



Topic:	Cornwall Airport Newquay's Accessibility Advisory Group
Meeting Date:	23rd March 2024 11:30-12:30
Meeting Location:	Microsoft Teams
	<p>Josh Wintersgill - Chairman</p> <p>Lynn Bartrip-Kay – (LB) Purple Angels</p> <p>Kelly Jones - CAL</p> <p>Libby Herbert - Colostomy UK</p> <p>Ross Landon - Active 8</p>
Apologies:	<p>Marie Ralph - National Autistic Society (Cornwall)</p> <p>Ian Hutchinson - (CEO Autistic Community of Cornwall)</p> <p>Molly Woodhead - CAL</p> <p>Leanne Grose - (Driving Mobility Cornwall)</p> <p>Josie Hutt - (Marketing/Website - CAL)</p> <p>Steve Holyer - easyAccessibility</p> <p>Jordan Cavley - CAL</p> <p>Jamie Hanlon - enable Accessibility</p>
Distribution:	Improving accessibility at Cornwall Airport Newquay



CAAG Forum Minutes

1.	Welcome and introductions
1. 1	JW opened the meeting and thanked everyone for attending, providing all attendees an overview of the running of the meeting and agenda.
2.	WelcoME at Cornwall - post demo
2. 1	<p>KJ has advised JW to get Gavin to provide a quote for the cost of Welcome after the trial, and if the costs are ok, the free trial can go ahead.</p> <p>KJ is not able to commit financially to go ahead with the trial and it is a success to subsequently install WelcoMe into to the airport environment. Will need to wait until investor is secured before this discussion can continue.</p>
3.	Business Update
3. 1	<p>KJ has provided PowerPoint with updates - see attached with meeting minutes.</p> <p>Still waiting for an investor, which is impacting on improvements and developments</p> <p>Interim Ops structure is now permanent.</p> <p>The summer 24 schedule starts in April.</p> <p>8 weeks of work starting in the terminal (airside - cafe and retail area) in late April/early May</p>
3. 2	<p>Ambulift is serviceable and will be put into Operation in May, subject to training completion end of April.</p> <p>Quotes passed to senior leadership for review and approval in early April for provision of new chairs chosen by Cornwall airport at Cornwall Mobility. Time of issue of minutes, wheelchairs ordered.</p> <p>Room-mate - KJ and JC to visit a site on 6th April to review.</p>
3. 3	<p>Sight loss training with Cornwall Blind and Partially Sighted Association / eyeSight Cornwall for training - confirmed for 25th April</p>
3. 7	<p>Still waiting for the CAA report from the audit in November 2023. KJ has review of the report with the CAA in May. KJ to report back next group meeting.</p>

3.8	Wireframes were presented to the group. However, JH to present updated wireframes back to the group for final review.
5.1	KJ to develop a high-level strategy for the airport's direction on accessibility based on the airport's wider objectives so the advisory group can understand budgets and what is possible to get delivered. KJ did not present a high-level strategy but a Terms of Reference for the group was presented. KJ is unable to commit to a solid strategy at the moment, with the uncertainty of the investor situation at the airport and to avoid over-commitment. JW to review ToR and issue for next advisory group meeting.
5.2	Mystery shopper funding - a decision was made to postpone this until the post-summer schedule due to operations and funding.
5.4	KJ has requested that the airport run a familiarisation tour for people with disabilities to attend. Activ8 have reached out to KJ for a date and a collaboration is taking place.
4	Previous minutes and actions
5.	AOB
5.5	JW to agree with KJ when a Vice Chairman report should be written and published on Cornwall's Airport website
5.6	KJ to arrange for a colleague to come and discuss with the group about the new planning developments to expand the terminal

Actions

2.1	KJ has confirmed the WelcoMe proposal. KJ to discuss with tech team and go back to GN to move this forward.	GN,JW ,KJ
3.2	KJ to confirm successful procurement/order of manual wheelchairs Room-mate - KJ and JC to report on review after 6th April	KJ/JC
3.3	KJ to arrange: Happy Smiles Training with Alex Winstanley - KJ to chase again Colostomy - LH to send KJ to confirm dates Dementia - LB and KJ to confirm times Austism and Tourette training with IH and MR - waiting for dates to be agreed Hearing Loss training with JH	KJ/LH/ /MR/S H/IH
3.8	JH to coordinate with JW to arrange another review with group of new website layout/wireframes	KJ/JW /JH
4.	KJ to reach out to individual advisory group members to arrange onsite visits for awareness and learning opportunities	KJ
5.3	JW to try and recruit more individuals into the advisory group	JW
5.4	KJ/JC/JW to meet to decide when, what level of numbers and how to distribute awareness across local area.	KJ/JW /JC
5.5	JW to agree with KJ when a Vice Chairman report should be written and published on Cornwall's Airport website	KJ/JW
5.6	KJ to arrange for a colleague to come and discuss with the group about the new planning developments to expand the terminal	KJ

Future meeting dates

- Propose mid-June 2024 to the group