

Glasgow Airport – PRM Forum

Sanderling Room, Glasgow Airport and via Teams

DATE: 22nd November 2023

Attendees	
Name	Company
Carolyn Irvine	Co-Chair (Alzheimer Scotland)
Katie Robinson	Alzheimer Scotland
Stephen Cruikshank	Co-chair (Renfrewshire Access Panel)
Paul Scott	Terminal Compliance Manager Glasgow Airport
Matthew Watson	Airport Services Manager – OCS Group UK
Jason Galbraith	Operations Manager – OCS Group UK
Jim Lobban	Trainer – OCS Group UK
Apologies	
Morven Cruikshank	Co-Chair (Renfrewshire Access Panel)
Caroline Tunney	Loganair

1 – Welcome & Operational Service Update

Paul Scott and Matthew Watson started the meeting by welcoming everyone. Followed by housekeeping and detailing the agenda for the meeting.

Operational Service update for Glasgow PRM:

- CAA Report Overview – Glasgow Airport highlighted by CAA for providing consistent on time assistance. Report for 2023 has been shared with airport, showing GLA still on track for a Very Good rating. Performance remains consistent. Summary details provided.
- ECAC performance and KPIs reviewed. All currently OK and on track for remaining in the Very Good category. Internal KPIs reviewed along with compliments/complaints and PRM delays. Nine delays year to date accepted, mainly around ambulift availability.
- OTP scores and reviews of complaints and compliments received. Total complaints received 12 against total compliments 72. Again, this is an improvement from the previous year.
- Update on PRM CAA feedback survey forms. Since using our new internal feedback process, the numbers received by the CAA web-based survey have increased significantly, whilst retaining the same high scores. Update on total survey results from passengers provided. 531 responses received in the last 3 months.
- Feedback from meetings and consultations took place. Matt and Paul detailed a selection of the engagement with local disability groups since the last PRM forum and discussions took place around suggested groups for the coming six months. Paul and Matt to reach out as required.
- Performance overview compared Jan-Sep 22 against Jan-Sep23. PRM growth and penetration rate continues to increase each year. Slight increase on OTP related to PRM whilst overall OTP is down.

Paul and Matt gave an update around ambulift availability due to increase in demand as current airline Airport demand model has changed. With increase in EZY, Jet2 and TUI aircraft, the ambulift demand at peak has increased significantly, and this has been compounded by failure of key airport assets (airbridges). OCS are developing a bespoke ambulift usage tracker to identify peaks and plan resources. This will also help develop a business case should/when a fifth ambulift is required.

Jason Galbraith will be transferring to EDI airport to take up position of OCS Airport Services Manager from 1st Dec 2023. This is his last GLA PRM Forum.

Jason's replacement will be Andy Jardine who is currently in post as a duty manager following successful recruitment and interview.

Similarly, Andy will be replaced by Leigh Finlay who is currently on of our supervisor/allocators. All should be in position by 1 Jan 2024.

2 – Forum Members Update

Alzheimer Scotland

Advised by Katy and Carolyn of Carer Support Group meeting 11th Jan where they suggested we come along and discuss the airport PRM process and provision and booking process now that the carers group is back up and running after COVID.

Carolyn shared some changes to procedures and restructure of advisors that has been recently announced. Details will be shared when available.

Planning for Tea Dance on 21 December where OCS and GLA have volunteered to help out again.

Renfrewshire Access Panel (RAP)

Following on from the previous meeting, Stephen provided an update on the RAP funding and if they are happy to announce that the centre will continue to operate. Received funding that was higher than expected.

Looking at equality RAP believe that there has been a massive drop in councils carrying impact assessments. Lack of assessments especially after Covid. They are working with RDC to re-instate the previous details against service provision and resource provided within the local council.

Stephen mentioned that there was a panel meeting in December and Matt and Paul were both Welcome to attend if available.

Will send contact details for head injuries and spinal injuries Scotland.

Loganair

Unable to attend this meeting. Matt and Paul will arrange to catch up separately and review the performance and any issues brought through the AOC.

3 – Actions from last meeting

PRM video to go online – ongoing (our commercial team are currently reviewing this)
MW & PS to contact NAS for Autism Training dates.

4 – Actions

PS and MW to arrange “I Am Me / Keep Safe” refresher training.
PS and MW to arrange meeting with the Carers Centre
RAP to provide contact details for Head Injuries and Spinal Injuries

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