

Glasgow Airport – PRM Forum

Arrochar Room, Glasgow Airport and via Teams

DATE: 26th November 2025

Attendees	
Name	Company
Carolyn Irvine	Co-Chair (Alzheimer Scotland)
Paul Scott	Terminal Compliance Manager Glasgow Airport
Matthew Watson	Airport Services Manager – OCS Group UK
Jim Lobban	Trainer – OCS Group UK
Sharon Robertson	Loganair
Emily Kilby	CAA
Apologies	
Katie Robinson	Alzheimer Scotland
Morven Cruickshank	Renfrewshire Access Panel (RAP) – co-chair
Stephen Cruickshank	Renfrewshire Access Panel (RAP) – co-chair
Mo MacLean	Sense Scotland
David Weir	NAS
Mhairi O'Rourke	I Am Me
Carol Burt	I Am Me
Andy Jardine	Operations Manager – OCS Group UK

1 – Welcome & Operational Service Update

Carolyn Irvine started the meeting by welcoming everyone. Paul apologised as several of the attendees who had accepted did not arrive on the day including the co-chair.

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

Emily explained that the CAA is currently looking at the relevant CAP documents, and are likely to consult further through 2026 with a intended roll out of the standards by April 2027

Paul gave an update on the status of the current tender process and confirmed that all presentations had been done again with the stakeholders and separately updated with the PRM user's forum. The BAFO has been submitted with all bidders and was awaiting final decision and appointment with the procurement team with award scheduled to be announced by end Dec 2025.

Paul also explained that the decision had been made to simply internal SLAs and use the ECAC only during reporting. The airport group have also moved to a three-tiered charging for airlines based on their pre-notification rates as these notifications help to better plan resources and ultimately improve the service to the user.

Paul also updated the group on the new additional airside PRM area. The main driver for this was to provide another hosted seating area airside as late gate allocation was impeding the passengers landside from being assisted airside when they wished to remain in the care of the PR provider. This is now fully operational, and the location and use will be reviewed for the first few months.

Sharon stated that she had been doing some work with Glasgow to improve passenger movement messages to improve accuracy and time sent, in particular for the NHS bookings which can be last minute. GLA stated that they have seen a reduction in prenotification for this group of service users. Paul and Matt to continue with Sharon offline to investigate further.

Paul gave an update on the April report which saw GLA move from the Very Good Category to the Good category. Paul explained that this was solely down to a data capture in Avtech where certain timestamps did not show a location due to the way the system was set up and agents operated when there was a passenger who did not use the service (a no-show or no assistance required). Due to the gaps in the data the CAA felt that the data was not robust enough but agreed that this was not reflected on the service given and this was evidenced through on-site CAA monitoring, along with passenger feedback etc. Once the issue was discovered and highlighted, an immediate process was introduced for the users, and a system change was requested by Avtech which has now been upgraded locally.

The CAA report stated “We were impressed by the seriousness with which management at the airport took the matter as soon as issues were raised, recognising that being able to evidence what they believe to be a high-quality service is critical. The management has now put in place new processes, and these are working well. We also monitored several flights at the airport in October and identified no performance issues.”

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 (98.01% - 99.36%).
- 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 99.88%
 - 74 compliments vs 25 complaints for the period YTD

Details of sample 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 Apr 25 to Sep 25 we asked 18,793 PRM passengers (32.17%) to take part in the CAA PRM survey. Of those, 8,450 (32.17% of those asked) provided an email address.
- We had 2,595 responses to the CAA in total. (43.8% of those who provided an email address).
- This equates to 2.89% of the 89,650 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 Apr 25 - Sep 25 to the same period in the previous year. This showed an increase in the use of the service by 20.67%, whilst pax growth for the same period was only up by 1.16%.

PS gave an overview on the significant increase in DPNA category of service user many of which do not need or require assistance at the airport e.g. have a peanut allergy and special request onboard the aircraft but can self-assist through the entire journey. Paul has been doing further data gathering to pick up specifically with airlines.

Paul gave an overview of some of the consultations that took place since the last meeting which included further work with CPC who visited from 10-11 September, and further work with them planned for December to begin new trials.

Next Gen security now fully operational and GLA and OCS working with ICTS for further training requirements for screening PRMs, specifically those with hidden disabilities.

Paul and Matt discussed the relaunch of the I Am Me disability confident training and both GLA and OCS have signed up to the new training materials and have already but Trainers through the course and rolling out to staff.

Paul and Matt gave an update on the introduction of the Disclosure Scotland PVG vetting scheme and this has now been fully actioned.

Emily provided an update on CAA work to review airline websites and PRM booking process. She also gave an update on the request for UK wide lifting equipment, availability and local process and training etc. this work is still ongoing.

She also reminded that the CAA were changing the PRMS survey email address and host and that all airports should update the relevant links that they have on the websites.

2 – Forum Members Update

Alzheimer Scotland

Carolyn update on the status of their local resource centres and community groups all still running but under review. Christmas Tea Dance taking place again in December and will send out invites to GLA and OCS for volunteers as always.

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**
- Arrange annual dementia friendship week 2-8 June PS & CI **Completed**
- Replace Lamp Post posters on PRM desk

4 – Actions

- PS to meet with Loganair and review data
- PS/MW to finalise and agree look and feel of trial airside host area. If permanent it should be fully branded, de-lined with permanent fixed barriers and the website updated.
- PS/MW to follow up with NHS ostomate support group to attend the next service user event.

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