

# Glasgow Airport – PRM Forum

Concorde Room, Glasgow Airport and via Teams

DATE: 16<sup>th</sup> April 2024

Attendees	
Name	Company
Carolyn Irvine	Co-Chair (Alzheimer Scotland)
Stephen Cruikshank	Co-chair (Renfrewshire Access Panel)
Morven Cruikshank	Co-Chair (Renfrewshire Access Panel)
Paul Scott	Terminal Compliance Manager Glasgow Airport
Matthew Watson	Airport Services Manager – OCS Group UK
Andy Jardine	Operations Manager – OCS Group UK
Caroline Tunney	Loganair
David Weir	National Autism Society – Lanarkshire Branch (via Teams)
Tiernan Mines	Hello Lamp Post (HLP) (via Teams)
Jennifer Milner	CCA – Consumer Policy and Enforcement
Kevin Douglas	ABZ Terminal Ops Manager (via Teams)
Apologies	
Jim Lobban	Trainer – OCS Group UK
Katie Robinson	Alzheimer Scotland
Stephen Chalmers	Altogether Travel (via Teams)

## 1 – Welcome & Operational Service Update

Carolyn Irvine started the meeting by welcoming everyone. Followed by housekeeping and detailing the agenda for the meeting.

Introductions around the room and online

Paul gave an overview of the Terms of Reference for those who had not previously attended the Forum and outlined the agenda.

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

- ECAC performance and KPIs reviewed.
- OTP scores and reviews of complaints and compliments received.
- Update on PRM CAA feedback survey forms, including marked increase on return rate. Update on total survey results from passengers, and details of feedback from the February CAA survey report shared with the Forum as well as summary of GLA PRM feedback.
- Feedback and summary from meetings and consultations since the previous forum. Matt and Paul detailed a selection.
- Performance overview given comparing Oct 23 to March 24 vs same period L/Y, which is showing and increase in use of the service.

Tiernan Mines gave an overview of the completed initial trial carried out in March, which has now been extended to August with an expanded scope.

Paul asked RAP for advice in relation to blue badge spaces and enforcement. Discussion was also including the recent access audit from changes to the staff car park which has now become an additional public car

park. The audit report highlighted some additional changes and actions that are required, and these have been passed to the project team. Thanks to RAP for helping with the audit.

Consultative Committee will be visiting GLA to test new security process.

Stephen (RAP) asked about the suitability of Hello GLA for PAX with visual impairments.

Paul gave an update on the renewal of the current PRM contract which is due by the end of the year. An outline of the time from was provided and Caroline, Stephen, Morven, and Carolyn were all asked if they were happy to join part of the selection process at presentation from the tender invitees. Details will be shared shortly with the AOC outlining the timeframe and reviewing that the current SLAs meet their needs.

An update was provided on the I Am Me training that was provided to GLA and OCS front line staff and trainers.

An update was also given on the interim additional ambulift with a new vehicle that has been ordered and with an expected delivery in November 2024.

Matt gave an update on the current induction and manning requirements for the summer increase, and all is currently on track.

## 2 – Forum Members Update

### **Alzheimer Scotland**

Carolyn gave an update on the refurbishment of Renfrewshire Resource Centre, due for completion early May.

There has also been a restructure of Dementia Advisor service across organisation since September 2023 Dementia Awareness Week is 27th May to 2nd June, Glasgow Airport have been very supportive in the past and we hope to be able to work together again this year.

Paul has agreed to help by putting an agreed social media awareness out during this period.

### **Renfrewshire Access Panel (RAP)**

Stephen has been invited to take part in a visit to review the new security trial as part of the Airport Consultative committee.

Stephen raised issues around accessible taxi availability with Paisley Cabs. Some RAP members have had bookings cancelled due to driver availability resulting in missed flights. Stephen has also agreed to help with accessibility training if required with GLA taxis and some of the GLA taxi team

### **Loganair**

Caroline gave a short update on the work carried with NHS bookings and has agreed to help with a joint AGS and NHS forum to resolve some of the issues with patient transfers from the islands.

### 3 – Actions from last meeting

RAP and PS to arrange training for airport taxi – Training is planned for April.  
PRM video to go online – AGS Media team are currently working on these.  
MW & PS to contact NAS for Autism Training dates – On hold pending recruitment.  
PS and MW to arrange “I Am Me / Keep Safe” refresher training - **Completed 21/03/24.**  
PS and MW to arrange meeting with the Carers Centre – **Completed 27/03/24.**  
RAP to provide contact details for Head Injuries and Spinal Injuries – Stephen will invite and facilitate a meeting at the RAP offices

### 4 – Actions

GLA website to be reviewed for current blue badge guidance. – PS  
GLA/OCS to speak with PRM Assist in relation to TUI bookings - MW  
Date to confirmed for consultation with AOC and Forum in relation to upcoming PRM tender – PS.  
Hidden Disability awareness week to be organised – MW and PS  
Accessibility Report for Mid Stay Car Park to be submitted - RAP.  
Feedback from staff on times of buses to/from staff car park to be sent to Paul – RAP  
Introduction with Renfrewshire Council Sensory Team – RAP  
Taxi legislation/guidance in relation to assistance animals call to be set up – Paul / RAP  
Dementia Awareness week arrange something in the terminal – Paul.  
Health Awareness week arrange Diabetes UK and Alzheimer Scotland to be invited to take part - Paul

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