



## 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 2016 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 2016 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 2016 but had to be rescheduled and is now due to take place later in October 2016. 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 2016 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 2017 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 2017 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 2017 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 2017. 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 2017 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



## 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](mailto: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 2018 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 2018 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 2018 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 2018 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](mailto:GLA.PRMLeadership@OCS.co.uk)



## Turkish Accessible Transport Visit

On the 29th June 2018 we hosted a study visit for a Turkish Government delegation who were reviewing transport accessibility and best practice in the UK. The aim was to review and share current practices, specifically at the airport, in relation to PRM assistance provided by the airport and airlines. The group was made up of various involved stake holders including the Turkish Transport Minister, Airport Owners and Service providers as well as delegates representing various disability groups.

## Dementia reality experience

On the 4th July 2018 we ran a Dementia Reality Experience open to both members of staff and the public. This was a follow up to last year's highly successful Autism reality experience. The aim was to raise awareness of the issues of dementia and in particular the difficulties faced when travelling through the airport.



## Milldale Day Opportunities

On the 13th July 2018 we visited a local day centre who provide further education and support for various service user groups. The aim of the visit was to help provide an understanding of the service that we provide as they have identified a number of individuals whose goal is to get to a position where they feel comfortable and confident to take a flight. We arranged to host a visit to Glasgow for a couple of the Service Officers to tour the airport and walk the passenger journey. From this visit we have agreed an action plan to help a small group of service user to achieve this goal. This work is currently ongoing.

## Changing places

On the 14th August 2018 we officially opened the new changing places facility located on the ground floor in the main terminal following lengthy consultation with PAMIS (Promoting A More Inclusive Society) to ensure that the facility was designed correctly and to highest standards. The facility was opened by Mark Johnston (Glasgow Airport MD) and representatives from (PAMIS) and joined by Cara Devaney and her five-year-old daughter Layla, who was born with a rare brain disorder and has cerebral palsy.

Fiona Souter, Information and Inclusive Communities Director at PAMIS, said: "As the leading Scottish charity for the Changing Places toilet campaign, we are delighted that Glasgow Airport has installed a Changing Places toilet for its visitors.

"Many people with complex health care needs who require this type of facility are restricted from being able to travel because their personal care needs cannot be accommodated in an accessible toilet.

"Having a changing places toilet at Glasgow Airport will open up the world to them and ensure Scotland continues to meet the ambitions of Transport Scotland's accessible travel framework – Going Further.

"This fantastic changing place toilet facility at Glasgow Airport will ensure that the personal care needs of its users are met with dignity and respect." goal. This work is currently ongoing.

## Milldale Day Opportunities

On the 16th August 2018 we facilitated a guided visit of the airport facilities and passenger journey, in particular all of the special assistance that can be provided for passengers with reduced mobility. Having gained a better understanding of the PRM service we have now helped Milldale firm up an action plan to enable a small group to achieve their goal to travel by air and agreed next steps. We will continue to work with Milldale on a regular basis.

## Renfrewshire Access Panel (RAP)

On the 7th September 2018 we met with RAP to both increase our engagement with local access groups and to discuss the agenda for our next PRM Open Day taking place later in the year. After discussing the agenda, aims and objectives RAP have kindly offered to independently chair the forum moving forward. We have agreed the agenda for our next meeting and RAP are in the process of sending out invites to various disability groups and service users. If you also wish to take part please send your contact details to the address below.