

26<sup>th</sup> March 2022

<b>Topic:</b>	Airport Forum for Accessible Travel
<b>Meeting Date:</b>	26 <sup>th</sup> March 2022
<b>Present:</b>	<p>Kelly Jones (KJ) - CAL          Ross Lannon (RL) – Active 8          Lynn Bartrip-Kay- Purple Angels- Dementia          Carolyn Copeland (Pax Services CAN)          Josh Wintersgill (Ablemove.co.uk)          Mike Curtis (Dispatch)          Sean Sullivan (Pax Services CAN) Minutes</p>
<b>Distribution:</b>	<p>All Above          Nerissa Marx - CAL          Danny Capstick - 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          Sandy Lawrence-CAAP and Time to Shine          Angie Emrys Jones – CAAP, Time to Shine and Cornwall Down Syndrome Society          Clare Greenwood– Hearing Loss Cornwall          Lynne- Purple Angels Newquay          Sarah Yeo</p>

26<sup>th</sup> March 2022

		Action
<b>1.</b>	<b>Welcome and business update</b>	
1.1	<p>KJ thanked those present for attending and passed the details of those who sent apologies. KJ outlined the overall structure of the meeting to include walk around:</p> <p>West / East Car Parks Check-in Security Airside Apron Eastern Airways ATR72 Arrivals</p> <p>Previous Action Plan Feedback Form</p>	
1.2	<p><b>STATS 2021</b> 104,000 Pax of these 1750 requiring assistance and 1741 pre-booked. JW commented that this was within national stats</p> <p><b>Sunflower Lanyard</b> Brief discussion re the use of the lanyard for hidden disabilities. Important to set this against the use of this nationally, and as a positive communication tool for pax with such disabilities.</p> <p>JW expressed reservations about the use of the sunflower lanyard and the potential for it to be abused by some pax.</p> <p>Further discussions exposed the positive pax assistance environment and culture present at CAN and that communication and understanding of pax needs was central to offering the best possible assistance / support.</p> <p><b>Airline Partners</b> KJ explained that Blue Islands had pulled out of NQY route.</p> <p><b>Ambilift</b> This is currently at procurement stage. Further updates as and when these become available.</p>	Updates on Ambilift when available KJ.
1.3	<p><b>Training</b> Further training suggested for hidden disabilities.</p> <p><b>Lynn Bartrip-Kay (Purple Angels)</b> To offer two training sessions (15max per group); Possible date: 05/04/22 tbc</p> <p>Marie Ralph – Contact for Tourettes training</p>	Contact MR for Tourette's training KJ.

26<sup>th</sup> March 2022

	<p><b>Other</b></p> <p>Summer schedule now in place – due to factors stemming from pandemic at reactionary strategy may be required from time to time or at any time to meet operational needs.</p> <p>ECAC1228a – This has been issued</p> <p>Face Coverings – No longer required in terminal building. Pax to be reminded that a face covering may be necessary as per airline policy.</p> <p>Clear visors did not meet H&amp;S requirements</p> <p>Survey Monkey – Login difficulties</p> <p>Attendees &amp; Role (CAA comments) – Chair should not be CAN employee as the Forum requires representation from outside stakeholders who use the airport and its facilities. Importance was noted in understanding stakeholders' perspectives in order to make reasonable adjustments and improvements to accessibility.</p> <p>Discussion held around encouraging further support and additional Forum members; in particular how to reach out to other stakeholders / charities</p> <p>JW put himself forward as Forum Chair but added that he would first need to clear any potential conflicts with colleagues.</p>	
<b>2.</b>	<b>Review of previous minutes</b>	
	<b>KJ</b>	
<b>3.</b>	<b>Familiarisation tour dates</b>	
3.1	Familiarisation Tours - May, Oct, Jan Next Forums: Summer, Oct, Winter	
<b>4.</b>	<b>Assistance passengers feedback review</b>	
<b>5.</b>	<b>Forum attendees and roles</b>	
5.1		
<b>6.</b>	<b>CAP1228a</b>	
6.1	CAP 1228A – Any queries please revert to KJ <a href="mailto:Kelly.Jones@cornwallairportnewquay.com">Kelly.Jones@cornwallairportnewquay.com</a>	

26<sup>th</sup> March 2022

7.	<b>Feedback from members and AOB</b>	
7.1	<p>LB-K This has been a very productive learning experience offering important perspectives from different stakeholders. Importance was placed around a broader understanding of pax experiences.</p> <p>RL Excellent day! Priority placed in Forum expansion and reaching out to other stakeholders. The use of SM would be helpful in this regard.</p> <p>JW Agreed with all Forum attendees that reaching out to increase capacity of Forum is a priority. Moving and handling training should be a priority and be completed by June; JW to assist in this regard. JW explained that in his view there was a business justification for an Ambilift. JW to contact Ruth Rabet (Head of Business Development and will revert in 10 working days). JW suggested CAN requires more advertising in order to reach out to other charities and organisations supporting people with disabilities and / or who may require additional assistance.</p> <p>CP Agreed as above and will be endeavouring to find ways to reach out.</p> <p>SWS Agreed as above</p> <p>MC Very positive Forum highlighting the importance of understanding perspectives in order to make improvements.</p> <p>KJ Agreed as above and thanked all for their attendance, KL outlined the importance of re-enthusing and making positive changes particularly following the impact of COVID.</p>	

26<sup>th</sup> March 2022**Actions**

<b>Item no.</b>	<b>Action</b>	<b>Who</b>
1.2	Update on Ambilift when available.	KJ
1.3	JW put himself forwards to be chair of forum as should not be CAN employee.	JW/KJ
1.3	Contact MR for Tourette's training.	KJ
7.1	More advertising in order to reach out to other charities and organisations supporting people with disabilities and / or who may require additional assistance.	KJ