



## Accessibility Forum Meeting

### Friday 27 October 2023

#### Attended by:

Cllr Janice Asman	Eastleigh Borough Council
Debbie Ross	(Open Sight Hampshire Charity)
James Alderson	Southampton Airport (Terminal Manager)
Sabina Ameriei	OCS (Southampton Station Manager)

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

- Welcome.
- Apologies: Julie Stirling (Operations Director Assistant), Mark Beveridge (Ops Director), Chris Hall Parability accepted but unable to attend on the day.

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

- held 28<sup>th</sup> April 2023

#### 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

#### 4. Record of meetings to be taken

#### 5. **CAA Report**

- Good Rating achieved by Southampton Airport on the July 2023 assessment for 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. Achieved 'Good' at last audit in 2020 and working hard to better this. Southampton Airport is aiming to achieve very good rating on next audit.

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

- No feedback from AOC meeting, ACC positive feedback received via Cllr Asman from recent visit for Runway Opening Event.

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

- - PRM passengers are tracked through the airport and the process is also timed via Av-tech system.
- There is close governance to ensure PRM passengers are met within ten minutes of arrival. OCS actively aiming for ten minutes or under and are now forecasting demand 24 hours in advance which

has led to much improvement.

- Customer Feedback: Praise and complaint both noted as examples.
- Sabina reports trend on pre-notification with most airlines showing a good rate of improvement on Pre-notification rates which is sitting at 72.39% for the last quarter.

- **Miscellaneous**

- PRM Charges. Passengers were charged through the airline.
- Training. James is planning for 2024 already with a view to improving the amount of external training that can be provided to all airport staff.
- Initiatives
- Infrastructure – James highlights the potential for an additional access forum member meeting with development underway at the airport to ensure any changes are consulted with the relevant members for shared learning.

8. **Charity Updates**

- 18<sup>TH</sup> October – Autism Hampshire attend Southampton Airport. The day was split into two key areas.

The first part was a 3-hour training session for front line, project team and senior management staff. The training was designed and delivered by people who have Autism to be best placed to advise. This was a very informative session and some very good feedback and learning for those involved. The group were selected to have the maximum impact across our business.

The second element was a Autism Access audit. This covered all area our of passenger journey both Landside and Airside and we hope to have the report findings back shortly and we look forward to being been able to work closely with the charity to implement positive changes were possible. This is a key time for our airport with growth and redevelopment.

9. **Any other Business**

- Nothing raised

10. **Date of next meeting**

To be held 26<sup>th</sup> April 2024