

Glasgow Airport – PRM Forum

Arrochar Room, Glasgow Airport and via Teams

DATE: 8th April 2025

Attendees	
Name	Company
Carolyn Irvine	Co-Chair (Alzheimer Scotland)
Stephen Cruikshank	Co-chair (Renfrewshire Access Panel)
Mo MacLean	Sense Scotland
Paul Scott	Terminal Compliance Manager Glasgow Airport
Matthew Watson	Airport Services Manager – OCS Group UK
Jim Lobban	Trainer – OCS Group UK
Carol Davidson	Glasgow Airport - note taker
Apologies	
Katie Robinson	Alzheimer Scotland
Morven Cruickshank	RAP
Caroline Tunney	Loganair
Andy Jardine	Operations Manager – OCS Group UK

1 – Welcome & Operational Service Update

Carolyn Irvine started the meeting by welcoming everyone.

Introductions around the room and online

- Chair to be split between RAP and Alzheimer Scotland
- Meeting to take place twice per year
 - Summer and Winter
 - Ad hoc e.g. change of contract, process, other issues etc.
- Attendees by invite only
- Meeting minutes to be uploaded to GLA website in line with [CAP1228](#) and CAP1228A

Glasgow Airport has been invited by the UK Government to join a new expert group that aims to “break down barriers” to air travel for disabled passengers.

Paul Scott, Glasgow Airport’s Terminal Assurance Manager, will join the group which will run in partnership between industry and consumers and look at tackling the biggest barriers to air travel for disabled passengers. The taskforce will also include presenter Sophie Morgan, co-founder of global disability group Rights on Flights and pioneering campaigner for improved aviation accessibility who highlighted the problems wheelchair users face.

Paul Scott and Matthew Watson gave an operational Service update for Glasgow PRM:

- ECAC performance and KPIs reviewed, GLA consistently above 20 min arrival target of 98% and above (98.05% - 98.75%).
- An overview of the Glasgow Airport SLA was also shown as these targets are higher than ECAC.
- OTP scores and reviews of complaints and compliments received.
 - GLA PRM OTP sitting at 99.99%
 - 42 compliments vs 16 complaints for the period Q1

Details of all 16 complaints were reviewed and discussed in the room with any actions taken.

GLA gave an overview of the CAA survey responses in the previous since the last meeting.

- From Oct 24 to Jan 25 we asked 11,461 PRM passengers (19.2%) to take part in the CAA PRM survey. Of those, 4,436 (38.71% of those asked) provided an email address.
- We had 1,044 responses to the CAA in total. (23.53% of those who provided an email address).
- This equates to 1.75% of the 59,606 passengers assisted in this period.
- Feedback and summary from meetings and consultations since the previous forum. Matt and Paul detailed a selection.

Performance overview given comparing Oct 24-March 25 to the same period in the previous year. This showed an increase in the use of the service by 20.83%, whilst pax growth for the same period was only up by 6.5%.

Paul gave an update on the renewal of the current PRM contract which is due by the end of the year. There has been an extension to the process due to various factors and date of award has slipped. AOC will be invited to take part in the PRM presentations.

brief overview of the new shareholders was given and introduction to Avialliance.

The fifth Ambulift is now on site in preparation for the summer. OCS recruitment is now completed and training on track. 22 additional heads now on board.

PS gave an overview of the Next-Gen security upgrade process and update on the progress. The group discussed the potential difficulties with those with sensory issues or visual impairments. Paul and Matt took an action to reach out to several user groups to raise awareness of the changes. Stephen agreed to pass on contacts for the local visual impairment group through RAP.

Paul gave an update on Hello Glasgow which has now moved from a trial to a signed contract and full implementation across AGS group airports.

Paul advised of GLA facilitating a group visit by users of NAS Lanarkshire group. A party of 10 (planned for 6 May).

2 – Forum Members Update

Alzheimer Scotland

Sharing Stars event raised £35k nationally. Annual dementia week 2-8 June

Renfrewshire Access Panel (RAP)

Stephen gave an update to the group that due to health reasons, both himself and Morven were stepping down from full time duties with RAP and unfortunately have not been able to find a replacement to take over the Access Panel. This will mean that the RAP will effectively close, but they will both continue to support some of their current activities.

Sense Scotland

Mo gave an introduction to the group, and her role within Sense Scotland, following an invite to attend this meeting. Mo initially contacted GLA to pass on a complaint around an airline booking request. One of her service users who is deaf/blind and non-verbal and communicates using hand over hand BSL, was intending to travel on holiday. When she tried to help make the booking through the airline call centre, the agent refused to accept the booking unless he could speak to the passenger himself, even after Mo had explained the passenger's assistance requirements. Paul and Matt have raised directly with the airline and are awaiting further feedback.

Mo has been invited to join the forum moving forward and has kindly accepted.

3 – Actions from last meeting

- PRM video to go online – AGS Media team are currently working on these. - **Ongoing**
- MW & PS to contact NAS for Autism Training dates – **Oh hold pending recruitment**
- Discussion around animal screening process – failure of arriving animal into GLA 29-10-24 – **Actioned**
- Discussion around auditing of ECAC time stamps. Process in place to audit - **Actioned**

4 – Actions

- Arrange annual dementia friendship week 2-8 June PS & CI
- Replace Lamp Post posters on PRM desk
- Join DCR training PS/SC/JL
- Ostomate & vision impaired groups catch-up regarding security search. Visibility glasses PS/SC

Date for the next meeting will be confirmed and circulated shortly.