



Accessibility Forum Meeting

Friday 17 May 2024

Attended by:

Cllr Janice Asman	Eastleigh Borough Council
Cllr George Baker	Eastleigh Borough Council
Debbie Ross	Open Sight Eastleigh
James Alderson	Southampton Airport
Sabina Ameriei	OCS Ltd

1. **Welcome and apologies**

- Welcome to George Baker on first attendance at this meeting.
- Apologies: Andrew Brown – Treloar’s School

2. **Previous Meeting**

- held October 2023

3. **Terms of Reference**

Membership to be made up of representatives from:

- Eastleigh Borough Council, Chair (Cllr Asman) and others
- Charities working to promote wider accessibility
- Southampton Airport Terminal Operations Manager
- Southampton Airport Operations Director
- Businesses (Taxi, Bus)
- Civil Aviation Authority (CAA)

Record of meetings to be taken

4. **CAA Report**

- Last CAA’s Audit was July 2023 which gave us a Good rating and commitment made by Southampton Airport to continue to work hard to better this result as aim firmly remains to get very good rating.
- Ensures Southampton Airport conforms to CAP1228 by strict governance.
- CAA works with Southampton Airport to improve performance.

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

- PRM Contract will begin tender process for new contract provider shortly and the AOC members have been notified for comment on service level agreements and consultation. Further updates on progress will be shared with the Accessibility Forums throughout the process aswell.

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

- James A/Sabina A. gave an explanation of details.
- 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 on the pre-notification rates in the last quarter. We are now are the

highest level of pre-notification for the past three years.

- Customer Feedback: Praise and complaint both noted as examples.

- Due to new members on the forum a brief on the different type of assistance equipment available at the airport by our service provider was shared and explained to allow questions and suggestions.

7. **Miscellaneous**

- PRM Charges. Passenger were charged through the airline.

- Training. All mandatory training completed and Audited by the Airport. James A highlight further training is planned with Open Sight to include a practical element with airport leadership team to ensure they can experience firsthand the passenger journey if traveling with additional requirements.

- Initiatives - The PRM Assist App is a now initiative for SOU and OCS and the app portal can provide the PRM operation with Daily, Weekly, Monthly PRM numbers, and it can forecast PRM volumes ahead while also providing a much better experience to the PRM traveller. The PRM assist app offers the opportunity for passengers to give unique feedback directly to airports regarding the assistance service provided in an attempt to help the aviation industry in making air travel accessible to all and creating a seamless and stress-free journey for passengers with reduced mobility. The aim of the app is the personalise the assistance available at every point of a PRM's journey, by allowing the passenger to not only book assistance via the app, but also access a live communication (chat option) tool with the assistance team or send extra details/updates regarding their mobility or special requests.

- Equipment. OCS now have a new Ambi-lift via rental whilst we are awaiting arrival of two brand new units in September 2024.

8. **Charity Updates**

- Treloars School - Treloars is the UK's leading centre for severely physically disabled children and young people, Treloar's offers outstanding teaching, learning, professional care, therapy, and guidance so that every individual can live, learn, achieve and work towards a future that is as independent as possible.

The students at Treloar's are contending with the most complex disabilities and, unfortunately, with those disabilities comes further conditions such as learning difficulties, visual impairments, no verbal communication, medical and dietary issues, lack of social awareness, mental health problems and life-limiting conditions.

Southampton Airport have been, over the last 5 months, building a business partnership with the school and college. We were proud to host our first visit on the 23rd April which allowed staff from the school to familiarise themselves with our airport layout. This foundation level work will in time allow students from the school to carry out internships as well as accessibility audits on our site. We are very excited to have the opportunity to work and support the school in this way. The students completed an accessibility audit on the 10th May and details of the report to follow. We are proud to be starting an internship programmed with them from Sep 24.

Open Sight Eastleigh – Debbie provides an overview of Open Sight Charity and support functions to our new members and is very much looking forward to continuing the partnership with Southampton Airport and rolling out further training for the benefit of those traveling with us.

9. **Any other Business**

New developments within the airside area of our terminal building following the expansion of an airside retailer covered by James A. This will mean we will shortly begin planning and development of

a brand new PRM assistance seating area airside. The forum was advised SOU intention is to hold an adhoc meeting shortly with the members to discuss any plans before creation to ensure all additional requirement need of travellers can be highlighted and suggestion/feedback sought before starting. This will allow a broad view of input to make sure our facilities are fit for purpose.

10. **Date of next meeting**

To be held at the end of October 2024. Date to be confirmed.