

Glasgow Airport – PRM Forum

Sanderling Room, Glasgow Airport and via Teams

15th February 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 start meeting by welcoming everyone. Followed by housekeeping and detailing the agenda for the meeting. This was followed by agreeing terms of reference and format for this and all subsequent meetings, where two of out of three representatives are needed for a quorum. Representatives are as follows; Stephen and Morven Cruikshank from Renfrewshire Access Panel, Carolyn Irvine from Alzheimer Scotland and Caroline Tunney from Loganair.

Jim Lobban from OCS and Graeme Everett from Loganair to be added to invite list.

Chair of the PRM Open Forum will be split between RAP and Alzheimer Scotland with meetings taking place twice per year [APR – NOV]

Operational Service Update for Glasgow PRM:

- PRM traffic (Persons with Reduced Mobility) – totals comparison between 2020 v 2021. COVID-19/Post COVID recovery update.
- ECAC Performance (SLAs and KPIs) – detailing what ECAC scores are and reviewing Glasgow Airports ECAC scores for previous quarter. OTP scores and reviews of complaints and compliments received.
- Engagement with Users: CAA dropped requirement during pandemic, but Glasgow Airport continued as best possible to engage with local groups and attend online symposiums and events including IATA conference, Ozion accessibility conference, Disability Equality Scotland (DES) and access panel forum.
- CAA site visit 28th SEP 2021.
- Further meeting with CAA for review of CAP1228A.

- CAP1228A being updated. GLA is ready for the proposed changes. AGS returned consultations.
- New 3 year contract with OCS Group UK Ltd began 1st JAN 2022.
- Glasgow Airport took PRM management system in hour on 1st JAN 2022. Driver for this is to demonstrate clear oversight and ownership of PRM data and performance to CAA.
- Challenge set to increase number of CAA feedback forms returned via new feature on handsets used by Customer Care Agents. Feedback stats to be added to monthly PRM reports.
- OCS currently working with Loganair around PRM training at other Loganair bases.
- Review of dementia process. Meeting to be set up to highlight what issues are and catch up with Carolyn Irvine at Alzheimer Scotland for advice, input and for sign off prior to guide being published on the GLA website.
- Glasgow Airport looking to make PRM services video for website.
- Accessibility Audit by RAP to take place – dates to be agreed.
- Organise audit from Alzheimer Scotland to review passenger journey.
- Equipment available at Glasgow Airport to be listed on website, along with detailed descriptions/photos.

2 – Forum Members Update

- Alzheimer's Day centre open again. Carolyn Irvine at Alzheimer Scotland looking for volunteers to help at day centre. We will provide support when required. Carolyn to advise when support is needed.
- RAP is back to normal, although still working mainly from home. Update on accessibility training for Taxi Drivers at Glasgow Airport. Dates to be finalised for training to be delivered by RAP. Paul Scott will confirm dates in due course.

3 – Actions from last meeting

- Look at video for services provided on hold due to COVID-19. Funding has been approved.
- PRM assistance training for airport taxis (started by RAP but currently on hold) – dates to be agreed.
- Arrange GLA accessibility audit/Site visit (PS to provide dates to RAP)

4 – Actions

- Feedback stats to be added to monthly PRM reports. (MW)
- Organise audit from Alzheimer Scotland to review passenger journey (MW, PS, CI)
- Accessibility Audit by RAP to take place – dates to be agreed. (PS, SC)
- Training to be provided to GLA Taxi Drivers by RAP – dates to be agreed (PS, SC)
- Review of Dementia Process to take place (MW, PS, JG, JL, CI)

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