

Independent Gatwick Accessibility Panel (IGAP)

18th November 2025 – Online

Attendees

IGAP

Ann Frye (AF)
Sue Sharp (SS)
Charlotte McMillan (CM)
Ross Hovey (RH)
Kamran Mallick (KM)
Daniel Cadey (DC)
Sophie Grand (SG)
Neil Betteridge (NB)

Gatwick Airport Ltd (GAL)

Charlotte Dance (CD)
Sarah Blasche (SB)

Apologies

Lauren McDaniel (GAL)
Nick Williams (GAL)
Geraldine Lundy (IGAP)
Libby Herbert (IGAP)
Samantha Williams (CAA)

Minutes

Welcome

- AF opened the meeting and welcomed everyone.

Wilson James Training Update (discussion)

- AF and SB attended WJ training over a month ago.
- Observations and opportunities identified:
 - There is a strong opportunity to enhance training by making it more tailored and relevant to the Gatwick environment (embedding real airport scenarios).
 - The curriculum could be expanded to include European accessibility legislation, promoting consistency throughout the passenger journey.



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- Shifting the emphasis from procedural delivery to lived experience offers significant potential to deepen impact. Bringing disabled trainers to support training delivery would create a more inclusive and insightful learning experience.
- The training sessions would benefit from more diverse delivery approaches, reducing the reliance on video content.
- IGAP requested visibility of:
 - Full training outline and learning objectives.
 - Success criteria and active learning methods.
 - Recruitment specifications and cultural screening before training delivery.

Action: SB to request the full training suite, including refreshers, and review how lived experience is incorporated.

Wilson James Service Levels

- Glossary of terms provided at the end of this document.
- CD presented on service levels and SLA review.
- Key Points:
 - Goal to ensure equitable experience to non-Assisted Travel passengers, dignified treatment, enablement of future service aspirations and alignment with regulatory requirements whilst balancing passenger experience and operational efficiency.
- Current SLA:
 - Arrivals and Departures: No financial penalties but performance measures exist.
 - Challenges with pre-notified vs. non-notified passengers and infrastructure constraints (e.g., Pier 6).
 - Metrics often influenced by factors outside WJ's control (e.g., aircraft door opening).
- Passenger Experience Issues - current performance limits passenger ability to use toilets or manage bags; risk agents could become focused on SLA timing rather than comfort.
- Proposal:
 - Adjust SLA measurements to reduce passenger impact.
 - Support airline on-time performance.
 - Increase resources for disembarkation and agent-to-passenger ratios.
 - ECAC compliance remains strong; GAL achieved "very good" status but aims to improve further.
 - Notification breakdown to tighten SLA for WJ.



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- Target for agents to be ready within 5 minutes for pre-notified passengers; stretch targets for late notifications.
- SS raised concerns about hygiene and comfort being reflected in SLA; CD confirmed mitigation measures and inclusion of health/comfort requirements.
- NB asked about measuring softer aspects like choice and experience; CD confirmed future plans for passenger sentiment tracking via QSM, QR codes, and qualitative feedback.
- AF noted tension between airline turnaround priorities and quality of assistance.
- SS suggested mystery shopper approach; AF endorsed involving frequent flyers for feedback.
- Feedback from group to inform SLA adjustments.

Action: CD to share formal proposals and modelling in January IGAP meeting.

Self-mobilisation trial Update

- SB presented on the self-mobilisation trial.
- Trial ongoing; four weeks completed with positive results.
- Phase 1 Insights:
 - Adjusted wheelchair placement on Pier 2 based on usage data; relocation increased uptake by 240%, highlighting importance of location.
 - Monitoring expanded to 24 hours (previously 8:00–20:00).
 - Agents report positive feedback; both pre-notified and non-notified passengers using chairs.
 - Current usage: 15–20% of passengers choose self-mobilisation; example: 28 passengers on one flight, 10 self-mobilised.
- Next Steps:
 - Planning for Phase 2 (departures) underway; more complex due to forecourts and check-in areas. Start planned for December.
 - Arrivals bays will remain, and trial will expand.
- Discussion:
 - AF welcomed trial progress; noted importance of awareness for passengers.
 - SS raised points on informing passengers during booking once established. Ensuring wheelchairs are returned and managing floor hazards.
 - SB confirmed tracking and collection measures in place; future plans include enhanced data capture.
 - NB asked about flexibility for passengers who want reassurance of assistance; SB confirmed future plans to allow tailored booking options on other platforms.
 - AF suggested liaising with Geraldine for LHR insights.



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Purple Door Update

CD presented on purple door app.

Overview:

- App developed by Ostrum to deliver enhanced and bespoke assistance services.
- Pilot: 3-month trial; currently in testing phase with Gatwick and WJ.
- Success of pilot will determine production rollout.

Features:

- Passenger options for required assistance, including self-mobilisation through aircraft.
- Real-time tracking: passengers can see where their agent is and who is allocated.
- WJ expected to be at gate per SLA.
- Three components:
 - WJ live chat (managed and controlled).
 - Cabin crew version for passenger updates.
 - Passenger notifications when agent is allocated and en-route.

Discussion:

- RH asked if linked to AccessAble; CD confirmed GAL requested integration with AccessAble guides for a single version on the website.
- KM raised concern about multiple apps across airports; CD noted app is only in trial and not widely adopted yet.
- Purple Passport initiative mentioned for consistent passenger data sharing.
- **Accessibility Considerations and Concerns:**
 - IGAP to provide input on language and terminology for storyboard. Colour contrast and accessibility compliance
 - IGAP review scheduled for December.
 - Screen reader compatibility.

Feedback:

- RM: terminology for hearing impairment.
- DC: recommendations to be shared.
- SS, SG, CMc: concerns about colour contrast and anxiety triggers.
- CD confirmed screen reader testing underway.



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- CD noted opportunity for Gatwick to lead in influencing accessibility standards.
- AF suggested sharing storyboard for IGAP feedback before December meeting.

Action: CD to share storyboard to IGAP for review ahead of Decembers meeting.

AOB

- SS mentioned when on a flight through Gatwick speaking to someone mentioning how far she needed to walk, gate times distance to passport control.
- CD replied that this will be addressed in wayfinding projects and self-mobilisation journey distances picked up in future self-mobilisation trials.

Remaining 2025 meetings:

- 16 Dec: In-person at airport (confirmed).
- AF closed meeting thanking all members for attendance.

Glossary

- AIBT – Actual In Blocks Time – this is the actual time that a chock is placed under the aircraft wheel. This does not reflect the time it takes for the Ground Handling Agent to attach a jetty or steps and open the door.
- ATP – Assisted Travel Passenger.
- C2G – Call to Gate – the time that the airline calls passengers to the gate room.
- GHA – Ground Handling Agent.
- SIBT – Scheduled In Blocks Time - this is the scheduled time that a chock is planned to be placed under the aircraft wheel. This does not reflect the time it takes for the Ground Handling Agent to attach a jetty or steps and open the door.
- SOBT – Scheduled Off Blocks Time – the scheduled time for the aircraft to begin moving from the parked position.
- TOBT – Target Off Blocks Time – this is a calculated value based on the Estimated Arrival Time of the inbound aircraft or Scheduled Off Block Time where the aircraft has a longer ground stay. This is what the Ground Handling Agent will be targeting their resource to achieve.
- TOBT2 – Target Off Blocks Time 2 – this is a calculated value based on when the aircraft arrives on stand and the turn time requirement.



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