

# Accessibility Forum

## March 2025

# Housekeeping



# Document CAP1228

Guidance on quality standards under  
Regulation EC 1107/2006

The last Accessibility Forum was held 17<sup>th</sup>  
September 2024.

Meetings will be held bi-annually (6-monthly)  
with one meeting pre-summer schedule and  
one pre-winter schedule.

# Meeting Attendees & Introductions

Norwich Airport Management.

Norwich Airport PRM staff.

Norwich Airport operational staff.

Airport concessionaries.

Charities.

Assistance providers.

Industry specialists.

Customers & Members of the public.

Persons with lived experience of disabilities, physical, mental & hidden.

# CONTENTS

Agree Terms of Reference	✈
Setting quality standards	✈
Our Facilities	✈
Performance	✈
Feedback	✈
Performance Monitoring	✈
Training	✈
Chairperson	✈
Points of Action	✈

# Proposed Terms of Reference

## **Norwich Airport Accessibility Forum (NAAF)**

The NAAF shall permit adequate consultation and communication relating to quality standards of accessible travel throughout the airport. The NAAF shall seek to resolve accessibility issues and provide education on changes to related legislation.

## **Frequency**

Meeting will be held on a bi-annual basis (6-monthly) with one meeting pre-summer schedule and one pre-winter schedule.

## **Terms of reference**

- Shall set & review quality standards.
- Shall provide advice on the accessibility of facilities, equipment & services.
- Shall seek feedback from forum members on the accessibility of facilities.
- Shall review and implement training programs.
- Shall conduct practical inspections of airport services.
- Shall seek guidance on improvement from key industry representatives, business partners and customers.

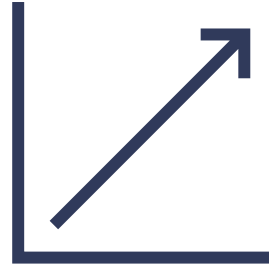
## **Committee Members**

- Norwich Airport Management.
- Norwich Airport PRM staff.
- Norwich Airport operational staff.
- Airport concessionaries.
- Charities.
- Assistance providers.
- Industry specialists.
- Customers & Members of the public.
- Persons with lived experience of disabilities, physical, mental & hidden.



## 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



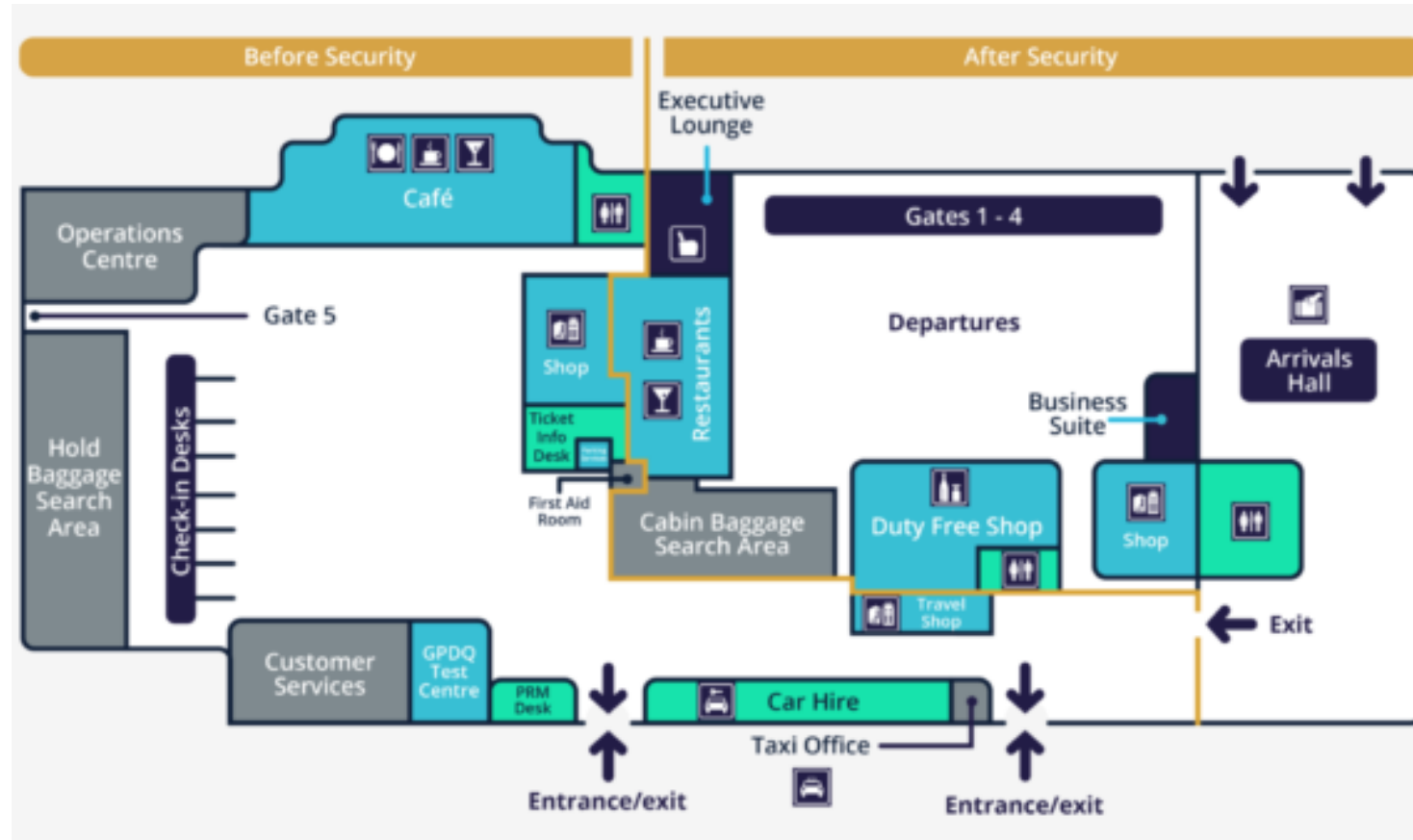
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# The Terminal



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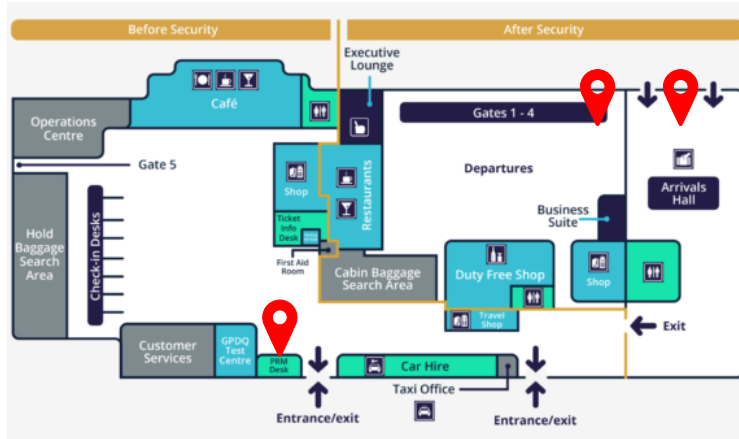
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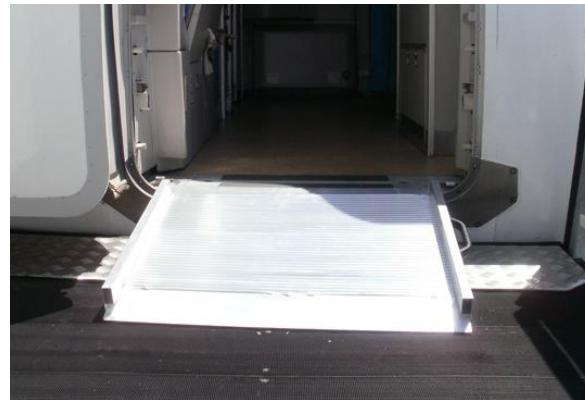
# Waiting Areas



- Short stay car park — Terminal 20m
- Long stay car park — Terminal 110m
- Terminal Door — PRM Assistance Desk 20m
- Terminal Door — Check-in 60m
- Check-in — Security 70m
- Security — Departures 10m
- Boarding Gate — Aircraft up to 150m



# Our Equipment

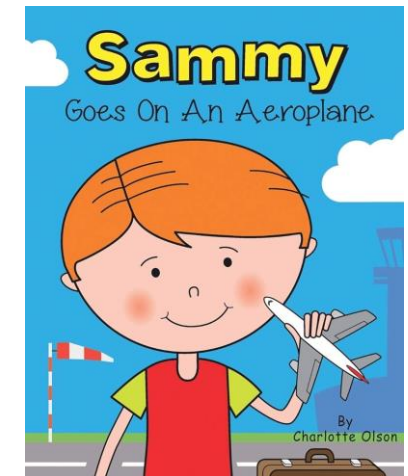
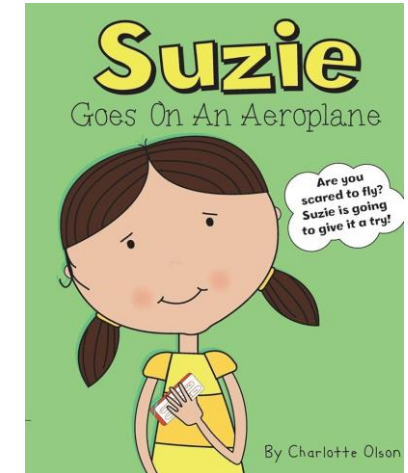


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# Hidden Disabilities



# Airport Accessibility Ranking

In the CAA Airport Accessibility Report 2023/2024,  
Norwich Airport was ranked as 'Needs Improvement'.

“Norwich has received a ‘needs improvement’ rating as it failed to hold any access forum meetings in the reporting year.” CAP3006(07/08/2023)P

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



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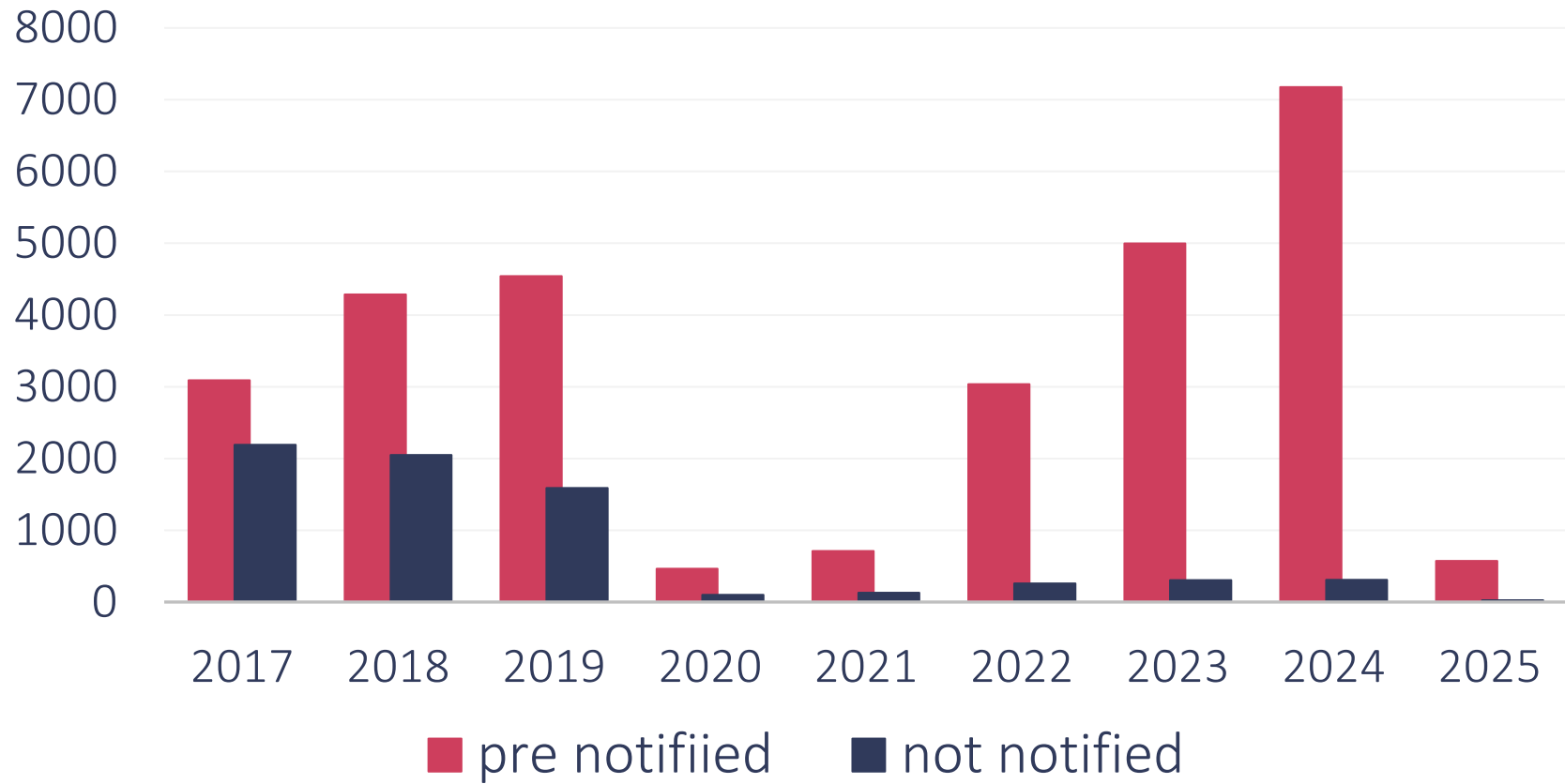
# Summer 2024

	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%

# Winter 2024

	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		Numbers of PRMs		488	140	185	141	126	
	10 mins	80%	95.6%	95.8%	100%	95.3%	100%		5 mins	80%	86.6%	90%	99%	100%	99%	
	20 mins	90%	99%	99%	100%	98.8%	100%		10 mins	90%	90%	95%	100%	100%	100%	
	30 mins	100%	99%	100%	100%	99.7%	100%		20 mins	100%	100%	0	100%	100%	100%	
Non pre- booked	Numbers of PRMs		29	11	7	13	9		Numbers of PRMs		5	0	1	3	1	
	25 mins	80%	100%	100%	100%	100%	99%		25 mins	80%	100%	N/A	100%	100%	100%	
	35 mins	90%	100%	100%	100%	100%	100%		35 mins	90%	100%	N/A	100%	100%	100%	
	45 mins	100%	100%	100%	100%	100%	100%		45 mins	100%	100%	N/A	100%	100%	100%	

# NWI PRM Pax Increase





# Feedback

The Team turned a journey, that my dad was dreading, into an easy and enjoyable experience with their friendliness and extra effort in finding solutions. They are a real credit to the PRM team and set a fabulous example for Norwich Airport.

Always use special assistance at Norwich Airport. Fantastic staff always very polite.

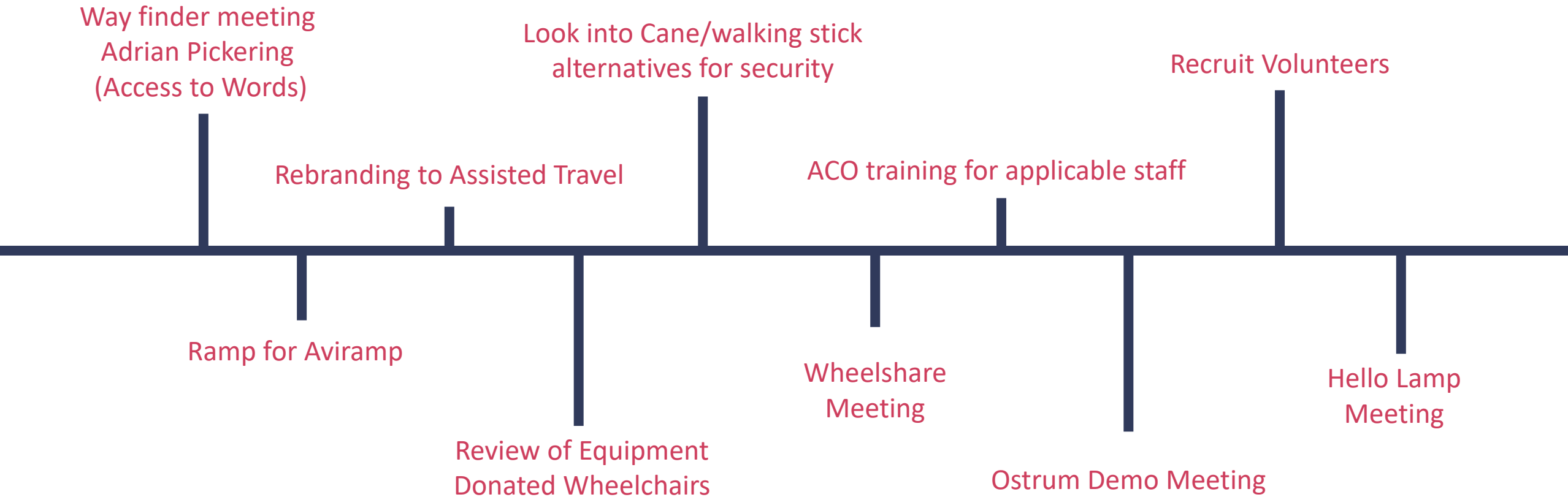
I have to use Special Assistance to be able to fly away on holiday and for a few years now, I must say it's an excellent service for me to travel from Norwich Airport big thank you to the team.

It really is the best service.

Great Service! Thank you for making my holiday so much easier.

I wanted to thank your staff for their assistance, their professionalism and their dedication to doing the job right.

# Our Journey



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# Access



# to Words

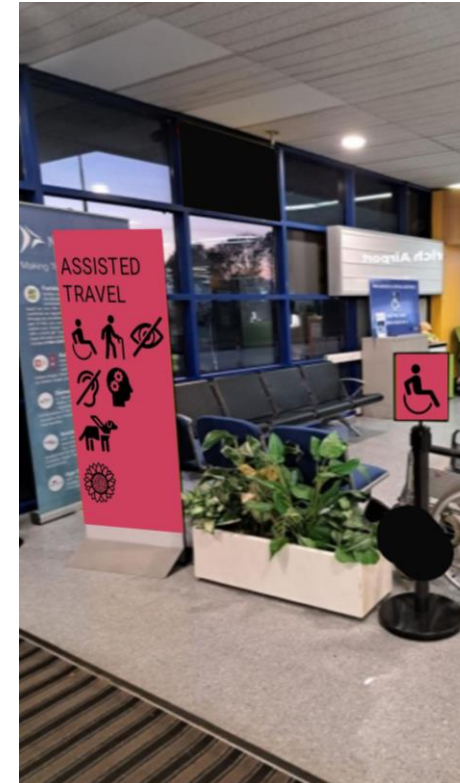


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# Re-branding





## 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.

PRM Staff were recently Trained to be animal control officers, this enables them to correctly process an assistance Dog for travel.

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



How we could improve?


# Video walk through

nairport.co.uk/special-assistance/

- Reduced Mobility Facilities
- Hidden Disabilities
- Traveling with an Ostomy
- Disabled Parking & Transport
- On arrival at Norwich Airport
- Familiarisation Visits
- Medical Device Awareness Card
- Community Engagement
- Video Walkthrough**
- Useful Contacts
- Norwich Airport Accessibility Committee (NAAC)

**agespace**

Norwich Airport has worked in partnership with AgeSpace to produce a short video walkthrough outlining the facilities and assisted travel service provided when travelling through the Airport.



Arriving at Norwich Airport

[www.agespace.org](http://www.agespace.org)

WORLD DUTY FREE

up for our newsletter ds online  
test offers and news updates from Norwich Airport.

Fly from Norwich,  
discover Amsterdam with

FLY WORLDWIDE



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# Researching New Equipment



Special Mobility B.V



Special Mobility B.V



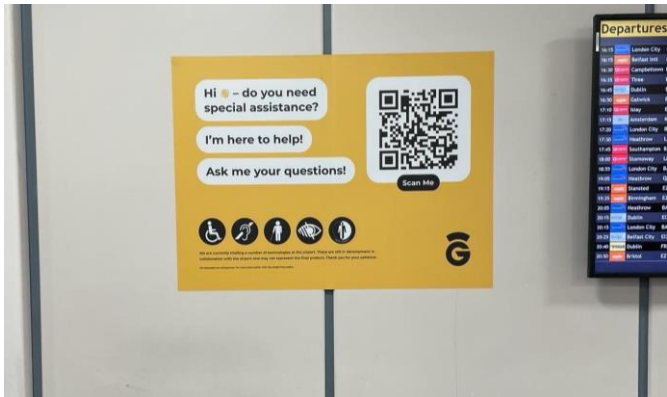
Wheelshare (2023)



Special Mobility B.V



Special Mobility B.V



Hello Lamp Post (2024)

# AccessAble



# AccessAble

Your Accessibility Guide



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# Chairperson



# Proposed action points

- Committee to agree proposed Terms of Reference
- Ongoing – develop Project with Access to Words
- Assess rebranding colour scheme
- Contact AVIRAMP about the cain scanning Concern
- Review Disability awareness training for all Passenger facing staff.
- Look at internal/external talks from people with lived experience of different disabilities.
- Look at re-launching Sunflower Lanyard Scheme (Hidden Disability awareness training for all passenger facing staff)
- Research any books detailing the airport process, that is suitable for adults with learning disabilities.
- Research and Update hidden disability medical supplies, i.e., Ostomy/Stoma
- Assign a co-chair for Accessibility Forum.

# Bibliography

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