



Accessibility Forum

March 2026





welcome

Agenda

CAP1228



Performance Monitoring



Norwich Airport



Action Points (September 2025)



Our Facilities



Proposed Investments & improvements



Our Performance



Hot Topics



Feedback



Proposed Points of action



CAP1228



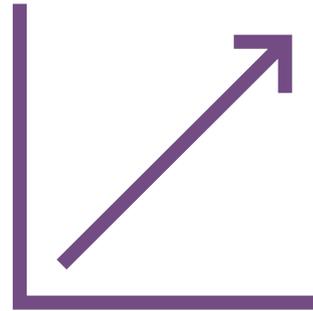
Guidance on quality standards
under Regulation EC 1107/2006

Guidance



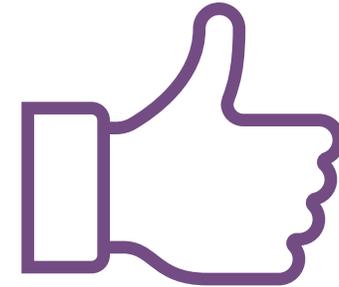
Engage

With local charities, businesses and customers using Norwich Airport



Improve

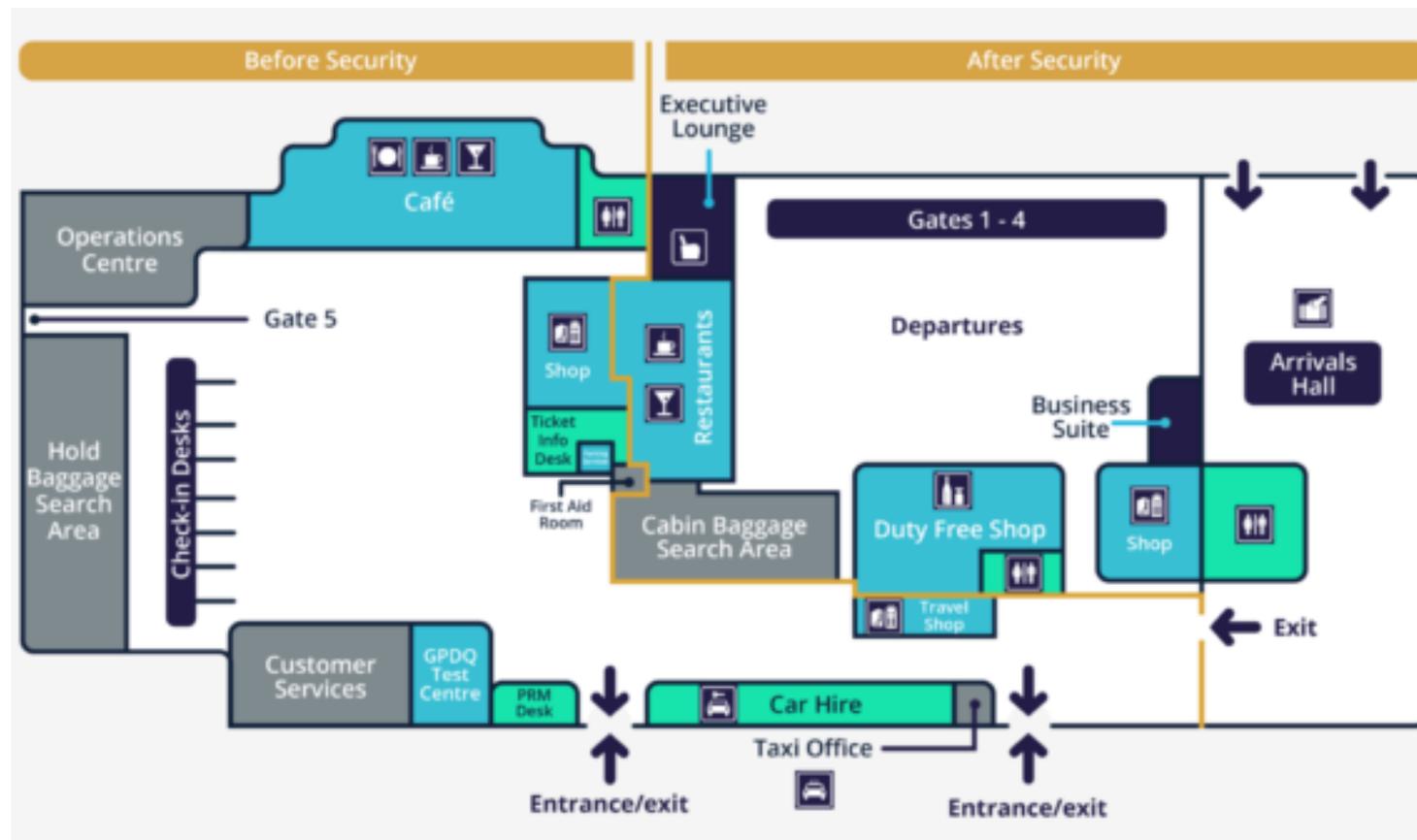
The experience for the customer and the available facilities



Comply

With the regulatory requirements enforced by the CAA

The Terminal



Waiting Areas

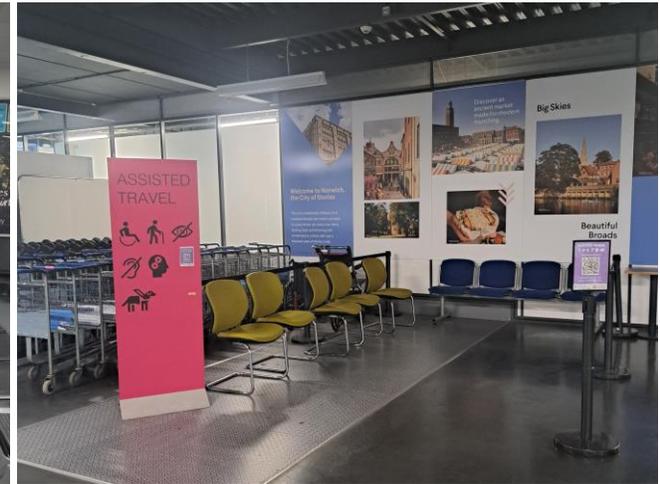
Check in Hall



Departures



Arrivals



Wheelchairs



(CareCo,2026)



(Roma Medical,2026)



(Etech Mobility UK ,2026)

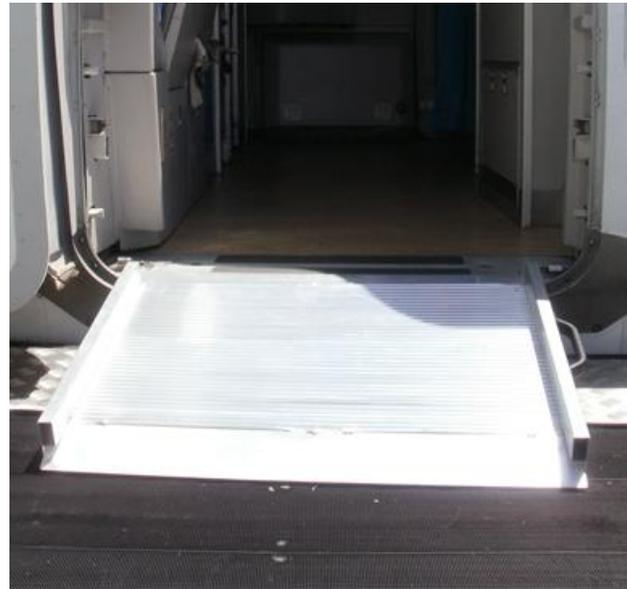


(Bush Healthcare,2026)



(CareCo,2026)

Ramps



Mobility Aids



(Inspired by Drive,2026)



(Special Mobility,2026)



(Medisave UK,2026)



(Medical Supplies,2026)



(Ontario Home Health, 2025)



(DS Medical,2026)



(Care Flex,2026)

Hidden Disabilities



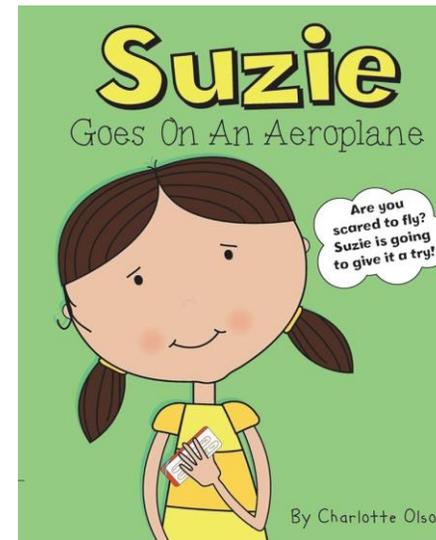
(Hidden Disabilities Sunflower Scheme Limited, 2026)



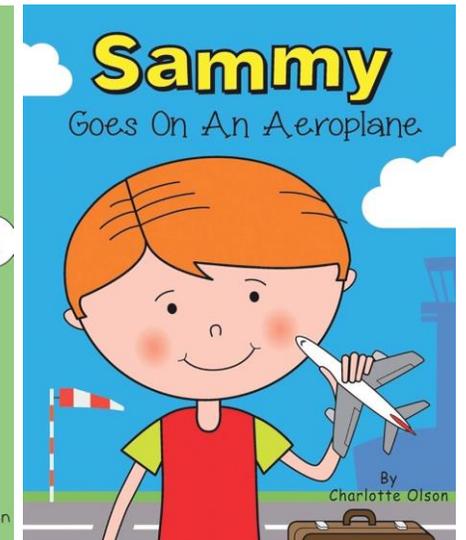
(Coloplast Ltd, Unknown)



(Geemarc hear the difference, Unknown)



(Suzie Books, Unknown)



(Suzie Books, Unknown)

Airport Ranking

In the CAA Airport Accessibility Report 2024/2025, Norwich Airport was ranked as 'Good'.

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

Summer 2024

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		228	537	406	303	345	570	Numbers of PRMs		204	355	448	325	244	469
	10 mins	80%	99%	100%	100%	98%	100%	97%	5 mins	80%	100%	100%	98%	99%	99%	90%
	20 mins	90%	100%	100%	100%	99%	100%	99%	10 mins	90%	100%	100%	99%	100%	100%	97%
	30 mins	100%	100%	100%	100%	99%	100%	100%	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		7	32	35	41	32	18	Numbers of PRMs		1	4	4	11	6	2
	25 mins	80%	100%	100%	100%	100%	99%	100%	25 mins	80%	100%	100%	100%	100%	99%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100%	100%	100%	100%	100%	100%

Summer 2025

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		201	569	484	390	432	623	Numbers of PRMs		183	432	467	352	294	536
	10 mins	80%	94%	98%	99%	98%	98%	98%	5 mins	80%	85%	94%	93%	96%	95%	97%
	20 mins	90%	96%	99%	99%	98%	98%	98%	10 mins	90%	92%	95%	99%	97%	96%	98%
	30 mins	100%	100%	99%	99%	99%	98%	98%	20 mins	100%	100%	95%	100%	97%	97%	98%
Non pre-booked	Numbers of PRMs		17	68	43	34	40	34	Numbers of PRMs		4	7	12	3	3	8
	25 mins	80%	100%	99%	100%	100%	100%	100%	25 mins	80%	80%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	99%	100%	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	99%	100%	45 mins	100%	100%	100%	100%	100%	100%	100%

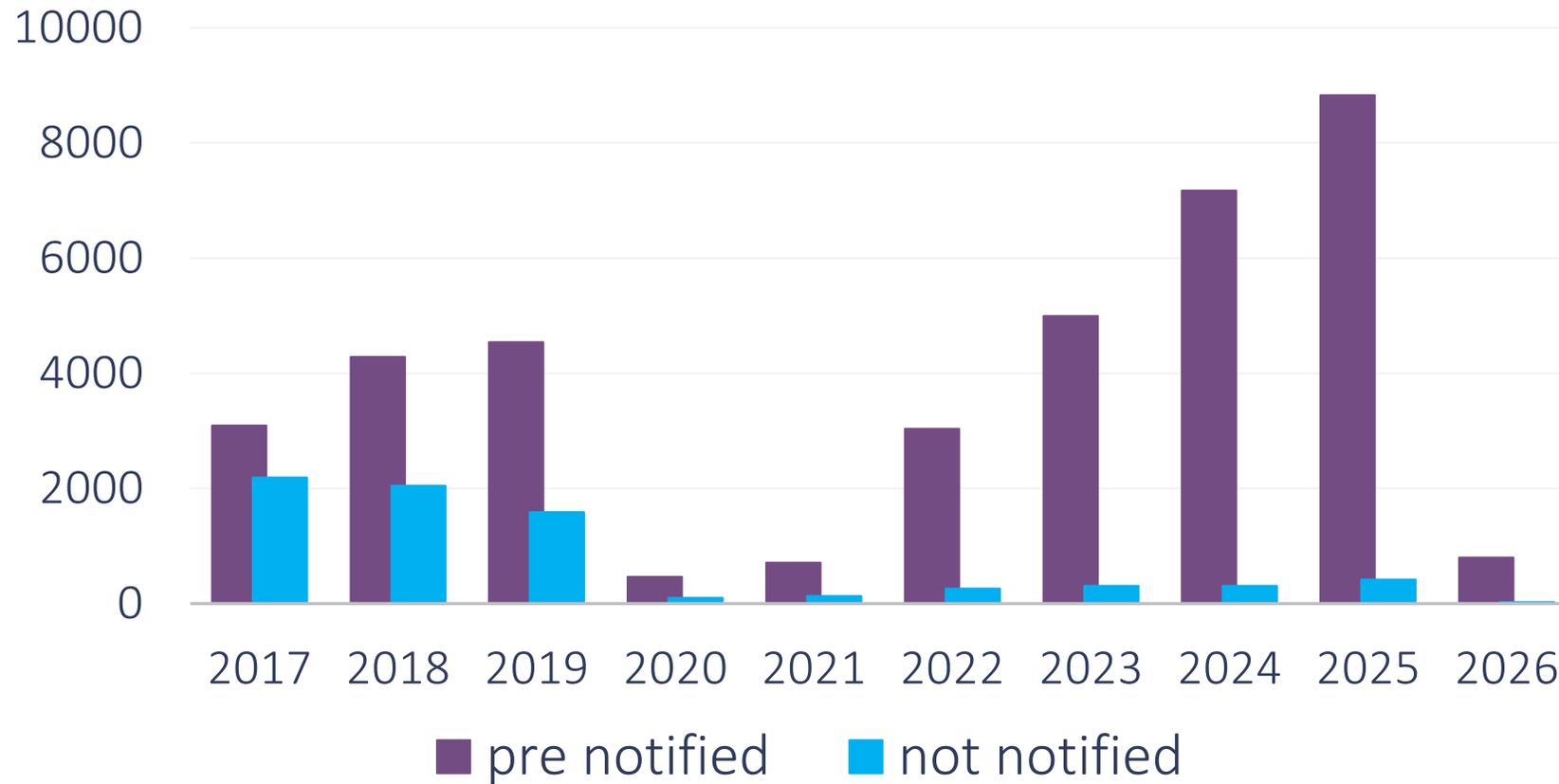
Winter 2024-25

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		432	143	195	149	123	192	Numbers of PRMs		488	140	185	141	126	203
	10 mins	80%	95.6%	95.8%	100%	95.3%	100%	99%	5 mins	80%	86.6%	90%	99%	100%	99%	89%
	20 mins	90%	99%	99%	100%	98.8%	100%	99%	10 mins	90%	90%	95%	100%	100%	100%	98%
	30 mins	100%	99%	100%	100%	99.7%	100%	100%	20 mins	100%	100%	0	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		29	11	7	13	9	10	Numbers of PRMs		5	0	1	3	1	0
	25 mins	80%	100%	100%	100%	100%	99%	100%	25 mins	80%	100%	N/A	100%	100%	100%	N/A
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	100%	N/A	100%	100%	100%	N/A
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100%	N/A	100%	100%	100%	N/A

Winter 2025-26

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		491	186	229	166	192		Numbers of PRMs		523	173	209	146	140	
	10 mins	80%	99.39%	98.92%	96.94%	99.4%	100%		5 mins	80%	100.00%	100.00%	98.56%	100.00%	100%	
	20 mins	90%	99.59%	100.00%	96.94%	99.4%	100%		10 mins	90%	100.00%	100.00%	100.00%	100.00%	100%	
	30 mins	100%	99.59%	100.00%	100.00%	100%	100%		20 mins	100%	100.00%	100.00%	100.00%	100.00%	100%	
Non pre-booked	Numbers of PRMs		32	16	17	9	8		Numbers of PRMs		7	5	6	4	3	
	25 mins	80%	100%	100%	100%	100%	100%		25 mins	80%	100.00%	100.00%	100.00%	100.00%	100%	
	35 mins	90%	100%	100%	100%	100%	100%		35 mins	90%	100.00%	100.00%	100.00%	100.00%	100%	
	45 mins	100%	100%	100%	100%	100%	100%		45 mins	100%	100.00%	100.00%	100.00%	100.00%	100%	

PRM Pax Numbers



Feedback

“Used that every time brilliant service staff so friendly and helpful” David C

“The staff are wonderful if only there was a changing place for those who need it” Emma

“ you were amazing helping with my son...arranged a visit before, helped us on the day and so thoughtful and understanding! Thank you it really made a difference <3”
Ruby R

“We always use the special assistance team at Norwich Airport. Fly from there three times a year now looking forward to January Tenerife. Well done Norwich staff you are all special” David D

“Excellent team. Thank you” Christine A

“I wore my lanyard recently here for the first time & felt very supported by the staff...I could approach any member of staff with my lanyard and still be supported. This was so appreciated. Thank you!” Sonia F

Performance Monitoring



PRM staff are audited each month to ensure that standards are consistent and the data recorded is reliable and accurate.

Training



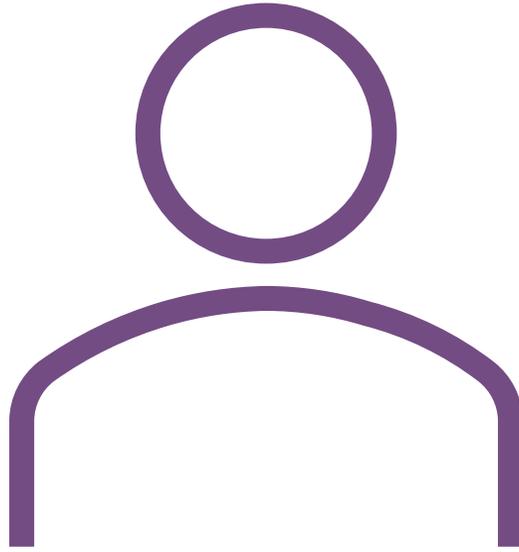
All dual role PRM & Ground handling staff receive full operational training.

Any opportunities to enhance our training program through our charity partners and members of the NAAC would be greatly received.

Action Points March 25

ACTION	ACTIONEE(S)	DISCRIPTION	STATUS	DUE DATE
External Chair Person	DB	Appoint an external Forum Chairperson	COMPLETE	28/02/2026
Ostomy & Stoma	KW	Consider options for Ostomy & Stoma	COMPLETE	31/03/2026
EASY READ options	DB	Consider easy read options for NAL documents and website	DEADLINE EXTENDED	31/06/2026
Sunflower Scheme	DB	Consider re-launch of Sunflower scheme at NWI.	DEADLINE EXTENDED	31/06/2026
Disability Awareness Training	DB	Arrange additional NAL training via BUILD	ON GOING	31/06/2026
Re Branding Project	DB	Full re-brand of special assistance to Assisted Travel	ON GOING	31/06/2026

External Chair Person



Carol Goodbody

Ostomy/Stoma



(Coloplast Ltd, Unknown)



(Coloplast Ltd, Unknown)

Easy Read

(Recite Me, 2026)

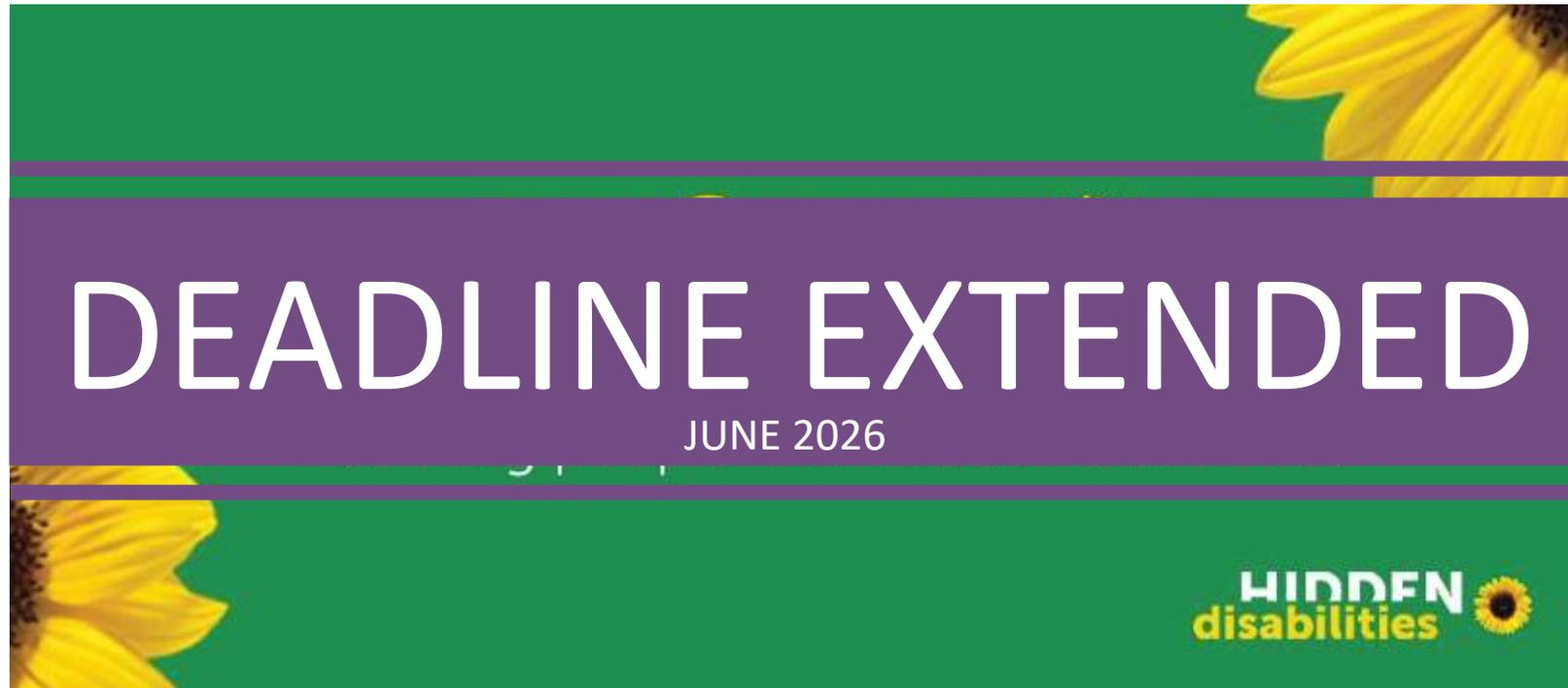
DEADLINE EXTENDED

JUNE 2026

consideration given by RCA, but funding not approved at this time.
NAL to continue to explore options locally – extend until June 2026

Sunflower Scheme

(Hidden Disabilities Sunflower Scheme Limited,2026)



Disability Awareness Training

(BUILD Charity ,2026)



Rebranding

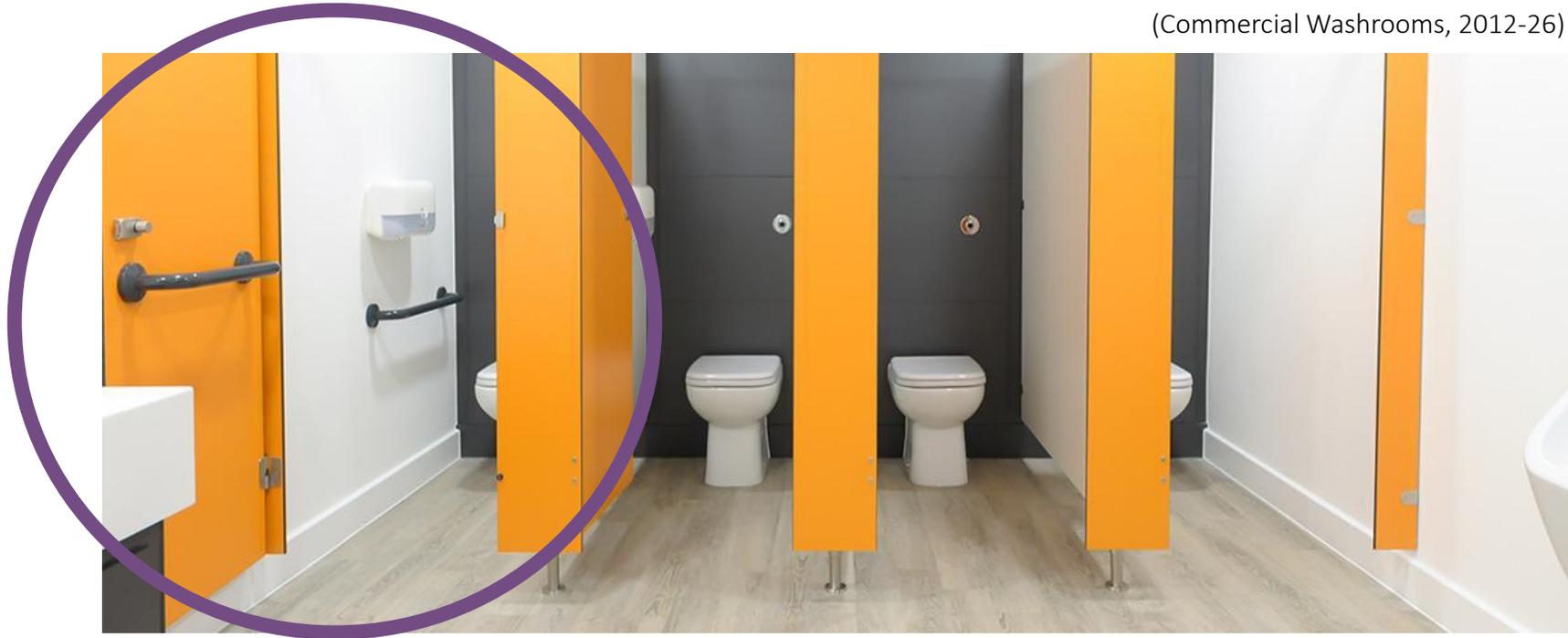


Action Points March 25

ACTION	ACTIONEE(S)	DISCRIPTION	STATUS	DUE DATE
Toilet Handrails	DB/MG	Review possibility of adding handrails to toilets within the airport	COMPLETED	28/02/2026
Age Friendly Employer	DB	NAL have started the journey to become an age friendly employer	ON GOING	31/06/2026
Lived Experience Sessions	NS	Consider opportunities for connections to provide lived experience sessions to AT team Vision Norfolk, Deaf Connexions, Alex (Stepping Stones)	DEADLINE EXTENDED/ ON GOING	31/12/2026

Toilet Handrails

(Commercial Washrooms, 2012-26)



Handrail placed in Landside toilets – more to be added when budget allows.

AGE-FRIENDLY EMPLOYER

(UBDS DIGITAL,2026)

Age-friendly

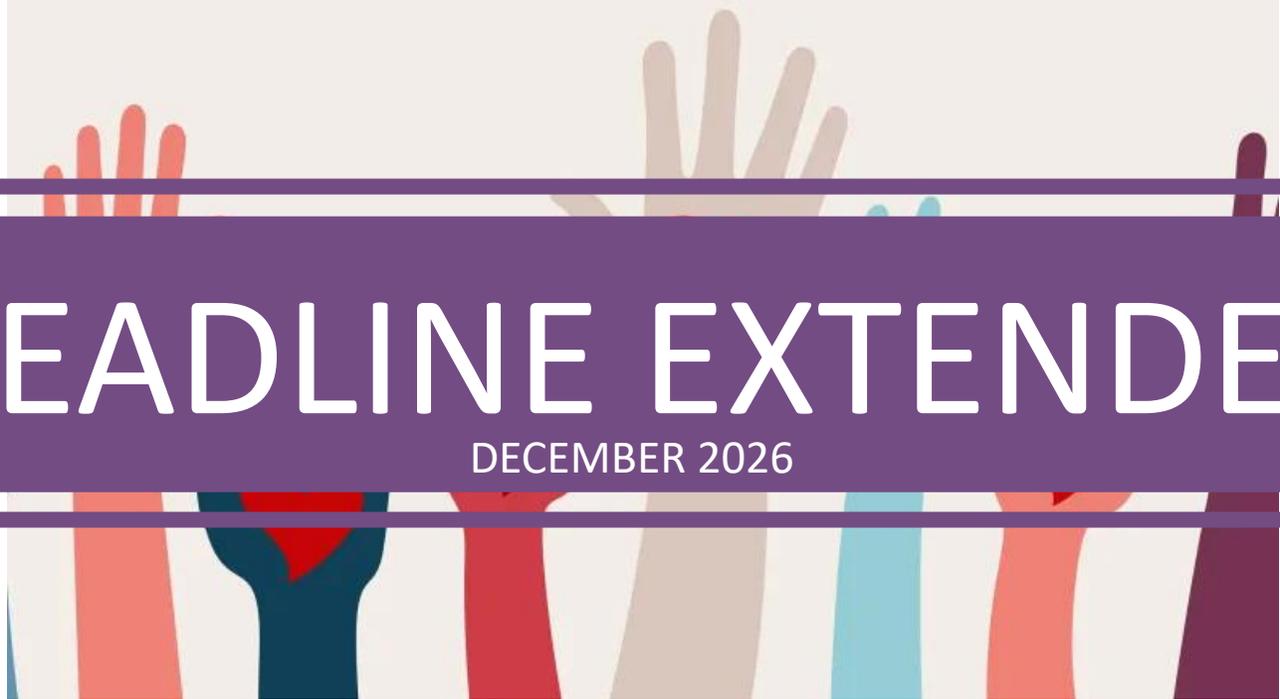
ON GOING

JUNE 2026

Still in first 12-months of journey – some action taken – attended Working with Cancer workshops, NAL has arranged Age Friendly Workshops to be held at the airport in March 2025. Training booked with the Alzheimer Society to train staff as Dementia Friends (April 2025)

Lived Experience Sessions

(Girlings Solicitors, 2026)

An illustration showing several hands of different colors (orange, teal, red, beige, light blue, dark red) raised behind a central purple banner. The banner contains the text 'DEADLINE EXTENDED' in white, uppercase letters.

DEADLINE EXTENDED

DECEMBER 2026

Action Points March 25

ACTION	ACTIONEE(S)	DISCRIPTION	STATUS	DUE DATE
Passenger Surveys	KW	Increase passenger awareness of surveys Amend to new CAA QR Code	COMPLETE	31/01/2026
Video Walk through	JL	Assess capability to produce NAL video walk-throughs of PRM procedures	ON GOING	31/06/2026
Pax assistance on Aviramp	KW/DB	Assess options for WCHC/WCHS vs Ramp & into aircraft	COMPLETE/ ON GOING	28/02/2026
BSL Training –NAL Staff	DB	Assess opportunities to introduce BSL at NAL	DEADLINE EXTENDED	31/06/2026

Surveys

ASSISTED TRAVEL



 NorwichAirport
Part of Regional & City Airports

**Got a minute?
Please leave us a review**



**Thank you for using
Assisted Travel**

ASSISTED TRAVEL



**Got a minute?
leave us a review**

Scan me



Thank you!

 NorwichAirport
Part of Regional & City Airports

Video Walk Through

(Norwich Airport, 2026)



(International Travel
& Health Insurance Journal, 2026)



(Travancore analytics ,unknown)



ON GOING

JUNE 2026

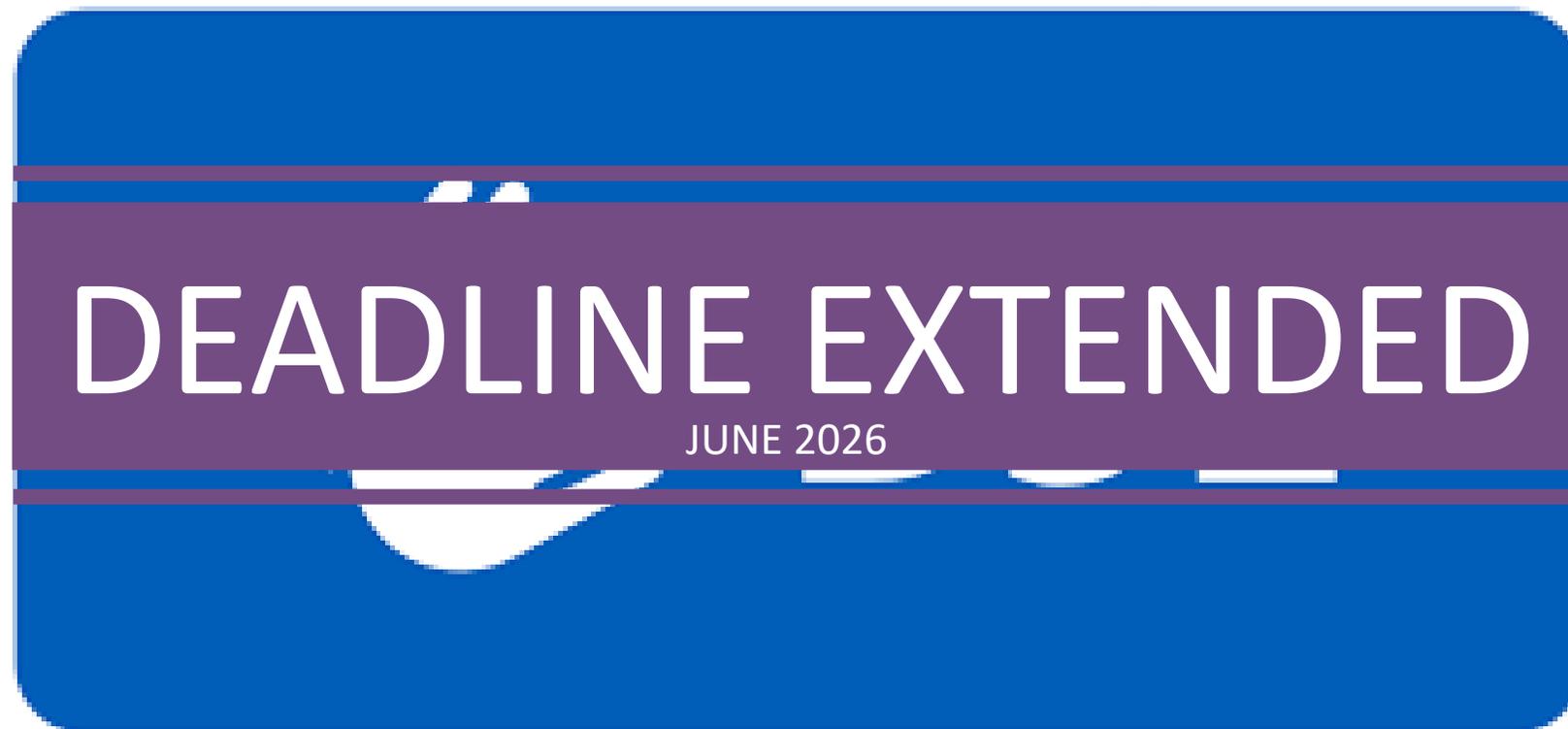
generic shows the basic principles of traveling through the airport.

keeping the graphics and animations simple something targeted at adults and children?

videos showing how travel may look different for a variety of disabilities? The constant being the assisted travel?

BSL Training –NAL Staff

(Boulevard Medical Practice,2026)



Mobby Aisle Chair

(Special Mobility,2026)



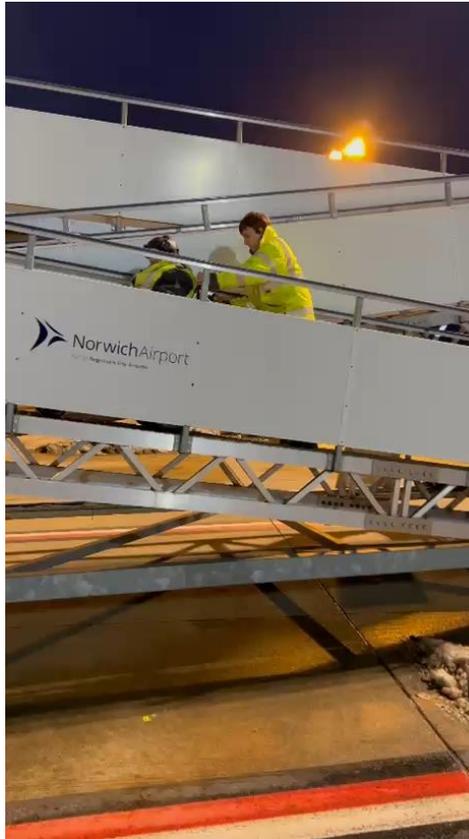
(Special Mobility,2026)



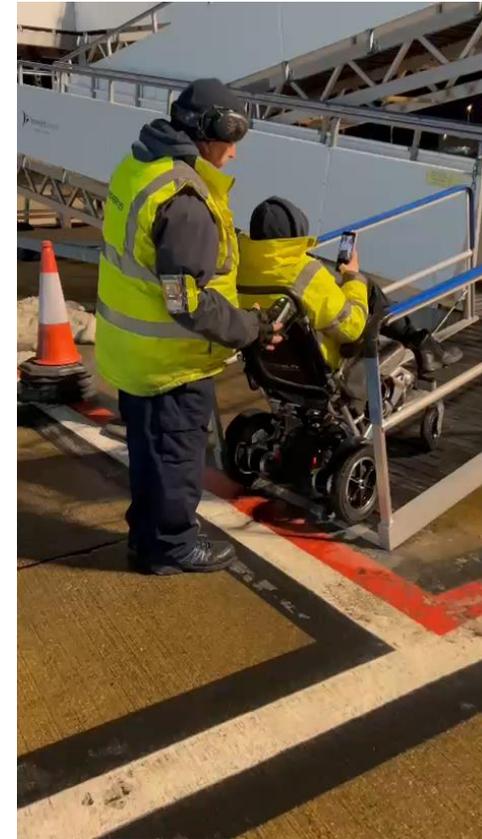
(Special Mobility,2026)



eTech Freedom Pro



(Special Mobility,2026)



Action Points March 25

ACTION	ACTIONEE(S)	DISCRIPTION	STATUS	DUE DATE
ATSO S26	KW/DB	Recruit more ATSOs for S26 - use committee as a starting point for recruitment.	COMPLETE	28/02/2026
Tenant Disability Awareness	KW/MW	Review possibility of adding some disability awareness training for tenant staff Consider recognition scheme? Can we program some training sessions and then invite all of the tenants?	COMPLETE/ ON GOING	28/02/2026
Variable seat risers	DB/MG	Review possibility of adding variable seat risers in toilets within the airport	50% COMPLETE	28/02/2026

ATSO S26



Tenant Disability Awareness



Variable seat risers



50% COMPLETE

JUNE 2026

(Assurance Mobility,2026)

How can we improve?

(Mike Ayres Design,2026)



(Tarkett, 2026)



(Dezeen,2026)



(Pressalit, 2026)



(Boulevard Medical Practice,2026)



(Hidden Disabilities Sunflower Scheme Limited,2026)



(Special Mobility,2026)



(Living Made Easy part of Shaw Trust, 2026)



(Time Out England Limited and affiliated companies owned by Time Out Group Plc, 2026)

Proposed Action Points

- Coloured / textured lines for subtle Assisted Travel wayfinding
- Quiet space / sensory zone
- Create a business case for a changing place facility or look at Disabled toilet improvements
- Additional staff and tenant training (including BSL and visual impairment awareness as offered by Matthew Talbot and Mark Smith)
- Continue rebranding project
- Sunflower Lanyard Scheme relaunch
- Easy Read local options
- Work with CG, JK and BUILD to transition forum leadership
- Research updated video walkthrough concepts
- Review Access Card options

Hot Topics



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