

Airport Accessibility Performance Report 2025/26

CAP3264

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Contents

Executive Summary	4
Chapter 1	8
Introduction and background	8
Chapter 2	13
Review of the year	13
Annex A - Definitions of ratings	18
Annex B - Screen reader accessible ratings table	21

Executive Summary

The UK Civil Aviation Authority (CAA) enforces Assimilated Regulation (EU) No. 1107/2006 concerning the rights of disabled and less mobile persons when travelling by air (the Regulation). The Regulation is to ensure that disabled and less mobile passengers have the same opportunities for air travel as others, in particular that they have the same rights of freedom of movement, freedom of choice, and non-discrimination.

This report sets out airport performance against the CAA's Quality Standards Framework (CAP1228¹ and CAP1228A²) over the period 1 April 2025 to 31 March 2026. Ratings for the 28 airports we assessed break down into the following categories:

- 19 airports are 'Very Good'.
- 9 airports are 'Good'.
- No airports are 'Needs Improvement' or 'Poor'.

Continued progress despite stronger demand for assistance services

In 2025/26, airports continued to make progress in improving the consistency and quality of assistance they provide to disabled passengers and passengers with reduced mobility (in 2024/25 we classified as 11 airports as 'Very Good', 14 airports as 'Good' and three as 'Needs Improvement'). As with the previous reporting year, this was against a backdrop of a continued increase in demand for assistance services, creating pressure on airport assistance service operations. Demand for assistance services at UK airports has more than doubled between 2015 and 2025, rising by 115.8% compared with overall passenger growth of 23.9%.

Improvement in the timeliness of assistance provision during peak months

The improvement over 2025/26 included better performance during the peak months for the timeliness of assistance provision (the summer 'shoulder months' of May, June, September and October). This was evidenced by performance against the 20-minute pre-booked arrival standard:

- In 2025/26, three airports recorded assistance provision below the 97% threshold during the peak months for assistance requests (two airports failed to reach the standard for both May and June, and one airport for both September and October). All three airports reached the 97% threshold for the year, receiving a 'Good' rating overall.

¹ Guidance on quality standards – www.caa.co.uk/cap1228

² Guidance on data collection under CAP1228 – www.caa.co.uk/cap1228a

- In 2024/25 five airports failed to reach the standard for both May and June, but overall reached the 97% threshold for the year, receiving a 'Good' rating overall.

While this demonstrates that performance during the peak demand months improved last year, challenges remain, and progress is still needed to address ongoing operational difficulties in managing seasonal fluctuations in demand.

We are reviewing the CAA's Quality Standards Framework (in CAP1228) this year. A key focus of this review is how to better incentivise airports to deliver a consistently high-quality service throughout the year, including during periods of peak demand.

Airports with 'Very good' performance

- Overall, 19 airports are rated as 'Very Good' this year.
- Edinburgh made the most significant improvement in performance, moving from 'Needs Improvement' in 2024/25 to 'Very Good' in 2025/26. It significantly reduced waiting times for disabled and less mobile passengers on arrival. It also delivered a strong performance in customer satisfaction surveys and in consulting with disability organisations.
- Bristol, Liverpool, London City, and Southampton all improved from 'Good' to 'Very Good'.

Airports with 'Good' performance

- Overall, nine airports are rated as 'Good' this year.
- London Heathrow has been rated 'Good', an improvement from its 'Needs Improvement' rating last year, following improvements in the data robustness over the course of the year and in the timeliness of the provision of assistance. However, since February it has faced some operational challenges which has led to a notable decline in performance since March. As a result, airlines have requested firm commitments from the airport on its remedial plans and timings. The airport has shared its plan with airlines and the CAA. Although there has been some progress the CAA observations at the airport continue to identify poor customer service for arriving passengers who, particularly on flights with higher demand, can wait for assistance at some gates for longer than the timeframes set in our guidance. The CAA will continue to closely monitor performance and expects further improvements as recovery plans are implemented.
- Glasgow Prestwick was also rated 'Needs Improvement' last year. Following recruitment of members for the Glasgow Prestwick Airport Accessibility Forum and the holding of two meetings, it receives a 'Good' rating.

- London Stansted also received a 'Good' rating. Last year we noted some areas for improvement with its audit processes and waiting times at the 'handover' point³. While we have observed some improvements in these areas over the course of this year, they were not sufficient to raise its overall rating. We will closely monitor the airport for progress on streamlining the arrival experience for disabled and less mobile passengers.

CAA data assurance activities during the year

Over the reporting year, the CAA has undertaken a broad programme of data assurance activity across the sector. This included unannounced visits to 16 of the largest UK airports to observe the service being provided to passengers requiring assistance on over nearly 1,400 flights. The purpose of these observations is to assess service quality, operational performance, and the robustness of data. This work has driven a range of improvements at some airports, including upgrading or replacing data collection systems, increased automation of data capture processes, and enhanced operational procedures. Ongoing engagement with airports has also supported the strengthening of internal audit regimes and the implementation of measures to enhance data integrity. Collectively, these improvements provide greater assurance in the accuracy and reliability of performance reporting, helping to drive further service enhancements for passengers requiring assistance.

Airport accessibility assessments

The CAA has continued with its targeted oversight, through deep dive accessibility assessments. Over the reporting year, we conducted deep dive accessibility assessments of five airports (Bristol, Cardiff, Edinburgh, Glasgow Prestwick, and Liverpool). We have published assessment reports and an update on progress against previous years assessments alongside this report⁴.

Across the assessments conducted over 2025/26, airports worked collaboratively with the CAA to address issues promptly, with the majority, often all, observations and findings resolved prior to publication. Improvements included enhanced signage and increased provision of accessible seating at designated points; for example, at Bristol additional seating and clearer information were introduced at transport and parking areas. Glasgow Prestwick installed additional seating at key assistance points.

Airports also strengthened staff training for those providing direct assistance to disabled and less mobile passengers and for security personnel, aligning it with DfT REAL Training standards and the social model of disability, including improvements observed at

³ Under CAP1228 airports must ensure a 'handover' when a passenger is transferred from piece of equipment to another should not take longer than 10 minutes. If the CAA observes that this may not be always happening, it may impose further data collection obligations on individual airports.

⁴ Reports are available at www.caa.co.uk/cap3264

Edinburgh and Liverpool through the rollout of enhanced, in-person training programmes. Updates to website information have also been made to make content easier to understand and access at all the assessed airports.

In respect of airports who were assessed in 2023/24 and 2024/25 and had findings and observations which were outstanding, many of these have now been successfully closed. For example, London Heathrow has introduced QR codes at designated assistance points to improve access to information and has installed dedicated security lanes across all terminals, while London Luton has developed detailed accessibility maps and independent journey materials to support journey planning.

Chapter 1

Introduction and background

Background

1. Assimilated Regulation (EU) No. 1107/2006 (the Regulation) concerning the rights of disabled and less mobile persons when travelling by air provides for a set of rights that apply when departing from and returning to UK airports and on board all flights from the UK and, if on a UK or EU airline, to the UK. The aim of the Regulation is to ensure that disabled and less mobile passengers have the same opportunities for air travel as others, in particular that they have the same rights to freedom of movement, freedom of choice and non-discrimination.
2. The CAA is responsible for enforcing the Regulation in the UK. We have established a Performance Framework for airports to set, monitor and publish a set of quality standards relating to the assistance provided. Guidance (CAP1228⁵) for airports on obligations under this Framework was published in October 2014, updated in April 2019, and additional guidance supporting CAP1228 was published in 2022 (CAP1228A⁶).
3. The Framework covers three main metrics:
 1. Waiting times for assistance on departure and arrival.
 2. Consultation with disability groups through an Accessibility Forum.
 3. Surveys of service users.
4. This report sets out the CAA's assessment of airport accessibility performance against the Quality Standards Framework for the 2025/26 reporting year. It considers how airports supported disabled and less mobile passengers, including compliance with waiting time standards, data collection, passenger satisfaction, and engagement with disabled passengers through Accessibility Forums.
5. The assessment has been conducted in line with the same requirements applied in 2024/25, as detailed in Annex A and the methodology set out below (in paragraphs 12-15).

⁵ www.caa.co.uk/cap1228

⁶ www.caa.co.uk/cap1228a

Context

6. Demand for assistance continues to grow faster than overall passenger numbers. In 2025, 5.99 million passengers used the assistance services at UK airports, compared to 5.48 million in 2024 and 4.6 million in 2023. Whilst passengers using assistance services increased by 9.4% between 2024 and 2025 overall passenger numbers only increased by 3.3%⁷. High volumes continue to present resilience challenges at peak times, particularly at larger airports. Looking at the long-term trend between 2015 and 2025, the number of disabled and less mobile passengers using assistance services increased by 116.3%, compared with a 22.7% increase in overall passenger numbers.
7. The proportion of passengers receiving assistance compared with total passengers averaged 2.01% in 2025, although this varied considerably between airports, ranging from 0.6% to 3.4%. Since 2015, the average proportion has increased by 81.3%. Demand for accessible travel continues to grow faster than wider demand, increasing the importance of resilient assistance services.
8. The CAA's Aviation Consumer Survey (ACS)⁸ is an annual survey of UK consumers' behaviour and attitudes towards aviation including the experiences of passengers with accessibility needs and disabilities. This found differences in overall satisfaction and the experiences of passengers with accessibility or disability needs. So, although we are reporting a strong year against our Quality Standards Framework, passenger satisfaction for disabled and less mobile passengers remains lower.
9. Wave 14 – 2025 findings show that:
 - 88% of passengers overall were satisfied with their air travel experience (compared to 79% in Wave 12 – 2023 and 84% in Wave 13 2024).
 - Satisfaction among passengers with accessibility or disability needs was lower than passengers overall, at 82%. However, it was 8 percentage points higher than in Wave 13 – 2024. In comparison, there was no change in satisfaction between Wave 12 – 2023 and Wave 13 – 2024.
 - 58% of disabled consumers reported difficulty accessing or using airports and flying, with the most common needs relating to walking, standing, or carrying luggage.

⁷ The CAA receives data from airports on assistance requests and passenger data on an annual basis.

⁸ Wave 14 (2025) [UK Aviation Consumer Survey](#) | UK Civil Aviation Authority

- Passengers requiring assistance consistently reported that waiting times, clarity of information, and confidence that assistance will be available were key drivers of satisfaction.
- Experiences of delay or disruption had a disproportionately negative impact on satisfaction for passengers with accessibility needs, particularly where communication was unclear or onward connections were involved.

10. The ACS findings reinforce the CAA's assessment that, while most disabled and less mobile passengers report positive experiences, delays and uncertainty have a greater impact on confidence and satisfaction for passengers requiring assistance than for other travellers. This is particularly relevant at busier airports and during disruption.

11. In last year's report we said we would review our Quality Standards Framework, to ensure it continues to protect consumers. Our review is progressing, and we will consult on proposed updates to the framework later this year. These proposals aim to drive further improvements in airport accessibility performance to help bridge the gap between our ratings and passengers' expectations. In addition, the Quality Standards Framework draws on detailed information (both waiting time standards data and passenger surveys) for individual airports, which allows us to better understand the experiences of passengers at individual airports.

Methodology

12. The CAA undertakes its oversight work of airports under two main work streams:

1. **Quality Standards Framework (CAP1228 and CAP1228A):** a standardised method of assessing UK airports in the provision of assistance to those with accessibility needs. The CAA reports annually against the Framework.
2. **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 Assimilated Regulation (EU) No. 1107/2006 and all key guidance associated with this. To ensure transparency and promote good practice, the CAA publishes all airport assessment reports on an annual basis alongside the annual assessment against the Quality Standards Framework. Over the 2025/26 reporting year the CAA has conducted assessments of Bristol, Cardiff, Edinburgh, Glasgow Prestwick and Liverpool.

13. This report is the annual assessment of airports for the 2025/26 reporting year against the Quality Standards Framework. Details of the assessment criteria and more information on the three areas can be found at Annex 1.

14. Airports are assessed against the Quality Standards Framework in three areas:

1. **Waiting Time Standards:** Performance against waiting time standards for arriving and departing passengers. This includes accuracy and robustness of data collection.
2. **Satisfaction Survey:** Surveys of users of the assistance service.
3. **Consultation with disabled individuals and organisations:** through Accessibility Forums.

Oversight activity 2025/26

15. To support our assessment CAA staff have carried out the following activities over the year:

- Collected and analysed monthly data against waiting time standards for the largest 16 airports (by numbers of all passengers).
- Collected and analysed data every six months from other airports on waiting time standards.

- For London Stansted, collected and analysed data on waiting times at its 'handover' point.
- Collected and analysed data on missed flights and connections and waits over 45 minutes on arrival from all airports reviewed within this report.
- Collected and analysed monthly data of the top 16 airports' own audits of data submitted to CAA.
- Audited the accuracy of data collection at 1,392 flights across 16 airports by CAA staff.
- Collected and analysed satisfaction survey data from all airports at least every six months.
- Attended 21 Accessibility Forum meetings including at least one for each of the 16 largest airports.

Chapter 2

Review of the year

Overview

16. Table 1 shows airport ratings for 2025/26. Definitions of the ratings are provided in Annex A, with a screen reader accessible version of the table in Annex B.

Table 1 Airport ratings for 2025/26

Good	Very Good	
Birmingham	Aberdeen	Liverpool
City of Derry	Belfast City	London City
Glasgow	Belfast International	London Gatwick
Glasgow Prestwick	Bournemouth	London Luton
Inverness	Bristol	London Southend
Leeds Bradford	Cardiff	Manchester
London Heathrow	Cornwall Newquay	Newcastle
London Stansted	East Midlands	Southampton
Norwich	Edinburgh	Teesside
	Exeter	

Very good

17. Airports rated 'Very Good' demonstrated consistently high performance across all elements of the Quality Standards Framework.
18. **Aberdeen, Bournemouth, Cardiff, Cornwall Newquay, East Midlands, Exeter, London Southend, Newcastle** and **Teesside** consistently achieved very close to or 100% against waiting time standards during the reporting year. They also recorded strong survey scores above 4.5, demonstrating consistent delivery of assistance services.
19. **Bristol** improved from 'Good' last year to 'Very Good' this reporting year. Performance against waiting time standards for arriving passengers improved as a result of investment in new high-lift vehicles and boarding equipment. Additionally, **Bristol's** Accessibility Forum continues to be effective, by advising the airport on its ongoing terminal development and the issues raised during its deep dive accessibility assessment.
20. **London Luton** and **London Gatwick** achieved 'Very Good' for a second consecutive year. Both airports reported strong performance against 'waiting time' standards, robust data accuracy, and high survey scores. They also held regular accessibility forum meetings and consulted on infrastructure changes. For both airports this included taking onboard feedback during and after the refurbishment of airside lounges.
21. **Southampton** also improved on its 'Good' rating in the 2024/25 reporting year, with improved representation and engagement through its Accessibility Forum. The group were instrumental in helping to drive accessibility improvements this year including enhancement to disability awareness training and increase in equipment numbers.
22. **London City** and **Manchester** reached 'Very Good' this year, with strong performance against the waiting time standards and improvements made to its auditing. **Manchester** has demonstrated strong and meaningful engagement with its Accessibility Forum, particularly during the redevelopment of Terminal 2 and the rollout of wider accessibility initiatives. Feedback from the Forum has helped shape operational improvements - such as enhanced boarding processes and the introduction of new equipment. It was also involved in designing staff training in sensory awareness alongside influencing the design and functionality of the upgraded terminal.
23. **Belfast International** and **Belfast City** introduced new chairing arrangements to their consultation forums. Both airports use independent representatives from Northern Ireland's Inclusive Mobility Transport Advisory Committee as their chairs.

24. **Liverpool** performed well in its performance against the waiting times standards, both improving its performance and data robustness from last reporting year. **Liverpool**, together with its security provider, has updated the dedicated security queue process for disabled and less mobile passengers. Passengers using the dedicated queue will now pass through a security lane staffed by personnel who have received additional disability equality and awareness training.
25. **Edinburgh** has improved its performance against waiting time standards for arriving passengers. It has invested in new, additional vehicles and increased staffing levels. It has also conducted a third-party accessibility audit to help embed an accessibility strategy to future proof the improvements they have made. The audit also provided input on training and ongoing enhancements to its terminal and infrastructure such as signage and its assistance check in area for departing passengers. Both **Liverpool** and **Edinburgh** also recruited new members to their existing forums to strengthen their disability consultation representation.

Good

26. Airports rated 'Good' met requirements but had specific areas to improve.
27. Last year we rated **London Heathrow** as 'Needs Improvement', citing both performance against waiting time standards and data robustness issues for arriving passengers. The provision of assistance services at Heathrow is a complex operation: It assisted more than 2.6 million passengers requiring support during the reporting year (2.7% of all passengers at the airport); It also has a high proportion of connecting passengers, which particularly rely on a timely service.
28. **London Heathrow's** performance up until the end of February was strong with performance against waiting time standards for pre-booked arrivals regularly exceeding 98%, which would be a 'Very Good' level under our assessment rating. The airport, (for the period up to end January), had taken steps to embed higher quality performance compared to the previous reporting year. This included improvements to the passenger experience on arrival at Terminal 3, an area highlighted in last year's report, as well as across the wider airport. This contributed to reduced waiting times on arrival for disabled and less mobile passengers.
29. Similarly, data quality issues highlighted in our previous report were less, with fewer data discrepancies identified between reported and actual performance through its audits. Our in-person monitoring at the airport had similar findings (throughout the reporting year, we observed assistance being provided to over 4,700 passengers on 533 arriving flights across all terminals). This progress, alongside actions to address

issues identified in its 2023/24 Accessibility Assessment (e.g. introduction of dedicated security lanes for disabled and less mobile passengers, infrastructure improvements including a new lift between immigration and baggage reclaim in Terminal 4) had created a very positive overall picture.

30. However, in February and March⁹ performance dipped below the 'Good' standard for arrival waiting time standards. The CAA has also observed unsatisfactory levels of performance during site visits with many passengers waiting long periods for assistance on arrival; slow movement at gates with passengers regularly being expected to sit in equipment for long periods; and some waits at the 'handover point' in Terminal 3. The airport is working closely with its assistance service provider to implement a structured recovery plan, which has been shared with airlines and the CAA. We expect performance to improve as this plan is delivered and will continue to monitor progress closely. This will include both performance against arrival waiting time standards and the 'handover point' at Terminal 3. If we do not see improvements to waiting times at the 'handover point', we will ask for the airport to restart data collection at this point to ensure standards are met.
31. Last year, we highlighted the need for **London Stansted** to improve the arrival experience for passengers after disembarkation, particularly where passengers transfer from a vehicle to a wheelchair at a 'handover point'. At that time, some passengers experienced delays that extended their overall journey time. We are pleased to report that over the year average waiting times have reduced, and fewer passengers are required to wait more than 10 minutes in the 'handover point'. This progress, along with improvements to its audit processes, means we assessed the airport as 'Good'.
32. **Birmingham** and **Leeds Bradford** are rated 'Good' for the second consecutive year due to waiting time related performance issues for arriving passengers. Both airports' performance did not reach the 'Good' standard in May and June, two of the busiest months of the year, but did on average for the year as a whole. Airports should aim to provide a consistent service throughout the year, including the peak travel months. **Birmingham** changed its assistance service provider in April 2025. This helped improve performance, by reducing waiting times on arrival. However, the airport's own audit processes identified potential weaknesses in data collection processes. We raised these concerns earlier in the reporting year and note that good progress has since been made. By the end of the reporting year, the data was significantly more robust, and subsequent audits no longer identified issues of concern.
33. **Glasgow** maintained a 'Very Good' standard for 'waiting times' and a 'Very Good' satisfaction score (and the highest number of responses per 1000 passengers who

⁹ On 1 February 2026, London Heathrow changed the third-party supplier for its assistance provision.

used the assistance service when looking at the largest airports¹⁰ in the UK). However, the CAA raised concerns after attending its Accessibility Forum about the lack of attendance and representation at the second meeting of the year. Although a third meeting was subsequently added during the reporting year, the attendance was still low – only three disability organisations plus an independent chair were represented. This was in addition to representatives from the airport, assistance service provider, one airline and the CAA.

34. **Glasgow Prestwick** improved significantly during the year following issues in 2024/25 with consultation with disabled passengers. In 2025/26, the airport achieved a 'Good' rating with a new forum structure in place. The new forum met twice, with good representation. However, the airport chaired both meetings. For the 2026/27 reporting year, **Glasgow Prestwick** has appointed two independent co-chairs.
35. **Inverness** and **Norwich** maintained their 'Good' ratings. This is because both airports only had an independent chair for one of their Accessibility Forums held during the reporting year.
36. **City of Derry** also maintained its 'Good' rating, despite meeting the 'Very Good' criteria for the waiting times standard. This is because, as in the previous reporting year, the low response rate to satisfaction surveys means there is insufficient evidence to support a 'Very Good' rating overall.

¹⁰ Largest 16 airports based on passenger numbers in 2024. The response rate ranged from 2 responses per 1000 passengers who used the assistance service to 21 responses per 1000 passengers. For the 16 airports, the overall response rate was 4 responses per 1000 passengers.

ANNEX A

Definitions of ratings extract from CAP1228

Good

Departing passengers

- Over the whole year, 99% of all departing notified disabled passengers and those with reduced mobility are provided with assistance within 30 minutes of making themselves known at a designated point.
- Over the whole year, 99% of all departing non-notified disabled passengers and those with reduced mobility are provided with assistance within 45 minutes of making themselves known at a designated point.
- The airport scores an average rating of 3.5 (where 1 is very poor and 5 is excellent) or better in the satisfaction survey of users.

Arriving passengers

- Over the whole year, for at least 97% of arriving pre-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 20 minutes from 'on chocks'.
- Over the whole year, for at least 97% of arriving non-notified disabled persons and persons with reduced mobility, assistance is available for each passenger within 45 minutes from 'on chocks'.
- The airport consistently meets any 'continuous journey' standards for arriving passengers individually agreed with the CAA.
- The airport scores an average rating of 3.5 (where 1 is very poor and 5 is excellent) or better in the satisfaction survey of users.

Oversight and engagement

- The airport publishes on its website, and submits to the CAA, information as set out in paragraphs 37 and 38 of CAP1228¹¹.

¹¹CAP1228 'Guidance on quality standards under Regulation EC 1107/2006' – www.caa.co.uk/cap1228

- The airport has robust processes in place for overseeing how it measures its performance; or, where relevant, the CAA has accepted commitments from the airport to strengthen this oversight.
- The airport routinely collects email addresses and sends satisfaction surveys to users of the service, with both physical and 'hidden' disabilities.
- The airport engages effectively with disability organisations through an 'Accessibility Forum'.

Very Good

Departing passengers

- Over the whole year, 99% of all departing notified disabled passengers and those with reduced mobility are provided with assistance within 30 minutes of making themselves known at a designated point.
- Over the whole year, 99% of all departing non-notified disabled passengers and passengers with reduced mobility are provided with assistance within 45 minutes of making themselves known at a designated point.
- The airport scores a rating of 4 or better in the satisfaction survey of users (where 1 is very poor and 5 is excellent).

Arriving passengers

- Over the whole year, for at least 98% of arriving pre-notified disabled passengers and those with reduced mobility, assistance is available within 20 minutes from 'on chocks'.
- Over the whole year, for at least 98% of arriving non-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 45 minutes from 'on chocks'.
- The airport consistently meets any 'continuous journey' standards for arriving passengers individually agreed with the CAA.
- The airport scores a rating of 4 or better in the satisfaction survey of users (where 1 is very poor and 5 is excellent).

Oversight and engagement

- The airport publishes on its website, and submits to the CAA, information as set out in paragraphs 37 and 38 of CAP1228¹².
- The airport has robust processes in place for overseeing how it measures its performance; or, where relevant, the CAA has accepted commitments from the airport to strengthen this oversight.
- The airport routinely collects email addresses and sends satisfaction surveys to users of the service, with both physical and 'hidden' disabilities.
- The airport engages effectively with disability organisations through an 'Accessibility Forum'.

Needs improvement

Over the course of the reporting year the airport has failed to meet all the criteria for a 'Good' performance standard. However, the airport has taken the necessary steps during the year to identify the issues with its assistance service and to agree a plan with the CAA to improve its performance.

or.

Over the course of the reporting year the airport has failed to provide the CAA with the required information on its performance.

Poor

Over the course of the reporting year the airport has failed to meet all the criteria for a 'Good' performance standard. Further, the airport has not taken the necessary steps during the year to identify the issues with its assistance service and to agree a plan with the CAA to improve its performance.

¹²CAP1228 'Guidance on quality standards under Regulation EC 1107/2006' – www.caa.co.uk/cap1228

ANNEX B

Screen reader accessible ratings table

B1. Airports who achieved a 'Good' rating over the 2025/26 reporting year were:

- Birmingham,
- City of Derry,
- Glasgow,
- Glasgow Prestwick,
- Inverness,
- Leeds Bradford,
- London Heathrow,
- London Stansted,
- Norwich.

B2. Airports who achieved a 'Very Good' rating over the 2025/26 reporting year were:

- Aberdeen,
- Belfast City,
- Belfast International,
- Bournemouth,
- Bristol,
- Cardiff,
- Cornwall Newquay,
- East Midlands,
- Edinburgh,
- Exeter,
- Liverpool,
- London City,
- London Luton,

- London Gatwick,
- London Southend,
- Manchester,
- Newcastle,
- Southampton,
- Teesside.