

**Bristol Airport Inclusion Committee**  
**Minutes**  
**Wednesday 28<sup>th</sup> August 2019**



**ATTENDEES**

**Andy Wright** - Committee Chair, **Phil Holder** - Head of Operations Support, BRS, **Tom McEwen** - Customer Services Manager, BRS, **Duncan Lowe** - Airport Manager, OCS, **Sue Watson** - Customer Service, OCS, **Mick Connolly** - Regional Training Manager, OCS, **Gordon Richardson** – BDEF, **Tony Hall & Adam Mitchallat-Cox** - Dementia Action Alliance, **Josh Wintersgill** - Able Move, **Sharon Cooper, Tony & Judith Kitt** - Alzheimer's Society, **Francesca Rolle & Mandy Palmer** -Guide Dogs for the Blind, **Kay Libby** - Age UK  
**Guest speaker: Baz Hamblin** - Chairman, Bristol Airport Consultative Committee

**APOLOGIES**

**Mark Williams** - BDEF, **Duncan Gordon** - Bristol Stroke Assoc., **Libby Herbert** – Colostomy UK, **Kinny Chinangwa** – WECIL, **Jennifer Shute** - National Autistic Society

**Introduction**

**Andy** welcomed the Committee, introduced new members and ran through the agenda for the day. He also clarified the role and responsibilities of the BIC Forum, as a subgroup of the existing Bristol Airport Consultative Committee, whose primary focus was to support the airport's passengers who require Special Assistance when they fly.

**Action Points from previous Committee meeting**

**Update on Airside PRM lounge development**

**Phil** explained to the committee that the Gate 1 area, was not currently being used as a gate, whilst the lounge development took place. Work is expected to start during winter 2019/20 and once completed, this area would effectively double in size and would include a Sensory Area. Following which, an Airside Changing Places was being considered for phase 2.

**Tony** asked that the airport carefully consider inclusive design styles, including toilet colour schemes. He highlighted the findings from a recent Stirling University study, which had provided very interesting feedback to support those with dementia.

**Feedback from BDAA following observational survey of Assistance staff**

**Tony** and **Adam** provided an overview of a recent BDAA survey that had been conducted at the airport. The purpose of the survey was to better understand the processes and procedures adopted by OCS in support of those passengers with a hidden or invisible disability.

It involved monitoring OCS staff whilst they were assisting passengers at the airport and conducting brief interviews with key personnel. The report highlighted that the most commonly used airline code communicated to airport assistance staff when requesting support for a passenger with a hidden disability, was DPNA. Which clearly was insufficient to describe the level and type of support required for most passengers. It was noted that the level of assistance sometimes required by certain passengers was unrealistic, as OCS personnel are only employed to offer support and are not carers. So, it was recommended that a system that can provide more info with greater clarity should be adopted by the Aviation industry.

**Feedback report with the attached documents.**

Following the survey, BDAA would now like to create a *top tips guide* for those passengers with dementia or a hidden disability, to assist them with their airport experience.

The forum members discussed the benefits of such a guide, suggesting that it would be useful if it could be rolled out to travel agents?

**Tony** explained that BDAA already have a poster on their website and would now like to take this further.

**Action:** Feedback from the BDAA Survey and the awareness poster to be shared with forum members

**Action:** Baz to share the feedback document with a BACC colleague, who represents the local travel trade

**Action:** Kay also to share with Ageing Better Bristol network

### Survey Policy feedback from CAA

**Phil** explained that the Civil Aviation Authority (CAA) require a score of 3.5 from Customer Feedback surveys to achieve a “good” rating. BRS’s average score is currently **4.5**, which the airport is proud of.

However, **Andy** did point out that the actual number of responses is relatively low given the number of passengers assisted by the airport each year. So, asked for suggestions from Forum members, as to how the airport could increase passenger feedback numbers, in order to provide a broader and more accurate appraisal of the airport’s performance.

**Gordon** put forward the suggestion that the BIC Forum could manage a campaign to promote the feedback surveys directly to PRM passengers, asking for their support to increase the numbers.

**Adam** asked about *Mystery Shopper* exercises.

**Phil** explained that the airport already has one dementia couple who provide feedback when they travel, and OCS have a wheelchair user who is a mystery shopper.

**Action:** Mystery Shopper feedback to be shared with the committee at the next forum.

**Action:** Form Working group to further discuss passenger feedback campaign within the airport

### OCS Service Performance Update and CAA airport rating

**Duncan** provided an overview of OCS’s performance over the last six months, which was good. However, he did explain that due to the strict performance measures imposed (97%) , at certain times of the day on certain days of the week, this score can be difficult to achieve. This is because PRM assistance demand can be high during these peak periods, creating a very high demand for ambulifts and assistance staff for relatively short periods of time. As these peak periods may only be anything between 2-4 hours, it is difficult to recruit staff for such short shifts. Or have spare ambulifts available when demand is high.

He explained that this will become more challenging next April when the 97% will be raised to 98%. Suggesting that the airport may struggle to maintain its performance records without the introduction of a 4th ambulift.

**Josh** praised OCS for its current performance record, because as a BRS passenger himself, he recognised that despite the increase in PRM demand, BRS had still maintained its standards.

**Phil** informed the Forum that a budget request for a 4<sup>th</sup> Ambulift was being considered for 2020

**Phil** provided a brief overview on the latest CAA legislation document, CAP 1228, designed to measure the Quality Standards performance of an airport

**Andy** mentioned that CAA were now also turning their attention to the performance of airlines, which was welcomed by the Forum members.

Copy of OCS’s Operational Performance statistics attached

## Update on Customer Care Strategy

The Forum was advised that the Customer Relationship Management (CRM) system will go live from October 2019. It will help manage the information flow between the airport and passengers providing feedback, be it good or bad. Following which, the plan is to integrate social media feeds as well.

Currently the airport has received 56 PRM **complaints** and 129 PRM **compliments** since February 2019.

Further updates will be provided in future meetings.

Recent considerations have included increasing Hidden disability awareness, including the use of lanyards, and possible implementation of discrete business cards. Which is all part of driving a greater recognition of hidden disabilities, both within and beyond the airport.

## Wayfinding and Signage review

**Baz** informed the Forum that the airport had decided to conduct an independent review of signage and wayfinding in and around the airport.

**Baz** shared his own research into the use of Makaton (international signs and symbols) for possible consideration at BRS. He explained how he has been working with a Farnborough based charity, which has introduced signage systems for schools and more recently with the Alzheimer's Society. He also informed the Forum that the Makaton system had been adopted by Newquay Airport and was showing positive results.

**Baz** also shared with the Forum other examples, including Leeds airport, that were looking into the use of Makaton to display airline flight info.

The Forum then discussed various other options, including the suitability and possible introduction of brail and the ADI Roommate app. Which has been introduced at a number of other UK airports, designed to assist visually impaired passengers navigate their way around accessible toilets.

**Action:** Phil to contact Roommate for a trial at BRS

**Action:** Phil to submit Makaton signage to the board for consideration

## Website update:

Discussion took place with Forum members about a number of changes due to take place shortly with the airport's website. Which I'm now pleased to advise have been completed and are ready for review.

**Action:** Forum members to review new style layout and content on the airport's Special Assistance website pages. Please visit the following link: <https://www.bristolairport.co.uk/at-the-airport/special-assistance>

## Training update

**Mick** advised the Forum that OCS currently have a 3-day induction course with a mandatory annual refresher course. It is hoped that this will be extended to between 4 -5 day over the coming year.

**Mick** also explained that regular engagement with local charities and disability organisations helps to enrich, as well as keep the disability awareness modules content fresh and up to date.

**Tom** advised the Forum that there had been real progress with rolling out Dementia Friends training to the airport Security team. But admitted there was still work required as far as other disability awareness modules were concerned.

**Tom** advised the Forum that he would provide an update at the next meeting. When it is hoped that any weaknesses with the existing training modules, can be strengthened with additional content provided by the Forum members.

## AOB

**Next Forum scheduled for Thursday, 20 February 2020**