

## **SOU Access Forum: Spring 2025**

**01/04/2025**

- 1) Welcome and attendance
  - a. James Alderson (JA) **SOU**
  - b. Andy Donoghue (AD) **SOU**
  - c. Sabina Amariei (SA) **OCS**
  - d. Andy Brown (AB) **Treloars**
  - e. Debbie Ross (DR) **Opensight**
  - f. Cam & Ben (Interns) **Treloars**
  - g. Cllr Janice Asman (CJA) **EBC**
  - h. Hazel Wark (HW) **Treloars**
  - i. *Cllr George Baker (CGB) **EBC** - Apologies*
  
- 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 2023 / 2024
  
- 4) Feedback from other meetings – AOC / ACC / CAA Visits / Any other meetings which may provide feedback to our special assistance services
  - a. CJA – Airport update within ACC was very well received, 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, the CAA stipulation is less than that, but we like to go above that
  - c. Member of the ADM team has been championing site visits every month, we’ve also aiming to get out into the local area and community – an example of this is the BSL comedy event we’re sponsoring which is due to be held this year, we’ve also hosted various site tours for groups who may have members with reduced mobility or other seen or unseen disabilities.
  
- 6) OCS overview – presented by SA
  - a. Overview of AvTech system – what the system does and how we use it to ensure levels of service and punctuality. The system is also used to forecast demand, understand the type of equipment we use the most and where we need to invest. An example of this is number of wheelchairs available on site. When OCS took over the PRM contract there was approximately 10 wheelchairs on site, we now have over 30 available to help those passengers with reduced mobility

- i. CJA – Question to SA around the amount of older users who require assistance and how they find requesting assistance and asking for feedback
- ii. SA stated that on average 70-80% of our PRMs could be described as “elderly”, and there is a known shortfall in the feedback system being predominately online. JA advised that although the bulk of feedback is received digitally, we do also receive written letters and phone calls to give feedback to the airport

7) PRM performance / KPIs

- a. Total PRMs, overall PRM penetration rate. SA observed that the push to enable those with reduced mobility to travel more seems to be working. We have constant increase in PRMs season on season.
- b. SA provided an overview of OCS training including compliance against current ECAC requirements

8) PRM Feedback – compliments: SA shared examples positive feedback showing great levels of customer service given by the OCS team, particularly around being supportive and respectful.

- a. OCS has been nominated as the OCS team of the month, which is a huge nomination due to the size of the company! AD requested details to be shared

9) PRM Feedback – complaints

- a. SA shared an example of a complaint we received where a passenger who required assistance was missed due to not having a visible disability. The team have reviewed how passengers can request assistance before and after arriving on site

10) Ben & Cam introduced themselves to the group and talked through the work they’ve been doing on site since starting their internship in September 2024.

- a. JA – thanked and congratulated Ben & Cam on cementing themselves as part of the airport team, and consistently bringing enthusiasm and commitment each and every week.

11) JA – highlighted a change that’s been made to our accessible toilets. The handles and locks have been changed to a lever style handle to help with those who may not have the grip strength or dexterity required for small twist lock

12) JA – Publishing our annual report

- a. Action - JA will be requesting open and honest feedback via email from the group on the effectiveness of the forum, keen to hear all comments so we can continually look to improve what we do.

13) AB – On behalf of Treloar’s, thanks to Southampton Airport and all the employees for the support that they’ve shown Ben & Cam whilst they’ve been on site. AB commented that the difference in their confidence and ability since starting has been incredible. From the work that the team have done at SOU, Treloar’s have now managed to engage with LHR to work with them on the “Let Me In” campaign.

- a. JA & AB have both expressed their intentions to grow the relationship in the years to come. JA committed to the forum to make this a long term relationship.
- 14) Opensight – Great relationship with the airport and echo previous comments regarding the efforts the airport to ensure the airport is accessible to all. Opensight plan to grow their business and reach over the next 5 years. Keen for any opportunities that the airport can offer. Opensight can review any apps or digital systems that opensight can help review systems from a visually impaired perspective.
  - a. JA explained about Hello SOU – the new ai chat system installed at Southampton Airport. **Action: JA & DR to arrange a review of the Hello: SOU system**
- 15) PRM Areas & Equipment
  - a. AD covered PRM airside seating strategy following feedback at GLA airport
  - b. JA covered airside equipment available and what it is used for
    - i. Cam observed that having used the ambulift recently he found there was a bit of a step from the ambulift to the aircraft. But believes the newer equipment takes away that step. SA confirmed that the new
- 16) Masterplan
  - a. AD covered where the masterplan has been and where it's going.
  - b. JA covered that we're exploring a dedicated lounge for PRMs and those with disabilities.
  - c. JA keen to get the accessibility forum involved with any future plans to ensure we're building the right thing.
- 17) AOB