

Southampton Airport Accessibility Briefing



Aims:

1. To provide awareness of accessibility progress at the airport
2. Invitation for reps to visit the airport



CAA – Regulator

Passengers With Restricted Mobility (PRM)



- CAA Guidance given in CAP 1228
 - [CAP1228: Guidance on quality standards under Regulation EC 1107/2006 \(caa.co.uk\)](https://www.caa.co.uk/cap1228)
 - Performance monitored and assessed by CAA
 - Last report was graded GOOD in Dec 2020
 - No report in 2021 due to covid
 - New PRM provider in place since Sep 2021 – OCS - will improve performance and improve grading
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SOU Accessibility Forum



- Newly established in 2021:
 - Every six months - Apr & October to analyse results from summer/winter seasons
 - Last mtg 24 Sep 21
 - Invitation for a representative to attend next mtg in April 2022
 - Looking for permanent members from local charities
 - Agenda includes:
 - Customer feedback
 - Stats/KPIs
 - Training
 - Initiatives
 - Equipment
 - Infrastructure
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