

ABM's Airport Accessibility Services Rated Good or Above Across the Board as CAA Ratings Improve

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ABM, the UK's largest provider of airport assisted travel services, has seen accessibility ratings improve at the majority of the airports where it delivers passenger assistance. This is according to the Civil Aviation Authority's (CAA) latest Airport Accessibility Performance Report.

The report, which independently assesses UK airports against the CAA's regulatory framework for supporting disabled passengers and those with reduced mobility, shows ABM-served airports improving or maintaining their ratings across the board. Manchester, Bristol and Liverpool all moved from "Good" to "Very Good,". Meanwhile Heathrow progressed from "Needs Improvement" to "Good"; marking encouraging early progress since ABM began delivering assisted services earlier this year. Aberdeen, Glasgow and Stansted all maintained their existing ratings of "Very Good" and "Good" respectively.

The results mean that of the airports where ABM provides assisted travel services, none are rated below "Good."

As the largest provider of PRM (passengers with reduced mobility) services at UK airports, ABM supports 4.5million passenger assistance journeys each year, working with airport operators to meet and exceed the CAA's waiting time, data accuracy and passenger consultation standards.

Kelly Parish, VP Transport & Aviation at ABM, said: "These results reflect a huge amount of work by our teams on the ground, and it's fantastic to see that work recognised by the CAA's independent assessment. The ratings are built on rigorous measures including waiting times, data accuracy and how effectively

airports engage with disabled passengers and those with reduced mobility.

“We’re delighted with the progress, particularly at Heathrow, but our focus remains on continuous improvement. Passenger demand for assistance continues to grow, and we’ll keep investing in our people, technology and partnerships to deliver the best possible experience.”

Manchester Airport – rated “Very Good” in the latest CAA accessibility assessment – exemplifies ABM’s strategy for all airports, underpinned by targeted investment in people, partnerships and technology. As part of its work there, ABM has built a strong partnership with DSN, a member of Manchester Airport’s Accessibility Forum, delivering British Sign Language training to help frontline teams provide a more inclusive service. It has also partnered with Pure Innovations to create meaningful employment opportunities within its Assisted Travel operation, successfully recruiting and supporting neurodiverse colleagues and strengthening a workforce that better reflects the guests it serves. Alongside this, ABM has expanded its assisted travel fleet with additional internal vehicles, improving responsiveness and reducing waiting times to ensure a seamless journey through the airport from arrival to departure.

Across its UK airport contracts, ABM delivers assistance through proprietary training programmes accredited by Disability Rights UK, close coordination with airlines and airport partners, and ongoing investment in technology to help teams identify and respond to passenger needs in real time.

ABM is also investing in new technology and systems to improve how passengers are kept informed throughout their journey, recognising clear, timely communication as a key driver of service quality. This work that will continue to develop over the coming months and drive passenger experience in years to come. This is underpinned by structured onboarding and role-specific training for frontline colleagues, designed to ensure a consistent standard of service across every airport ABM serves.