

## Independent Gatwick Accessibility Panel (IGAP)

31st March 2023 – Destinations Ops Boardroom (8th Floor)

### Attendees:

#### IGAP

Ann Frye (Chair)  
Sue Sharp (Online)  
Kamran Mallick  
Ross Hovey (Online)  
Geraldine Lundy  
Charlotte McMillan  
Neil Betteridge (Online)

#### GAL

Anna-Ruth Cockerham  
Pete Coombes  
Adam Jones  
Stephen Mckay (Online – NT IDL)  
Asher Prower (NT IDL)  
**Wilson James (Service Provider)**  
Neil Brown

#### Other

Sophia Untersteggaber (CAA)

### Apologies:

Daniel Cadey (IGAP)  
Samantha Williams (PAG)

### Minutes:

#### 1. North Terminal Departure Lounge Update

IGAP received an update from the North Terminal Departure Lounge Project and their comments at previous meetings. The project updated on the proposed works and the work done to improve the accessibility of the space. Members of the panel provided comments and suggestions on the plans.

The project also asked for feedback on one option, which will make up a small percentage of seating across the space.

IGAP offered to look at the further seating and furniture designs and provide comments.



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## 2. Updates from GAL and Wilson James

Wilson James provided an update on the performance of the Special Assistance service, passenger complaints and compliments, and recruitment timelines for the summer season.

GAL updated on the launch of Air India which sees high volumes of assisted passengers. Discussion was focused on how passengers who do not need assistance by wheelchair / buggy and instead require more of a “Meet and Assist” service can be assisted while ensuring that passengers who need a wheelchair / buggy are assisted.

GAL also updated on a proposed process for accepting service and emotional support animals (S/ESA) through the airport. Gatwick does not accept pets through the passenger search areas, so S/ESAs need to be notified and identifiable.

Discussion on this topic focused on the acceptance of ESAs and whether this could cause a difficulty with passengers travelling to the US where they are accepted, whether passengers with S/ESAs would always want assistance through security, and the need to communicate with passengers about why there is an extra step.

## 3. Accessibility Strategy

GAL updated on the Accessibility Strategy presented at the last meeting, which has since been approved. IGAP will suggest some priority topics for future meetings, which can shape terminal visits.

GAL also updated on work done under the accessibility strategy since the last meeting, including:

- An audit of accessible toilet facilities.
- Looking at hearing loop provision throughout the terminals.
- Improving the Special Assistance webpages and creating passenger case studies and videos about the assistance service.

GAL also introduced a plan to launch in-house disability equality and awareness training for all staff.

## 4. Accessible Taxis

GAL updated on IGAP’s previous queries around the provision of accessible taxis. It was noted that accessible taxis can now be called within 15 minutes which is the same target as for non-accessible taxis when there are none at the rank. IGAP accepted that this was a step forward but highlighted

that the provision is not truly equal if non accessible taxis are generally available on demand at the rank, but accessible ones are not.

## 5. Membership of IGAP

IGAP discusses recruiting new members following a previous member's retirement. Members will suggest names with the hope to recruit before the next meeting.

## 6. Annual Reporting

Abridged minutes for IGAP meetings will now be published on the GAL website following each meeting, and IGAP agreed to produce an annual report alongside GAL at the end of each reporting year.

## 7. Any Other Business

Nothing to add.

Next meeting to be scheduled.



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