

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 22 JANUARY 2021 AT 10AM

MICROSOFT TEAMS MEETING

AGENDA

1 PROCEDURAL MATTERS

(a) Apologies for Absence

(b) To confirm as a correct record the notes of the Teams Committee meeting held on 16th October 2020 (attached) and to consider any matters arising;

(c) To note that the Technical Advisory Group will next meet on 12th February and that the meeting of the Airport Users' Advisory Group will be held on 5th March as previously agreed.

2 REPORT OF THE MANAGING DIRECTOR

To consider the attached report of Karen Smart, Managing Director, Manchester Airport, to include –

(a) Update on Airport Operations over the last three months

(b) Ongoing Airport response to pandemic and the latest restrictions

(c) Covid testing at the Airport; and

(d) An update on MANTP progress.

3 UKACCs TEAMS MEETING HELD ON 15TH DECEMBER

To receive a briefing on the main issues raised at the UKACCs virtual meeting on 15th December.

4 COMMUNITY RELATIONS

To consider -

(a) The Aircraft Track and Noise Monitoring Reports for September - November 2020.

(b) A briefing on the Airspace Change and Modernisation processes from Neil Robinson, Group Corporate Social Responsibility Director.

(c) An update on Community Activity and any Community Trust Fund developments since the last meeting.

5 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Date of Next Meeting: Friday 23rd April 2021 at 10.00 am
Via Microsoft Teams

**Contact: Mike Flynn by either
Telephone: 07710 816720 or Email: manaircc.flynn@gmail.com**

**MINUTES OF THE VIRTUAL MEETING OF THE MANCHESTER AIRPORT
CONSULTATIVE COMMITTEE** held on Friday 16th October 2020

PRESENT: Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

Iain Macfarlane – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Chris Boyes - Trafford Metropolitan Borough Council

Elizabeth Patel – Trafford Metropolitan Borough Council

Barry Winstanley – Trafford Metropolitan Borough Council

Bill Fairfoull – Tameside Metropolitan Borough Council

Paul Andrews – Manchester City Council

Sam Naylor – Cheshire West and Chester Council

Peter Burns - Heald Green and Long Lane Ratepayers Association

David Neill – Scheduling Committee

Rob Thompson – North West Region of CBI

Neville Duncan – Which?

Kristina Hulme – ABTA

Kieran McMahon – Disability Stockport

Jan Nicholson – Knutsford Town Council

Colin Booth, Mobberley Parish Council

Chris Novak – Styal Parish Council

REPRESENTING MANCHESTER AIRPORT PLC

Lisa Cleminson, Helen McNabb, Brad Miller, Andrew Murray, Rob Pattison, Neil Robinson, Karen Smart

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

APOLOGIES:

Andrew Ashton, (Airport Employees Representative), Linda Reynolds, (Mere Parish Council), Tracey Rawlins (Manchester City Council), Jack Thomas (NW Chamber of Commerce), Keith Whitmore (Manchester City Council) and Nick Kelly, Environmental Advisor

1 WELCOME AND INTRODUCTIONS

The Chairman welcomed new Airport staff attending their first meeting of the Consultative Committee – Rob Pattison, Group Head of Community Engagement, Neil Robinson, Group Corporate Social Responsibility Director, and Karen Smart, Managing Director of Manchester Airport.

He thanked Brad Miller for his support to the Committee, noting that Brad had moved to a new role with MAG-O. He also thanked John Twigg who had attended many meetings of the Committee and TAG and was now leading on work at Stansted Airport. Finally he paid tribute to Wendy Sinfield, who had left her role as Community Relations Manager but had been a long standing contributor to the Committee and TAG and had been extremely supportive to all members. Her work to support the wider community around the Airport was also recognised and noted.

2 PROCEDURAL MATTERS

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 17th July 2020 be approved as a correct record.

(b) The minutes of the meeting of the Technical Advisory Group held on 18th September were received.

(c) The minutes of the meeting of the Users Advisory Group held on 11th September were received.

(d) the Financial Statement of the Committee's Bank Account for 2019 – 2021 was received. The Secretary reported that there had been no expenditure on refreshments since March. The Committee was grateful to the airport for paying the annual subscription to the Committee and the Secretary confirmed that he had agreed with the Chairman to pay the annual subscription to UKACCS; the payment had been sent to UKACCS Secretariat but it was not yet reflected in the Financial Statement as the

cheque had yet to be presented. The Chairman explained that the subscription to UKACCS was to ensure the Secretariat could continue in their role and recognised the importance of the organisation.

RESOLVED: That the Financial Statement be received.

3 REPORT OF THE MANAGING DIRECTOR

Karen Smart presented her report to the Committee highlighting the following points:

- Coronavirus – Covid 19 – there had been a significant impact on passenger numbers, with figures for April – September showing 1.7m passengers at Manchester compared with 17.4m in the same period of 2019. The Airport had consolidated Terminal usage down to two Terminals; with T2 currently closed. The position was kept under constant review. The financial impact for the Manchester Airports Group showed the current position as the Group losing £20m per month. The position with regards to traffic through the airport for the period April – September 2020 showed:
- 1.7m passengers compared with 17.4m for the same period in 2019;
- Air Traffic Movements of 20,646 compared to 115,271 in 2019;
- Cargo handled was 14,344 tonnes compared to 57,228 for the same period in the previous year.

Karen explained that looking forward to the situation next summer the expectation among European Airports was to see traffic improve to around 40% of usual amounts; but at Manchester the planning was based on an improvement of 50% of usual traffic.

The airport had already reduced leadership posts by over 25% and was currently in consultation with airport employees and Trade Unions to explore additional measures with potential for up to 465 full time equivalent posts to be made redundant.

Karen outlined the measures taken at Manchester to manage Covid-19 which included Risk Assessments and measures to conform to Government policy and Aviation best practice. These included – announcements on a five minute loop encouraging social distancing and mandatory use of face coverings; installation of perspex screens; posters; hand sanitiser around the site; one way systems where possible. There was also an enhanced cleaning regime using Citrox products.

In relation to the Transformation Programme (MAN-TP), Karen advised that the aim was to open the new Terminal 2 in February 2021. The retail fit out was progressing.

The new parking facility 'Drop and Go' had opened in August with over 8000 car park spaces serving all three Terminals. All Meet & Greet products were currently closed. Passengers would drop their keys at the new reception area then either walk to T3 under a covered walkway or bus to T1 or T2.

There had been an increase in destinations served over summer rising from 169 routes in July to 193 in September. The winter schedule was now in operation so some operators would scale back services but Karen highlighted the start of a four times a week service to Islamabad operated by Virgin. It was important to ensure Manchester continued as a global hub.

The first meeting of the Testing Task Force had been held on 15th October. This would report to the Prime Minister in early November. The purpose was not to investigate testing at airports but testing post arrival in the UK to reduce the quarantine timescales. This would be at the passengers' expense but should help to create consumer confidence in flying.

Members of the Committee were invited to raise questions or issues as follows:

- Could an update be given on disinfection measures for security trays and for which Terminals this was now in operation. Karen confirmed that there was currently a trial underway regarding tray cleaning using light sanitizers and the Citrox product and results were still awaited.
- Could an update on booking security slots be provided? Karen advised that due to low passenger numbers this system had been suspended and every effort was made to keep passengers free flowing through security.
- Was there a timescale by which the anticipated increase in passenger numbers to 40-50% of current numbers was expected? Karen explained that the expected increase was an average over 2021 but it was hoped that passenger numbers would increase particularly from Easter. The Manchester forecast was an optimistic one with other airports in the UK and Europe adopting a more cautious approach.
- It was suggested that 48000 jobs were associated with Manchester Airport and the impact across the local economy was devastating; could Karen comment? Karen responded that it was sad to see the airport so quiet. There had been redundancies of around 10-20%. The airport had used the furlough scheme

extensively. Planning for next summer was taking an optimistic approach. There were constructive discussions with the Trade Unions currently underway and options such as job share and reduced hours were being explored. The Airport Academy was currently open and approaches had been made to local industries regarding any opportunities including temporary work.

- Could more detail be provided on the Testing Task Force. Karen advised this would not deliver what was needed as it would not provide rapid testing and would only shorten quarantine by one week.
- Were savings being made via MAN-TP? Karen advised that MAG was committed to complete Phase 1 otherwise investment made to date would be wasted.
- The Drop and Go service was queried as a premier service if passengers needed to also use a bus to access the Terminal and feedback was given suggesting there was a long walking distance when returning to the car park and key collection was chaotic. Karen advised that this service comprised a suite of options, the Reception Area was high quality, there had been some issues with signage which had now been updated. Any feedback was welcomed.
- In baggage collection, the regular message reminding passengers of the social distancing and Covid measures was welcomed but could staff also issue reminders about social distancing? The Committee was advised that the main concern was with face coverings and there was an expectation that passengers would take responsibility to wear them wherever possible. There were some roaming staff to help and advise passengers and floor markings had been tried.
- Could security targets be made more challenging in the light of lower passenger numbers? Karen reported that the majority of passengers went through security very quickly. If targets were made more challenging then this would require an increase in resources and increased staffing costs.
- Was the airport making use of the job retention scheme? Karen advised that 77% of staff were on this scheme when first introduced and the Airport was currently making use of the flexible scheme. The airport was expensive to run and the support only covered less than 10% of overall costs.

RESOLVED: that the report be received and noted.

4 MAG CORPORATE SOCIAL RESPONSIBILITY STRATEGY

Neil Robinson, Group CSR Director, presented the 2020 Corporate Social Responsibility Strategy. The strategy had been published in spring and covered the next 5 years.

There had been a number of achievements over the previous 5 years in relation to Corporate Social Responsibility and these included:

- All Manchester Airport Group airports were now carbon neutral and there had been 86% landfill diversion achieved;
- There had been a 50% increase in women achieving leadership roles;
- 102,778 young people's education had been supported;
- Nearly one in five of staff had joined volunteering programmes with a total 52,067 volunteering hours in community projects;
- Over £4m had been granted to local good causes.

The 2020 Strategy had 3 key priorities:

- (1) Zero Carbon Airports – all Group airports to continue to be net zero carbon by no later than 2038; progress with Climate Change; and the transition to a fleet of ultra-low emission vehicles by 2030;
- (2) Ongoing concern and measures to address the noise and environmental impacts of the airports;
- (3) Opportunity for All – an Employment Charter so that employees can fulfill their potential; Airport Academies to support a minimum of 7,500 people over the next 5 years and continued reduction in inequalities;
- (4) Local Voices – new methods of consultation including with young people; 30% of colleagues to participate in local volunteering; better understanding of local communities and support through a detailed programme of work.

Neil outlined the Operating Model which included a senior position each heading up an area– Adam Freeman was the Head of Environmental Strategy; Rob Pattison, Head of Community Engagement and Mariella M'Rabety (Stansted) was Head of Education, Skills and Employment. The Community Engagement Manager at Manchester is Helen McNabb, who would be involved in supporting the Committee and TAG.

A member asked a question around the publication of the Strategy earlier in the year, and whether subsequent redundancies had had any impact? Neil advised that MAG was committed to the principles in the Strategy. Some elements may take longer to achieve and some would be achieved more quickly; the impact of Covid had shown that flexible working could operate well.

It was agreed that the secretariat would circulate the link to the detailed Strategy document on the airport website.

RESOLVED: that the key issues from the CSR Strategy and update on the Operating Model be received.

5 COMMUNITY RELATIONS

(a) Community Matters

The monthly traffic statistics for July – September were received.

The Committee was advised that there had been a great response from colleagues regarding volunteer work in the community. Neil outlined how some staff who were on furlough had carried out volunteering.

The Airport Academy had reopened its offices at the Station in September and had been providing both virtual and face to face delivery.

The Community Trust Fund had continued to offer grant support in a flexible manner to support communities and organisations to help themselves during the pandemic.

Neil advised that some unusual feedback had been received and it was thought this was due to more people working at home and therefore aware of Aircraft and overall difficulties many people felt during lockdown or during restrictions. While the airspace was quiet there had also been the opportunity for survey work to be undertaken so there had been unusual activity in the airspace. Complaint response times had initially been longer due to staff on furlough, but had recovered more recently.

Noise metrics would be further discussed at TAG to ensure they were meaningful and consistent.

(b) Airspace Change Programme

The programme was on pause at Manchester which most other airports had also done. The CAA and Aecom were looking at the overall measures and support that would be needed for Airports and NATS to progress the programme across the country.

At Manchester the team was now focusing on the Airspace Change process with a 2 – 3 year timescale. A meeting at Liverpool John Lennon Airport and NATS was taking place the following week and the Committee would be kept updated. The strategic importance of Manchester Airport had been recognised and Design Principles had been agreed. The next stage was to consider route options. For this there would need to be engagement with local communities and virtual options could be used. At Stansted there had been successful virtual consultation on the Design Principles stage; the airport did not want to delay the programme and had held virtual and in person consultation sessions.

Members asked about flying routes and airspace charging regimes. It was reported that French airspace was busy and routes would avoid that area to keep to schedule. Neil Robinson advised that the Airspace modernisation aimed to free up capacity and make airspace more efficient; this would be better for the environment and good for the airport and airlines.

RESOLVED: That the update be received.

6 ANY OTHER BUSINESS

Members were encouraged to complete the CSR Stakeholder Survey to which the link had been circulated; the closing date was today.

A question was asked about future plans for hydrogen fuel for both aircraft and ground support vehicles. It was agreed that a report on this would be submitted to a future meeting of the Committee and TAG on alternative fuels.

Rob agreed to review the format of reports to enable Members to make their own notes. Some Members preferred Word to Pdf for this reason.

DATE OF NEXT MEETING: Friday 22 January 2021 at 10.00am, by Microsoft Teams.

MANCHESTER AIRPORT**Manchester Airport Consultative Committee****22 January 2021****REPORT OF THE MANAGING DIRECTOR**

1. INTRODUCTION

This paper highlights major issues affecting the business, updates members on the current level of airport activity and measures being taken to improve service delivery.

2. GOVERNMENT ENGAGEMENT

- **Overview:** Over the past three months MAG has worked closely with Government on changes to the UK's testing requirements, ensuring an orderly exit from the 'Transitional Arrangement' with the EU and to secure financial support for the aviation sector.
- **COVID 19:** MAG worked with Government to develop and then implement its 'Test and Release' system, which went live on 15/12/20. This involved creating a framework for faster, safer testing in the future in order to reduce the isolation period required in a safe way. Currently, those who can provide a negative test after five days can be released from the 10 day isolation period. Following the discovery of a more virulent strain of the virus in Kent in December, MAG met with ministers and senior DfT officials to raise concerns. The majority of passengers traveling to the UK will be required to produce a negative COVID 19 test no less than 72 hours ahead of their departure. This will be checked by airlines before departure alongside the Passenger Locator Form, which should reduce pressure in border halls.
- **End of 'Transition Arrangement' (EU Exit):** MAG sits on the Government's Border and Protocol Delivery Group (BPDG) which has worked over the past four years to develop border protocols for when the UK left the EU. Previously part of HMRC, the group moved under the control of the Cabinet Office to prepare for 31/12/20. Through this group MAG provided feedback on the new 'Border Operating Model' and worked with business partners to develop a workable, phased system to minimise disruption. MAG continues to work through the Border Impact Centre (BIC) to report issues, as well as speak with other operators (ports etc) to work through concerns.
- **Spending Review/March Budget:** In November, the Government announced business rates support for airports limited to £8 million in relief per airport site. This came in conjunction with Test and Release (see 2.2). The next planned Government budget is on 03/03/21 and MAG is working with airports and airlines across the sector to influence this. At the time of writing, the 'Aviation Recovery Plan' is due to coincide with this budget and could include both fiscal and non-fiscal measures. However, it is not yet clear what shape any support is able to take as this is dependent on the success of the vaccine programme.
- **Night Flights Consultation:** The Department for Transport has launched a consultation on 'night flight restrictions'. The consultation proposes an extension of restrictions applied by Government at Heathrow, Gatwick and Stansted Airports until 2024 largely unchanged. It also includes a call for evidence to support the development of a national night noise policy and to inform what restrictions are applied from 2024. The consultation is open until March, and is available on www.gov.uk, a briefing will be provided to the February Technical Advisory Group meeting.

- **Forward Look:** We continue to operate in an uncertain environment and expect to continue the need react to short term policy changes and support the Government in both development and implementation. Despite this, MAG's focus with the Government will be on developing a safe framework to reduce travel restrictions, simplify testing and examine the need for further support from Government should the operating environment not improve.

3. PLANNING MATTERS

Planning White Paper – Whilst welcoming of the aspirations behind the proposals to deliver a more streamlined, simpler and more transparent planning system with more certain outcomes, the MAG response to the White Paper, in common with that of many respondents, was quite critical. The main points of contention were: a seemingly sole focus on housing delivery; the paucity of detail beyond concepts; and, a seeming over-centralisation and top-down prescription over-riding locally appropriate solutions. Government is still considering the consultation responses and a MHCLG Select Committee took evidence from selected consultation respondents and Ministers. The full MAG response can be provided to any Members who would like sight of it.

Greater Manchester Spatial Framework – following Stockport's MBC's decision not to approve the document for consultation it has not been possible for the Combined Authority to issue the document. The Authority resolved to further explore the possibility of proceeding with the preparation of a Joint Development Plan of the remaining 9 GM Local Authorities. Once this has been agreed we should have better visibility of a timetable for consultation.

Cheshire East Publication Draft Site Allocations and Development Management Plan – MAG submitted an objection to the draft Plan as it would like further discussion about the wording and suggested measurement metrics set out in a policy to control development subject to aircraft noise."

4. TRANSFORMATION

Delivery - Despite the current national lockdown, all delivery works are continuing to the scheduled programme, including 'go-live' works, commissioning and retail fit outs.

Retail fit out is progressing well with the completed retail units include: Wagamama, San Carlo, Archies, Bridgewater Exchange, JD Sports, World Duty Free main store, Beauty store and Collections store, Pret, Accessorize, WHSmith, Dixons and Costa. The remaining retail units and the Escape Lounge are continuing with their fit outs and progressing well.

Go live works include sealing the original Terminal 2 areas which will no longer be operational when the terminal extension opens (e.g. former security hall, departure lounge).

Trials and Familiarisation - Although Covid-19 and the national lockdown has slowed down trials activity, to date we have trialled and tested the following major areas and processes: Fire and evacuation, security, forecourt, baggage system, bussing lounge and immigration. This has enabled us to rigorously test these major areas and a robust issues resolution process is followed throughout the trials programme to make any adjustments where required.

Familiarisation of the terminal 2 extension is ongoing. 'Familiarisation Guides' have been produced for each key area of the new facilities, including maps and information about the staff journey. In addition, a video tour has been filmed and will be circulated to all colleagues who will be working in the T2 extension. Finally, familiarisation tours are ongoing, following all Covid safe working principles.

Opening - Throughout the pandemic, our approach has been to align our operational facilities with demand – including when to bring the facilities delivered through MAN-TP into use.

As a result of the lockdown and ban on all but essential travel, our current view is that we won't open the T2 extension any earlier than the first week of March. We will continue to monitor airline schedules and passenger demand and update more specifically on opening dates when we have further clarity.

5. OPERATIONAL DATA

On Time Performance (OTP)

On Time Performance (OTP), by departing aircraft, is determined by many factors; these may be airline, weather, airport related, en-route or from the destination airport. On a month-by-month basis performance was as follows:

- October - On time performance for all flights was 93.4% and 93.4% for first wave.
- November - On time performance for all flights was 91.2% and 93.1% for first wave.
- December - On time performance for all flights was 77.5% and 80.3% for first wave.

6. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- In terms of aviation and passenger demand, the months of October, November and December were extremely turbulent. Initially, the airlines were planning towards, and hopeful for, a relatively busy winter period, specifically around Christmas and New Year.
- Unfortunately, November saw another lockdown in England which meant the complete suspension or a skeleton schedule from the 'volume carriers' at Manchester the likes of **Ryanair, easyJet, Jet2.com and TUI**. Then, once out of lockdown, load factors and performance showed signs of strength, especially towards Christmas, however this was all dampened by the cancellation of the relaxation of restrictions around Christmas.
- During Nov and Dec, Full Service Carriers retained connectivity to their hubs, but with reduced frequencies or smaller aircraft, the likes of **KLM, Lufthansa, Air France Eurowings, Swiss and SN Brussels**.
- Gulf carriers, such as **Emirates** and **Qatar** in fact increased aircraft size and we saw the scheduled return of the A380 with Emirates in December
- **Virgin Atlantic** also resumed some of their flying with flights to Barbados (although at the time of writing, this has now been suspended again due to the January lockdown). Likewise, **TUI** returned some long haul flying with flights to the Caribbean and Cuba, but again at the time of writing, these have again been suspended due to the January lockdown.
- Domestic carriers such as **Blue Islands** and **Eastern Airways**, who were quick to work in rebuilding some of the lost passenger traffic following the Flybe failure, have unfortunately had to suspend services, but are all confident of a return in 2021. **Aurigny** will also resume services in 2021, when the restrictions allow for better traffic flows
- **Cathay Pacific** and **Hainan**, both operated a handful of flights in December for student traffic. Chinese travel restrictions are incredibly strict at the moment and therefore, both carriers will operate on an ad hoc basis and any return to scheduled services will likely be later on in 2021.
- **PIA** aircraft remain suspended from EU airspace and are currently leasing a **HiFly** aircraft once a week for a service between Manchester and Islamabad.
- Unfortunately after a summer of operation at Manchester, **Iran Air** chose not to continue their service throughout the winter. This is unfortunate, but not overly surprising due to low levels of passenger demand

7. CAR PARKING & SURFACE ACCESS

MAG responded to:-

- The GMCA Clean Air Plan and associated Minimum Licencing Standards consultations in support of these plans, including measures to ensure acceptable standards from Hackney and PHV drivers accessing the airport and to minimise impacts on neighbouring communities.
- The Design Refinement Consultation for the HS2 station proposed for Manchester Airport, supporting the expansion of the station for use with Northern Powerhouse Rail as well as HS2.
- Heavy rail timetable changes took place on 14 December 2020 with no adverse impact on the operational running of the network.

- M56 junctions 6-8 smart motorway upgrade work is ongoing and involved two weekend closures which were well managed with joint working between Highways England and Ground Transport. This resulted in a traffic management plan with minimal impact to Airport customers. There was a comprehensive joined up approach to communication between both organisations which allowed information to be channelled through maximum mediums.
- Landside Operations and MAG-O have worked together to implement the Covid testing facility in T1 M&G. As this is being well used, an overflow facility has been put in place to manage congestion and queues.
- Following the consolidation of T3 a decision was made to close the GTI overnight.
- Signage reviews of walking routes and the highway network have taken place and involve additional changes as the operation focuses on NPS improvements across Landside Operations.

8. ACTIONS TO IMPROVE MOBILITY SERVICES

- The special assistance services operation continues to operate with reduced guest numbers which are down 87.6% versus October/November/December 2019. In October, for the whole guest numbers held strong and were aligned to our September peak however with the announcement of further restrictions in November, daily requests for assistance declined with a slight upturn going into December peaking just ahead of the Christmas week. We have worked closely with our Special Assistance service provider ABM Aviation to align the operation to these shifts in demand and have utilised the Governments Job Retention Scheme to support our people through these fluctuations in guest numbers. On Wednesday 11th November, all operations were consolidated into Terminal 1 which saw a further shift in ABM's operation which we have realigned to our approach when terminals were consolidated earlier in the pandemic.
- Performance throughout the period has remained consistently above the required European Civil Aviation Conference (ECAC) standards with scores consistently above 99% for both departing and arriving guests despite the challenges presented in the current environment. The challenges of the multiple changes to airline flight schedules paired with a decline in pre-notification continue however we are working closely between ABM, MAG and our airline partners to share information as best possible to support service delivery. ABM continue to react to both bring staff back in or re-furlough them as required to ensure that the team is right sized for the operation based on the latest schedules, protecting the performance of the service.
- Guest feedback is performing well, with guest complaints below target at 6.09 complaints per 10k guests assisted against a target of 12 per 10k assisted. Throughout the reporting period, guest feedback captured through our customer surveying has remained very positive with survey scores seeing an overall satisfaction of 4.29 out of 5 which is above the CAA target for a 'Very Good' rating.
- On 3rd December 2020, the CAA published their annual report for FY20 covering assistance service levels at UK airports. Through the significant amount of work undertaken by both the Manchester Airport Special Assistance Team and ABM whilst implementing the contract change and driving the improvement to service standards it was pleasing to see that Manchester Airport was awarded a 'Good' rating for the Special Assistance service, having previously being rated as 'Needs Improvement'. Manchester Airport is now no longer required to attend progress meetings with the CAA. Manchester received coverage as below outlining the improvements as well as specific mention for the support provided during the Thomas Cook repatriation activity.

This year we have rated Manchester as 'good'. Having been classified as 'poor' in 2017/18, the airport committed to improve the assistance service in the form of written undertakings to the CAA. Under these undertakings the airport was required to produce a performance improvement plan to address its issues. The CAA closely monitored the progress of Manchester airport in delivering against this plan and we are pleased to see that significant progress has been made. Arrivals waiting time targets and passenger satisfaction scores have improved compared to previous years. Additionally, during the year we carried out an accessibility inspection at the airport where we noted many examples of good practice. We were particularly impressed by how accessibility had been considered right throughout the design of the new pier at Terminal 2. Passengers will greatly benefit from a quicker and more seamless journey and from extra facilities such as an increased number of disabled toilets and also more call points distributed throughout the pier where people can ask for assistance if needed.

2018. This year has also seen further improvement from Manchester. It was the only airport in the 'needs improvement' category last year and the year before had been rated as 'poor'. We are pleased to be able to classify the airport as 'good' this year following further progress made by the airport and its service provider, ABM. Further, we would like to recognise Manchester for its assistance to passengers when Thomas Cook ceased operations. Thousands of passengers had to be repatriated by the CAA in September and October, which are traditionally the busiest months for disabled and less mobile passengers. We were impressed how Manchester drew much of its available resource together to ensure that Thomas Cook passengers who needed assistance received appropriate support, particularly important when many passengers were often not returning to their intended airport and needed to transfer to other transport to reach their original destination.

9. STAFFING CHANGES

	Sep-20	Oct-20	Nov-20	Dec-20	Actual Number employed for November 2020	
	Starters					
Permanent	2	1	7	?	Permanent	3,574
Temporary	2	1	2	?	Temporary	41
Casual	0	0	0	?	Casual	4
	Leavers				Total	3,619
Permanent	59	111	41			
Temporary	7	6	2			
Casual	0	0	0			

10. CUSTOMER SERVICE & SECURITY ISSUES

In the last three months, the time taken to respond to guests varied between five to seven working days, the latter being a consequence of additional bank holidays over the festive period. Complaints per 10,000 passengers remained stable over the same period, despite decreasing passenger numbers, which usually increases the per 10,000 figure.

Last minute government announcements and imposed travel restrictions has been the subject of most feedback. Broadly, feedback pertains to product cancellation and amendment requests, tariffs, where customers have overstayed their booking duration and customer viewpoints on the COVID measures in place at the airport.

MAG has reviewed each government announcement on its merits and in some cases waived overstay fees for a limited period after the announcement. This allows the customer some time to make appropriate arrangements, seek relevant information from their airlines and take a decision on whether they want to proceed with their journey as planned.

In the meantime, we continue to resolve pain points in the operation by highlighting experiences to the relevant business areas.

Overall sentiment during October and November was 'steady', even though we have received fewer compliments over the last three months. December was a little divergent from this trend, this said, as we continue to increase communication and transparency with our guests, we should expect to regain this goodwill.

	Oct-20		Nov-20		Dec-20	
	Number	% of all	Number	% of all	Number	% of all
Complaints & Service Recovery	384	70.20%	171	60.85%	226	66.08%
Per 10k passengers	9.63		10.30		9.12	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		99%	
Compliments	32	5.85%	12	4.27%	8	2.34%
Suggestions & Comments	131	23.95%	98	34.88%	108	31.58%

A few tales of positive experience are included below.

- "Hello, I arrived for my holiday to find out my travel company hadn't booked my flight. I had a panic attack at the Emirates desk and asked the unhelpful Emirate staff to call me medical assistance. A lovely lady came over and I didn't get her name and she held me whilst I calmed down. Then when going through security (after I paid for a new flight) I was met by Jane Travis and one-armed Mark. They were lovely. Jane escorted me through security and sat with me whilst I ordered some food and drink. She wouldn't leave my side. She was a complete Angel taking my mind of what had happened. I have had panic attacks before but not for over a year and the stress just got to me. Jane was amazing and Mark provided comedy and light relief. I hope you can praise them for their quick thinking, calming nature and excellent customer service. Please wish them a very Merry Christmas from me. I will certainly fly from Manchester again because of their spirit... just perhaps not with Emirates!"*

- "My Compliment which is most sincere is about the way and the manner that I was assisted by one of your staff. I need assistance from the gate and getting on to the aircraft. 20 minutes before boarding your star man Nana arrived. What a nice friendly cheerful helpful chap he was. Really made sure that I was safely escorted onto the plane. 25 days later my wife and I returned and boarded the lift transport vehicle which took us to the terminal. On looking down who should be there your man Nana. He looked up and recognised me immediately and waved vigorously. We had a real good chat all the way to baggage reclaim where he made sure we had everything and that we was OK to go. What a pleasant experience. Thanks"

Security Performance - The following data illustrates the percentage of passengers queuing 15 mins or less in security; (target 92% or better). Performance has been above the SLA since June 2018.

Terminal 3 unused in April/May/June/December

Terminal 2 unused in April/May/June/September/October/November/December

Security

		Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
T1 A	99.60%	93.90%	96.30%	100.00%	97.50%	98.60%	99.70%	99.20%	99.60%	99.90%	97.80%	99.90%
T1 B	99.10%	96.60%	96.70%				99.30%	99.70%	100.00%			0.00%
T1 Total	99.40%	94.90%	96.40%	100.00%	97.50%	98.60%	99.60%	99.50%	99.70%	99.90%	97.80%	99.90%
T2	99.40%	98.40%	95.80%				100.00%	100.00%				0.00%
T3	99.60%	97.90%	98.50%				100.00%	99.50%	100.00%	100.00%	100.00%	0.00%
Total	99.50%	96.70%	96.90%	100.00%	97.50%	98.60%	99.80%	99.60%	99.80%	99.90%	98.30%	99.90%

Immigration

		Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
		25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA
EU	T1	99.60%	100.00%	100.00%	100.00%	94.70%	98.40%	99.40%	96.90%	99.70%	98.20%	96.60%
	T2	98.20%	100.00%				100.00%	98.00%				
	T3	100.00%	100.00%				100.00%	100.00%	100.00%	100.00%	100.00%	
	Total	99.20%	100.00%	100.00%	100.00%	94.70%	99.10%	99.20%	97.60%	99.70%	98.40%	96.60%
E-Gates	T1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.80%	100.00%	100.00%
	T2	100.00%	100.00%				100.00%	100.00%				
	T3	99.90%	99.70%				99.20%	100.00%	99.90%	100.00%	100.00%	
	Total	100.00%	99.90%	100.00%	100.00%	100.00%	99.60%	100.00%	100.00%	99.90%	100.00%	100.00%
		45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA
Non-EU	T1	98.90%	100.00%	100.00%	100.00%	98.30%	100.00%	99.70%	92.90%	96.70%	100.00%	98.70%
	T2	95.70%	97.30%				96.50%	98.20%				
	T3	99.80%	99.80%				99.90%	100.00%	100.00%	99.90%	100.00%	
	Total	99.00%	99.40%	100.00%	100.00%	98.30%	99.60%	99.40%	94.40%	97.30%	100.00%	98.70%

11. COMMUNITY MATTERS

As we commented last quarter, we have responded to the challenges brought by COVID-19 by engaging with and supporting local charitable groups and aligning with the local authority neighbourhood teams. We have continued to promote volunteer opportunities (especially for those colleagues on Furlough) and we have given direct support to several local charities in the run up to Christmas through our group wide Give and Go campaign.

Thanks to generous donations of toys, gifts and food from colleagues, NATS, MediaFour and MASHCO, we were able to delight over 1,000 people from local community organisations including; Real Food Wythenshawe, St Luke's Church, Wythenshawe Food Bank, Tree of Life Foodbank, Community Grocery, St Paul's High School and Knutsford Welcome Cafe.

In place of our annual Autumn Leaves event, the team also delivered Christmas gift packs to the Over 50s group at the Lifestyle Centre, Peele Residential Care Home, Marion Lauder House Care Home and many Wood House Park residents, along with selection boxes for children at the 3 most local schools.

In October the Community Trust Fund awarded £29,063.73 to a total of 18 groups, 7 from Stockport, 3 Manchester and 5 Tameside. Many of the awards supported sports and recreation.

On 3rd December MAG Academy Airport team organised a virtual jobs fair for colleagues impacted by the redundancy programme. The event was organised in partnership with the Department for Work and Pension, Trafford College, the National Careers service and Unite the Union and attended by a number of local employers including The Hut Group, NHS, Sky, O'Neill Solicitors, Lacura Care, who were promoting over 1,000 vacancies in total. In addition to the employment opportunities, the colleagues heard about a wide range of free training and upskilling programmes available at the Airport Academy. There was also a talk from the Department for Work and Pensions and the National Careers Service on redundancy support and benefits. The Airport Academy teams continues to support the impacted colleagues via weekly online CV, cover letter and interview technique workshops and 1:1 meetings. The Airport Academy team will be hosting another virtual jobs fair on 19 January to support the second cohort of the impacted colleagues.

The Community Engagement team are working alongside the NHS to support the COVID vaccination programmes. We have offered complimentary parking for NHS staff and volunteers working at the Woodhouse Park Lifestyle Centre to help ease their parking issues. There has been a Communications plan drawn up to promote NHS volunteering opportunities to MAG colleagues across all 3 airports, which has generated a lot of interest.

Notification of Runway Closure

Below are detailed dates during which Runway 2 will be used at night whilst Runway 1 is being maintained, these are 'worst case scenario' and may not all be required. Adverse weather may also affect the planned dates and there is contingency built in to allow for this. Details have been updated on the Community section of the Airport web site and adverts will be appearing soon in the Stockport Express and Knutsford Guardian in line with S106 requirements.

MONTH	DATES	TIMES
January	12th – 14th	(22:30 – 06:00)
February	2nd – 4th	(22:30 – 06:00)
March	9th – 11th	(22:30 – 06:00)
April**	4th – 8th	(22:30 – 06:00)
May	4th – 6th	(22:30 – 06:00)
June	1st – 3rd	(22:30 – 06:00)
July	6th – 8th	(22:30 – 06:00)
August	3rd – 5th	(22:30 – 06:00)
September	7th – 9th	(22:30 – 06:00)
October **	3rd – 7th	(22:30 – 06:00)
November	2nd – 4th	(22:30 – 06:00)
December	7th – 9th	(22:30 – 06:00)
January 22	11th – 13th	(22:30 – 06:00)

12. MANCHESTER AIRPORT IN THE NEWS

Throughout the pandemic our press team has worked to support the operation, whilst using the media to influence Government decisions and policy. This has included a range of media activity to showcase all the Covid-19 safety measures, changes to destinations and processes passengers must follow such as quarantine, passenger locator forms etc. We also successfully launched our on-site testing centre, which generated a mass of media coverage and, in turn bookings. We have also, on occasion, used media to call on Government to provide specific support to aviation, such as providing relief on business rates. We have also worked with stakeholders such as the Mayor of Greater Manchester, Andy Burnham, in doing so. The press team has also worked closely with commercial teams to promote new routes that have been confirmed, announced and launched during the pandemic. Below we have listed a few examples from the last three months.

October:

Airline announcements:

The team worked with airlines including TUI and Virgin Atlantic to communicate new routes for both airlines. This has generated a range of positive coverage for MAN, showcasing the role it plays in the North.

New Cheshire Life column:

The press team arranged with the Editor of Cheshire Life to have a monthly travel column in the magazine to showcase all the airport's routes, news and benefits. The first issue highlighted changes and safety measures due to Covid-19 and subsequent ones have focussed on Christmas getaways, winter sun and the progress of MANTP. Each month these will be themed and used to promote positive airport news.

November:

Return of the A380:

The Emirates A380 returned to MAN in November and was welcomed by aviation enthusiasts and passengers. The news was covered in the press and led to positive social media engagement across the airport's channels.

Promotion of the CSR Report:

MAG's CSR Report was launched this month and the team promoted it with local media, which in turn has led to numerous positive pieces of coverage across the region. The key soundbites used for media included our carbon competition and the great volunteering done by colleagues during the pandemic.

Terminal Consolidation:

When Terminal Three was closed this month, the team ensured the messaging was appropriate, and shared with key media to manage the external perception, and to ensure as many passengers were made aware as possible to reduce issues when coming to the airport. The news was covered widely by media across the region.

Chinese student arrivals:

In November I supported the China Forum by taking part in a BBC interview on Chinese students coming to Manchester for university. Not only did the piece showcase safety measures in place at the airport, it also highlighted the importance of direct connectivity to places like Beijing for the prosperity of the Northern economy.

OpEds and Feature Pieces

This month the team also worked with Group comms colleagues on creating opinion pieces from MAG CEO Charlie Cornish on testing and Government support. These opinion pieces were pushed out through all relevant channels, creating a range of media coverage both in print and online, calling the Government out on what it needs to do to support the industry.

Furthermore, the team worked closely with the Mayor's office on a piece he was doing to save aviation jobs during the second lockdown in November. This led to further coverage on what support the industry needs from Government.

December:

Due to ongoing Covid-19 issues a lot of proactive stories were postponed and held in December to avoid potential insensitivities. However, the team still communicated a variety of activity:

Airport testing:

In December I had a very early start one day to welcome Good Morning Britain on site for the launch of our Covid-19 testing facility at Terminal One. On launch day, in addition to GMB, we welcomed a range of media, which led to vast coverage and thousands of bookings for passengers wanting tests.

New route to Antalya:

The team worked with new carrier SunExpress to promote its new route to one of our most popular destinations, Antalya in Turkey. The announcement led to a great spread of positive coverage for the route and new airline.

Islamabad inaugural flight:

December saw Virgin Atlantic's inaugural flight to Islamabad depart. Due to Greater Manchester going into a higher tier the same week, the team had to scale back planned media activity. Nevertheless, they still generated some great coverage for this new route, which firmly cemented Virgin's return to the North.

Countries banning travel to/from the UK:

Following a number of countries banning travel to/from the UK in the run up to Christmas, the press office received a range of media enquiries for what it meant to MAN and its passengers. The team issued a robust and clear response and worked with the Manchester Evening News on what the news meant for Christmas getaway numbers and popular festive destinations.

BBC National News – Brexit feature:

Also last month the team welcomed BBC National News to MAN to be the backdrop for several pieces they were filming about changes to travel following the end of the Brexit transition period. As well as giving MAN a national profile, it also provided some really informative and useful clips to answer passengers' questions.

Next steps

As we move into 2021 our priorities will continue to focus on:

- Boosting customer confidence through continually showcasing our safety measures and testing centre
- Influencing Government, to showcase the plight of the aviation industry and push for the support it needs
- Preparing for recovery once numbers start to take off again, including the launch of MANTP

MANCHESTER AIRPORT

MONTHLY TRAFFIC STATISTICS FOR 2020/21

October-20



	MONTH			FINANCIAL YEAR TO DATE			MOVING	
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	ANNUAL TOTAL	% CHANGE
AIRCRAFT MOVEMENTS								
DOMESTIC	3,005	694	-76.91	20,740	2,288	-88.97	13,154	-62.2
SCHED INT	12,771	3,809	-70.17	97,369	18,811	-80.68	64,676	-56.2
CHARTER	986	226	-77.08	8,790	1,211	-86.22	3,902	-67.1
PRIVATE/MISC	977	564	-42.27	6,111	3,629	-40.62	7,006	-26.8
TOTAL	17,739	5,293	-70.16	133,010	25,939	-80.50	88,738	-56.5
TERMINAL PASSENGERS								
DOMESTIC	212,124	30,492	-85.63	1,514,501	109,284	-92.78	881,023	-65.0
SCHED INT	2,077,617	325,025	-84.36	16,570,457	1,800,654	-89.13	8,747,420	-64.2
CHARTER	208,853	38,391	-81.62	1,843,547	202,829	-89.00	774,243	-68.4
PRIVATE/MISC	1,521	6,169	305.59	10,503	11,020	4.92	12,035	-35.7
TOTAL	2,500,115	400,077	-84.00	19,939,008	2,123,787	-89.35	10,414,721	-64.6
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	2,505,174	400,164	-84.03	19,980,244	2,125,331	-89.36	10,440,501	-64.6
FREIGHT (INCL. MAIL) TONNES								
TOTAL	9,896	4,145	-58.12	67,124	18,489	-72.46	58,751	-47.6

MANCHESTER AIRPORT

MONTHLY TRAFFIC STATISTICS FOR 2020/21



November-20

	MONTH			FINANCIAL YEAR TO DATE			MOVING	
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	ANNUAL TOTAL	% CHANGE
AIRCRAFT MOVEMENTS								
DOMESTIC	2,642	346	-86.90	23,382	2,634	-88.73	10,858	-68.5
SCHED INT	9,991	1,744	-82.54	107,360	20,555	-80.85	56,429	-61.7
CHARTER	481	85	-82.33	9,271	1,296	-86.02	3,506	-70.4
PRIVATE/MISC	641	498	-22.31	6,752	4,127	-38.88	6,863	-28.0
TOTAL	13,755	2,673	-80.57	146,765	28,612	-80.50	77,656	-61.8
TERMINAL PASSENGERS								
DOMESTIC	192,112	16,146	-91.60	1,706,613	125,435	-92.65	705,599	-71.8
SCHED INT	1,530,488	135,101	-91.17	18,100,945	1,935,755	-89.31	7,353,694	-69.8
CHARTER	101,149	11,955	-88.18	1,944,696	214,784	-88.96	685,261	-72.1
PRIVATE/MISC	1,604	3,115	94.20	12,107	14,135	16.75	11,136	-41.3
TOTAL	1,825,353	166,317	-90.89	21,764,361	2,290,109	-89.48	8,755,690	-70.2
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	1,832,198	166,650	-90.90	21,812,442	2,291,986	-89.49	8,774,958	-70.2
FREIGHT (INCL. MAIL) TONNES								
TOTAL	9,611	4,417	-54.04	76,735	22,905	-70.15	53,557	-52.0

MANCHESTER AIRPORT

MONTHLY TRAFFIC STATISTICS FOR 2020/21



December-20

	MONTH			FINANCIAL YEAR TO DATE			MOVING	
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	ANNUAL TOTAL	% CHANGE
AIRCRAFT MOVEMENTS								
DOMESTIC	2,535	526	-79.25	25,917	3,160	-87.81	8,849	-74.1
SCHED INT	10,305	1,992	-80.67	117,665	22,547	-80.84	48,116	-67.4
CHARTER	684	109	-84.06	9,955	1,405	-85.89	2,931	-75.1
PRIVATE/MISC	695	530	-23.74	7,447	4,657	-37.46	6,698	-29.4
TOTAL	14,219	3,157	-77.80	160,984	31,769	-80.27	66,594	-67.2
TERMINAL PASSENGERS								
DOMESTIC	185,249	30,174	-83.71	1,891,862	155,613	-91.77	550,737	-77.7
SCHED INT	1,638,186	203,036	-87.61	19,739,131	2,138,791	-89.16	5,920,206	-75.8
CHARTER	142,349	12,717	-91.07	2,087,045	227,501	-89.10	555,623	-77.4
PRIVATE/MISC	1,325	2,524	90.49	13,432	16,659	24.02	10,470	-45.3
TOTAL	1,967,109	248,451	-87.37	23,731,470	2,538,564	-89.30	7,037,036	-76.0
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	1,972,548	249,954	-87.33	23,784,990	2,541,944	-89.31	7,052,368	-76.0
FREIGHT (INCL. MAIL) TONNES								
TOTAL	8,795	4,693	-46.64	85,530	27,612	-67.72	49,468	-55.4

CSR WORK STREAMS 2020/2021

DECEMBER 2020



OUTCOME & PROGRESS KEY									
	Activity taken place or ongoing				Activity could not be completed due to COVID-19				Secure future workforce pipeline
									Support our future growth
									Host neighbourhood events
									Demonstration of economic contribution
									On target
									Behind target
									Substantially behind target

EDUCATION	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible	Not possible				5,000		60
High Quality Key Stage 1 & 2 Activities	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible	Not possible				1,200		60
High Quality Key Stage 4 & 5 Activities	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible				550		0
Work Experience	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible				60		0
International culture project with Schools										Not possible	Not possible	Not possible	6		0

COLLEAGUES	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Contribute volunteer hours to Community													6,750		6,728
Number of volunteers													884		68
Volunteers as a % of colleagues													22%		1.7%
% of Volunteers that are shift-based													✓		47%
Host 'Bring Your Child to work Day'	Not possible												✓		0
Host volunteer roadshows										Not possible	Not possible	Not possible	5		0

EMPLOYMENT	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Attend & Support Jobs & Careers Fairs	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible				10		1
Training to young people with learning difficulties	Not possible	Not possible	Not possible	Not possible	Not possible								10		10
Jobs for young people with learning difficulties	Not possible	Not possible	Not possible	Not possible	Not possible								✓		0
Training to unemployed	Not possible	Not possible	Not possible	Not possible	Not possible								400		46
Airport Academy jobs	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible							500		23

COMMUNITY	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Outreach Mobile & Knutsford	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	15 & 35		0
Bi-Annual Cllr visits						Not possible						Planned	8		0
Annual Council Clerks & Officers meeting											Planned		1		0
No. of complaints													<1,200		194
Movements per complaint													>130		164
Response to complaints													97% <Five Working days		69%
Impact Study													1 in Knutsford & Mobberley		0

ENTERPRISE & CULTURE	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	TARGETS	OUTCOMES	PROGRESS
Share benefits of M.A.G arts sponsorship	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	65 Organisations		0
Showcase community art in our business	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible	3		0
Community Trust Fund Grants Awarded										Planned			>£100,000		£78,480
Social events for the community	Not possible	Not possible	Not possible	Not possible	Not possible	Not possible		Not possible					3		0