



# Special Assistance at City of Derry Airport

Summary Report  
December 2021

- 1.1 European Regulation (EC) 1107/2006 (the Regulation) provides rights for passengers with disabilities and reduced mobility when travelling by air. This has been retained in UK law following the United Kingdom's exit from the European Union (EU).
- 1.2 The Regulation requires all airports and airlines in the United Kingdom and European Union to provide assistance to passengers with a disability or reduced mobility. The Consumer Council has been designated by the Civil Aviation Authority (CAA) to be the complaints handling body for the Regulation.
- 1.3 In 2014 the CAA issued guidance requiring airports to consult with passengers with a disability or reduced mobility. The Consumer Council subsequently worked with City of Derry Airport to establish an Accessibility Forum at the airport. The Forum is made up of a range of organisations which represent consumers with a disability or reduced mobility. They met on 3 November 2021 and toured the airport building.
- 1.4 The intended outcome of this visit is for the Forum to continue to work with the airport in looking specifically at the special assistance to help gain a better understanding of the issues faced by passengers using this service. In particular, it is intended to identify areas where it works well, and to implement suggestions made by forum members to help make travel more convenient for those passengers.
- 1.5 The Forum was very positive about the airport's facilities expressed satisfaction throughout at the processes and the changes that had been implemented already to improve the experience for passengers requiring special assistance. There were a number of recommendations made by participants. These focussed on:
  - Signage;
  - Toilet access
  - Positioning of hand sanitisers; and
  - Flight display boards

A full list of the recommendations is provided on Page 2.

- 1.6 The findings of the visit will be shared with the airport. An update on progress made against the recommendations will be reported by the airport to the Accessibility Forum at its next meeting.

## Summary of Recommendations

	<b>Signage</b>
1	Provide telephone number for Customer Services on the notice below the “Blue Badge Holders Only” signs.
2	Make the notice with the telephone number bigger with a more contrasting background to facilitate visibility.
3	Consider changing the call point sign from a white background to neon colour to make it more visible.
4	Provide additional signage to call points in airport car park.
5	Ensure that the automatic doors into the main airport terminal are clearly marked with “Entrance” signs.
6	Review airport signage and consider removing/re-placing unnecessary signs.
7	Review airport signage for clarity and ensure these are in highly contrasting colours.
8	Consider moving the location of the toilet sign to the toilets and changing the paint used to a matt finish to make it easier for passengers to locate.
9	Provide additional signage indicating where to queue for check-in.
10	Review advertising signage and consider removing/re-placing unnecessary signs.
	<b>Flight Display Boards</b>
11	Consider lowering the first display screen on arrival at the airport – eye level height has been suggested as good practice.
12	Consider highlighting delayed/cancelled flights in a contrasting colour.
	<b>Call points in airport car park</b>
13	Consider checking if the height of call point buttons suits all vehicle heights to ensure that all airport visitors can reach the button comfortably.
14	Ensure that, once the call point is activated, the voice system is loud and clear enough for people who are deaf or hard of hearing.

	<b>Hand Sanitisers</b>
15	Consider lowering the height of the current hand sanitising stations where these are available throughout the airport, or providing an additional hand sanitising station at a lower height.
	<b>Toilets</b>
16	Consider implementing a “Changing Places” toilet at the airport.
	<b>Boarding Passes</b>
17	Ensure passengers who require assistance with printing out their boarding passes are aware that they can be printed out and collected at the airport.



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