



LONDON GATWICK

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Independent Gatwick Accessibility Panel (IGAP)

19th September 2024 – Online

Attendees:

IGAP

Ann Frye (Chair)
Geraldine Lundy
Kamran Mallick
Sophie Grand
Sue Sharp
Daniel Cadey
Robert Morgan
Libby Herbert
Neil Betteridge

GAL

Anna-Ruth Cockerham
Pete Coombes
Georgie Birch
Asher Prower (ST Departure Lounge)
Sarah Bonner (NT Departure Lounge)

Apologies

Ross Hovey (IGAP)
Sophia Warner (IGAP)
Charlotte McMillan (IGAP)
Sheila Plant (PAG)
Samantha Williams (PAG)

Minutes:

1. South Terminal Departure Lounge Refurbishment Update

Asher Prower provides an update on the progress of the project. Full funding will now be sought in December rather than November. There are now some renders of what the lower level of the departure lounge will look like after the refurbishment when the halos and retail units in the centre are removed, and an orientation point is installed.

The project will now be removing the rotator screen which is currently in the departure lounge to open up sight lines and the columns will be repainted white instead of smoky brown pear.

The kids play area will still be moved to the rotunda enroute to Pier 2 and 3 and a further update will be brought when this design has progressed.

The privacy screen around the assistance lounge will be designed to match the design for Gate 45, however, it will be a different height.



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Comments from the panel included:

- Colour contrast on the pillars needs to be provided for people with low vision, at a lower level and eye level. The metal used for vehicle protection may not be sufficient contrast so the project should confirm this.
- The renders look very bright, including the white columns. This might be due to the way the render looks and not how it would appear in real life but this needs to be checked to avoid sensory overload and substantial bright spots and shadows.
- Whether the project is introducing additional digital screens which would have requirements under the EU Accessibility Act. This is not the case, but GAL will bring further details on actions around this in a future meeting.

2. North Terminal Departure Lounge Expansion Update

Sarah Bonner provides an update on the North Terminal Departure Lounge expansion project. The project has changed following reviews of the buildability and constraints and may now pursue an alternative extension to the North (Pub and Assistance Lounge end of the existing departure lounge). This will have implications on key facilities throughout the departure lounge.

Additionally, the project will now be incorporating an expansion of the existing walk-through duty-free unit. There are multiple options for this, some of which may include expanding into the existing assistance lounge however this is under review. However, when looking at an alternative location, GAL would be looking at something as good or better than the current provision.

Discussion included:

- The panel would like the opportunity to discuss the design of duty free in line with the design for the mind guidance.
- The need to consider the landside and security link to any potential location of the assistance lounge, as well as toilets and buggy parking.
- Accessibility within other premium airport lounges, which needs to be considered also.
- Including quieter and calmer areas within the space and different levels of seating.
- Not making the lounge appear segregated or separated off from the rest of the departure lounge.
- The bypass route from duty free and how that can be made clearer for other passengers not using the assistance and family lane.
- How the entrance and exits from duty free can be made less congested or wider.



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3. Assistance Call Points

Anna-Ruth Cockerham introduces the project which has two strands. One strand is to introduce the Purple Door app – which is for contacting the assistance service – which will be looked at at a future date.

The current strand is to replace and standardise all of the assistance call points across the airport. There are currently many different models with accessibility challenges and operational challenges with them, including maintenance and the ability to hear passengers. The project provides an opportunity to go with a different solution, improving data integrity and the passenger experience, and making the call points easier for the assistance service to manage.

The panel discusses different challenges with the current call points and options for future models including:

- Some of the existing models seem quite high which could be a challenge for wheelchair users. New models should be at a more appropriate height.
- The need for a robust system to automatically identify where passengers are, so that they can be found by the assistance team when they call without relying on them to describe their location.
- The need for call points – which will serve passengers who don't use the app or are not as tech savvy – alongside an app-based solution which can provide more comfort and a real-time contact for passengers.
- Being clear on the signage used around call points to highlight them as being for the assistance service rather than general information or contacts.
- Looking at technology which can provide virtual BSL interpreters. GAL has looked at this before but will reach out to Robert Morgan to look at other options and how it can be progressed.
- The locations of call points, which should be placed where people will need support or might be distressed which can be used to get immediate assistance. In some of these cases, passengers may not be verbal so may not be able to do a voice or video call.
- The opportunities available now that there will be more products on the market aiming to align with the EU Accessibility Act.
- The need for consistency in models and appearance which can be easily communicated to passengers on the website and when they make their booking with the airline.

It is suggested to get a sub-group of the panel together to look further at the requirements for call points and possible locations.





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4. Any Other Business

GAL are looking for volunteers to take part in a review of the accessibility of retail units around the airport, to feed into some work on retail fit out and tenders.

Members congratulate GAL on receiving Level 1 in the ACI's Accessibility Enhancement Accreditation. Members would like to see further plans on how GAL may progress through future levels.

Next meeting scheduled: 15 October 2024 (in-person)

