

CAA Accessibility Assessment Reports 2023/24

Update

June 2025

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1. Background

- 1.1 In respect of the obligations on airports set out in UK Regulation (EU) No. 1107/2006, the CAA undertakes its oversight work of airports which includes periodic “Deep Dive” accessibility assessments of individual airports across the UK: These assessments review all aspects of the airports provision of assistance to disabled and less mobile passengers against their obligations set out under UK Regulation (EU) No. 1107/2006 and all key guidance associated with this.
- 1.2 To improve transparency and promote good practice, starting from the 2023/24 reporting period, the CAA began publishing airport assessment reports on an annual basis alongside the annual assessment against the quality standards framework. In addition, the publishing assessment reports, we are also providing annual updates on findings and observations made against airports and this document provides an update on the findings and observations found against airports in the 2023/24 reporting year. Links to the original assessment reports, which include definitions of findings and observations can be found in the summary table in Section 2.
- 1.3 Findings and observations which were marked as ‘rectified before publication’ in airport assessment reports are not included in these annual updates. It is anticipated that as findings and observations are marked as ‘completed’ in annual updates, they will not be included in future updates.
- 1.4 Due to the complexity and size of the airport, the inspection findings and observations at London Heathrow were extensive, particularly given its multiple terminals. One significant achievement has been the introduction of separate security lanes for disabled and less mobile passengers. The CAA emphasised the importance of enabling passengers to travel as independently as possible through various stages of their journey. This development represents a big step forward for London Heathrow and is expected to enhance the independence and overall travel experience of these passengers. Wayfinding and signage remain areas requiring further improvement. In some cases, signage contributed to unnecessarily long walking distances, and walking distances

were not consistently communicated across terminal areas. London Heathrow are engaging with specialist wayfinding providers and has launched a trial involving digital E-paper signage.

- 1.5 Training was highlighted as an area needing improvement at all three airports. Training is a fundamental aspect of delivering an accessible and positive experience for disabled and less mobile passengers. It gives staff the knowledge, skills, and confidence to provide high-quality and dignified assistance at every stage of the airport journey. While this was an area that required attention, it is encouraging to see that all three airports have taken meaningful steps this year to address training. Continuing to strengthen training provision and maintaining a focus on quality and consistency will be key to delivering excellent service for all passengers in the future.
- 1.6 The CAA considers the airport access forums as key for rectifying issues and providing expert advice to improve the service and facilities at airports. We are pleased that all three airports consulted their forums regarding their deep dive accessibility assessments. In particular, London Stansted has actively engaged their Stansted Airport Access Forum (SAFE) to support the implementation of improvements and ensure changes are inclusive of passengers with disabilities and reduced mobility. The forum has contributed to decisions such as the location of assistance dog relief areas, and Stansted commissioned additional audit work with some of the members and they will support with advice on additional seating at designated points. The London Luton Airport Accessibility Forum (LLAAF) provided advice on training and wayfinding.

2. Summary of findings and observations

2.1 A summary can be found below, more details can be found in the airport specific sections in this document.

Airport	Assessment year	Findings	Observations
London Heathrow Airport	2023/2024	3 findings were found during the assessment. 2 – completed 1 – in progress	23 observations were made during the assessment 12 – completed 11 – in progress
London Luton Airport	2023/2024	2 findings were found during the assessment. 1 – completed 1 – in progress	9 observations were made during the assessment. 5 – completed 3 – in progress 1 - paused
London Stansted Airport	2023/2024	6 findings were found during the assessment. 5 – complete 1 – in progress	15 observations were made during the assessment 9 – completed 6 – in progress

3. London Heathrow Airport

3.1 The inspection document detailing the findings and observations of London Heathrow Airport can be found [here](#) and a summary of the updates and progression of these findings and observations can be found in the table below:

Category/ Area	Issue level	Summary of issue	Status	Commentary
Charging – transparency of accounts	Observation	London Heathrow Airport does not produce separate audited accounts for activities in relation to the assistance service.	In progress	London Heathrow Airport are reviewing the transparency of accounts but do provide enhanced information in line with the Other Regulated Charges (ORC) framework and annual trading statements which are independently verified by auditors.
Airport assistance – dog relief areas	Observation	Airside relief areas at T2 and T4 are outside the terminal building and passengers must be accompanied. There are no signs for these areas and the areas are not dedicated for this purpose.	Completed	London Heathrow Airport held a trial for assistance dog relief areas, with aspects under review being the optimal placement of these facilities, types of material to be used, layout and signage. In June 2024, funding was allocated to establish 14 animal relief areas across the Heathrow campus, covering both airside and landside locations. The Heathrow Accessibility Advisory Group (HAAG) was actively involved in shaping the final design of these areas, ensuring they meet the needs of users. The signage will aim to clearly communicate the processes within the terminals for passengers travelling with assistance dogs. Animal Relief Areas are now live within all terminal buildings with placement including both landside and airside

locations. A full list of the current locations can be found on the Heathrow website.

Designated points – entry points to the airport	Finding	<p>During the site visits, entry and exit points to the airport were checked for designated points. Designated points were not observed at the London Heathrow Central Station local bus drop off area, or the T4 bus drop off point.</p>	Completed	<p>London Heathrow Airport has initiated a new faulting process in relation to help points, and an improved follow up process. Help points are now included in the asset register with engineering conducting routine checks.</p> <p>Additional signage has been placed into T4 bus drop off and Central Bus Station with an operational process arranged with colleagues to encourage identification of disabled persons and people with reduced mobility. Longer term solutions are being reviewed.</p>
Designated points – serviceability	Observation	<p>During site visits 15 call points were found to be out of service. There were no “out of order” signage on the broken call points. However, a notice with a phone number to contact their assistance service provider, for passengers to call to announce their arrival at the airport, was observed on all points surveyed.</p>	In progress	<p>Designated call points at Heathrow are tested on a bi-monthly basis, unless a fault is identified, in which case retesting is carried out as part of an improved incorporated fault resolution process.</p> <p>The functionality of hearing loops is now tested with the same frequency as call points. These tests have been incorporated into the engineering asset register.</p> <p>During a site visit in April 2025, the CAA still found a couple of these call points to not be working, in particular T5 multistorey car park designated points.</p>

Designated points – information	Finding	It was observed during site visits that information on the assistance service was not provided at most designated points.	In progress	London Heathrow Airport are deploying additional signage with QR links which lead to the London Heathrow website at the areas observed by the CAA during the inspection.
Designated points – seating	Observation	Many designated points did not have reserved seating for passengers to wait for assistance to arrive.	In progress	A review was conducted to assess each help point for shelter and seating. London Heathrow Airport has incorporated a long-term strategy in relation to help points, with newer help points adhering to the Heathrow Accessibility standard including both seating and shelter.
Seating – airside arrivals	Observation	It was noted during site visits that at some gates there was insufficient seating to provide a reasonable amount of seating for disabled and less mobile passengers on arrival. This was in Pier 5 arrivals in T3, B and C Piers arrivals in T5. In addition, it was noted during site visits that in T5 C Pier DHL staff overspill from the staff room and use up seating in arrivals corridor.	Completed	Additional seating has been placed into pier 6, and areas specified in pier 7 and pier 5. DHL have committed to making sure that the seating in the arrivals corridors is designated for passenger use only, with managerial conversations occurring where appropriate. This has been observed and noted by the CAA.
Training – staff who provide direct assistance to passengers	Observation	During the assessment, the airport did not provide full details of training content provided by Wilson James. It is not clear that robust processes are in place to ensure training obligations are met. Also, Wilson James training staff, despite having relevant technical teaching qualifications, do not have sufficient involvement with disabled	Completed	Since the assessment, Wilson James have reviewed and refreshed their disability equality and awareness training. The CAA observed a disability equality and awareness refresher training session in April 2025 which was ran by Wilson James and was aimed at assistance service staff. The session used newly developed material and had input,

individuals or disability organisations in the creation of content for training packages and for delivering the training. There is also insufficient content on physical disabilities.

including videos from people with lived experience of disability. The session included awareness of physical and invisible disabilities and covered the areas required by ECAC Doc. 30 and its annexes. The training also incorporated practices from the Department for Transport's REAL Training Guide. The training will be launched in October.

Training – London
Heathrow training

Observation

There is not sufficient content in the disability equality training. In addition, there is not sufficient involvement with disabled individuals or disability organisations in the creation of content for training packages and for delivering the training.

In progress

London Heathrow Airport reviews its training content annually to ensure it remains relevant and effective. In July, the Heathrow training team attended a quarterly HAAG session to discuss the current e-module training proposition. As part of this review Heathrow commits to reviewing the videos of HAAG to ensure they are of an appropriate standard. Work is ongoing to ensure the 2025 redesigned training is informed by people with lived experience, with HAAG engaged in the process. The updated training is scheduled for launch in September 2025.

Invisible disabilities
– quiet routes/quiet
rooms

Observation

During site visits, the CAA observed that there were some quiet spaces, but these may not be suitable for people with sensory impairments or sensory processing issues, for whom the terminal environment can be disorienting and stressful.

In progress

In March 2025, London Heathrow Airport began a trial for a rest and relaxation space within Terminal 4. This area is designed for passengers with hidden disabilities who may find the terminal environment disorientating and stressful. The trial is designed to gather feedback from passengers before making the necessary adjustments to incorporate these areas across the airport.

Personal mobility equipment – process for lost or damaged equipment	Observation	London Heathrow Airport has a process for passengers to use their airport wheelchairs, including self-propelled chairs, as temporary replacements. However, it does not have a process if the passenger's equipment is more specialist or bespoke.	In progress	London Heathrow Airport and Wilson James have identified an equipment supplier and are in ongoing contract negotiations.
Complaints handling	Finding	20 complaints were assessed as part of the complaints handling assessment. No complainants were referred to the Centre for Effective Dispute Resolution (CEDR), London Heathrow's contracted alternative dispute resolution (ADR) provider, when the complaint reached deadlock, as required under the ADR Regulations.	Completed	London Heathrow Airport now provides deadlock letters where appropriate with complaints.
Infrastructure and facilities – usability of facilities	Observation	During site visits it was noted that there were no low-level counters at assistance desks.	In progress	London Heathrow Airport have advised that the inclusion of low-level counters is a design consideration that will be incorporated into future facility designs. These counters have already been factored into the design phases for terminal redevelopment projects in both T2 and T3. In the meantime, the assistance service proposition is aimed at passengers sitting within hosted area, rather than being approached by and engaged with by a colleague from the team.

Infrastructure and facilities – signage	Observation	Signage should be clear and consistent and appropriately signed using internationally agreed standards. During a site visit of T3 it was noted that a sign advises passengers to use lifts to reach tube and train stations if they are not able to use the stairs or ramp. The lifts do not provide access to the train or tube stations.	Completed	London Heathrow Airport as placed additional signage in T3 arrivals to ensure passengers know the correct route.
Website – various areas of ECAC Doc. 30 Annex 5-J	Observation	<p>During the website assessment the following observations were made:</p> <ul style="list-style-type: none"> ▪ There was no information on the location of the help points, information desks or hosted assistance areas. ▪ The information for arriving by train does not include the same information on help points and gaining assistance as for other transport modes, and no links to external provider websites are included. ▪ Regarding security, there was no information on the process for people with different conditions and wearable medical devices, nor an explanation of what a private search entails. ▪ Information is provided on airside dog relief areas at T2 and T5. However, there 	Completed	<p>London Heathrow Airport have made the following amendments to their website:</p> <ul style="list-style-type: none"> ▪ Details about help points have been added to the Help in the Terminal subpage, under the dropdown titled “Assistance areas in the terminals”. ▪ The website now features links to accessibility guidance for both the Elizabeth Line and Heathrow Express. Additionally, it includes information on help points and a contact phone number for passengers arriving by train who may require assistance. ▪ There is further information on airport security procedures. This includes a clear explanation of what a private search is, the steps involved in the process, what passengers can expect, and who this is available for.

is no information on the areas or processes provided at other areas of the airport.

- There is a helpline for disabled and less mobile passenger requirements, but the opening hours of the phone line were not advertised. A phone number for the London Heathrow Contact Centre is provided on the “Contact us” page. This information is not linked from the assistance information pages.
- Except for filling in the survey, no information on how to complain could be found for disabled and less mobile passengers. Under the “Help” drop down menu, there was a “Contact us” link which provided various ways for passengers to contact the airport, including a webform and a phone line which costs 7p per minute

- The website now provides further information on assistance dogs, specifically T3 and T5.
- There is an enhance passenger support services. A webchat feature is now available on the ‘accessibility’ page, operating between 04:00 and 22:00.
- In addition, the helpline number has been added to the ‘Help in the Terminal’ page.
- The link to the assistance survey has been repaired.

Website – title and
imaging

Observation

London Heathrow's website uses a drop down called “At the airport” which includes the link to the assistance pages. The page is titled “Assistance and accessibility”, but no internationally recognised symbols are used. The “Assistance

In progress

London Heathrow Airport are reviewing this.

and accessibility” link is available on the “Help” drop down menu and this also does not include an internationally recognised symbol.

CAP 2374 - Promoting independent journeys – dedicated security lanes	Observation	It was noted that no terminal at the London Heathrow has separate security lanes for disabled and less mobile passengers. It was noted that trial took place for a separate lane in T2 in November / December 2023.	In progress	In 2023 London Heathrow Airport trialled a designated security lane in T2. The trial was successful with feedback from passengers highlighting the improvements to the passenger experience they saw as a result of this. Designated security lanes have now been incorporated as a permanent fixture within Terminals 2, 3 and 5 with Terminal 4 to follow later in 2025.
CAP 2374 Promoting independent journeys – accompanying persons	Observation	CAP 2374 recommends that staff communicate that the service is for passengers who require assistance and an accompanying person for support. The CAA’s view is that it is reasonable to limit this to one accompanying person, unless there is a specific need for more, but that assistance agents need to make sensible decisions when asking this question. Signage regarding accompanying persons would support agent conversations. This could be in various languages and be located on buggies or at arrival gates.	In progress	Wilson James staff are trained to be able to have proactive conversations with passengers around accompanying persons. With this, meeting points are agreed with any additional accompanying family members and designated host areas have been set up within baggage reclaim halls and arrivals hall.

<p>CAP 2374</p> <p>Promoting independent journeys – signage on walking distance</p>	<p>Observation</p>	<p>Walking distances should be advertised at more points in the passenger journey at London Heathrow, in particular, T3 “midway” point, and T5A connections security and waiting area.</p>	<p>In progress</p> <p>London Heathrow Airport is currently conducting a trial of digital E-paper signage, designed to display multi-language information via a scrolling screen. The signage is currently in use at the T3 handover point, providing passengers with details such as walking distances and ramp information to support those who wish to self-mobilise to the immigration hall.</p> <p>As part of ongoing improvements to wayfinding, London Heathrow is also exploring additional options to enhance signposting of walking distances in other areas across the airport.</p>
<p>CAP 2374 - Promoting independent journeys – equipment for independent journeys</p>	<p>Observation</p>	<p>During site visits it was noted that wheelchairs were rarely available at points throughout arrivals at the airport where independent journeys could be instigated. For example, in arrivals at ‘midway’ in T3, or T5B and C piers.</p>	<p>Completed</p> <p>London Heathrow Airport trialled independent journey bays and this has since expanded to cover arrivals journeys in all terminals following a successful launch in departures and a requisite increase in wheelchair assets, to further support independence and choice.</p> <p>The CAA has observed new wheelchair docking areas in all terminals (mostly in departures) where passengers may take a wheelchair and travel independently with their companions.</p>

4. London Luton Airport

4.1 The inspection document detailing the findings and observations of London Luton Airport can be found [here](#) and a summary of the updates and progression of these findings and observations can be found in the table below:

Category / Area	Issue level	Comments	Status	Commentary
Designated points of arrival and departure	Observation	During the first site visit, the CAA observed that there is not a designated point in the Mid Stay car park. It was observed that there was an insufficient number of signs in the Mid Stay car park advising passengers that the bus service to the terminal was not running, and the process for those who are unable walk to the terminal.	Completed	In July 2024 a new Terminal Express Drop Off Area opened which provides disabled and less mobile passengers with a closer drop off / pick up point to the terminal building at a small cost. TCP1 also allows 30 minutes free drop off / pick up on provision of a blue badge of proof of booked assistance.
		During the second site visit, an assistance bus operated by the airport's assistance provider and a passenger bus was running from the mid stay car park. This was due to the terminal drop off area and one of the Terminal Car Parks being closed due to a fire. This area had additional signage and was staffed.		The Mid Say car park had additional signage and was staffed, but these will need to be reviewed prior to the new TCP2 re-opening.
Designated points of arrival and departure - call points	Observation	During the site visits, it was observed that the call point in baggage reclaim may not have been suitable for passengers with some mobility issues,	Completed	London Luton Airport is replacing the telephones with new help points. The new help points will include integrated hearing loops and braille markings on the buttons to

		in particular those without hand and arm strength or fine finger movement.		improve accessibility for passengers with additional needs. The old telephones have now been removed.
Training – security staff	Observation	Security staff training in the area of disability equality and awareness was conducted as an e-learning course. and tests were conducted online.	In progress	Security training is now delivered in a face-to-face environment followed by a written assessment. In 2024, London Luton Airport in-sourced the AvSec Training Team and a third week of training has been added, providing an opportunity to incorporate the disability awareness and equality training.
Training – internal trainer requirements	Observation	London Luton Airport did not provide information on parts of their internal trainers training during the assessment.	In progress	The airport has provided evidence of their training and aviation qualifications. London Luton Airport security trainers have varying lived experience of disability and have all completed London Luton Airport's disability and awareness training 'How May I Best Assist you'. London Luton Airport will develop further training alongside the accessibility forum members.
Invisible disabilities	Observation	London Luton Airport currently requires all passengers to travel through the busy duty-free area and there is no bypass available for those with invisible disabilities.	Paused	London Luton Airport has advised the CAA that, due to current infrastructure limitations, it is not possible to implement this measure at present. However, compliance with CAP1411 will be taken into account during any future renovations or structural developments in this area.
Website – information on the layout of the airport	Finding	Information on walking distances and a map of the airport was not found, although a map relating to	In progress	A map has been added to the London Luton's Airport website providing timings to relevant gates from security. A

parking was available, as well as locations for specific facilities, such as the quiet room.

more detailed version including measured walking distances to assisted travel areas is under development. This new map will support passengers with assisted travel needs by providing clear guidance between key locations.

Website – helpline and information regarding lost or damaged mobility equipment	Observation	<p>During the website assessment the following observations were made:</p> <ul style="list-style-type: none"> ▪ The helpline number with opening hours is only included in the quality standards document on London Luton Airport's website. ▪ Information regarding the arrangements for obtaining replacement mobility equipment if the passenger's own is damaged or lost on arrival could not be found on London Luton Airport's website. 	Completed	<p>London Luton Airport have made the following amendments to their website:</p> <ul style="list-style-type: none"> ▪ A phone number for the airport's assistance provider has been added to the assistance section of their website. ▪ London Luton Airport has incorporated information for passenger's regarding arrangements for obtaining replacement mobility equipment if the passenger's own is lost or damaged on arrival to the assistance pages of their website.
Complaints handling – deadlock letters	Observation	<p>London Luton Airport is not signed up to the service of a CAA approved alternative dispute resolution (ADR) entity therefore must signpost the CAA's Passenger Complaints and Advice Team (PACT).</p>	Completed	<p>London Luton Airport have amended their deadlock letter and refer complaints to PACT.</p>
CAP 2374 independent journeys -signage	Observation	<p>Walking distances could be advertised at more points in the passenger journey to encourage those who can walk short distances to do so and</p>	In progress	<p>London Luton Airport have incorporated distance into signage refurbishment plans. As signage is updated/refurbished, distances will be added in some key</p>

on walking
distances

provide confidence to family and friends on the
distance they would be pushing their companion
in a wheelchair.

areas to aid passengers when making an independent
journey.

5. London Stansted Airport

5.1 The inspection document detailing the findings and observations of London Stansted Airport can be found [here](#) and a summary of the updates and progression of these findings and observations can be found in the table below:

Category/ Area	Issue level	Comments	Status	Commentary
Airport assistance – assistance dogs	Observation	During the assessment London Stansted Airport provided information on their staff training for assistance dogs. These slides did not appear to include information on the airside and landside dog relief areas.	In progress	London Stansted Airport has confirmed that staff training will be revised as part of the new Manchester Airports Group (MAG) colleague training update. This will include information on both airside and landside dog relief areas to ensure staff are fully informed and able to assist passengers requiring these facilities.
		In addition, during the site visit, it was noted that the dog relief areas were not signposted for passengers and staff.		The airport has approved the installation of two dog relief areas. The proposed locations and facilities have been reviewed and discussed with the Stansted Access for Everyone (SAFE) forum to ensure suitability and accessibility. Once installed, the locations and photos of these areas will be published on the airport's website. In addition, signage for the dog relief areas will be implemented as part of a broader signage improvement project underway at the airport.
Designated points – location	Finding	During the site visit, it was observed that there was no designated point or call point by the coach drop off bay.	In progress	There is currently an existing help point located at Bay 30 in the coach station. Plans are in place to install an additional help point on the opposite side of the coach station, near

the local drop-off area, to enhance accessibility and passenger support. However, the installation of the second help point has been delayed due to challenges in sourcing a matching unit to ensure consistency.

Designated points –
signage and entry
points

Finding

During the first site visit, the bus stop by the blue badge spaces was closed and passengers were advised to find another bus stop. No information on direction or walking distance was provided and there was no tactile paving to guide passengers to the nearest open bus stop. Additionally, there was no seating at the bus stop and this bus stop was up a steep ramp and may not be suitable for some wheelchair users.

Completed

London Stansted Airport advised that the temporary closure of the bus stop in question was due to last-minute essential maintenance. Feedback has been provided to the landside operations team to ensure clear and timely passenger information is available in the event of similar situations in the future.

Regarding seating, London Stansted Airport has commissioned additional audit work to gain advice on appropriate seating options, and new seating is being installed across all bus stops and help points. Signage improvements are also in progress, including directional signage guiding passengers to Bus Stop 15 and customers to level access to avoid the steep ramp.

Following discussions with the SAFE Forum, it was agreed that tactile paving would not be introduced in this area, as it was considered appropriate only in locations where there is a significant risk of harm.

Designated points –
seating

Observation

Designated points should have nearby or adjacent seating in case passengers are required to wait

In progress

Seating is in progress for all bus stops. The seating design has been checked with an independent auditor. London

		for assistance to arrive. It was observed that multiple designated call points did not have seating nearby.		Stansted Airport are awaiting the updated design from their supplier.
Designated points – usability	Observation	It was observed that call points outside the terminal are not accessible for passengers who cannot easily lift and hold the receiver easily. While call point have hearing loops installed, London Stansted Airport's audits did not include testing their functionality.	Completed	London Stansted Airport have advised that the call points in question have been removed. Standard yellow help points are available in Zones B and C. Indoor hearing loops are confirmed to be maintained by MAG Engineering, while external help points are maintained by a third-party provider.
Designated points – reserved seating	Observation	During the site visit, the hosted area was staffed and is signposted as a seating area for disabled and less mobile passengers. However, the area was busy, and it appeared that it was being used as a general seating area rather than a designated area for disabled and less mobile passengers.	Completed	This area has been refurbished to enhance accessibility as a designated space for disabled and less mobile passengers. Improvements include increased privacy through the addition of higher partition walls, and the relocation of flight information screens to improve visibility and comfort. The area will be managed by their assistance service provider and is scheduled to open in June 2025.
Training – security staff	Observation	Security staff training in the area of disability equality and awareness was conducted as an e-learning course and a test was not provided.	In progress	Since September 2024, London Stansted Airport's security training has been delivered face-to-face. To date, a formal test has not been introduced. This approach was discussed with the SAFE Forum, and it was agreed not to implement a test at this stage.

				This is still in discussion with the CAA maintaining the view that security staff should undergo some form of in person assessment to ensure understanding of the disability equality and awareness training.
Training – staff providing direct assistance	Observation	Training for staff providing direct assistance to disabled and less mobile passengers did not include all aspects of Module 1 from ECAC Doc. 30 Annex 5-G.	Completed	The training material has been updated, and this module has been delivered face-to-face since September 2024.
Training – internal trainer requirements	Observation	During the assessment, London Stansted Airport and ABM's internal trainers appeared to have not received in depth disability equality and awareness training. This training should be conducted by a provider with the appropriate level of experience in line with the DFT REAL training and refreshed on a regular basis.	In progress	The MAG and ABM training teams have since completed two four-hour Vision Awareness training sessions, delivered by a member of the SAFE Forum. These sessions were designed to deepen the teams' understanding of the perspectives and experiences of passengers with sight loss. In addition, both teams have attended a SAFE Forum workshop to gain a clearer understanding of member needs and enhance their training delivery approach.
Complaints handling – ADR	Finding	The complaints handling assessment found that complaints were not routinely being referred to the Centre for Effective Dispute Resolution (CEDR), London Stansted Airport's contracted alternative dispute resolution (ADR) provider when the complaint reached deadlock.	Completed	London Stansted Airport now routinely refers complaints to CEDR when deadlock is reached. Guidance to complaint handlers has been implemented to ensure this.

Complaints handling – deadlock	Finding	London Stansted Airport template deadlock text for referring complaints to ADR did not meet the requirements of the ADR Regulation.	Completed	London Stansted Airport have worked with the CAA on the contents of the deadlock text, which has now been implemented.
Infrastructure – entry points and signage	Observation	Information on the time extension process for blue badge holders is not provided at the London Stansted Airport drop-off area, and the time extension details are not provided on the website.	In progress	<p>London Stansted Airport’s website advises passengers that the drop-off period may be extended for blue badge holders, though their preference is to not specify a maximum duration, with the reasoning to prevent potential misuse. As of January 2025, a barrierless access system has been introduced. To support this change, marshals are now more visible and present to assist passengers who may need to extend their stay.</p> <p>The CAA will need to review the current process, including how the barrierless system and the presence of more visible marshals works in practice, to ensure it is effectively supporting passengers.</p>
Infrastructure – entry points and accessibility	Observation	During the inspection, it was observed that in the orange car park some blue badge spaces were inaccessible for wheelchair users as they were regular sized spaces rather than the larger size that allow wheelchair users space to get in and out of their vehicles.	Completed	London Stansted Airport advised that these were temporary parking spaces and have now been removed. The current bays meet the correct size specifications.

Infrastructure – signage	Observation	<p>Inside the terminal, along the arrivals route, there were areas where signage could be improved with details such as walking distances and information on the availability of assistance along the journey. Information is not provided at the highlift drop off point to inform passengers of the short walking to the border and baggage reclaim.</p>	Completed	<p>London Stansted Airport discussed adding walking distances to signage with the SAFE forum, who advised against this. This decision was based on the recognition that walking times vary depending on passengers' individual disability or mobility needs.</p> <p>New signage has been installed in the arrivals drop-off area, including independent journey signage, and lobby signage advising passengers on how to make their own way. This signage will be included as part of the interim arrivals route for passengers using the assistance service.</p>
Infrastructure – signage	Observation	<p>Outside of the terminal, signage aimed at disabled and less mobile passengers is inconsistent in some areas. The difference in the signage was observed in the different car parks.</p>	Completed	<p>All signage has been updated to reflect how passengers can request assistance at London Stansted Airport.</p>
Website – information on mobility equipment	Observation	<p>London Stansted Airport's website did not contain information on using own equipment until boarding and repatriation of personal mobility equipment at the aircraft side; preparing equipment for travel; and for lost and damaged equipment on arrival.</p>	Completed	<p>The London Stansted Airport website now includes information on top travel tips and guidance for passengers wanting to remain in their own wheelchair up to the gate. This information is available at: https://www.stanstedairport.com/help/special-assistance/top-tips/. Additionally, this content is featured in London Stansted Airport's customer accessibility familiarisation videos, which are also accessible on the same webpage.</p>

Website – information on the helpline	Observation	London Stansted Airport website did not provide a helpline phone number for disabled and less mobile passengers.	In progress	In February 2025, London Stansted Airport and ABM had initially planned a trial; however, it did not go ahead due to the application lacking the appropriate functionality. As an interim measure, a dedicated phone number will be added to their website.
Website – title and imaging	Observation	The link included in the “At the Airport” drop down to information for disabled and less mobile passengers is named “Assisted Travel” but there is not a recognised symbol for example, wheelchair on the drop-down menu.	Completed	London Stansted Airport added a new banner with a link to the assisted travel page on the homepage. London Stansted Airport aim to further improve this by repositioning the link to the top of the page and are working with their IT department to implement the change.