



LONDON GATWICK

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Independent Gatwick Accessibility Panel (IGAP)

27th June 2023 – Destinations Ops Boardroom (8th Floor)

Attendees:

IGAP

Ann Frye (Chair)
Ross Hovey (Online)
Charlotte McMillan
Daniel Cadey
Sophia Warner (Online)
Libby Herbert
Robert Morgan
Sophie Grand

GAL

Anna-Ruth Cockerham
Pete Coombes

PAG

Claire Booth

Wilson James (Service Provider)

Tom Holroyd

Other

Jennifer Milner (CAA)
John Fishwick (British Airways – for item 6 only)

Apologies:

Neil Betteridge (IGAP)
Kamran Mallick (IGAP)
Sue Sharp (IGAP)
Geraldine Lundy (IGAP)
Adam Jones (GAL)

Minutes:

1. Welcome and Introductions to New Members

The group welcomes three new members:

- Libby Herbert: CEO of Colostomy UK and a member of multiple airport accessibility forums.
- Sophie Grand: focuses on hidden disabilities, especially neurodivergence and mental health conditions, and an experience SEND teacher



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- Robert Morgan: BSL Services Manager for Remark! - a Deaf-led organisation – and former airline employee.

2. IGAP Future Priority Areas

Prior to the meeting, members submitted future priority areas for IGAP for discussion. These included:

- Reviews of significant touchpoints in the passenger journey like security and check-in
- Offering guidance and monitoring the implementation of the Accessibility Strategy
- Ensuring that every business unit and project at London Gatwick has accessibility as a non-negotiable requirement
- Targeted survey work tracking passengers through the airport
- Linking in with forums at other airports looking at Civil Aviation Authority (CAA) policy or sharing best practice
- Encouraging London Gatwick to work towards accreditation with the Business Disability Forum (BDF)

3. Updates from GAL and Wilson James

Wilson James – the Special Assistance Service Provider – provide an update on service performance in recent months, including over 98% ECAC (waiting times) arrivals and departures scores in each month of the last quarter. They also discuss the trends in passenger feedback numbers.

Members also discuss the experiences of d/Deaf passengers and solutions that can be used to improve communication and reduce negative experiences. They also discuss investing in Deaf awareness training which will be part of the airport-wide training project.

GAL provides an update on the process for accepting service animals in the airport, adding that the identifier for a service animal could also be provided at check-in where airlines mandate an in-person check-in step.

GAL introduces some updates to the signage in Special Assistance waiting areas and improvements to the seating used across the terminals.

GAL also provides an update on the changes to the Market Research team's passenger surveys and on AccessAble's upcoming audit of the passenger facing areas.



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GAL provides details on the auditing process for the Special Assistance service to ensure compliance with CAP 1228 (the airport accessibility framework). The audits look at arriving flights, and time when the agents arrive and when they assist passengers relative to when the aircraft arrives at the gate. The data shows a strong performance.

Members also discuss the recently released video and guidance for Ground Handlers on the safe handling of mobility aids, which was produced by Ann Frye and also features Ross Hovey.

4. Duty Free and Design for the Mind

Ann Frye introduces a project she has been working on looking at the design of airport retail areas and duty free alongside the PAS 6364 Design for the Mind guidance.

5. Any Other IGAP Business

Members are encouraged to submit responses to the CAA's consultation on an Airline Accessibility Framework.

6. Joint Conversation with the Airline Operators Committee

John Fishwick (British Airways) joins the meeting on behalf of the Airline Operators Committee (AOC). Discussion focuses on the headline topics in the Airline Accessibility Framework:

- Pre-Journey: pre-notification and how to encourage it and support passengers pre-notifying to feel comfortable they have booked the right assistance.
- At the Airport: the frustration caused by passengers being asked repeated questions about their assistance throughout their journey, and the limitations of pre-notification here; and the difficulties caused for disabled passengers who must board early (especially wheelchair users who have a lack of access to toilets on board).
- Disruption: the issues passengers experience during disruptions and delays, and the difficulty sourcing last minute accessible hotel rooms, medication, and equipment; how airlines can support passengers during disruption; and how to get information to disabled passengers to encourage them to be prepared for disruption (e.g., by bringing extra medication and booking assistance).
- Mobility Equipment: how damaged mobility equipment can affect a passenger; the Montreal Convention (which limits compensation for damaged equipment); and how airlines and airports can assist passengers when their equipment is lost or damaged.

Next meeting scheduled: TBC