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| Topic: | Cornwall Airport Newquay's Accessibility Advisory Group |
| Meeting Date: | 09 August 2024 14:00-15:00 |
| Meeting Location: | Microsoft Teams |
| | <p>Josh Wintersgill - Chairman Leanne Grose - (Driving Mobility Cornwall) Kelly Jones - CAL Libby Herbert - Colostomy UK Sarah Barker - Independent Rebecca Carlin - Training team (Cornwall) Jordan Cavley - Passenger Service Team Chris - Passenger assistance agent</p> |
| Apologies: | <p>Marie Ralph - National Autistic Society (Cornwall) Alana Maguire-King - Marketing Intern Ian Hutchinson - (CEO Autistic Community of Cornwall) Josie Hutt - (Marketing/Website - CAL) Steve Holyer - easyAccessibility Jamie Hanlon - enable Accessibility Lynn Bartrip-Kay – (LB) Purple Angels Ross Landon - Active 8 Eden Baillie - Independent</p> |
| Distribution: | Improving accessibility at Cornwall Airport Newquay |



CAAG Forum Minutes

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| 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 | 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. Review action early 2025. |
| 3. | Business Update |
| 3. 1 | <p>Molly has left the business. Alana Maguire-King is new marketing intern.</p> <p>New investment partner 'Adynton Asset Management LLP' - due to go to cabinet in Oct to secure investment</p> <p>Accessibility strategy to become clear once business model and direction is secured post investment</p> <p>Terminal expansion well underway and on track. Assitance waiting area moved to landslide cafe. Area feels more controlled and private (feedback from customers).</p> |
| 3. 2 | <p>Ambulift still has not been put into service since acquiring it at the end of 2023. It is now going through a refurbishment of the tail lift. Date not yet known when it will be ready.</p> <p>Delivery of 6 new manual whelchairs and implemented into operation. A further 4 more are to be ordered by the airport. Driving Mobility have agreed to review these devices in operation every 6 months.</p> <p>Room-mate - KJ and JC have promised to visit the Eden Project to review the installed Room-mate, and report back in November</p> |

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| 3.3 | Sight loss training with Cornwall Blind and Partially Sighted Association completed on the 25th April, with 12 assistance staff being put through it successfully. |
| 3.7 | KJ was meant to have a review of the report with the CAA in May based on the audit back in November 2023. The group was updated in August this never happened due to change in role in the CAA delaying review. JW has asked KJ to chase for review and will report back next group meeting. |
| 3.8 | Updated wireframes for new website presented to the group, general thoughts were positive. However lack of consideration to digital accessibility was raised. J'Oh advised JH about ReciteMe (a digital accessibility organisation) and they have engaged with SuperSeed who are delivering the revamp of the new website for the airport. JH to report back to the group the developments with ReciteMe and another review of the website. |
| 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 - Review action early 2025, postponed 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 produce a Vice Chairman draft ahead of November group meeting. The 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

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| 3.2 | KJ to: <ul style="list-style-type: none"> 1. Chase for a date to confirm completion of refurbishment to Ambulift 2. Confirm successful procurement/order of 4 more manual wheelchairs 3. Room-mate - KJ and JC to visit Eden project and report back in November about intent on next steps | KJ/JC |
| 3.3 | KJ to arrange: <ul style="list-style-type: none"> 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 |

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| 3.7 | KJ to chase CAA for review of audit. Will report back at November meeting | KJ/JW |
| 3.8 | JH to present update about progress of website and ReciteMe developments | KJ/JW /JH |
| 4. | KJ to reach out to individual advisory group members to arrange onsite visits for awareness and learning opportunities | KJ |
| 5.1 | JW to present draft ToR to group for review and sign-off | JW |
| 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 4th October 2024 to the group. Amended new proposed dates of the 8/9th Novemeber 10:00-13:30.