

# Accessibility Forum

## September 2025

# Housekeeping

# 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.

The last Accessibility Forum was held 12<sup>th</sup>  
March 2025.











# 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.

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# Document CAP1228

Guidance on quality standards under  
Regulation EC 1107/2006



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## 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

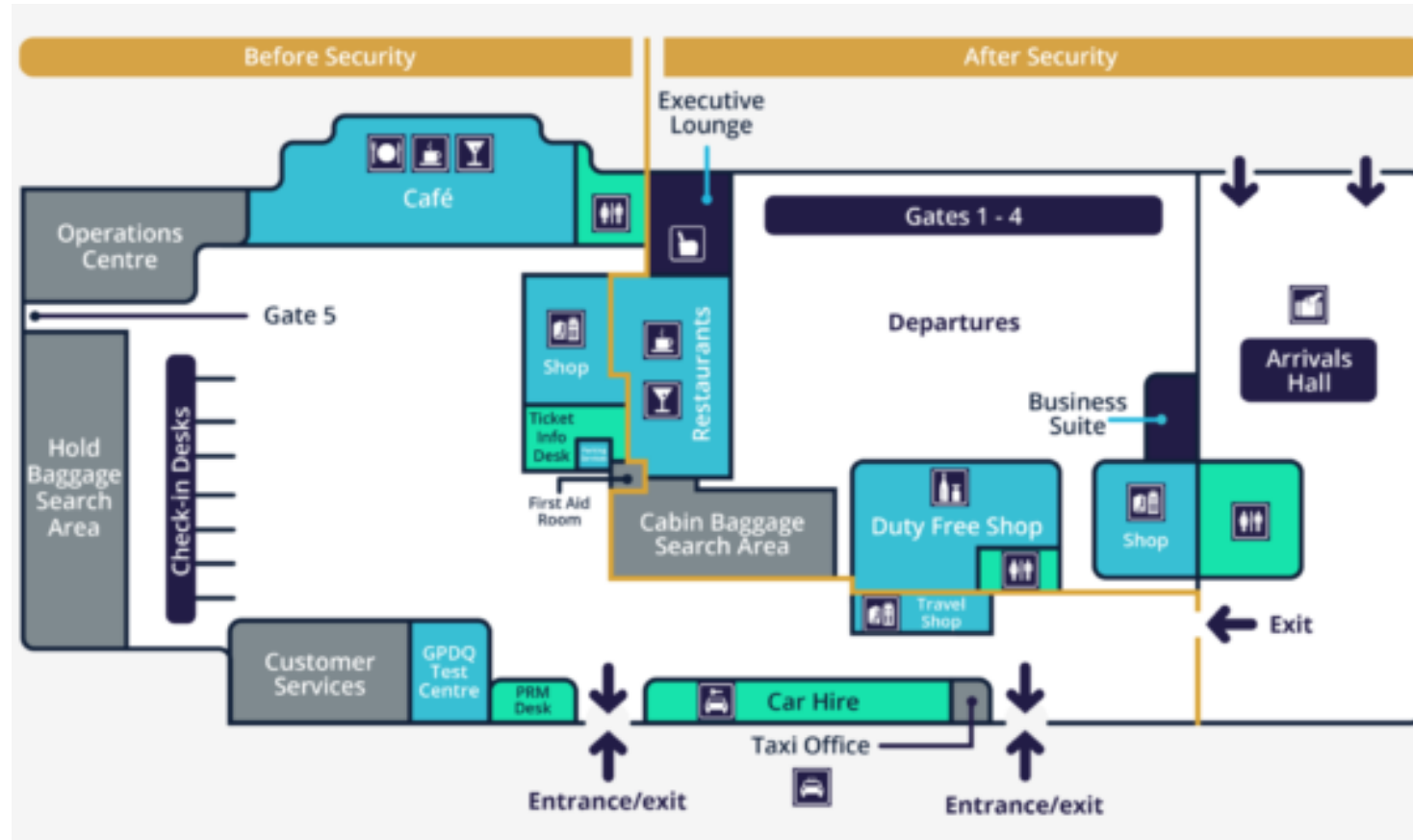


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# The Terminal



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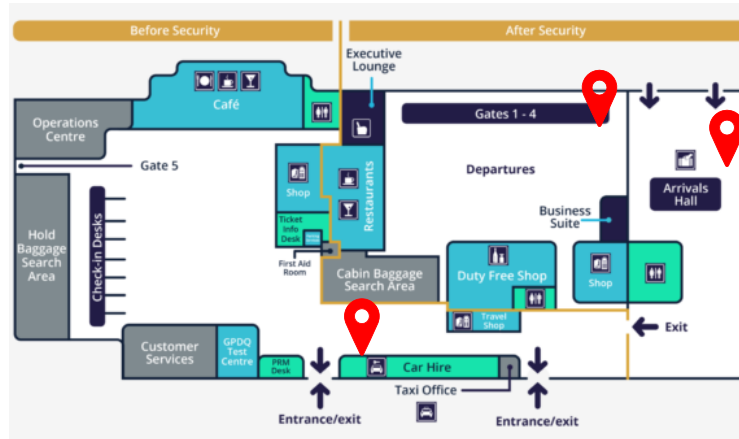
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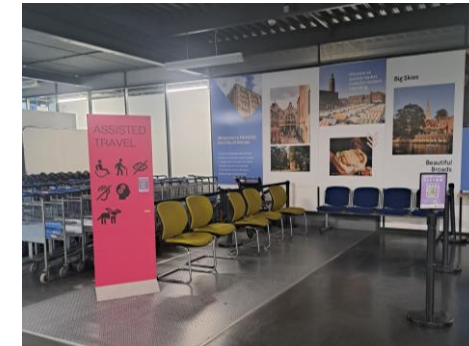
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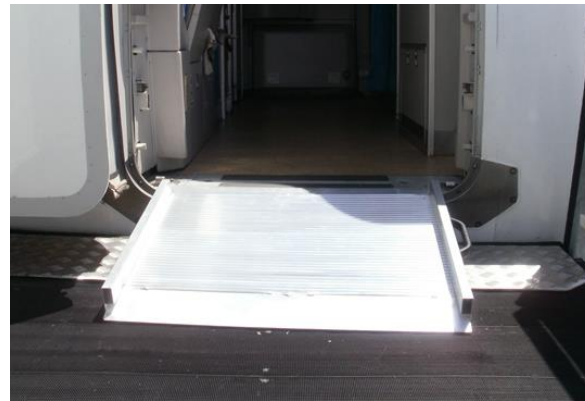
# Waiting Areas



- 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

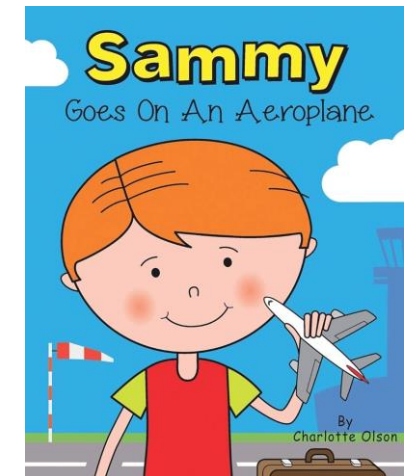
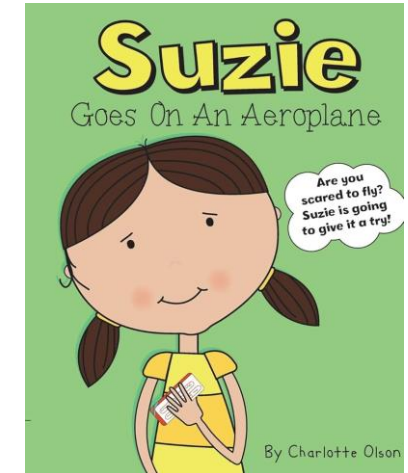


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# Hidden Disabilities



# Airport Accessibility Ranking

In the CAA Airport Accessibility Report 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	



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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%

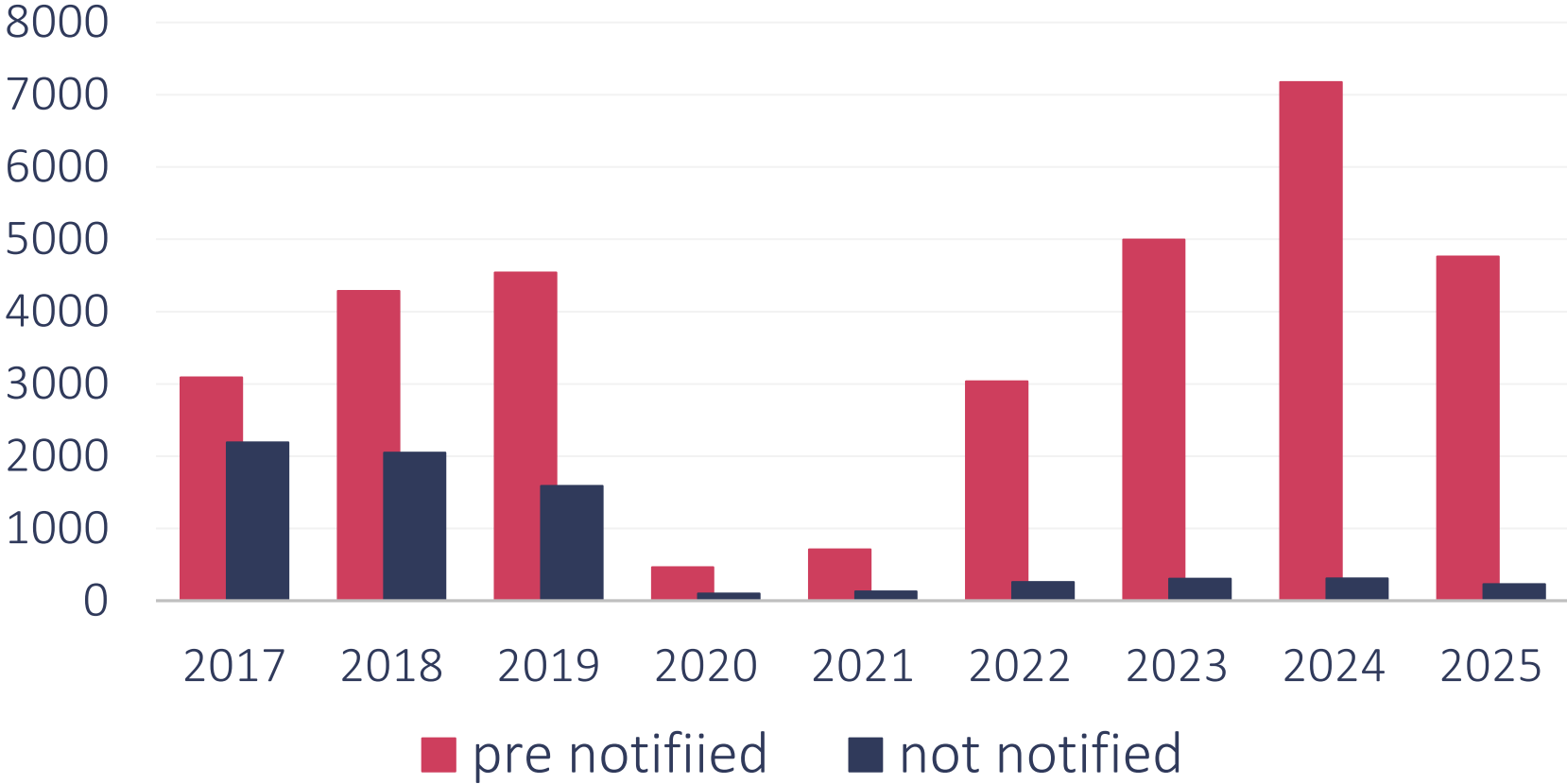
# Winter 2024

	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	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

# 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		Numbers of PRMs		183	432	467	352	294	
	10 mins	80%	94%	98%	99%	98%	98%		5 mins	80%	85%	94%	93%	96%	95%	
	20 mins	90%	96%	99%	99%	98%	98%		10 mins	90%	92%	95%	99%	97%	96%	
	30 mins	100%	100%	99%	99%	99%	98%		20 mins	100%	100%	95%	100%	97%	97%	
Non pre-booked	Numbers of PRMs		17	68	43	34	40		Numbers of PRMs		4	7	12	3	3	
	25 mins	80%	100%	99%	100%	100%	100%		25 mins	80%	80%	100%	100%	100%	100%	
	35 mins	90%	100%	100%	100%	100%	99%		35 mins	90%	100%	100%	100%	100%	100%	
	45 mins	100%	100%	100%	100%	100%	99%		45 mins	100%	100%	100%	100%	100%	100%	

# NWI PRM Pax Increase



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# Passenger Feedback

“Absolutely Fantastic the care and support we received from special assistance at Norwich airport last year. It made our first family trip abroad and experience in the airport smooth and stress free.”

“fabulous service we flew last Wednesday and the team were amazing x Thank you x”

“Your assistance team is second to none. Really went above and beyond on our last two trips”

“I’ve always had the best assistance at Norwich Airport. Can’t fault it ”

“Fantastic support my husband received most recently at Norwich Airport! Thank you”

“They are amazing for us, we had a familiarisation tour in advance and they were just lovely start to finish”

# Our Journey





# Access



# to Words



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# Re-branding



# VOLUNTEERS





## Performance Monitoring

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

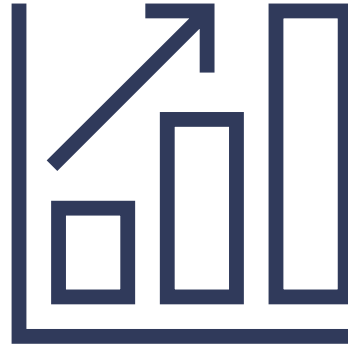
# Training



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

PRM Staff recently received Training by The Build Charity on how to approach passengers and how to improve all passengers' experience.

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



How we could improve?

# Chairperson



# Proposed action points

## Meeting Structure and Governance

Structure meetings with the chairperson actively holding members accountable.

## Forum Leadership

Assign a chair and co-chair for the Forum.

## Training Initiatives

Provide BSL (British Sign Language) training.

## Research and Development

Explore and research more adult-friendly books that simplify airport travel.

Continue research on MOBBY equipment as a potential aid.

Conduct research into medical supplies for hidden disabilities.

## Ongoing Projects

Complete the rebranding project.

## Accessibility Improvements

Install or improve toilet rails and variable seat risers in accessible washrooms.

# 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).