

CAA Accessibility Assessment Report

London Heathrow Airport – CAP 3006



August 2024

1. Executive summary

The UK Civil Aviation Authority (CAA) began its assessment of the accessibility of London Heathrow Airport in April 2023. We would like to thank staff at the airport for their co-operation and dedication to the process. We are grateful for the thoroughness of the submissions to us and for the continued engagement from the relevant airport management team throughout the past year.

Our assessment was wide ranging and required us to gather information through two questionnaires (once in April and once in December, to give the airport an opportunity to act on our initial observations following the first questionnaire) and a number of site visits by CAA staff throughout the year. In addition, where we identified some issues over the year and reported these to the airport, it has already put in place some actions to help address these.

We noted a number of examples of best practice (more information on best practice is detailed below); for example, the range of equipment used to provide assistance is impressive, signage is abundant, and the general quality of assistance areas is good, proving passengers with a comfortable and easy-to-use service.

We are mindful that over such a large estate, ensuring accessibility throughout is a difficult enterprise. Nonetheless, disabled and less mobile passengers depend on facilities being accessible, with processes to arrange assistance working, and there were some areas where we identified improvements needed to be made to ensure the airport meets its obligations. In some areas, such as designated points and training, we have some specific concerns which should be addressed by airport management as a priority. We would also like the airport to carry out more thorough and regular audits to ensure ongoing routine compliance.

- During our audits of designated points, we noted that some were broken, and, in some key areas, there were none at all.
- For training, although disability awareness training is available for all customer facing staff, it is, in our view, insufficient in range of content and does not properly utilise input from people with lived experience of disability.

We believe that the airport could act to further improve the experience of disabled and less mobile passengers by installing separate ‘assistance’ security lanes for some disabled passengers. In 2016, we published guidance on providing assistance to passengers with hidden disabilities (CAP1411¹) which strongly recommended airports provide an ‘assistance’ security lane. It also states that, as a minimum, airports should allow people with hidden disabilities to access ‘fast-track’ or quieter security lanes at no extra cost. Many UK and international airports have this facility. Our report CAP1629 – Supporting people with hidden disabilities at UK airports² - stated that 22 of 29 airports included in that report had a separate security lane for disabled and less mobile passengers. Until this is offered at London Heathrow Airport, it is the CAA’s view that the airport is not fully meeting its obligations to meet the needs of disabled and less mobile individuals. It is the CAA’s view that such lanes lessen the risk of restricting access to aviation, which can happen if the person is anxious about the security process; and it will encourage independence for passengers who would be less likely to rely on staff assisting them if they were confident a friend or family could assist them through a separate channel.

We look forward to working with the airport to address the issues raised. We recommend that the airport shares this report with the Heathrow Airport Access Group and seeks its input into how it can address the issues set out in this report.

¹ <https://www.caa.co.uk/publication/download/15697>

² [CAP1629: Supporting people with hidden disabilities at UK airports | Civil Aviation Authority \(caa.co.uk\)](#)

2. Background

2.1 The CAA is responsible for the enforcement of Assimilated Regulation (EU) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (UK Regulation (EU) No. 1107/2006). This applies to all flights from the UK and flights to the UK on UK and EU registered carriers. This legislation is intended to ensure that such people have the same opportunities for air travel as others, in particular that they have the same rights to free movement, freedom of choice and non-discrimination.

2.2 In respect of the obligations on airports set out in UK Regulation (EU) No. 1107/2006, CAA undertakes its oversight work under two workstreams:

- Airports Accessibility Framework (CAP 1228): a standardised method of assessing UK airports in the provision of assistance to those with accessibility needs. This framework sets out a rating approach to assess the provision of assistance by airports, which considers both legal obligations of airports (to ensure minimum standards are maintained) and best practice (to drive continuous improvement in the provision of assistance). The CAA publishes an annual report assessing UK airports against this framework every summer.
- Periodic “Deep Dive” accessibility assessments of individual airports across the UK. These assessments review all aspects of the provision of assistance to disabled and less mobile passengers against airports obligations set out under UK Regulation (EU) No. 1107/2006 and all key guidance associated with this. The assessments look to identify examples of best practice to drive improvement across all UK airports, as well as making observations and identifying findings of improvements that need to be made at the individual airport subject to the assessment.

2.3 To improve transparency in the provision of the assistance service at UK airports and to enable widespread visibility of areas of good practice, the CAA will begin publishing all accessibility assessments where some or all elements of the assessments were conducted on or after 1 April 2023. It is intended that

reports will be published annually, alongside the publication of the Airports Accessibility Framework annual reports.

3. Methodology

3.1 The CAA undertakes its assessment of airports with regard to the following regulations and guidance:

- Assimilated Regulation (EU) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (“UK Regulation (EU) No. 1107/2006”)
- CAP 2241 Interpretative guidelines on the application of UK Regulation (EU) No. 1107/2006 (“CAP2241”)
- ECAC Doc. 30 Part 5 and Appendixes 5-A-5-L (“ECAC Doc. 30”)
- CAP 1228 CAA guidance on quality standards (“CAP 1228”)
- CAP 1228A CAA guidance on data collection under CAP1228 (“CAP 1228A”)
- CAP 1411 CAA guidance on hidden disabilities (“CAP 1411”)
- CAP 2374 CAA guidance on assistance service at UK airports (“CAP 2374”)
- The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (as amended by) The Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015 (“ADR Regulations”)
- Department for Transport REAL training: introduction and aviation modules.

3.2 In order to undertake its assessment, the CAA seeks information from an airport in the form of a standard questionnaire. Following receipt of a response to this, the CAA will ask follow up questions and undertake site visits.

3.3 Where the CAA identifies an area of non-compliance with legislation or, in its view, guidance which should be followed to ensure compliance, a finding will be raised. Airports should ensure their access forums, and the CAA, are kept up to date with findings and the actions they are taking to resolve these.

- 3.4 An observation is raised where the CAA identifies an area in which the airport should consider taking action to avoid future non-compliance with legislation or associated guidance. We expect airport to take this advice seriously and act on it appropriately. They should also consult their access forums or disability organisations to decide their appropriate next steps. The CAA may request information on actions taken.
- 3.5 Observations will usually be raised when guidance is not being followed, when more information is required by the CAA, or when it is anticipated that the airport, although currently in compliance, might not remain so unless appropriate action is taken.

4. Summary of key findings and observations

4.1 A summary of findings and observations can be found in the table below:

Category	Area	Issue level	Comments
Charging	Transparency of accounts	Observation	UK Regulation (EU) No. 1107/2006 Article 8.5 sets out that airports must prepare separate audited accounts for activities in relation to the assistance service. The airport does not produce these separate audited accounts.
Airport assistance	Dog relief areas	Observation	In order to meet UK Regulation (EU) No. 1107/2006 Annex 1 and ECAC Doc 30 5.14 airports should have dog relief areas. Airside relief areas at T2 and T4 are outside the terminal building and passengers must be accompanied. The areas are not signed or dedicated for this purpose.
Designated points	Entry points to the airport	Finding	UK Regulation (EU) No. 1107/2006 requires airports to provide arrangements for disabled and less mobile passengers to communicate their arrival at the airport and request assistance from a call point and states that “These points should be designated at least at the main entrances to terminal buildings, in areas with check-in counters, in train, light rail, metro and bus stations, at taxi ranks and other drop-off points, and in airport car parks.” During the site visits, entry and exit points to the airport were checked for designated points in line with requirements in UK Regulation (EU) No. 1107/2006 and ECAC Doc. 30. Designated points were not observed at the London Heathrow Central Station local bus drop off area, or the Terminal 4 bus drop off point.
Designated points	Serviceability	Observation	During site visits fifteen call points were found to be out of service. There was no “out of order” signage on the call points. However, a notice with a phone number to contact Wilson James, for passengers to call to announce their arrival at the airport, was observed on all points surveyed.
Designated points	Information	Finding	Designated points of arrival should provide basic information about the airport, in accessible formats (UK Regulation (EU) No. 1107/2006 Article 5.2). It was observed during site visits that information on the assistance service was not provided at most designated points.

Designated points	Seating	Observation	Designated points should have adjacent seating when passengers wait for assistance to arrive (ECAC Doc. 30, Appendix 5-K, Section 4). Many designated points did not have reserved seating.
Seating	Airside arrivals	Observation	In order to meet UK Regulation (EU) No. 1107/2006 there should be abundant seating throughout the airport both on departure and arrivals. It was noted during site visits that at some gates there was insufficient seating to provide a reasonable, in the CAA's view, amount of seating for disabled and less mobile passengers on arrival. This was in Pier 5 arrivals in Terminal 3, B and C Piers arrivals in Terminal 5. In addition, it was noted during site visits that in terminal 5 C Pier DHL staff overspill from the staff room and use up seating in arrivals corridor.
Training	Wilson James training	Observation	ECAC Doc 30 and the Department for Transport's REAL training provide guidance on training. In its submission to the CAA, the airport did not provide full details of training content provided by Wilson James, despite several requests. CAA staff therefore requested information directly from Wilson James. In addition, during discussions London Heathrow staff did not appear to have sufficient knowledge of the training. Although the assistance service is contracted to Wilson James it is important that the airport has processes in place to ensure full oversight of its legal obligations as directed through Wilson James. It is not clear that robust processes are in place to ensure training obligations are met. Also, Wilson James training staff, despite having relevant technical teaching qualifications, do not have sufficient involvement with disabled individuals or disability organisations in the creation of content for training packages and for delivering the training. There is also insufficient content on physical disabilities.
Training	London Heathrow training	Observation	We have concerns that there is not sufficient content in the disability equality training. In addition, there is not sufficient involvement with disabled individuals or disability organisations in the creation of content for training packages and for delivering the training.
Quality Standards	Surveys of service users	Observation	CAP 1228 states that airports should collect email addresses of willing service users so that a link to the survey can be emailed to them. London Heathrow hosts its own survey of disabled and less mobile passengers which was advertised at host areas around the airport. Passengers using the assistance service were handed survey cards which includes a link to the survey, but the airport does not collect email addresses of passengers to send the survey link electronically.

UPDATE: We are pleased that since raising this issue, London Heathrow Airport began collecting passengers' email addresses and emailing out the survey as their primary method of distribution.

Invisible disabilities	Quiet routes and quiet rooms and separate security lanes	Observation	CAP1411 includes a recommendation for airports, where space allows, to have quiet rooms for passengers with sensory conditions. During our inspections we observed that there were some quiet spaces, but these were not dedicated for people with sensory impairments or sensory processing issues, for whom the terminal environment can be disorienting and stressful.
Personal mobility equipment	Process for lost or damaged equipment	Observation	ECAC Doc. 30 5.11.5.1 and UK Regulation (EU) No. 1107/2006 Annex 1 require airports to provide arriving passengers with temporary replacements if their personal mobility equipment is lost or damaged. London Heathrow Airport has a process for passengers to use their airport chairs, including self-propelled chairs, as temporary replacements. However, it does not have a process if the passenger's equipment is more specialist or bespoke. Although the requirement does not require temporary replacements to be on a like for like basis, airports should have a process to source more suitable equipment if the standard airport equipment is completely unsuitable for the passenger.
Complaints handling		Finding	Twenty complaints were assessed as part of the complaints handling assessment. No complainants were referred to the Centre for Effective Dispute Resolution (CEDR), London Heathrow's contracted alternative dispute resolution (ADR) provider, when the complaint reached deadlock, as required under the ADR Regulations.
Infrastructure and facilities	Useability of facilities	Observation	During site visits it was noted that there were no low-level counters at assistance desks.
Infrastructure and facilities	Signage	Observation	In order to meet UK Regulation (EU) No. 1107/2006 there should be clear and consistent signage. ECAC Doc 30 5.13.7 states that signage should be appropriately signed using internationally agreed standards. During a site visit of T3 it was noted that a sign advises passengers to use lifts to reach tube and train

stations if they are not able to use the stairs or ramp. The lifts do not provide access to the train or tube stations.

Website	Information on how to obtain assistance	Observation	ECAC Doc. 30 Annex 5-J recommends the information on how to obtain assistance should be available on airport websites. There is no information on the location of the help points, information desks or hosted assistance areas provided on these pages of the London Heathrow website.
Website	Information on getting to the airport	Observation	ECAC Doc. 30 Annex 5-J recommends providing information on getting to the airport. The information for arriving by train does not include the same information on help points and gaining assistance as for other transport modes, and no links to external provider websites are included. ECAC Doc. 30 Annex 5-J recommends that links are provided to pages which detail the accessibility arrangements of transportation companies which serve the airport.
Website	Information on airport security	Observation	ECAC Doc. 30 Annex 5-J recommends providing information on security. Although there is information that if passengers trigger an alarm in the archway, they will be hand searched and that “you can always ask to do it privately”, there is no information on different conditions such as those with wearable medical devices for example, colostomy bags, nor an explanation of what “privately” means.
Website	Information on assistance dogs	Observation	ECAC Doc. 30 Annex 5-J recommends information is provided on dog relief areas. Information is provided on airside areas at Terminal 2 and Terminal 5 however, there is no information on the areas or processes provided at other areas of the airport. Additionally, under the “What is an assistance dog?” drop down menu, there is a definition of an assistance dog, which states that accreditation is limited to one organization - this is not in line with CAA guidance which states that accreditation should not be limited to a few specific organisations.
Website	Information on a helpline for disabled and less mobile passengers	Observation	ECAC Doc. 30 Annex 5-J recommends information on a helpline for disabled and less mobile passengers. There is a helpline for disabled and less mobile passenger requirements, but the opening hours of the phone line were not advertised. A phone number for the London Heathrow Contact Centre is provided on the “ Contact us ” page, this phone number costs 7p per minute and the opening hours are not advertised. This information is not linked from the assistance information pages.

Website	Information on how to complain	Observation	With the exception of filling in the survey, no information on how to complain could be found for disabled and less mobile passengers. Under the “Help” drop down menu, there was a “ Contact us ” link which provided various ways for passengers to contact the airport, including a webform, Twitter and phone line which costs 7p per minute.
Website	Title and imaging	Observation	London Heathrow’s website uses a drop down called “At the airport” which includes the link to the assistance pages. The page is titled “ Assistance and accessibility ”, but no internationally recognised symbols are used which is recommendation in ECAC Doc. 30 Annex 5-J. Suggested international standard images for disability signage is set out in ECAC Doc. 30 Annex 5-J section 1.2. The “Assistance and accessibility” link is also available on the “Help” drop down menu and this also does not include an internationally recognised symbol.
CAP 2374 - Promoting independent journeys	Dedicated security lanes	Observation	CAP 2374 recommends that airports provide facilities so that passengers, in particular those with invisible disabilities, can travel independently through more stages of the journey, for example with separate security lanes for disabled and less mobile passengers. These lanes do not need to be priority or fast track but allow disabled and less mobile passengers more time and space to navigate the busy and stressful security environment. Many UK and international airports have this facility. It was noted that no terminal at the London Heathrow has this. It was noted that trial took place for a separate lane in T2 in November / December 23.
CAP 2374 - Promoting independent journeys	Accompanying persons	Observation	CAP 2374 recommends that staff communicate that the service is for passengers who require assistance and an accompanying person for support. The CAA’s view is that it is reasonable to limit this to one accompanying person, unless there is a specific need for more, but that assistance agents need to make sensible decisions when asking this question. Signage regarding accompanying persons would support agent conversations. This could be in various languages and be located on buggies or at arrival gates.
CAP 2374 - Promoting independent journeys	Signage on walking distances	Observation	CAP 2374 recommends that walking distances should be communicated at relevant points of the journey. Walking distances should be advertised at more points in the passenger journey at London Heathrow. This could encourage those who can walk short distances to do so and provide confidence to family and

friends on the distance they would be pushing their companion in a wheelchair, in particular, Terminal 3 “midway” point, and Terminal 5A connections security and waiting area.

CAP 2374 -
Promoting
independent
journeys

Equipment for
independent
journeys

Observation

During site visits it was noted that wheelchairs were rarely available at points throughout arrivals at the airport where independent journeys could be instigated. For example, in arrivals at ‘midway’ in Terminal 3 or B and C Piers in Terminal 5.

5. Best practice

- 5.1 Through airport accessibility assessments of UK airports, the CAA seeks to identify best practice at airports in their assistance service processes, equipment, and infrastructure. Publication of these reports will help share best practice between airports, airlines, service providers and passengers.
- 5.2 The following areas of best practice have been identified as part of our assessment of London Heathrow Airport:
- 5.2.1 The airport allows people with blue badges to drop off and pick up for free outside terminals. This is advertised on the London Heathrow website.
 - 5.2.2 The main hosted assistance areas, both landside and airside, are generally spacious, well equipped, and close to facilities such as disabled toilets. They are also positioned away from busy areas of the terminal. They also all have drinking water and food and drink options available. There are also hosted areas in other areas where passengers are likely to have a break in service including Terminal 5 B and C piers in arrivals, at flight connections in Terminals 3 and 5 and in most baggage reclaim areas.
 - 5.2.3 Signage is good throughout the airport with abundant signs pointing directions to key assistance service areas and a consistent design.
 - 5.2.4 Equipment range is good with a number of options to provide mobility assistance to passengers. The electric buggies used in most areas provide better passenger comfort and good storage space for luggage.
 - 5.2.5 There are notices at arrival gates with a phone number for passengers to call should they not be attended. The notices are clearly worded and easy to spot.

6. Acknowledgments

- 6.1 Our gratitude is extended to all the individuals who participated in the assessment. A summary of work undertaken and methodology can be found in Appendices A and B.
- 6.2 If you require further information in respect of this assessment, please do not hesitate to contact us.

Appendix A – Summary of works undertaken

Area	Topics Covered	Work performed
1. Pre visit questionnaire and attachments	<ul style="list-style-type: none"> ▪ Airport structure, ▪ Charging, ▪ Airport assistance, ▪ Designated points, ▪ Seating, ▪ Training, ▪ Quality standards, ▪ Hidden disabilities, ▪ Personal mobility equipment, ▪ Complaints handling, ▪ Airport infrastructure. 	Questionnaire was completed by London Heathrow in April 2023 and answers and reviewed and resubmitted in December 2024, following initial comments from CAA during summer 23.
2. CAA site visits	<ul style="list-style-type: none"> ▪ Designated points, ▪ Seating, ▪ Hidden disabilities, ▪ Airport infrastructure ▪ Seating ▪ Signage 	<p>CAA</p> <ul style="list-style-type: none"> ▪ Checked useability and serviceability of designated points. ▪ Check access points to the airport for example, car parks, ▪ Checked for equipment levels for example, wheelchairs available for independent journeys. ▪ Observed signage in landside and airside areas. ▪ Checked seating and other facilities designed for disabled and less mobile passengers.
3. Airport accompanied site visits	<ul style="list-style-type: none"> ▪ Security processes ▪ Data collection systems ▪ seating 	<p>CAA and London Heathrow discussed:</p> <ul style="list-style-type: none"> ▪ Security processes including trial of separate lane at T2. ▪ Data collection system demonstrations (including walking through the journey for an arriving and departing passenger on a PDA). ▪ Seating provision on arrivals.

			<ul style="list-style-type: none"> ▪ General explanation of facilities and future development plans.
4.	Data collection review	Data collection process for submitting data as part of CAP1228 obligations	CAA interviewed London Heathrow on data collection processes.
5.	Compliance Review	Website review	CAA reviewed London Heathrow's website in line with guidance on website in ECAC Doc. 30 Appendix 5-J.
6.	Complaints handling review	Review of complaint files/	CAA reviewed complaint files in line with guidance and the ADR Regulations.

Appendix B - Methodology

The CAA collected data during the assessment of London Heathrow Airport. The table below provides breakdown of this data.

Data type	Description of the data	When was the data collected
Questionnaire response	Information on: <ul style="list-style-type: none"> ▪ airport structure, ▪ charging, ▪ airport assistance, ▪ designated points, ▪ seating, ▪ training, ▪ quality standards, ▪ hidden disabilities, ▪ personal mobility equipment, ▪ complaints handling, ▪ airport infrastructure. 	December 2023
Appendix to questionnaire response	Organisational hierarchy	December 2023
Appendix to questionnaire response	Command and control – processes and protocols	December 2023
Appendix to questionnaire response	WJ process for missed flights	December 2023
Appendix to questionnaire response	Incidence report template	December 2023
Appendix to questionnaire response	Example of completed incidence report	December 2023
Appendix to questionnaire response	Heathrow Airport Accessibility Group (HAAG) – Minutes of the meeting 1 st Feb 2023	December 2023
Appendix to questionnaire response	HAAG consultation (August) for T2 PRS host areas	December 2023
Appendix to questionnaire response	HAAG consultation (October) for T2 PRS host areas	December 2023
Appendix to questionnaire response	2022 – Transparency and Trading Statements	December 2023
Appendix to questionnaire response	2021 – Transparency and Trading Statements	December 2023

Appendix to questionnaire response	2023 Pricing consultation	December 2023
Appendix to questionnaire response	2023 Pricing consultation response	December 2023
Appendix to questionnaire response	2023 Pricing consultation minutes	December 2023
Appendix to questionnaire response	Other Regulated Charges Group (ORCG) meeting slide pack	December 2023
Appendix to questionnaire response	February 2023 ORCG meeting slide pack	December 2023
Appendix to questionnaire response	February 2023 ORCG minutes	December 2023
Appendix to questionnaire response	Equipment requests for 2024	December 2023
Appendix to questionnaire response	Visual representation of different types of wheelchairs	December 2023
Appendix to questionnaire response	Email request from airlines for additional information for asset tracking	December 2023
Appendix to questionnaire response	Proof of concept report PRM asset tracking	December 2023
Appendix to questionnaire response	Animal relief area implementation decision	December 2023
Appendix to questionnaire response	Animal relief area – layout and dimensions	December 2023
Appendix to questionnaire response	Animal relief area – sketch	December 2023
Appendix to questionnaire response	Landside animal relief area	December 2023
Appendix to questionnaire response	Terminal 4 and 5 animal relief area	December 2023
Appendix to questionnaire response	Animal relief area – feedback and design integration opportunities	December 2023
Appendix to questionnaire response	London Heathrow accessible and inclusive airport asset standard – help points	December 2023
Appendix to questionnaire response	Help point pictures and locations	December 2023
Appendix to questionnaire response	Car park maps	December 2023

Appendix to questionnaire response	Bus accessibility pictures	December 2023
Appendix to questionnaire response	Carpark signage	December 2023
Appendix to questionnaire response	New buses drawing	December 2023
Appendix to questionnaire response	New buses specification	December 2023
Appendix to questionnaire response	Drop off signage	December 2023
Appendix to questionnaire response	Heathrow Area Transport Forum (HATF) Board Meeting	December 2023
Appendix to questionnaire response	Signage for drop off point	December 2023
Appendix to questionnaire response	HAAG blue badge process testing	December 2023
Appendix to questionnaire response	Help point audit November - December	December 2023
Appendix to questionnaire response	Visual representation of PRM desks	December 2023
Appendix to questionnaire response	Visual representation of seating	December 2023
Appendix to questionnaire response	APOC process guidelines for PRM	December 2023
Appendix to questionnaire response	Training documentation – Wilson James	December 2023
Appendix to questionnaire response	Airport control training guide	December 2023
Appendix to questionnaire response	Key trainer master class for evac chair	December 2023
Appendix to questionnaire response	PRS operational integration – (London Heathrow presentation)	December 2023
Appendix to questionnaire response	Disability awareness training – Wilson James	December 2023
Appendix to questionnaire response	Service Level Agreement schedule 2023	December 2023
Appendix to questionnaire response	Consumer needs synthesis stage 1-4 full report	December 2023

Appendix to questionnaire response	London Heathrow passenger assistance service journey assessment debrief	December 2023
Appendix to questionnaire response	Waiting areas evaluation research debrief	December 2023
Appendix to questionnaire response	London Heathrow PRM questionnaire	December 2023
Appendix to questionnaire response	HAAG co-chairs feedback	December 2023
Appendix to questionnaire response	HAAG engagement log and improvements made	December 2023
Appendix to questionnaire response	Data collection	December 2023
Appendix to questionnaire response	PDA	December 2023
Appendix to questionnaire response	Impact on wait times of handover points	December 2023
Appendix to questionnaire response	PRS team audit	December 2023
Appendix to questionnaire response	Hidden disability – Wilson James	December 2023
Appendix to questionnaire response	Sunflower lanyards	December 2023
Appendix to questionnaire response	PRS lane – working group slides	December 2023
Appendix to questionnaire response	PRS lane trial feedback	December 2023
Appendix to questionnaire response	Operational safety instruction – handing of mobility aids	December 2023
Appendix to questionnaire response	HAAG wheelchair representation	December 2023
Appendix to questionnaire response	HAAG – agenda	December 2023
Appendix to questionnaire response	London Heathrow Airport – conditions of use including Airport charges from 1 January 2023	December 2023
Appendix to questionnaire response	Revised SOP for wheelchair repatriation	December 2023

Appendix to questionnaire response	Wheelchair repatriation – action plan	December 2023
Appendix to questionnaire response	CEDR deadlock letter	December 2023
Appendix to questionnaire response	PRM complaints	December 2023
Additional information	Complaint files	March 2024
Online	London Heathrow Airport’s website	
Site visits (CAA and London Heathrow)	Walk through of passenger journey	Various dates March 23 to May 24
Site visits (CAA)	Check of facilities and equipment	Various dates March 23 to May 24