



## Accessibility Forum Meeting

Friday 29 April 2022

### Attended by:

Cllr Janice Asman	Eastleigh Borough Council
Zilli Akram	Steps Worldwide
James Alderson	Southampton Airport
Julie Stirling	Southampton Airport (taking notes)

#### 1. **Welcome and apologies**

- Welcome to Zilli Akram on first attendance at this meeting.
- Apologies: Sabina Amariei and Mark Chambers, OCS (PRM provider); Keith Hatter and Andy Grace, Winchester Area Access for All (WAAA); Steve Szalay, Southampton Airport; Paul Scott, Glasgow Airport.

#### 2. **Previous Meeting**

- held October 2021

#### 3. **Terms of Reference**

Membership to be made up of representatives from:

- Eastleigh Borough Council, Chair (TBC) 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**

- Awaiting CAA's next audit. Re-assessment due shortly based around Persons of Reduced Mobility (PRM) and those with hidden disabilities.
- Ensures Southampton Airport conforms to CAP1228 by strict governance.
- CAA works with Southampton Airport to improve performance. Achieved 'Good' at last audit in 2020 and working hard to better this.

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

- The CAA had made a preliminary visit to the airport ahead of the expected audit and were happy with the work so far.
- Janice A. will provide a note via email with an update from the previous ACC. The next meeting of will be held in June.

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

- James A. gave an explanation of details.
- PRM passengers are tracked through the airport and the process is also timed.
- There is close governance to ensure PRM passengers are met within ten minutes of arrival.

All passengers are to be met within 30 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.

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

- Janice A. queried the ability of passengers to pre-notify of their need for assistance. Was this highly publicised so that people were aware? James A. reported that some airlines were excellent at highlighting the service to customers while others were not so good. Much work had been done in this area and the pre-notification rate was increasing well.

- Janice A. also noted that the Channel Islands flights carried many passengers to hospital treatment in Southampton. James A. informed that the airport team worked closely with the hospitals so that they were aware and could advise of their patient passenger requirements.

## 7. **Miscellaneous**

- PRM Charges. Passengers were charged through the airline.

- Training. OCS undertaking Dementia Awareness Training. James A. added that input from Steps Worldwide on how best to support those with lower limb conditions would be very helpful.

- Initiatives

- Equipment. OCS now use Ambulift and S-MAX chair devices.

- Infrastructure

- Visits

## 8. **Charity Updates**

- Winchester Area Access for All. James A. had hosted two representatives on a visit to the airport, progressing thoroughly through the departure and arrival channels. All observations and comments were noted with suggestions for improvement, particularly around the braille signage for lone travellers arriving and also ongoing use of PDQ payment machines with raised braille keypads (rather than touchpads).

- Zilli A. outlined the work of Steps Worldwide and the support provided to those with lower limb conditions, with a focus on how to make the world more inclusive. The distances able to walk were often not far and usually assistance may not be sought. The charity was also campaigning for adults with Club Foot and were keen to publicise the support available. Zilli also offered to introduce a colleague at the next meeting of this forum.

## 9. **Any other Business**

- Janice A. asked if the charity One Community suggested by the ACC had been contacted? James A. had spoken to One Community and there was a significant charge for their attendance. Steve Szalay, Operations Director was exploring the possibility of funding to support this.

## 10. **Date of next meeting**

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