



LBA named ‘good’ for disability assistance in CAA report of UK airports

The UK Civil Aviation Authority (CAA) has today published a report that assesses the top 30 UK airports on the quality of assistance they provide to passengers with a disability.

The Airport Accessibility Report names LBA as ‘good’ in this critical area. It also shows that the number of people with a disability requesting extra help when travelling by air continues to grow significantly.

The CAA’s framework, the first of its kind in Europe, was introduced to ensure there is a consistent and high quality service for disabled passengers across UK airports. The CAA assesses airports against a number of measures to establish how well they are performing for disabled passengers.

LBA’s rating has risen since last year’s report, when the CAA classified the airport as ‘taking steps.’ This is due to an LBA campaign which has seen the airport work closely with a range of support organisations across Yorkshire to ensure the airport is as accessible as possible.

Since 2016, team members at LBA have worked closely with several organisations and the people they support to hear their views of passenger assistance requirements and to lead behind the scenes tours. This has given organisations and their members the chance to experience first-hand the assistance they would receive when travelling through LBA; as well as give them the opportunity to pass on their feedback as to what improvements could be made.

In addition, the airport has delivered training to operational team members about how best to support people with disabilities and ‘hidden’ disabilities, such as autism, travelling through the airport.

Organisations working closely with LBA include Guide Dogs for the Blind Association, Leeds Autism Services, William Merritt Centre, Little Hiccups, Aspire and AVSED.

Helen Pearce, Head of Passenger Services at LBA, said:

“This is an area of the business that is incredibly important to us and it’s fantastic to have been rated as ‘good.’ We are continually working with a range of groups to ensure that we offer a service that means all passengers have a great experience when departing and arriving through LBA.”



PRESS RELEASE

Issued: Friday 11th August 2017

Richard Moriarty, CAA Director of Consumers and Markets at the CAA, said:

“UK aviation should be proud that it continues to serve a rapid increase in the number of passengers with a disability. Our surveys, along with the airports’ own studies, have shown high levels of satisfaction among disabled passengers and we have seen some examples of excellent service where assistance is well organised and delays are minimal.”

A range of information tools LBA’s passenger assistance are available at www.leedsbradfordairport.co.uk/at-the-airport/special-assistance for passengers who may require further information ahead of travelling, including:

- Autism awareness guide.
- Assistance dog information.
- Details on the Changing Places room in the departure lounge.
- Information on all the work undertaken so far.

- ENDS -

Notes to Editors

The CAA assessed the UK’s 30 busiest airports between April 2016 and March 2017. This is the second annual ‘Airport Accessibility Report’.

The CAA framework used to measure airport performance includes the following elements. In order to receive a ‘very good’ or ‘good’ rating airports must reach certain standards in each of the following areas. A ‘poor’ rating will be applied to any airport failing in any one, or more, areas.

- How long passengers have to wait for assistance (both departure and arrival)
- The levels of passenger satisfaction with the assistance provided, gathered from CAA passenger surveys and airports’ own surveys
- How much consultation airports had with disability organisations regarding assistance services, what consultation methods were used, if issues were addressed and what, if any, action was taken

For further information please contact:

Kayley Worsley, PR & Public Affairs Manager – Leeds Bradford Airport

Email: kayley.worsley@lba.co.uk Tel: 0113 391 3309 Mob: 07710 075279