

CAA Accessibility Assessment Reports - Update on open findings and observations August 2026

CAP3264

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Background and introduction

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.
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. We also provide annual updates on findings and observations made against airports. 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 the following section.
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.
4. Over the course of this reporting period, the accessibility assessment programme has demonstrated progress across airports in addressing the findings and observations identified through CAA oversight activity. Across the airports assessed, all findings have now been fully completed at East Midlands, London City, London Luton and London Stansted. The remaining two airports are showing substantial progress, and most observations now are either delivered or actively in progress.
5. The CAA in particular notes that East Midlands and London City successfully closed all findings and observations within the reporting cycle (within 12 months of their original assessment).

6. Airports have delivered a wide range of tangible improvements across infrastructure, operational processes and passenger experience. London Heathrow has improved the accessibility and functionality of designated assistance points through the introduction of QR codes linking directly to assistance information, enhanced seating provision at or near call points, and implemented processes to ensure call points remain operational. London Heathrow has also introduced dedicated security lanes for disabled and less mobile passengers across all terminals and improved wayfinding by incorporating walking distance information into signage, supporting more informed and independent journeys.
7. London Stansted is installing additional designated call points at key locations and ensured seating is available at assistance points. They have also enhanced training programmes through improved disability awareness content and testing. London Luton has introduced detailed accessibility maps and independent journey materials to help passengers better plan their journeys, as well as strengthening staff training. London City has delivered comprehensive improvements across signage, training, website content and equipment provision.
8. There has also been a strengthening of training and engagement with disabled people and those with lived experience. London City and London Heathrow, for example, worked with their Accessibility Forum's to redesign training content. Other airports have introduced face-to-face training, enhanced modules for security staff, and ensured greater involvement of people with lived experience in the development and delivery of training.
9. While a small number of observations remain in progress, primarily these are dependent on longer-term infrastructure changes. Airports are addressing identified issues and are increasingly embedding accessibility improvements into business-as-usual activity. The CAA notes the significant progress made this year, particularly by those airports that have successfully closed all actions. Where airports have made commitments to complete observations in the next quarter, the CAA will monitor these to ensure timely completion.

Summary of findings and observations

10. A summary on the findings and observations can be found below. More details can be found in the airport specific sections in this document.

Assessment year: 2023/24

London Heathrow Airport:

- 3 findings were found during the assessment
 - 3 - Completed
- 23 observations were made during the assessment
 - 20 - Completed
 - 3 - In progress

London Luton Airport:

- 2 findings were found during the assessment.
 - 2 – Completed
- 9 observations were made during the assessment.
 - 8 - Completed
 - 1 - Paused¹

London Stansted Airport:

- 6 findings were found during the assessment.
 - 6 – Completed
- 15 observations were made during the assessment.
 - 15 - Completed

Assessment year: 2024/25

East Midlands Airport:

- 1 finding was found during the assessment.
 - 1 – Completed
- 2 observations were made during the assessment.
 - 2 – Completed

¹ A 'Paused' observation is one that the airport has acknowledged but due to infrastructure issues is unable to rectify at this time but as made commitments to consider for future renovation and developments.

Cornwall Airport, Newquay:

- 3 findings were found during the assessment.
 - 2 - Completed
 - 1 - In progress
- 12 observations were made during the assessment.
 - 9 - Completed
 - 3 - In progress

London City Airport:

- 2 findings were found during the assessment.
 - 2 – Completed
- 12 observations were made during the assessment
 - 12 - Completed

London Heathrow Airport - 2023/24

11. The assessment document detailing the findings and observations of London Heathrow Airport can be found at www.caa.co.uk/cap3006 and a summary of the updates and progression of these findings and observations can be found below.

12. Charging - transparency of accounts

Summary: London Heathrow Airport does not produce separate audited accounts for activities in relation to the assistance service.

Issue level: Observation

Status: Completed

Update: Audited and separated accounts are published as part of London Heathrow 'Other Regulated Charges' regime.

13. Designated points – serviceability

Summary: During site visits, 15 call points were identified as out of service. No 'out of order' signage was displayed at these locations. However, all surveyed call points displayed a notice with a phone number for contacting the assistance service.

Issue level: Observation

Status: Completed

Update: London Heathrow has introduced a new process for ensuring that the call points are in service. Information on this process has been provided to the CAA.

14. Designated points – information

Summary: It was observed during site visits that information on the assistance service was not provided at most designated points.

Issue level: Finding

Status: Completed

Update: London Heathrow have added QR codes to their call points which lead to information about the airport and requesting assistance.

15. Designated points – seating

Summary: Many designated assistance points did not have reserved seating available for passengers waiting for assistance.

Issue level: Observation

Status: Completed

Update: London Heathrow has added seating where safe to do so at their designated points. Where it was not feasible to install seating at the designated point, signage has been introduced directing passengers to the nearest available seating, including walking distances.

16. Training – London Heathrow staff

Summary: The training did not include sufficient content on disability awareness and equality. In addition, there was limited involvement of disabled people or disability organisations in the development and delivery of training materials.

Issue level: Observation

Status: Completed

Update: Disability awareness and equality training has been reviewed by London Heathrow during the year. Trainers worked with HAAG for the redesign of the training. The training was launched in October 2025. Future updates are planned which will include updated videos which will incorporate more lived experience into the training.

17. Training – security staff

Summary: It is not obvious how people with lived experience have been involved in the training content with training the trainers. HAAG Member videos are included but are poor quality.

Issue level: Observation

Status: Completed

Update: New training content has been created; London Heathrow's Accessibility Forum were involved in the development and production of the course. Evidence of involvement from disabled people and those with lived experience has been provided to the CAA.

18. Training – internal trainer requirements

Summary: No information was provided on disability equality and awareness training or train the trainer courses that the trainers received.

Issue level: Observation

Status: Completed

Update: London Heathrow Airport's internal trainers are qualified under the DfT certified instructor course. This includes aspects of delivering training to different audience whilst being mindful of disabilities.

19. Infrastructure – changes in level

Summary: No lifts were observed at certain points in Terminal 3 and Terminal 4.

Issue level: Observation

Status: Completed

Update: In Terminal 3, additional signage for the lifts between the Heathrow Express and International Arrivals have been added.

In Terminal 4 a new lift is being installed between Immigration and Baggage Reclaim which will provide step free access between the two.

20. Non-visible disabilities – quiet routes and spaces

Summary: During site visits, the CAA observed that there were some quiet spaces, but these may not be suitable for people with non-visible disabilities, where the terminal environment may create barriers for people.

Issue level: Observation

Status: Completed

Update: London Heathrow has a new quiet area in Terminal 4. Other terminals have signposted quiet areas. Staff who provide direct assistance to passengers can advise passengers where might be the most appropriate space, based on the passenger's needs.

21. Personal mobility equipment - processes

Summary: London Heathrow Airport has a process for passengers to use their airport wheelchairs, including self-propelled chairs, as temporary replacements. However, it did not have in place a process if the passenger's equipment is more specialist or bespoke.

Issue level: Observation

Status: Completed

Update: London Heathrow Airport changed third party supplier for the assistance service during the year. The airport ensured a process for lost or damaged mobility equipment was a requirement of the new supplier. While the process for loaning airport equipment has stayed the same, there is additional coverage so that more specialist equipment can be source in the event a passengers equipment is mishandled by an airline.

22. Infrastructure – usability of facilities

Summary: During site visits, the CAA observed, that there were no low-level counters at assistance desks.

Issue level: Observation

Status: Completed

Update: London Heathrow have included low level counters as a requirement for new projects going forward. For example, the new Terminal 2 landside hosted assistance will have a low-level counter. As areas are renovated and refurbished, the new requirement will ensure that low-level counters are included. The CAA will continue to monitor to ensure that the process implemented for future developments.

23. Website – title and imaging

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

Issue level: Observation

Status: In progress

Update: None

24. CAP2374 independent journeys – dedicated security lanes

Summary: The CAA observed that no terminal at the London Heathrow has separate security lanes for disabled and less mobile passengers. It was noted that a trial took place for a separate lane in T2 in November / December 2023.

Issue level: Observation

Status: Completed

Update: London Heathrow Airport has added dedicated security lanes to each of its terminals. These are clearly signposted to ensure those who are directly assisted by staff, those who are self-assisting or travelling independently can find and use the lane.

25. CAP2374 independent journeys – accompanying persons

Summary: CAP2374 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 consider passenger needs and make sensible decisions when discussing with passengers. Signage regarding accompanying persons would support agent conversations. This could be in various languages and be located on buggies or at arrival gates.

Issue level: Observation

Status: Completed

Update: Signage has not been added due to the complexity of the operation at London Heathrow but staff providing assistance to disabled and less mobile passengers are now trained to discuss with individual needs with passengers.

26. CAP2374 independent journeys – signage

Summary: 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.

Issue level: Observation

Status: Completed

Update: London Heathrow is amending their wayfinding with distances; this will take place as and when signage needs refreshing or replacing.

London Luton Airport - 2023/24

27. The assessment document detailing the findings and observations of London Luton Airport can be found at www.caa.co.uk/cap3006 and a summary of the updates and progression of these findings and observations can be found below.

28. Training – security staff

Summary: Security staff training in disability equality and awareness was conducted as an e-learning course, and tests were conducted online.

Issue level: Observation

Status: Completed

Update: Face-to-face training is included within both initial and refresher training for security officers. This is delivered in addition to the standard disability awareness training completed by all airport staff.

An additional module for security personnel is being rolled out from February 2026, and this will be reviewed on an ongoing basis to ensure effectiveness. London Luton Airport also work closely with their Accessibility Forum members for additional training sessions.

29. Training – internal training requirements

Summary: London Luton Airport did not provide information on parts of their internal trainers training during the assessment.

Issue level: Observation

Status: Completed

Update: London Luton Airport have provided evidence that their trainers are Preparing to Teach in the Lifelong Learning Sector (PTLLS) trained or equivalent. The training team also have lived experience of disability or are a person with a disability themselves.

30. Non-visible disabilities – quiet routes

Summary: London Luton Airport currently requires all passengers to travel through the busy duty-free area and there is no bypass available for those with non-visible disabilities.

Issue level: Observation

Status: Paused

Update: Due to current infrastructure constraints, this measure is not presently deliverable. This issue will be considered as part of any future redevelopment.

31. Website – information on the layout of the airport

Summary: Information on walking distances and a map of the airport was not found, although a map relating to parking was available, as well as locations for specific facilities, such as the quiet room.

Issue level: Finding

Status: Completed

Update: London Luton Airport has developed a new airport map that informs passengers of the distance between key areas of the airport. This map has been added to the website to support passengers in making informed decisions about the level of assistance required and to facilitate independent journeys where appropriate. The map is also included in the airport's new Independent Journey Booklet which is provided to passengers making an independent journey when they arrive at the airport.

32. CAP2374 – promoting independent journeys

Summary: Walking distances could be advertised at more points in the passenger journey to support those who can walk short distances to make informed choices and provide confidence to family and friends on the distance they would be pushing their companion in a wheelchair.

Issue level: Observation

Status: Completed

Update: London Luton Airport is amending their wayfinding with distances; this will take place as and when signage needs refreshing or replacement.

The airport map mentioned above, is displayed at their landside assisted travel desk and additional maps are being updated to show walking distances

London Stansted Airport - 2023/24

33. The assessment document detailing the findings and observations of London Stansted Airport can be found www.caa.co.uk/cap3006 and a summary of the updates and progression of these findings and observations can be found below.

34. Airport assistance – assistance dogs

Summary: During the assessment London Stansted Airport provided information on their staff training for assistance dogs. These slides did not include sufficient information on the airside and landside dog relief areas. In addition, dog relief areas were not clearly signposted for passengers or staff.

Issue level: Observation

Status: Completed

Update: Assistance Dog relief area has been added to training. London Stansted and their assistance service provider's disability awareness training modules have been updated to detail the locations and function of the animal spend areas.

35. Designated points - location

Summary: During the site visit, it was observed that no designated assistance call point was available at the coach drop-off bays.

Issue level: Finding

Status: Completed

Update: Additional call points have been installed at the coach station, yellow car park and blue car park.

London Stansted has committed to completing this action by the end of July 2026. The CAA will check this is completed, if issues remain outstanding, the finding will be reopened.

36. Designated points - seating

Summary: Designated points should have nearby or adjacent seating in case passengers are required to wait for assistance to arrive. It was observed that multiple designated call points did not have seating nearby.

Issue level: Observation

Status: Completed

Update: Seating was installed at the designated points by the end of April 2026.

37. Training – security staff

Summary: Designated points should have nearby or adjacent seating in case passengers are required to wait for assistance to arrive. It was observed that multiple designated call points did not have seating nearby.

Issue level: Observation

Status: Completed

Update: A test was added in early March 2026.

38. Training – internal trainer requirements

Summary: During the assessment, London Stansted Airport and their assistance service provider'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.

Issue level: Observation

Status: Completed

Update: London Stansted's assistance service provider's internal trainer attended "I am me" training in April 2026. London Stansted and their assistance service provider trainers

will additionally sit Enhance the UK's training in August 26 which is an external training that is delivered by trainers with lived experience of disability. The CAA will check this is completed, if issues remain outstanding, the finding will be reopened.

39. Infrastructure – entry points and signage

Summary: Information on time extensions for Blue Badge holders was not provided at the drop-off area or on the airport website.

Issue level: Observation

Status: Completed

Update: Website information and signage in the drop off area has been updated to reflect the terms for blue badge holders. The drop-off area is chargeable, and Blue Badge holders can request an additional 15 minutes for the standard fee.

40. Website – information on the helpline

Summary: London Stansted Airport website did not provide a helpline phone number for disabled and less mobile passengers.

Issue level: Observation

Status: Completed

Update: London Stansted Airport has added a helpline phone number to the assisted travel section of their website.

East Midlands Airport - 2024/25

41. The assessment document detailing the findings and observations of East Midlands Airport can be found at www.caa.co.uk/cap3117 and a summary of the updates and progression of these findings and observations can be found below.

42. Designated points – seating

Summary: Site visits identified that there was no seating in the following areas:

- “Training Centre” by Mid Stay 3 Car Park,
- “Departure building” by Short Stay 2/3 Car Parks.

Issue level: Finding

Status: Completed

Update: Seating has been installed at the bus stops located at Short Stay 2/3 and Mid Stay 3.

43. Website – information on assistance dogs

Summary: The ‘Before you travel’ and ‘Assistance when departing’ pages on the accessibility section of East Midlands Airport’s website provides information on assistance dogs. This page included information on only two of the three available dog relief areas.

Issue level: Observation

Status: Completed

Update: Information has been updated on available assistance dog relief areas (both designated landside and airside relief areas that can be accessed independently, as well as additional outdoors/grassed areas that require an escort by a member of the assistance team).

Cornwall Airport, Newquay - 2024/25

44. The assessment document detailing the findings and observations of Cornwall Airport, Newquay can be found at www.caa.co.uk/cap3117 and a summary of the updates and progression of these findings and observations can be found below.

45. Designated points - design

Summary: Push buttons should incorporate tactile indicators to support use by blind and partially sighted passengers. During the site visit, the CAA noted that designated call points had small, non-protruding push buttons installed, limiting detectability.

Issue level: Observation

Status: In progress

Update: Cornwall Airport, Newquay has confirmed that this will be addressed during 2026/27 through the removal of existing call points and the installation of new bespoke units incorporating appropriate tactile features.

46. Training - exam

Summary: Information provided by Cornwall Airport, Newquay suggested that there are no exams or assessments in place during/following staff training.

Issue level: Finding

Status: Completed

Update: Cornwall Airport, Newquay has since developed an assistance assessment which is now in place to evaluate staff knowledge following their training.

47. Personal mobility equipment – temporary replacements

Summary: Cornwall Airport, Newquay would supply the passenger with one of their own wheelchairs in the event their own was lost or mishandled. The airport did not have a process for sourcing a more suitable replacement piece of mobility equipment, where required.

Issue level: Observation

Status: Completed

Update: Cornwall Airport, Newquay has advised that a Memorandum of Understanding (MoU) is being finalised between the airport and Cornwall Mobility, a locally based mobility equipment supplier. This agreement enables the provision of more appropriate replacement equipment in the event a passenger's own mobility aid is lost or mishandled.

48. Infrastructure – pedestrian crossing

Summary: During the site visit, the CAA observed that the pedestrian crossing from designated blue badge parking bays included a drainage trench, creating a potential barrier for some users.

Issue level: Observation

Status: In progress

Update: Cornwall Airport, Newquay has confirmed its intention to remove the drain trench through resurfacing works to the car park, including the installation of new flat drainage channels. The airport has advised that completion is anticipated no earlier than after Summer 2026.

49. Infrastructure – signage

Summary: 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.

Issue level: Observation

Status: Completed

Update: During a follow-up site visit in early 2026, the CAA observed that the wayfinding floor diagram had been updated and now includes the internationally recognised symbol for assistance.

50. Website – information on temporary replacements

Summary: The CAA was unable to identify information relating to temporary replacement of mobility equipment on the airport's website.

Issue level: Observation

Status: Completed

Update: Information has now been added regarding the temporary replacement of mobility equipment, including details of arrangements that are in place with Cornwall Mobility.

51. Website – helpline

Summary: The contact telephone number on Newquay Airport's website does not contain opening hours of the airport's helpline.

Issue level: Observation

Status: Completed

Update: The website has been updated and now includes information on terminal opening hours and, by extension, the operating times of the airport helpline.

London City Airport - 2024/25

52. The assessment document detailing the findings and observations of London City Airport can be found at www.caa.co.uk/cap3117 and a summary of the updates and progression of these findings and observations can be found below.

53. Designated points - signage

Summary: The signs at London City Airport for assistance areas were not clearly visible. The landside seating area is not immediately visible upon entering the terminal and may be difficult for passengers to locate. Overhead signage directing to this area was small.

Issue level: Observation

Status: Completed

Update: Signage updates were scheduled to be implemented in line with the CAA recommendation. However, the associated project experienced unforeseen delays last year and, as a result, the overhead signage will not be replaced with a larger and clearer sign until mid-June this year. The project has since recommenced, and the required signage works remain within scope.

London City Airport intends to deliver the updated signage as part of the wider project completion, rather than introducing interim measures. The revised signage will therefore be incorporated into planned works.

London City Airport have estimated this will be completed in Summer 2026. The CAA will review signage and ensure timelines are met.

54. Infrastructure – dog relief area

Summary: London City Airport provides both a landside and airside dog relief area, there were concerns regarding visibility and usability for passengers with assistance dogs. The airside relief area is located near Gate 21, in an unused hangar and the space is “not purpose-designed for this function. It lacks soft surface materials, clear signage, and cleanliness amenities such as waste bins.

Issue level: Observation

Status: Completed

Update: London City Airport installed airside relief area, including dog waste bin, soft surface material and signage. The Airport, along with the Accessibility Forum, decided signage was not required for wayfinding as customers are unable to access this area without being escorted by staff due to the location.

55. Quality standards – consultation with disability groups

Summary: The locations of designated assistance points were determined without consultation with disability groups. The airport cited restricted space and security requirements as the rationale, noting the points were selected based on operational constraints. The regulation encourages collaborative input to ensure usability and appropriateness of these locations.

Issue level: Finding

Status: Completed

Update: Since the assessment, London City Airport has discussed the locations of designated points with the Accessibility Forum. The Accessibility Forum confirmed that they were satisfied with the current locations.

This was evidenced within meeting minutes. Moving forward, London City Airport will consult with their Accessibility Forum where possible. A walkaround has been scheduled for 17/06/2026 with forum members of, and designated points will be rediscussed during the visit.

56. Designated points - signage

Summary: The designated call point at the car park is a red square, labelled 'emergency phone'. This design does not follow ECAC or ISO signage guidance for assistance call points. It is not clearly identifiable as a designated help point for disabled and less mobile passengers and may be misunderstood as an emergency device and this may deter use.

Issue level: Observation

Status: Completed

Update: London City Airport has adapted the call point within the car park. The colour of the square has been changed from red to green to improve visibility and consistency. 'Call point for assistance' signage has also been installed.

57. CAP2374 promoting independent journeys – signage on walking distances

Summary: The designated assistance points at London City Airport provides information about the current stage of the journey (e.g., 'You are now at check-in'). However, no other information is provided. London City does provide a leaflet at the information desk and departure seating area which includes some walking distances to gates but not to assistance areas or key points.

Issue level: Observation

Status: Completed

Update: London City Airport continues to progress this work as part of wider planning activity, with additional departments engaged to ensure assistance service signage is fully aligned with the relevant checklist requirements. This signage will cover:

- All three car parks: drop-off, main stay car park and premium car park.
- The Information desk in the terminal
- Terminal landside seating area
- Airside seating area
- Immigration,
- International baggage
- Closest accessible toilets.
- As part of a wider project that experienced unforeseen delays last year, the revised signage will therefore be incorporated into their planned works.

London City Airport have estimated this will be completed in Summer 2026. The CAA will review signage and ensure timelines are met.

58. CAP2374 promoting independent journeys – equipment

Summary: During site visits, it was confirmed that wheelchairs are available in the landside seating area that can be used by family or friends to support passenger self-mobilisation. However, there are no signs informing passengers that this option is available, but it is mentioned in the information leaflet on the information desk.

In addition, training materials do not instruct agents on how to raise this option in discussions with passengers, potentially leading to missed opportunities for more personalised assistance.

Issue level: Observation

Status: Completed

Update: Signage has been introduced to inform passengers that wheelchairs are available in the landside seating area for self-mobilisation.

Additional signage will be placed alongside the walking distance signage currently in development near the information desk. As part of a wider project that experienced unforeseen delays last year, the revised signage will be incorporated into the planned works due for completion mid-June.

Training materials have also been updated to ensure staff proactively offer this option where appropriate, supporting passenger choice and independence. Customer-facing staff are now instructed on when and how to proactively offer this option as part of a person-centred discussion, ensuring passengers are provided with choice and independence in line with ECAC Doc 30 and the DfT REAL Disability Equality Training principles. This has been incorporated into Module One training content and associated knowledge checks.

59. Website – information on mobility equipment

Summary: Information regarding arrangements for repatriating mobility equipment to the passenger on arrival and the arrangements for obtaining replacement mobility equipment if

the passenger's own is damaged or lost on arrival could not be found on London City's Airport website.

Issue level: Observation

Status: Completed

Update: London City Airport agreed the terminology to be used, along with the information to be provided on the website, in consultation with members of the Accessibility Forum. The updated process has been published on the London City Airport website and includes the responsibilities of the airlines, Mitie and London City Airport.

60. Website – information on airport security

Summary: Assisted Travel main page offers limited information about the security process and on the specific arrangements for disabled passengers in security, in relation to medical equipment and mobility. For example, there is no dedicated guidance for individuals travelling with wearable medical devices, colostomy bags, or other sensitive medical items.

Issue level: Observation

Status: Completed

Update: London City Airport assisted travel main page now offers further information about the security process for disabled passengers, specifically in relation to medical devices, colostomy bags or other sensitive medical items.

61. Website – information on assistance dogs

Summary: London City Airport's Assisted Travel main page has a link to a dedicated assistance dog separate page. This page does not mention the airside animal relief area. AccessAble does not provide much further information on assistance dogs, and where the dog relief areas are located.

Issue level: Observation

Status: Completed

Update: London City Airport installed an airside animal relief area and updated the website to reflect this information

62. Website – layout

Summary: London City Airport's accessibility information is distributed across several separate pages, including the main Assisted Travel page, a dedicated assistance dogs page, a security information page, and a FAQ section. However, these pages are not always linked, which reduces navigability and may result in passengers missing important guidance.

In addition, the content across these various pages does not appear to be maintained to the same standard.

Issue level: Observation

Status: Completed

Update: Website navigation has been improved through the introduction of quick links at the bottom of relevant pages, helping to connect related content and improve accessibility. Content across the website has also been standardised, and minutes from the Accessibility Forum are now available for viewing and download.

63. Website – title and imaging

Summary: There is a wheelchair symbol used at the bottom of the drop down next to 'Assisted Travel' but not next to Assisted Travel on the drop down under 'at the airport' or at the bottom of the page.

Issue level: Observation

Status: Completed

Update: The wheelchair symbol was deployed on London City Airport's website in June 2025.

64. Training – customer facing staff

Summary: At the time the accessibility questionnaire was conducted, London City Airport's security training and compliance team had not implemented an exam as part of their delivery of Module One.

Issue level: Observation

Status: Completed

Update: Module One awareness training is delivered in a classroom-based setting. Now upon completion of the training, trainees are required to undertake a written examination. All examination records are formally retained and maintained on file for audit and compliance purposes.

65. Training – customer facing staff

Summary: Information provided by London City Airport in October 2024 showed that not all airport staff had received the full Module One training. This included:

- Customer facing airport staff, catering and retail, and airport management had all not completed the legislation and guidance, physical disability awareness, and hidden disability awareness training. This remained incomplete as of April 2025
- All check-in agents had not received hidden disability awareness training, but this is now in progress. Check-in agents have not completed an exam for Module One.
- All airside and landside drivers had no Module One training, but they all did by April 2025.

Issue level: Finding

Status: Completed

Update: Audit findings identified that not all managers and third-party personnel had completed Disability Awareness Training, and that certain required elements were missing from the training packages.

All training packages have been reviewed and updated, and the required content has been incorporated.

In addition, all relevant third-party organisations have either been audited or provided with Disability Awareness Training to ensure their staff are appropriately trained and aware of both regulatory requirements and local procedures.

To further support compliance and awareness, guidance documents have been produced, printed, and distributed to all concessionaires operating within the airport.

66. Training – customer facing staff

Summary: A review of London City Airport’s training material has identified several areas for potential improvement:

- Assistance dog relief areas: The current training slides do not appear to include information regarding the location and availability of airside and landside dog relief areas.
- Visual updates: Some of the photographs within the training slides, particularly those showing the assisted travel areas (both landside and airside), require updating to ensure that staff are familiar with the current facilities and can clearly identify these areas.
- Language and terminology: Certain language and phrasing used within the training materials could be improved. The Assisted Travel Advisory Group could review the training content to ensure that the language is appropriate.
- Security screening procedures: CAP1141 highlights that, during security screening, individuals with hidden disabilities should never be separated from their accompanying persons. This is not addressed within the security training materials.

DfT REAL Training advocates for the social model of disability as the foundational approach for training delivery, aiming to shift perceptions to remove obstacles that hinder disabled individuals' participation in society. This approach views disability because of societal barriers rather than individual impairments. However, the training provided has more of a focus primarily on individual impairments, rather than addressing barriers within the airport environment

Issue level: Observation

Status: Completed

Update: The training content has been amended to include information on the location and availability of both landside and airside assistance dog relief areas. Photographic content within the training materials has also been updated to accurately reflect current assisted travel facilities, ensuring staff can clearly identify these areas.

Language and terminology used throughout the training materials have been reviewed to ensure they are appropriate and aligned with good practice guidance.

Security training materials have also been updated to reflect CAP1141 requirements, specifically reinforcing that passengers with hidden disabilities should not be separated from accompanying persons during security screening. The training programme has been revised to better align with the social model of disability, as advocated in the DfT REAL Disability Equality Training Programme Manual, shifting the focus from individual impairments to the removal of societal and environmental barriers affecting disabled passengers.