

Appendix: Hidden Disabilities Airport Report (as of 1 April 2018)

Airport	Hidden disability training for staff	Consulted with disability orgs	Provided accessible information before travel	Can receive additional information from passengers*	Introduced a means of identification	Separate "assistance" security lane**	Familiarisation visits	Not separate from companion	Quiet routes**	Quiet areas**
ABERDEEN	✓	✓	Online guide	✓	Green lanyard	Fast track lane	✓	✓	X	X
BELFAST CITY	✓	✓	Videos	✓	Green lanyard	Fast track lane	✓	✓	✓ (escorted)	X
BELFAST INTERNATIONAL	✓	✓	Online guides	✓	Sunflower lanyard	Assistance lane	✓	✓	X	X
BIRMINGHAM	✓	✓	Online guide	✓	Sunflower lanyard	Fast track lane	✓	✓	✓ (escorted)	X
BOURNEMOUTH	✓	✓	Online guide	✓	Assistance lanyard	Staff and assistance lane	✓	✓	✓ (escorted)	X
BRISTOL	✓	✓	Video and online guide	✓	Sunflower lanyard	Family and assistance lane	✓	✓	✓	X
CARDIFF	✓	✓	X	✓	Wristband	Fast track lane	✓	✓	✓ (escorted)	X
CORNWALL NEWQUAY	✓	✓	Online information	✓	Yellow lanyard	Fast track lane	✓	✓	X	X
DERRY	✓	✓	Online guide	✓	Wristband	Fast track lane	✓	✓	X	X
DONCASTER SHEFFIELD	✓	✓	Online guide	✓	White and blue wristband	Priority assistance	✓	✓	X	X
EAST MIDLANDS	✓	✓	Online guide	✓	Green lanyard	Family and assistance lane	✓	✓	✓ (escorted)	X
EDINBURGH	✓	✓	Video and online guide	✓	Sunflower lanyard	Family and assistance lane	✓	✓	✓ (escorted)	X
EXETER	✓	✓	Video and online information	✓	Multi-coloured lanyard	Fast track lane	✓	✓	✓	X
GLASGOW	✓	✓	Online guides	✓	Green lanyard	Staff search	✓	✓	✓ (escorted)	X
GLASGOW PRESTWICK	✓	✓	Online information	✓	Assistance lanyard	Assistance lane	✓	✓	✓	X
HUMBERSIDE	✓	✓	Online guide	✓	Lanyard	Staff lane	✓	✓	✓	X

INVERNESS	✓	✓	x	✓	Sunflower lanyard	Priority assistance	✓	✓	X	X
LEEDS BRADFORD	✓	✓	Online guide	✓	Lanyard	Fast track lane	✓	✓	✓ (escorted)	X
LIVERPOOL	✓	✓	Online guide	✓	Butterfly voucher	Assistance lane	✓	✓	✓ (escorted)	✓
LONDON CITY	✓	✓	Online guide	✓	Sunflower lanyard	Priority assistance	✓	✓	X	X
LONDON GATWICK	✓	✓	Online guides	✓	Sunflower lanyard	Family and assistance lane	✓	✓	✓	✓
LONDON HEATHROW	✓	✓	Video and online guides	✓	Sunflower lanyard	Priority assistance	✓	✓	X	✓
LONDON LUTON	✓	✓	Online guide	✓	Yellow sticker	Fast track lane	✓	✓	X	X
LONDON SOUTHEND	✓	✓	Online guide	✓	Blue wristband	Priority assistance	✓	✓	X	X
LONDON STANSTED	✓	✓	Video and online guides	✓	Wristband (must be booked 48 hours in advance)	Family and assistance lane	✓	✓	✓	X
MANCHESTER	✓	✓	Video and online guides	✓	Sunflower lanyard	Family and assistance lane (T1 and T3). Staff lane (T2)	✓	✓	X	X
NEWCASTLE	✓	✓	Online guides	✓	Hidden disabilities passport	Fast track lane	✓	✓	✓ (escorted)	X
NORWICH	✓	✓	Video	✓	Blue wristband	Fast track lane	✓	✓	X	X
SOUTHAMPTON	✓	✓	Online guides	✓	Green lanyard	Priority assistance	✓	✓	✓	✓

* Systems are able to receive additional information automatically without manual intervention.

** These must be specifically for this purpose and not quieter areas of the terminal. For many smaller airports it is not practical (nor necessary) to have additional security lanes or quiet routes and quiet areas.