

Glasgow Airport – PRM Forum

Sanderling Room, Glasgow Airport and via Teams

25th October 2022

Attendees	
Name	Company
Stephen Cruikshank	Co-chair (Renfrewshire Access Panel)
Morven Cruikshank	Co-Chair (Renfrewshire Access Panel)
Matthew Watson	ASM – OCS Group UK Ltd
Jim Lobban	Trainer – OCS Group UK Ltd
Carolyn Irvine	Alzheimer Scotland
Paul Scott	Terminal Compliance Manager - Glasgow Airport
Apologies	
Caroline Tunney	Loganair

1 – Welcome & Operational Service Update

Paul Scott and Matthew Watson started meeting by welcoming everyone. Followed by housekeeping and detailing the agenda for the meeting.

Operational Service update for Glasgow PRM:

- PRM traffic – total comparison between 2021 v 2022 to date.
- ECAC performance. 15 Airports classed as very good inc. GLA, BRS and EMA.
- OTP scores and reviews of complaints and compliments received.
- Update on PRM CAA feedback survey forms. 318 passengers answered survey.
- Paul & Matt discussed with attendees the agenda and contents of other meetings and consultations inc....
 - 6 Apr: - In-Betweeners visit.
 - 20Apr: - Access panel conference.
 - 5 May:-Accessibility audit by RAP.
 - 10May: - TUI PRM accessibility meeting.
 - 8 Jun:- Bi-weekly readiness meetings.
 - 28Jun: - CAA visit.
 - 26Aug: -[Visit by Marion Fellows \(SNP disabilities spokesperson\)](#)
 - 13Sep: - Visit by Transreport*.
- Discussed potential sensory room at gate 1. Matt and Paul took actions to consult locally to ensure any planned sensory room is fit for the intended purpose and use.

*Transreport – We facilitated a visit with the team from Transreport to give an overview of the service we provide as well as the systems we use to manage and oversee the Glasgow PRM operation. The Transreport are working on

software solutions for accessible transport and it was good to share and discuss opportunities for improving the service further

2 – Forum Members Update

- Carolyn Irvine from AS updated attendees on support provided by volunteers with reopening of the Alzheimer's day centre.
- Stephen and Morven updated attendees on current situation with RAP regarding funding and current projects including access to/from railway stations (Glasgow central and Gilmour Street.).

3 – Actions from last meeting

- Looking at PRM video to go online. Ongoing
- PRM assistance training for airport taxis. Ongoing
- Arrange RAP audit/site visit. Complete
- Feedback status to be added to monthly PRM reports. Complete
- Organise audit from AS to review passenger. CI to give access to updated video and to share contacts.

4 – Actions

- RAP and PS to arrange dates with airport taxis for PRM assistance training.
- PRM video to go online. Ongoing
- Stephen and Morven (RAP) to investigate possible visits to local sensory room at Library/Museum

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