

[REDACTED]  
[REDACTED]

5 May 2016  
Reference: F0002735

Dear [REDACTED]

I am writing in respect of your recent request of 6 April 2016, for the release of information held by the Civil Aviation Authority (CAA).

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:

**1. CAA Consumer's Panel Membership, are Disabled People and Different Types of Disabilities fairly Represented, YES or No?, also how can Disabled People apply to be on said CAA Consumer's Panel too?.**

The CAA's Consumer Panel currently has no members who have a disability. However, its Chair, Keith Richards, is also currently Chair of the Disabled Persons Transport Advisory Committee and Ann Frye, who is an ex-Chair of the European Civil Aviation Conference's Facilitation Sub-Group on the Transport of Persons with Reduced Mobility (PRM), (<https://www.ecac-ceac.org/prms>) is also on the Panel. Both Keith and Ann bring expertise and experience to the Panel on these issues.

Disabled people are welcome to apply for the Consumer Panel. Information on vacancies on the Panel are advertised on the CAA website when the Panel is recruiting.

**2. Equally as the CAA are responsible for inspection of and regulation compliance by, either Airports and Airlines, does this include Airlines and Airports meeting their own Legal Duties under All Necessary UK, EU and UN Disability & Equality Laws, Yes or NO?.**

Yes

**3. Or as a UK Regulator the CAA actually has no legal duties, over inspection and enforcement plus implementation of Disability & Equality Laws, with regards Airlines and Airports, instead its EHRC legal duties and responsibility?**

The CAA is the UK's enforcement body for Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. It is not the enforcement body for the UK Equality Act.

4. **Has the CAA produced official guidelines or rules for the Aviation Industry, over the safety, welfare, health and wellbeing when transporting high value Disability and Medical Aids, Devices, Equipment, Systems, or wheelchair and mobility scooters on passenger/freight aircraft or helicopters, or even personal medication for Disable People too?**

No, however there is guidance from the European Commission available online at [http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2012-06-11-swd-2012-171\\_en.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2012-06-11-swd-2012-171_en.pdf). There is also guidance from the European Civil Aviation Conference at <https://www.ecac-ceac.org/documents/10189/51566/Doc30+Part+I-11thEdition-Amdt5-December2015e.pdf/fc3cd577-6e5c-47b8-ba8e-3ea934c40d31>. This includes information on these subject areas.

**Especially over these Disability and Medical high value Items being properly insured, by the airlines, airport and/or the Disabled Passenger or their airline/airport or travel insurance providers, before flight to cover the full value (new to purchase) / cost of loss and replacement, or damage and repairs and/or loss of use of said Disability and Medical high value Items, YES or NO?, if NO why not?**

As we enforce European law, we consider that guidance should originate from Europe in order to ensure consistent application of the law across all Member States. The CAA has been actively involved in drawing up Europe-wide guidance, together with enforcement bodies from other EU and ECAC members.

5. **The CAA produced official guidelines or rules for the Aviation Industry, over providing Accessible Information in Different Types of Disabled Alternative Accessible Format's (D2AF's), Yes or NO?, if NO why not?**

Please see above response to question four.

**When the likes of Italian Airlines, Airports under the Italian Aviation Authority rules going back to 2011, are fully compliance with European Disability & Equality Laws, over providing the likes of Tactile Reading Formats (TRF's), but British Airlines and Airports are not providing "TRF" similarly in the UK, why not?**

The UK Equality Act does not apply to airports. Section 29 of the Act does not apply to transporting people by air or a service provided on a vehicle for transporting people by air. It does not apply to anything governed by Regulation (EC) No 1107/2006. There are no specific obligations under Regulation (EC) No 1107/2006 for TRFs.

6. **As well as at least one member of the Cabin Crew of a passenger aircraft, being trained and qualified in British or International Sign Language on all flights, Yes or No?**

**Equally all airport check-in staff, terminal gate staff, airport passenger security check-point staff, or all airport information deck staff, let alone the likes of airport retail outlet's staff.**

**All legally have a duty to provide, some of the on-duty personnel must be trained and qualified in British or International Sign Language at all times, Yes or No?**

**There is no specific obligation for staff to be trained in BSL under Regulation EC1107. ECAC Document 30 provides guidance on training for airline and airport staff under Doc 30**

There is no specific obligation for staff to be trained in BSL under Regulation EC1107. ECAC Document 30 provides guidance on training for airline and airport staff under Doc 30, please use the following link: <https://www.ecac-ceac.org/ecac-docs>.

7. **Can CAA provide a current (NO OLDER THAN 2 YEARS) copy of Disability – Equality Impact Assessment's (D-EIA's) Review Report, that is a "D-EIA's" Review Report on the CAA as an organisation, as well as all goods and services the CAA provides too, YES or NO?, if NO why not?.**

**Similarly does the CAA, have copies of current "D-EIA's" Review Report on individual British Airlines and/or Airports, as an organisation plus on all goods and services they provides too, YES or NO?, if NO why not?.**

**Or are these D-EIA's" Review Report's actually provided to the Department of Transport and/or the Transport Select Committee too, by CAA and/or British Airlines or Airports, YES or NO?, if NO why not?**

The CAA does not carry out Equality Impact Assessments, as they are no longer required as part of policy-making. However, in terms of disability, the CAA is a member of the Business Disability Forum (formerly known as the Employers' Forum on Disability) from whom the CAA regularly seeks advice on relevant matters.

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](mailto: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  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in black ink that reads "Rihanne Stephen". The signature is written in a cursive style.

Rihanne Stephen  
Information Rights Officer

**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.