



LONDON GATWICK

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Independent Gatwick Accessibility Panel (IGAP)

18th October 2023 – Destinations Ops Boardroom (8th Floor)

Attendees:

IGAP

Ann Frye (Chair)
Ross Hovey
Charlotte McMillan (Online)
Libby Herbert
Robert Morgan
Sophie Grand
Geraldine Lundy
Neil Betteridge

GAL

Anna-Ruth Cockerham (Online)
Pete Coombes
Hannah Duncan (for item 2)

PAG

Sheila Plant

Wilson James (Service Provider)

Tom Holroyd

Apologies:

Kamran Mallick (IGAP)
Sue Sharp (IGAP)
Daniel Cadey (IGAP)
Sophia Warner (IGAP)
Adam Jones (GAL)

Minutes

1. Updates from GAL and Wilson James

Wilson James (WJ) – the Special Assistance Service Provider – discuss their performance over the last quarter. There was some additional resource in September when there was disruption.

ECAC Arrivals performance has been positive throughout the summer. During August, some new software was launched for the service, and the first day had a few hours of disruption which was quickly resolved.

The panel discusses:

- The positive performance over the last year.
- The effects of disruption (like the air traffic control issues) on the service – which has mainly been able to cope with the disruption but can be affected by off-schedule activity.



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- The increasing volume of assisted passengers and the changing profile of passengers, with less of a focus on a traditional wheelchair service.

The panel also discusses complaints and compliments the service receives and the merits of other feedback collection methods.

Finally, the panel discusses the impact of high volume flights, how they should be measured, and the barriers high numbers of assisted passengers can cause for some types of disabilities, like people who cannot manage queues, where not using the assistance service may become a better option.

GAL also provides an update on other work in the airport to date, including:

- New signage in Special Assistance areas and the Assistance and Family Lane
- The launch of the new webpages about special assistance and airport facilities
- Plans to review the accessibility of the website
- Additional work looking at accessible way-finding and self-check-in
- Dates are being finalised for AccessAble to come in and conduct their audit
- Exploring tools for d/Deaf passengers, particularly BSL users

2. Special Assistance Communications Campaign

Hannah Duncan introduces GAL's proposed communications campaign to raise awareness of Special Assistance and accessibility in the airport. The campaign will feature a number of general messages, but also specifically focuses on tailored messages for certain communities.

The panel discussed:

- Including a focus on ambulant physically disabled people as a specific category of people to reach out to.
- Encouraging passengers to book their assistance with their flight rather than 48 hours in advance.
- Whether encouraging people to plan for their "worst day" is a good option. While this can be a helpful message for people with variable disabilities, it can set the expectation for other passengers that they will have a bad experience.
- Mentioning carrying medicine and medical equipment and the rules for taking this through security.
- Engaging with charities who can target those who may need assistance, including those who may not identify as disabled.

3. Ongoing and Upcoming Projects



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GAL introduces all the upcoming projects in the terminals, which IGAP may be interested in being involved in.

The panel would like to see the Next Generation Security project at the next meeting.

Members also discussed involvement in other projects in the future. It was suggested that bringing proposals to IGAP sooner rather than later would be best, and that IGAP would initially take GAL's lead as to how best to structure that involvement (site visits, presentations, etc.).

4. Disability Equality and Awareness Training Content

GAL presents the initial draft of the online Disability Equality and Awareness training module. IGAP members agreed to provide additional feedback to GAL by email.

5. Any Other IGAP Business

Members also discuss including the transport of unconventional electric mobility equipment as a future agenda item.

Meeting ends at 14:00

