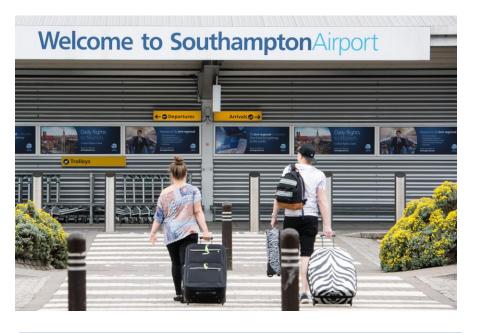
Southampton Airport Accessibility Briefing





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)
- 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

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