

# Southampton Airport



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PRM Access Forum April 2025



# Agenda

## SOU Accessibility (PRM) Forum

- Welcome and Apologies
- Previous meeting
- TORs
- CAA Reports
- Feedback from other mtgs – AOC, ACC, CAA
- Performance – Stats/KPIs
- Customer Feedback
- Misc:
  - PRM Charges / Training / Initiatives / Equipment / Infrastructure / Visits
- Charity Updates
- AOB
- Date of Next Meeting (October 2025 - TBC)



# Members

## Attendance & Apologies

### Chair:

Cllr Janice Asman (Eastleigh Borough Council)

Cllr George Baker Asman (Eastleigh Borough Council)

### Southampton Airport:

James Alderson - Terminal Operations Manager

Andrew Donoghue - Airport Duty Manager

Sabina Amariei/ Jose Vidal - OCS (PRM Service Provider)

### Charity Attendance:

Debbie Ross - Open Sight Eastleigh

Andrew Brown - Treloar Schools

Ben/Cam – Treloar's Interns

Chris Hall – Parability





# Terms of Reference

## Attendance & Apologies

- No formal guidance in CAA CAP 1228
- CAP1228: Guidance/Setting of quality standards under Regulation EC 1107/2006 ([caa.co.uk](http://caa.co.uk))
- Twice yearly – linked to stats for Summer/Winter seasons
- Attendees by invitation only
- Chair Cllr Janice Asman with ACC consultation
- Attendees to include charities/organisation reps



# CAA Report

## 2023/2024 (CAP3006)

### 2023/2024 Rating

We're thrilled to have earned a top ranking in the Civil Aviation Authority Annual Passenger Accessibility Report.

We aim for every passenger to experience and smooth and effortless journey through our airport.

### UK Airport Rating Summary:

Ratings for the twenty-eight airports break down into the following categories:

- Eleven airports fell into the 'very good' category;
- Twelve airports fell into the 'good' category; and
- Five airports were rated as 'needs improvement'.



**AIRPORT ACCESSIBILITY RATING**

**VERY GOOD**

Rated 'Very Good' in the UK Civil Aviation Authority's annual  
**Airport accessibility report 2023/24**

**SAU** Southampton  
Airport

# Feedback from other Meetings

ACC – Presentation on Accessibility made to the group by James on request of Cllr Asman.

AOC: N/A

ACC: 07/02/2025

CAA Visit: N/A

Any others: N/A

# PRM Consultation and Events – Update from Website

[PRM Consultation & Events | Southampton Airport](#)



# OCS Overview



## Av-Tech Measuring system overview

Optimising Airport Operations with OCS Innovations

- Integration of AvTech and PRM Assist
- Efficient Rostering & Resource Allocation
- Real-time data on Assisted Travel passenger arrivals
- Predictive scheduling using historical data
- Dynamic workforce allocation based on real-time demand

These initiatives enhance efficiency, reduce costs, and minimise non-productive time across airports.

## Optimised Rostering & Resource Management

### Data-Driven Rosters

- Aligned with actual & predicted passenger volumes
- Eliminated non-productive time
- Staff scheduled only when needed

### •Current Structure – Southampton Airport

- **Staffing:** 4 Passenger Service Agents + 1 Supervisor per AM & PM shift
- **Equipment Available:**
  - 3 Smax chairs
  - 2 ambulifts
  - 1 bariatric wheelchair
  - 3 folding wheelchairs
  - 31 standard Staxi wheelchairs

## Training against ECAC

All training in green for the team, next refresher planned for June 2025.

# Performance Stats / KPIs



## **Total PRM's handled during Winter 2024/2025:**

2934 (increase of 15.01% compared to 2551 last winter)

## **Winter penetration rate (by departing pax):**

3.62%

## **Complaints /Compliments:**

1:4

## **Pre-notification at 36 hours for SOU:**

74.64%



# Passenger Feedback - Compliments



"Dear Sabina,

We just wanted to put on record our very grateful thanks for the excellent team that helped us on both trips from and to Southampton airport .We believe one gentleman was called Keith , one lady either Julie/Julia or Kerry and one gentleman whose name we didn't catch ;) Our apologies if we have got their names wrong 🙏

On our outward trip to Geneva on EZS1586 at 1535, on Sunday 26/1/25 the three of them couldn't have been more helpful and kind to us . Making the journey through the airport and onto the plane seamless .I am recovering from double knee replacement surgery and my husband from abdominal hernia surgery . Hence I can't walk too far and my husband can't lift anything ! What a pair we make currently, albeit temporarily ;)Keith carried our large hand luggage items up onto the plane for us and put it into the overhead lockers for us.On our return from Geneva on EZS1585 at 1420 to Southampton on Sunday 2/2/25 we got to the top of the plane steps on arrival at Southampton and as we disembarked, there was a smiling Keith ready to whisk us through Security and passport control .

We can't thank them enough for going the extra mile for us with smiles humour and genuine concern and help . They are a credit to your service . We never have any cash on us (which we really should remedy) otherwise we would have given them a tip. If there is any facility within your organisation for them to be given a bonus ; they couldn't deserve it more highly .

Please thank them again from us and apologise to them if we have totally got their names wrong 😊"

"My wife and I had the pleasure of being assisted by Marcello, Keith, and Kerry at the Southampton airport on January 3th, and again on February 1st this year. I am so grateful to them for taking such good care of me, but more than anything for their friendliness, and their genuine interest in giving me the best experience possible. As a person with limited mobility I am rarely treated with such dignity and respect, and it made my journey much easier and far more enjoyable to be made to feel so comfortable and welcome. Please pass on my compliments and thanks to them, and to any managers responsible for them."



# Passenger Feedback - Complaints



I have special booked as I'm a cancer patient so my disability isn't visual. I also suffer from extreme pain from fibromyalgia. There was none at the SA desk on my arrival so after security I spoke to the short black hair woman I assume is a superior swissport member she said to sit at the free chairs someone will come. No one came. They then called SA and speedy boarders to the gate. I went to the gate and the young girl taking boarding passes told me you aren't speedy boarder so you need to wait over there I advised I'm SA. She looked at me with such disbelief the. Went to start on my small carry on case but other member of staff stopped her. I was then told to wait. They then started boarding the flight. I did not receive any help. I had to ask someone when I approached the stairs to please help me with my case as I struggle with stairs and can't carry luggage and climb stairs. Did all this with people trying to rush onto the flight. Swissport staff need to take a look at themselves. So disorganised and rude. How dare I be made to feel like a fraud or not worthy of help just cause I'm not in a wheelchair.

My name is  
Cam, I'm 20  
years old and  
I'm a handling  
agent  
with Swissport





My name is Ben, I'm 22 years old.

I have attended Treloar for 3 years and I am part of the internship programme.

I am also part of Let Me In which is run by students in their final year of college. We audit businesses to see how accessible they are.

I am an employee at Southampton Airport. I meet and greet passengers and answer any queries.

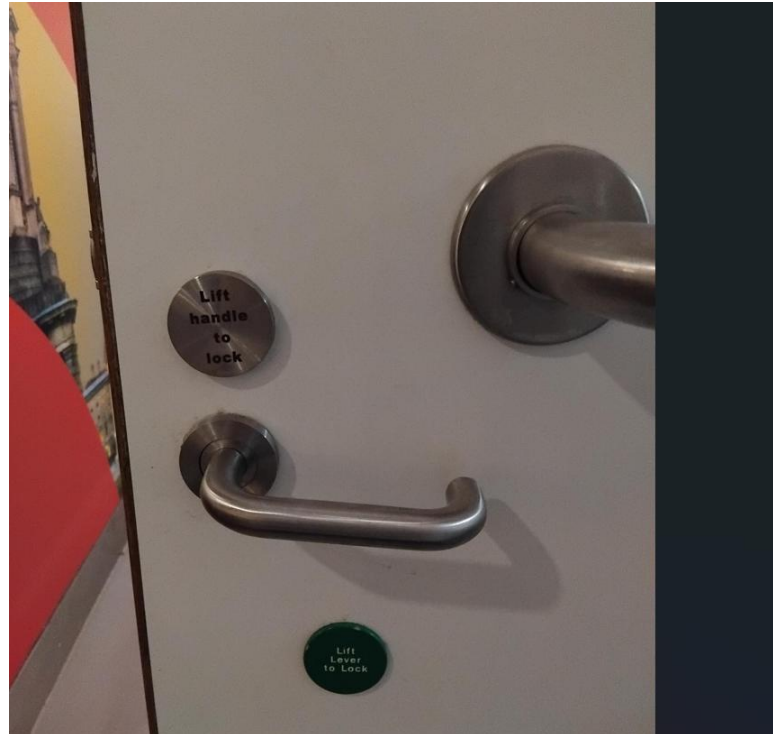




# Misc

## PRM Charges:

- Current charge per pax is £1.47 per departing passenger
- Annual Reports publication discussion – Led by JA



# Charity Updates





**Treloar's is a charity that provides outstanding education, therapy and care to physically disabled young people, and empowers them to live more independent and fulfilling lives.**

**Southampton Airport has continued to support Treloar's and our students over the last 6 months.**

**Cam & Ben feel supported in their placements and feel like their opinions are valued. They feel like they have been a part of the journey to improve accessibility at the airport.**



## Our Journey with Southampton Airport

Treloar's visited the Airport to conduct a Let Me In Assessment – May 2024

We received a lot of positive feedback and engagement as a result of the assessment and how the Airport publicised the experience.

In September 2025 Ben and Cam started their Internship with the Airport.

Both students have got a great deal from this.

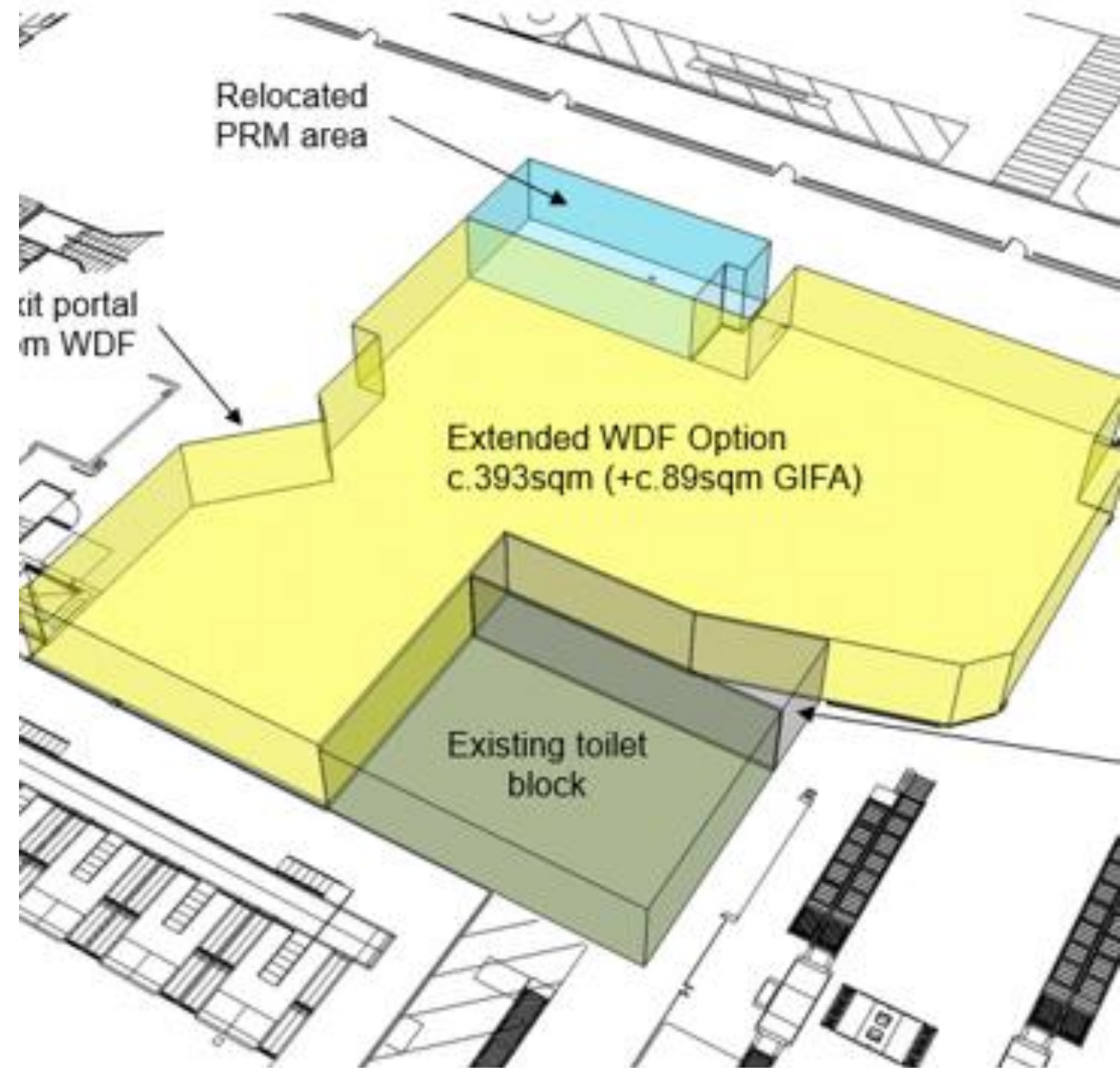
Ben and Cam feel like they are part of the staff team.

Interns are continually involved in discussions regarding accessibility.

Our students are accessing many areas and roles within the airport building many personal, social and work skills.

We are really proud of our partnership with the Airport. We look forward to this evolving and continuing to support the Airport on it's journey.

# Terminal Changes 2024 - 2025

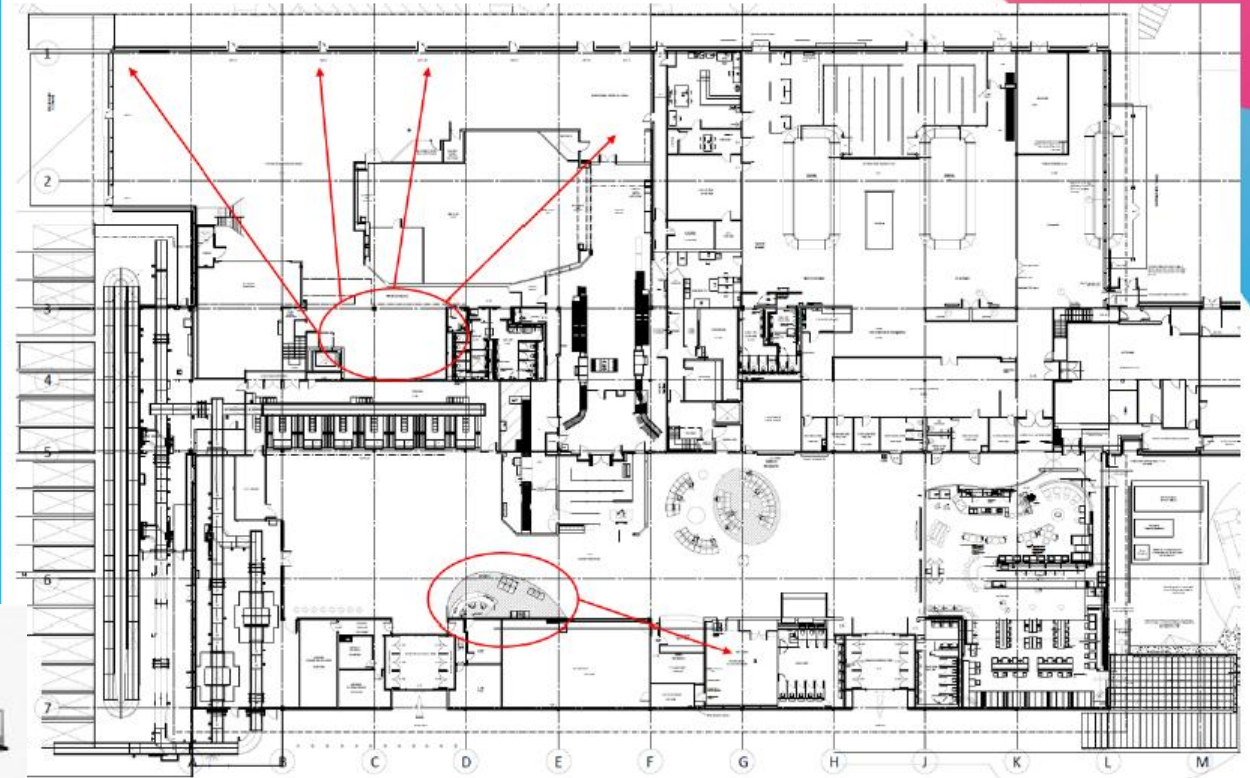




# Airside Equipment

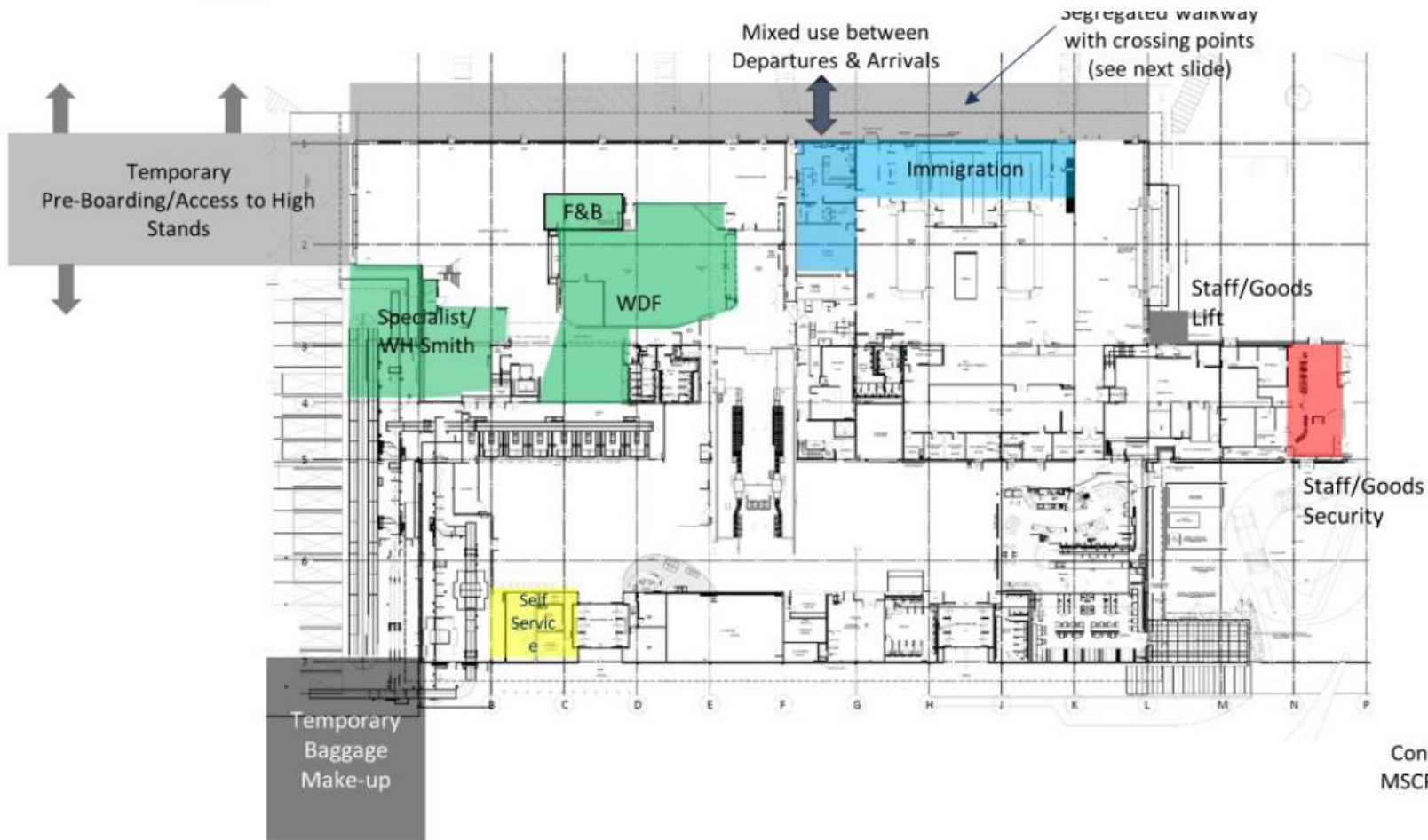


# Terminal Changes

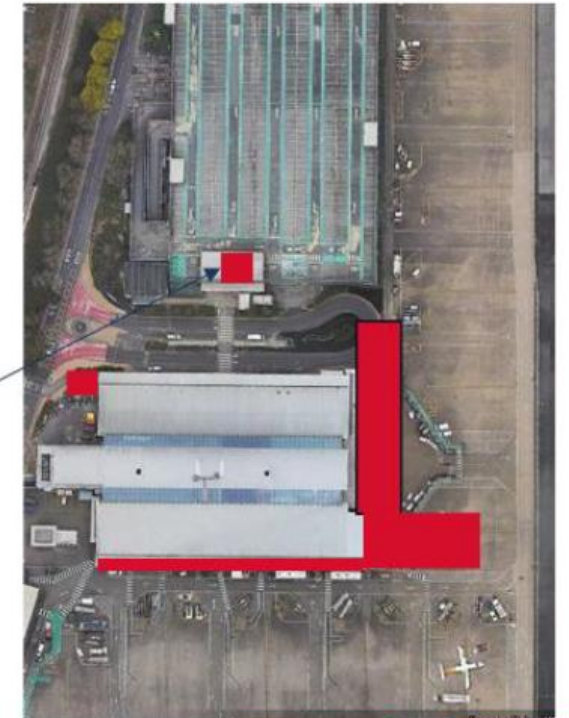




# Evolving Terminal Master Plan – Short Term to Summer 2026



Convert 1<sup>st</sup>/2<sup>nd</sup> floor  
MSCP foyers to offices





# Thank you!