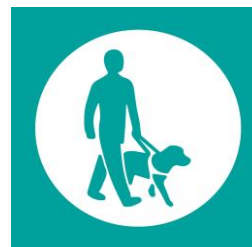




**Glasgow  
Prestwick  
Airport**



# Introduction

As part of improving accessibility at Glasgow Prestwick Airport we would like to present to you the changes we have made to our facilities as a result of feedback received during our host events.

In addition to facilities upgrades we have committed to improve our training programme in order to deliver a better service to all visitors.



Glasgow  
Prestwick  
Airport

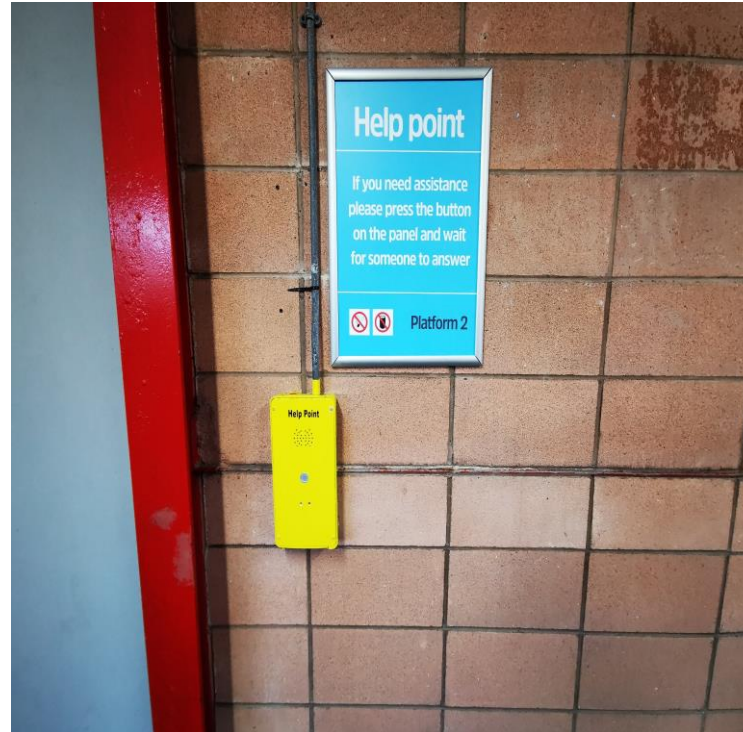
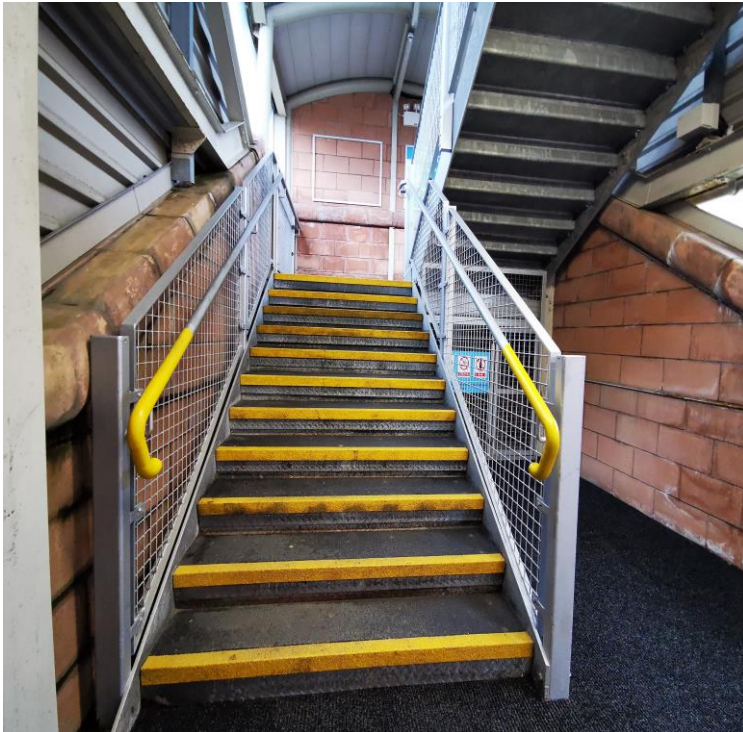
YOU SAID... **WE DID**

# YOU SAID **THE RAIL STATION**

- Help points were blending in against the wall of similar colour
- Lighting was poor on the platforms
- Handrails needed to be more visible on the stairs
- Edge of the stairs were difficult to make out



# YOU SAID... WE DID

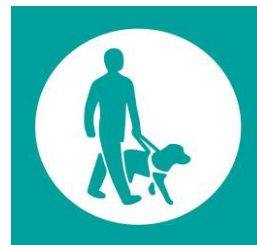


# YOU SAID... **WE DID**

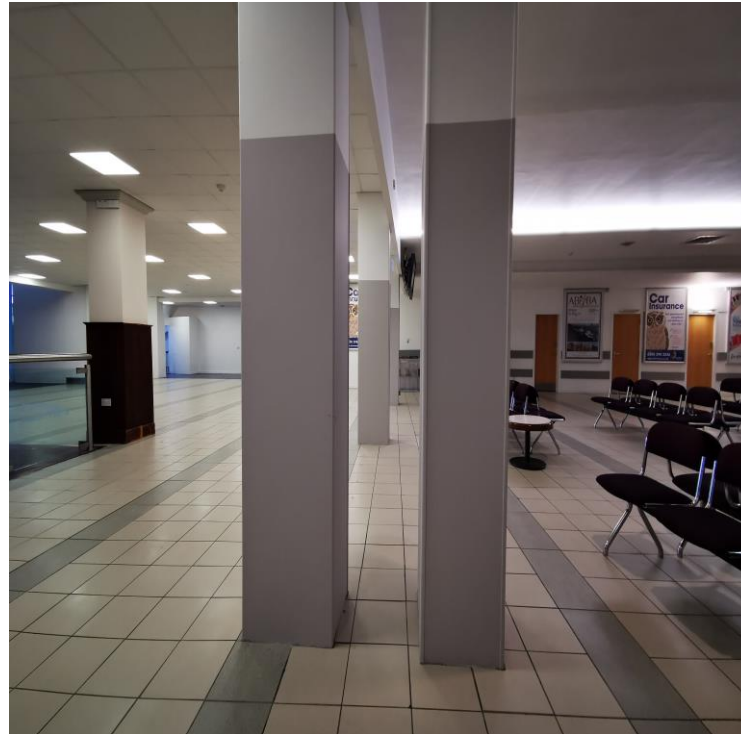
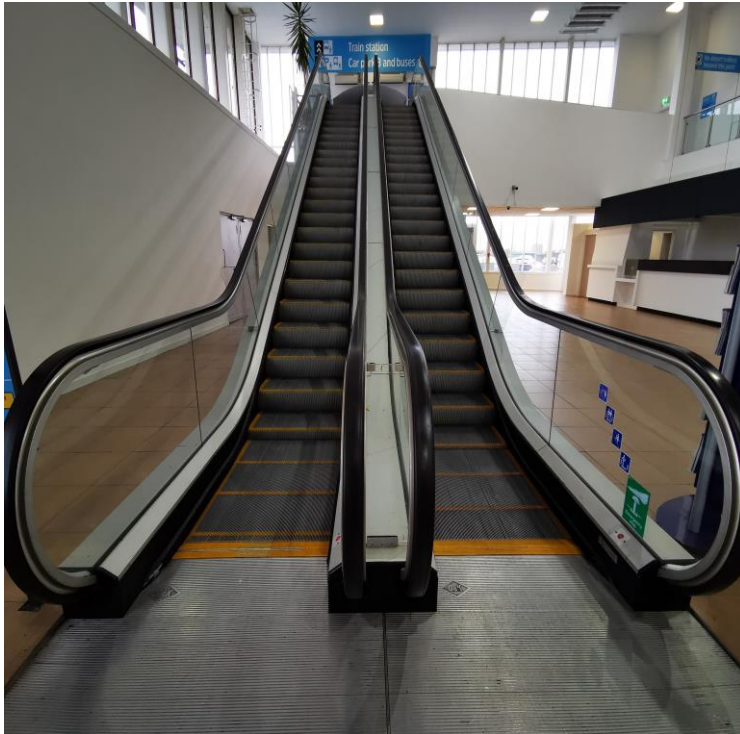


# YOU SAID **THE TERMINAL**

- Evacuation stairwell had no colour contrast
- Escalators had no yellow edging
- Pillars were the same colour as the walls and flooring
- Information Centre sign was difficult to see as the writing was the same colour as the background
- Assistance logos were at a low level and were not clearly visible



# YOU SAID... WE DID



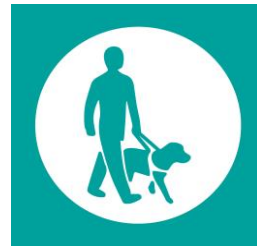


# YOU SAID... **WE DID**

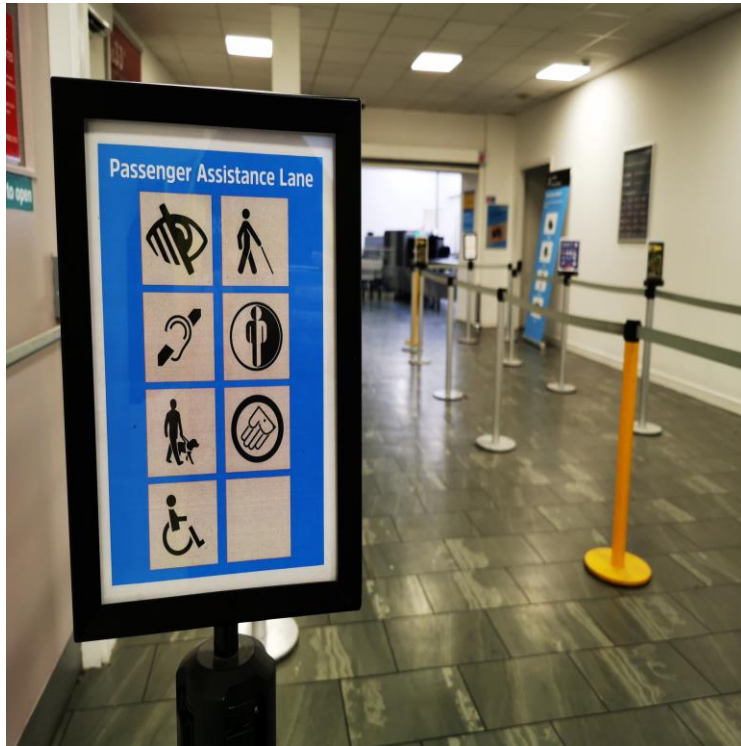


# YOU SAID **THE SECURITY AREA**

- Assistance lane was not clearly marked
- ‘Wait here’ marking on the floor was faded and there was no eye level signage
- Assistance logos were not visible on the clear glass gate



# YOU SAID... WE DID

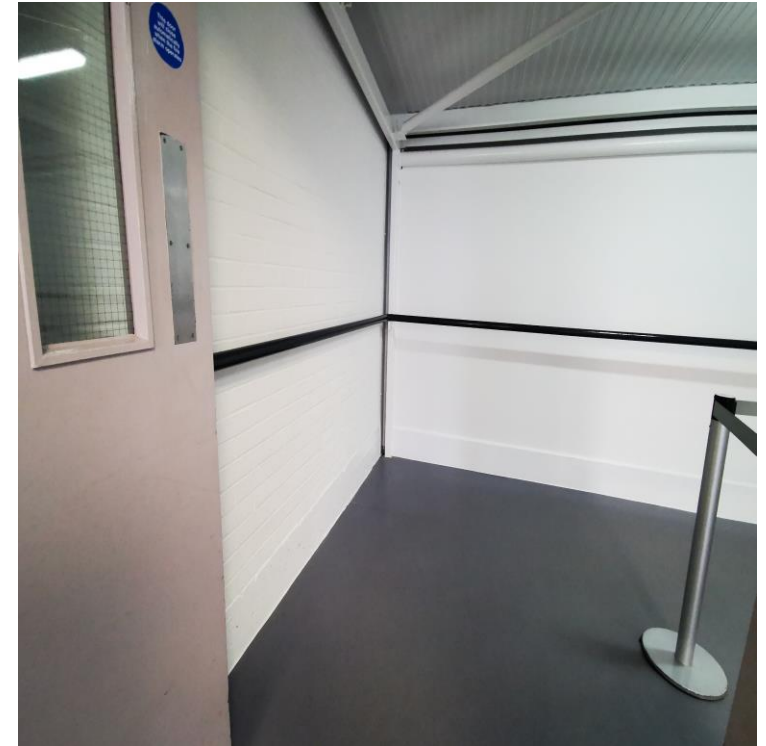
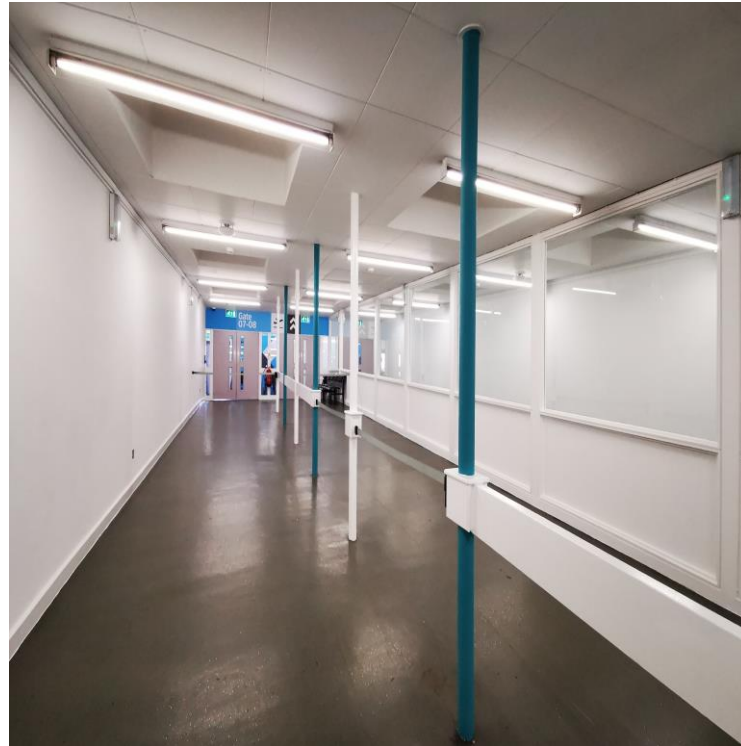
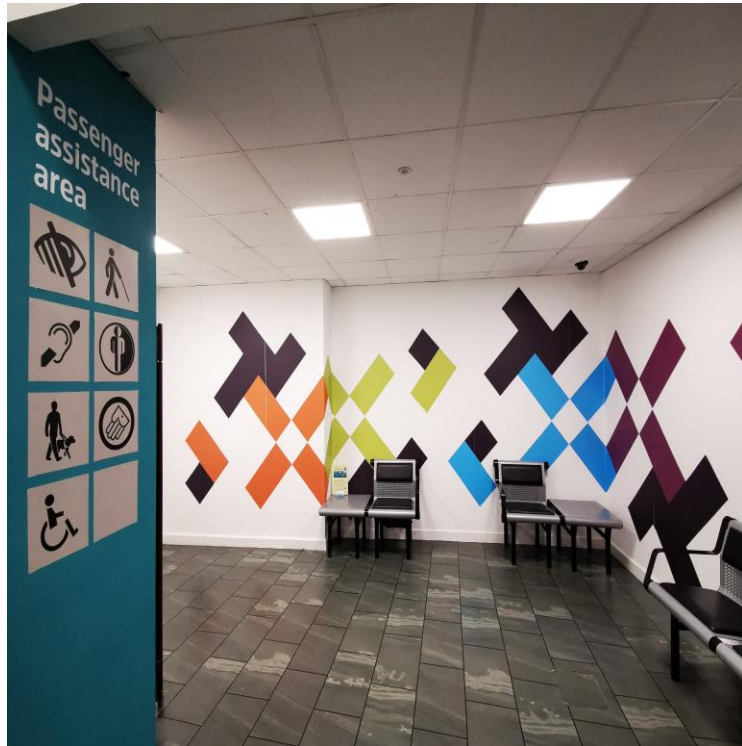


# YOU SAID **THE DEPARTURES AREA**

- Assistance logos were at a low level and were not clearly visible
- Passenger queuing zones were of neutral colouring with no contrast



# YOU SAID... **WE DID**



# YOU SAID **THE CAR PARK**

- Bollards were positioned in a way that made the passenger walkway inaccessible
- Pick up/drop off was in a poor location



# YOU SAID... WE DID



# YOU SAID **THE DISABLED TOILETS**

- Required a transformation

**Before**





YOU SAID... **WE DID**

After



# STAFF TRAINING

Awareness training delivered to all operational staff in the following modules;

- Module 1 – Awareness (Theory)
- Module 2 – Assistance (Practical)
- Module 3 – Dementia Friend
- Module 4 – Stomawise
- Ramble Tag
- British Sign Language
- Access For All – Accessibility Champions



# STAFF TRAINING

Awareness (Theory)



Assistance (Practical)



# STAFF TRAINING

Dementia Friends



Stomawise



# STAFF TRAINING

British Sign Language



Ramble Tag



# STAFF TRAINING

Access for All – Accessibility Champions



# ACCESSIBILITY CHAMPIONS

- Comprehensive 4 Day course run by Access4All UK
- Training focused on: mobility, sight, hearing, Dementia & Autism
- Accessible facility awareness
- Website updates
- Accessibility audits
- Sensory story
- Staff training update

# INITIATIVES

- Arrivals help point
- Website redesign of Special Assistance page
- CAA Feedback emails
- Change of colour to Assistance Logos
- Dedicated Assistance check in desk
- Screen displaying date and time
- Increase and relocation of disabled bays in Car Park 1
- Assistance tours
- Yellow tensile barriers
- Induction loop at Information Centre
- Sunflower scheme – lanyards
- Added sensor lights to disabled toilets
- Equipment purchased for step free boarding
- Range of different wheelchairs/powerpacks
- Signage for Disabled Toilet





Feedback



Monday, 09 March 2020  
11:45 am



PASSENGER ASSISTANCE DESK

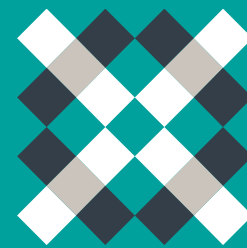


# INITIATIVES



# WHAT'S NEXT?

- Enhancement of our staff training
- Cuddle clips
- Relocation and increase of Car Park 2 disabled spaces
- Car Park 1 & 2 help points and signage
- Redesign of website's special assistance page
- Flight information screens colour scheme
- Sensory story



**Glasgow  
Prestwick  
Airport**