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| Agenda Item: | Reference: HACC.494 |
| Date: July 14 2007 | |
| Implementation of the Disability Discrimination Act (DDA) | |

Passenger Services Sub-Committee

1. Members will be aware from recent reports together with presentations from BAA staff, that the provisions of this Act now place more stringent requirements on transport providers and, in particular, the management of Heathrow Airport. BAA Heathrow is to meet it's new responsibilities by entering into a contract which will provide for the successful tenderer to take responsibility for mobility impaired passengers from the moment they arrive at the airport to the time they are seated in an aircraft.
2. The Committee was told that the successful tenderer is expected to be declared in August 2007.
3. When this matter was first raised with BAA's Disability Adviser several years ago, she pointed out that BAA also takes an active role in encouraging concessionaires to provide easy access to their services and facilities. An example of this was a disability awareness video for airport retailers although it must be remembered that they have their own direct responsibilities under the DDA.
4. In view of the substantial changes in provision for mobility impaired passengers at Heathrow in recent years and those which are yet to be implemented, it would be appreciated if members of PSSC when conducting monitoring exercises in the next few months, or as an observant passenger, take note of the things they see which may raise questions in their minds.
5. Attached is a General Checklist which members are invited to use in relation to Retail/Catering when they conduct a Walkabout; which gives details of many of the features which should be considered.