

2024 summary report for the co-production activities and outcomes of the Bristol Accessibility Forum (BRSAF)

The Bristol Airport Accessibility Forum has a pan-disability representation consisting of the following organisations:

Bristol Disability Equality Forum (BDEF), Bristol Dementia Action Alliance (BDAA), Bridging the Gap (autism charity), Bristol Sight Loss Council, Colostomy UK, Breakthrough T1D (diabetes charity) and Guide dogs for the blind. As well as airport service users, one of which is a customer experience consultant and the other a frequent traveller, who also sits on the Bristol Airport Consultative Committee.

During 2024, the BRSAF members were kept abreast of the ECAC performance levels both by the airport as well as their *assistance* provider, ABM. But in addition, the BRSAF members had input into and supported with a number of initiatives on behalf of Bristol Airport. Which included infrastructure projects, PRM related support equipment, website review, the Next Generation Security rollout project, and helping with the creation of a bespoke disability awareness and equality staff training module.

In March 2024, the BRSAF members met with the airport's design team to look at a variety of options being considered for the soon to be completed Passenger Transport Interchange (PTI). As well as new design concepts for the temporary PRM Assistance lounge. Which will be utilised until all the expansion building work is completed at Bristol, when it will be relocated to its new location.

New passenger toilet facility designs were also consulted on with the BRSAF, which will also be introduced within the terminal. Where the design team wanted to introduce a new concept that was both accessible and inclusive. Consultation with the BRSAF members looked at signage, materials, facilities and layout. All of which will be factored into the final approved installation plan. At the same time a number of other projects were shared with the members. Which included, design concepts and procedures for blue badge holders in the *Drop and Go* parking facility at the airport.

BRSAF members were also consulted on the decision taken to increase the number of Aviramp's from 3 to 6 and how they felt this would support the *assistance* operation. As well as opinions sought for a new aircraft belt loader for embarkation/disembarkation of mobility scooters and power chairs into the hold of various aircraft.

In the autumn, BRSAF members provided guidance to Bristol Airport's Security with their Next Generation equipment installation. This included a *mystery shopper* exercise and support with Security staff awareness and training by Colostomy UK and Breakthrough T1D.

The BRSAF members also supported a website workshop review to help identify areas that required refreshing or updating. Which also resulted in the airport being encouraged to create a *Bristol Airport Journey* awareness video to better support PRM passengers.

Throughout 2024 BRSAF members conducted a general appraisal of the airport's existing disability awareness staff training programs, both on behalf of ABM as well as the airport itself. The outcome of which led to many of the organisations represented on the BRSAF, being asked to input into the airport's new disability awareness staff training module. This work will be continued into 2025, and once completed will then be rolled out to the staff and third-party stakeholders at the airport as well.

Finally, at the end of the year Bristol Airport thanked the BRSAF members for their expertise and support with the numerous projects they had provided valuable input to. Which they felt would strongly help Bristol Airport become known as one of the most accessible and inclusive airports in the country.