

PRM Events 2022

15 December 2022

Following on from the first Aviation Accessibility Group meeting, we were in contact with Jane Thomson from Prestwick Airport and following this meeting we have agreed to host a site visit at Glasgow with Jane.

6 December 2022

We visited the YMCA in Renfrew to conclude our consultation of sensory rooms. They have a fantastic set up there and this meets a lot of the criteria that we were considering and we can now progress further with our plans.

30 November 2022

We were invited by Transport Scotland to join an Aviation Accessibility Group along with several other Scottish Airport stakeholders. The initial meeting was chaired by Maureen Olliffe, the Policy Advisor on Accessible Travel. The aim of the group was to share issues and best practice and help improve the services.

30 November 2022

We paid a visit to BBC Scotland studios in Glasgow to look at some innovation they are testing. We were invited along by news reporter Ian Hamilton for a demonstration of some new software they are trialling to improve wayfinding for people with visual impairments. This was following a previous visit on site at the airport with Ian where we looked at another IT solution that he uses. We have also agreed to invite Ian as a user of the airport, to “mystery shop” the service for us and hope to do this early next year.

23 November 2022

We met onsite again with PRM Assist to provide further training for our PRM staff and we met with Emirates Airlines to discuss the possibility of them joining the trial.

26 October 2022

We met with our PRM IT provider support manager to discuss and further develop some of our PRM productivity reporting tools to help better deploy our resources and aid in forward planning, to further improve the assistance provided.

26 October 2022

We met on site with PRM Assist following an introduction on the 6th and after some further discussion around the system and its benefits, we have agreed to take part in a trial along with four other UK and Irish airports. We have engaged with a few airlines who operate at Glasgow, and they have also agreed to take part in a trial and help by providing more data.

Please see the link [here](#) for more information and details.

25 October 2022

We had our second PRM forum of the year and were joined by the Renfrewshire Access Panel and Alzheimer Scotland. Please see minutes from the meeting [here](#).

24 October 2022

We met with our IT provider system support, to look at the workflow of the AvTech system around last-minute flight gate changes. We did this to minimise the risk of the potential for a PRM passenger to miss their flight after it occurred at another location, even though they do not use our system.

Glasgow Airport Limited, Erskine Court, St Andrews Drive, Paisley PA3 2SW
T +44 (0)844 481 5555 E info@glasgowairport.com
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Following this a change has been requested and has since been fully implemented and tested.

18 October 2022

We met with our service provider to look at a review and update of our IVR system to make it easier for people using the phone to get help from the PRM services. This work has now been fully implemented and the system should now be much more streamlined.

12 October 2022

We visited Ibrox football stadium who had installed an award-winning sensory room as part of our ongoing consultation. This gave another insight into how different needs can be met for a sensory room.

12 October 2022

We joined the Lanarkshire branch of the National Autistic Society, and on request, gave a presentation on the work and overview of the PRM service. In particular, we shared information on the help provided for those with hidden disabilities at the airport. Following this, we took some questions and advice on how we could improve. We agreed to invite one or two members to one of our PRM forums and meet again once we have received further feedback.

6 October 2022

We joined with PRM Assist who are a start up company and are currently developing a mobile and desktop application to help PRMs and airports to better capture PRM requests and improve the overall prenotification and help remove some of the difficulties for passengers requesting assistance.

22 September 2022

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We visited with Renfrewshire Access Panel, who were now able to return to their office buildings and was our first visit in person at the centre since the start of the pandemic. We met to review and update on the actions from the accessibility audit which took place on the 5th of May and start of the preparation for the next PRM forum planned for post summer.

21 September 2022

We visited the Milldale Centre to look at their sensory room at the outset of our consultation before we start work on a proposed sensory room / quiet room within the Terminal. We took a few points away from this visit and they suggested that we look at a couple of others that might better suit or needs.

We had another visit that afternoon to Riverbrae, a school for children with additional support needs. It has two sensory rooms, and we took further advice on who else to engage with as the school rooms function in a different manner.

20 September 2022

Both GLA and our service provider OCS, spent a second day volunteering for Alzheimer Scotland, and helped by painting and refreshing some of their garden furniture to allow the residents to again enjoy the outdoor facility after return from COVID.

15 September 2022

Our PRM team hosted a visit from Berlin to share best practice and discussed our current challenges and ongoing improvements on both sides. The Berlin team were from Berlin Brandenburg which is a relatively new facility, who also operate on guidance and regulation of EC1107/2206 and wished to have a better understanding of how we used AvTech to operate, manage and record the PRM services.

13 September 2022

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We facilitated a visit with the team from Transreport to give an overview of the service we provide as well as the systems we use to manage and oversee the Glasgow PRM operation. Transreport are working on software solutions for accessible transport, and it was good to share and discuss opportunities for improving the service further.

26 August 2022

We met with Marion Fellows, SNP Disabilities Spokesperson and with her colleague Shona Davidson, and gave an overview of our service and how we are currently performing. She wanted to see first-hand how the airport operates the service. We took time explaining the booking process, journey logging and our full service delivery methodology, including how we measure or performance, as well as an insight into other initiatives around hidden disabilities.

Please click [here](#) to read Marion's feedback.

25 August 2022

Glasgow Airport Terminal Compliance Manager and OCS Airport Service Manager, who are both responsible for the PRM assistance provision at Glasgow, gave up some time and spent the day volunteering to carry out some work for our local Alzheimer Scotland facility. Carolyn had suggested that we could refresh the painting on the summer house and some other wooden garden furniture. We have planned a second date on 20 September to complete remaining tasks.

6 July 2022

Following on from an accessibility audit with RAP we carried out a complete seating survey of the Terminal building and began re-organising and relocating seating following the original seat moves for COVID social distancing. This work will hopefully be completed soon, and the reserved seating area has been fully re-instated.

28 June 2022

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Visit by CAA for a PRM operational review and we were able to gain a valuable insight into the current ongoing difficulties across UK airports and share best practices across the UK networks. To date, our PRM service provision has been maintained and our CAA ECAC and other performance KPIs have remained on target throughout.

8 June 2022

We took part along with other airport businesses and communities to ensure that our PRM service, along with other parts of the journey were ready for the rapid rise in traffic as we move out of lockdown and return to normal growth. These meetings are now scheduled fortnightly for the foreseeable future.

10 May 2022

Meeting on site with the new TUI PRM and accessibility manager. This enabled familiarisation of the site and our PRM provision and allowed discussion over any difficulties or issues in communications and the service provided to PRMs on both sides.

5 May 2022

Renfrewshire Access Panel (RAP) carried out and site audit of Glasgow Airport over most of the day looking at accessibility of the entire passenger journey from Car Park/Forecourt to point of departure and the reverse passenger journey. Area reviewed in the audit included all areas of the Terminal and journey looking at wayfinding, accessibility, accessible toilets, seating provision, help points etc. Initial draft feedback has been received and the final document output actions will be tracked by the GLA PRM forum.

20 April 2022

We attended the online Disability Equality Scotland (DES) access panel conference and main topics were around Covid recovery and access panel engagement. We took an action to pick up separately with the Renfrewshire Access Panel after the event.

6 April 2022

We attended a local group in Bishopton, The Inbetweenies, who requested that we attend one of their members monthly meetings and give an overview of the assistance service at Glasgow Airport. Around 80 people attended, and information provided about how to book the service, and what could be expected on the day of travel. Feedback from the group was that it was very worthwhile, and our details have been passed to other local groups. We have already started to receive requests for similar events.

29 March 2022

Follow up with Children's Hospices Across Scotland (CHAS) and Loganair to prep for a change to the Santa flight, now planned as an Easter Bunny flight on the 2 April 2022. This took place as planned and by all accounts, it was a very memorable day for everyone involved.

15 February 2022

First GLA PRM Forum with the new member make up took place and included changes to terms of reference, member make up and overview of current PRM provision. Please see attached minutes [here](#).

3 February 2022

PRM forum now planned for 15 February 2022. Further meeting took place to discuss Terms of Reference and proposed agenda.

18 January 2022

Further meeting and consultation with RAP in preparation for the GLA PRM forum. Meeting was moved from the 24 January 2022 following covid outbreak affecting one of the members.

12 Jan 2022

Meeting with PRM forum member from Loganair in preparation for the upcoming PRM forum meeting. Following this we made a further call to CAA on clarifications to the proposed CAP1228A

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