

Glasgow Airport – PRM Forum

Concorde Room, Glasgow Airport and via Teams

DATE: 30th October 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
Jim Lobban	Trainer – OCS Group UK
Emily Kilby	Consumer Policy & Enforcement Advisor – CAA
Apologies	
Katie Robinson	Alzheimer Scotland

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.

- 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
- Standard Agenda as agreed.

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

- ECAC performance and KPIs reviewed. GLA consistently meeting 20 min arrival target of 98% and above (98.03-99.36%).
- 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.
 - o GLA PRM OTP sitting at 99.99% (one flight delayed in reporting period)
 - o 50 compliments vs 21 complaints for the period (2.4 : 1)
- Update on PRM CAA feedback survey forms, including marked increase on return rate. Update on total survey results from passengers, and details of feedback (complaints and compliments) from the Apr to Aug CAA survey report shared with the Forum as well as summary of GLA PRM feedback.
 - o Of the 79,229 PRMs assisted, 5,927 (7.5% of total) provided email addresses with 2,595 (43.8% of those who provided an email address) completing the CAA survey in the 6 month period.
 - o Overview of top respondents shown.
- Feedback and summary from meetings and consultations since the previous forum. Matt and Paul detailed a selection.
- Performance overview given comparing Apr to Sept 24 vs same period L/Y, which is showing and increase in use of the service.

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.

Discussion around animal screening process – failure of arriving animal into GLA 29-10-24. **PS to follow up directly with airlines still not aware of the process.**

Discussion around auditing of ECAC time stamps. Process in place to audit. **Request for changes in the Avtech software have been submitted to make this easier and more transparent (PS)**

Next Gen security update. Impact on PAX with sensory issues when selected for search. – Update to training package. This was brought to attention following recent incident at Main Security involving a passenger with a hidden disability who struggled to use the body scanner.

Stephen discussed the closure of the Quarriers head injury dept. Looking into new contact at Renfrewshire Council.

Discussion of trial of Utila Stair climber being set up by OCS to take place at INV Airport. OCS are looking at this as an alternative to the AAT SMAX stair climber currently used across all UK stations.

Blue Badge process for exiting Car Park 2 was discussed. Process was not clear on GLA website with different instructions on two different pages. This has now been updated to show the correct process on both pages.

Discussion around production of PRM Videos for the GLA website. Due to changes within the AGS media/PR team there will now be a delay in production of these videos. Loganair suggested that they may be able to support with the Autism Awareness video using their own Media Team who are scheduled to carry out filming in GLA over the coming months.

2 – Forum Members Update

Alzheimer Scotland

Renfrewshire Access Panel (RAP)

Loganair

3 – Actions from last meeting

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

RAP and PS to arrange training for airport taxi – **Ongoing**
 PRM video to go online – AGS Media team are currently working on these. - **Ongoing**
 MW & PS to contact NAS for Autism Training dates – **Ongoing**
 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 - **Ongoing**

4 – Actions

Spinal & Head injuries....Stephen will speak to the council to identify a responsible person & will speak to NHS

CHAS sensory room visit to be set up by LOG

Loganair may be able to support with the Autism Awareness video.

Request for changes in the Avtech software have been submitted to make this easier and more transparent (PS)

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