



Belfast City Airport Accessibility Forum Annual Report 2024/25

Belfast City Airport's Accessibility Forum met twice during 2024/25:

- 26 November 2024 (including a full site visit to the airport)
- 11 March 2025.

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
- 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 has increased significantly over the last 12 months, with 34,917 passengers requesting the service. This is an increase of 22% compared to an overall passenger increase of 13%. The Forum is pleased to note that the airport is continuing to meet the quality standards set by the CAA for departing and arriving passengers.

PRM service provider

The Forum noted that CCS were awarded the PRM services contract for the next three years, following a competitive tender process.

Staff training and development

A new internal trainer had been recently appointed and CCS's core training package was being reviewed to include safeguarding training. It is also hoped that Makaton training will be provided in the near future. Specific training on ostomy bags is also provided on a regular basis to staff; as well as training on hidden disabilities and the use of lanyards. The airport is also working directly with a Professor from QUB to launch a 'Lived Experience' training program for Security and PRM staff, with the intention to roll out the scheme later this year.

We welcome this commitment to training and encourages the airport to consider other specific training offered by the organisations represented on the Forum.



Accessibility improvements

A number of recommendations had been made by members during the site visit on 26 November 2024. The Forum were pleased to see action had already been taken to address a number of these, to include:

- Updating the website to include the number for CCS;
- Additional signage to direct passengers to the Disability Services desk;
- Braille signage lowered to a compliant height for all users and braille signage also installed in the lifts from Gate 1-10;
- Shelving in all accessible toilets is currently being sourced and will be installed when upgrading the facilities;
- Additional training/reminders in place for cleaning staff regarding placement of bins.

The Forum also welcomed the commitment to increasing the number of blue badge parking spaces onsite, and the installation of a new car park office in the pickup/drop off area which will support blue badge holders and other passengers requiring assistance.

The Forum notes that a number of other recommendations have also been raised with the airport's capital projects team to build into future upgrades.

Community engagement

In October 2024 the airport hosted an 'Autism in the Air' event in partnership with Queen's University Belfast, offering 17 children with autism and their families the opportunity to experience the full airport journey, including a flight across Belfast. The Forum welcomes news that the "Autism in the Air" will hold 4 further events during Summer 2025. This 'try before you fly' initiative lets those living with autism visit the airport and experience what it's like to travel through security, relax in the Departures Lounge, and board a plane.

In March 2025, the airport and CCS hosted a special welcome day and airport walkaround for guests from the RNIB.

The Forum looks forward to continued engagement with Belfast City Airport in 2025/26.

Jackson Minford
Interim Chair
Belfast City Airport Accessibility Forum