Civil Aviation Authority

Supporting people with hidden disabilities at UK airports

Contents

Executive Summary

In November 2016 the CAA published guidance for airports under Regulation EC1107/2006 on providing assistance to people with hidden disabilities (CAP1411[1]). When we published CAP1411 we anticipated that many airports would need to make changes to their assistance services to ensure that they could provide a consistent and high quality assistance service to all disabled people, including people with hidden disabilities, in line with the guidance. We gave airports up to one year to make the necessary changes and enhancements to their assistance services. We are now reporting on the progress that airports have made over the past year and their plans for the future.

In general, we are very pleased with the progress made, with airports describing to us how they have implemented new assistance services in key areas and developed existing services further with a focus on the needs of people with hidden disabilities.

Airports' contracted service providers, in particular OCS, have often helped airports to drive through these improvements. Leading organisations representing the interests of people with hidden disabilities have told us that already high numbers of passengers are benefiting from new and enhanced assistance services directed specifically at people with hidden disabilities.

Airports have told us that they have enhanced disability awareness training for customer agents and security staff, so that the training focusses on assisting people with both visible and non-visible disabilities. They have also added extra information on the assistance available to their websites and ensured that this is accessible; for example, many airports have produced videos demonstrating the assistance available.

More high profile has been the near universal introduction of optional lanyards or wristbands (or similar discrete identifiers), which are available to be worn by people who may not need one-to-one assistance for the whole passenger journey, but who would like to be able to more easily identify themselves to staff so that they can get extra help at the more stressful touchpoints of the passenger journey, such as security search.

We have also been encouraged by airports' efforts to seek feedback through regular contact with individuals and disability organisations who have experience and knowledge of hidden disabilities. Because the range of needs can be diverse, our view is that regular and effective consultation is key to making sure the services introduced and enhanced are making a real difference to users. Indeed, the CAA has itself

---

1   https://publicapps.caa.co.uk/docs/33/CAP1411DEC16.pdf

greatly benefited from its own engagement with disability organisations. Since we published our guidance in November 2016, the CAA has continued to work with the key organisations that helped shape our guidance.

Organisations such as the National Autistic Society, Alzheimer's Society, Action for Hearing Loss and the Mental Health Working Group have provided us with crucial feedback on how airports have been involving them in developing assistance services over the year. Of particular importance to us has been the Prime Minister's Dementia Air Transport Group, chaired by Ian Sherriff, which has provided us with feedback on the first hand experiences of people using the assistance services at a number of airports. We are also pleased to note that Plymouth University has commenced a number of research projects into the impact of dementia on people's experiences of air travel and we will follow the outcomes of this research with interest.

Airports have told us that they have enhanced disability awareness training for customer agents and security staff, so that the training focusses on assisting people with both visible and non-visible disabilities.

However, there is still work to be done, both for the CAA and for airports, and it is important that we do not become complacent. As described in this report, some airports have not done enough as yet to improve their assistance services; for these airports, we will be requiring them to do more and we will be seeking further information about future work that is planned and we will ensure that this is carried out. For example, we would like airports to create more quiet routes and quiet rooms where people can avoid the noise and disturbances often found in busy terminal buildings.

We also want airports to broaden their focus in terms of the types of hidden disabilities that their assistance services cater for. We have noted that much of the focus from airports has been on improving assistance for people with autism and dementia. In the latter part of last year, we have seen some signs of airports broadening out their reach by speaking to organisations that support ostomates (Stomawise and Colostomy UK) and those with vision impairment, amongst many others. We look to airports to continue to broaden their networks.

In this report we assess the progress made by airports in general, as well as individually, against the key requirements and recommendations in our guidance. In addition, we identify those airports that have delivered the greatest improvements in their assistance service and those that are providing examples of best practice. However, we also identify those airports that we consider have more work to do to meet fully the key requirements and recommendations of our guidance. In summary, these key requirements and recommendations are: to improve assistance during the security process; to enhance training of staff in disability awareness in relation to hidden disabilities; to improve the information available to passengers; to improve signage, wayfinding and the routes available through an airport; to demonstrate effective consultation with individuals or organisations that support people with hidden disabilities; to ensure that better quality information about the needs of individuals is available to airport staff; and to receive accreditation for enhanced assistance services.

Introduction

In 2015, CAA passenger research[2] suggested that many people with hidden disabilities lacked the confidence to travel (our research found that around 19% of people had a disability which makes air travel difficult and of these, 40% was non-physical). A significant proportion of the population are affected by such disabilities and conditions. According to the relevant charities, in the UK 700,000 people live with autism, 1 million have learning disabilities, 850,000 have dementia and 11 million people have some sort of hearing loss. In addition, many more friends and families of people with hidden disabilities are also affected (for autism, this is an estimated 2.8 million people). Hidden disabilities include, but are not limited to, dementia, autism, learning disabilities, anxiety issues, mental health impairments and hearing loss. We do not seek to define what a hidden disability is, but there are resources available which give more information; for example, a guidance note titled 'Understanding and meeting the needs of travellers with hidden disabilities' has been produced by the Chartered Institute of Transport and Logistics[3].

By adopting the recommendations we put forward in our guidance, airports will be able to actively encourage air travel from passengers who we believe have too often in the past been reluctant to travel by air.

CAP1411 is focussed on providing practical benefit to passengers. It is designed to provide guidance to airports on how they can enhance existing services to better take account of, and meet, the diverse needs of people with hidden disabilities and, through this, provide a high standard of assistance to passengers. Our view is that implementation of the measures set out in the guidance should enable airports to demonstrate compliance with the applicable requirements of Regulation EC1107/2006. In addition, by adopting the recommendations we put forward in our guidance, airports will be able to actively encourage air travel from passengers who we believe have too often in the past been reluctant to travel by air.

---

2 CAP1303 Consumer research for the aviation sector – final report https://publicapps.caa.co.uk/docs/33/CAP1303ConsumerresearchfortheUKaviationsectorfinalreport.pdf
3 https://www.ciltuk.org.uk/Portals/0/Images/Policy/2017/CILThiddendisabilities.pdf?timestamp=1507020904831

We asked twenty-nine UK airports (the largest based on passenger numbers) to provide us with detailed information on the enhancements that they have made to their assistance service since we published our guidance in November 2016. We have received responses from all airports about the progress made against the key requirements and recommendations. This report summarises this information and provides further recommendations for future action for airports. In the Appendix we have set out a table listing the assistance services available at the twenty-nine airports covered by this report. The information provided to us will be subject to verification, as with all assistance services provided by UK airports, during our regular on-site accessibility audits. In addition to visiting airports to view the services and facilities in place, we will be asking airports to provide us with training records and other documentary evidence.

Training

The vast majority of airports have enhanced disability awareness training packages for key customer facing staff including those at security search areas as well as those who provide direct assistance to disabled people. We are pleased to note that all airports have to some extent incorporated a 'hidden disability awareness' module as standard in their disability training packages, both in terms of awareness of the disabilities themselves and also training in providing practical support to people with hidden disabilities for those staff that provide direct assistance to disabled people.

A number of airports have used disability organisations to provide direct training to staff. Glasgow has used the 'Autism Reality Experience'[4] which delivers "hands-on training and taster sessions to help people better understand how acute sensitivities to light, sound and other things in the everyday environment can negatively impact individuals on the autism spectrum".

Across many airports, high numbers of staff have signed up to be 'Dementia friends'[5], with some also becoming 'Dementia champions'. Liverpool has advised of how it has benefited from forging close links with Stomawise, a leading charity for people who have had ostomy surgery, who have carried out training of security officers at the airport, as well at other airports. Liverpool and Luton staff have had mental health first aid training and Birmingham's security and customer service staff receive hidden disability training from Autism West Midlands. Other airports have signed up organisations to accredit their in-house training packages. Heathrow has used Disability Rights UK to do this and London City has worked with the Business Disability Forum.

The vast majority of airports, and also their contracted service providers, have told us that they carry out the majority of their training in-house. Although this is acceptable in principle, a number of airports have failed to provide us with evidence that they have involved disability organisations in designing this training. We strongly recommend that airports make efforts to involve disability organisations in designing and carrying out disability awareness training, for both visible and invisible disabilities. The European Civil Aviation Conference (ECAC) Document 30 (which we refer to in CAP1411) states that "Organisations representing different groups of people with disabilities should be consulted in the development of training programmes, policies and procedures".

---

4   http://www.autism.org.uk/get-involved/media-centre/news/2017-02-06-autism-reality-experience.aspx
5   https://www.dementiafriends.org.uk/

For smaller airports, ECAC recognises that they may prefer to have their own trainers and may wish to train these to become in-house instructors. Our view is that these trainers should successfully complete a 'Train the Trainer' course that is delivered by an instructor from a disability organisation and that their training packages are devised in co-operation with such organisations. Further, the airports that have engaged most closely with disability organisations in their staff training have told of us of the additional benefits their staff have gained from direct contact with charities, who often use practical and innovative methods for training staff, bringing an extra dimension to the training that might not be found through in-house classroom based training.

We will be verifying the information provided to us by airports on training through our regular accessibility audits of UK airports. When we audit airports' training packages in the future we will expect airports to follow the guidance in ECAC Document 30. We will be looking in particular for specific evidence of a wide ranging syllabus that includes reference to both visible and non-visible disabilities; direct involvement with disability organisations in the design of training packages; and either involvement with disability organisations in carrying out training of staff, or at least the training of 'train the trainers'. Currently, we consider many airports have more to do to demonstrate that they have fully embedded modules on hidden disabilities into their training packages and therefore that they meet the recommendations of ECAC Document 30.

Security searches

A key focus of CAP1411 was on improving the assistance given to people with hidden disabilities during security search, particularly those with autism, dementia, mental health issues and hearing loss. The requirements set out in CAP1411 not only included extending disability awareness training of security staff to include hidden disabilities, but also included other practical requirements, such as providing better information to passengers on what to expect in the security search process, aimed specifically at people with hidden disabilities and their friends and family, in order to help assuage concerns before travel and increase the confidence of the individual. On a more practical level, we strongly recommended that airports introduce a method to identify people who may need extra help when they reach the security channels and, at busy airports, for these people to be allowed to use security channels where there may be less people or where they will not feel pressured or rushed.

We are pleased to note that all airports have introduced schemes that allow people to wear an optional lanyard or wristband (or other discrete identifiers) to identify that they might need extra help at the security search area (or elsewhere in the airport). This can also allow a passenger to use an alternative security channel or move to a quieter channel. A list of the available options at different airports is in the Appendix. Feedback from disability organisations and from individuals has led us to conclude that these schemes have provided much comfort to the people who use them.

They have also been popular with security staff, whose security tasks are made easier by being able to recognise that a person may need some extra help. Gatwick and Manchester deserve special mention for being the first airports to introduce an optional means of identification through the security search – Manchester with its autism wristband introduced in 2014 and Gatwick, in co-operation with OCS and the Alzheimer's Society, with its 'sunflower' lanyard in 2015. Other airports have since adopted the sunflower symbol and this is the closest there is to a universal design. Newcastle Airport has extended this principle and, in co-operation with local groups, has produced a 'passport' which can be printed off at home or at the airport and shown at each touch point through the airport, for example at security search. Newcastle has advised us that this was conceived during meetings with disability groups and was found to be less intrusive and more informative for the passengers using them.
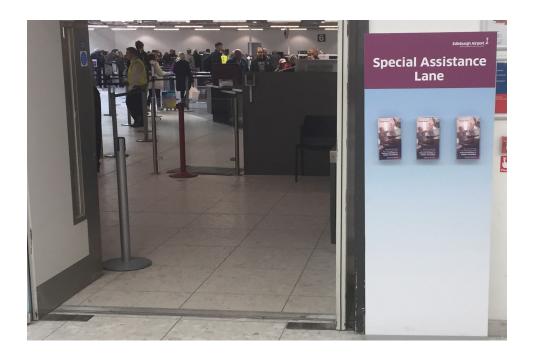
We note that many airports have 'family or assistance lanes' which they allow passengers with hidden disabilities the option to use. These generally provide a less stressful and rushed experience than the general security search lanes. We consider that a separate family or special assistance lane is best practice and we would like all large airports to have one, where it is feasible[6].

Other airports allow passengers with hidden disabilities to use the existing 'fast track' lanes for disabled passengers, which they believe to be quieter and less stressful than the general security search lanes. However, we have noted that at many airports these merge with other lanes near the security search area. It is important that airports that use 'fast track' lanes that often merge with others near the actual search area or those airports that direct these passengers to quieter channels away from the main security queue, find ways of ensuring that these passengers can have a less pressurised experience if they need to. We will monitor this issue going forward, including through seeking feedback directly from passengers with hidden disabilities on the security experience at different airports.

6   We accept that for many smaller airports it is not practical to have separate security lanes and other solutions need to be found.

We are of the view that better staff training, the availability of lanyards (or other similar, optional identifiers) and a less pressured option for security search, together provide a package of measures which will considerably improve the experience of people with hidden disabilities at security search and across the airport journey as a whole. However, we are mindful that new issues may arise in future as the requirements for security search change, for example to increase the numbers of people that are checked via security scanners. Such changes could lead to certain groups of passengers (for example, those with medical implants) being more likely to be subject to a hand search.

With advances in screening technology, and the deployment of new types of equipment, security processes may therefore need to be adapted further to accommodate the needs of such passengers. Whilst work has already started in this area, we recommend therefore that airports aim to identify potential issues early on and put in place measures to mitigate them, in consultation with the appropriate disability and medical organisations.

Information

The vast majority of airports have now published a wide range of accessible material, available both via airport websites and at the airport. Appendix lists the main information available for each airport. Importantly, most airports now provide information, in accessible formats, on the experience at the airport, with some airports providing pictorial guides, with others using videos and online guides.

In most cases, the information has been produced to a very high standard and often in co-operation with disability organisations. It is obvious to us that much care and attention has been put into ensuring that the information is accessible. We have been impressed by videos produced by Stansted, Manchester, Birmingham, Exeter and Belfast City airports specifically for passengers with hidden disabilities. Bristol has produced an excellent guide, in cooperation with OCS, whilst Heathrow has a guide aimed at passengers with autism and their friends and family and a separate one for dementia. Edinburgh has developed a guide to provide "visual guidance to help children and their families prepare for the airport experience".

Other airports, such as Aberdeen, have also produced guides targeted particularly at children and London City, again in co-operation with the Business Disability Forum, has produced an excellent online guide. London City has benefited from involving a disability organisation from the outset. Southampton's information is particularly well produced, with an easy to read guide on all assistance services, including a section on hidden disabilities.

We therefore strongly recommend that airports review the information they have produced and published and make any necessary enhancements to ensure that it is fit-for-purpose. Most importantly, we expect airports to involve their network of partner disability groups to help with this.

Although generic guides are welcome, we require all airports to produce information that includes information on the assistance available for people with hidden disabilities and for this information to be accessible. We expect those airports that have not produced any information to make this a priority. A number of other airports have produced simple 'information sheets' linked from their website home page, which include information for people with hidden disabilities.

Many of these appear to be directed particularly at children with autism or their parents or carers. Again, although these are welcome, the CAA's view is that information for disabled passengers, including those with hidden disabilities, should cover as wide a range as possible in terms of the diverse needs of passengers that need assistance at the airport.

We therefore strongly recommend that airports review the information they have produced and published and make any necessary enhancements to ensure that it is fit-for-purpose. We recommend the use of videos and pictorials. Most importantly, we expect airports to involve their network of partner disability groups to help with this.

Signage, wayfinding and routes through an airport

All airports have guaranteed to us that their staff will never separate a person with a hidden disability from an accompanying person at any stage of the airport journey, unless they have established with both people that it is acceptable to them. This was a key requirement from CAP1411 and we welcome the commitment from airports on it.

Some airports have introduced quiet routes for people to use, which miss out the busier passenger routes through, for example, the retail area immediately following security search. This is particularly important at bigger airports, many of which have busy and congested retail areas, with glaring lights, loud sounds and shiny black floors, which can cause difficulty for people with sensory issues. We particularly like Southampton's initiative of using their 'helping hands' symbol on signs installed at key locations to assist passengers with identifying a quiet route through security and into the departure lounge. Bristol has advised us that they are planning a similar route using the sunflower emblem. We encourage other airports to follow Southampton and Bristol's lead.

Heathrow and Liverpool have introduced quiet rooms around their terminals. These allow for some passengers to avoid the sounds and disturbances often associated with busy terminals.

We would like other bigger airports to follow its lead and introduce similar rooms. For those airports that cannot provide such rooms (often for practical reasons of insufficient space), we are pleased to note that they have all committed to ensuring that a quiet part of the terminal will be on hand if needed. Many airports have put in place processes that designate specific areas of terminals for this purpose.

A number of airports have committed to reviewing signage and way finding and, in particular, to the decluttering of signage. Heathrow has introduced colour coded wayfinding to help all people with disabilities easily find facilities available to them. Glasgow, following an audit from its local Renfrewshire Access Panel, has reviewed its entire signage, de- cluttered all non-essential way finding, added extra help points and installed more induction loops. Newcastle has worked with the local Percy Hedley Foundation to identify how it could improve signage throughout the passenger journey. Signage throughout the airport has been updated, with a focus on de-cluttering, so that it easier for many people to read and understand. Heathrow has introduced 'Sign Live'[7] to improve communication for people with hearing loss. Many airports have introduced hearing loops at key points throughout the airport.

All airports now commit to offering familiarisation visits on request so that people can see the facilities and services on offer before travel and get use to the airport environment. Many actively promote these via their websites. East Midlands offers 'Try Before You Fly' visits once a month, which can be pre-booked.

---

7   https://signlive.co.uk/

Consultation with disability organisations

The CAA, as part of its as overall accessibility performance framework (as set out in CAP1228[8]), requires airports to consult regularly with disability organisations. As a result, airports now have well established networks of local groups, which provide invaluable feedback on the assistance at individual airports. In CAP1411 we asked airports to ensure that these networks included organisations that represented people with hidden disabilities. We believed that reaching out to such organisations would help airports deliver the enhancements to their assistance that would meet the needs of people with hidden disabilities.

We are pleased to note that, in general, airports have been successful in this area and have forged excellent links with a number of key organisations. Stomawise and Colostomy UK have forged links with a number of airports, for whom it has provided advice and training sessions. Action for Hearing Loss, Alzheimer's Society and various other charities supporting people with autism have made similar links. We note also that a number of airports have forged strong bonds with individual local organisations; for example, Norwich has worked closely with Autism Anglia and Newcastle with the Percy Headly Foundation. The CAA is grateful both to airports for being proactive in creating these links and to the disability organisations for agreeing to work with the airports, especially as many of the individuals from the organisations have given their time on a voluntary basis.

We fully support Gatwick's initiative to survey passengers that use their sunflower lanyard; this will allow the airport to assess the quality of the assistance that they are offering to passengers with hidden disabilities. For those airports which record the names and email addresses of those who request a lanyard (or similar identifier), we consider that implementing a survey of the type used by Gatwick would help the airport to gain valuable information on the passenger experience and to design and deliver a consistent and high quality assistance service. We understand that both Manchester and Heathrow plan to introduce such surveys and we would like to encourage other airports to do the same.

---

8   https://publicapps.caa.co.uk/docs/33/CAP1228_Quality_standards_Reg_EC1170_2006.pdf

Receiving extra information about people's specific needs

CAP1411 makes it obligatory for airports to have in place systems to receive information from airlines about disabled passengers and those with reduced mobility so as to ensure that the assistance they provide meets the particular needs of the individual. Ensuring the flow of accurate and timely information from the passenger to the airline, and from the airline to the airport, is key to ensuring that airports can provide a consistent and high quality assistance service for all disabled people and those with reduced mobility, but even more so for people whose disabilities may not be so obvious.

Therefore, following publication of CAP1411 last year, the CAA wrote to all applicable airports to ask them to set out how each airport received information from airlines.

We are pleased to report that the vast majority of airports told us that they can receive information automatically from the airline (with the information about the individual's needs tagged to other information about the passenger, such as name and flight number). However, Heathrow, Liverpool, Stansted and Edinburgh airports did not have automatic systems. We requested that these airports upgraded their systems and are pleased to report they have now done so.

Accreditation schemes

Applying for a formal accreditation demonstrates that an airport has met a range of criteria in terms of changing its business so that the assistance service meets the needs of passengers. We are pleased to note that Edinburgh, Birmingham, Bristol and Gatwick airports have been with awarded 'Autism Friendly' accreditation through the National Autistic Society. Other airports have signed 'charters' in co-operation with charities, which although not to the same standard as full accreditation, do allow for independent disability organisations to endorse the assistance services that have been introduced or enhanced and may be more practical for smaller airports. We note that Norwich has signed an 'Autism Charter' in co- operation with Autism Anglia, Newcastle has signed a similar charter with North East Autism Society (NEAS) and Liverpool with Autism Together.

In addition, we note that a large number of staff across many airports have become dementia friends, and many also dementia champions, which they achieve through a training scheme accredited by the Alzheimer's Society. For example, every member of Gatwick's assistance team has received dementia friends training. Gatwick, in partnership with its contracted assistance provider OCS, was recognised by Alzheimer's Society at its 2016 annual awards for 'Innovation of the year' for the introduction of its sunflower lanyard scheme (an award open to all businesses, not just transport). Following its work with Gatwick, OCS has extended its success at Gatwick across all the airports at which it operates. These airports have greatly benefited from OCS' commitment to deliver improved support services following the publication of its Challenging for Change report[9] in 2016. Both Gatwick and Birmingham have given credit to OCS for helping them to become autism friendly.

9   http://www.challengingforchange.com/doc/ocs-challenging-for-change-report.pdf

Appendix: Hidden Disabilities Airport Report (as of 1 April 2018)

Airport	Hidden disability training for staff	Consulted with disability orgs	Provided accessible information before travel	Can receive additional information from passengers*	Introduced a means of identification	Separate "assistance" security lane**	Familiarisation visits	Not separate from companion	Quiet routes**	Quiet areas**
ABERDEEN	✓	✓	Online guide	✓	Green lanyard	Fast track lane	✓	✓	X	X
BELFAST CITY	✓	✓	Videos	✓	Green lanyard	Fast track lane	✓	✓	✓ (escorted)	X
BELFAST NTERNATIONAL	✓	✓	Online guides	✓	Sunflower lanyard	Assistance lane	✓	✓	X	X
BIRMINGHAM	✓	✓	Online guide	✓	Sunflower lanyard	Fast track lane	✓	✓	✓ (escorted)	X
BOURNEMOUTH	✓	✓	Online guide	✓	Assistance lanyard	Staff and assistance lane	✓	✓	✓ (escorted)	X
BRISTOL	✓	✓	Video and online guide	✓	Sunflower lanyard	Family and assistance lane	✓	✓	✓	X
CARDIFF	✓	✓	X	✓	Wristband	Fast track lane	✓	✓	✓ (escorted)	X
CORNWALL NEWQUAY	✓	✓	Online information	✓	Yellow lanyard	Fast track lane	✓	✓	X	X
DERRY	✓	✓	Online guide	✓	Wristband	Fast track lane	✓	✓	X	X
DONCASTER SHEFFIELD	✓	✓	Online guide	✓	White and blue wristband	Priority assistance	✓	✓	X	X
EAST MIDLANDS	✓	✓	Online guide	✓	Green lanyard	Family and assistance lane	✓	✓	✓ (escorted)	X
EDINBURGH	✓	✓	Video and online guide	✓	Sunflower lanyard	Family and assistance lane	✓	✓	✓ (escorted)	X
EXETER	✓	✓	Video and online information	✓	Multi-coloured lanyard	Fast track lane	✓	✓	✓	X
GLASGOW	✓	✓	Online guides	✓	Green lanyard	Staff search	✓	✓	✓ (escorted)	X
GLASGOW PRESTWICK	✓	✓	Online information	✓	Assistance lanyard	Assistance lane	✓	✓	✓	X
HUMBERSIDE	✓	✓	Online guide	✓	Lanyard	Staff lane	✓	✓	✓	X

INVERNESS	✓	✓	x	✓	Sunflower lanyard	Priority assistance	✓	✓	X	X
LEEDS BRADFORD	✓	✓	Online guide	✓	Lanyard	Fast track lane	✓	✓	✓ (escorted)	X
LIVERPOOL	✓	✓	Online guide	✓	Butterfly voucher	Assistance lane	✓	✓	✓ (escorted)	✓
LONDON CITY	✓	✓	Online guide	✓	Sunflower lanyard	Priority assistance	✓	✓	X	X
LONDON GATWICK	✓	✓	Online guides	✓	Sunflower lanyard	Family and assistance lane	✓	✓	✓	✓
LONDON HEATHROW	✓	✓	Video and online guides	✓	Sunflower lanyard	Priority assistance	✓	✓	X	✓
LONDON LUTON	✓	✓	Online guide	✓	Yellow sticker	Fast track lane	✓	✓	X	X
LONDON SOUTHEND	✓	✓	Online guide	✓	Blue wristband	Priority assistance	✓	✓	X	X
LONDON STANSTED	✓	✓	Video and online guides	✓	Wristband (must be booked 48 hours in advance)	Family and assistance lane	✓	✓	✓	X
MANCHESTER	✓	✓	Video and online guides	✓	Sunflower lanyard	Family and assistance lane (T1 and T3). Staff lane (T2)	✓	✓	X	X
NEWCASTLE	✓	✓	Online guides	✓	Hidden disabilities passport	Fast track lane	✓	✓	✓ (escorted)	X
NORWICH	✓	✓	Video	✓	Blue wristand	Fast track lane	✓	✓	X	X
SOUTHAMPTON	✓	✓	Online guides	✓	Green lanyard	Priority assistance	✓	✓	✓	✓

* Systems are able to receive additional information automatically without manual intervention.

** These must be specifically for this purpose and not quieter areas of the terminal. For many smaller airports it is not practical (nor necessary) to have additional security lanes or quiet routes and quiet areas.