

SPECIAL ASSISTANCE CONSULTATIVE COMMITTEE MEETING Friday 26th January 2018	 Bristol Airport
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ATTENDEES	<p>Andy Wright, Bristol Airport’s Special Assistance Ambassador (Chair)</p> <p>Phil Holder, Head of Operations Support, BRS</p> <p>Lisa Wildblood, PA, BRS</p> <p>Tom McEwen, Customer Experience Manager, BRS</p> <p>Lisa French, Airport Duty Manager, BRS</p> <p>Mark Herbert, Planning Manager, BRS</p> <p>Rachel Seward, Chair, Airport Operators Committee, BRS</p> <p>Sue Watson, OCS Consultant</p> <p>Mick Connelly, Head of Training, OCS</p> <p>Duncan Lowe, Airport Services Manager, OCS</p> <p>Leigh-Anne Borkar, Customer Services Manager, OCS</p> <p>Tony Hall, Dementia Action Alliances, South</p> <p>Adam Michallat-Cox, Trustee Bristol Dementia Action Alliance</p> <p>Sharon Cooper, Services Manager, Alzheimer’s Society, Bristol</p> <p>Gordon Richardson – BDEF, Bristol</p> <p>Mark Williams, BDEF</p> <p>Sarah Miller, Service Development Manager, Bristol Stroke Association</p> <p>Neil Howe, Community Engagement Officer, Guide Dogs for the Blind (South West)</p> <p>Kinny Chinangwa, Development Manager, WECIL</p>
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1 - OVERVIEW	ACTIONS
Andy Wright and Phil Holder welcomed the group. The intention is for the Consultative Committee to meet twice yearly.	
2 – OVERVIEW OF THE AIRPORT’S PROPOSED MASTER PLAN (Mark Herbert, Planning Manager, BRS)	
<p>Mark Herbert circulated the Airport’s Public Consultation document. This is a high level strategy document outlining the Airport’s future expansion plans. The deadline for responses is midnight today, 26th January and the Group were encouraged to provide feedback.</p> <p>A further consultation will take place during April/May where more detail and clarity of the preferred options will be available. MH will provide an update at the next meeting. The Consultative Committee will be consulted on infrastructure preferences, specifically regarding accessibility and movement within the Terminal.</p>	<p>ALL</p> <p>MH/ALL</p>
3 - ACTIONS POINTS FROM PREVIOUS COMMITTEE MEETING (Phil Holder)	
Bristol Airport airlines, PRM seating policy	

Rachel Seward confirmed that EZY does not have a specific seating policy for passengers requiring special assistance and that a common sense approach is applied. It does, however, require that seating at emergency exits is kept for physically fit passengers and that the window seat is preferred option for special assistance passengers purely due to evacuation procedures.

PH

PH agreed to ascertain and circulate the procedures of the other airlines operating out of BRS.

Induction loop installation update

PH confirmed that, following a site wide survey, the Airport has updated its hearing loop provision throughout the Terminal. Some of the Retail outlets do not have this facility but unfortunately this falls out of the responsibility of the Airport Authority. PH will raise with BRS commercial department to see if there are options to influence the retailers.

PH

Gluten-free and food intolerance catering provisions

PH confirmed that SSP, the leading operator of food and beverage at BRS, does cater for passengers with food intolerance issues within its outlets.

4 - OCS SERVICE UPDATE (DL, OCS)

DL explained the background and history of OCS. OCS operates at BRS, Birmingham, Manchester, Glasgow, Gatwick and Belfast International in the UK and Dublin, Cork, Berlin and Sydney airports. See extract below:

- In 2017, OCS assisted over 91,000 Passengers with reduced mobility and hidden disabilities through Bristol Airport, up from 82,000 in 2016.
- We have over 70 staff working under the Bristol Airport contract in a range of roles, Management, Controllers, Ambilift drivers, Minibus drivers, Customer care agents, Reception Desk hosts and Administration.
- We have over 55 wheelchairs, 3 Ambilifts, 3 Minibuses, 3 Aviramps, 5 Aisle chairs, 1 Stair Climber, 1 Pro Move sling and a range of other equipment.
- Our busiest months are May, June, September, October and we are also extremely busy over the Christmas period. We have an average increase each month of 11%, September 2017 saw a record 11,652 passengers assisted through Bristol Airport in a single month.
- A passenger requiring assistance will generally book it through their airline in advance, (Pre-advised), approximately 80% of BRS passengers pre advise, 20% will request assistance less than 36 hours before travel or ask for help on the day of travel (Non-advised).
- Approximately 36 hours before the flight the airline will send through the details of the assistance required to us.
- Our in house system GHDS will register the passengers by flight, date and name and with any other information we require such as assistance type
 - WCHC, WCHS, WCHR, MAAS, BLND, DEAF, DPNA
- On arrival at the airport, the passenger will attend our Special Assistance desk and OCS staff will ask a number of related questions to establish the

<p>requirements on the day, a passengers condition or how they feel can change daily and may have done so from when they first booked.</p> <ul style="list-style-type: none"> ○ Once checked in staff will assist through security and to the departure lounge if required (Several passengers prefer to make their own way). ○ Passengers will attend the airside assistance desk where a boarding time will be given. ○ Once ready to board, passengers will usually be assisted on to a company vehicle and driven to the aircraft where passports and boarding cards are checked and passengers assisted on to the aircraft, depending on passenger requirements this maybe using aircraft steps, Ambilift, Aviramp or Stair Climber. ○ For arriving passengers the OCS team will meet the aircraft with the required equipment and assist passengers from it, back to the terminal, through immigration, baggage hall and on to their point of exit. <p><u>Recent awards & achievements</u></p> <ul style="list-style-type: none"> ○ Business Professional Award - Bristol Autism Support, Dec 2016 ○ Health & Safety Award - OCS Group Annual Awards, July 2017 ○ Autism Friendly Status Award - National Autistic Society, January 2018 ○ Dementia Friends - 15 staff completed course with Bristol Dementia Action Alliance, January 2018. (Plan for all OCS staff to complete in 2018) 	
<p>5 – HOW DO WE QUANTIFY A PRM’S AIRPORT EXPERIENCE? (AW)</p> <ul style="list-style-type: none"> ○ How CAA measure success i.e SLA results/Passenger surveys/Community engagement? 	
<p>OCS’s performance is measured each month by a Service Level Agreement with the Airport and against CAA targets. As an example, December 2017’s performance showed:</p> <ul style="list-style-type: none"> ○ 7% Growth in assistance passengers ○ 10% Reduction in delays ○ 85% of arriving aircraft met within 5 mins of blocking (CAA Target is 80%) ○ 99% of departing passengers assisted within 10 mins (CAA Target is 80%) ○ Complaints down 56% ○ 55 OCS Passenger surveys completed (Airport Target 30) ○ 37 Aircraft Turnaround Audits completed (Airport Target 30) ○ 82% passenger satisfaction with Happy or Not system (Airport Target 80%) <p>BRS has recently had a very successful audit undertaken by the CAA. The CAA has expressed that it will not need to return to undertake another audit for three years.</p> <p>Rachel Seward advised that EZY undertake an audit of OCS twice yearly and audit reports are very positive.</p> <p>It was agreed that the CAA Survey Monkey questionnaire is unpopular amongst many passengers requiring Special Assistance. Unfortunately, this survey is utilised by the CAA as a means of measuring passenger experience.</p>	

6 - INFRASTRUCTURE: to include parking, help points, lounges, maps, wayfinding & Signage (ALL)	
<p>It was agreed to cover this in detail at the next meeting due to time constraints. However the following was noted:</p> <ul style="list-style-type: none"> ○ Difficulty for visually impaired passengers keeping up to date with boarding process due to Silent Airport policy ○ Difficulty for visually impaired passengers to enjoy airport retail and catering experience due to lack of support. PH reported that WDF retailer is considering employee staff to provide assistance. ○ Toileting facilities closer to gates ○ Better locks on accessible toilets 	
7 - WEBSITE: progress to date, work to done and discuss 'PRM Journey' download (ALL)	
<p>Discussion took place on the 'PRM Journey' download available on the website. The Group concluded that the document is far too long, too detailed and too complicated. It was agreed that Mick, OCS will review this and simplify the phraseology, review the photographs and captions on photographs and produce a much simplified version for review. Mick to send to Mark Williams and Gordon for comment once complete.</p> <p>Good progress has been made on the website. Due to lack of time, additional work to be undertaken will take place at the next meeting.</p>	
8 – TRAINING (Mick Connolly, OCS)	
<p>OCS provides comprehensive training to its staff covering all types of special assistance requirements. The OCS training team are constantly reviewing and developing appropriate training by talking to passengers and taking on board their feedback. OCS often invite guest speakers who require special assistance to take part in training forums and give honest feedback and learning points resulting from their experiences.</p> <p>The question was raised over what levels of training are provided regarding passengers with mental health issues. Mick confirmed that this forms part of the OCS training package but that there is room for further development.</p> <p>Discussion took place on the importance of training OCS staff and Ground Handlers on the crucial appropriate handling of different types of wheelchairs. Several members of the group highlighted issues they've experienced at other airports whereby wheelchairs have been damaged whilst transiting on aircraft. OCS and EZY confirmed that it passes onto the Ground Handlers individual wheelchair specifications and securing procedures. It was agreed to invite a member of Swissport to the next meeting.</p>	<p>PH</p>
9 - LANYARD AND DISABILITY ASSISTANCE CARD: progress and take up to date (OCS)	

<p>During 2017, there was a 65% increase in hidden disability passengers using OCS's service at Bristol airport.</p> <p>DL reported that in April 2017, OCS launched its Hidden Disability initiative designed to make travelling through the airport less stressful for those travelling with a hidden disability, and to help and support anyone who may be travelling with them.</p> <p>Passengers have the option to use a hidden disability lanyard or discreet card which is recognised by staff from all Business Partners.</p> <p>A downloadable and interactive booklet and video is available on the Airport website. NB: the Group requested that minor amends are made to the booklet; reference to "Air hostess", photograph of German and US passport, male to female pat down, context of booklet aimed at passenger switches to Meeter and Greeter etc. OCS to review.</p> <p>An awareness scheme was launched (and is ongoing) for current and new Business Partner staff with additional training for OCS and Bristol Airport Customer Experience teams.</p> <p>Tony Hall circulated a draft leaflet entitled "Need help at the Airport" aimed for passengers with non-visual disabilities, as well as visual ones, that explains the process and lanyard scheme. The Group was asked to feedback to Tony any comments on its content.</p>	ALL
10 - AOB	
<p>Bristol Dementia Action Alliance circulated a leaflet it has produced for First Bus passengers requiring assistance, along with a Safe Journey and Better Journey card that describe simple messages to alert the driver to a passengers special requirements.</p> <p>Gordon Richardson circulated the "Bristol Disabled People's Manifesto" and requested that the Airport considers signing up to the manifesto. Further copies are available through Gordon</p>	
11 – DATE OF NEXT MEETING	
July/August 2018 – LW/AW to identify suitable date.	AW/LW