



**LONDON GATWICK**

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## **Independent Gatwick Accessibility Panel (IGAP)**

22<sup>nd</sup> July 2025 – Online

### **Attendees:**

#### **IGAP**

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

#### **GAL**

Anna-Ruth Cockerham  
Lauren McDaniel  
Charlotte Dance

#### **Apologies:**

Kamran Mallick

### **Minutes:**

#### **1. CAA Airport Accessibility Framework Annual Report**

Lauren McDaniel (GAL) provides an update on the CAA Airport Accessibility Framework Annual Report which ranked London Gatwick as “Very Good” – the highest rating – for the period 2024/25. Members discussed the commentary throughout the report noting:

- How size of an airport is not what dictates the level of accessibility and large airports can still perform well.
- The well-rated performance of IGAP which was commended for its best practice in the report.
- How GAL is taking the recommendations in the report for London Gatwick and other airports to drive continuous improvement, through a diversification of the service and prioritising independent journeys.
- The challenges with the existing framework, which tends to measure numerical performance like waiting times as opposed to the overall quality of accessibility across the whole airport.
- The greater degree of collaboration happening in the industry now which is driving a better performance in all airports.



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## **2. Aviation Accessibility Task and Finish Group Update**

Ann Frye provides an update on the progress of the Aviation Accessibility Task and Finish Group, which recently published its report. There is no new legislation or funding proposed, however, all members of the Task and Finish Group have been invited to stay on on a permanent basis to try and drive the implantation of the recommendations with industry.

Sue Sharp – who was also on the Task and Finish Group – notes that there was an encouraging commitment from industry membership. A lot of what the report discusses is about information, communication, and customer service which is where members feel accessibility often falls down, so hopefully the recommendations bring an improvement.

The report details the need for training options which incorporate lived experience. Members suggested the training video that GAL has produced is a good example of this as it is a way to strongly include the voice of disabled people in training even when it is not possible to have a trainer with lived experience in the room.

Members ask if providers will be invited to respond and demonstrate how they have implemented the recommendations down the line. Members note that many businesses want to be recognised as displaying best practice so the group noting good examples can drive best practice.

## **3. Hearing Assistance Systems Project**

Anna-Ruth Cockerham (GAL) presents on progress on the Hearing Assistance Systems project which looks to install induction loops at all counter-based points, including gate rooms, check-in, immigration, and assistance desks.

Members note it is positive to see this level of investment; however, they would like to understand the process around SSBDs. The technology here doesn't currently incorporate any audio, but these locations will be looked at when the technology is replaced. Members also discussed the level of requirement in gate rooms and whether all desks need to be covered here or just some. Members also discussed the requirements for auditing and maintenance, and this project will propose new auditing and maintenance processes to make sure the equipment stays functional.

Members also discussed the new technology in this area, like Auracast. Currently there is not any other well-adopted technology, but these solutions may be looked at as innovation trials for the future or to solve other challenges in the airport.



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#### **4. Assisted Travel – Auditing Process**

Charlotte Dance (GAL) presents on a new addition to the process of auditing the performance of the assistance service at flights. A new third-party company will be conducting a number of audits each month to complement the existing audits undertaken by GAL and the service provider to provide an impartial view of the service.

Members want to ensure that this company undertakes the same level of disability awareness as GAL staff and that they are equipped to interact with disabled passengers and understand what they are seeing. The company will be within the scope of the airport-wide training project.

Members also wish to understand if the team are there to validate the existing auditing process or to do something separate. GAL are keen to understand what they can do better and are open to this feedback from the auditors.

Members would also like to understand what we learn from complaints and compliments to improve the service and these dashboards will be provided in the monthly data members receive.

#### **5. Any Other Business**

Anna-Ruth Cockerham (GAL) provides an update on the Terms of Reference. GAL has recommended a few small changes to clarify the role of the secretariat and the expectations of panel members which were accepted by the panel. Members also encouraged the brand template used for the Terms of Reference to be updated to remove poorly contrasted colours.

Members also discussed:

- The Eagle Hoist and how airports / airlines can encourage more consistent use of it through education for ground handlers and assistance services.
- How some passengers struggle to maintain a position with arms above their head in body scanners. This is not the case with the body scanners at Gatwick as they require you to hold your arms at your side, but further education of security officers on people who cannot hold a stance for the scanner could come in the scenario-based training.

Meeting ended at 12:30

Next meeting scheduled: 23<sup>rd</sup> September 2025 (In-Person)