

## **PRM Consultation 2018**

### **Ramble Tag**

We met with Laura and Tom from Ramble Tag on the 21<sup>st</sup> December 2018 as we have been trialling the use of the Ramble Tag at the airport to obtain feedback from PRM staff and service users on its suitability and to help develop the product. Feedback received so far from both is that the device has been very positive and will continue to use the aid as part of the service.

### **Glenton Travel**

We got in touch with Glenton Travel as they are a tour company who offer coach trips and packages aimed at a group who are a higher use of the PRM service. On the 12<sup>th</sup> of December 2018, we facilitated a visit for some of the team. The aim was to make them aware of the service we offer but raise awareness of the importance of prettification and the use of the correct categories and information provided at the time of booking. We also toured the entire PRM passenger journey showing service offered, enhancements to the service if required, equipment available to the passenger and explained that the passenger journey begins from the arrival point not just from check which will also help their customers. As a follow up we agreed to do another group visit with sales advisors in the New Year as this will help them better understand the wider PRM service that is available at the airport

### **M.A.C.S.**

On the 11<sup>th</sup> December 2019, we met with Mobility Access Committee for Scotland (MACS) an advisory non departmental public body and went through all of the services we provide as well as sharing innovation, training details and our performance to date this year. We also walked the passenger journey and demonstrated the new PRM allocation system which is currently being rolled out as a way of improving service and performance.

### **Milldale Visit**

On 21<sup>st</sup> of November 2018 we facilitated a visit for Milldale Day Centre with some of the service users and staff to show them the service we can provide as well as showcasing a pre-visit tour from check-in to departure on the aircraft as a way of gauging the service provided and hopefully enabling some of the service users to now feel comfortable and in a position that they feel able to fly. After great feedback from the service users who were able to share with partner groups, we are aiming to do a wider group as a follow-up.

### **PRM Forum**

On the 26<sup>th</sup> of October 2018, we held another open day in the Holiday at Glasgow Airport with varied accessibility groups invited and the day was a great success with really positive feedback. Among those present were Diabetes UK, Crohn's and Colitis UK, Terptree, Ramble Tag, RAP, Milldale Day Opportunities, Scottish Autism Society, several members of Renfrewshire access Panel and George Adam MP and his wife Stacey who is a user of the service. As well as sharing our current performance and ongoing initiatives to improve the service, we shared feedback received through the year from some of the 105,000 plus users of the service this year so far. We then had a breakout session to review the feedback as well as training material and potential improvements to the service as well as presentations from some of the groups present.

### **Ramble Tag**

On the 17<sup>th</sup> of October 2018 following a chance encounter with Tom Forsyth arriving on a flight into Glasgow we met with Tom and his business partner Laura MacLean to talk about their Kickstarter campaign for a new device aimed at helping visually impaired by making it easier to be guided by a companion or helper. We fell in love with the product and their enthusiasm for it so immediately purchased some to trial and provide feedback. We also invited them to the Open Day on the 26<sup>th</sup> October to show to other groups.

### **Transport Providers Accessibility Framework working group**

On the 8<sup>th</sup> October 2018, we met with providers from Cal-Mac, Scotrail and First Group with the aim of trying to share best practice and work towards a more joined-up approach when it comes to accessible travel. It was a good initial meeting with actions taken by all and next meeting scheduled in January 2019.

### **Renfrewshire Access Panel (RAP)**

On the 5<sup>th</sup> October, we had a further meeting with RAP to finalise the guest list for the PRM Open forum as well as agree on the agenda and share our current performance with the team prior to the day. We also discussed the new Changing Places facility and the feedback received so far. In light of the local area trying to promote these facilities, we worked with RAP to help them seek some funds for some equipment in an existing facility nearby via the Glasgow Airport Flightpath fund.

### **Renfrewshire Access Panel (RAP)**

On the 7<sup>th</sup> 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 on 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.

### **Milldale Day Opportunities**

On the 16<sup>th</sup> 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 on next steps. We will continue to work with Milldale on a regular basis.

## **Changing places**

On the 14th August 2018, Glasgow Airport 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 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 on an action plan to help a small group of the service user to achieve this goal. This work is currently ongoing.

## **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.

## **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 stakeholders including the Turkish Transport Minister, Airport Owners and Service providers as well as delegates representing various disability groups.

### **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)

### **Islay 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.

### **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 the current process, share best practice and look for improvements for a seamless journey.

### **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.