



Southampton Airport Accessibility Forum Terms of Reference

The Southampton Airport Accessibility Forum provides a structured platform for consultation and engagement with disabled passengers, passengers with reduced mobility, and their representatives. The Forum ensures compliance with CAP1228, supports the continuous improvement of accessibility services, and facilitates collaboration between the airport and relevant stakeholders.

Objectives

- Provide an inclusive and representative platform for disabled passengers and accessibility advocates.
- Advise on the development, implementation, and monitoring of accessibility services and policies.
- Review performance against quality standards and provide recommendations for improvement.
- Engage in discussions on airport developments affecting accessibility, including terminal modifications and service changes.
- Contribute to training programmes, performance monitoring, and service evaluations.

Membership

- The Forum shall include individuals who are disabled, have reduced mobility, care for disabled family members, or represent disability organisations.
- Membership shall be diverse, ensuring a broad representation of visible and non-visible disabilities.
- Members shall be regular users of the airport or have significant knowledge of airport accessibility services.
- The Forum shall seek a balance of lived experience and professional expertise in disability advocacy.
- Membership terms shall be for a maximum of two renewable three-year terms (six years total).

Meeting Structure

- The Forum shall meet at least twice yearly.
- Meetings shall be hybrid (in-person and virtual) to maximise inclusivity.
- The agenda and meeting materials shall be provided in advance and in accessible formats.

- Meetings shall include breaks, including a minimum 30-minute lunch break for longer sessions.
- Accessibility adjustments (e.g., British Sign Language interpreters, assistive technology) shall be arranged in advance upon request.
- **Chairing and Administration**
- The Forum shall be chaired by an independent representative from a disability organisation or a disabled individual, not an airport staff member. Southampton Airports Current Chair is a member of the local council with lived experience to allow neutrality.
- The Chair shall facilitate discussion, ensure inclusivity, and guide the Forum's activities.
- Southampton Airport staff shall provide administrative support, including meeting arrangements, note-taking, and publication of minutes.
- Meeting notes shall be published on the airport's accessibility webpage within two months of each meeting.
- An annual report summarising the Forum's activities and impact shall be published within three months after the reporting year ends.

Discussion Topics The Forum shall address, at a minimum, the following topics over the course of the year:

- Setting and reviewing airport accessibility quality standards.
- Reviewing performance data on accessibility services.
- Advising on new terminal designs and facility refurbishments.
- Evaluating accessibility training programmes for airport staff.
- Reviewing service provider contracts related to accessibility.
- Designating points of arrival and departure for assisted passengers.
- Conducting practical inspections ('walk-throughs') of accessibility services.
- Additional accessibility-related topics as required.
- Review of the forum's effectiveness

Accountability and Reporting

- The Forum's discussions and recommendations shall be documented and shared with the airport's management team.
- Southampton Airport shall provide responses to Forum recommendations and outline actions taken.
- The Forum shall seek feedback from members annually on the effectiveness of its structure and processes.
- Meeting notes and reports shall be maintained on the airport's website for a minimum of three years.

Review of Terms of Reference

- These Terms of Reference shall be reviewed annually to ensure alignment with CAA guidance and best practices.
- Amendments shall be made in consultation with Forum members and key stakeholders.