

CAA Accessibility Assessment Report

Cornwall Airport, Newquay

June 2025

1. Background

1.1 The UK Civil Aviation Authority (CAA) is responsible for the enforcement of Assimilated Regulation (EU) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (UK Regulation (EU) No. 1107/2006). This applies to all flights from the UK and flights to the UK-on-UK registered carriers. This legislation is intended to ensure that such people have the same opportunities for air travel as others, in particular that they have the same rights to free movement, freedom of choice and non-discrimination.

1.2 In respect of the obligations on airports set out in UK Regulation (EU) No. 1107/2006, CAA undertakes its oversight work under two workstreams:

- **Airports Accessibility Framework (CAP 1228):** a standardised method of assessing UK airports in the provision of assistance to those with accessibility needs. This framework sets out a rating approach to assess the provision of assistance by airports, which considers both legal obligations of airports (to ensure minimum standards are maintained) and best practice (to drive continuous improvement in the provision of assistance). The CAA publishes an annual report assessing UK airports against this framework every summer.
- **Periodic “Deep Dive” accessibility assessments of individual airports across the UK.** These assessments review all aspects of the provision of assistance to disabled and less mobile passengers against airports obligations set out under UK Regulation (EU) No. 1107/2006 and all key guidance associated with this. The assessments look to identify examples of best practice to drive improvement across all UK airports, as well as

making observations and identifying findings of improvements that need to be made at the individual airport subject to the assessment.

- 1.3 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.
- 1.4 This report sets out the findings of the CAA's assessment of the accessibility of Cornwall Airport, Newquay.

2. Methodology

2.1 The CAA undertakes its assessment of airports with regard to the following regulations and guidance:

- Assimilated Regulation (EU) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (“UK Regulation (EU) No. 1107/2006”)
- CAP 2241 Interpretative guidelines on the application of UK Regulation (EU) No. 1107/2006 (“CAP2241”)
- ECAC Doc. 30 Part 5 and annexes 5-A-5-L (“ECAC Doc. 30”)
- CAP 1228 CAA guidance on quality standards (“CAP 1228”)
- CAP 1228A CAA guidance on data collection under CAP1228 (“CAP 1228A”)
- CAP 1411 CAA guidance on hidden disabilities (“CAP 1411”)
- Explanatory note on the CAA assessment of complaint handling
- CAP 2374 CAA guidance on assistance service at UK airports (“CAP 2374”)
- The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (as amended by) The Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015 (“ADR Regulations”)
- Department for Transport REAL training: introduction and aviation modules (“DfT REAL training”)

2.2 To undertake its assessment, the CAA seeks information from an airport in the form of a standard questionnaire. Following receipt of a response to this, the CAA will ask follow up questions and undertake site visits.

2.3 The table below sets out a timeline of the collection of information and site visits undertaken as part of the assessment of Cornwall Airport, Newquay, and Annex A provides a summary of the work undertaken.

Data type	Description of the data	When data was collected
Questionnaire response	Information on: <ul style="list-style-type: none">▪ airport structure,	October 2023 with further information

- charging,
 - airport assistance,
 - designated points,
 - seating,
 - training,
 - quality standards,
 - hidden disabilities,
 - personal mobility equipment,
 - complaints handling,
 - airport infrastructure
- provided in November 2023

Questionnaire response	Survey of assistance service users	Information held by CAA
Questionnaire response	Physical and hidden disability training	October 2023 with further information provided in November 2023 and February 2025
Questionnaire response	Protocol for assistance dogs	October 2023
Questionnaire response	Disability awareness training	October 2023 with further information provided in November 2023 and February 2025
Questionnaire response	Assisted travel complaints and queries	October 2023
Online	Cornwall Airport, Newquay's website	October 2023, January 2024, April 2024 and February 2025
Site visit	Walk through of passenger journey	November 2023
Site visit	Check of facilities and equipment	November 2023

2.4 Where the CAA identifies an area of non-compliance with legislation or, in its view, guidance which should be followed to ensure compliance, a finding will be raised. Airports should ensure the CAA, and their access forums are kept up to date with findings and the actions they are taking to resolve these. Airport access forums should also be involved in any remedies implemented.

2.5 An observation is raised where the CAA identifies an area in which the airport should consider taking action to avoid future non-compliance with legislation or associated guidance. We expect airport to take this advice seriously and act on it appropriately. They should also consult their access forums or disability organisations to decide their appropriate next steps. The CAA may request information on actions taken. Observations will usually be raised when guidance is not being followed, when more information is required by the CAA, or when it is anticipated that the airport, although currently in compliance, might not remain so unless appropriate action is taken.

3. Summary of key findings and observations

3.1 A summary of findings and observations for the accessibility assessment of Cornwall Airport, Newquay can be found in the table below:

Category	Area	Issue level	Comments
Designated points	Call points and signage	Observation (Rectified before publication)	<p>During the site visit, the CAA checked signage at designated points for arrival and departure against requirements in ECAC Doc. 30 Section 5, as well as Annexes 5-C and 5-K. The CAA observed that there was no information on how to use the call points available. Signage in the car park near the designated parking spaces contained the assistance desk's phone number. The phone number was small and therefore could be difficult to read. Additionally, there was no information or signage at the main bus stop on how to request assistance.</p> <p><u>UPDATE:</u> Since the site visit, the airport has provided the CAA with evidence that the signage in the car park has since been updated. The telephone number for the assistance desk is now displayed in a larger size, increasing readability.</p>
Designated points	Call points	Observation	<p>ECAC Doc. 30, Annex 5-K, Section 5 recommends that designated call points with buttons should be 20mm in diameter and protrude slightly. Push buttons should also include a tactile indicator to help persons who are blind or partially sighted to identify them. During the site visit, the CAA noted that designated call points had small push buttons which did not protrude.</p>
Designated points	Hosted desk	Observation (Rectified before publication)	<p>During the site visit, the CAA observed that the airport's assistance desk is labelled as an 'information' desk. Signage for facilities reserved for disabled and less mobile passengers should be appropriately signed using internationally agreed standards according to ECAC Doc. 30 Section 5.13.7.</p> <p><u>UPDATE:</u> Since the site visit, the airport has advised the CAA that a podium has been placed at the assistance area to meet and greet passengers, and a review is currently underway of the information desk.</p>

Designated points	Seating	Observation (Rectified before publication)	<p>During the site visit, the CAA observed that there was no seating available in the baggage hall which is considered a natural waiting point for passengers.</p> <p><u>UPDATE:</u> Since the site visit, the airport has provided the CAA with evidence that seating has been added to the arrivals baggage hall.</p>
Training	Exam	Finding	<p>ECAC Doc. 30, Annex 5-G states that an exam at the end of each course is obligatory. The Department for Transport's REAL training guidance suggests that this could include - a classroom-based set of questions or a written test. Information provided by Cornwall Airport, Newquay suggested that there are no exams or assessments in place.</p>
Quality standards	Publication of Quality Standards	Finding (Rectified before publication)	<p>During the desktop assessment of the airport's website, the CAA was unable to locate published Quality Standards on Cornwall Airport, Newquay's website. According to ECAC Doc. 30, Annex 5-J, Section 3 information on performance standards and how the airport has performed against their Quality Standards should be provided and be easy to find by passengers.</p> <p><u>UPDATE:</u> Since the initial website review, published Quality Standards are now available on the airport's website.</p>
Personal Mobility Equipment	Temporary replacements	Observation	<p>Airport managing bodies must arrange temporary replacement of lost or damaged mobility equipment, albeit not on a like for like basis according to ECAC Doc 30, 5.11.5.1. Cornwall Airport, Newquay would in this situation supply the passenger with one of their own wheelchairs. The airport did not have a process for sourcing a more appropriate piece of equipment, if needed.</p>
Complaints Handling	Alternative Dispute Resolution	Observation (Rectified before publication)	<p>The airport provided a copy of their deadlock letter to the CAA which signposted passengers to an Alternative Dispute Resolution (ADR). However, the airport is not signed up to ADR.</p> <p><u>UPDATE:</u> Since the site visit, the airport has signed up to Centre for Effective Dispute Resolution (CEDR) as an ADR provider.</p>

Infrastructure	Pedestrian crossing	Observation	ECAC Doc. 30 Section 5.13.3 states that pedestrian crossings must be accessible for disabled and less mobile passengers. During the site visit, it was observed that the pedestrian crossing from the designated parking has a drain trench passing through it.
Infrastructure	Access Points	Observation (Rectified before publication)	There is a side entrance to the terminal building with two steps. There is an alternative way to access this entrance. However, the CAA noted that there was no clear signage for this. According to ECAC Doc. 30 Section 5.13.5 all access points to the airport must be accessible by disabled and less mobile passengers. <u>UPDATE:</u> Since the site visit, the airport has provided the CAA with evidence that the front of the terminal building has been redesigned, and there is now step-free access to the terminal which is appropriately signed.
Infrastructure	Signage	Observation	When entering the terminal building, there is a wayfinding diagram on the floor guiding passengers to the assistance desk. However, this sign does not use an internationally recognised symbol for assistance which is a requirement for signage in ECAC Doc. 30 Section 5.13.7.
Website	Information on how to obtain assistance	Finding (Rectified before publication)	ECAC Doc. 30, Annex 5-H, Section 4 states that airport managing bodies should publish information on their website on how to obtain assistance at the airport. During the website review, the CAA was unable to locate information advising passengers to pre notify with their airline or travel agent 48 hours in advance of departure. <u>UPDATE:</u> Since the initial website review was conducted, the CAA notes that there is now information on the website advising passengers to ensure that they have pre-registered for assistance with their airline 48 hours in advance.
Website	Temporary replacements	Observation	ECAC Doc. 30, Annex 5-J, Section 3 requires airports to provide information on their websites on the arrangements for obtaining temporary replacement mobility equipment in the event that the passenger's own equipment is damaged on arrival. The CAA was unable to identify information relating to temporary replacement of mobility equipment on the airport's website.
Website	Assistance dogs	Observation	During the initial website review, the CAA noted that the airport did not provide information regarding the dog relief area which is a requirement of ECAC Doc. 30, Annex 5-J, Section 3

(Rectified
before
publication)

UPDATE: Since the initial website review was conducted, the CAA notes that the website now contains information regarding the designated airside dog relief area.

Website

Helpline

Observation

The contact telephone number on Newquay Airport's website does not contain opening hours of the airport's helpline which is a requirement of ECAC Doc. 30, Annex 5-J, Section 3

4. Examples of best practice

4.1 Through accessibility assessments of UK airports, the CAA seeks to identify best practice at airports in their assistance service processes, equipment, and infrastructure. Publication of these reports will help share best practice between airports, airlines, service providers and passengers.

4.2 The following areas of best practice have been identified as part of our assessment of Cornwall Airport, Newquay:

Points of arrival at the airport

4.3 ECAC Doc 30 section 5.13.1 sets out that disabled and less mobile persons should be able to be transported to or from the airport in the same conditions of comfort and safety as other passengers. Section 5.13.2 states that parking spaces should be reserved for disabled persons and that these should be located as close as possible to the terminal building. The airport offers free drop offs for the first 10 minutes in their car parks and the designated parking spaces are the ones closest to both the terminal building and call points with additional signage that displays the assistance desk phone number. The CAA identifies that in addition to the requirements set out in ECAC Doc 30, the airport offers passengers the opportunity to also arrange free access of the taxi drop offs directly with the airport.

Assistive technology in the terminal building

4.4 ECAC Doc 30 section 5.15 and Annex 5-K state that airports should have call points in place at key points of arrival and departure and that these should provide passengers with basic information about the airport in accessible formats. In addition to this requirement the airport has hearing loops in place inside the terminal building at the check-in desks, airport information desk, boarding gates, immigration booths and cafes. The airport also offers portable loops should passengers require this in other parts of the terminal.

4.5 One of the airport's assistance agents uses hearing aids. Cornwall Airport, Newquay have made it a part of the agent's duties to perform checks on all the loops when the staff member is on shift.

Familiarisation visits

4.6 The CAA is aware that disabled and less mobile passengers may feel nervous about travelling and may not be aware of the assistance that is available at the airport as well as the equipment the airport uses. Particularly if it is the passenger's first time travelling through the airport or if they have not travelled for a while. Cornwall Airport, Newquay offers passengers the opportunity to arrange a familiarisation visit. The airport has advised the CAA that many people have made use of this service and that they received great feedback for these visits.

Appendix A – Summary of works undertaken

Area	Topics Covered	Work performed
1. Pre visit questionnaire and attachments	<ul style="list-style-type: none"> ▪ Airport structure, ▪ Charging, ▪ Airport assistance, ▪ Designated points, ▪ Seating, ▪ Training, ▪ Quality standards, ▪ Hidden disabilities, ▪ Personal mobility equipment, ▪ Complaints handling, ▪ Airport infrastructure. 	<p>Questionnaire was completed by a representative from Cornwall Airport, Newquay. The questionnaire was reviewed by the CAA before the site visit.</p> <p>Interviews and follow up interviews were conducted with representatives from Cornwall Airport, Newquay.</p> <ul style="list-style-type: none"> ▪ Reviewed answers and provided more detail and explanation where required.
2. Walk through of passenger journey and checks of equipment	<ul style="list-style-type: none"> ▪ Designated points, ▪ Seating, ▪ Hidden disabilities, ▪ Airport infrastructure ▪ Seating ▪ Signage 	<p>CAA:</p> <ul style="list-style-type: none"> ▪ Checked useability and serviceability of designated points. ▪ Check access points to the airport e.g., car parks, ▪ Checked for equipment levels e.g., wheelchairs available for self-mobilisation. ▪ Observed signage in landside and airside areas. ▪ Checked seating and other facilities designed for disabled and less mobile passengers.
3. Airport tour	<ul style="list-style-type: none"> ▪ Airport infrastructure ▪ Quality standards ▪ Hidden disabilities ▪ Independent travel ▪ Airport equipment 	<p>Interviews were conducted with representatives of Cornwall Airport, Newquay:</p> <ul style="list-style-type: none"> ▪ Further explanation of processes and policies. ▪ Explanation of facilities and future development plans.

Area	Topics Covered	Work performed
4. Compliance Review	Website review	<p>Desk top review conducted by the CAA.</p> <p>Cornwall Airport, Newquay's website was reviewed in line with guidance on website in ECAC Doc. 30 Annexes 5-H & 5-J.</p>