



**LONDON GATWICK**

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

27<sup>th</sup> March 2025 – Destinations Ops Boardroom (8<sup>th</sup> Floor)

### **Attendees:**

#### **IGAP**

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

#### **GAL**

Anna-Ruth Cockerham  
Lauren McDaniel  
Sarah Blasche

### **Apologies:**

Kamran Mallick  
Sue Sharp  
Samantha Williams (PAG)  
Charlotte Dance (GAL)

### **Minutes:**

#### **1. Accessibility Strategy and Assisted Travel Roadmap for 2025**

Anna-Ruth Cockerham (GAL Accessibility Manager) presented on progress on the accessibility strategy and plans for the upcoming year. The key projects will be:

- Inclusive design strategy
- Assistance call points
- Hearing loops
- Training Programme
- Website accessibility
- Market research

Other areas of focus will be considered as the year progresses and more time may become available.

Discussion included:

- The training video will be completed in the next few months and will be shown to IGAP before it is released.
- Options to improve the accessibility of the online training module for disabled colleagues including BSL.
- Progress and plans for the hearing loops project, which is currently in the early stages.
- Options to bring BSL interpretation and translation into the airport, which will be considered as time allows later in the year due to the scale of work required.
- The implications of the European Accessibility Act and how it can be incorporated into the inclusive design strategy.
- The need for staff awareness of the Changing Places facilities so that passengers can be signposted to them.
- Whether slings for the hoist in the Changing Places facility could be offered or how we can remind passengers to keep their sling on them.
- The CAA's updated guidance on panels like IGAP.
- How colleagues across the business can act as accessibility champions to drive more initiatives.
- Work done at other airports from colleagues championing accessibility, for example in innovation.
- The importance of pre-travel information and whether it can be moved further up the timeline.

Lauren McDaniel (GAL Senior Commercial Operations Manager) updated members on the plans for the Assisted Travel service in 2025. Key areas of focus will be:

- Auditing, including introducing third party audits
- High volume flights
- Delay reporting
- Review of contracted service levels for the assistance service
- Replacement of terminal and ramp assets used by the service
- New technology, including Purple Door and the Crew App for Ostrum
- Rollout of new uniform

Discussion included:





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- The expertise of people doing auditing and whether they are looking at the service with an operational / service focus or an accessibility focus.
- Whether IGAP could offer training to the GAL Board / Executive on disability equality and accessibility.
- The opportunities for further governance and engagement around the accessibility strategy, perhaps involving an executive “sponsor”
- The importance of qualitative measures of the service.
- The progress made on high volume flights at other airports and whether learnings could be had at Gatwick or vice versa.
- Providing an end-to-end journey, in particular looking at a greater provision of wheelchair accessible taxis.

## **2. Website Accessibility Audit**

Anna-Ruth Cockerham provides an update on the website accessibility audit. The RNIB have completed an audit against the Web Content Accessibility Guidelines (WCAG) AA standard. GAL are now working on a timeline to implement recommended changes to the website. Following that, the next two stages of the audit are a heuristic assessment and user testing.

Discussion included:

- How the issues with the website occurred and how they can be safeguarded from happening in the future through appropriate requirements and training.
- Whether all the recommendations will be implemented (the current stance is yes pending feasibility).
- Other opportunities to improve the accessibility of the website going forward outside of WCAG compliance, like BSL translation (AI or otherwise).

## **3. Inclusive Design Strategy**

Anna-Ruth Cockerham presents on an upcoming project to develop an inclusive design strategy to ensure projects across the airport make the appropriate considerations. This is at an early stage and GAL are looking for input on what high-level considerations should be made.

Members discussed potential areas of focus for the project including:

- The need for a holistic framework which covers the whole business and project lifecycle.



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- How consultants or suppliers could be asked to how they will realise Gatwick's Accessibility Strategy during the procurement process and ensure they have disability awareness training.
- How IGAP could be involved in signing off work, similar to the Disabled Persons Transport Advisory Committee.
- How minimum or universal standards could be used to drive accessibility and inclusion.
- The importance of a barrier-led approach.
- The differences between different contracts and projects and how that will demand a different approach (e.g. retail units vs. major projects vs. supplier contracts)

#### **4. Any Other Business**

Members requested to meet with the staff disability network, Able2, again in the next few months.

Meeting ended at 14:00.

Next meeting scheduled: TBC