



# Airport accessibility

James Fremantle, Civil Aviation Authority

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## Summary of presentation

- James Freemantle is Manager, Consumer Policy and Enforcement at the CAA. He has worked in the aviation sector for over 20 years. His current role is focussed on improving the accessibility of UK airports and also airlines that fly from the UK.
- This presentation was given by James at the fifth workshop of the UKCN Consumer Remedies project held at the CMA on 26 September 2017. This workshop was focused on designing remedies that work for vulnerable consumers.

## CAA's role

- Enforces EU law on accessibility at UK airports and onboard aircraft on flights into and out of UK
- Promotes air travel to disabled people and those with reduced mobility
- In 2014 it set up a framework for assessing accessibility at UK airports with more than 150,000 passengers a year
- So far it has carried out two annual reviews

## Numbers at UK airports for 2016

- 3.1 million passengers used the assistance service at UK airports
- About 1.2% of all passengers
- Numbers using assistance have increased twice as fast as all passengers between 2010 and 2016
  - 46% increase in passengers using assistance
  - 21% increase in passenger numbers

# CAA's accessibility assessments for airports

- There are three measures set by CAA under this framework
  - Meet targets for timeframes for providing assistance
  - Meet customer satisfaction targets
  - Consult with disability groups on the design of the service and accessibility of the airport

# Timeframes

- Targets are set so that disabled passengers and those with reduced mobility are not delayed at the airport more than other passengers
- Airports must record timings for assistance for all passengers who use the assistance service
- Airports must publish data and submit to CAA

# CAA satisfaction survey



- Airports must publicise and promote a CAA satisfaction survey or do their own surveying
- It includes questions on all aspects of assistance service
- Respondents rate all areas of the assistance service
- Respondents can leave detailed comments, helping us to identify issues at individual airports

# CAA satisfaction survey



UK Airport passenger surveys

## Passengers with reduced mobility



## Passengers with reduced mobility

The Civil Aviation Authority, in co-operation with UK airports, collects feedback on the quality of the assistance provided to passengers with reduced mobility.

We would be grateful if you would take the time to complete a short survey on the assistance provided to you on departure from, and on arrival back at, a UK airport.

To give your important feedback, please visit:  
**[www.surveymonkey.com/s/PRMUK](http://www.surveymonkey.com/s/PRMUK)** or scan



# Consultation with disability groups

- Airports must consult with disability organisations
- Consultation should be pan-disability and local
- Airports must publicise on website
  - who they have met
  - what methods used for consultation
  - any outcomes

# Airport accessibility report 2016/17

- Latest CAA report was published this summer
- We reported by individual airport and identified, and passed comment on, the airports that are doing well and not doing well
- We ranked all UK airports with over 150,000 passengers per year
- It received good media coverage
  - Sky news, BBC TV and radio
- It is a good example of 'reputational regulation'
- It has been successful at driving improved performance
- However, enforcement action can be taken if appropriate
  - for example, Heathrow has signed up to number of 'undertakings' because of systematic poor performance

# 2016/17 rankings



	Aberdeen	
	Belfast City	
	Belfast International	
	Bournemouth	
	Bristol	
	Cardiff	
	City of Derry	
	Doncaster Sheffield	
	Edinburgh	
	Leeds Bradford	
	Liverpool	
	London City	
	London Gatwick	
	London Luton	
Birmingham	London Southend	
Glasgow Prestwick	London Stansted	
Glasgow	Newcastle	East Midlands
Humberside	Cornwall Newquay	Exeter
Inverness	Southampton	London Heathrow
Norwich	Sumburgh	Manchester
<b>Very Good</b>	<b>Good</b>	<b>Poor</b>



## Heathrow Airport to take action after being rated 'poor' for disabled passengers

01:43, UK, Friday 11 August 2017



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## Edinburgh Airport praised over disabled access improvement

🕒 11 August 2017 | [Scotland business](#)

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Edinburgh Airport has been praised for its improved disabled access. The image shows a person in a wheelchair being assisted by a staff member in a blue uniform at an airport terminal.