



Belfast City Airport Accessibility Forum Annual Report 2025/26

Belfast City Airport's Accessibility Forum met twice during 2025/26:

- 25 September 2025
- 12 March 2026.

Forum membership

Membership of the Accessibility Forum consists of a range of organisations that represent consumers with a disability or reduced mobility including:

- Autism in the Air (Queen's University Belfast)
- Alzheimer's Society
- Consumer Council NI
- Deafblind UK
- Disability Action
- Guide Dogs NI
- Inclusive Mobility and Transport Advisory Committee (IMTAC)
- RNIB
- RNID
- Shop mobility
- Urostomy Association

Passenger support and service quality

Demand for assistance increased in the year to March 2026 with a total of 38,271 passengers requiring assistance, representing an increase of 7.65% despite no overall increase in passenger numbers. The ratio of passengers requiring assistance compared to total passengers at the airport was 1.60%, an increase from 1.49% in 2024/2025.

Of the assistance services provided, this year saw 100% KPI compliance for departures and above target for arrivals for those waiting on the service.

Airport Operational Update

During 2025/26 the airport had published its draft "Masterplan" to 2040. Following consultation the final report was published in March 2026. The Forum welcomes reference to the importance of terminal accessibility and making travelling to and from the airport more inclusive for people with mobility challenges.

It will be crucial that the Accessibility Forum is involved from the earliest stage to ensure inclusive design of new facilities.

PRM service provider

The Forum noted that CCS were the ongoing contractor for PRM services. A number of developments had taken place during the year including:

- Refurbishment of both ambulifts; with a new ambulift purchased for delivery within the next 18 months. Ponchos are now available for those using the ambulifts during wet weather.
- Provision of a manned desk in the assistance seating area in departures during the busy Christmas period in December 2025. Due to positive feedback, the desk will now always be manned during busy periods.
- The Assisted Travel Services internal booking system and programmes will be updated following a review.

Staff training and development

A review and update to CCS core training package has been undertaken and will include further safeguarding training.

Ongoing training with the Urostomy Association continues to improve passenger experience for those with stomas including the provision of medical blankets in private search rooms.

The airport have introduced a number of new initiatives including lived experience training, in conjunction with Queen's University Belfast. This provides simulation-based learning and gives insight to the experiences of people with a range of disabilities. The airport is the first organisation outside of the university to use this approach.

The Forum encourages the airport to avail of additional training offered by its representative organisations.

Accessibility improvements

A total of 29 recommendations had been made by members during the Forum's site visit on 25 September 2025, The Forum was pleased to see that several recommendations had been actioned, with others under review for future refurbishments. Improvements include:

- Updates to website on provision of blue badge parking
- Seating provision in the long-stay car park assistance waiting area
- Commitment to resurface the walkway from the long-stay car park to the airport building
- Provision of braille signage on accessible toilet doors
- Engagement with Aspire Lounge to ensure inclusive design in next stage of refurbishments.

Community engagement

The airport continues to develop its "autism in the air" initiative which provides children with autism, and their families, the opportunity to experience the full airport journey, including a flight across Belfast.

The Forum looks forward to continued engagement with Belfast City Airport in 2026/27.

Jackson Minford
Chair
Belfast City Airport Accessibility Forum