



12 May 2014

Dear Colleague

**Quality standards under Regulation EC1107/2006**

As you know, Regulation EC 1107/2006, which concerns the rights of disabled persons and persons with reduced mobility (PRMs) when travelling by air, obliges all airports with more than 150,000 passengers per year to set 'quality standards' for the assistance provided to PRMs and measure and monitor performance against these standards.

The PRM Regulation further obliges National Enforcement Bodies to "where appropriate...take the measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are respected, including compliance with the quality standards".

Over the past few months, the CAA has reviewed UK airports' compliance with its obligations in this respect. This letter and the attached document outlines the work we have been doing to assess compliance, improve it where necessary, and address any outstanding gaps.

The starting point for our review was to ensure that every UK airport published a quality standards document on its website. Initially, we found that many airports did not; and for those that did, the documents often mirrored the performance standards the airport set for the assistance provider in its 'Service Level Agreement' (SLA). Although the SLAs included many of the areas which we consider should be covered by quality standards documents as required by the Regulation, we found that there were a number of areas they did not cover.

This first stage is now complete and the CAA is pleased to report that every applicable UK airport now publishes a quality standards document of some sort. The second stage of our review was to take a closer look at the content of the quality standards documents to assess whether they met the requirements of the Regulation. We found that there is a considerable lack of conformity between the documents produced by different airports. In addition, many airports' quality standards are limited to reproducing the timeframes and percentages set out in paragraph 1.6 of Annex 5-C of the European Civil Aviation Conference "Code of good conduct for ground handling for disabled persons and persons with reduced mobility" and do not cover other important areas, such as the arrivals journey and consultation with disability organisations.

We have therefore concluded that, for the majority of airports, further work is required in order to meet the requirements of Article 9 of the Regulation. The CAA has therefore decided to produce guidance to airports on the requirements of the Regulation in relation to

setting, publishing, and monitoring quality standards for providing assistance to PRMs. We consider that guidance is the most proportionate next step in this case since the changes required to be made by airports are relatively modest and because of the positive and constructive way in which the airport sector has historically responded to issues raised by the CAA in relation to PRM assistance.

Attached to this letter is the CAA's proposed guidance on quality standards. We will be consulting on this draft guidance over the next 12 weeks.

Please provide any feedback by 1 August to James Fremantle, Consumer Enforcement Manger (Air travel accessibility), by email to [james.fremantle@caa.co.uk](mailto:james.fremantle@caa.co.uk)

or by post to

Markets and Consumers Group, Civil Aviation Authority,  
CAA House, 45-59 Kingsway, London WC2B 6TE

We will also hold a stakeholder event in London for airports and their representatives to attend to provide us with feedback directly on the guidance.

If you have any questions, please call James on 020 7453 6731.

I would like to thank you in advance for your cooperation.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MUBUFFEY', with a long horizontal flourish extending to the right.

Matthew Buffey  
Head of Consumer Enforcement