

# Glasgow Airport – PRM Forum

Arrochar Room, Glasgow Airport and via Teams

DATE: 26<sup>th</sup> March 2026

Attendees	
Name	Company
Steven Holgan	Co-Chair (Independent)
Carolyn Irvine	Co-Chair (Alzheimer Scotland)
Paul Scott	Terminal Compliance Manager Glasgow Airport
Matthew Watson	Airport Services Manager – OCS Group UK
Sharon Robertson	Loganair
Emily Kilby	CAA
Mo MacLean	Sense Scotland
Katie Robinson	Alzheimer Scotland
Lewis Wake	CAA
Carol Davidson	Note Taker
Apologies	
Jim Lobban	Trainer – OCS Group UK
Andy Jardine	Operations Manager – OCS Group UK

## 1 – Welcome & Operational Service Update

Paul started the meeting by welcoming everyone.

Introductions around the room and online

- Chair to be split between Steven (Independent) and Carolyn (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 i.e. If someone has had a problem during their journey through the airport
- Meeting minutes to be uploaded to GLA website in line with [CAP1228](#) and CAP1228A
- New guidance from CAA due April 2027

Lewis explained that the CAA is currently looking at the relevant CAP documents, and are likely to consult further through 2026 with an 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. Contract go-live is 1<sup>st</sup> April 2026 and final arrangements are being made in readiness.

Paul also explained that the decision had been made to simplify the 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.

### ECAC Guidance

Difference measure for booked and prebooked arriving and departing passengers. Point of arrival to seat on aircraft/Be at aircraft on arrival and to last point of departure.

April-Sept 2024  
4.8m pax  
79,229 PRMs/1.53% of all pax  
April-Sept 2025  
4.85 pax  
89,650 PRMs/1.85%

On time performance  
Total 42,758 ATMs  
OPT 76.42%  
Delayed aircraft 10,082  
PRM delayed 12

Gla PRM /CAA Feedback  
Jul-Sept 1146 responses  
42,240 ATMs

- Comments-People are sometimes not aware of the services we offer
- Our biggest asset is the staff
- Blue Badge exit from car park has been simplified. Showing blue badge to the camera and barrier will lift when exiting the car park.

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

- Mo has a gentleman travelling in May and a lady in September, and will have them do mystery shopper and feedback.
- Any issues with bookings to get hold of Matt.

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.

### Sharon Updated Fitness to Fly Numbers

- In 2025 there were 63,647 NHS pax not all PRM GLA handled 9,065 = GLA 790 per month
- 35,567 PRM services 27% via NHS 74% pre notification within 48 hours
- GLA handle the majority for PRM pax for Loganair which is much appreciated
- Requests increased by 11%. Non-visible disability has also increased.
- Loganair have issued a GONOT – This now prevents use of the SMAX stair climber on the EJR and ATR aircraft. Our current equipment doesn't service their aircraft. Purchase of any new equipment will have a lead time of around a year, which leaves us without the means to service these aircraft.
- Loganair in daily conversations about accepting assistance dogs sight/hearing/non certificated. Pal and Sharon to follow up offline
- Paul will meet with the AOC to discuss guidance of accepting of dogs. Look at the criteria for wellbeing of other passengers. Paul to pick up with Lewis on CAA guidance.

- Paul to join Loganair when they meet with Islands as there had been a query from Islay regarding a lounge for cancer patients.
- Paul to review ambulift with Matt & Sharon (Wed/Thu)
- Stephen- Review the website/mystery shopper happy to help/Dogs & fitness to fly reflects the increase in numbers

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 Assisted Travel service:

- ABM goes live on Wednesday. If all goes well passengers should not notice a difference in service.
- Catapult Trials are ongoing with innovation/prenotification with bookings to advise what challenges passengers face.
- Next Gen security installed. Process to ensure internal process carers go through first to ensure they are cleared before pax requiring assistance goes through scanner
- Ongoing I Am Me disability training
- 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.
- Pax self-assisted up a ramp on their own EMA which tipped over. Second was motorised scooter which tipped over, we have signage to make people aware as area reviewed and no fault found in both areas.
- 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 reporting period 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 and Matt have 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 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.

## 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 took place again in December. Easter event will take place on the 2<sup>nd</sup> April 2026.

## 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-lineated 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.
- PS to review ambulift/access to aircraft with Matt & Sharon (Wed/Thur)
- Terminal Transformation – arrange access audit with Steven prior to more designs.
- Add to new transformation drawings -include invite to all members
- PS forward SITA to Sharon
- PS meet AOC to discuss guidance of accepting of dogs-criteria for wellbeing of other pax
- Pick up with Lewis on CAA guidance on support dogs
- PS to join Loganair when they meet with Islands to discuss lounge for cancer patients regarding request from Aisla
- Send the slides from the meeting to forum members
- Confirm next meeting 6th /7th May

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