



Department
for Transport



Making air travel accessible

Making it easier for disabled people
to travel by plane

A black airport departures board with a yellow airplane icon and the word "DEPARTURES" in yellow. It lists flight times, flight numbers, and destinations. A man in a green shirt and blue turban is standing in front of the board, looking at it.

TIME	FLIGHT	DESTINATION
9:30	EV241	LONDON
10:00	EV368	AMMAN
10:20	EV112	BUCHAREST
19:35	EV529	DOHA
11:10	EV455	ISTANBU
11:20	EV304	DUBAI
11:45	EV196	PRAGUE
12:30	EV523	KUWAIT

About this easy read booklet



This is an easy read of a bigger booklet called **Independent report: Aviation Accessibility Task and Finish Group Report**.



This easy read booklet tells you about the main things in the bigger booklet.



If you want more information, you can find the bigger booklet on our website:

www.gov.uk/government/publications/aviation-accessibility-task-and-finish-group-report

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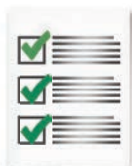
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About this booklet



All disabled people should be treated with respect. They should feel able to fly without worrying about what might happen.



There is some good work being done to support people when they fly.



But lots of disabled people have had bad experiences in airports and on planes.



Things like:

- Waiting a long time to get help.



- Broken or lost mobility equipment. Things like wheelchairs or mobility scooters.



- Staff not knowing how to help people.



- Not knowing how to **complain** when things go wrong.

Complain means telling a company you are unhappy about something.



This may stop people from travelling by plane.



This report is about making travelling by plane easier for disabled people.



There are no new laws or extra money to make changes.



But we hope that airports and **airlines** will want to make changes.



An **airline** is a company that flies people to different places and countries.



They take care of passengers on a flight.

About The Task and Finish Group



The Task and Finish Group is a group that was set up by the Department for Transport.



This is the part of the Government in charge of **transport**.

Transport means things like buses, trains, taxis and planes.



Task and Finish means that the group has got 1 job to do. When the group have finished the job, they stop meeting.



The group's job was to:

- Learn about disabled people's experiences of travelling by plane

and

- Find ways to make things better.

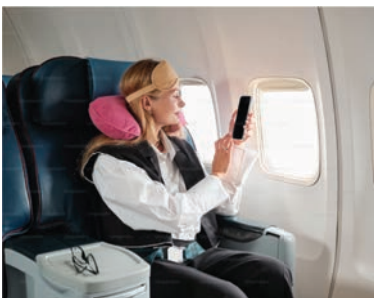


The group was made up of:

- People from air travel companies.



- Passengers. This is what you call someone who travels on transport.



- The Air Travel **Regulator**. The **regulator** makes sure air travel companies follow the rules.





What the group did

The group started meeting in November 2024.



They looked at things that are not working well at the moment.



They chose 5 things to look at more closely. We call these things **themes**.



Then the group wrote a list of ideas about what to do to make things better.



This report tells you about the themes and the ideas to make things better.

Theme 1: Training

What happens now:



Air travel staff get training about disability and **accessibility**.

Accessibility means how easy something is for everyone to use or get around.



But the training that staff get is different in different places.



This means that disabled people get good support in some places but not others.

Ideas to make things better:



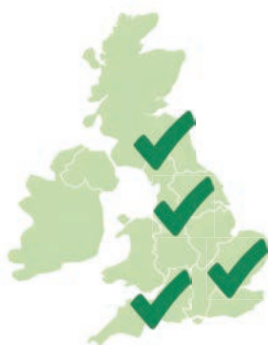
All airport and airline staff should get some training about disability and accessibility.



Disabled people should be involved in planning, writing and running the training.



People who run the training should be **experts** in accessibility. An **expert** is someone who knows a lot about something.



Training needs to be better. Training should be the same in different places.



Staff who help disabled people should have extra training.

Theme 2: Getting information

What happens now:

Information about support for disabled passengers is not good enough.



People find it hard to get information about things like:

- Booking seats.



- Bringing **assistance dogs** on a plane.

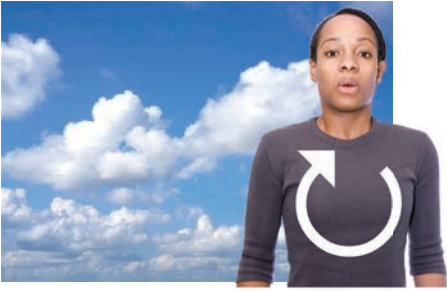
Assistance dogs help disabled people. This might be people who are blind or autistic.



- Travelling with **oxygen tanks**.

An **oxygen tank** is a bit like a big bottle. It has **oxygen** in it.





You cannot see **oxygen**. It is in the air and we need it to breathe. Some people need extra oxygen to breathe.

Ideas to make things better:



Everyone should be able to get information about accessibility and support in airports and on planes.

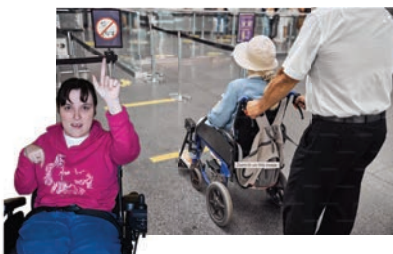


Airports should make **accessibility guides**. The guide should say:



- How accessible a service is

and



- How to get support.



Airport and airline websites, **apps** and email should be easy to find and use.



An **app** is something you can use on a **smart phone**.

A **smart phone** is like a mini computer or tablet but you can use it as a phone too.



People should be able to get help everywhere in the airport. This might be at a help desk, on an app or by text message.



Disabled passengers should know what help and support they should get.



They should know how they can complain if things go wrong.

Theme 3: Disabilities you cannot see

What happens now:

Many people have a disability you cannot see when you look at them.



This means other people do not think they are disabled.



This can mean people do not get the support they need.



Ideas to make things better:

Airports and airlines should check how well they support all disabled people. This includes people who have a disability you cannot see.



There should be more information about how to ask for support.



This information should help people to feel more **confident** when they travel.

Confident is feeling like you can do something.



This may help more people want to fly.

Theme 4: Mobility aids



Mobility aids are things that help people to get around. Things like a wheelchair, mobility scooter, walking frame or walking stick.



What happens now:

Travelling with a mobility aid can be hard.



The mobility aid must be put in the bottom of the plane with the suitcases.



This can cause problems. Sometimes, things can get damaged.



Some passengers are told they cannot get on the plane because their mobility aid has got batteries in.



There are strict rules about taking batteries on a plane.

Ideas to make things better:



Passengers should give the airline information about their mobility aids.

Staff at the airport should tell passengers how their mobility aids will be looked after.



A new group should be set up to look at mobility aids on planes.



The group should look at:

- How mobility aids are designed and made.
- How mobility aids are looked after when people travel.



Theme 5: Support

What happens now:



Every disabled passenger should be supported in a way that is right for them. But this does not always happen.



The number of passengers who need support is going up.



Ideas to make things better:

Airlines should find ways to collect information about the support that each passenger needs.



The right **equipment** should be used to give support to people.

Equipment means things like lifts and small wheelchairs for getting on and off a plane.

Ideas about what the Civil Aviation Authority should do



The **Civil Aviation Authority** looks after air travel in the UK. They are called the **CAA** for short.



Set up a way for airlines and airports to check how well they are doing



There are rules about making airports and planes accessible. The rules are called **standards**.



The CAA should help airports and airlines to check if they are meeting the standards.



Airports and airlines should know:

- When they have done the things in the standards

and

- What they need to do to get better.



Make sure the Airport Performance Framework is up to date on accessibility



The **Airport Performance Framework** helps the CAA to check how well airports are doing.



It looks at things like:

- The help people get.



- How long they wait for help.



- How people feel about the support they get.

Look at the rules and checks we already have

The CAA should make sure it checks everything that is important for disabled passengers. Things like:



- Places called relief areas. This is where assistance dogs can go to the toilet.



- How disabled people are affected when flights are changed or cancelled.



- How airports involve disabled people when they make decisions that affect disabled passengers.



- What training airline and airport staff get.



The CAA should make sure the rules are followed to make things better.

Good things that are happening



There are lots of good things that are already helping disabled passengers.

Things like:



- Days when autistic people can come to the airport and see what it is like.



- A pretend plane where people can have a go at what it is like to sit on a plane.



- Groups where people can share their experiences of flying with different airlines.

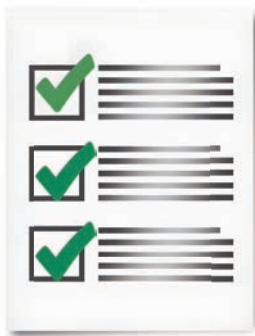
What happens next



The Task and Finish Group was also asked to think about what happens next after this report.



They said a new group should be set up.



This new group should make sure the things in this report get done.



The Task and Finish Group also had some ideas about things The Department of Transport could do.

They said the Department could:



- Give the CAA more power to make sure that rules are followed.



- Make it easier for passengers to complain.



- Check if the rules we have now are working.



- Think about how these things will work with rules in other countries.