

**SPECIAL ASSISTANCE CONSULTATIVE  
COMMITTEE MEETING  
Thursday 7<sup>th</sup> February 2019**



<b>ATTENDEES</b>	<p><b>Andy Wright</b> - Committee Chair, <b>Phil Holder</b> - Head of Operations Support, BRS, <b>Verena Fuller</b> - Customer Relations Manager, BRS, <b>Lisa Wildblood</b> - PA, BRS, <b>Duncan Lowe</b> - Airport Services Manager, OCS, <b>Sue Watson</b> - Customer Service Manager (interim), OCS, <b>Mick Connolly</b> - Regional Training Manager, OCS, <b>Rachel Seward</b> - Ground Operations Manager, EasyJet, <b>Rebecca Hacker</b> - Dementia Action Alliances, <b>Sharon Cooper</b> - Alzheimer’s Society, <b>Gordon Richardson &amp; Mark Williams</b> – BDEF, <b>Josh Wintersgill</b> - Able Move.</p>
<b>APOLOGIES</b>	<p><b>Francesca Rolle</b> -Guide Dogs (South West), <b>Esme Mutter</b> - Bristol Stroke Assoc. <b>Libby Herbert</b> - Colostomy UK, <b>Kinny Chinangwa</b> - WECIL</p>

1 – Introduction (Andy Wright)	ACTIONS
<p><b>Andy</b> welcomed the Committee members. Discussion took place on whether to change the Forum name in order to avoid any confusion with the Airport Consultative Committee with representation from local Parish Councils. <b>Mick</b> suggested <b>Bristol Inclusion Committee (BIC)</b>. The members were asked to provide any feedback/further suggestions.</p> <p><b>AW to seek Committee approval for proposed name of committee.</b></p>	<b>ALL</b>
2 – Action Points from previous Committee meeting/Terminal Walkabout (Phil Holder)	
<p><b>Observations relating to Changing places Facility and terminal infrastructure:</b></p> <ul style="list-style-type: none"> <li>• <i>Inhibited access due to planters placed too close to the door.</i> <b>Phil</b> confirmed that the obstructions have been removed.</li> <li>• <i>Weight of the door proving challenging for passenger with weak wrists–</i> <b>Phil</b> will engage with BRS Engineering</li> <li>• <i>Insufficient signage.</i> <b>Phil</b> confirmed that improved signage is being installed week commencing 11<sup>th</sup> February.</li> <li>• <i>Who is permitted to use the Changing Places facility?</i>  <b>Phil</b> confirmed that any passenger can use the facility. In addition, the landside room is utilised for first aid incidents.  <b>Mark</b> asked if there was any data on how much the facilities are monitored.  <b>Phil</b> confirmed that the cleaning contractor, Sasse, monitor the facilities for cleanliness and the BRS terminal team undertake regular daily checks.</li> </ul>	
3– OCS Service Performance Update (Duncan Lowe)	
<ul style="list-style-type: none"> <li>• <b>Special Assistance figures continue to rise. See August-December:</b> <ul style="list-style-type: none"> <li>○ August – 9393, 17% increase</li> <li>○ September – 13081, 12% increase</li> <li>○ October – 11718, 11% increase</li> <li>○ November – 6183, 14% increase</li> <li>○ December – 7683, 15% increase</li> <li>○ <b>Total assisted August-December – 48,058</b></li> </ul> </li> </ul>	

It was noted that Special Assistance numbers are increasing more than the increase in overall passenger growth. Figures are reported back to the CAA who are aware of the exponential growth. In addition, OCS is recruiting additional staff, including a new role of Ramp Manager. The Landside desk now has a team leader as an integral part of the business creating a good first impression for passengers arriving at the airport.

- **Operational performance highlights 2018:**
  - Happy or Not feedback 82% Happy or Very Happy
  - 84.5% of arriving flights met within 5 minutes of arrival on stand (CAA target 80% within 5 minutes)
  - 99.6% of departing passengers waited no longer than 10 minutes for assistance from our Landside Desk team
  - 49% increase in assistance for passengers with hidden disabilities
  - New Ambulift and New Minibus ordered (delivery Spring 2019)
  - Accepted PRM delays down by 37%
  - Total assisted in 2018 104,108 (14% Increase)
- The Committee were extremely complimentary regarding the service that OCS provides at BRS and **Gordon** highlighted a personal experience whilst he was returning to BRS where exceptional communication took place between EZY and OCS. OCS is governed by SLAs imposed by the Airport Authority and is continually reviewing its service to identify any potential improvements, along with input from the Airport Operators' Association.
- **Duncan** and **Mick** have undertaken charity visits to provide awareness of the Hidden Disability lanyard scheme, resulting in more terminal tours for families with autism etc.
- **Sharon** confirmed that Alzheimer's Society members have been asked to provide feedback regarding their airport experiences. Comments will be fed back into this Committee. **Rebecca** will follow up with members of Dementia Action Alliances, South and feed back to the Committee.
- **Andy** raised that the airport should provide its own survey data to the CAA given the difficulty expecting customers to complete a link with the CAA Survey Monkey questions.

SC/RH

**Phil to specific BRS survey with James Freemantle, CAA**

PH

#### 4 – Update on Airport's expansion plan (Phil Holder)

##### Expansion Plan

Bristol Airport has submitted a planning application to North Somerset Council seeking permission to increase capacity to handle up to 12 million passengers a year by the mid-2020s.

<https://www.bristolairport.co.uk/about-us/who-we-are/our-future/planning-application>

These plans will help deliver:

- more routes and destinations for our passengers
- more opportunities for our companies across the airport
- more jobs for local people
- more visitors to the region
- a boost to our economy of £1.4 billion over the next decade.

The Airport has listened carefully to local communities when shaping these plans and aims to deliver these plans respectfully, taking account of their views. The Airport has committed to implement a very comprehensive package of measures to improve transport and mitigate environmental impacts associated with this development.

The NSC determination date is set for **10<sup>th</sup> April 2019**.

Discussion took place on appropriate provision for wheelchair users on the new walkway, travel distances and how to maintain a good level of service for special assistance customers.

**5– Update on communication and interaction with local charities (Phil Holder)**

- Additional assistance is now available for visually impaired passengers transiting through the Airport. The Ramble Tag is a lightweight harness worn by a guide on their upper arm and is designed specifically for use by visually impaired people, to improve the experience of guided walking. With special thanks to the OCS Team for their commitment to this initiative and introducing the guide at Bristol Airport.
- **Kinny Chinangwa** - Development Manager, WECIL has engaged with the Development Team at BRS to audit and provide recommendations regarding a new PRM area within the Departure Lounge. It is anticipated that the new area will be ready for use in time for the peak summer season.

**Phil will share the final designs with the Committee at a future meeting.**

- **Phil** attended an Irish Expo panel to share best practice with other airports for the Special Assistance journey. A further meeting has been scheduled for April to develop consistency within the airports, including consistency of staff training.

**Phil will share the outcomes of the meeting at the next forum.**

PH

PH

**6– What do our passengers think of our service? Complaints vs Compliments (Verena Fuller)**

- BRS received 112 complaints vs 253 compliments during 2018.
- Verena Fuller, Customer Relations Manager commenced employment at BRS in August 2018 and has spent the last six months undertaking:
  - A review of the Complaints Service
  - Developing a new Complaints Policy and Procedure
  - Development of the new CRM system
  - Development of the new Customer Relations Team
- The next six months will see:
  - Induction & development of the Customer Relations Executive commencing employment on 25<sup>th</sup> February 2019.
  - Embedding the new Complaints Policy and Procedure
  - Further development of the new CRM system
  - Development of the new Customer Relations Strategy

**Verena will bring the new Customer Care Policy and Strategy to the next Forum for review.**

VF

<p><b>8 – An airline’s perspective (Rachel Seward)</b></p> <ul style="list-style-type: none"> <li>• <b>Andy</b> thanked <b>Rachel Seward</b> for attending on behalf of the Airport Operators’ Association and easyJet. He raised how professional the easyJet cabin crew are when dealing with special assistance customers.</li> <li>• <b>Andy</b> asked the question regarding how the cabin crew know that passengers are travelling with a wheelchair. <b>Rachel</b> confirmed that there is a special assistance email which is shared with OCS and DHL but this is not at the point of booking. She has asked for the EZY website to be updated with a link to inform the airline when travelling with a power aid. In addition, EZY has appointed a special assistance expert who Rachel is meeting week commencing 11<sup>th</sup> February. Whereby they will review the booking process from beginning to end.</li> <li>• <b>Andy</b> also raised where the responsibility lies with damage to mobility aids. Rachel confirmed that EZY will not load them into the same hold as bags but that they are tied down in a separate hold. She is working with DHL to photograph the equipment once loaded. Where there is damage, EZY is responsible to ensure a suitable chair is provided and to have the chair fixed. It is very difficult to identify where a third party may have caused the damage.</li> </ul> <p><b>Rachel will send the procedure to Andy.</b></p>	<p><b>RS</b></p>
<p><b>9 – Able Move: overview of new product (Josh Wintersgill)</b></p> <ul style="list-style-type: none"> <li>• <b>Josh Wintersgill</b> provided an overview of the unique Able Move product that he has developed. The product is designed to transfer passengers with reduced mobility safely and with dignity from their wheelchair in and off an aircraft. It combines a seat and a sling, with straps for manual lifting and avoids the requirement of using a hoist. The Able Move can lift up to 200 kilos.</li> <li>• <b>Josh</b> was the overall winner in 2018 for the Stelios Award for Disabled Entrepreneurs 2018, which will allow him to progress with marketing and any future enhancements to the product.</li> <li>• The Able Move was demonstrated at Bristol Airport with the assistance of OCS staff and easyJet. <a href="https://www.youtube.com/watch?v=e2aPgkR58T8">https://www.youtube.com/watch?v=e2aPgkR58T8</a></li> <li>• The committee were extremely impressed with the product and look forward to hearing how the company progresses in the future.</li> </ul>	
<p><b>10– Training: what is currently offered, and is support from local charities required? (OCS)</b></p> <ul style="list-style-type: none"> <li>• It was agreed that the training delivered by OCS was good. <b>Andy</b> raised the question regarding training of other business partners such as security and retail unit staff at the airport.</li> <li>• <b>Sharon</b> raised that the Alzheimer’s Society provides dementia friendly awareness sessions to organisations and businesses.</li> </ul> <p><b>Sharon will forward further information regarding training and Andy will seek additional suitable training material from other Committee members.</b></p>	<p><b>SC</b></p>
<p><b>11 – AOB</b></p> <p>The Committee members were very complimentary about having representation and input from easyJet at the Forum. Requesting the inclusion of other airlines and ground handling agents at future meetings, as well as a representative from airport security.</p>	<p><b>PH</b></p>