



By email to: [Judith.Davis@bca.aero](mailto:Judith.Davis@bca.aero); [Bill.Doole@bca.aero](mailto:Bill.Doole@bca.aero)

05 April 2019

Dear Judith

### **Accessibility Inspection**

Thank you for your presence at the CAA accessibility audit of Belfast City Airport on 29 January 2019. As you know, the inspection was intended to assess Belfast City Airport Airport's compliance with Regulation EC1107/2006 and CAA guidance. The results of these audits may be used as part of our annual assessments of individual UK airport's accessibility.

We are pleased to say that through our inspection we identified no 'findings' but two 'observations' which we wish to raise. In addition, I attach the results of a CAA assessment of complaints handling and information on the website. These are for your information primarily, and note both good and bad practices, although they may prompt findings or observations if appropriate.

### Observations

An observation is raised where we identify that advice and guidance from the CAA would be helpful in avoiding future non-compliance. We expect organisations to take this advice seriously and act on it appropriately. Observations will usually be raised as the result of an audit or inspection when best practice is not being followed, more information is required by the CAA, or when it is anticipated that the auditee, although currently in compliance, might not remain so unless appropriate action is taken.

The following observations are raised with Belfast City Airport:

- Belfast City Airport's service provider, CCS is bringing in the electronic GHDS system for logging and tracking PRMs. We will expect 100% of passengers to be reported to the CAA even if there are some operational issues e.g. staff not scanning the bar codes at the correct time. We also expect airport managers to check that service providers are correctly recording against the ECAC standards to ensure that the data is robust. A system for the airport to check the time stamps for a small selection of passengers should be put in place and logged. This can include checking a journey against CCTV and/or ground handling logs.
- There are five areas of Belfast City Airport's website we recommend more information is added to meet our requirements, we understand that some of this

information is due to be reinstated when the terminal redevelopment is completed.

### Best Practice

The CAA, through its accessibility inspections programme at UK airports, take a close interest in assistance service processes and innovations, new equipment and products, improved terminal infrastructure and general best practice.

The following examples of best practice were noted at Belfast City Airport:

- Belfast City Airport had very good external designated points near the car park and bus stops.
- Belfast City Airport is the only airport where we have seen the lowered area in security for placing the security trays.

In respect of the observations, please provide details of how you will undertake the action to oversee recording against the ECAC standards by 30 April 2019.

Thank you for your co-operation. If you have any questions, please do not hesitate to contact me.

Yours sincerely



Jen Milner  
Consumer Policy and Enforcement Officer