

CAA Accessibility Assessment Report

East Midlands Airport

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 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 East Midlands Airport.

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 In order 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 East Midlands Airport, 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,	November 2024

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

Questionnaire response	Survey of assistance service users	Information held by CAA
Questionnaire response	Physical and hidden disability training	November 2024
Questionnaire response	Protocol for assistance dogs	November 2024
Questionnaire response	Disability awareness training	November 2024
Questionnaire response	Assisted travel complaints and queries	November 2024
Online	East Midlands Airport's website	December 2024
Site visit	Walk through of passenger journey	November 2024
Site visit	Check of facilities and equipment	November 2024

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 finds 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 East Midlands Airport can be found in the table below:

Category	Area	Issue level	Comments
Designated points	Seating	Finding	During the site visit, the CAA noted that there was no seating at the following bus stops: “Training Centre” by Mid Stay 3 Car Park, and “Departure building” by Short Stay 2/3 Car Parks. These bus stops have shelters and are located adjacent to blue badge parking bays. ECAC Doc. 30, Annex 5-K, Section 4 states that there should be adjacent seating in case passengers need to wait a few minutes for assistance.
Designated points	Signage	Observation (Rectified before publication)	<p>East Midlands Airport’s QR code and live chat service (via WhatsApp) has been identified as a good practice however there was no information specifically stating that as an alternative to using the live chat service, passengers could instead phone the Assisted Travel team which is stated in ECAC Doc. 30, Annex 5-K, Section 4. This is important to avoid a technology barrier especially for elderly passengers.</p> <p><u>UPDATE:</u> Following the site visit, the airport has provided the CAA with evidence of signage containing a contact telephone number as an alternative to the live chat service, which passengers can use to contact the Assisted Travel team.</p>
Website	Assistance dogs	Observation	<p>According to ECAC Doc. 30, Annex 5-J, Section 3, information on assistance dogs should be included on airport’s websites, including the location of the dog relief areas. The ‘Before you travel’ and ‘Assistance when departing’ pages on the accessibility section of East Midlands Airport’s website provides information on assistance dogs, and states that there are two assistance dog relief areas at the airport: one landside relief area by the Meet & Greet parking area, and another airside, which requires an escort from a member of staff.</p> <p>East Midlands Airport confirmed in its questionnaire response that there are, however, a total of three dog relief areas at the airport, and this was observed by the CAA during the site visit. A third dog</p>

relief area is situated airside by Gate 17 and can be accessed independently, without the need to be escorted by a member of staff.

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 East Midlands Airport:

Contacting the Assisted Travel team

- 4.3 Disabled and less mobile passengers are able to notify the airport of their arrival and contact the Assisted Travel team by live chat (via WhatsApp), as well as in some areas, traditional call points. This service is advertised at many points in the journey including car park barriers, bus stops and throughout the terminal and can be easily accessed by passengers with a smart phone using a QR code. The system was tested by the CAA, and we noted that this was answered, and messages were acknowledged and responded to, very quickly. A contact phone number is also included on the website in various locations.

Quiet Rooms

- 4.4 East Midlands Airport has two quiet rooms, one landside adjacent to the Assisted Travel desk and seating area and the second airside. Both rooms can be accessed without the need for staff to unlock the door. The airside quiet room has appropriate facilities for adults as well as children. The rooms include a Flight Information Display and designated point with information on how to contact the Assisted Travel team.

Information for disabled and less mobile passengers

- 4.5 Information for disabled and less mobile passengers is provided in various areas of the passenger journey. The website includes a video tour of the airport and an information booklet which passengers can download or print.
- 4.6 At the landside Assisted Travel desk there is signage which explains some of the policies and procedures e.g., security and if passengers wish to self-mobilise or be pushed by a companion are provided with information including the time that they should meet the Assisted Travel team for boarding on a small

card. The arrivals card in particular is helpful so that disabled and less mobile passengers understand what to expect on their return to East Midlands Airport.

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 East Midlands Airport. The questionnaire was reviewed by the CAA before the site visit.</p> <p>Interviews and follow up interviews were conducted with representatives from East Midlands Airport.</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 East Midlands Airport:</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>East Midlands Airport's website was reviewed in line with guidance on website in ECAC Doc. 30 Annexes 5-H & 5-J.</p>