

# Independent Gatwick Accessibility Panel (IGAP)

24<sup>th</sup> May 2024 – Online Only

## Attendees

### IGAP

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

### Gatwick Airport Ltd (GAL)

Anna-Ruth Cockerham  
Pete Coombes  
Nick Williams  
Sarah Bonner

### Passenger Advisory Group (PAG)

Claire Booth  
Samantha Williams

### Wilson James (Service Provider)

Liz Boadella-Burton

### Apologies

Tom Holroyd (Wilson James)  
Kamran Mallick (IGAP)  
Sue Sharp (IGAP)  
Daniel Cadey (IGAP)

## Minutes

This meeting follows on from a terminal visit on 19 April 2024.

### 1. Feedback and Skills Survey

GAL discusses headline points from a feedback and skills survey conducted of IGAP members. GAL thanks members for their contribution to the panel.

Members discussed the main themes from the feedback on the panel:

- Different ways of engaging between meetings to keep members updated after they give feedback on a project.
- Improving the handouts so that more things can be read before the meeting rather than discussed at the meetings.
- Alternating online and in-person meetings.

### 2. Departure Lounge Visit

The panel discusses feedback following the visit to the departure lounges at the last meeting. The panel discusses:

- Promoting choice for passengers



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- Ensuring there are plans when things go wrong, like lift outages or crowds
- Focusing on inclusive design and best practice standards like the Design for the Mind guidance

### **3. AccessAble Detailed Access Guides and Terminal Accessibility Audit**

Panel members discuss options to promote the launch of the detailed access guides, developed with AccessAble, to passengers.

The panel then discusses the report on the terminal accessibility audit (also conducted by AccessAble). The feedback highlighted:

- Members would like to see a piece of work like this which includes airport services alongside the built environment.
- The importance of ensuring accessible facilities are appropriately maintained.

GAL will return with an action plan on the audit report and invite AccessAble to a future meeting.

### **4. Any Other Business**

Panel members thank GAL and the chair for their work with the panel, noting the significant improvement from where it started.

