

CAA Accessibility Assessment Report: Liverpool Airport – CAP3264 August 2026



Background and objectives

1. The UK Civil Aviation Authority (CAA) enforces Assimilated Regulation (EU) No. 1107/2006 on the rights of disabled persons and those with reduced mobility when travelling by air ("the Regulation"). This applies to all UK departures and flights to the UK on UK or EU carriers. The regulation ensures equal access to air travel, including rights to free movement, freedom of choice, and non-discrimination.
2. For airport obligations under the regulation, the CAA conducts oversight through two workstreams:
 - **Airports Accessibility Framework (CAP1228):** a standardised method of assessing UK airports in the provision of assistance to disabled and less mobile passengers. 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 good 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 airport obligations set out under the Regulation and all key guidance associated with it. The assessments look to identify examples of good 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.
3. This programme of airport accessibility assessments and the subsequent progress of findings and observations is about improving the experience of disabled and less mobile passengers when travelling through UK airports. The issues identified, such as the availability and visibility of assistance call points, clarity of information, accessibility of infrastructure, staff training, and the provision of independent journey options, directly affects a passenger's ability to travel with confidence. This work supports better consumer outcomes by

ensuring that disabled and less mobile passengers can access air travel on an equal basis, with greater independence, choice, and confidence.

4. To improve transparency and share good practice, airport accessibility reports are published annually alongside the Accessibility Framework results.
5. This report presents the findings of the CAA's assessment of Liverpool Airport.

Methodology

6. The CAA assesses airports against 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 ("the Regulation")
 - CAP2241 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")
 - CAP1228 CAA guidance on quality standards ("CAP1228")
 - CAP1228A CAA guidance on data collection under CAP1228 ("CAP1228A")
 - CAP1411 CAA guidance on hidden disabilities ("CAP1411")
 - CAP2374 CAA guidance on assistance service at UK airports ("CAP2374")
 - Department for Transport REAL Training: introduction and aviation modules ("DFT REAL Training")
 - Department for Transport Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure¹ ("DFT Inclusive Mobility")
7. To undertake an assessment, the CAA seeks information from an airport in the form of a standard questionnaire. Following receipt of a response, the CAA will ask follow up questions, request additional information and documentation, and undertake site visits and interviews. These are set out in Appendix A. Work was conducted between September 2025 and March 2026.

¹ Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure

8. The table below sets out a timeline of the collection of information and site visits undertaken as part of the assessment of Liverpool Airport:

Data type	Description of the data	When was the data collected
Questionnaire response	Information on: - airport structure, - charging, - airport assistance, - designated points, - seating, - training, - quality standards, - Non-visible disabilities, - personal mobility equipment, - complaints handling, - airport infrastructure, - service level agreements, between Liverpool Airport and their service provider, - survey of assistance service users.	October 2025
	Online	Liverpool Airport's website ²
Site visit	Walk through of passenger journey	October 2025
Site visit	Performance checks	October 2025

9. The final report was shared with Liverpool Airport on 4 August 2026.

² Assisted travel  | Liverpool John Lennon Airport



Findings and observations

10. 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 their accessibility forums, and the CAA, are kept up to date with findings and the actions they are taking to resolve these.
11. 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 recommendations are not being followed. We expect airports to take this advice seriously and act on it appropriately. They should also consult their accessibility forums or disability organisations to decide their appropriate next steps. The CAA will request information on actions taken.
12. A summary of findings and observations for the accessibility assessment of Liverpool Airport are set out below.

13. Airport assistance

Area: Dog relief Area

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Section 5.13.7 states that installations which are designated for disabled and less mobile passengers should be appropriately signposted.

While both airside and landside dog relief areas are available, we observed that there was no information or wayfinding to direct passengers to these facilities.

Update: Following engagement with the CAA, Liverpool Airport has updated its website to include information on the location of airside and landside dog relief areas, including details on how passengers can access them. This information has also been communicated to staff through updated standard operating procedures. Passengers must be escorted by staff to reach these areas: therefore, signage was not deemed appropriate.

14. Designated points

Area: Seating

Issue level: Observation

Comments: ECAC Doc. 30 Annex 5-K Section 4 recommends that seating should be available at designated points where passengers may be required to wait for assistance.

During the site visit, the CAA observed that some designated call points did not have seating located nearby.

15. Designated points

Area: Shelter

Issue level: Observation

Comments: ECAC Doc. 30 Annex 5-K Section 4 recommends that designated points should provide protection from adverse weather conditions for passengers awaiting assistance.

The CAA observed that some designated call points were not located under shelter.

16. Training

Area: Security staff

Issue level: Observation (Rectified before publication)

Comments: Under Article 11 of the Regulation and ECAC Doc. 30 Annex 5-G require that staff interacting with passengers are appropriately trained to meet the needs of disabled and less mobile passengers.

Liverpool Airport advised that security personnel had not received specific training in disability awareness and equality.

Update: Following engagement with the CAA, Liverpool Airport's security contractor has implemented a tailored disability awareness and equality training programme. The training has been developed in collaboration with the Liverpool Airport Accessibility Committee and individuals with lived experience. By June 2026, all front-line operational security staff had completed the training.

17. Website

Area: Information on getting to and from the airport

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J states that information should include, the transport methods available, arrangements for parking, drop off, links to any third-party transport operators and onsite car park operators.

The CAA found that the 'Assisted Travel' section of the airport's website did not include comprehensive information on how passengers can travel to and from the airport, including accessible transport options. Information on parking along with any fees and processes was included on the 'Assisted Travel' and car parking pages.

Update: The airport has updated its website to include links to the information on accessing the terminal for passengers arriving by car. Information on travel by bus, train, and taxi is now linked from the 'Assisted Travel' pages, improving visibility.

18. Website

Area: Information on the layout of the airport

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J sets out areas about which airports should provide information on their websites. Information on the layout of the airport should include key walking distances and an airport map.

We identified that website information on the layout of the airport is limited. While an airport map was available, it did not include clear information on walking distances or scale.

Update: Following engagement with the CAA, additional information on walking distances has been incorporated into the airport's website, including indicative distances between key points within the passenger journey. This is supported by written guides and video content.

19. Website

Area: Information on mobility equipment

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J, states that airport websites must include clear, minimum information for passengers travelling with their own mobility aids. This includes the arrangements in place should a passenger's mobility equipment be damaged or lost upon arrival.

We noted that information on mobility equipment was incomplete, with limited guidance on manual devices, repatriation of equipment on arrival, and procedures for damaged or lost items.

Update: The airport has updated its website to provide more information on travelling with all types of mobility equipment, including arrangements for damaged or lost equipment. This information is also included in the airport's Assisted Travel Mobility Guide.

20. Website

Area: Information on security

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J recommends that airport websites provide clear and comprehensive information on security arrangements.

We noted that information on security arrangements for disabled and less mobile passengers was not clearly available within the 'Assisted Travel' pages.

Update: The airport has updated its website to include more detailed information on security processes for disabled and less mobile passengers, including the availability of dedicated lanes, private search rooms, and support for passengers travelling with mobility aids.

21. Website

Area: Information on assistance dogs

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J recommends that airport websites provide clear information about the arrangements in place at the airport for assistance dogs, including information about the location of relief areas.

The CAA identified that the airport's website did not include information on the location and use of assistance dog relief areas.

Update: The airport has updated its website to include information on accessing both airside and landside assistance dog relief areas.

22. Website

Area: Helpline for disabled and less mobile passengers

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3.11 recommends that a dedicated helpline for assisted travel enquiries is shown. The opening hours should also be provided to handle enquiries relating to disabled and less mobile passenger travel.

A dedicated helpline for assisted travel enquiries was not identified on the airport's website.

Update: The airport has updated its website to include a helpline for enquiries from disabled and less mobile passengers.

23. Website

Area: Title for hyperlinks

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 1.2 sets out suggested international standard images for disability signage which should be used in website links.

We noted that the link on Liverpool Airport's homepage was named Assisted Travel but there was not a recognised accessibility symbol, such as a wheelchair included.

Update: An internationally recognised wheelchair symbol has been added to the 'Assisted Travel' tile which is located on the Liverpool Airport homepage.

24. Website

Area: Information on how to complain

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3 states that information on how to complain should include the arrangements in place for persons with reduced mobility to complain to the airport about the assistance provided at the airport on their journey, including contact details.

The CAA identified that information on how to make a complaint regarding assistance services was not clearly presented on the airport's website.

Update: The airport has updated its Assisted Travel pages, to include clear information on how passengers can provide feedback or make a complaint, including relevant contact details.

Good practices

25. Through its accessibility assessments, the CAA identifies examples of good practice in airport assistance services, including processes, equipment and infrastructure. Publishing these findings supports the sharing of effective approaches across airports, airlines and service providers, in line with CAA guidance (CAP1228) and ECAC Doc. 30 principles on service quality and passenger experience.

26. The following examples of good practice were observed at Liverpool Airport:

27. Quality standards – data recording

The airport uses geofencing technology within its management system to monitor assistance delivery. In particular, some timestamps are only recorded when staff or vehicles are physically within defined locations. This provides more accurate performance data, supporting CAP1228 requirements for robust, evidence-based quality standards and continuous improvement.

28. Supporting independent journeys

The provision of four electric mobility scooters enables passengers with reduced mobility to access the airport more independently. The airport has reported high demand and positive passenger feedback.

29. Security lanes

During the assessment, Liverpool Airport worked with their security provider and updated their dedicated lane for disabled and less mobile passengers. The lane leads to a dedicated channel with staff who have received additional training. The CAA sees this process as good practice for dedicated security lanes as set out in CAP1411.

30. Passenger information

Liverpool Airport provides an information video and written assisted travel guides, improving accessibility of information before travel. Liverpool Airport's accessibility forum provided expertise for the development of these guides. This supports CAP2374 and ECAC Doc. 30 recommendations that information be available in clear, accessible formats to help passengers plan their journey.

31. Non-visible disabilities

The airport has a private search room at security which has been designed as a sensory search room. This can be used for passengers with non-visible disabilities if they require a private search room, or if they need a calming space. This is in addition to sensory packs being available and an airside sensory room. The main

sensory room can be booked in advance, so those who need it can feel confident it will be available. These facilities align with CAP1411 guidance on non-visible disabilities and ECAC Doc. 30 good practice, which emphasise the importance of quiet spaces and tailored support to reduce anxiety and improve the overall passenger experience.

Appendix A – Summary of works undertaken

A1. Interviews were facilitated by the CAA team and tailored to the subject matter.

Some interviews took the form of presentations of system processes and outputs by Liverpool Airport staff.

A2. Pre visit questionnaire and attachments

Topics covered:

- Airport structure,
- Charging,
- Airport assistance,
- Designated points,
- Seating,
- Training,
- Quality standards,
- Non-visible disabilities,
- Personal mobility equipment,
- Airport infrastructure.

Work performed: The questionnaire was reviewed by the CAA before the site visit.

A3. Walk through of passenger journey and checks of equipment

Topics covered:

- Designated points,
- Seating,
- Non-visible disabilities,
- Airport infrastructure,
- Seating,
- Signage,
- Airport infrastructure,
- Quality standards,
- Independent travel,
- Airport equipment.

Work performed:

- 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
- System demos (included walking through the journey for an arriving and departing passenger on a PDA).
- Further explanation of processes and policies.
- Explanation of facilities and future development plans.

A4. Follow up

Topics covered:

Follow up sessions, observations and interviews on:

- Training of staff providing direct assistance to disabled and less mobile passengers,
- Training of security staff,
- Training of customer facing airport staff.

Work performed:

Information provided on training for:

- Staff who provide direct assistance to disabled and less mobile passengers,
- Security staff,
- Customer facing airport staff.

A5. Compliance review

Topics covered: Website review

Work performed: Desktop review of Liverpool Airport's website in line with guidance on website in ECAC Doc. 30 Annex 5-J.