

Independent Gatwick Accessibility Panel (IGAP)

28th October 2025 – Online

Attendees

IGAP

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

Gatwick Airport Ltd (GAL)

Lauren McDaniel (LM)
Charlotte Dance (CD)
Sarah Blasche (SB)
Nick Williams (NW)
Georgie Birch (GB)

Minutes

Welcome

- AF confirmed slide accessibility.
- CM and group; no issues reported.

Civil Aviation Authority and Wilson James Update

- LM provided a verbal update on Wilson James.
- Confirmed that the change of service provision at Heathrow, currently held by Wilson James had no impact on Gatwick.
- Separate management structures mean that there are no anticipated issues.
- Potential opportunities may come from Wilson James owned equipment from Heathrow operations.
- No questions were raised following this discussion.
- AF observed that the Wilson James service quality differs between Heathrow and Gatwick; Gatwick quality has been better.



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- AF stated the key focus was to maintain service quality and team morale at Gatwick despite Heathrow changes
- LM provided a verbal update on Civil Aviation Authority Quarterly Session
- Both LM and NW attended the session.
- Positive feedback from Civil Aviation Authority:
 - Completed second round of peak period monitoring in September and October.
 - Audited close to 90–100 flights; no concerns raised.
 - Confident in timestamping and data review.
- General discussion with Civil Aviation Authority:
 - IGAP's continued support for direction and strategy.
 - Operational demand and continued growth in service volumes.
 - National focus on the service and the commitment to providing additional data as needed.
- No other new updates.
- Civil Aviation Authority keen to stay informed on Accessibility Manager recruitment

Audits

- CD presented an update on methodology of assisted travel audits and the approach that is taken, using a combination of people and technology.
- Summary provided around the number of audits completed in September.
- Audits failures were discussed with reasons behind the failures.
- Examples of audits feedback presented, and actions taken as a result of the feedback.
- No questions from the group.

Self Mobilisation and High Volume Flight trails

- SB presented on self mobilisation and HVF trial.
- Overview given on high-volume flights and growing demand for the service.
- Self mobilisation wheelchair trial started 20th October focusing on four key arrival areas; second phase will include departures.
- Trial will help us gather insights on passenger travel preferences.
- Flights selected based on historically high volumes.
- Early results indicate positive uptake observed, passengers increasingly self-mobilising.
- Looking at ways to further manage non-notified passengers alongside booked ones through data.
- GL asked if trial includes arrivals or departures, SB confirmed arrivals initially.
- SS raised concern about signage language, SB noted wording will be updated for better visual clarity when permanent.



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- AF asked about separating pre-notified vs non-notified passengers, SB confirmed agents are collecting feedback; week 2 data review ongoing.
- AF suggested liaising with airlines with high assisted travel demand, LM confirmed data analysis ongoing; CD to do detailed analysis.
- NB emphasized clarity for passengers booking self-mobilisation options and reassurance at each stage.
- LM agreed; suggested linking with Contact Points project and adding journey info at totems.
- GL mentioned Incheon Airport's advanced self-mobilisation work; will support contact.
- LM noted Civil Aviation Authority highlighted Manchester as excelling in this space; LH to seek feedback.

Action: Trial update to be provided at next meeting.

Wayfinding Update

- GB presented an update on Gatwick wayfinding.
- GB showed Assisted Travel lozenge design intent:
 - Technical drawing ensures consistent production across manufacturers.
 - Real-life example shown in ST IDL lounge.
- Guidelines if signage include certain colours to inform passengers:
 - Blue fonts for service and amenity; Yellow font for primary wayfinding.
- Portal design updates:
 - Old lightbox in a new portal format
 - Flow line at bottom, colour rising over doorway, pictograms included.
 - Gate room portals: black background, yellow wayfinding, recessed lightboxes.
- Rotunda redesign: Integrated Pier 2 & 3 signage; writing on portals and curved wall for.
- Project status: TG2 stage; artwork for entire campus starts next year.
- Other projects adopting same style for consistency.
- SS raised colour contrast concerns, reference sign design guide for disabled accessibility. Recommendation to avoid excessive colour use; Pier 3 rotunda flow line risk of distraction.
- SS to share previous advice email.
- GB stated blue fonts had updated to meet LRV standards.
- LH said yellow curve between "Gates" and numbers distracting.
- LM replied to Pier 3 unique; other rotundas will differ.
- AF mentioned that Gatwick have agreed to be a part of the design for the mind standards and are going to look on a simplified focused guide for airport wayfinding

Action: LM and GB to review rotunda design for Pier 4/6 and update group.



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AccessAble Update

- LM gave a verbal update on AccessAble.
- First formal meeting with AccessAble team held 27th October 2025.
- LM recognised work completed so far and keen to expand scope and reinvigorate focus on Retail units.
- Engagement and guide usage remain high; system update in progress, usage data to follow.
- Plans to accelerate surveying and broaden scope.
- Virtual Guides Discussion:
 - Overview give on concept: step-by-step journey through airport, integrated with detailed access guides (similar to property walkthroughs online).
 - RH stated this is useful for specific groups; seen in hospitals.
 - DC said this is valuable for autistic passengers and those with anxiety; helps with planning and acclimatisation.
 - GL seen a similar approach used for aircraft familiarisation, significant impact on passenger confidence.
 - SG stated preparation and knowledge is key and can help reduce anxiety.
 - AF summarised group enthusiasm to proceed.
 - RH stated the key is how you promote and advertised to get the views; IG and social media is the new age of promoting and creating awareness.
 - NB mentioned synergy with self-mobilisation initiatives.
 - SS reminder to consider RNIB remote assistance tech for wayfinding.
 - LM stated commitment to exploring complementary technologies.

Recruitment Update

- LM presented the plan for Accessibility Manager Recruitment
- Recruitment timeline mapped:
 - Nov 2025: Confirm timeline and update role profile.
 - Dec 2025: Advertise role (extended beyond standard 2 weeks).
 - Jan 2026: Interviews and selection.
 - Target start: Q1/Q2 2026 (dependent on notice periods).
- Advertising channels:
 - Internal, external website, LinkedIn (most effective).
 - Broader social media and proactive outreach recommended.
 - IGAP members encouraged to share through networks (BDF, industry contacts).



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- SG stressed importance of well-being and reasonable adjustments in job advert and induction.
- LM stated commitment to ensuring role is empowering and supported.
- AF offered help with reasonable adjustments and onboarding.
- SS suggested reviewing induction process post-appointment.

Action: IGAP to nominate support for interview process and to notify AF and LM.

AOB

- SS mentioned that the tactile toilet sign in ST is positioned too high (7ft); photo to be shared; GAL to review.
- LH requested confirmation of 2026 meeting dates ASAP.
- Remaining 2025 meetings:
 - 18 Nov: Online (Charlotte & Libby unable to attend).
 - 16 Dec: In-person at airport (confirmed).
- AF closed meeting thanking all members for contributions and reaffirmed value of regular sessions.