



Accessibility Forum Meeting

Friday 24 September 2021

Attended by:

Cllr Janice Asman	Eastleigh Borough Council
Gemma Forman	Southampton Airport
Steve Szalay	Southampton Airport
James Alderson	Southampton Airport
Julie Stirling	Southampton Airports (taking notes)
Sabina Amariei	OCS
Paul Scott	Glasgow Airport

1. Terms of Reference

- Meetings need to be twice a year
- Currently covered by CAP 12208, soon to be updated to CAP 12208A
- Attendees important, CAA will monitor
- Need to demonstrate that local disability groups are consulted.
- Meeting should be chaired independently – Disability knowledge ideally
- * **Action: JA to raise forum chairperson with Cllr David Airey.**
- Terms of reference and standard agenda items will be created

2. What do Glasgow do? Share of good practice

- Invite planning rep from local council, taxi company, etc.
- Provide a PRM Service update
- Provide an overview
- Show current PRM demand
- Share PRM SLA and ECAC standards – have own targets higher than ECAC to give buffer (ECAC doesn't allow for different size airports so own targets/boundaries are important)
- Provide information on pre-booked and non-booked and difference between the two
- Use a beacon system to provide secure data (SIAL is now also using this).

3. What will Southampton do too?

- Consultation and engagement: SA and GF/JA will undertake this
- As SIAL is a smaller airport will need to focus on local groups/charities
- CAA due in October and audit will take place (but will not published this year)

4. Feedback from OCS

- AvTech system tracks a passenger's complete journey. Previously there had been no electronic system which was a GDPR issue. Now have AvTech which is a real innovation and advantage - allows immediate discussion with customers.
- SA and GF meet twice weekly with a set focus on PRM will continue weekly going forwards.
- ECAC all green but not enough data yet; next meeting will have better raw data
- Now use S-MAX and Ambi-lift as main PRM equipment, replacing Aviramp (no longer used daily).
- Experience with a recent PRM customer outlined how good relations are being built
- New OCS team able to focus completely on PRM as have an exclusive role in this
- New effective solution for embarkation and de-embarkation

5. **Meeting intervals**

- Ideally 4 weeks after winter schedule and at end of summer season
- End of April and October agreed
- Date of next meeting to be advised

6. **Any other business**

- PS suggested 4/5 charities attend on a regular basis with others dipping in and out as required
- *Action: SA, James A and GF to research local charities - EBC may be able to assist**