

# **SOU Access Forum: Spring 2026**

**30/04/2025**

1. Welcome and attendance
  - a. James Alderson (JA) SOU
  - b. Andy Donoghue (AD) SOU
  - c. Sabina Amariei (SA) OCS
  - d. Andy Brown (AB) Treloar's
  - e. Hope Pelley (HP) Treloar's – SOU Intern
  - f. Katie Board (KB)
  - g. Sarah Richard (SR)
  - h. Elain Lijon-Foreman (ELF)
  - i. Cllr Janice Asman (CJA)
  - j. Rachel Ives (RI)
  - k. Debbie Ross (DR) Opensight
2. Agenda & TOR
  - a. AD opened the meeting with a review of the agenda and Terms of Reference
3. CAA Report
  - a. AD provided a recap of the CAA report, outlining the importance of the rating and how it is assessed
  - b. AD advised that this year's rating is expected within the next few weeks and encouraged attendees to review it once published
4. Feedback from other meetings – AOC / ACC / CAA visits / other forums
  - a. JA advised that the airport update at ACC was very well received, with strong interest in ongoing special assistance activity at Southampton Airport
  - b. JA confirmed a recent pre-engagement meeting had taken place with the CAA ahead of this year's ratings release
5. PRM consultation & events
  - a. AD advised that consultation information is available on the Southampton Airport website
  - b. AD explained that the airport aims to host at least one engagement event per month and is currently exceeding this, noting the benefit of gaining feedback from a wide range of lived experiences
  - c. DR highlighted an active visually impaired group in Eastleigh and offered to arrange a return visit; JA welcomed the offer and will look to schedule this before the peak summer period
  - d. AD confirmed that an ADM team member has been actively championing regular site visits, alongside increasing community outreach activity
  - e. ELF explained she runs a fear of flying support group, many of whom are neurodiverse or have reduced mobility. She offered to arrange a visit, preferably in the mid-afternoon or early evening
6. SOU intern – overview of programme (HP)
  - a. HP presented an overview of her background, including Treloar's College, the Let Me In initiative, and her internship role at SOU

- b. HP highlighted the impact of her accessibility audits and the improvements made as a result
7. OCS overview – presented by SA
  - a. SA confirmed that OCS has successfully retained the PRM contract at SOU until at least 2029
  - b. SA provided an overview of AvTech GPS tracking, including how it operates and the benefits it brings to the PRM service
  - c. SA also outlined staffing, equipment, and training undertaken by the team
8. PRM performance / KPIs
  - a. AD presented an overview of PRM performance, including total PRMs, penetration rates, trends, ECAC scoring, and airline pre-notification levels
  - b. AD highlighted the positive correlation between improved pre-notification rates and updated conditions of use introduced this year
  - c. PRM feedback – compliments
    - i. SA shared examples of positive feedback, reflecting consistently high levels of customer service delivered by the OCS team
    - ii. AD asked whether any trends had been identified in complaints; SA advised that the main theme related to passenger comfort when using equipment, particularly the S-Max chair. A review is underway to assess usage levels and potential alternatives
9. Charity updates
  - a. Attendees provided updates from their respective organisations; offers of support and future visits have been captured under section 5
10. Terminal changes
  - a. AD provided an overview of the terminal transformation project, including its purpose, key phases, and anticipated timelines
  - b. The group agreed that an on-site access forum session would be beneficial to review plans and provide meaningful input. This may align with the next forum scheduled for October
11. Farewell – Mayor Janice Asman
  - a. JA formally thanked Mayor Janice Asman for her many years of dedication as Chair of the Accessibility Forum. Her leadership has driven meaningful and lasting improvements for PRMs, ensuring accessibility remains central to airport priorities. Her contribution was recognised as both significant and enduring, and best wishes were extended for the future
12. Introduction of new Chair
  - a. JA introduced the new Chair, representing West End Parish Council. It was confirmed that Rick Macdonald will attend future forums and continue the work established by Mayor Asman
13. AOB
  - a. AB, on behalf of Treloar’s, expressed thanks to Southampton Airport and staff for their support of Hope during her placement. AB highlighted the significant improvement in her confidence and capability since joining the airport