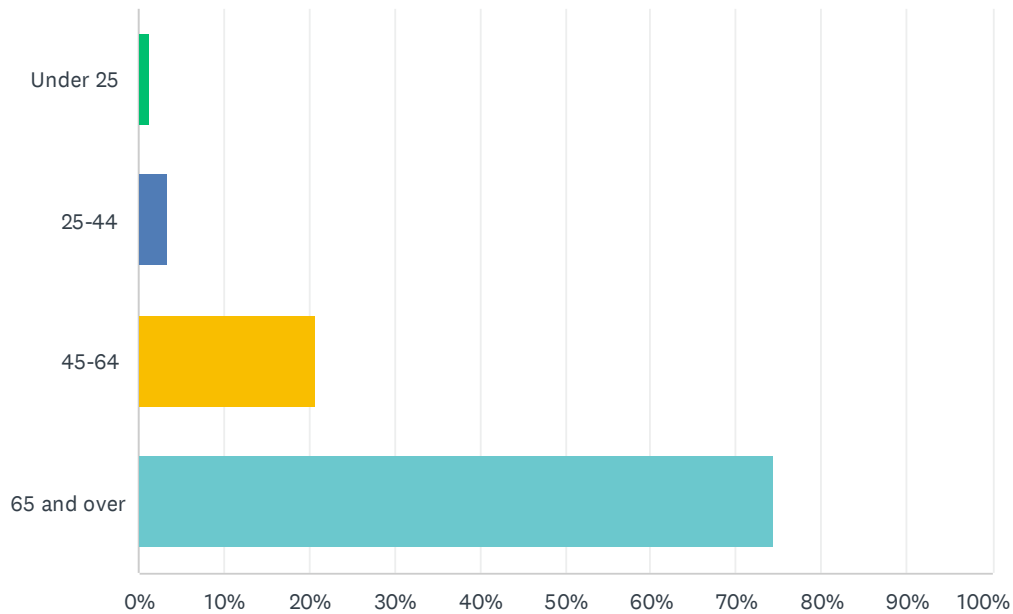


Q1 How old were you when you travelled?

Answered: 145 Skipped: 0

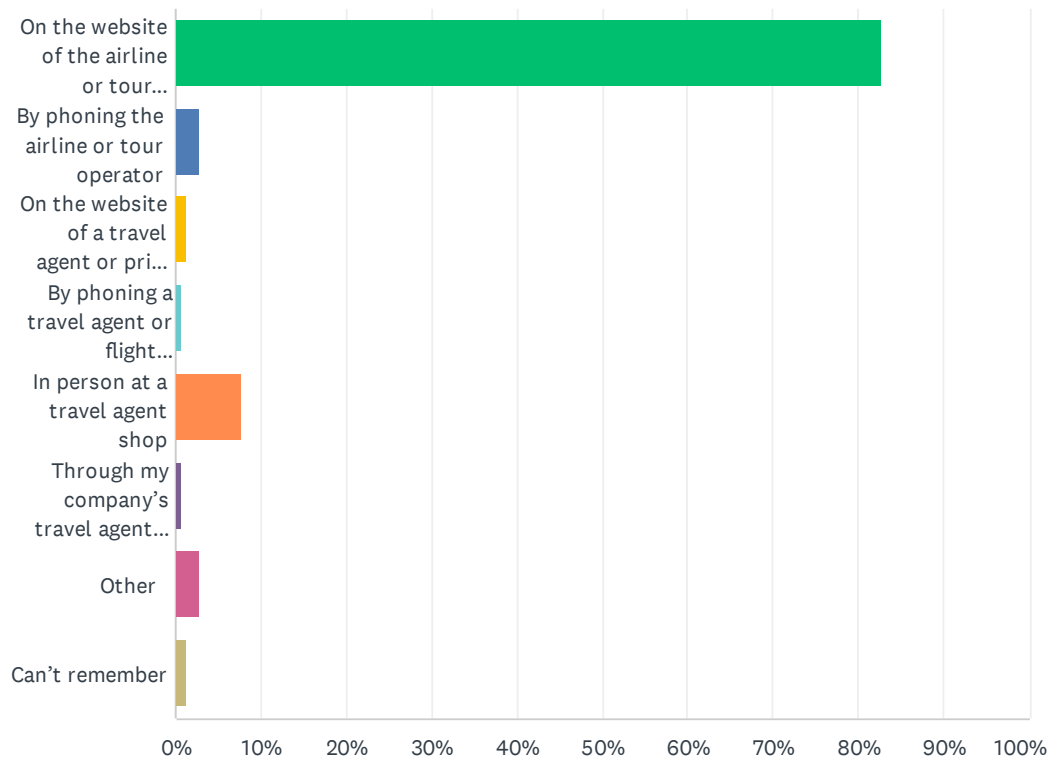


ANSWER CHOICES	RESPONSES	
Under 25 (1)	1.38%	2
25-44 (2)	3.45%	5
45-64 (3)	20.69%	30
65 and over (4)	74.48%	108
TOTAL		145

BASIC STATISTICS				
Minimum 1.00	Maximum 4.00	Median 4.00	Mean 3.68	Standard Deviation 0.61

Q2 How did you book your flight?

Answered: 145 Skipped: 0

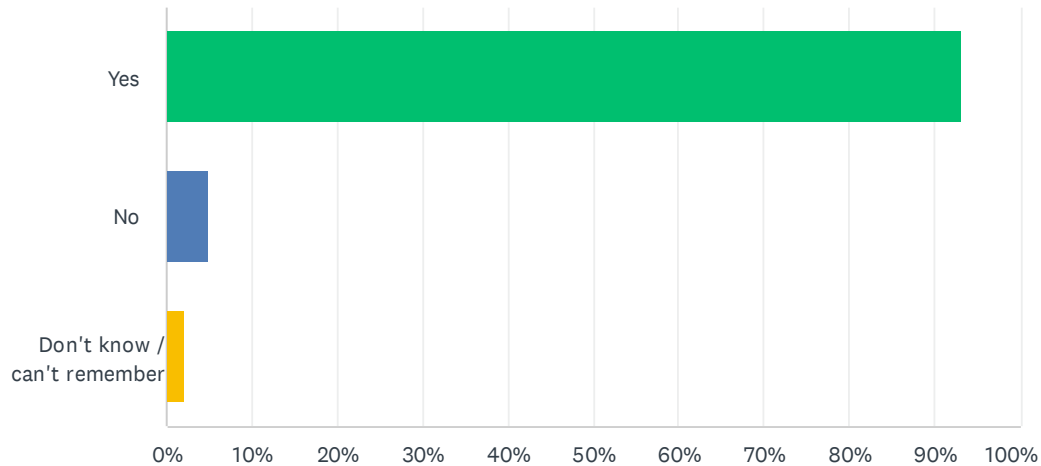


ANSWER CHOICES	RESPONSES	
On the website of the airline or tour operator (1)	82.76%	120
By phoning the airline or tour operator (2)	2.76%	4
On the website of a travel agent or price comparison service (3)	1.38%	2
By phoning a travel agent or flight comparison service (4)	0.69%	1
In person at a travel agent shop (5)	7.59%	11
Through my company's travel agent or department (6)	0.69%	1
Other (7)	2.76%	4
Can't remember (8)	1.38%	2
TOTAL		145

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	8.00	1.00	1.68	1.66

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: 145 Skipped: 0

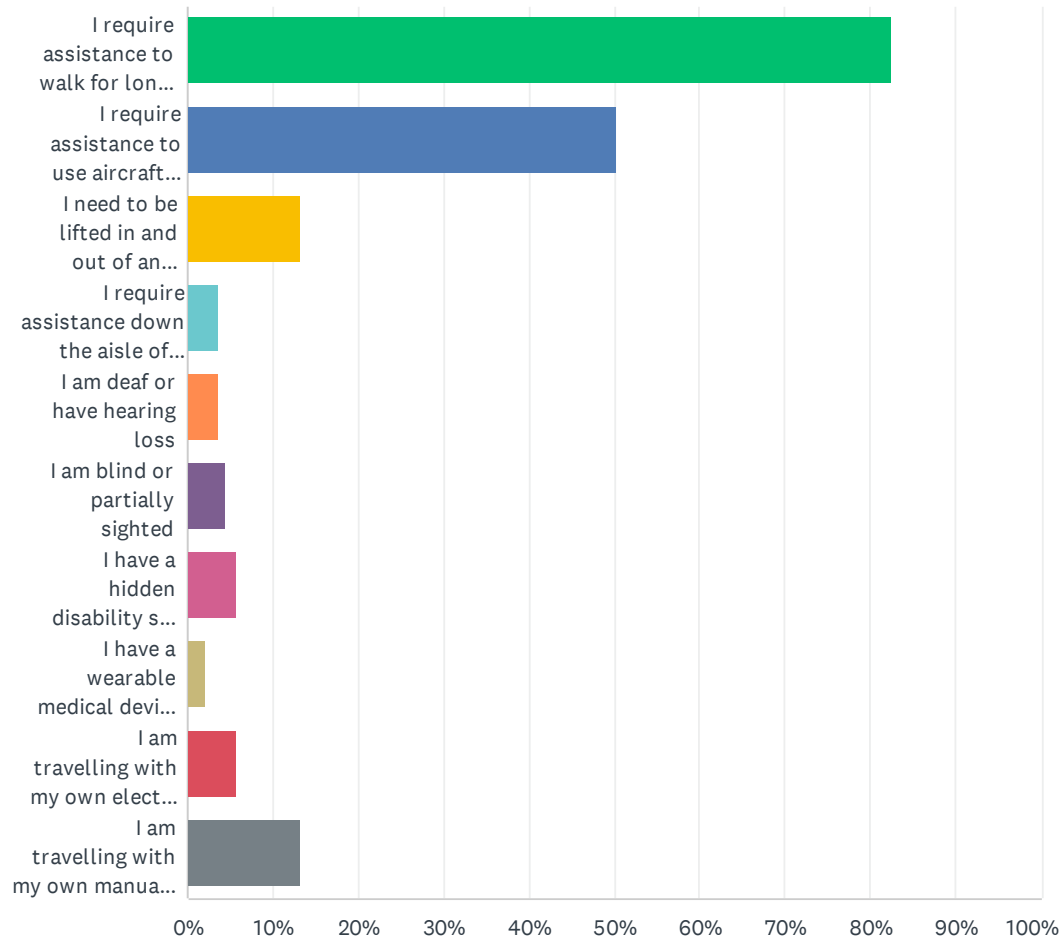


ANSWER CHOICES		RESPONSES	
Yes (1)		93.10%	135
No (2)		4.83%	7
Don't know / can't remember (3)		2.07%	3
TOTAL			145

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.09	0.35

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

Answered: 137 Skipped: 8



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)		82.48%	113
I require assistance to use aircraft steps (2)		50.36%	69
I need to be lifted in and out of an aircraft seat and/ or wheelchair (3)		13.14%	18
I require assistance down the aisle of the plane to get to my seat (4)		3.65%	5
I am deaf or have hearing loss (5)		3.65%	5
I am blind or partially sighted (6)		4.38%	6
I have a hidden disability such as autism or dementia (7)		5.84%	8
I have a wearable medical device such as a stoma, insulin pump/ monitor (8)		2.19%	3
I am travelling with my own electric wheelchair or scooter (9)		5.84%	8
I am travelling with my own manual wheelchair or mobility aid (10)		13.14%	18
Total Respondents: 137			

BASIC STATISTICS				
Minimum 1.00	Maximum 10.00	Median 2.00	Mean 2.84	Standard Deviation 2.79

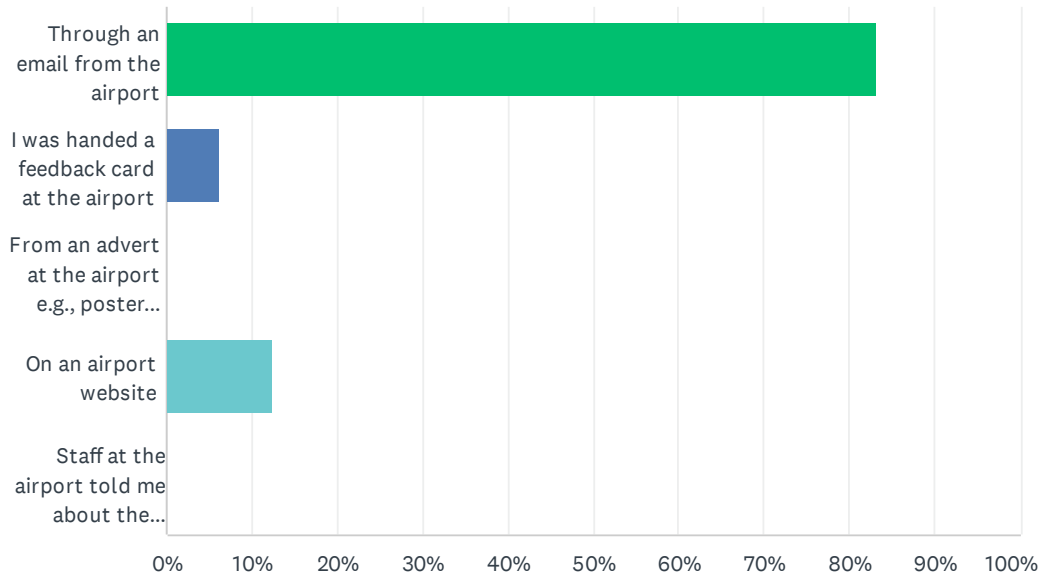
Q5 Other:

Answered: 26 Skipped: 119

#	RESPONSES	DATE
1	Walk with a crutch	10/10/2024 6:32 PM
2	I needed help from the car park but the Assistance button did not work. fortunately Julie saw us from the window and came with a chair. Excellent service!	10/10/2024 9:35 AM
3	Needed lift onto plane	10/6/2024 5:38 PM
4	I require wheelchair assistance through the airport and cannot climb steps.	9/30/2024 8:13 AM
5	I think you could add in these options " needs help to carry hand luggage" people who use 2 sticks or walking frame sometimes find it difficult to carry hand luggage, people with spinal problems, thank you	9/29/2024 9:33 AM
6	Wheelchair use	9/17/2024 10:04 AM
7	family member booked ticket and special assistance	9/15/2024 3:51 PM
8	87 years old travelling alone - need assistance with luggage	8/31/2024 8:48 AM
9	Copd	8/6/2024 8:03 AM
10	Required assistance from car park though to the plane. Was given a 5 star service which I'm extremely grateful for thank you	7/26/2024 1:29 PM
11	Require wheelchair to gate	7/14/2024 9:36 AM
12	Can't stand for long periods	6/29/2024 3:42 PM
13	I can't stand in one place for any period of time and can't navigate to back of plane	6/23/2024 9:29 AM
14	I am paralysed and have been for thirty two years, I cannot stand or walk, but can transfer on to another seat on aircraft.	6/20/2024 12:14 PM
15	I have been paralysed for thirty two years and in a wheelchair all that time I can transfer seat to seat but can't stand or walk.	6/18/2024 9:00 AM
16	I have fibromyalgia and don't always feel 'disabled' - this proves difficult to know whether to book assistance or not . I am able to walk and climb but sometimes very slowly causing me anxiety as others want to get past me.	6/17/2024 7:40 PM
17	Our youngest son has severe food allergies which require us to carry medication	6/9/2024 6:13 AM
18	I had my son to help me when walking very short distances	5/27/2024 12:42 PM
19	Whole family are autistic	5/26/2024 6:58 PM
20	I am unable to stand in queues	5/9/2024 5:11 PM
21	I cannot stand for any length of time, i.e. in queues owing to back surgery & I travel alone	4/28/2024 4:32 PM
22	Needed help lifting my case at checkin due to having broken arms years ago cannot lift any weights	4/20/2024 6:49 AM
23	I find it very difficult to climb steps the majority of the time. Hence I generally book the ambulant lift.	4/19/2024 11:54 PM
24	Your Assistance Lady, Lee, is to be congratulated on her help and kindness	4/19/2024 7:09 PM
25	I cannot walk long distances or walk up steps carrying hand luggage because I have COPD.	4/2/2024 6:52 PM
26	Cannot stand in queues	4/1/2024 9:35 AM

Q6 How did you hear about this survey?

Answered: 130 Skipped: 15



ANSWER CHOICES	RESPONSES	
Through an email from the airport (1)	83.08%	108
I was handed a feedback card at the airport (2)	6.15%	8
From an advert at the airport e.g., poster, QR code (3)	0.00%	0
On an airport website (4)	12.31%	16
Staff at the airport told me about the survey (5)	0.00%	0
Total Respondents: 130		

BASIC STATISTICS				
Minimum 1.00	Maximum 4.00	Median 1.00	Mean 1.42	Standard Deviation 0.99

#	OTHER (PLEASE SPECIFY)	DATE
1	I was advised by airport staff	10/12/2024 4:25 PM
2	Have used before	10/12/2024 7:06 AM
3	I'd done before	9/29/2024 9:33 AM
4	You emailed me	9/19/2024 12:37 AM
5	Used before	9/9/2024 8:34 AM
6	Assistant asked for the email address	8/24/2024 7:21 PM
7	The assistant ask for my email	8/4/2024 3:38 PM
8	Airport staff member	7/23/2024 10:33 AM

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

9	Member of airport staff	7/23/2024 10:21 AM
10	Assistants staff at the airport	7/12/2024 2:47 PM
11	My daughter	6/29/2024 3:42 PM
12	By email	6/26/2024 11:34 AM
13	At the travel agents	5/27/2024 5:25 PM
14	Easy jet	4/8/2024 7:02 AM
15	Friend	4/1/2024 9:35 AM

Q7 Please choose the UK departure airport at which you received assistance

Answered: 145 Skipped: 0

Aberdeen											
Belfast City (George Best)											
Belfast International											
Birmingham											
Bournemouth											
Bristol											
Cardiff											
Derry											
Doncaster Sheffield											
East Midlands											
Edinburgh											
Exeter											
Glasgow											
Humberside											
Inverness											
Kirkwall											
Leeds Bradford											
Liverpool (John Lennon)											

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
Derry	0.00%	0
Doncaster Sheffield	0.00%	0
East Midlands	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%	145
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

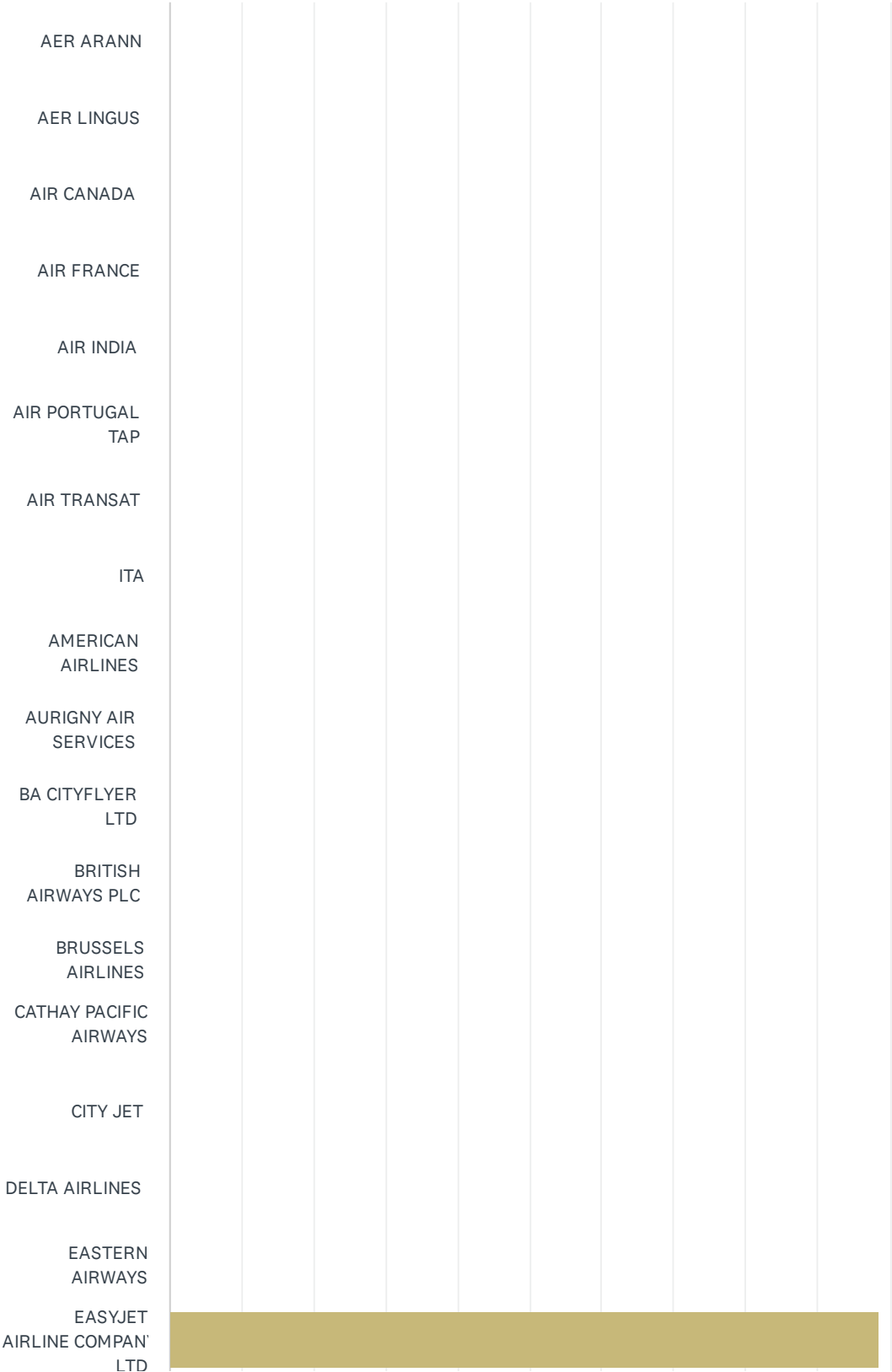
Teesside	0.00%	0
TOTAL		145

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
24.00	24.00	24.00	24.00	0.00

Q8 Which airline did you fly with? (If your airline is not in the list below, please select one of the 'Other' options)

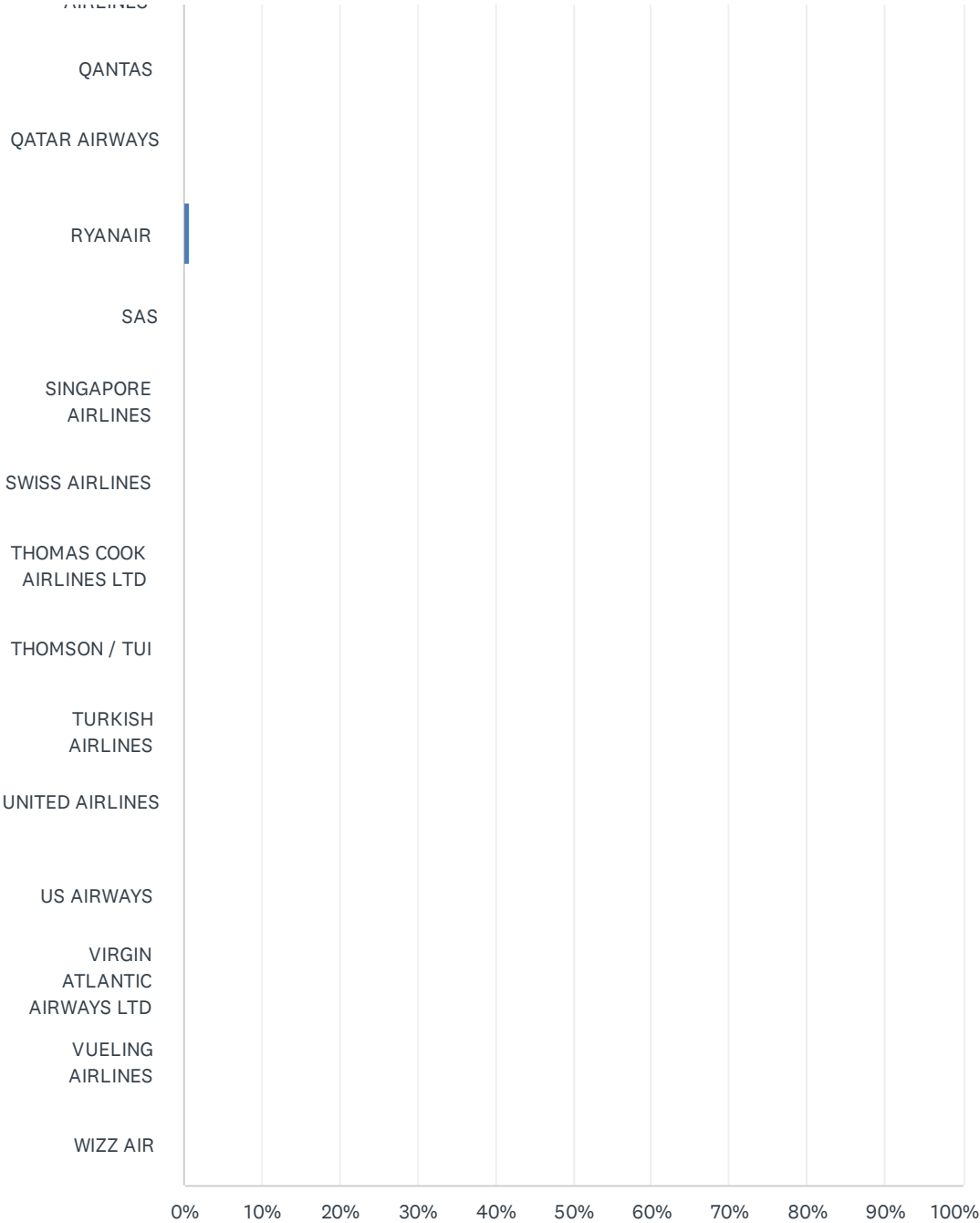
Answered: 142 Skipped: 3



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

[illegible]

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 TAP	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	98.59%	140
EASYJET SWITZERLAND	0.00%	0
EMIRATES	0.00%	0
ETIHAD AIRWAYS	0.00%	0
FINNAIR	0.00%	0
FLYBE LTD	0.00%	0
EUROWINGS	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	0.70%	1
PAKISTAN INTL AIRLINES	0.00%	0
QANTAS	0.00%	0
QATAR AIRWAYS	0.00%	0
RYANAIR	0.70%	1
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		142

BASIC STATISTICS

Minimum 18.00	Maximum 42.00	Median 18.00	Mean 18.31	Standard Deviation 2.60
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Q9 What was the date of travel for your outbound flight?

Answered: 143 Skipped: 2

ANSWER CHOICES		RESPONSES
Date		100.00% 143
#	DATE	DATE
1	18/10/2024	10/27/2024 5:22 PM
2	20/10/2024	10/20/2024 12:20 PM
3	08/10/2024	10/16/2024 12:37 PM
4	14/10/2024	10/16/2024 10:26 AM
5	20/10/2024	10/14/2024 5:46 PM
6	05/10/2024	10/12/2024 8:49 PM
7	06/10/2024	10/12/2024 4:29 PM
8	10/10/2024	10/12/2024 7:07 AM
9	09/10/2024	10/10/2024 6:33 PM
10	09/10/2024	10/10/2024 9:45 AM
11	07/10/2024	10/8/2024 1:29 PM
12	05/10/2024	10/6/2024 5:42 PM
13	04/09/2024	10/6/2024 8:49 AM
14	29/09/2024	9/30/2024 8:18 AM
15	28/09/2024	9/29/2024 9:40 AM
16	01/09/2024	9/24/2024 9:58 AM
17	24/09/2024	9/24/2024 9:21 AM
18	22/09/2024	9/23/2024 11:55 AM
19	13/09/2024	9/22/2024 5:26 PM
20	13/09/2024	9/19/2024 12:38 AM
21	07/09/2024	9/18/2024 9:20 PM
22	16/09/2024	9/17/2024 10:06 AM
23	14/09/2024	9/15/2024 3:54 PM
24	13/09/2024	9/15/2024 11:23 AM
25	13/09/2024	9/15/2024 9:31 AM
26	08/09/2024	9/9/2024 11:59 AM
27	08/09/2024	9/9/2024 8:37 AM
28	02/09/2024	9/8/2024 12:32 PM
29	01/09/2024	9/2/2024 10:07 AM
30	29/08/2024	8/31/2024 9:04 AM

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

31	30/08/2024	8/31/2024 8:54 AM
32	22/08/2024	8/31/2024 3:24 AM
33	17/08/2024	8/24/2024 7:22 PM
34	17/08/2024	8/18/2024 9:03 AM
35	08/08/2024	8/9/2024 8:34 PM
36	07/08/2024	8/8/2024 6:54 PM
37	03/08/2024	8/8/2024 10:12 AM
38	05/08/2024	8/6/2024 8:06 AM
39	03/08/2024	8/5/2024 10:44 PM
40	27/07/2024	8/4/2024 3:42 PM
41	24/07/2024	7/30/2024 10:59 AM
42	28/07/2024	7/29/2024 6:17 PM
43	19/07/2024	7/28/2024 2:22 PM
44	17/07/2024	7/28/2024 12:11 PM
45	25/07/2024	7/26/2024 1:33 PM
46	13/07/2024	7/25/2024 12:53 PM
47	17/07/2024	7/25/2024 10:18 AM
48	15/07/2024	7/23/2024 10:37 AM
49	15/07/2024	7/23/2024 10:27 AM
50	12/07/2024	7/22/2024 11:23 AM
51	17/07/2024	7/22/2024 10:59 AM
52	04/07/2024	7/21/2024 10:38 AM
53	10/07/2024	7/18/2024 10:29 AM
54	12/07/2014	7/14/2024 9:37 AM
55	08/07/2024	7/12/2024 8:53 PM
56	01/07/2024	7/12/2024 2:48 PM
57	26/06/2024	7/5/2024 2:54 PM
58	04/07/2024	7/5/2024 2:38 PM
59	24/06/2024	7/5/2024 9:30 AM
60	28/07/2024	7/5/2024 9:06 AM
61	13/06/2024	7/2/2024 4:22 PM
62	24/06/2024	7/1/2024 2:00 PM
63	21/06/2024	6/29/2024 3:43 PM
64	17/06/2024	6/28/2024 2:05 PM
65	31/05/2024	6/26/2024 11:37 AM
66	20/06/2024	6/24/2024 11:58 AM
67	21/06/2024	6/23/2024 10:34 AM
68	13/06/2024	6/23/2024 9:31 AM

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

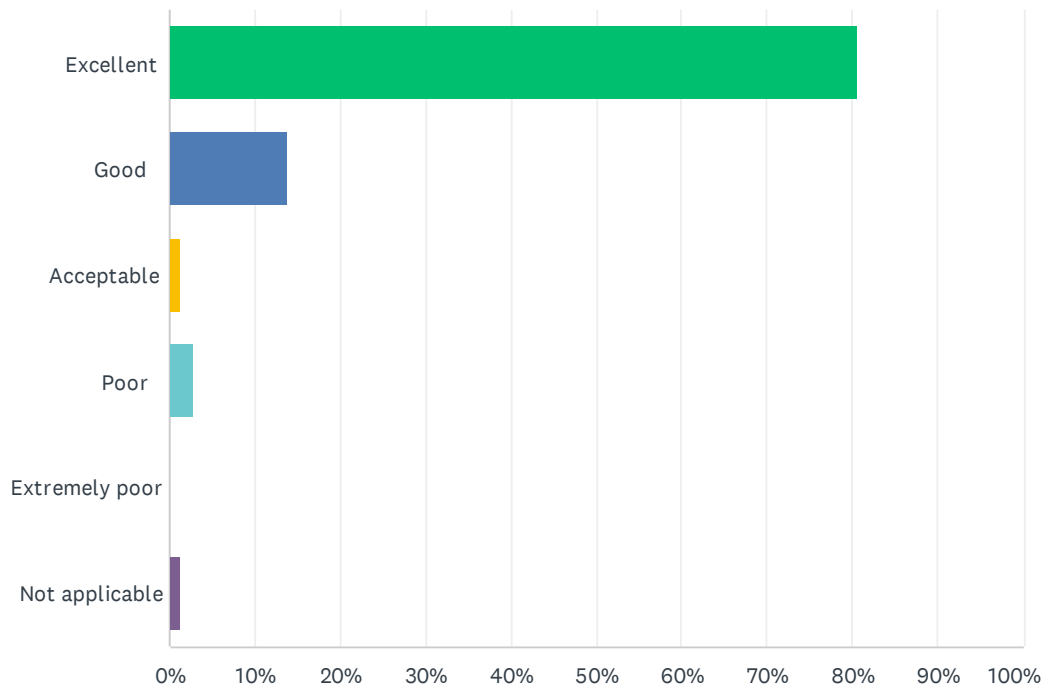
69	17/06/2024	6/23/2024 8:43 AM
70	06/06/2024	6/22/2024 9:52 AM
71	19/06/2024	6/20/2024 7:54 PM
72	13/06/2024	6/20/2024 3:01 PM
73	17/06/2024	6/20/2024 12:20 PM
74	10/06/2024	6/20/2024 8:07 AM
75	17/06/2024	6/18/2024 9:03 AM
76	17/06/2024	6/17/2024 7:46 PM
77	06/05/2024	6/17/2024 11:31 AM
78	01/06/2024	6/16/2024 2:29 PM
79	14/06/2024	6/16/2024 1:39 PM
80	08/06/2024	6/14/2024 3:35 PM
81	09/06/2024	6/14/2024 11:49 AM
82	10/06/2024	6/11/2024 7:44 AM
83	10/06/2024	6/10/2024 11:56 PM
84	26/05/2024	6/10/2024 10:23 AM
85	08/06/2024	6/9/2024 8:21 AM
86	08/06/2024	6/9/2024 6:16 AM
87	02/06/2024	6/8/2024 9:29 AM
88	20/05/2024	6/8/2024 9:28 AM
89	31/05/2024	6/5/2024 12:41 PM
90	26/05/2024	6/4/2024 6:23 PM
91	01/06/1924	6/2/2024 2:00 PM
92	01/06/2024	6/2/2024 11:40 AM
93	21/05/2024	6/1/2024 8:23 AM
94	22/05/2024	5/29/2024 10:17 PM
95	21/05/2024	5/29/2024 8:48 AM
96	20/05/2024	5/28/2024 11:00 AM
97	27/05/2024	5/28/2024 9:03 AM
98	18/05/2024	5/27/2024 5:30 PM
99	19/05/2024	5/27/2024 12:51 PM
100	25/05/2024	5/26/2024 7:00 PM
101	08/05/2024	5/26/2024 12:18 PM
102	19/05/2024	5/24/2024 2:09 PM
103	08/05/2024	5/24/2024 7:38 AM
104	22/05/2024	5/23/2024 1:50 PM
105	14/05/2024	5/23/2024 9:44 AM
106	20/05/2024	5/21/2024 4:54 PM

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

107	18/05/2024	5/18/2024 9:25 PM
108	11/05/2024	5/15/2024 4:20 AM
109	19/04/2024	5/14/2024 1:44 PM
110	03/05/2024	5/12/2024 3:07 PM
111	05/05/2024	5/11/2024 8:26 PM
112	08/05/2024	5/11/2024 8:25 AM
113	08/05/2024	5/10/2024 7:04 PM
114	09/05/2024	5/10/2024 10:20 AM
115	02/05/2024	5/10/2024 10:16 AM
116	12/04/2024	5/9/2024 6:23 PM
117	05/05/2024	5/9/2024 5:15 PM
118	07/05/2024	5/8/2024 5:29 PM
119	11/05/2024	5/8/2024 1:07 PM
120	08/05/2024	5/8/2024 1:02 PM
121	06/05/2024	5/7/2024 4:51 PM
122	06/05/2024	5/7/2024 1:09 PM
123	21/04/2024	5/4/2024 2:18 PM
124	03/05/2024	5/3/2024 8:46 PM
125	01/05/2024	5/3/2024 10:32 AM
126	26/04/2024	4/28/2024 4:33 PM
127	12/04/2024	4/26/2024 12:19 PM
128	22/04/2024	4/23/2024 11:54 AM
129	22/04/2024	4/23/2024 10:37 AM
130	22/04/2024	4/22/2024 2:57 PM
131	12/04/2024	4/20/2024 6:52 AM
132	06/05/2024	4/20/2024 12:07 AM
133	19/04/2024	4/19/2024 7:12 PM
134	15/04/2024	4/16/2024 9:15 AM
135	15/04/2024	4/15/2024 8:25 PM
136	14/04/2024	4/15/2024 8:34 AM
137	15/04/2025	4/13/2024 5:36 PM
138	05/04/2024	4/12/2024 7:19 PM
139	01/04/2024	4/12/2024 9:27 AM
140	07/04/2024	4/8/2024 7:03 AM
141	05/04/2024	4/7/2024 5:08 PM
142	02/04/2024	4/2/2024 6:56 PM
143	28/03/2024	4/1/2024 9:36 AM

Q10 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: 145 Skipped: 0

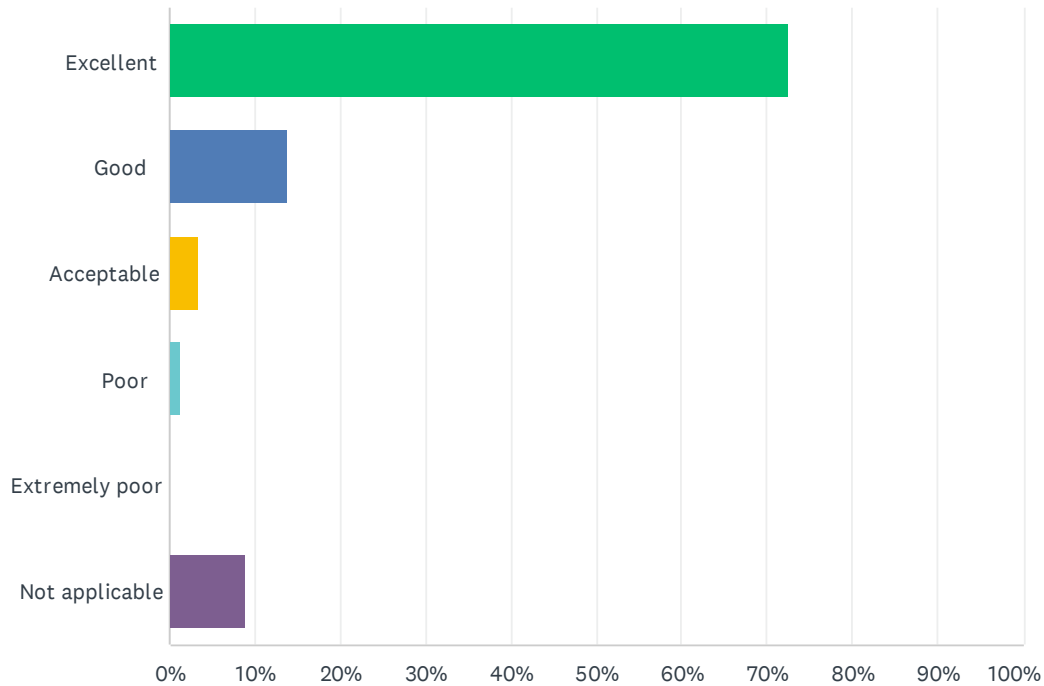


ANSWER CHOICES		RESPONSES	
Excellent (1)		80.69%	117
Good (2)		13.79%	20
Acceptable (3)		1.38%	2
Poor (4)		2.76%	4
Extremely poor (5)		0.00%	0
Not applicable (6)		1.38%	2
TOTAL			145

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.32	0.83

Q11 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: 145 Skipped: 0

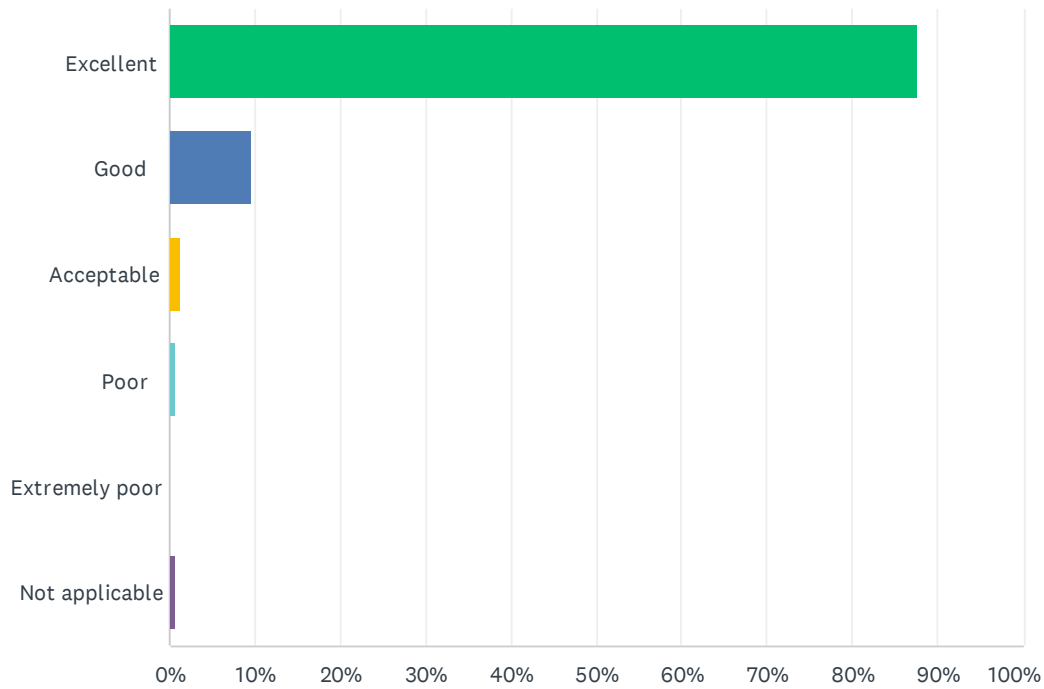


ANSWER CHOICES		RESPONSES	
Excellent (1)		72.41%	105
Good (2)		13.79%	20
Acceptable (3)		3.45%	5
Poor (4)		1.38%	2
Extremely poor (5)		0.00%	0
Not applicable (6)		8.97%	13
TOTAL			145

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.70	1.47

Q12 Please rate the general helpfulness and courtesy of the airport staff in meeting your assistance needs

Answered: 145 Skipped: 0



ANSWER CHOICES		RESPONSES	
Excellent (1)		87.59%	127
Good (2)		9.66%	14
Acceptable (3)		1.38%	2
Poor (4)		0.69%	1
Extremely poor (5)		0.00%	0
Not applicable (6)		0.69%	1
TOTAL			145

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.18	0.60

Q13 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: 47 Skipped: 98

#	RESPONSES	DATE
1	I had to transport my wife on top of the cases into the airport lounge, as no one had told us that there was a special assistance call button in the long stay carpark, thats why the rating is only Good for the outbound flight	10/27/2024 5:22 PM
2	Pre flight at arrivals - in planning my flight, it would be good if confirmation could be sent by the Special Assistance team at the departure airport, giving instructions where to go for drop off, where the special assistance desk/Team are within the airport and a contact number. My wife had to go into SEN for find this out, but alas there was no team members there to assist with our enquiry!	10/14/2024 5:46 PM
3	Would have liked help pushing my husband in the wheelchair as I had two cases to manage	10/12/2024 7:07 AM
4	We could not get assistance from the short stay car park. However Julie saw us and came out to meet us and took me inside. She could have done with a second person landside as she had to take us through security separately.	10/10/2024 9:45 AM
5	Assistance in Spain was 100% better coming back than going	9/29/2024 9:40 AM
6	Nothing did.	9/18/2024 9:20 PM
7	All good	9/17/2024 10:06 AM
8	nothing	9/15/2024 3:54 PM
9	Excellent everywhere, staff at all stages were wonderful.	9/9/2024 8:37 AM
10	nothing	8/24/2024 7:22 PM
11	Fantastic care and attention. Far exceeds other airport experiences	8/18/2024 9:03 AM
12	I required assistance from the carpark but no one answered the call button so I had to get someone from the carpark to help with my trolley to the airport terminal	8/9/2024 8:34 PM
13	This is the first time I've used assistance at Southend and felt it wasn't as good as Gatwick or Heathrow	8/8/2024 6:54 PM
14	Was so helpful and nice	8/4/2024 3:42 PM
15	The lady that helped us was very helpful and went above and beyond	7/30/2024 10:59 AM
16	None	7/29/2024 6:17 PM
17	Dear Sirs/Madam, the assistance and friendliness of the staff at London Southend Airport was exceptional it made the experience enjoyable I would us London Southend Airport just for this only in future.	7/28/2024 12:11 PM
18	Overall your care package was second to none was a total pleasure to fly from Southend Airport	7/26/2024 1:33 PM
19	Helper was very helpful and kind I'd like to thank her	7/25/2024 10:18 AM
20	A little slow to acquire wheelchair but after the delay everything went well	7/23/2024 10:37 AM
21	Slight delay at acquiring a wheel chair but once staff realised I had difficulty with walking as well as a impaired vision they were very helpful	7/23/2024 10:27 AM
22	I didn't have assistance on my outward flight	7/22/2024 11:23 AM

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23	None	7/14/2024 9:37 AM
24	nice friendly and henolpful	7/5/2024 2:54 PM
25	very kind patient and helpful at all stages	7/5/2024 9:30 AM
26	N/A	6/29/2024 3:43 PM
27	No complaints	6/28/2024 2:05 PM
28	cannot fault it in any way,superb .	6/22/2024 9:52 AM
29	Not the actual assistance, but airport security was absolutely appaling, they didn't know how to treat me or my disability, in fact they were so bad, I will be making a separate complaint about them, I have never in all the years I have been flying come across such a bunch of incompetent security staff.	6/20/2024 12:20 PM
30	Assistance was fine, however, the security staff were completely incompetent and useless, they didn't know how to deal with someone like me.	6/18/2024 9:03 AM
31	I needed a bit of help getting off the plane and getting to the long stay car park where I was being met. The very lovely staff member was so helpful and really put herself out for me - a wonderful member of your team.	6/17/2024 7:46 PM
32	There was only one poor member of staff there. We waited a while in the special assistance area, then we're take into departures. This is where it a went wrong. We were forgotten and nearly missed our flight. I had to ask a cleaner to alert the boarding gate staff that we had been left behind.	6/16/2024 2:29 PM
33	Nothing	6/10/2024 11:56 PM
34	Excellent service assistance was there as soon as aircraft landed. Many thanks.	6/8/2024 9:28 AM
35	Absolutely excellent	6/2/2024 2:00 PM
36	There was only one member of staff to help (not her fault). We nearly missed our flight because we were forgotten!	6/2/2024 11:40 AM
37	Everybody was so helpful	5/28/2024 11:00 AM
38	There was no assistance when we got off the plane we were put into very full shuttle buses and there was a very long walk to the terminal	5/27/2024 5:30 PM
39	Everyone at Southend was very kind and friendly	5/23/2024 1:50 PM
40	I was asked if I required assistance but declined on entry as airport is so small	5/23/2024 9:44 AM
41	No help checking in with suitcase and having to queue to board although brought near front of queue	5/9/2024 5:15 PM
42	It was brilliant. Lovely staff who helped.	5/7/2024 4:51 PM
43	There were not enough special assistance staff to push me through the airport so my son had to push me through the entire airport until we reached the lifting platform up to the plain, only at that final point were there special assistance/airport staff around, presumably because they were not prepared to allow my son to use big expensive equipment right next to an even even bigger and more expensive plane.	5/3/2024 10:32 AM
44	Helpful Friendly nothing was any trouble also the firemen pushed me up the ramp without them it would have been difficult	4/26/2024 12:19 PM
45	Exemplary service. Kind, courteous help from all the airport staff.	4/16/2024 9:15 AM
46	None	4/12/2024 7:19 PM
47	It was first class. All done with a smile.	4/7/2024 5:08 PM

Q14 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: 82 Skipped: 63

#	RESPONSES	DATE
1	Very good and nice friendly staff	10/16/2024 10:26 AM
2	Was greeted as soon as we arrived at airport and looked after the whole time	10/12/2024 8:49 PM
3	Excellent staff understanding and communication throughout. Staff were very friendly and approachable with excellent assistance	10/12/2024 4:29 PM
4	Julie was excellent. Could not have been more helpful.	10/10/2024 9:45 AM
5	All very experience.and chatty.	10/8/2024 1:29 PM
6	We didn't know what to expect, we were greeted by a lovely lady from assistance as soon as we arrived in the terminal, first class service, lovely start to out holiday.	10/6/2024 5:42 PM
7	We have travelled in and out of Southend Airport several times and always receive assistance that is over and above expectations	9/30/2024 8:18 AM
8	It was useful at southend having ramp or lift to come off plane. Both at malaga and Southend assistant's were outstanding	9/29/2024 9:40 AM
9	Fantastic and very polite	9/23/2024 11:55 AM
10	Caring staff	9/19/2024 12:38 AM
11	The extreme friendliness and concern of the young lady who 'pushed' me and made sure I was comfortable and in the right place at the right time.	9/18/2024 9:20 PM
12	All good	9/17/2024 10:06 AM
13	assitance at southend from check in to seat was great, assistance at malaga was terrible after we got off vip buggy no help to get trolley or bags	9/15/2024 3:54 PM
14	Superb service	9/15/2024 11:23 AM
15	Really caring staff	9/15/2024 9:31 AM
16	Exceeded expectations	9/9/2024 8:37 AM
17	It was easy and the staff were very helpful and polite, will definitely use this airport again	9/8/2024 12:32 PM
18	Met at the check in desk with a friendly greeting, looked after excellently throughout security process & checked on regularly whilst awaiting departure - I could not travel without this wonderful service, very grateful to all concerned	8/31/2024 8:54 AM
19	Excellent service. We could not have asked for better. Far exceeding other airports.	8/24/2024 7:22 PM
20	Attentive as soon as we arrived and this continued until we arrived in Mallorca. Great service	8/18/2024 9:03 AM
21	The staff was so helpful and provided an excellent service other than the carpark incident	8/9/2024 8:34 PM
22	Extremely helpful staff.very friendly and competent.	8/6/2024 8:06 AM
23	The lady that helped us was very helpful and went above and beyond	7/30/2024 10:59 AM
24	We were offered all the help we needed by a very nice lady, I am sorry but I forgot her name	7/29/2024 6:17 PM
25	By far the best mobility assistance I've accessed to date. Thank you to Sally Curtis for your help - you made my airport experience hassle-free	7/28/2024 2:22 PM

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26	On arrival at the assistance area I took a seat while the assistant arranged the wheelchair to take us to checkin luggage and then on ward to departs with the lift. Most helpful and explained everything for us. Excellent service provided very happy for the help.	7/28/2024 12:11 PM
27	From start to finish it was so so plesent made my journey much more enjoyable	7/26/2024 1:33 PM
28	I would I would I would travel to Southend again very helpful thank you very much	7/25/2024 10:18 AM
29	Staff so polite and helpful	7/23/2024 10:37 AM
30	Flight out and return staff were very kind and respectful my husband had hurt his knee few days days earlier so they assisted him with hand luggage as well as looking after me	7/23/2024 10:27 AM
31	All very good assistance and helpful	7/21/2024 10:38 AM
32	I WAS WELL PLEASED WITH THE SERVICE GIVEN,AND THE LADY WHO PUSHED ME RIGHT OUT TO MY AWAITNG CAR ,AFTER COLLECTING MY LUGGAGE FOR ME .	7/18/2024 10:29 AM
33	Perfect	7/14/2024 9:37 AM
34	no	7/5/2024 2:54 PM
35	The lady at Southend who helped me at the airport with keeping me company and taking me through the airport was very caring. Lady in her 40s with dark hair. Very nice representative of the airport.	7/5/2024 2:38 PM
36	All staff very friendly & professional. They didn't make me feel like 2nd class citizen like many other airports do. I was impressed	7/5/2024 9:06 AM
37	A lady called Julie was extremely helpful and was kind and courteous.	7/2/2024 4:22 PM
38	I tried to queue myself as thought I could do it but a member of staff noticed I was struggling and immediately got me a wheelchair.	6/29/2024 3:43 PM
39	Both ladies that assisted me at the airport went above and beyond my expectations unfortunately I did not get either ladies names although they were both wearing badges	6/28/2024 2:05 PM
40	Wonderful kind caring staff	6/24/2024 11:58 AM
41	I would just like to say how thoroughly helpful and kind everyone at Southend Airport was.	6/23/2024 10:34 AM
42	Mostly I rely on my carer who traveled with me	6/23/2024 9:31 AM
43	Ihave used this facilllility for quite q few years, and it never fails me.	6/22/2024 9:52 AM
44	The airport assistance was fine, no problem.	6/20/2024 12:20 PM
45	I hadn Booked assistance as I didn't feel I would need it, but after sitting in a cramped position for 2 hours it took its toll and was unable to move freely . Your fabulous air hostess got me some assistance and I was very grateful to her and the lovely helper at the pass port control.	6/17/2024 7:46 PM
46	Staff very kind & helpful	6/14/2024 11:49 AM
47	Great service very helpful	6/11/2024 7:44 AM
48	We was met by a lovely Scottish lady called Debbie. She was so lovely and friendly and helped assist in the whole journey at the airport. We may have struggled, but Debbie made the journey even better	6/10/2024 11:56 PM
49	We were blown away by all of the staff within the airport who helped to put my partner and I at ease throughout the check in process and security, all the way until boarding the plane. Unfortunately I didn't get the lady's name who greeted us when we arrived at the airport but she was phenomenal. She was so empathetic and understanding, super helpful and genuinely just an amazing human being. The staff that checked us in were also really fantastic and helped us ensure we could sit together as a family on the plane.	6/9/2024 6:16 AM
50	The very best assistance I've ever had .	6/8/2024 9:29 AM
51	They were so helpful, such a shame they lost my walker at the other end	6/2/2024 2:00 PM
52	The staff go beyond expectation	6/1/2024 8:23 AM
53	I was nervous using this service for the first time, but everyone was very kind and friendly	5/29/2024 10:17 PM

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54	The girls at the help fest were really good they walked us straight through to check in	5/27/2024 5:30 PM
55	I can't praise the staff both departure and arrival highly enough, EXCELLENT	5/27/2024 12:51 PM
56	Sunflower lanyards were recognised right away and we were asked if we had booked assistance. When I said yes the lady was really wonderful, showing us where to go next and checking our boarding needs. We also loved seeing the essex therapy dog 🐶	5/26/2024 7:00 PM
57	I hadn't booked any assistance from Faro/Southend on 3rd May and struggled with the amount of walking. On my return on the 8th May your staff saw I was having problems and immediately arranged assistance for me at both Southend and Faro. Extremely helpful and very sympathetic. VERY WELL DONE AND MUCH APPRECIATED. Constance Borrell	5/26/2024 12:18 PM
58	All very nice people	5/24/2024 2:09 PM
59	As a first time user of assistance I was very concerned, but had no need to be it was wonderful	5/23/2024 1:50 PM
60	The kindness shown by everyone and general cheerfulness.	5/21/2024 4:54 PM
61	The lady who assisted me was so lovely, kind and accomodating.	5/18/2024 9:25 PM
62	I could not fault the service you provide !	5/15/2024 4:20 AM
63	Assistants were very patient and allowed us time to complete tasks we were able to complete, whilst still assisting when needed	5/14/2024 1:44 PM
64	Our outbound flight was really great. Everyone was helping and caring. Great service.	5/11/2024 8:25 AM
65	Debbie was amazing - friendly, helpful - real pleasure.	5/10/2024 7:04 PM
66	The young lady took me all the way to my pickup point she was very helpful.	5/10/2024 10:20 AM
67	The staff offered every assistance and made us feel comfortable and safe	5/9/2024 6:23 PM
68	None	5/9/2024 5:15 PM
69	100% good	5/8/2024 5:29 PM
70	Sandra did a perfect job and even let us know when my grandmother had safely boarded with a quick text. Thank you!	5/8/2024 1:02 PM
71	It was very good. All the assistance was very help full and pleasing thank you.	5/7/2024 4:51 PM
72	Polite and extremely kind	5/7/2024 1:09 PM
73	the help I received was excellent...couldn't have asked for more.	5/4/2024 2:18 PM
74	For the short periods of time I did interact with assistance staff they were good but, as I said, there were not enough of them to go around.	5/3/2024 10:32 AM
75	Everything was perfect	4/26/2024 12:19 PM
76	Both on the outward flight and return flight the service was very good	4/20/2024 6:52 AM
77	There were a large number of people who had booked assistance and the staff were heavily outnumbered. They organised themselves into a relay team and it was truely impressive how swiftly we were transported from plane to exit. All staff were polite and apologetic for any waiting we had. There was hardly any delay and we're just very grateful for the service and how considerate and kind they were.	4/20/2024 12:07 AM
78	As we entered the airport a lady asked if we needed help took my name and flight I was asked if I needed a chair to take me to the gate everybody was lovely this help carried on once we landed at malaga staff went beyond their job to make sure I was OK brilliant	4/15/2024 8:25 PM
79	It is the first time we have used assistance and we were really please how easy it was and the kindness of the people involved. Thank you so much	4/15/2024 8:34 AM
80	Excellent service, couldn't be better	4/13/2024 5:36 PM
81	See above Stress free experience	4/7/2024 5:08 PM
82	Very polite, caring staff. I was kept informed throughout and nothing was too much trouble.	4/2/2024 6:56 PM

