



LONDON GATWICK

POWERED BY  

Independent Gatwick Accessibility Panel (IGAP)

28th August 2024 – Online

Attendees:

IGAP

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

Apologies

Sophia Warner (IGAP)
Sheila Plant (PAG)

GAL - Passenger Operations and Services

Anna-Ruth Cockerham
Lauren McDaniel
Charlotte Dance
Pete Coombes

GAL - Campus Wayfinding Project

Asher Prower
Simon Brady

PAG

Samantha Williams

Minutes:

1. Updates from the previous meeting

- GAL has discussed the previous recommendation to remove the word “Special” from the name of the assistance service and will adopt a more neutral terminology. This would likely be rolled out within the campus wayfinding project. GAL will update at a later date on a chosen name.
- The South Terminal Departure Lounge Refurbishment project will provide a progress update at the next meeting.
- GAL will invite airline representatives to a meeting with AccessAble when they visit the airport later in the year to discuss options for promoting the detailed access guides. The guides have since launched on the AccessAble website.



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- GAL will pick up with Libby and Charlotte at a later date about ostomy friendly toilets and trialling the sighted guide app.
- GAL will provide a Box link to members to access meeting papers from now on.

2. CAA Airport Accessibility Report

Lauren McDaniel and Charlotte Dance (Commercial Operations) introduce themselves to the panel. They will be taking over the lead on the assistance contract from now on. Previously they had been involved in the commercial elements of the contract but will now lead from an operational perspective as well.

The panel then discusses the CAA's recently published airport accessibility report, where London Gatwick was rated as "Needs Improvement". GAL discusses the challenges that lead up to the rating including challenges servicing and monitoring high volume flights, like Air India, where the CAA felt a previous process did not meet the regulation, which has since been changed.

The panel and GAL then discussed the report, including:

- How the regulatory measures (ECAC) for waiting times do not always represent a good level of service.
- The new service level agreements with Wilson James, which are intended to drive an equitable customer experience over and above the regulatory requirements.
- The impact of notification rates on the service.

Members also discussed the challenges with the assistance call points which there is a project to replace. This will be an agenda item at a future meeting.

3. Campus Wayfinding Project

Simon Brady, Head of Marketing for GAL and sponsor of the campus wayfinding project, introduces himself to the panel and presents on the campus wayfinding project. Details are available in the pre-read for members.

The panel then discussed the project, including:

- The positives of improving the proposed VINCI standard to meet appropriate light reflectance values and improve the font.
- The opportunity to ramp up the use of VINCI Pink (which will be the assistance wayfinding colour) in assistance locations and waiting areas to highlight them.



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- Members encourage GAL to influence VINCI to accept these changes for accessibility across their wider network.
- The opportunities around digital wayfinding, including providing foreign languages and sign language as well as better accessibility for people with sight loss. The panel also references examples like Navilens.
- The value of having a real-time point of contact or a person to support wayfinding.
- Whether there is a breakdown by disability types within the market research conducted on the wayfinding and how that could be done in the future.

4. Any Other Business

GAL Communications requests that members send in their top tip for travel to be included in a social media campaign later in the year.

Ann Frye also mentions publishing the annual report from last year and a report for this year, which GAL will do during Disability History Month.

Members discussed the challenges that passengers with medical equipment, in particular insulin pumps and glucose monitors, have had using the new security equipment. Including instances in some airports where they had been told to use the body scanners after advising they couldn't. GAL had met with a diabetes charity prior to this meeting and will be looking at rolling out an additional reminder on medical equipment like this in the scenario-based training for security officers.

Members also discussed the requirements of the EU Accessibility Act and what GAL will be doing to align with it as best practice. This would be of particular importance to passengers with hearing loss given the requirements for captioning for announcements and sign language. Ann Frye is presenting to the VINCI PRM Task Force about this (which GAL will be attending). GAL will report back on any actions later.

Next meeting scheduled: 19 September 2024