

PRM Forum Minutes 24/10/2025

Welcome & Apologies

Welcome

- James Alderson – Head of Terminal & Security
- Andy Donoghue – Passenger Service Manager
- Sarah Richardson – Passenger (Stoma)
- Gemma McKnight – OpenSight
- Sabina Amariei – OCS Duty Manager
- Rachel Ives – The Rainbow Centre (adults & children with neurological disorders)
- Andy Brown – Treloars
- Hope – Treloars Student
- Lauren Howe – Autism Hampshire
- Hazel Wark - Treloars

Apologies

- Mayor Janice Asman - Unable to attend due to IT issues, individual meeting help after the forum to ensure
- Cllr George Baker - apologies

JA took the forum through the agenda in Mayor Asman's absence.

CAA Report

JA explained the report, how it's awarded, what goes into it and how we can improve next year.

Question from GM – is the preference for lived experience to attend the group, or can it be a mixture?

JA – a mixture is great, any organisation that has awareness, training and input for those with reduced mobility or disabilities. If you do have an employees with lived experience, then we'd absolutely welcome them as well.

JA took the forum through feedback from other meetings that feed into our PRM service rating including; AOC, ACC, CAA visits & others.

OCS review

SA – Thanked all members for attending the forum, and explained her role, and the role of OCS at Southampton Airport.

SA explained about AvTech tracking system, and how that feeds into our service.

SA took through group through average demand, how it's monitored and how she manages staff availability. OCS is currently made up of 20 staff members, with roles ranging from casual workers to compliance & training manager. The airport typically has 5 team members on site at one time.

SA then took the group through the staff tracking map.

Reporting against Quality Standards

SA took through forum through ECAC and airport quality standards, and how we as SOU have performed against these SLAs.

Question from SR – raised that Jersey hospital have requested assistance through Blue Island and when she's arrived at the airport we've have been unaware of her needs.

SA – took an action to improve links with Jersey hospital

Staffing and Training

SA took the forum through the training that team receives, and why we train specific modules and how it positively impacts the end user. SA then explained the different types of equipment we have to assist passengers, and their specific uses.

Question for SR – are the ambulifts used for the smaller aircrafts

SA – They can be used for the smaller aircrafts for example those used by Blue islands, Loganair and Aurigny. However, we need to get crew permission each time.

SA – will provide pictures of all our equipment on site in the next forum for those unfamiliar with travel equipment

Summer Performance, Stats & KPIs

SA & JA took the forum through the a few stats highlighting the demand over the summer

- 10,297 PRMs handled over the summer
- 4.25% of our passengers have reduced mobility or a disability
- 4 complaints vs 21 compliments received

Passenger Feedback

JA took the forum through a few examples of customer feedback received recently

AOB

PRM Charge

Links to PRM consultation and Events conducted by SOU

Familiarisation visits and charity work

Hope (Treloars intern) is now going to be assisting with familiarisation visits

Charity Partners

Rainbow Centre

RI – explained who the Rainbow Centre are and what they do to support the 120 local families currently enrolled! Rainbow Centre is 100% charity funded. Please follow Rainbow Centre on social media and help spread awareness!

Sarah – Passenger & Service user

SR – SR explained she has to travel to Salisbury quite regularly via the JER-SOU route. SR has recently assisted JER airport with training and awareness for ostomy/stoma users. SR Took the group through her recent experience at SOU, and gave suggestions on how service could be improved for stoma users.

SR has been in contact with the Rui for the SOU Airport Duty Manager team to help implement green stoma bags to help with disability awareness training and processes.

SR – raised positive feedback that the toilets are located very close to security. This helps with getting dressed and repacked, it's also very useful for ostomy users who may have had a delay getting through.

JA – SOU is installing posters in the assistance areas, and security areas to inform passengers what options they have when it comes to body & bag searches

AD – investigate STOMA passports to help with disability awareness

Autism Hampshire

LH – Explained to the forum who Autism Hampshire are, what they do and what their vision is.

JA thanked Lauren for the training provided by Autism Hampshire at SOU

Hope – Treloars Intern

Hope explained her role when working at the airport, and what her current focus is. Hope thanked the team at SOU for being so kind and welcoming. Hope also explained her role in the student run business Let Me In. This provides a service to businesses to audit and explore access improvements to premises and facilities.

PRM & Cleaning Tender

JA explained that SOU (and AGS) is currently going through the tender process for a new PRM tender. JA explained that the aim is to award the contract by the end of the year to allow a smooth transition ready for implementation on 1st April.

Question from GM – Is the same tender that went out earlier this year?

JA – yes this is same tender process. Initially this went out as a joint tender, but has been resubmitted as separate contracts with the option to combine if it suits the company.

Question from HW – who are the other companies that are tendering?

JA – OCS/ABM & Wilson James

Terminal Expansions

JA & AD took the group the short term expansion plans.

Ja explained the improvements that are likely to be constructed in the next year

- Airside walkway
- Terminal departure lounge extension

JA explained that the biggest drive for the project is due to the change in aircraft type, looking to attract low cost carrier airlines. Both elements will be targeting quicker turnarounds.

SR – Praise given for a covered walkway to help protect passengers, and more specifically those with reduced mobility

HW – Suggested a different term for the “walkway”, a lot of users won’t be walking the route. Treloars would love to get involved from a design to construction

GM – Opensight would also love to get involved with the above.

JA – Invitation extended to all forum members to attend site for tour and oversight of our services and plans.

AOB

SR – raised that the hospitals arrange a taxi transfer when she’s travelling. SR asked about taxi drivers having to pay to get out the car park after dropping off a blue badge user for a flight. The taxi driver is unable to prove they had a blue badge passenger on board as they’ve gone to the terminal.