

Consulting with Local Disability Groups

Open Day for Persons with Reduced Mobility

As part of Bristol Airport's ongoing commitment to work with many disability groups and to ensure we provide a quality, seamless service to our PRM customers, an open day was held on 12th November 2015.

The group were given a tour of the airport as if they were a passenger, from car park to aircraft and the reverse journey through arrivals. We received some really constructive feedback which will be used to improve the service we currently provide.

Representatives from local disability groups who attended include:

- Dementia Action Alliance
- Alzheimer's Society
- MS Society
- Leonard Cheshire
- Bristol Disability Forum
- Action for Hearing Loss
- Guide Dogs for the blind



Dementia Action Alliance

On the 5th April 2016, Tony Hall from Bristol Dementia Action Alliance delivered a Dementia Friends train the trainer course to representatives from Terminal Operations, Ground Transportation Customer Operations, Terminal caterers and Security staff.

Autism West Midlands

OCS, Bristol Airport's Passengers with Reduced Mobility supplier, held an open day with Autism West Midlands in February 2016. OCS have nominated an Autism champion who will act as the main contact within OCS for Bristol Airport and has carried out several tour sessions with families.

OCS Working partnerships

OCS have established working partnerships with Dementia UK, Action on Hearing Loss and Guide Dogs for the blind. Awareness training in these areas is built into OCS' staff training programme.

Hearing loop survey

A full survey has been carried out on the hearing loop at Bristol Airport, as a result a project has started to install a new system by the end of 2016.