



Accessibility Forum Meeting

Friday 28 April 2023

Attended by:

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

1. **Welcome and apologies**

- Welcome to Debbie and Chris on first attendance at this meeting.
- Apologies: Julie Stirling (Operations Director Assistant), Steve Szalay (Ops Director), Andrew Donoghue (Airport Duty Manager)

2. **Previous Meeting**

- held October 2022

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**

- Awaiting CAA's next audit. Re-assessment due shortly based 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. Achieved 'Good' at last audit in 2020 and working hard to better this.

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

- The next AOC will be held next week, Terminal Manager James A will be raising pre-notification rates with our airlines.
- Janice A. will provide a note via email with an update from the previous ACC. The next meeting of will be held in June. One question raised as an Action for Airport – Are we doing enough to support travellers with Literacy based issues. Forum agrees feedback will be logged at next meeting.

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

- James A. explained details and meaning to new members Debbie and Chris
- 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.
- James A reports trend on pre-notification with a few airlines starting to fall behind with notification and action plan in place to start improving this at AOC. Also sited CAA framework consultation around airlines.

8. **Miscellaneous**

- PRM Charges. Passengers were charged through the airline.
- Training. James is working closely with Open Sight and we hope to be able to roll out training for our airport team on sight impairment in the coming weeks.
- Initiatives
- Infrastructure
- Visits – James A highlights the work on the Southampton Airport website consultation and events sections where full records of site visit/engagements are accessible to all who wish to view
- Sabina (OCS) mentions our current Bartram wheelchair provide has stopped producing parts so in the future we will be looking to switch to Staxi wheelchairs in line with AGS and multiple uses across UK.
- Contact made about PRM assist mobile phone application for site visit at SOU to see if implementation would help our passengers.

9. **Charity Updates**

- Open Sight Eastleigh. James A. had hosted three representatives on a visit to the airport, progressing thoroughly through the departure and arrival channels. All observations and comments were noted with suggestions for improvement, Recommendations were presented around simple changes that could make an enormous difference to those with sight impairments. Our Accessible toilet had a white door against a white frame with white handles. This made it difficult for pax with reduced sight to use the facilities.
- Parability are next for a visit in the coming months.

10. **Any other Business**

- Nothing raised

11. **Date of next meeting**

To be held 27th October 2023