	Explore creating a simple survey to gather feedback from the group's beneficiaries on the airport experience with new terminal upgrades.	LH/KJ
<b>3.1d</b>	Check wind limits and the operational use on the ambulift.	KJ
<b>3.1e</b>	Recirculate the airport's 5-10-year land use plan to the advisory group	AB
<b>3.1f</b>	Narrisa and KJ to arrange a date for members of CAAAG to be invited to experience the new security area between 9th and 20th December.	N/KJ
<b>3.2</b>	Room-mate - KJ and JC still not visited the Eden project. KJ advised this is still pending and will be done in the new year.	KJ/JC
<b>3.3</b>	KJ to chase and organise training for: Happy Smiles Training with Alex Winstanley Colostomy - LH Dementia - LB Austism and Tourette - IH and MR Hearing Loss training - JH Moving and Handling - KJ/JW	KJ/LH/ /MR/S H/IH
<b>3.7</b>	KJ advised CAA review is happening mid-November with Emily. KJ to report back next group meeting.	KJ/JW
<b>3.8</b>	KJ to touch base with JH about the issue of ReciteMe not being required - seek clarification.	KJ/JH
<b>4.1</b>	KJ to sign-off Vice Chair report and can then be published on website.	KJ
<b>4.1</b>	JW/JH/OK to arrange social posts to recruit for new member	JW/Jh /OK
<b>6.2</b>	A WhatsApp for assistance at the airport is to be started on December 1st. However, Purple Door may be considered - <a href="https://www.purpledoor.app">https://www.purpledoor.app</a> for future consideration.	KJ

<b>Actions on hold until 2025</b>		
3.2	Room-mate, still pending. KJ to review in the new year.	KJ
5.1	KJ will produce a high-level accessibility strategy in the new year.	KJ
5.2	Mystery shopper funding - Review action early 2025, postponed due to operations and funding.	KJ/JW
<b>6.1</b>	JW to arrange for KJ and JC to visit Bristol Airport in 2025 to watch how they handle EMA's and what equipment is in place	JW/KJ

### **Future meeting dates**

- Chairman to recommend dates early in the new year, but plan is for February 2025, subject to recruitment for new members.