



Topic:	Cornwall Airport Newquay's Accessibility Advisory Group
Meeting Date:	11 April 2025 11:30-15:00
Meeting Location:	Microsoft Teams
	Josh Wintersgill - Chairman Libby Herbert - Colostomy UK Steve Holyer - easyAccessibility Lynn Bartrip-Kay – (LB) Purple Angels Ross Landon - Active 8 Kelly Jones - Ground Operations Manager Chris Hyde - Passenger Assistance Agent Alana Maguire-King - CAL
Apologies:	Jamie Hanlon - Enable Accessibility Leanne Grose - (Driving Mobility Cornwall)
Distribution:	Improving accessibility at Cornwall Airport Newquay

CAAAG Forum Minutes

1.	Welcome and introductions
1. 1	JW opened the meeting and thanked everyone for attending and following the onsite walk-around in the morning. JW provided all attendees an overview of the running of the meeting and agenda.
2.	Familiarisation Tour
2. 1	<p>Group members provided some comments from their familiarisation tour, with a particular focus on the new security area at the airport.</p> <p>Security search room/pat down area RL advised that the door was relatively narrow, but he could enter with his wheelchair. Once inside, it was plenty big enough.</p> <p>The private search area is a good size, but it's a bit too clinical. The procedures are on the wall, but perhaps they're too small.</p> <p>Security area/scanners/trays The security area felt rather welcoming and not too noisy, and the procedures were good. However, LH observed the searcher asking questions to other staff and not directly to RL about the pat down procedure—recommendation to provide more security training.</p> <p>Action: KJ will raise the issue of security procedures during patdowns and how staff inform passengers of what they will do and how.</p> <p>Airport signage / maps LH raised Enhanced signage and a map outside might be beneficial.</p>
3.	Business Update
3. 1	<p>Kelly Jones - (KJ) - Ground Operations Manager</p> <p>Business update AB and KJ have reviewed the UK CAA audit report and will be formalising an accessibility strategy, that is to be presented at the June CAAAG meeting. Action: KJ will issue the UK CAA audit report to the CAAAG.</p> <p>376k PAX, down from 406k, from Apr-24 to Feb-25. Ryanair remains the predominant carrier, 48% international, 51% UK PAX split.</p> <p>Public Service Obligation (operated by Eastern is up for tender).</p> <p>Next Gen Security has been in operation since 09/02/25.</p> <p>The business lounge will be redesigned into a boarding gate by the end of Apr-25.</p> <p>Tech and Equipment A maintenance contract will be secured with Cornwall Mobility for the new wheelchairs that are procured.</p>

	<p>Sunflower service provider packs have been procured and provided to all trained staff.</p> <p>Ambulift training is ongoing and SOP`s currently being integrated into operations.</p> <p>Training Colostomy UK training was completed 10/04/25 to 35 FOH. A follow-up session will be completed before the next face-to-face in Sep-25.</p> <p>iSight Cornwall training planned for Nov-25</p> <p>Hearing loss training by hearing loss cornwall planned for May-25.</p> <p>Website Feedback for the advisory group on the new website by 15/04/2025.</p> <p>Generally, the language on the website could be overhauled, and the advisory group is to provide feedback.</p> <p>PRM performance (refer to the slides). There are no reports of negative feedback from passengers.</p> <p>CAL Assistance App for ECAC stats is in development stage with ADECS. Developments will enable the the journey of a passenger to be accessible by all agents. Go live date expected 22/04/25.</p>
4	Josh Wintersgill - Chaiman Update
4.1	JW provided the CAAAG with an update on a recruitment campaign run by the airport to attract new members to the group. Due to a lack of engagement from existing members and no-shows, a decision was made to revitalise the group with new members. The campaign attracted 27 applications, of which 5-7 have been shortlisted. JW will be reaching out and inviting the shortlisted candidates to the next CAAAG in June 2025.
5	Review previous minutes and actions
6.	AOB Members mentioned that the air side was very busy and overwhelming. Observing on a weekday was more beneficial for the group, solidifying the need for a quieter space in the renovation work air side that is expected to take place (the old security area).

Actions

2.1	KJ will raise the issue of security procedures during patdowns and how staff inform passengers of what they will do and how.	KJ
3.1a	Recirculate the assistance email address to all airline partners to ensure it is being used - completed, action to close.	KJ
3.1b	Members have been asked to provide feedback on the new website's launch. OB asked the group if feedback could be given by 15/04/2025.	OB

	However, this is too tight for the group. The group will provide feedback between now and the next meeting. The feedback will form a snagging list that the airport manages.	
3.1c	KJ will share Microsoft forms, which are being used to collate feedback from the group's beneficiaries on the airport experience and terminal upgrades.	LH/KJ
3.1d	Check wind limits and the ambulance's operational use. The limit is 18 knots, based on safety. A standard lift aviramp will be used as per normal operation when this limit is hit. Action to be closed.	KJ
3.1e	Recirculate the airport's 5-10-year land use plan to the advisory group. KJ, to re-check with AB and circulate to the group.	AB
3.1f	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. To be closed and link with 3.1c.	N/KJ
3.2	Roommate: KJ and JC have still not visited the Eden project. KJ advised that this is still pending and will be done in the new year. The visit to the Eden Project is not going ahead now. The commercial manager is aware of the desire to install. KJ will check with Rebecca to get funding and will report back at the next meeting.	KJ/JC
3.3	KJ will chase and organise training for: Happy Smiles Training with Alex Winstanley - no update provided. Dementia - no update provided. Austism and Tourette - IH and MR - no update provided. Moving and Handling - JW to book in moving and handling training and quote new slings.	KJ/LH/ /MR/S H/IH
3.7	KJ advised CAA review is happening mid-November with Emily. KJ to report back next group meeting. Meeting with Louis on 15/04/2025 to confirm the circulation of the CAA report with the CAAAG.	KJ/JW
3.8	KJ to touch base with JH about the issue of ReciteMe not being required - seek clarification. Libby to share another alternative with KJ and JW.	KJ/JH
4.1	KJ to sign-off Vice Chair report and can then be published on website. Closed.	KJ
4.1	JW/JH/OK to arrange social posts to recruit for new member. Complete and can be closed.	JW/Jh /OK
6.2	A WhatsApp for assistance at the airport is to be started on December 1st. However, Purple Door may be considered for future consideration: https://www.purpledoor.app . Role over to next meeting.	KJ
Actions on hold until 2025		
5.2	Mystery shopper funding - Review action early 2025, postponed due to operations and funding.	KJ/JW

6.1	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
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Future meeting dates

- Dates for next CAAAG meetings
 - 27th June 2025
 - 19th September 2025 (onsite visit)
 - 12th December 2025