Accessibility Forum Meeting October 2026

30/10/2026

1) Welcome and attendance
    a. James Alderson (JA) **SOU**
    b. Gemma Forman (GF) **SOU**
    c. Sabina Amariei (SA) **OCS**
    d. Andy Brown (AB) **Treloars**
    e. Debbie Ross (DR) **Opensight**
    f. Cllr Rick Macdonald (CRM) **Eastleigh Borough Council**
    g. Cllr Tanya Parks (CTP) **Eastleigh Borough Council**
    h. Cllr Shelagh Lee (CSL) **Allbrook Council**
    i. Sarah Richardson (SR) **Service User/Passenger**
    j. Katie Board (KB) **Avenues Group**
    k. Jane Atherton – **Rainbow Centre**

2) Agenda & TOR
    a. New tighter controls published by the CAA for airports to achieve "Good" & "Very Good" ratings, this will affect where we publish meeting minutes and what goes into our forums.

3) CAA Report – Very Good for the year of 2026 / 2027

4) Feedback from other meetings – AOC / ACC / CAA Visits / Any other meetings which may provide feedback to our special assistance services
    a. JA – Airport update within ACC was very well received in October 2026, keen to keep the ACC appraised of the work that goes into the special assistance service at Southampton Airport

5) PRM consultation & Events
    a. Information pulled from Southampton Airport website
    b. JA covered that we aim to hold 1 event every month and GF goes through April-October work so far
    c. GF advised that Southampton Airport will not be hosting an intern from Treloar's during 2026. Instead, the airport is supporting multiple students through work experience placements across the business. The Treloar's internship programme is expected to return in 2027.

6) OCS Overview – Presented by SA

a. SA provided an overview of the AvTech system, including its core functionality and how it is used within the airport operation. The system supports the monitoring of service

delivery, operational performance and punctuality metrics, helping to ensure agreed service levels are achieved and maintained.

b. SA also provided an update on performance metrics during the summer period, including achievement against ECAC service standards, staffing changes, and overall operational performance. This included a summary of staff leavers and new starters, as well as planning activity underway to ensure appropriate staffing levels and equipment provision ahead of the planned increase in easyJet operations next year.

c. An overview of customer feedback received during the reporting period was provided, including both compliments and complaints, with trends and areas of focus discussed.

d. SR shared her experiences from recent visits to the airport, highlighting generally positive observations whilst raising a concern regarding the taxi drop-off arrangements within the Multi-Storey Car Park (MSCP) and the potential impact on accessibility for some passengers. This feedback will be considered as part of ongoing accessibility reviews.

7) Terminal Expansion Update – Presented by JA

a. JA provided an update on the terminal expansion project and outlined the planned activities and key milestones expected over the coming months.

b. Feedback and suggestions received through the Access Forum have been shared with the project team to help ensure accessibility and inclusive design principles are considered throughout the development process.

c. Forum members discussed a number of potential accessibility improvements, and support was offered from lived experience groups to assist with future engagement, consultation and review activities as the project progresses. This support was welcomed and will help ensure a broad range of user perspectives are considered during the planning and design stages.

d. Specific accessibility enhancements raised by forum members, including the provision of bariatric seating within the terminal, have been captured and shared with the project team for consideration.

8) Charity Updates

a. Treloar's AB thanked GF for her continued hard work and support in coordinating both internship and work experience opportunities with students. Treloar's also requested support in promoting their upcoming paddle event in Southampton, which Southampton Airport has agreed to publicise through internal communications and the airport newsletter.

b. Avenues Group KB provided an update on recently launched training platforms and initiatives designed to enhance support for service users. It was noted that whilst some family support

groups have been reduced, a review is underway with the aim of reintroducing these services where possible to ensure service users and their families can continue to benefit from the support offered by the organisation.

c. Open Sight DR provided an update on recent organisational changes, including a new operating structure and enhanced training capabilities. Open Sight also offered support in promoting the importance of pre-notification when travelling, helping to ensure passengers receive the most appropriate assistance and enabling service providers to deliver the highest possible levels of service. It was agreed that this could be promoted through Open Sight's monthly newsletter and other communication channels.