

Glasgow Airport – PRM Forum

Sanderling Room, Glasgow Airport and via Teams

DATE: 16 March 2023

Attendees	
Name	Company
Carolyn Irvine	Alzheimer Scotland
Matthew Wilson	Head of Aerodrome Operations – Glasgow Airport
Matthew Watson	Airport Services Manager – OCS Group UK Ltd
Jim Lobban	Trainer – OCS Group UK Ltd
Jason Galbraith	Ops Manager – OCS Group UK Ltd.
Caroline Tunney	Loganair
Robbie Crow	Service User
Apologies	
Paul Scott	Terminal Compliance Manager – Glasgow Airport
Stephen Cruikshank	Co-chair (Renfrewshire Access Panel)
Morven Cruikshank	Co-Chair (Renfrewshire Access Panel)

1 – Welcome & Operational Service Update

Matthew Watson and Matthew Wilson started 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. Interim Report for 2022 has been shared with airport, showing GLA still on track for a Very Good rating. Performance remains consistent.
- ECAC performance and KPIs reviewed.
- OTP scores and reviews of complaints and compliments received.
- Update on PRM CAA feedback survey forms. Update on total survey results from passengers.
- PRM Assist Site Visit and Trial Period to improve pre-notification scores. Feedback from trial due next month.
- BBC site visit to check out innovative software to help visually impaired persons navigate – we are carrying out further investigations on usability.
- Sensory room work carried out to identify location, also visited several sensory rooms across various sites to compare and share best practice.
- Met with Caroline Tunney re: NHS bookings to streamline process.
- Paul sitting on Transport Scotland steering group and has been involved in challenges faced by airports re: PRM assistance. Monthly meetings in diary to share best practice, resulting in PIK Airport on site to share best practice.

- OCS Completed PRM training with Loganair – completed
- 30 Additional Staxi chair added to operation
- Visit by local school with children with additional support needs– Police Scotland
- As part of summer readiness, 12 new staff recruited as planned.
- Working with Loganair to improve PRM booking system.

2 – Forum Members Update

Alzheimer Scotland

Paul and Matt helped by carrying out some garden work to refresh our garden areas. We have a tea dance coming up at end of month, we are always looking for extra hands to help. We have also noticed that we have been getting younger referrals coming through and may still get more. Stakeholder engagements ongoing. Spoken at last PRM meeting, travelling safely with dementia, follow up on site visit to review PRM process for dementia. More dementia awareness training to be booked in. Drop-in surgeries could be arranged to allow more access for staff who might be working and may not have the time to attend a full training session.

Loganair

Working closely with GLA and others. We have a really good relationship with GLA and have asked for help in reviewing our website and booking system to improve process. An updated booking system will be rolled out which will make it easier for customers to book. NHS bookers will also have direct access to our portal.

NAS:

Updated booklets based on feedback received will be shared with you once they are ready. Contact details for autism training to be carried out.

Robbie Crow:

Caroline dealt with issue (complaint) that I had, important for bit of learning to be passed to airlines. Two things, complaint numbers would be good to have, how long those complaints would take to resolve. (We would normally contact person on the day, and open investigations and closed off within 5 to 7 days – any learnings delivered) - include disabled people in review of booking systems, websites, etc.

3 – Actions from last meeting

RAP and PS to arrange training for airport taxi – Ongoing.
PRM video to go online – ongoing.
Stephen and Morven (RAP) to investigate possible local sensory room at Library/Museum (Completed as other sites have been visited)

4 – Actions

RAP and PS to arrange training for airport taxi – Ongoing.
PRM video to go online – ongoing.
MW & PS to contact NAS for Autism Training dates

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