

1 October 2015
Reference: F0002471

Dear XXXX

I am writing in respect of your recent request of 10 September 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

Please could you provide me information of how many disruptive passengers you have had from two years ago to the current day at Gatwick Airport. Could you please list what their disruptions were and if they were removed from the plane or prevented from boarding?

Could you also provide me with information regarding how many people in the same time scale were refused entry into the UK at Gatwick and for what reasons.

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

Incident reports are provided to the CAA under the terms of the Mandatory Occurrence Reporting (MOR) scheme, as described under Article 226 of the Air Navigation Order 2009 (ANO). Each report made is reviewed and, where appropriate, further investigation carried out and action taken.

We have therefore searched the CAA database for any reportable disruptive passenger, and in order to provide a two year picture (see below about unprocessed reports), we have provided a summary of events from April 2013 through to all available data processed up to and including 15 September 2015 that occurred either at London Gatwick or en-route to Gatwick Airport.

We have not included identifying information in these summary reports as this information is exempt from disclosure under Section 44(1)(a) of the FOIA.

Section 44(1)(a) provides that information is exempt information if its disclosure is prohibited by, or under, any enactment. Under Section 23 of the Civil Aviation Act 1982, information which relates to a particular person (which includes a company or organisation) and has been supplied to the CAA pursuant to an Air Navigation Order is prohibited from disclosure (a copy of this exemption can be found below).

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR. www.caa.co.uk

Telephone: 01293 768512. foi.requests@caa.co.uk

We are also in receipt of further reportable occurrences up to 16 September 2015 which have been identified and categorised as disruptive passengers. Although the latest reports have been assessed in accordance with internal procedures, the actual relevant information for those reports received after June 2015 are currently awaiting update onto the CAA database, unless they have been given a higher priority.

All reports are evaluated in accordance with our guidance published in CAA Publication CAP632 (www.caa.co.uk/cap632) and those that are considered as not meeting the definition of a reportable occurrence are still added to the database but with limited information. This selection of information captured does not include location or route details. This internal procedure was introduced in June 2014.

There are currently 1235 outstanding reports which have been assessed as lowest grade reports which are a combination of subjects including disruptive passengers. We have estimated that to process these reports, of which around five can be processed per hour, would approximate 250 hours of work. These are currently part of our backlog to enable the process of higher priority reports at this time.

Under Section 12 of the FOIA, a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit, which for the CAA is £450.

Costs are calculated at £25 per hour and apply to the following activities:

- (a) determining whether the information is held;
- (b) locating the information, or a document which may contain the information;
- (c) retrieving the information, or a document which may contain the information, and
- (d) extracting the information from a document containing it.

As the cost of reviewing and processing these lowest grade reports would exceed the appropriate limit by a considerable margin, the CAA is not obliged to provide these reports (a copy of this section of the FOIA can be found below).

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
www.ico.gov.uk/complaints.aspx

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens'.

Mark Stevens
External Response Manager

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

Freedom of Information Act : Section 12

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) "the appropriate limit" means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority-

(a) by one person, or

(b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

(5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.

Freedom of Information Act: Section 44

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

(a) is prohibited by or under any enactment,

(b) is incompatible with any Community obligation, or

(c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

File number	UTC date	Planned destination [Value/Text]	Location name	Headline	Narrative text
201305267	03/04/2013	EGKK (LGW): London/Gatwick	MKJS (MBJ): Montego Bay/Sangster Intl	Disruptive passenger prior to take-off.	
201308295	10/07/2013	EGKK (LGW): London/Gatwick	En-route	Passenger assaulted a fellow passenger during the flight.	Cabin crew staff asked if the victim wanted to press charges and get the police involve. The victim declined.
201311024	30/08/2013	EGKK (LGW): London/Gatwick	EGPF (GLA): Glasgow	Disruptive passengers. Police were called and offloaded passengers before	
201311048	01/09/2013	EGKK (LGW): London/Gatwick	LEAL (ALC): Alicante	Disruptive passengers offloaded before departure.	Alleged alcohol and medication involved. Police called before passengers offloaded.
201311431	09/09/2013	EGKK (LGW): London/Gatwick	En route	Passenger physically and verbally abusive towards cabin crew.	Passenger allegedly physically assaulted another cabin crew member during disembarkation, police called to attend.
201312041	20/09/2013	EGKK (LGW): London/Gatwick	LSGG (GVA): Geneve/Cointrin	Passenger disobeying cabin crew instructions.	Passenger decided to move seats but was not able to pay for the upgraded seat and refused to move back. Captain requested police attend the aircraft on arrival.
201312258	25/09/2013	EGKK (LGW): London/Gatwick	LEIB (IBZ): Ibiza	Two disruptive passengers, one repeatedly rested his feet on slide container of door 1L despite cabin crew instructions.	The passenger taunted cabin crew about what would happen if he lifted the door handle. Refused to fasten seatbelt and switch off mobile phone and both were verbally abusive towards the crew. Police attended the aircraft on arrival.
201312349	26/09/2013	EGKK (LGW): London/Gatwick	LGAV (ATH): LGAV : ATHINAI/ELEFThERIOS VENIZELOS	Passenger on medication was refused alcohol and became aggressive.	Passenger became aggressive and assaulted another passenger (his brother). Decision taken to divert to have disruptive passenger removed. Overweight landing carried out. Subsequent engineering inspection accomplished with no findings.
201312810	06/10/2013	EGKK (LGW): London/Gatwick	En route	Passenger smoking and drinking own alcohol became abusive and	Police attended aircraft on arrival.
201313772	26/10/2013	EGKK (LGW): London/Gatwick	En-route	Disruptive passengers.	Warning cards were issued to the passengers and the police met the aircraft on arrival.
201315617	01/12/2013	EGKK (LGW): London/Gatwick	EGPH (EDI): Edinburgh	Passenger was assaulted by a fellow passenger during taxi-out.	The aircraft returned to stand where the guilty passenger was offloaded by the police.
201315719	02/12/2013	EGKK (LGW): London/Gatwick	En route	Passenger assaulted cabin crew member.	Passenger refused to leave jump seat and threw a cup of water over cabin crew member. Police met aircraft on arrival.

201316062	11/12/2013	EGKK (LGW): London/Gatwick	En route	Passenger became increasingly disruptive, shouting with erratic movements and disrobing, causing	
201316205	14/12/2013	EGKK (LGW): London/Gatwick	LKPR (PRG): Praha/Ruzyne	Cabin not secure for take-off. Passenger got out off her seat and ran to the front of the aircraft shouting for the aircraft to stop.	Lady sitting with her son in row 2A and B stood up right after we turned on the runway and accelerated and shouted : "You need to stop! Stop!" She was a nervous flyer, she let me know during boarding and me and CC4 reassured her during boarding. CC4 and me seeing her standing up, started to shout : Sit down, sit down! loudly. She was panicking and made her way to the front and screamed : Stop again. CC4 and me didn't move from our jump seats and kept shouting : sit down. Eventually she sat down on the floor just before row1, we firmly asked her to sit a passenger seat row 1 C (was empty). She sat down in the seat, her child was crying, she wanted to go back to her child but we kept her sitting in 1C until the crew had been released. She apologised and was calm the rest of the flight. Communication was established between CM and the captain right after the crew had been released as the pilots have heard us shouting and were concerned about the situation in the cabin. We kept monitoring the lady. There was no sufficient time to advise the captain about the cabin being not secured as we were in the critical phase of the flight being on the runway, accelerating.

201316906	25/12/2013	EGKK (LGW): London/Gatwick	EGKK (LGW): London/Gatwick	General operational disruption affected wellbeing of cabin crew team.	Cabin crew worked a +11h duty in extreme circumstances: an overnight delayed flight, adverse atmospheric conditions, two (2) go arounds and one (1) diversion. The cabin environment proved to be highly testing, both emotionally and physically. Passengers were irate, frightened and bitterly disappointed, making demands the cabin crew were unable to meet i.e. providing complimentary fresh food. There were several explosions of anger and many situations rather difficult to contain. This hardship applies not only to the flight this form accepts reporting on but to all three (3) flights of this duty. Cabin crew did their very best and contained the situation safely but this was excruciatingly draining and bordering what can be classed as an unsafe social environment to be working on. Crew maintained awareness and never compromised safety, worked well as a team, maintained clear communication and supported each other. Cabin crew had to eat on the go (only sandwiches provided as crew food) and were unable to take quiet rest due to all the operational issues, and pressure, experienced. Captain kept informed at all times; amazing performance of pilots and very good CRM of the whole team which guaranteed a safe closure of a very hard day.
201400603	19/01/2014	EGKK (LGW): London/Gatwick	EDDH (HAM): Hamburg	Disruptive passenger assaulted cabin crew member.	Disruptive passenger allegedly assaulted a member of the cabin crew during safety demonstration. Passenger continued to misbehave during flight disobeying cabin crew instructions to remain seated. Police called to deal with situation on arrival.
201401226	03/02/2014	EGKK (LGW): London/Gatwick	En route	Toilet smoke master caution activated during cruise. Passenger was	
201402489	02/03/2014	EGKK (LGW): London/Gatwick	LBSF (SOF): Sofia	Disruptive passenger offloaded due to excessive alcohol consumption and	
201402794	10/03/2014	EGKK (LGW): London/Gatwick	GMMX (RAK): Marrakech/Menara	Two disruptive passengers offloaded due to excessive alcohol consumption.	At the boarding room, the majority of passengers were claiming to staff about the two passengers strange behaviour. Both passengers had drunk too much alcohol. At the arrival of A/C the senior cabin manager was informed about the situation who decided not to take any decision before saying them - passengers
201402826	07/03/2014	EGKK (LGW): London/Gatwick	En route	Disruptive passengers drunk in charge of young children, refusing to comply with cabin crew safety instructions.	Police met the aircraft on arrival.

201403304	18/03/2014	EGKK (LGW): London/Gatwick	En route	Disruptive passenger.	Passenger under the influence of his own alcohol was aggressive, becoming agitated, verbally abusive and showing signs of threatening behaviour. Restraint kit used.
201403485	23/03/2014	EGKK (LGW): London/Gatwick	En route	Disruptive passengers, abusive to other passengers and cabin crew.	Cabin crew were informed by other passengers that the disruptive behaviour had begun at the airport. This has raised the question why they were allowed to board the aircraft and why were crew not informed by the dispatcher?
201404637	16/04/2014	EGKK (LGW): London/Gatwick	MMUN (CUN): Cancun intl	Disruptive passenger. Caused damage to aircraft and was abusive to passengers.	Passenger boarded A/C intoxicated carrying glass of beer, bought from terminal. Crew removed drink and Pax's companion advised crew that Pax would not cause any problems and go to sleep. FSM informed Capt, and I authorised Pax to stay only on FSM's judgement. FSM called 15 mins later to advise Pax and companion swearing and being abusive to neighbouring passengers and a child. I (Capt) immediately authorised Pax and companion to be offloaded. Pax refused and Ground Crew called to assist in offload. Subsequently found out after, that passenger had ripped off tray table in front of him from seat. Suggest Station Manager, train staff to be more vigilant and not allow passengers to board carrying drinks (alcoholic) on A/C. Suggest both Pax barred from airline, due damage to A/C.
201410536	29/07/2014	EGKK (LGW): London/Gatwick	LDZA (ZAG): Zagreb	Disruptive passenger consuming their own alcohol failed to comply with cabin crew requests, became verbally abusive and displayed threatening behaviour	
201415635	06/11/2014	EGKK (LGW): London/Gatwick	MKJS (MBJ): Montego Bay/Sangster Intl	Disruptive passenger.	Passenger acted strangely and seen consuming own alcohol.
201501574	09/02/2015	EGKK (LGW): London/Gatwick	LEBL (BCN): Barcelona	Disruptive passenger.	Passenger unhappy with ccm moving his jacket and grabbed her wrist.
201502517	02/03/2015	EGKK (LGW): London/Gatwick	En route	Disruptive passengers verbally and physically assaulted cabin crew.	
201504131	02/04/2015	EGKK (LGW): London/Gatwick	EGKK (LGW): London/Gatwick	Disruptive passenger assaulted cabin crew member.	
201504639	13/04/2015	EGKK (LGW): London/Gatwick	EGKK (LGW): London/Gatwick	PAN disruptive passenger.	Pilot reported PAN due to a disruptive passenger and requested to land as soon as possible. TC and GS Air informed.
201504838	13/04/2015	EGKK (LGW): London/Gatwick	En route	PAN declared due to disruptive passengers: Physically assaulting each other whilst in charge of three young	