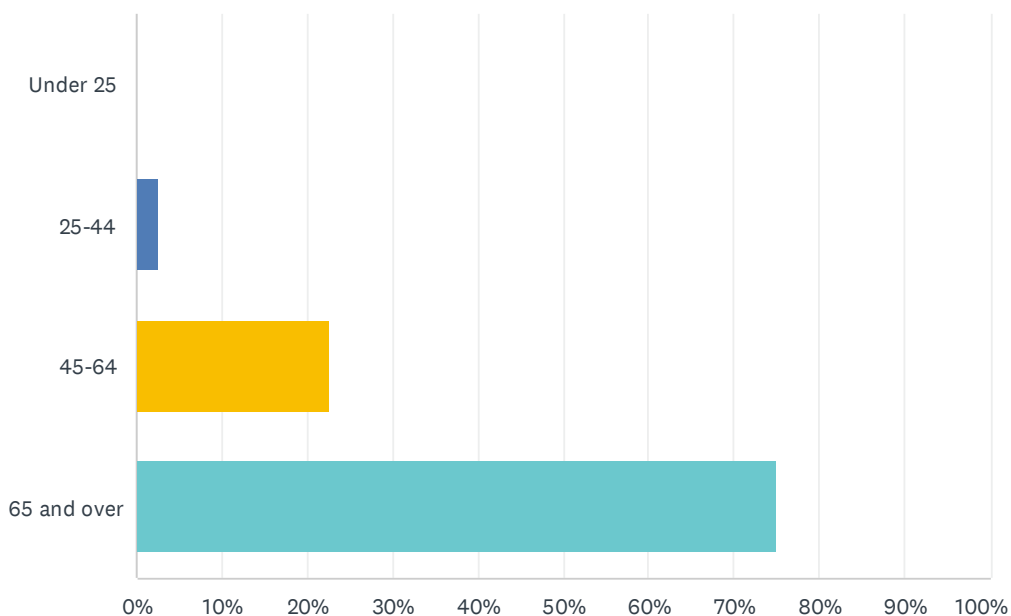


Q1 How old were you when you travelled?

Answered: 40 Skipped: 0

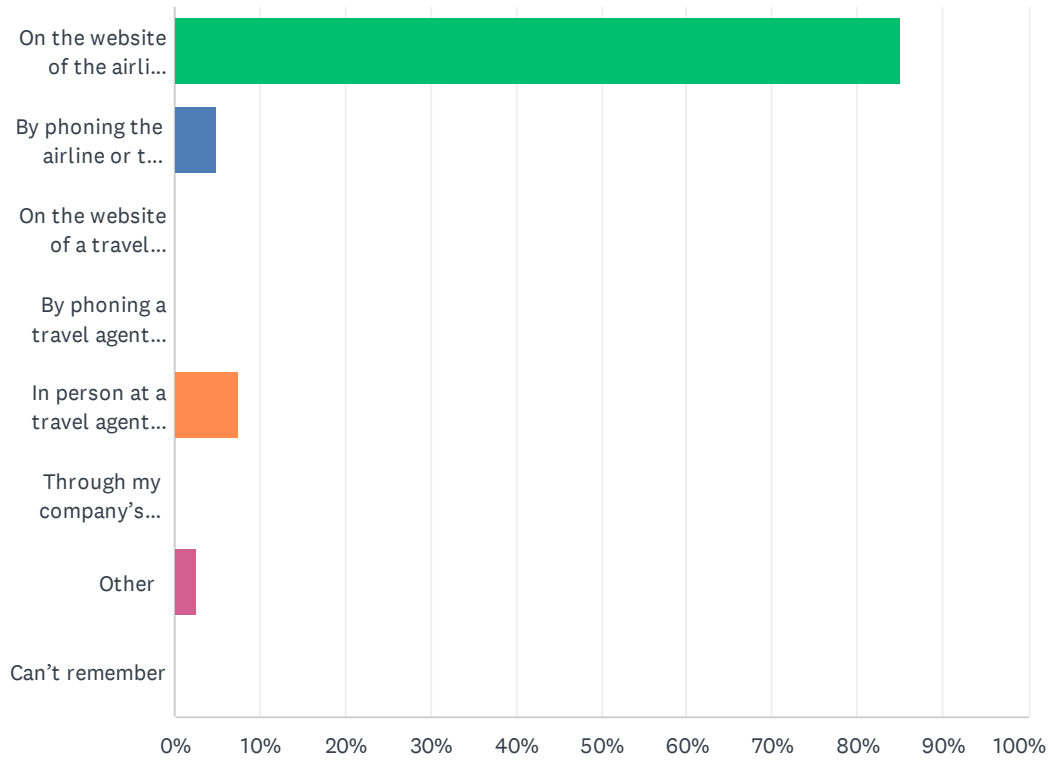


ANSWER CHOICES	RESPONSES
Under 25 (1)	0.00% 0
25-44 (2)	2.50% 1
45-64 (3)	22.50% 9
65 and over (4)	75.00% 30
TOTAL	40

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	4.00	4.00	3.73	0.50

Q2 How did you book your flight?

Answered: 40 Skipped: 0

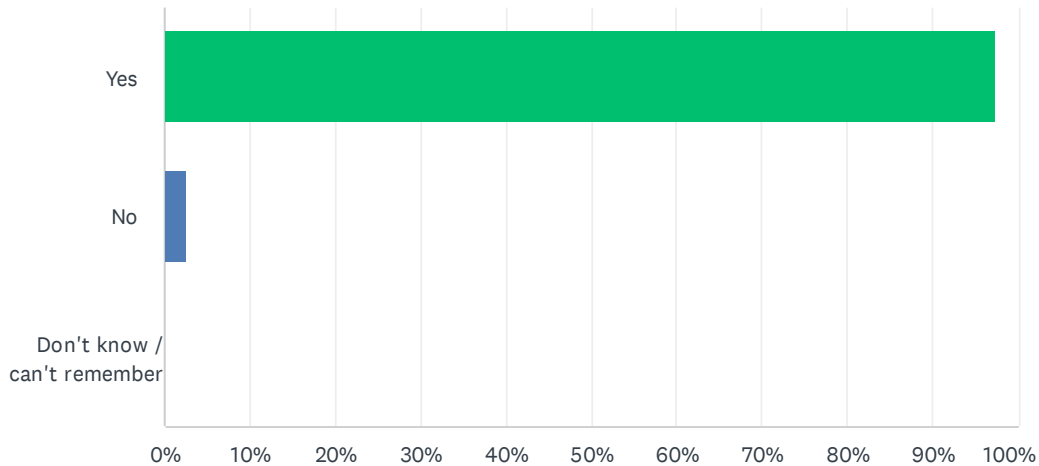


ANSWER CHOICES	RESPONSES	
On the website of the airline or tour operator (1)	85.00%	34
By phoning the airline or tour operator (2)	5.00%	2
On the website of a travel agent or price comparison service (3)	0.00%	0
By phoning a travel agent or flight comparison service (4)	0.00%	0
In person at a travel agent shop (5)	7.50%	3
Through my company's travel agent or department (6)	0.00%	0
Other (7)	2.50%	1
Can't remember (8)	0.00%	0
TOTAL		40

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	1.00	1.50	1.38

Q3 Did you pre-book the airport assistance more than 48 hours before you arrived at the airport? (Note this is usually done at the time the flight is booked, either through the travel agent, tour operator or airline. More than 48 hours is the time required to guarantee the service).

Answered: 39 Skipped: 1

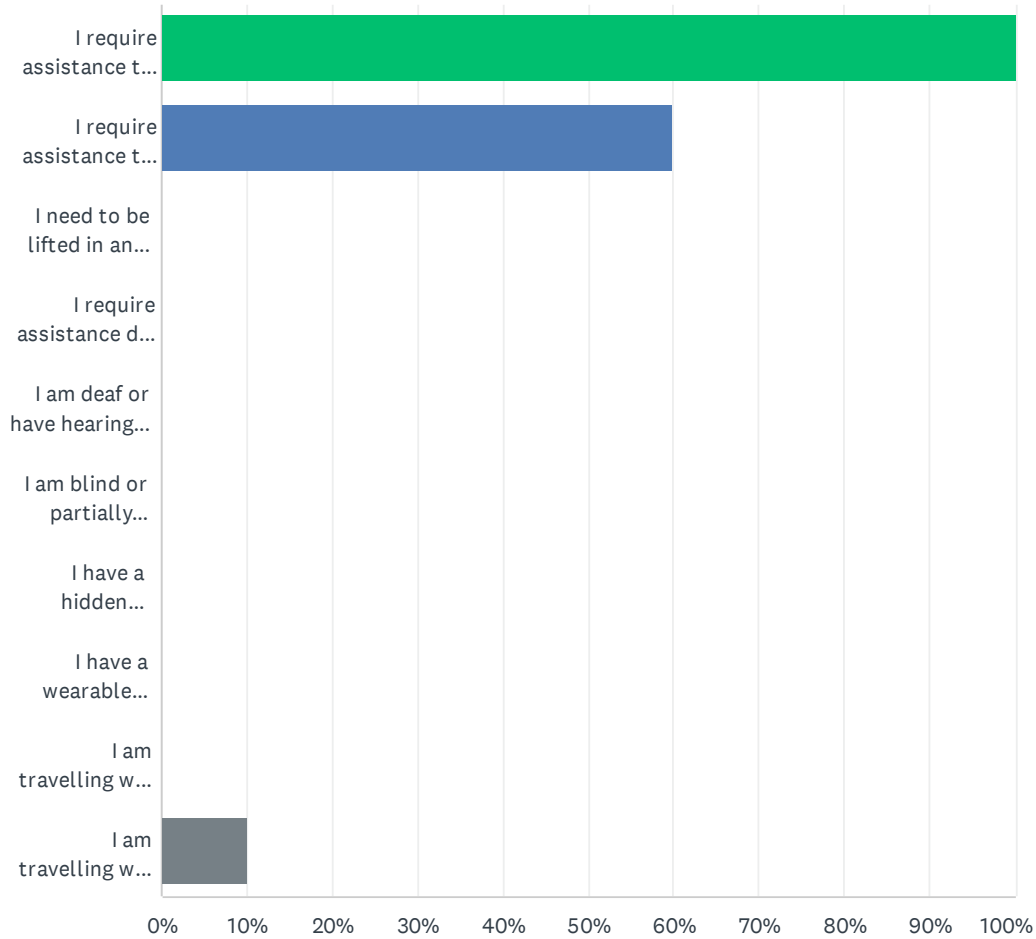


ANSWER CHOICES	RESPONSES	
Yes (1)	97.44%	38
No (2)	2.56%	1
Don't know / can't remember (3)	0.00%	0
TOTAL		39

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.03	0.16

Q4 Regarding the assistance you required at the airport, which of the following applies? (tick all that apply)

Answered: 10 Skipped: 30



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
I require assistance to walk for longer distances (1)	100.00%	10
I require assistance to use aircraft steps (2)	60.00%	6
I need to be lifted in and out of an aircraft seat and/ or wheelchair (3)	0.00%	0
I require assistance down the aisle of the plane to get to my seat (4)	0.00%	0
I am deaf or have hearing loss (5)	0.00%	0
I am blind or partially sighted (6)	0.00%	0
I have a hidden disability such as autism or dementia (7)	0.00%	0
I have a wearable medical device such as a stoma, insulin pump/ monitor (8)	0.00%	0
I am travelling with my own electric wheelchair or scooter (9)	0.00%	0
I am travelling with my own manual wheelchair or mobility aid (10)	10.00%	1
Total Respondents: 10		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	10.00	1.00	1.88	2.08

Q5 Other:

Answered: 3 Skipped: 37

#	RESPONSES	DATE
1	Having had a severe Stoke I can be very slow with very poor balance . Help can mild but can be quite considerable in various respects at different times .	9/26/2023 12:13 PM
2	Assistance was actually for my Stepmother, with whom I travelled. I booked the flights and assistance	9/17/2023 4:20 PM
3	I have a balance issue so unable to stand or queue	9/16/2023 9:51 AM

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
Aberdeen	0.00%	0
Belfast City (George Best)	0.00%	0
Belfast International	0.00%	0
Birmingham	0.00%	0
Bournemouth	0.00%	0
Bristol	0.00%	0
Cardiff	0.00%	0
Dery	0.00%	0
Doncaster Sheffield	0.00%	0
East Midlands International	0.00%	0
Edinburgh	0.00%	0
Exeter	0.00%	0
Glasgow	0.00%	0
Humberside	0.00%	0
Inverness	0.00%	0
Kirkwall	0.00%	0
Leeds Bradford	0.00%	0
Liverpool (John Lennon)	0.00%	0
London City	0.00%	0
London Gatwick	0.00%	0
London Heathrow	0.00%	0
London Luton	0.00%	0
London Stansted	0.00%	0
London Southend	100.00%	40
Manchester	0.00%	0
Newcastle	0.00%	0
Newquay	0.00%	0
Norwich	0.00%	0
Prestwick	0.00%	0
Southampton	0.00%	0
Sumburgh	0.00%	0
Other UK Airport	0.00%	0

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

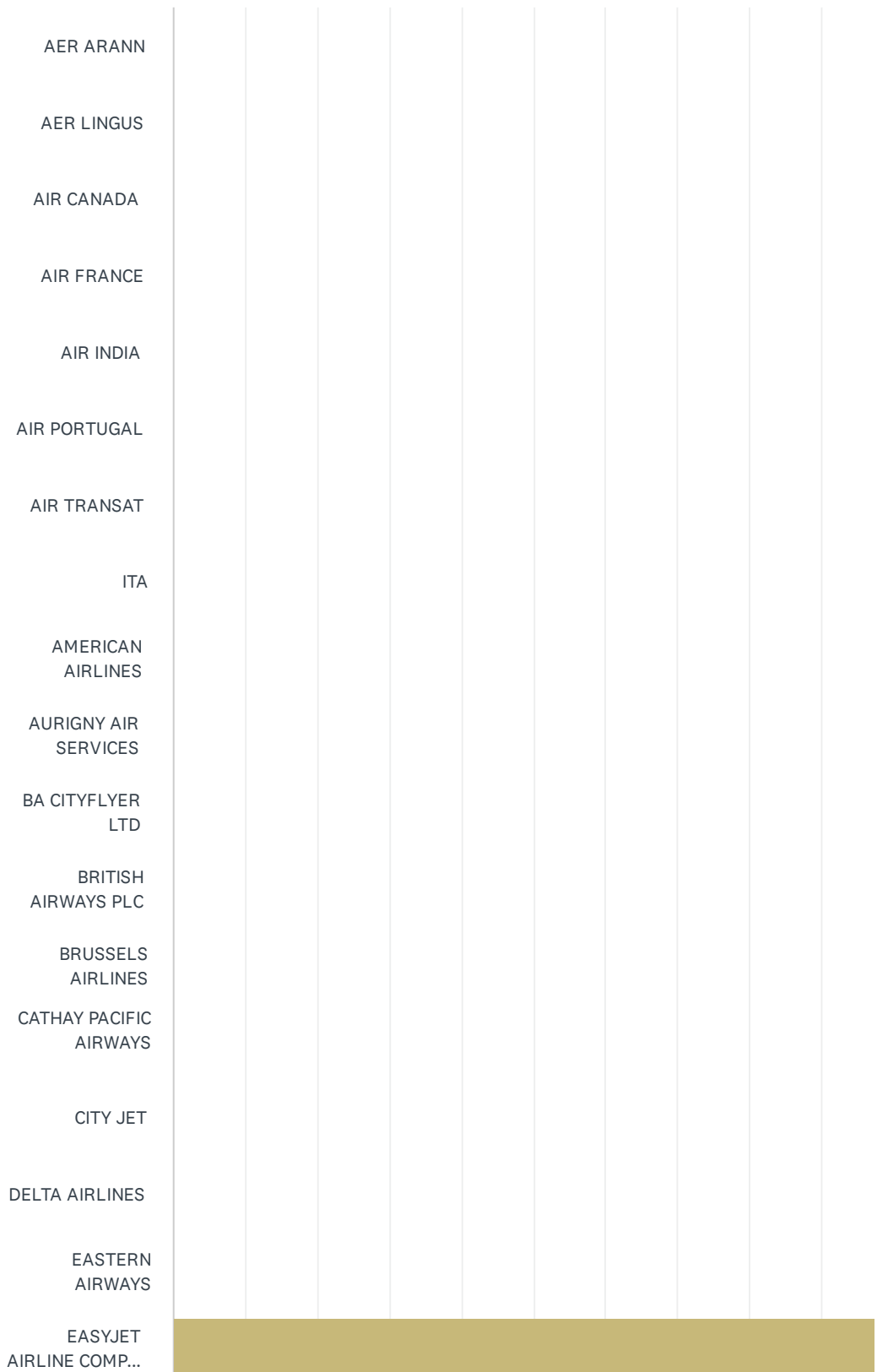
Teesside International Airport	0.00%	0
TOTAL		40

BASIC STATISTICS

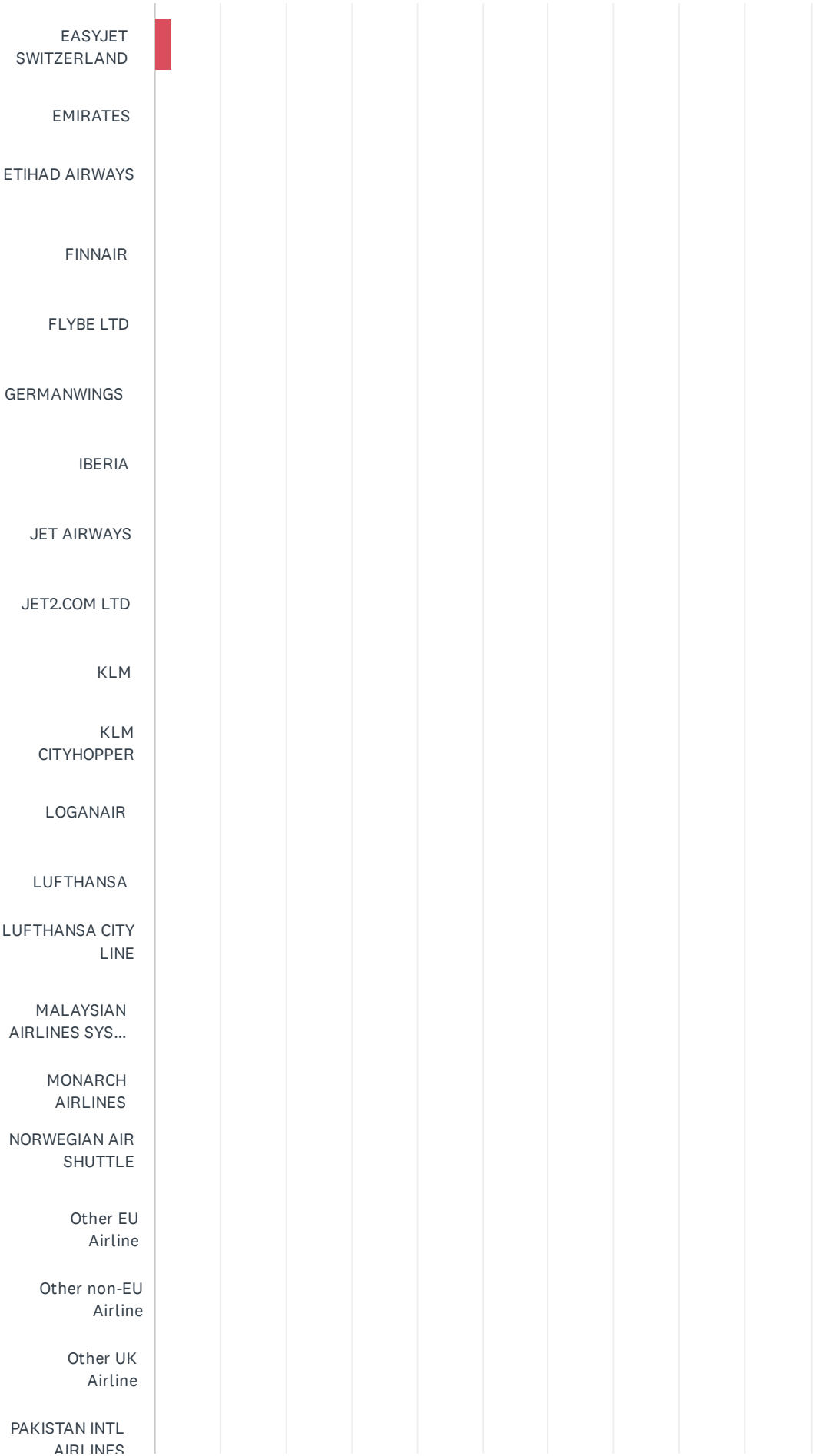
Minimum	Maximum	Median	Mean	Standard Deviation
24.00	24.00	24.00	24.00	0.00

Q7 Which airline did you fly with? (If your airline is not in the list below, please select one of the 'Other' options)

Answered: 40 Skipped: 0



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
AER ARANN	0.00%	0
AER LINGUS	0.00%	0
AIR CANADA	0.00%	0
AIR FRANCE	0.00%	0
AIR INDIA	0.00%	0
AIR PORTUGAL	0.00%	0
AIR TRANSAT	0.00%	0
ITA	0.00%	0
AMERICAN AIRLINES	0.00%	0
AURIGNY AIR SERVICES	0.00%	0
BA CITYFLYER LTD	0.00%	0
BRITISH AIRWAYS PLC	0.00%	0
BRUSSELS AIRLINES	0.00%	0
CATHAY PACIFIC AIRWAYS	0.00%	0
CITY JET	0.00%	0
DELTA AIRLINES	0.00%	0
EASTERN AIRWAYS	0.00%	0
EASYJET AIRLINE COMPANY LTD	97.50%	39
EASYJET SWITZERLAND	2.50%	1
EMIRATES	0.00%	0
ETIHAD AIRWAYS	0.00%	0
FINNAIR	0.00%	0
FLYBE LTD	0.00%	0
GERMANWINGS	0.00%	0
IBERIA	0.00%	0
JET AIRWAYS	0.00%	0
JET2.COM LTD	0.00%	0
KLM	0.00%	0
KLM CITYHOPPER	0.00%	0
LOGANAIR	0.00%	0
LUFTHANSA	0.00%	0
LUFTHANSA CITY LINE	0.00%	0

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

MALAYSIAN AIRLINES SYSTEM - MAS	0.00%	0
MONARCH AIRLINES	0.00%	0
NORWEGIAN AIR SHUTTLE	0.00%	0
Other EU Airline	0.00%	0
Other non-EU Airline	0.00%	0
Other UK Airline	0.00%	0
PAKISTAN INTL AIRLINES	0.00%	0
QANTAS	0.00%	0
QATAR AIRWAYS	0.00%	0
RYANAIR	0.00%	0
SAS	0.00%	0
SINGAPORE AIRLINES	0.00%	0
SWISS AIRLINES	0.00%	0
THOMAS COOK AIRLINES LTD	0.00%	0
THOMSON / TUI	0.00%	0
TURKISH AIRLINES	0.00%	0
UNITED AIRLINES	0.00%	0
US AIRWAYS	0.00%	0
VIRGIN ATLANTIC AIRWAYS LTD	0.00%	0
VUELING AIRLINES	0.00%	0
WIZZ AIR	0.00%	0
TOTAL		40

BASIC STATISTICS

Minimum 18.00	Maximum 19.00	Median 18.00	Mean 18.02	Standard Deviation 0.16
------------------	------------------	-----------------	---------------	----------------------------

Q8 What was the date of travel for your outbound flight?

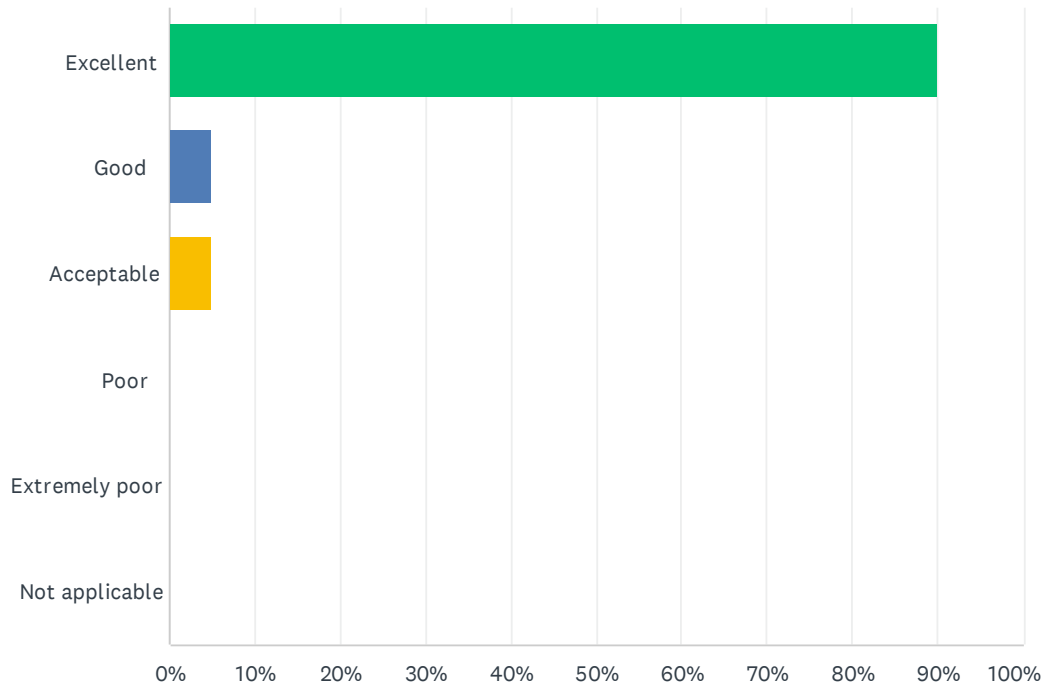
Answered: 10 Skipped: 30

ANSWER CHOICES		RESPONSES
Date		100.00% 10

#	DATE	DATE
1	15/09/2023	9/26/2023 1:13 PM
2	15/09/2023	9/26/2023 12:22 PM
3	16/09/2023	9/24/2023 9:45 AM
4	13/09/2023	9/23/2023 11:53 AM
5	01/09/2023	9/17/2023 4:22 PM
6	16/09/2023	9/17/2023 2:46 PM
7	08/09/2023	9/16/2023 9:52 AM
8	09/09/2023	9/16/2023 3:50 AM
9	08/09/2023	9/9/2023 4:26 PM
10	06/09/2023	9/9/2023 5:55 AM

Q9 Please rate the quality of the assistance that was provided to you to help you get through the airport (i.e. from the point you arrived at the airport to the point where you were about to board the aircraft)

Answered: 40 Skipped: 0

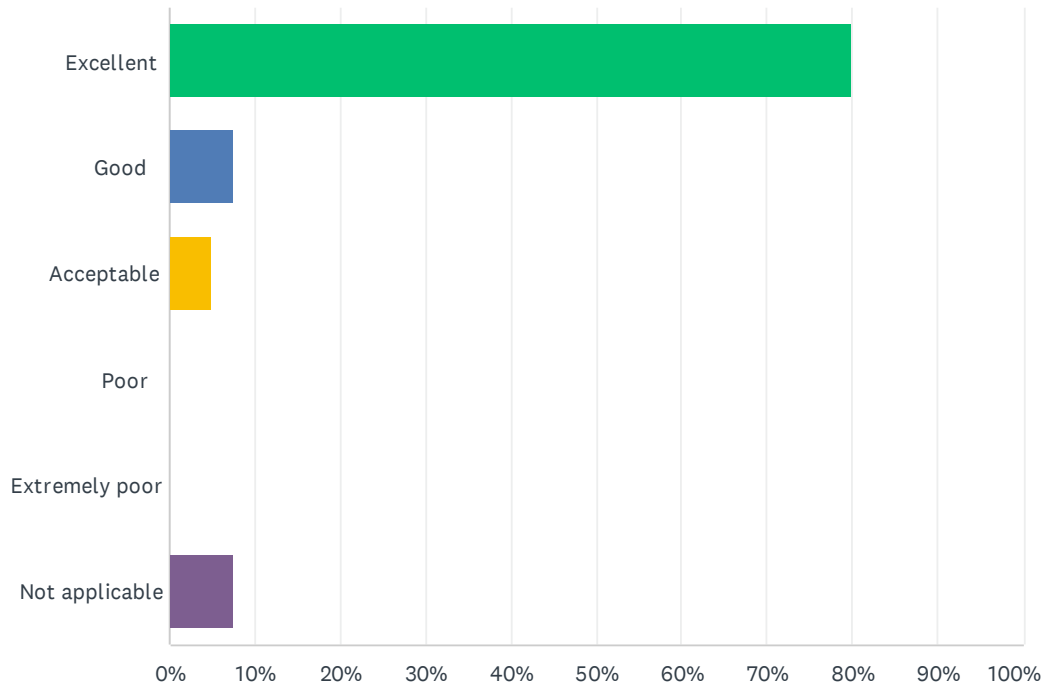


ANSWER CHOICES	RESPONSES	
Excellent (1)	90.00%	36
Good (2)	5.00%	2
Acceptable (3)	5.00%	2
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	0.00%	0
TOTAL		40

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.15	0.48

Q10 Please rate the quality of the assistance that was provided to you to help you board the aircraft, move to your seat and, if required, store your cabin baggage

Answered: 40 Skipped: 0

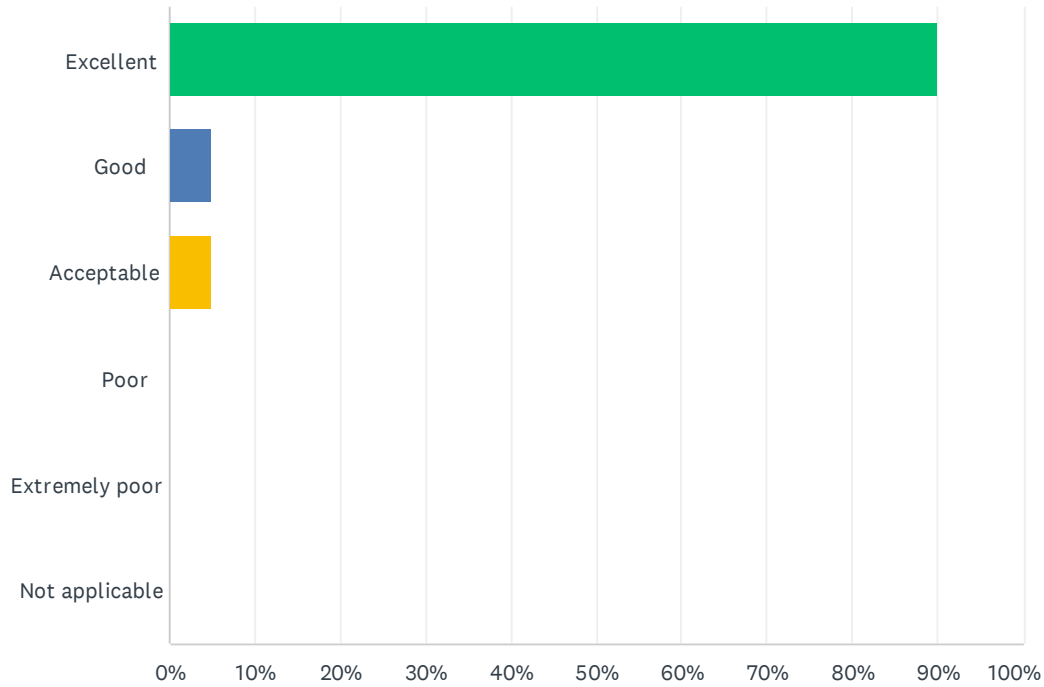


ANSWER CHOICES	RESPONSES	
Excellent (1)	80.00%	32
Good (2)	7.50%	3
Acceptable (3)	5.00%	2
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	7.50%	3
TOTAL		40

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.55	1.36

Q11 Please rate the general helpfulness and courtesy of the airport staff in meeting your assistance needs

Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent (1)	90.00%	36
Good (2)	5.00%	2
Acceptable (3)	5.00%	2
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	0.00%	0
TOTAL		40

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.15	0.48

Q12 Would you like to tell us anything about the assistance you received that fell below your expectations? If so, please comment below (maximum 2000 characters)

Answered: 19 Skipped: 21

#	RESPONSES	DATE
1	We were not met by anyone at Southend and no idea where to go or what to do. I was eventually told by airport worker that desk was by the door (but there was no one there) .	9/26/2023 1:13 PM
2	No but help at the airport entry doors is as important as everywhere and not be amiss . At Southend this was not unfortunately present .	9/26/2023 12:22 PM
3	Very kind and professional assistance.	9/23/2023 11:53 AM
4	The lady who picked up my Stepmother from Departures was excellent - very friendly, capable and caring	9/17/2023 4:22 PM
5	Lady who got me wheelchair at Southend was brilliant. Made it very easy. Her name was Sally.	9/17/2023 2:46 PM
6	Each time they had to fill out a paper form which seemed cumbersome and environmentally unfriendly	8/15/2023 8:21 PM
7	Checked in luggage by a lovely lady called Ruth then was told to wait for assistance	8/15/2023 9:54 AM
8	No	7/8/2023 10:37 AM
9	Nothing fell below expectation	7/8/2023 9:54 AM
10	Nothing, the service provided was excellent and could not be faulted in any way	7/4/2023 12:15 PM
11	I think name was Neil. He was wonderful.	6/30/2023 9:20 AM
12	Nothing	6/29/2023 3:17 PM
13	The assistance at the airport was brilliant , the gentleman was very kind and helpful However once on board EasyJet they were not helpful at all and said they were unaware that social assistance had been booked . Very rude cabin crew	6/29/2023 9:11 AM
14	No wheelchair readily available, on arrival was informed wheelchair only available from 6 o clock.	6/23/2023 5:15 PM
15	None	6/20/2023 3:06 PM
16	N/A	6/17/2023 11:18 PM
17	As good as expected	6/17/2023 12:45 PM
18	N/A	5/12/2023 6:06 PM
19	Waiting in the last airport area before you walked to plane was overlong (25 mins) and no seating provided for disabled.	4/30/2023 12:45 PM

Q13 Would you like to tell us anything about the assistance you received that met or exceeded your expectations? If so, please comment below (maximum 2000 characters)

Answered: 33 Skipped: 7

#	RESPONSES	DATE
1	Once accepted by yourselves the help was good all round .	9/26/2023 1:13 PM
2	The help when I found it was really good and very friendly . I was helped right to the plane .	9/26/2023 12:22 PM
3	Assistance was outstanding. I would point out Sally Curtis at Southend who made the trip to and from plane so easy.	9/24/2023 9:45 AM
4	Friendly member of staff	9/23/2023 11:53 AM
5	Very helpful lady who pushed the wheelchair	9/17/2023 4:22 PM
6	Was really worried about travel but it was first class	9/17/2023 2:46 PM
7	The lady who helped me was so caring	9/16/2023 9:52 AM
8	The girls and all the staff at Southend airport who wonderful a credit to their company	9/16/2023 3:50 AM
9	Friendly and thoughtful	9/9/2023 4:26 PM
10	Then was greeted by a lovely lady Rita x retired police woman couldn't be left in safe hands she asked if i needed anything was i ok could not asked for a more caring person 🥰😊	8/15/2023 9:54 AM
11	Fantastic service both flights. Nothing was too much trouble. Happy, helpful and a pleasure to deal with. Would thoroughly recommend and use again.	7/19/2023 10:58 AM
12	Perfect assistance	7/8/2023 10:37 AM
13	I found the staff helpful, friendly and efficient and attentive at all times.	7/8/2023 9:54 AM
14	The helpfulness of the staff both on my departure and arrival was by far the next I have received at an airport for a long time. Congratulations to all the people at Southend airport that assisted me	7/4/2023 12:15 PM
15	The assistant came right out to the car park and waited until our taxi arrived	7/2/2023 3:14 PM
16	Julie was extremely helpful and put me at ease	7/2/2023 8:48 AM
17	When the assistant saw my husband waiting for outside the toilets insisted on wheeling me back to the waiting area	6/29/2023 5:35 PM
18	Very friendly explained what was happening all the time explained the method of accessing the aircraft	6/29/2023 3:17 PM
19	Very helpful n kind	6/29/2023 11:16 AM
20	My son has autism and epilepsy The gentleman stayed with us from check in through to boarding the plane , he was extremely helpful and kind . He continually asked if we were ok and if everything was alright and if he could help us make the journey any easier . It made our experience at the airport so much more enjoyable ans less anxious	6/29/2023 9:11 AM
21	My friend and I received excellent care from when we arrived until we boarded the aircraft we were checked on periodically to see if there was anything we needed.	6/27/2023 5:55 PM
22	All staff are helpful and friendly and made the start of our journey less scary	6/26/2023 2:10 PM
23	Very helpful staff. Made to feel that they wanted to help and not just doing a job	6/26/2023 7:22 AM
24	When wheelchair arrived staff were helpful, security was ok.	6/23/2023 5:15 PM

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

25	Julie was very helpful and attentive made my wife feel at ease	6/23/2023 2:39 PM
26	Kept me informed at all stages	6/20/2023 3:06 PM
27	The service on outward journey was excellent I felt really self conscious being in the wheelchair but the lady made me feel more comfortable and confident. The man when we returned back to Southend was really friendly and helpful. Service in UK was much better than at Palma airport	6/17/2023 11:18 PM
28	As my husband waited for me outside the toilet the assistant asked him if all was OK and pushed me back to waiting area. Also kept us informed	6/17/2023 12:45 PM
29	All staff are very helpfull especially the firemen who pushed the wheelchair up the ramp	6/17/2023 11:54 AM
30	All the staff very polite, caring and couldn't have done enough to make the experience a very good one	6/5/2023 1:35 PM
31	The overall service for me a disabled person was very good indeed I stayed in the wheelchair right to the aircraft door!	5/12/2023 6:06 PM
32	Everybody was so friendly and helpful, I was made to feel very comfortable.	5/8/2023 2:37 PM
33	No	4/30/2023 12:45 PM