



City of Derry Airport Accessibility Forum

Annual Report 2024/25

The City of Derry Airport Accessibility Forum is pleased to present its Annual Report for 2024/25. During the year, the Forum met on two occasions - 8 May and 12 November 2024, the latter including a site visit to review accessibility developments.

Forum Membership

The Forum brings together a diverse range of organisations representing people with disabilities or reduced mobility, including:

- Alzheimer's Society
- Cedar Foundation
- Consumer Council
- Derry and Strabane Over 50s Reference Group
- Disability Action
- Guide Dogs NI
- IMTAC
- North West Forum of People with Disabilities
- RNIB
- RNID

Passenger Support and Service Quality

In 2024/25, 2,240 passengers (1%) requested special assistance. The Forum notes with satisfaction that the airport continues to meet the quality standards for accessibility set by the Civil Aviation Authority (CAA) for both departing and arriving passengers.
Staff Training and Development

The Forum welcomes the airport's ongoing commitment to staff training in disability awareness. This includes PRM (Persons with Reduced Mobility) training, the IMPACT award training delivered by Autism NI, and new Disability Awareness Training from the Department for Transport, introduced during the year. We encourage



continued collaboration with Forum members to expand specialist training.

Community Engagement

The Forum continues to support the airport's valued partnership with ASpace2, a local organisation providing a safe and calming environment for passengers with learning and sensory disabilities and their carers.

Accessibility Improvements

We commend the airport for actively responding to Forum feedback, leading to several enhancements:

- Additional seating and markings at the bus area
- More seating at security and introduction of raised seating in waiting areas
- Increased space for wheelchair users in the Departure Lounge
- Lowered flight information screens
- Improved signage at the entrance
- Hearing loop checks added to regular maintenance

Changing Places Facility

The Forum was particularly pleased to see the airport's Changing Places facility listed on the official website following its installation—an outcome of previous Forum recommendations and a clear example of the positive impact of collaborative engagement.

We thank the airport for its continued commitment to accessibility and look forward to further collaboration in 2025/26.

Dermot Devlin
Chair
City of Derry Airport Accessibility Forum