



**LONDON GATWICK**

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## Independent Gatwick Accessibility Panel (IGAP)

25<sup>th</sup> November 2022 – Destinations Ops Boardroom (8<sup>th</sup> Floor)

### Discussion Notes:

#### 1. Accessibility Strategy

Jerry Angrave (Empathyce) presented the new Accessibility Strategy to IGAP members for comment. Discussion centred around:

- Adopting the “Social Model of Disability” where people are seen as disabled by barriers in society like the environment and attitudes of others, rather than due to their specific impairment or condition
- Considering Universal Design in the built environment
- Whether work to influence the design of airlines or airport retail environments which is not directly under Gatwick Airport Ltd.’s (GAL) control should be in- or out-of-scope

#### 2. North Terminal Departure Lounge Project

IGAP members were updated on the project to refurbish the North Terminal Departure Lounge. Discussion focused on:

- The design of some of the proposed seating and furniture options
- The ability for passengers with some to see and use the central wayfinding “ribbon”
- Visual contrast between the walls, floor, and obstacles

GAL will provide a more detailed update on these areas at the next IGAP meeting.

#### 3. Wilson James (Service Provider) Update

Wilson James (the current Special Assistance service provider) reported on performance over recent months and upcoming plans, including introducing their QNUK Level 2 qualification in Supporting Passengers in an Assisted Services Environment.

#### 4. Accessible Taxis

IGAP members raised the provision of wheelchair accessible taxis by Gatwick Cars. GAL agreed to look into this and report back at the next meeting.

