

**SPECIAL ASSISTANCE CONSULTATIVE COMMITTEE
MEETING**

Thursday 9th of August 2018

ATTENDEES	
	Andy Wright, Bristol Airport’s Special Assistance Ambassador (Chair) Phil Holder, Head of Operations Support, BRS Tom McEwen, Customer Experience Manager, BRS Alex Pearce, Customer Experience Trainer, BRS Sue Watson, OCS Consultant Mick Connolly, Head of Training, OCS. David Ball, Trainer, OCS Duncan Lowe, Airport Services Manager, OCS Leigh-Anne Borkar, Customer Services Manager, OCS Samantha Rock Cooper, Bristol Dementia Action Alliances Rebecca Hacker, Bristol Dementia Action Alliance Sharon Cooper, Services Manager, Alzheimer’s Society, Bristol Gordon Richardson – BDEF, Bristol Mark Williams, BDEF, Bristol Francesca Rolle, Community Engagement, Guide Dogs for the Blind (S. West) Mandy and Geoff Palmer, Guide Dogs for the Blind Kinny Chinangwa, Development Manager, WECIL

1 - Terminal Inspection and Assessment	ACTIONS
The Consultative Committee members met at the Special Assistance desk in the terminal building, before undertaking a guided tour of the facilities. Members were asked to make observations during the tour, which were then relayed during the meeting.	ALL
2 - Terminal Inspection Feedback Session	
Following the tour, members relocated to the meeting room in the airport’s administration offices, where Andy asked the group for their observations and comments about what they had experienced during the tour. The overall consensus was positive, with the following observations made: Changing Places facility:	AW
<ul style="list-style-type: none"> • Kinny and Gordon felt that the access was inhibited due to door opening outwards, and the planters placed too close to the door. Solutions included changing the door to be automatic or sliding. • Andy asked if BRS was able to get slings for the overhead tracking hoist, as well as gloves/wipes etc? • Gordon commented that the door handle was very stiff to open if the user had weak wrists, and asked if this be adjusted by engineering? • The Committee asked if the door could have a magnetic catch, so that it could be held open for access, and then gently pushed to close when the facility was in use. 	ALL

<ul style="list-style-type: none"> • It was noted that signage for the Changing Places facility needed to be more visible. Possibly a hanging sign above the door, as well as a clear sign on the door. • Gordon asked if there were plans to build more Changing Places currently? Phil explained that there were no plans at the moment. But further consideration would be given as the airport expanded. • Andy suggested that future discussions could include, who should be permitted to use the Changing Places facility. And should it be accessible to a wider range of people. • Also, how can access to the Changing Places facility be controlled? Key pad controls are not easy for all people to access conveniently. 	<p>ALL</p>
<p>Security:</p> <ul style="list-style-type: none"> • Some inconsistencies were noted by the Committee`s wheelchair users, who all experienced slightly different search and pat-down procedures • It was suggested by a number of Committee members that perhaps BRS could consider a core team of security agents who could be additionally trained to specifically support disabled passengers. They then could wear a sunflower pin or badge for example, so that they would be easily identifiable to a PRM. • Mandy suggested that a memo be issued to all staff, to remind them how a guide dog search should be conducted. • Equally a number of poor communication instructions were observed by the representatives from Guide Dogs. Highlighting that the security agents need to ensure that they introduce themselves correctly when communicating with visually impaired passenger. Taking time to explain precisely what they intend to do, before doing so. So as not to alarm or shock the passenger. <p>To conclude, the Committee`s overall impression from their airport tour was a good one, only with the suggestion that some minor tweaks and adjustments be considered. However, concern was expressed for the future, as the airport continues to grow. That the airport staff must not lose their personal touch, which all passengers currently enjoy.</p> <p>PH agreed to investigate solutions in support of the observations made about the Changing Places facility. As well as address the issues and weaknesses within the Airport Security teams .</p>	<p>ALL</p>

5 - Airport Website update	
<ul style="list-style-type: none"> • Andy asked for a progress report on the updating of the BRS website. • Phil advised the Committee that development and enhancements were still taking place. But said he would welcome some further input from Committee members who had experience with websites. • Andy also asked Committee members if they could consider examples of user friendly websites that BRS could look at. In order to help determine the functionality and look of their website. • Andy mentioned that Gatwick airport`s website is well laid out, and a good example of a PRM friendly site. • Andy also proposed BRS consider featuring the new Tryb4uFly.co.uk introduction to flying video on the BRS website. <p>PH to liaise with AW to provide date for website subcommittee to meet and discuss further.</p>	<p>ALL PH</p> <p>AW</p> <p>AW</p> <p>AW</p>
6 - AOB	
<ul style="list-style-type: none"> • It was noted that the visual feedback tool of the `Happy or Not` kiosks are not suitable for the visually impaired customer. In such instances, OCS would assist the visually impaired customer to use this kiosk. • Mick told us that he uses virtual reality glasses to simulate different disabilities to aid with training his OCS staff. • Tom advised the Committee about the VIP team, 24 members at present, recruiting soon. This team are able to spend time with PRMs and can escort passengers with hidden disabilities from beginning to the end of their Airport journey. • Tom also shared news of the ACI award for Airport of the Year 2018 (5-15 million passengers per year), which Bristol Airport was successfully awarded recently. • Andy proposed that a provision could be made for a different airport guest to join the Consultative Committee meeting in the future. In order to make a small presentation about their role within the airport. Such guests could include a member of the security staff, border force, an airline etc. • Mick also put forward the suggestion of a 10-minute presentation from a person with a disability, followed by a 5-minute chat from the support worker, may also be of interest. As it would help Committee members better understand the needs and requirements of other passengers with varying conditions. 	<p>ALL</p>
7 - Date of next meeting	
Thursday 7th February 2019	