



Accessibility Forum 2024



Document CAP1228

Guidance on quality standards under Regulation EC
1107/2006



The last Accessibility Forum was
held 14th December 2022.



May 2022 the provision of PRM Services
was moved from Security to Airside
Services

Meeting Attendees



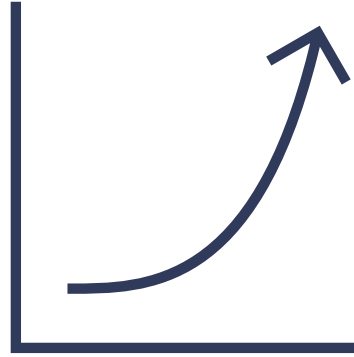
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- ✈ Setting quality standards.
- ✈ Our Facilities.
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ENGAGE

With local charities,
businesses and
customers using
Norwich Airport



IMPROVE

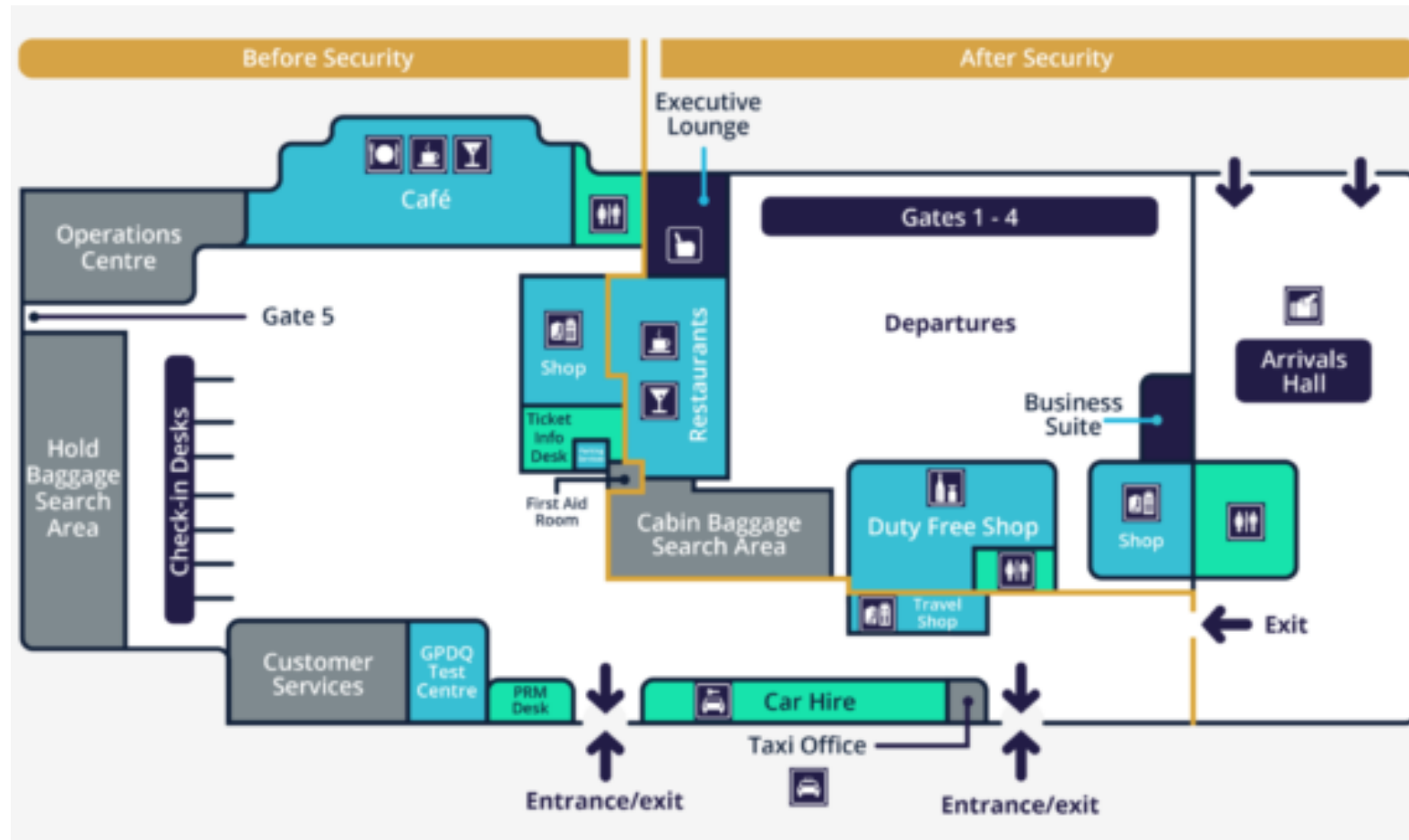
The experience of
the customer and
the available
facilities



COMPLY

With the
regulatory
requirements
enforced by the
CAA

The Terminal



15%

Operational

40 %

Before Security

5%

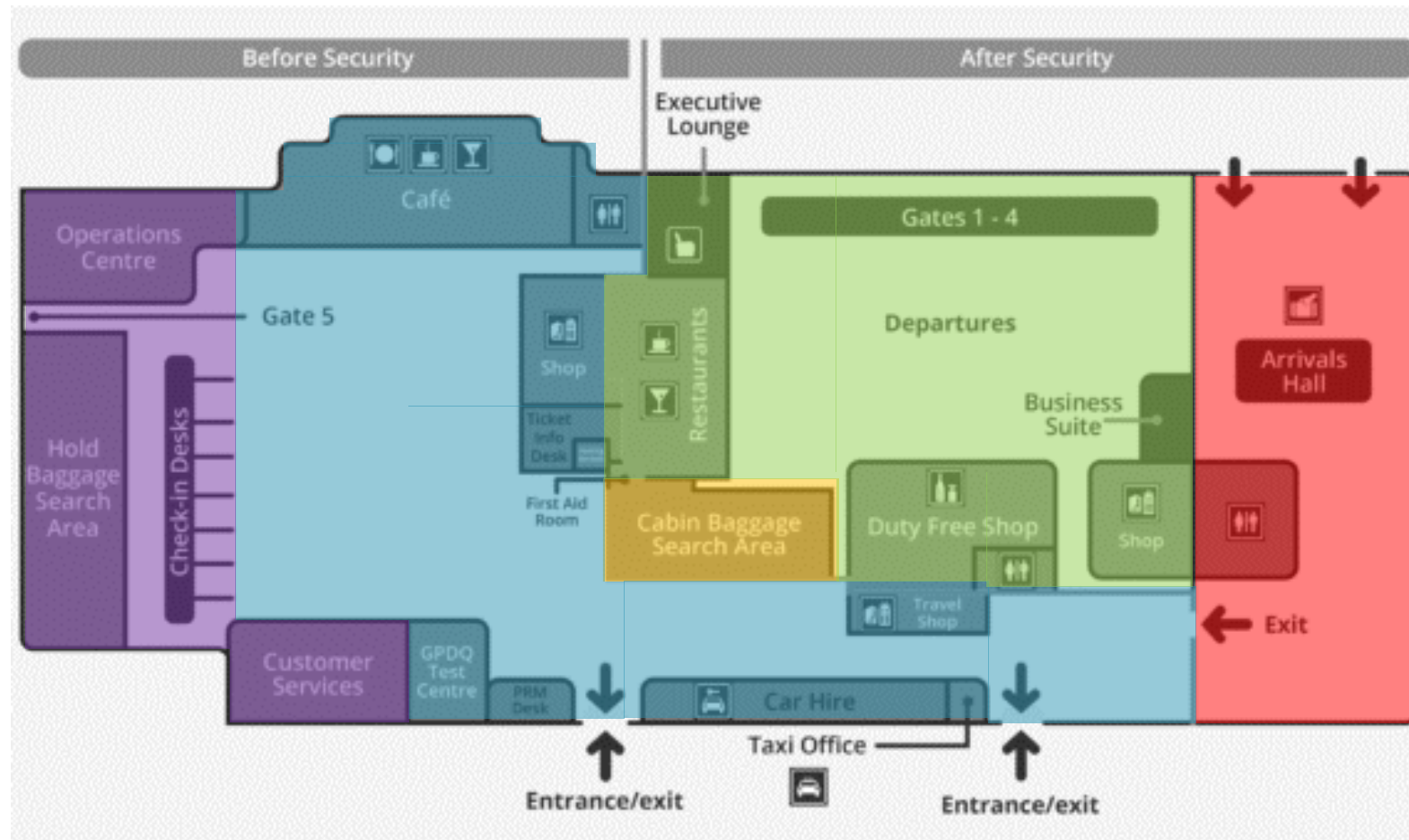
Security

25%

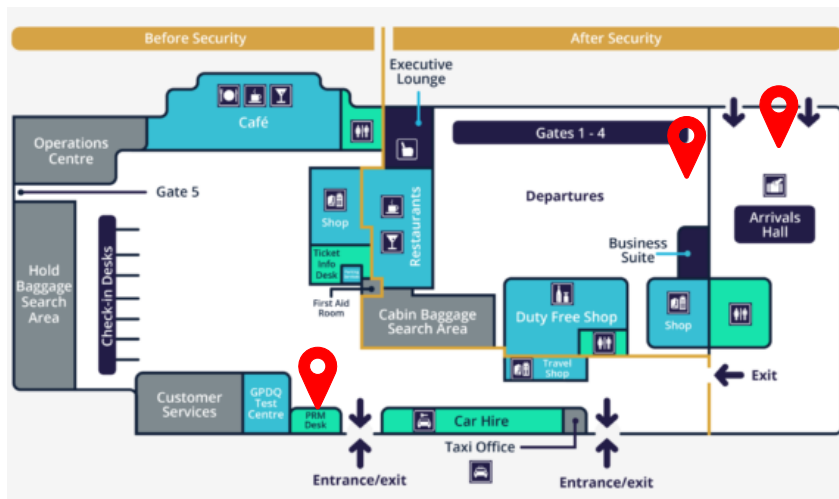
Departures

15%

Arrivals



Special Assistance Waiting Areas

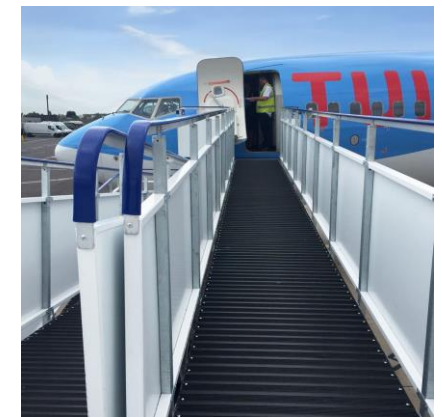
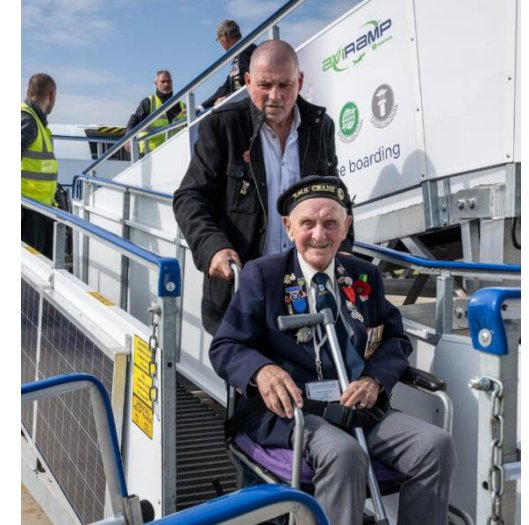


- Short stay car park — Terminal 20m
- Long stay car park — Terminal 110m
- Terminal Door — PRM Assistance Desk 20m
- Terminal Door — Check-in 60m
- Check-in — Security 70m
- Security — Departures 10m
- Boarding Gate — Aircraft up to 150m

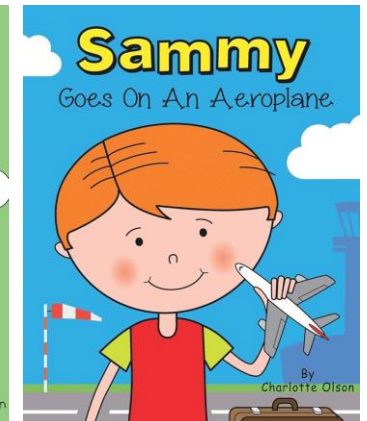
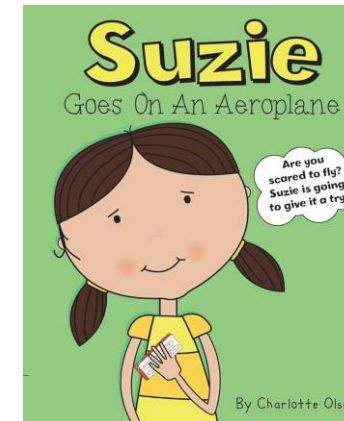
The Equipment



The Aviramp



Hidden Disabilities



Airport Accessibility Ranking

In the CAA Airport Accessibility Report 2022/2023, Norwich Airport was ranked as 'Very Good' CAP2565(20/09/2023).

Airport	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Aberdeen	Green	Green	Green	Green
Belfast City	Green	Green	Green	Green
Belfast International	Green	Green	Green	Green
Birmingham	Red	Red	Green	Green
Bournemouth	Green	Green	Green	Green
Bristol	Red	Yellow	Yellow	Green
Cardiff	Green	Green	Green	Green
City of Derry	Green	Green	Green	Green
Cornwall Newquay	Green	Green	Green	Green
East Midlands	Green	Green	Green	Green
Edinburgh	Green	Green	Green	Green
Exeter	Green	Green	Green	Green
Glasgow	Green	Green	Green	Green
Glasgow Prestwick	Green	Green	Green	Green
Inverness	Green	Green	Green	Green
Leeds Bradford	Red	Yellow	Yellow	Green
Liverpool	Green	Green	Green	Green
London City	Green	Green	Green	Green
London Gatwick	Red	Yellow	Green	Green
London Heathrow	Red	Yellow	Yellow	Yellow
London Luton	Red	Red	Yellow	Green
London Stansted	Red	Yellow	Green	Green
Manchester	Red	Yellow	Green	Green
Newcastle	Light Green	Green	Green	Green
Norwich	Green	Green	Green	Green
Southampton	Green	Light Green	Light Green	Green

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

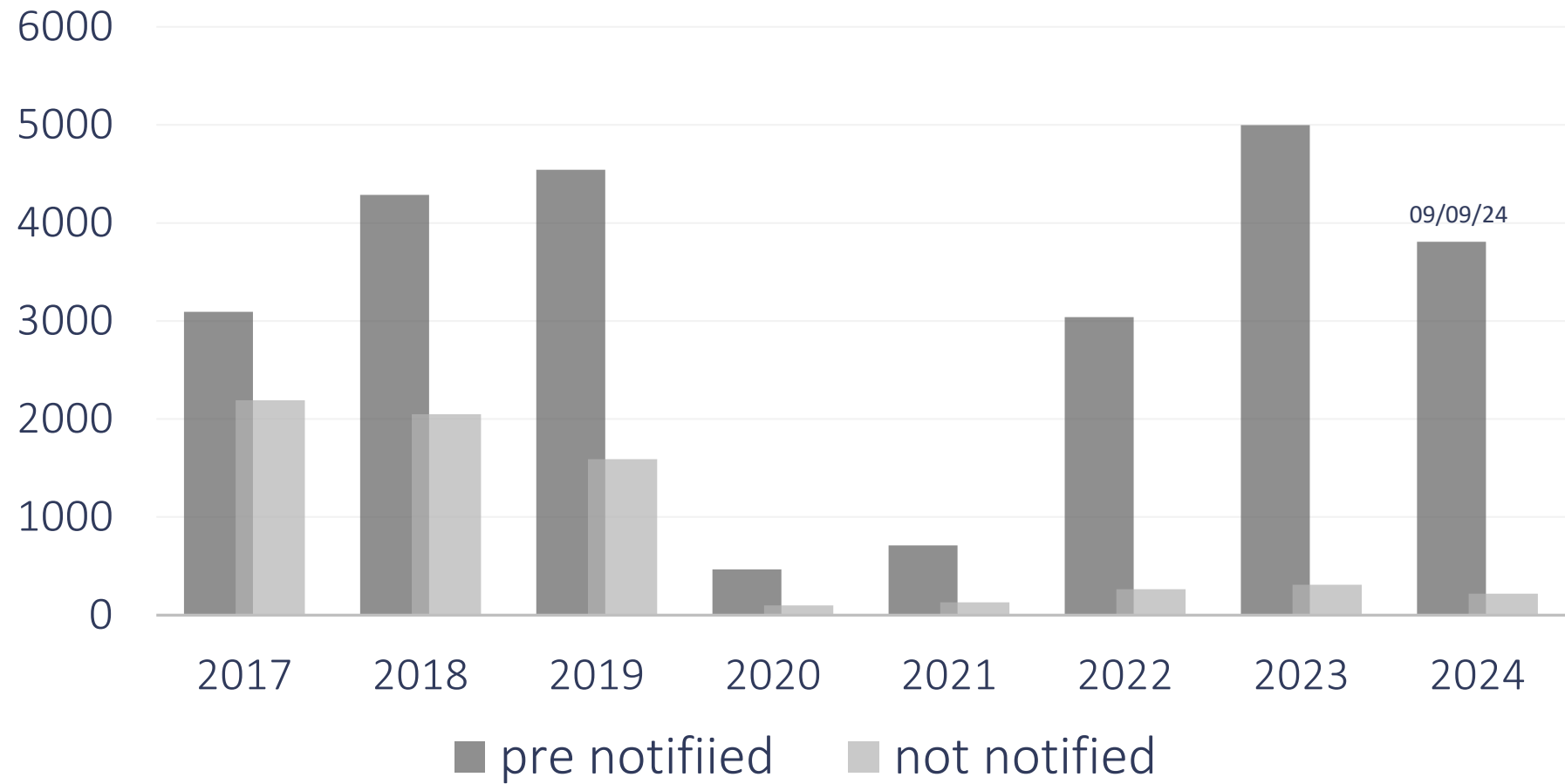
Winter 2023 – 2024

	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		280	108	147	111	57	92	Numbers of PRMs		339	91	140	93	62	101
	10 mins	80%	100%	100%	99%	100%	100%	100%	5 mins	80%	85%	93%	97%	100%	95%	95%
	20 mins	90%	100%	100%	100%	100%	100%	100%	10 mins	90%	100%	100%	100%	100%	100%	100%
	30 mins	100%	100%	100%	100%	100%	100%	100%	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre- booked	Numbers of PRMs		16	20	22	10	12	17	Numbers of PRMs		1	0	6	1	2	4
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	100%	N/A	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	100%	N/A	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100%	N/A	100%	100%	100%	100%

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		Numbers of PRMs		204	355	448	325	244	
	10 mins	80%	99%	100%	100%	98%	100%		5 mins	80%	100%	100%	98%	99%	99%	
	20 mins	90%	100%	100%	100%	99%	100%		10 mins	90%	100%	100%	99%	100%	100%	
	30 mins	100%	100%	100%	100%	99%	100%		20 mins	100%	100%	100%	100%	100%	100%	
Non pre-booked	Numbers of PRMs		7	32	35	41	32		Numbers of PRMs		1	4	4	11	6	
	25 mins	80%	100%	100%	100%	100%	99%		25 mins	80%	100%	100%	100%	100%	99%	
	35 mins	90%	100%	100%	100%	100%	100%		35 mins	90%	100%	100%	100%	100%	100%	
	45 mins	100%	100%	100%	100%	100%	100%		45 mins	100%	100%	100%	100%	100%	100%	

NWI PRM Pax Increase



Customer Feedback

Big thanks to Special Assistance team at Norwich Airport this morning...who were very kind and helpful.

I must comment on the Excellent service from the Norwich staff again from a lovely young lady who helped us all the way from the aircraft to even the Taxi desk 5 star.

We just wanted to say a HUGE thank you to your wonderful staff at the airport who helped us on our recent visit to Amsterdam.

I cannot praise them enough we felt special and the boarding was made really easy due to their help.



The visit around the airport was great and the staff also super kind.

Our Journey

Trained staff
available on every
shift PRM/Apron

 **Home
Instead®**
workshop
Assisting &
understanding people
with Dementia.

Acquiring new
equipment –
wheelchairs available
for increasing
numbers of PRM Pax.

Signs on how to prep
for security placed
around the PRM
Landside desk

R N I B

Workshop
how assist someone who
has a visual impairment

PRM Staff trained to drive
coaches to be able to assist
large numbers of PRMS

Alex started
working at the
airport as a PRM
officer and is a
valued member of
the team

Familiarisation visits
have been conducted
regularly with schools
and for family's



CAA Survey card has been
created for Norwich
airport. (including one for
pax with visual
impairments)

Performance Monitoring

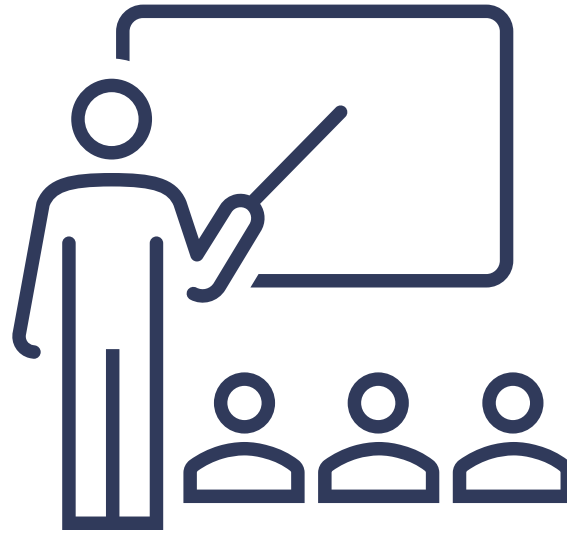
PRM staff are audited each month to ensure that standards are consistent and the data recorded is reliable and accurate.



Training

All dual role PRM & Ground handling staff receive full operational training. From assisting wheelchair passengers to pax with hidden disabilities, and everything in-between.

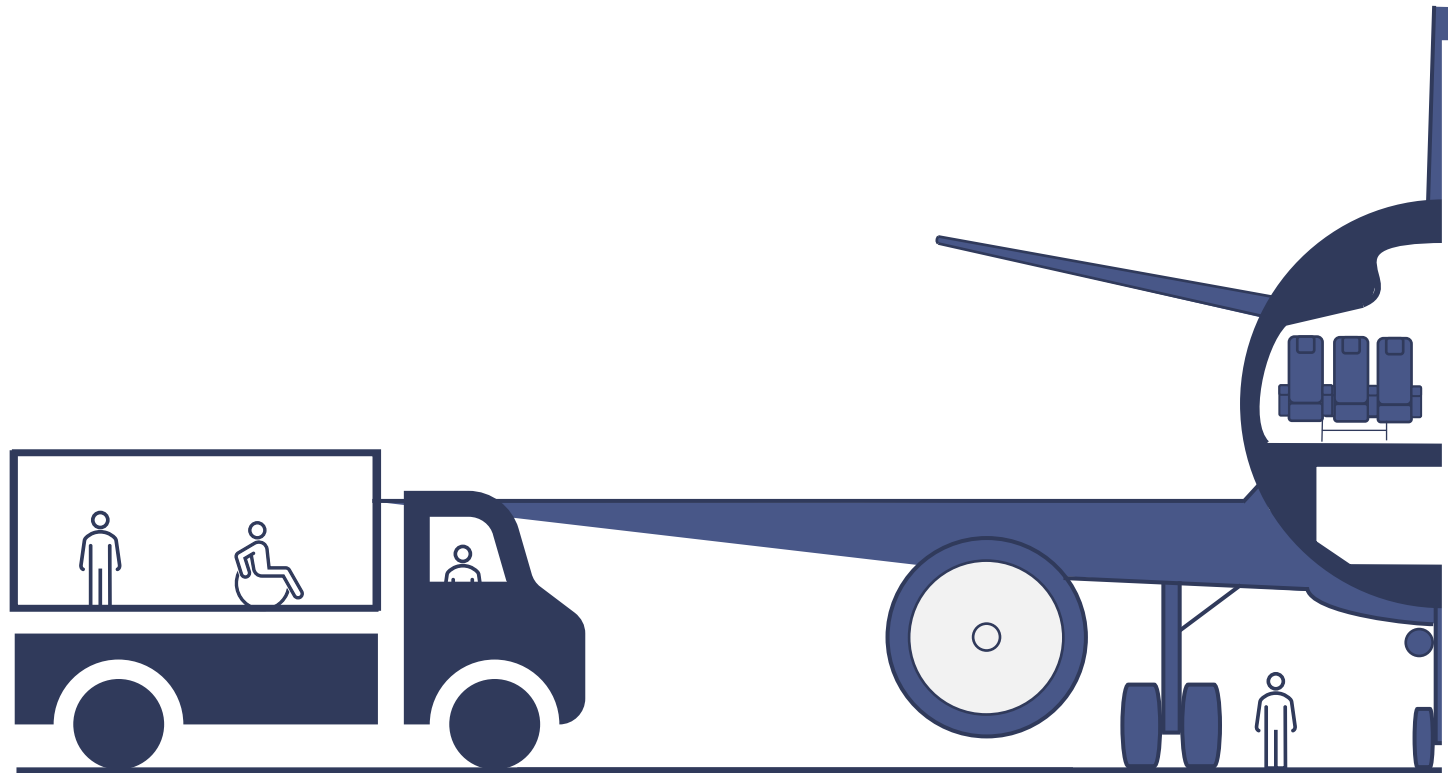
Any Opportunities to enhance our training program through our charity partners and members of the NAAC would be greatly received.





How we could improve?

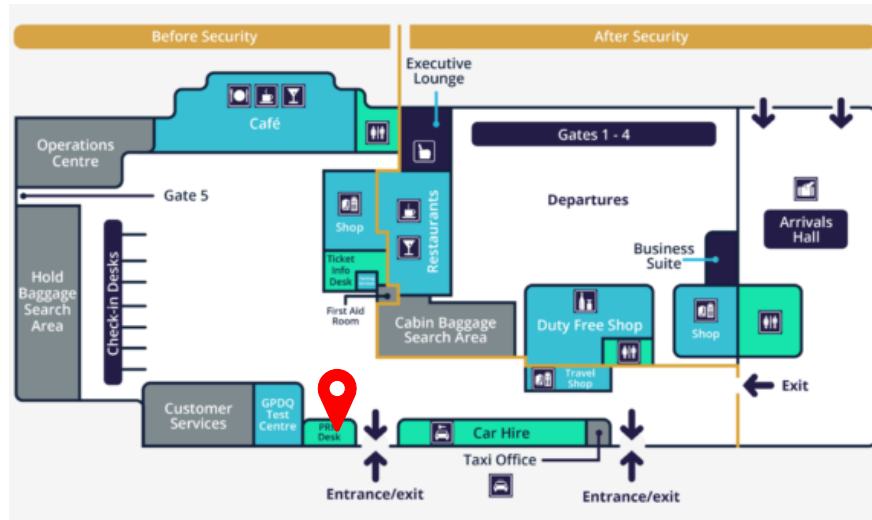
Ambulift





Confidence & Independence

Relocation Proposal



Rebrand

Special assistance to Assisted Travel

Special Assistance







Assisted Travel



“the term ‘Special’ is not greatly favoured within the community these days” – Andy wright (2024)

Proposed action points

-  Assess non-handling PRM facilities, signage, braille, tactile routes hidden disability awareness.
-  Review options for Sign Language training for PRM staff.
-  Build upon design of signage detailing useful information (security processing etc).
-  Resource an Ambulift

Bibliography

CAP2565(20/09/2023)P. 9- Civil Aviation Authority. Available at: <https://www.caa.co.uk/our-work/publications/documents/content/cap2565/> (Accessed: 10 September 2024).

CAP3006(07/08/2024) P. 12 (2.18)- Civil Aviation Authority. Available at: <https://www.caa.co.uk/our-work/publications/documents/content/cap2565/> (Accessed: 10 September 2024).

Wright, A. (2024) Minutes London Luton Airport Accessibility Forum (LLAAF). Available at: <https://www.london-luton.co.uk/> (Accessed: 10 September 2024).

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Points of Action

- Communication goals - meeting with Adrian Pickering (Access to Words)
- Update accessibility video on Norwich airport website. Allow for audio and written subtitles.
- Cains get stuck in Aviramp – look into possible ramp adaptations.
- Order more Sammy and Suzie books and order more sunflower lanyards.
- Tactile route for visually impaired.
- Sign language training for PRM team.
- Acquire an Ambulift.
- Challenge the graphic/title of 'Special Assistance' to become more inclusive, 'Assisted Travel'.
- More signage and writing that are catered for visually impaired (Tactile map of airport).
- Look into Cane types for visually impaired to offer alternative for security (similar process with walking sticks)
- Language line, to assist with language barriers.