



# Helping people with 'hidden disabilities' access air travel

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## Background

- Hidden disabilities can include such as autism, dementia, mental health and hearing loss
- 700,000 people with autism in UK (if families and friends included, estimated 2.8 million people affected).
- 1m with learning disabilities
- 850,000 with dementia (only estimated 44% have a diagnosis)
- 900,000 people are deaf, with 11m having some sort of hearing loss
- CAA research from 2015 suggests approximately 7% of people in UK may be reluctant to travel by air because of a non-physical impairment

## Legislation

- Regulation EC 1107/2006 defines a 'disabled person' or 'person with reduced mobility' whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), **intellectual disability or impairment**, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

## **In November 2016 CAA published guidance for airports on helping people with hidden disabilities**

- We spoke to a number of organisations to help us with the guidance
- Themes emerged from these discussions which helped shape the guidance. The key themes were that people with hidden disabilities
  - want staff to be more understanding of their disability
  - want a less pressured and less rushed experience
  - don't necessarily need a one to one service
  - want better information on the airport and airline experience

# There are four key areas covered in the guidance

- Assistance
  - People should never be separated from accompanying persons
  - Airports should always offer a one to one escort if requested
- Information and communication
  - Airports must enhance websites to include better information for people with hidden disabilities
  - Airports must improve communication channels (eg. install hearing loops)
- Security
  - Better training of staff
  - Ensure staff are prepared to provide alternative options for searches (e.g. private room)
- Training
  - Airports should regularly provide specific training for helping people with hidden disabilities incorporated into existing training for all customer facing staff

# CAA report to be published June 2018



# Since the guidance was published UK airports have introduced enhanced services. These include

- Quiet zones and routes
- Separate security lanes
- Enhanced training
- Ways of identifying people for extra assistance at security
- Familiarisation days
- Accessible videos and booklets with information on airports
- Hearing loops
- Never separating people from carers / accompanying persons

# Lanyards at London Gatwick





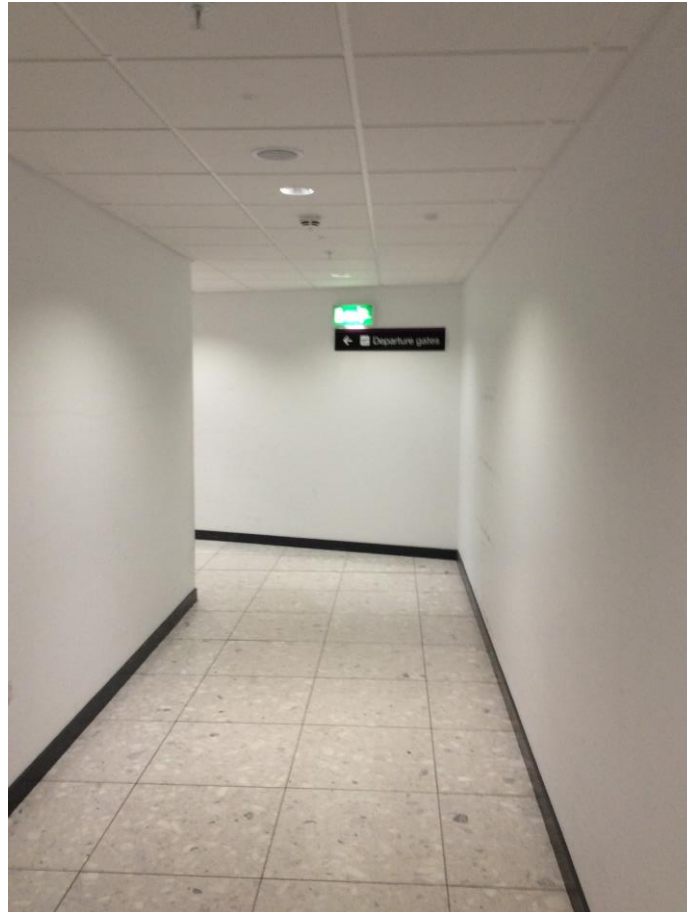
# Security checks at London Gatwick special assistance lane



# Special assistance lane at Edinburgh



## Quiet route at Edinburgh



# Glasgow airport autism training

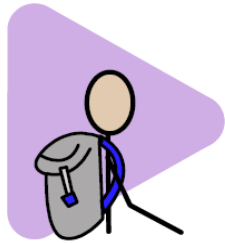


# Disabled toilets at Heathrow



# Online guide for children with autism from Edinburgh

## 6 Security



Liquids in  
clear bag

**100ml**



Up to 100ml



Scan  
boarding card



Queue



Listen to  
instructions



Possessions  
in tray



Remove  
laptops and  
tablets

# CAA to publish similar guidance for airlines this summer

- Providing additional passenger information to airport staff and airline crew
- Training of airport staff and crew in 'hidden disability' awareness
- Extend 'lanyard scheme' to airlines
- Priority boarding
- Priority help during delays and flight disruption



## CAA Airport accessibility framework



# Numbers at UK airports for 2017

- 3.4 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 2017
  - 47% increase in passengers using assistance
  - 19% increase in passenger numbers

# Airport Quality Standards



- Regulation EC1107/2006 obliges airports to draw up and monitor “Quality Standards” in co-operation with Airport Operators Committee and local disability organisations
- CAA published guidance for UK airports on this obligation in 2014
- There are three key requirements for airports in CAA guidance
  - Set targets for timeframes for providing assistance – ECAC guidance (referred to in PRM Regulation) provides recommended targets for airports for providing assistance to passengers both on departure and arrival. Airports must publish, and submit to the CAA, data on performance against targets twice yearly.
  - Publicise and promote CAA PRM satisfaction survey
  - Consult with disability groups on setting and monitoring quality standards and determining resources for meeting the standards.

# Airport accessibility report 2016/17

- Latest CAA report was published last 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>

# Airport performance report 2017/18 and beyond

- 2017/18 report to be published in July
- All airports already know their rating
- Extra category in this year's report – “needs improvement”
- CAA committed to consult this year on an enhanced framework from 2019/20
- CAA to introduce similar performance framework for airlines