

PRM Service

As part of our commitment to improve the PRM service and consult and engage with local disability groups here are some of the things we are doing.

PRM Open Day

In November 2015 we held another open day inviting representatives from various disability groups along with some passengers who we received negative feedback from on their previous journey to share their experiences and help us improve our service.

Those who attended include:

Renfrewshire Access Panel (members representing different user groups)
George Adam MSP (Cross-Party Group in the Scottish Parliament on Aviation (Member)
National Autism Scotland
Scottish Disability Equality Forum (SDEF)

I am Me

We have worked with I Am Me along with a police initiative “Keep Safe” to raise awareness of Disability hate crime. We are pleased to be the first airport in the UK to join the scheme.

Keep Safe works in partnership with Police Scotland and a network of local businesses to create ‘Keep Safe’ places for disabled, vulnerable, and elderly people when out and about in the community. People can access these premises to seek assistance and help if they feel lost, confused, scared, in danger, or have been the victim of a crime. The Keep Safe initiative is currently being rolled out across Scotland in partnership with other Local Authorities.

We have joined the initiative by providing a keep “safe place” in the Main Terminal Building PRM assistance area.

For more details please see link below <http://www.iammescotland.co.uk/>



Ian Hamilton (BBC)

We worked with BBC journalist Ian Hamilton (and his guide dog Renton) to provide an insight into the needs of blind people and help show what assistance is available to all users. Video link is available here: <http://www.bbc.co.uk/news/uk-scotland-33313447>

NHS Scotland

We have also worked with NHS Scotland and our business partner Loganair to help improve the service for PRM passengers travelling from the Highlands and Islands. A large number of passengers travel from the islands each month through Glasgow Airport to visit NHS hospitals in the Glasgow area for medical treatment. Several workshops have been held to help improve the service.

Scottish Dementia Working Group

On 16th June 2016, we met with Scottish Dementia Working Group with the aim of improving the service and providing better information for this group PRM users (with hidden disabilities). We have agreed to attend the forum on 13th July 2016.

Challenge for Change

On 29th June 2106 OCS and Glasgow Airport invited airlines, business partners and disability groups to attend a challenge for change presentation/forum. The aim of the day was to share the findings of report commissioned by OCS. The purpose of this report is to stimulate debate among all airline and stakeholders. More details can be found [here](#).

Scottish Dementia Working Group

On 13th July 2016 we were pleased to have initial discussions with SDWG on how we can improve the service for passengers with dementia and have been invited to attend their next meeting to share information and feedback on how we can improve our service and share learning.

Epilepsy Scotland

On the 29th July 2016, following initial meeting at the Challenge for Change event Epilepsy Scotland kindly agreed to visit the airport to help review the services that both OCS and Glasgow Airport provide and training that we give to all front line staff. Feedback from this has now also been included in our annual refresher training which is due to take place in August.

RAP Access Audit

On the 5th August we invited Renfrewshire Access Panel to carry out an access audit for the Terminal and the passenger journey in respect of disabled access including, access for partially sighted and hearing impaired passengers as well as for other hidden disabilities. This included auditing the availability of induction loops, signage and accessible routes. From this audit we have taken several findings and made funds available to make some very simple changes, e.g. change some tiling on approach to a small incline to be tonally contrasting, to having fund approved to install over a dozen fixed and portable induction loops at passenger interface areas throughout the Terminal Buildings. A second follow up visit is planned to look at the outer forecourt areas.

Eastpark Autism group

A planned meeting with a local Autism group in Eastpark was planned to take place in August but had to be rescheduled and is now due to take place later in October. One of our Border force colleagues is part of the group and kindly put us in touch.

Scottish Dementia Working Group

We were invited to the working group on the 23rd of August 2016 in the Glasgow office and it was a privilege to firstly observe the drive to help people with Dementia and to hear first-hand on how it affected their daily lives but on the affect it had on them using public transport and in particular when travelling by air. We shared the service that we provide and the downloadable guide that is available from the website and the feedback from those that had used the service was positive. We have agreed to update the booklet since then to make it more obvious that the service is also for hidden disabilities.



RNIB

In October we met with RNIB to discuss the services they provide and discussions included a review of our current webpage to make it more accessible. We have taken some of the feedback on board and aim to review our online content.

Eastpark Autism Group

In April we met with Eastpark autism group following discussions with one of their board members who is an airport employee. We gave details of our process for pre-visiting the airport and were given an insight into the school and some of the challenges.

Autism Experience Awareness

In May we invited Autism Reality Experience to the airport for the day to allow our staff and staff across the airport to experience who it would feel for someone with autism to travel through a busy environment. The event was great and even staff members who had autistic children said that they were surprised and gave them a different view of how it must feel. We arranged this as a follow up to the updated training that front line security team members have received. We also invited a local autism group to come along and feedback was also very positive.





Autism Support Forum

We were invited to attend the Autism Support Forum in Stornoway in June as various passengers travel regularly through Glasgow Airport using our PRM service. In particular we have been working closely with Loganair to tailor special arrangements for passengers using the island routes.

Visit Scotland Accessible Tourism Workshop

We attended the workshop run by Visit Scotland in June. Glasgow is working towards accreditation as an accessible tourist destination and there are several large events taking place in 2018. The aim of the forum is to set up smaller working groups to look at various sectors including air transport to ensure that Glasgow will be ready as required.

Scottish Transport Forum

In September we attended the Scottish Transport Forum in Edinburgh run by Transport Scotland. One of the main aims of the forum is improving access across all forms of transport including air, rail, road and sea. In particular the aim is to make transition from one form of transport to another much easier e.g. transferring from road to air.

Open Day

We ran another PRM open day for passengers who require special assistance in September and invited various disability groups to take part. Following this we are also inviting passengers who are flying and use the PRM service to act as a mystery shopper and provide feedback after their journey. If you would like to take part please contact one of the team at GLA.PRMLeadership@OCS.co.uk

Transport Accessibility Event

In October we are attending the Scottish Transport accessibility event in Clydebank where various groups will be presenting on initiatives to improve accessibility within various modes of transport.

Accessible Glasgow

On the 18th Jan met with various disability groups and transport providers at the Accessible Glasgow Tourism Project. This was facilitated by Glasgow City Council and Visit Scotland. One of the main aims is to make Glasgow a fully accessible tourism destination by 2023. In the build up to the European Championships 2018 Glasgow City want to ensure that the city is accessible for the event as well working towards accreditation as an autism friendly city. Glasgow Airport has joined with other public transport providers, and GDA (Glasgow Disability Alliance) to form a Transport Task Force with this aim. A follow up meeting was held on the 29th March.

Loganair and Calmac

On the 22nd Jan we met with Loganair and Calmac to discuss travel arrangements and onward travel for travellers with Special Assistance requirements. This is particularly important for the highlands and islands community due to the high number of visitors travelling to Glasgow for routine or emergency medical treatment. The aim was to review current process, share best practice and look for improvements for a seamless journey.

Isla Passenger Transport Forum

On the 13th Feb Loganair asked if we could assist by meeting with a passenger, Liz, who had a challenging journey from Islay. During this chat Liz said that she was not aware of the various assistance options available to her. Loganair and Glasgow Airport agreed to travel to Islay on the 8th March and attend the Islay Transport Forum and discuss all of the assistance options available to both PRM and NHS patients and to find out if we could make improvements. Following this we have both agreed to travel back and meet with the NHS to try and help with the patient discharge process. We have done this previously with NHS Glasgow.

Glasgow Autism Friendly Initiative

On the 11th April we attended the launch of the Glasgow Autism Friendly Initiative which aims to improve facilities and support for autistic residents and visitors at transport hubs, retail, leisure and tourists locations throughout the City while also raising awareness with the public about how to work better as individuals to be more aware of autism and the difficulties people face.

The group were shown a preview of the specially commissioned film and took part in a short discussion to provide feedback. The link to the video can be found [here](#).

Glasgow Schoolgirl Nicola Johnston, a P7 pupil at St John Paul II Primary in Castlemilk, who has autism, designed the logo on the left which was selected from over 180 entries from schools across Glasgow. The logo will be given to all participating businesses and used in a variety of ways including being displayed in the form of window stickers to show autism-aware venues, and as badges for their nominated champions or trained staff.



If you are a member of a local disability group and would like to take part in one of our forums or feel that we could be of help to your group then please contact GLA.PRMLeadership@OCS.co.uk