



## **Accessibility Forum Meeting**

### **Wednesday 23<sup>rd</sup> October 2024**

#### **Attended by:**

Cllr Janice Asman	Eastleigh Borough Council
James Alderson	Southampton Airport (Terminal Manager)
Gemma Forman	Southampton Airport (Airport Duty Manager)
Sabina Amariei	OCS Ltd (Assistance Provider SOU)
Debbie Ross	Open Sight Hampshire
Andrew Brown	Treloars/Let Me In Team

#### **1. Welcome and apologies**

- Welcome to Andrew Brown On first attendance at this meeting.
- Apologies: Chris Hall Parability, LB (SOU passenger for feedback).

#### **2. Previous Meeting**

- held May 2024

#### **3. Terms of Reference**

Membership to be made up of representatives from:

- Eastleigh Borough Council, Chair (TBC) and others
- Charities working to promote wider accessibility
- Southampton Airport Terminal Operations Manager
- Southampton Airport Operations Director
- Businesses (Taxi, Bus)
- Civil Aviation Authority (CAA)

Record of meetings to be taken

#### **4. CAA Report**

- CAA's Audit Result for 2024 has Southampton Airport marked as Very Good as one of 11 airports in the UK to achieve this rating. Thanks provided to the forum/assistance teams and SOU Managers for hard work to improve from good last year to very good.next audit.

Re-assessment due next year around Persons of Reduced Mobility (PRM) and those with hidden disabilities.

- Ensures Southampton Airport conforms to CAP1228 by strict governance.
- CAA works with Southampton Airport to improve performance. We are looking to continue to improve and ensure we meeting very good next year aswell.

#### **5. Feedback from other meetings – CAA/Airport Consultative Committee (ACC)/ Airport Operators Committee (AOC)**

- ACC October 2024 – James Alderson was invited by Cllr Asman to provide an update on the PRM services and work over the last year. This further embedded the collaborative working with our local

area councils to ensure we are providing accessible travel for all.

## **6. Performance – Statistics and Key Performance Indicators (KPIs)**

- James A. gave an explanation of details and how these are recorded on site to our newest member Andrew Brown. With explanation on the Av-tech software that use GPS to ensure accurate recording of timestamps in set locations to ensure adherence to performance measures.

-For this season we have assisted just under 10,000 PRM passengers and numbers are rising. James Alderson explained with our new airline profile we are seeing much higher peaks for PRM passengers for each flight. This is closely monitored by OCS to ensure correctly managing the new peak hours to ensure care standards are not dropping.

- Customer Feedback: 10 Compliments and no negative events examples provided. LB was invited to share feedback submitted to the airport as follows:

“When boarding the plane, instructions are not displayed on the screens by the gate. Yesterday, it was announced which seats were for boarding but as a deaf passenger I had no idea what was happening. I don't need 'special assistance' which is derogatory to my needs. Please can you be more deaf aware”

- This was presented to the group in LB's absence. The group was consulted to help formulate the best means of ensuring our services are adjusted for deaf passengers if required. Action taken from James Alderson to arrange for an access audit with details been provided for a local charity by Debbie from Open sight. As a temporary solution manual board will be implemented to assist as required.

## **7. Miscellaneous**

- PRM Charges. Passenger were charged through the airline

- Meet our new interns – SOU team highlighted the great work Gemma and Andrew have undertaken with the school, let me in team and SOU Airport to invite and support the interns on there new programme for the next year. SOU has committed to help support the Let Me In team with promotion of the benefits this brings.

- Equipment. OCS new Ambu-lifts due on site Nov 24 and Dec 24 replacing the old units to ensure we are providing the latest equipment for comfort and safety for our passengers

- Overview of the recent changes at the airport with our PRM areas and wider up coming plans presented to the forum. Thank provided on the guidance and consultation time provided by the group for the new design for the PRM areas both airside and landside. An invitation for the accessibility group/charity members and a full access audit team was extended following the completion of the works. This will be arranged before our next meeting.

- James provided an update on current discussions with airlines using avi-ramp lite for general passenger boarding/ alongside benefits and potential safer ways for passenger movements in wheelchairs been the ambu-lift. This was agreed with the group that the safer means of working is preferred by all.

## **8. Charity Updates**

- Andrew Brown – Treloars/Let Me In – provided an overview of the school, college and students along with the various conditions managed by his team. He went further to explain the challenges faced when trying to set up organisation to support the students and thanked Gemma for her hard work with getting the internships set up so efficiently.

- Debbie Ross – Open Sight Hampshire provides an update on there recent exhibition in

Southampton which had a great turn out and well received. She explained the charity is undergoing a rebrand and hopes to be able to share the details with our group once completed.

9. **Any other Business**

-Gemma requests if it would be possible for our interns to attend the next forum meeting in April 2025 to provide an overview of their experiences on site, improvements made for access and to share their story. This was voted unanimously a yes and invitations will be extended.

10. **Date of next meeting**

To be held at the end of April. Date to be confirmed.