

**MINUTES OF THE ANNUAL MEETING OF THE MANCHESTER AIRPORT
CONSULTATIVE COMMITTEE** held on Friday 25 April 2025 at the Clayton Hotel,
Manchester Airport

PRESENT: Rachel Bailey – Chair

Sandra Matlow - Passenger Representative

Tony Dean – Cheshire East Council

Angie Clark – Stockport Metropolitan Borough Council

Jeremy Meal – Stockport Metropolitan Borough Council

Bill Fairfoull – Tameside Metropolitan Borough Council (online)

Steve Parish – Warrington Borough Council

Peter Burns – Technical Advisor Representative

Jack Thomas – Chamber of Commerce

Rob Thompson – North West Region of CBI

Kristina Hulme – ABTA

Simon Day - Heald Green and Long Lane Ratepayers Association

Colin Banks – Knutsford Town Council

Alan Newnes – Mere Parish Council

Peter Wilkins – Disability Representative

Phil Brown – Consumer Interests Representative

Wayne Carter – National Trust

REPRESENTING MANCHESTER AIRPORT PLC

Alistair Andrew, Eleanor Burr, Jonathan Challis, Harris Khan, Helen McNabb, Rob Pattison, Neil Robinson, Sue Thomas (online), Louise Tolan, Chris Woodroffe

SECRETARIAT

Denise French, Secretary

ENVIRONMENTAL ADVISOR

Nick Kelly (Cheshire East Council, online)

APOLOGIES:

Liz Braithwaite (Cheshire East Council), Gary Ellis (AOC), Nathan Evans (Trafford Metropolitan Borough Council), Sam Naylor (Cheshire West and Chester Council), Liz Patel and Shirley Procter (Trafford Metropolitan Borough Council), Emma Taylor (Manchester City Council), John Taylor (Stockport Metropolitan Borough Council)

The Chair welcomed everyone to the meeting, in person and online; in particular, Simon Day, Jeremy Meal and Peter Wilkins.

With regard to new membership, she commented that, as last year, appointment of new members to Advisory Groups will be formalised at the July meeting of MACC and that review of the induction process continues to which any input is welcomed.

She said the agenda had been subject to a last minute change due to the unavailability of the presenter on item 6 which covered the topic of surface access; this would now be considered at the July meeting.

She checked that all members had access to an updated agenda and all papers.

1 PROCEDURAL MATTERS

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 25 January 2025 be approved as a correct record.

(b) The minutes of the meeting of the Technical Advisory Group (TAG) held on 14 March 2025 be received. The Chair referred to minute 2 which referred to a reduction in the delay in WebTrak information – he explained that WebTrak provided information on aircraft flight paths and the information from Manchester Airport had been subject to a four hour delay for many years which TAG had urged be reduced in line with many other airports. The proposal presented to TAG was to reduce this to a twenty minute delay from take off. He suggested a presentation on WebTrak would be interesting for the committee.

TAG had also received a presentation on drones for personal use which was prohibited in certain areas by Regulations. TAG members had found the presentation very informative and had requested that a statement on drones for personal use be provided by the airport to share with their own local communities as well as suggesting the topic be presented to the committee. Helen McNabb explained that the airport produced an information leaflet on drones, fireworks and sky lanterns and copies were available in the meeting for anyone who wished to take a leaflet. A press release was being drafted and would be widely circulated.

It was agreed that both topics be submitted to the next MACC meeting.

(c) The minutes of the meeting of the Airport Users Advisory Group (AUAG) held on 7 March 2025 be received. The Chair said AUAG had a strong focus on the services to PRMs and thanked Ed Kibblewhite for the progress he had made. There was concern about the long walking distances in the new terminal. The Group felt that

PRM passengers who missed a flight should receive some form of compensation as well as cover for their additional expenses to recognise the distress caused and the potential loss of a day's holiday. The Group was looking forward to receiving the outputs from the Department of Transport's Accessibility Task and Finish Group led by Baroness Tanni Grey-Thompson. Chris Woodroffe said he was also looking forward to the Task & Finish final report and the airport would consider the recommendations. A request was made for a more suitable venue for meetings as the last meeting had been disturbed by various interruptions and noise as people walked past the meeting space. The airport agreed to address this.

(d) The next meeting of the Airport Users Advisory Group was taking place on 6 June 2025 and the Technical Advisory Group was on Friday 13 June 2025. All meetings will be held at 10.00am at the airport. The AUAG walkabout was on 22 May to the Ground Transport Interchange.

(e) The next meeting of the Consultative Committee will take place on Friday 11 July at 10.00am at a venue to be confirmed.

(f) The Secretary presented the annual accounts. The main transactions were payment of the UKACCs subscription and expenses for the Secretary (attendance at the UKACCs Annual Meeting) and the receipt of the annual contribution from the airport.

(g) The list of meeting dates was presented. The dates for 2025 – 26 had previously been agreed but it was requested that the AUAG meeting in November be moved due to a clash with the UKACCs Annual Meeting and the meeting of TAG in December be moved due to unavailability of airport representatives. It was agreed that AUAG be moved from 28 November 2025 to 14 November 2025 and that TAG be moved from 5 December 2025 to 12 December 2025. The proposed dates for 2026 – 2027 were agreed.

(h) The committee considered the report on membership and procedural items.

The vacancy from Manchester City Council remained due to Councillor Andrews withdrawing from MACC during his term of office as Mayor of Manchester City Council; this situation would be resolved once his Mayoral term was completed in May.

The committee:

- Confirmed the appointment of Simon Day from the Heald Green and Long Lane Ratepayers Association.
- Confirmed the appointment of Phil Brown on both the committee and AUAG as Consumer Interests Representative.
- Confirmed that Peter Burns remain on both the Committee and TAG as Technical Advisor Representative.
- Noted that Wayne Carter remained on the Committee but was no longer on

TAG.

- The AOC nomination of Gary Ellis was confirmed and welcomed.

The current items on the Forward Plan for the committee were noted – the improvement journey; membership including induction, constitution and website; road and rail connectivity.

As part of the committee's improvement journey, it was proposed to commence a review of the membership to ensure there was sufficient stakeholder representation and relevant expertise. This would include any new or changed appointments to the Advisory Groups and Community Trust Fund.

2 REPORT OF THE MANAGING DIRECTOR

Chris Woodroffe, Managing Director, presented his report. He started by thanking Rachel Bailey who had been Chair for two years. Rachel thanked the airport for their support since she had taken on the role, which had been a steep learning curve. She also thanked Sandra and Peter, Chairs of AUAG and TAG, and the Secretary.

Chris summarised the main points of his report. Manchester Airport continued to experience growth which was currently at 9%; with the increase from January – March seeing 4.5% growth which reflected Easter being in April. This was still the busiest start to a year in the airport's history. The current rolling passenger numbers were 31.3m.

The Net Promotor Scores (NPS) were performing well. Chris explained that NPS was a score from 1-10 based on whether or not you would recommend the airport. Any score below 6 was a detractor with 7 and above meaning you were a promoter. The scores for T1 and T3 were usually in the teens but had scored above 20 over the most recent quarter; T2 always scored much higher and the combined score for all three terminals over the quarter was 35, which was very good.

During the first quarter of 2025, the security and operations performance continued to be strong with 99.3% of passengers processed through security in 15 minutes or less, above the target of 95%; 93% of inbound baggage met the waiting time service level agreement, and on-time performance for the quarter was 74.5%, above the target of 72%. The future security screening programme continued with installation of the new lanes in both T1 and T2. The T3 security hall would close once Ryanair moved to T1.

There were a number of new routes including a direct route from Manchester to Delhi offered by IndiGo. The announcement of the route had been followed the next day by a visit to the airport by the Indian Foreign Minister who was welcomed via the Aether Lounge. The Indian Consulate in Manchester had been opened the following day. There were two new domestic routes offered by Loganair to Southampton and Exeter. In addition, Ryanair was now flying to Rabat in Morocco and Ethiopian Airlines had announced an increase in frequency with daily flights to Addis Ababa.

The transformation programme continued with Check-in Zone B now open in T2 following trials with certain airlines. The first live flight trial of the T2 East security hall had taken place the previous day. A video was shown of Chris hosting a visit to the airport by Andy Burnham, Mayor of Greater Manchester.

In March, tap and go technology was launched across the Bee Network bus and tram travel. The airport celebrated the launch by hosting a roundtable with key stakeholders from across the city region, including Andy Burnham. The Bee Network aligned to the Airport's ambitions around increasing usage of public transport by both passengers and airport staff. The Airport would continue to collaborate with Transport for Greater Manchester and other key travel partners and organisations to enhance transport infrastructure across the North, with a particular focus on rail integration and simplified ticketing solutions. The airport had also implemented a series of improvements to the Ground Transport Interchange designed to improve overall passenger experience.

The report outlined that feedback levels had increased slightly from the previous reporting period. There had been a total of 6,319 cases during the reporting period, which was also an increase compared to the same period the previous year. The average time to respond for the reporting period was 4 working days.

The services for passengers with reduced mobility continued to perform well. One of the key performance measures for the Civil Aviation Authority was to assist pre-booked arriving passengers within 20 minutes, and non-booked arriving passengers within 45 minutes; the airport scored 99.64% for pre-notified and 99.99% for non-notified for the financial year to date. This surpassed the threshold for a 'very good' rating from the CAA. PRM satisfaction for the 2024 – 25 year was 4.17/5 which also exceeded the CAA target for a 'very good' score.

Members raised the following issues and queries:

- Members commended the new routes particularly to China. Chris agreed that the new routes were encouraging including flights to a number of Chinese cities, links to India and flights to a number of cities in the USA – Las Vegas, Florida and New York.
- Was land previously safeguarded as part of a rail line serving Ashley and the west of the airport no longer going to be progressed? Chris responded that current plans and priorities related to a station at the airport that would be part of the connection between Liverpool and Manchester. Any plans for a station would ensure future growth could be accommodated such as connectivity to Birmingham and linking Metrolink with the GTI and the airport. Alistair Andrew added that there was a long history behind the west approach but it was not part of any current plans or funding schemes. The land previously identified was under the apron of T2 making it very challenging. The committee was also informed that the Sustainable Development Plan was currently being

worked upon.

- A member commented that as a regular airport user over a number of years he was pleased to see the improvements in passenger experience and the better attitude among staff. Chris referred to the changes to work patterns with team-based working having been introduced in the security teams which was having a positive impact along with the new security equipment being installed.
- The Chair referred to the AUAG walkabouts which were beneficial to give members a forensic view of the passenger experience. The Chair of AUAG said she welcomed any feedback from committee members based on their own experience.
- Reference was made to the power outage that had impacted Heathrow which had resulted in a wider review of resilience; was a similar assessment being undertaken at Manchester Airport? Chris said the outage that affected Heathrow had been hugely impactful in the area with around 40k houses impacted by power cuts as well as the impact on the airport. Heathrow had issued clear communications that the airport was closed. The incident was a good reminder to review resilience.
- The integration of ticket technology across the Bee Network was welcomed and it was hoped that this could be extended to other providers such as Transport for Wales. Reference was made to a Park and Ride at Hazel Grove and whether there were any opportunities for local travellers to use this to access the airport, it was felt that this would be a well used provision. Members were informed that the airport was looking at a direct bus from Stockport to the airport that could be used by travellers from the Sheffield area. Alistair said the Bee Network would be reviewed to see what was working well and whether any improvements could be introduced. The Chair said connectivity was an important issue to the committee having been raised by various members representing different locations. Cllr Meal referred to the Bee Network Committee, which was to meet at the end of April and that the points made at the meeting could be raised there too.
- The appointment of a representative from the Airline Operators Committee was welcomed. Reference was made to how passenger information could be improved around flight delays and cancellations. Chris explained that airlines held contact information for passengers and flight delays were better placed to this pass on. The airport does not have information about individual passengers and as such is unable to make direct contact; instead, indirect contact was made via social media including providing regular updates. An example was the snow incidents in January when the airport had advised via social media that the runway was closed and when it was expected to reopen and advised passengers to contact their airline for specific information about their flight.
- Reference was made to the new barrierless product and whether there were

many complaints? In addition, how did Blue Badge holders obtain free drop off? Did the income from fines go to the airport? Chris explained that some complaints had been received but overall feedback was positive. The aim of the changes was to improve traffic flow as drivers could smoothly exit without stopping at a barrier. Airport users could register online for automatic payment when using the forecourts. Any income from fines would go to the airport and would help fund the Sustainable Transport Fund which was £0.5m per annum; as well as contributing towards the overall airport budget. There were car park marshals in place who had devices to input car registration numbers to waive charges for Blue Badge holders.

- The airport had sponsored the Knutsford Mayor's Ball and was thanked for this support.
- A small group of residents of Knutsford had attended the airport Recruitment Fair; it was suggested the staff south car park would benefit any staff travelling in from Knutsford and Mobberley who worked at the airport.
- Members felt the airport website emphasised car park products and the information on drop off was less prominent.
- The Chair noted that Neil Robinson had attended Manchester City Council's Environment, Climate Change and Neighbourhoods Scrutiny Committee. This was described as an annual opportunity to engage with local leaders, outline the strategic priorities of the airport and address key questions around airport operations, sustainability, and wider community impact. The Chair queried whether there was an opportunity for Cheshire East Council and Cheshire West and Chester Council to also participate in this engagement. This would be discussed offline.

RESOLVED: that the update be received.

3 MANCHESTER TRANSFORMATION PROGRAMME (MTP)

Louise Tolan updated on MTP. The transformation project was very busy at this stage of the programme.

Phase 2 of MTP would deliver:

- A refurbishment of the original Terminal 2 including an extended departure lounge and a range of high street and premium shops, northern eateries and a champagne bar.
- A new security hall with next generation 3D scanners.
- A new Pier 2 – this would have 13 flexible aircraft stands and modern boarding gates.
- A new baggage system which doubles capacity and improves resilience.
- Airfield works – works on the airfield would deliver nearly 2km of new dual taxiways and make the airfield more efficient.
- Road network modifications to improve the flow of traffic to and from T2.

The VMS gantry was now in place and a digital ribbon cutting ceremony had been held. The construction works on the new Sydney Avenue 200m link road were underway and would improve traffic flow; the 'go live' date was 30 May 2025.

In the T2 East check-in hall, Zone B had now opened and had delivered 26 new check-in desks, 30 self service kiosks and 6 referral desks. In June, 12 desks would open in Zone C. At this stage, the temporary check-in area would be removed. The welcome wall was being installed, this would mirror the iconic Manchester Airport Departures sign that was in T2 West.

In the T2 Security Hall East there were flight trials planned for 24 April and the area would open within a week subject to the trials being successful. The East Hall would mirror the look and feel of the West Security Hall. There were 10 of the new security lanes in each of the East and West Security Halls; in East, 5 lanes would open initially until peak season was reached.

Members watched a video of current progress,

The iconic chandeliers were to be installed in the new security hall, following a redesign.

Members were shown images of the how the East International Departure Lounge (IDL) would look. Retailer fit out was underway for a number of retailers including Joe & the Juice, Starbucks, Lego and World Duty Free.

Work was progressing on the airfield including upgrades to taxiways and ground lighting.

In Pier 2, work continued on the internal fit out which would include a retail unit. Pier 2 would open stand by stand over summer.

Members raised the following queries and issues:

- Would there be staff available to help passengers in the check-in hall? Louise said check-in agents would be available, identified by green jackets.
- A member referenced recent experience of using T2 when the autowalks did not work. Louise said there had been some upgrades carried out; the work was likely to take some time. The Chair of AUAG said provision of autowalks was welcomed but it was important they were fully functioning as if they were not available, this was more likely to cause passengers to request assistance. Members also noted the lengthy walk distances in T2. Rob Pattison said an update on autowalks could be provided to the next meeting of the committee.
- Reference was made to airlines encouraging passengers to use large cabin baggage which could cause issues for passengers to manage them

on their own.

- It was noted that the comments were relevant for the AUAG Forward Plan that focused on reducing the need for passengers to seek assistance. This had also been the topic at the UKACCs Annual Conference in 2023 when representatives had enjoyed a presentation from Heathrow Airport.
- The Chair of AUAG thanked Louise for the work on delivering the chandelier project.
- A query was raised about how passengers would know which was their security hall – East or West? Louise said it would depend on which airline the passenger was flying with as airlines would have a dedicated area.

RESOLVED: that the update be received.

4 UK AIRPORTS CONSULTATIVE COMMITTEES (UKACCS) ANNUAL MEETING

The committee received the formal minutes from the Annual Meeting of UKACCs held at Leeds Bradford Airport on 14 – 15 November 2024.

RESOLVED: that the report be received and noted.

5 CSR UPDATES

The Committee noted:

- Aircraft track and noise monitoring and complaints reports for January – March 2025.
- It was reported that the Noise Action Plan restricted the number of night flights to below 7% and the current figure was 6.9% therefore the threshold was close to being reached.
- A Parish Council forum would be held online on 7 May and local councils were invited.
- The Annual Report for the Community Trust Fund 2024 – 25 was now available. This had seen £125,583 awarded with 66% of applicants being successful. The most recent meeting took place in April with 16 grants awarded.
- The outreach programme was shortly to commence including attendance at the Knutsford May Day event.
- Colleagues were encouraged to undertake volunteering and were offered 2 days to undertake volunteer activity; there was also a target that 100% of the leadership team undertook volunteering activity and this had been reached with the actual figure being above 100% due to new leadership members being appointed during the year.

The Chair asked whether members of the committee could join the outreach events and Rob said they would be very welcome.

RESOLVED: that the update be received.

6 SOCIAL VALUE EMPLOYMENT AND EDUCATION

The committee received a presentation from Joanna Jackson, Senior Education & Employment Manager, on the works of the Manchester Airport Education & Employment team. Joanna explained that the role of the team was to oversee the education programme and employability work including AeroZone and the Airport Academy. She said in 2024/25 her team had supported 9k young people and welcomed 2810 visitors to the AeroZone of which the majority were from schools and colleges within a 15 mile radius of the airport. Bookings were now open for visits to the AeroZone this year with the initial focus on schools within a 5 mile radius.

There were also various projects and initiatives that her team provided including:

- Specialist days such as support from the IT team who had offered 5 days support for computing students.
- Hosting aviation students from Manchester College who had met a number of airport teams during their visit including watching the baggage system in operation, meeting airport engineers, going on board an easyJet aircraft and joining Jonathan Challis for a tour of the airfield.
- During Science Week the airport had hosted Manor Park Primary School for various science-based activities and showed examples of how science is used in the workplace.
- The airport sponsored Fantasy Wings which was a programme helping to launch people from ethnically diverse backgrounds and women into the aviation industry.
- International Women's Day when 10 students from Wythenshawe High School had attended for a visit and enjoyed lunch at San Carlo.
- Worked with Pure Innovations to offer supported internships for a small cohort of students with special needs; the students were offered work experience in different parts of the airport and 80% then went on to achieve employment at the airport.
- The Airport Academy provided on site training with 4k people having gone through the training programme to date. The training was aimed at people who needed additional support and 58% then went onto achieve employment on the airport site.
- Support for the Jobs Fair with 1k people attending the most recent one in Wythenshawe.

Members raised the following issues and queries:

- Did the airport work with young people not in education and did Joanna work with the Street League organisation? Joanna responded that the team worked

with Barnados to run a pilot programme for young people Not in Education, Employment or Training (NEET) in Wythenshawe; the scheme had hosted two young people at the airport. One of these had subsequently requested work experience and had then been successfully employed at the airport. She said she would investigate the Street League organisation.

- Was any work done in or with areas such as Knutsford? Joanna agreed to look into this to see whether there would be any opportunities.
- The Chair also suggested it would be very beneficial if support could be offered to Care Leavers.

Neil Robinson said the airport had seen record levels of volunteering among the staff as well as record numbers visiting the aerodrome and received very positive feedback on all the initiatives as outlined by Joanna.

RESOLVED: that the presentation be received and an update by made on the progress with the initiatives for young people with special educational needs.

7 ANY OTHER BUSINESS

The Chair updated on a number of items:

- The Airport Chaplaincy – she suggested a presentation be made to a future meeting on the role of the chaplaincy. This was agreed.
- She had circulated her first Annual Report including outlining key themes of business by the committee and advisory groups. It was agreed to discuss this at a future meeting.
- A recent consultation document had been received – CAP3041 - Guidance for Airport Engagement and Complaints Handling Around Environmental Sustainability. It was agreed that the Chair would respond in consultation with the Chairs of AUAG and TAG.
- The committee's website – the Chair encouraged members to respond to the survey sent a number of months earlier of send any comments on the website to the Secretary.

RESOLVED: That:

- (a) A presentation on the role of the chaplaincy at the airport be made to a future meeting.
- (b) The Chair's Annual Report be considered at the next meeting.
- (c) The Chair be granted delegated powers to respond to CAP3041 - Guidance for Airport Engagement and Complaints Handling Around Environmental Sustainability.
- (d) Any comments on the website be sent to the Secretary.

DATE OF NEXT MEETING: Friday 11 July 2025 at 10.00am.

Agenda Items	Action	Who	When
Item 1 Chair's welcome	Item on Surface Access to next MACC	R Pattison/H McNabb	Next MACC – 11 July
Item 2 Procedural matters: TAG minutes	Presentation to next MACC on WebTrak and drones	R Pattison/H McNabb	Next MACC – 11 July
Item 3 MD's report	<p>Bee Network connectivity to Styal rail station</p> <p>Neil's attendance at the Environment, Climate Change and Neighbourhoods Scrutiny Committee – any opportunities for CEC and CWAC to have similar engagement?</p>	<p>MAG</p> <p>N Robinson/R Pattison</p>	<p>Investigate and email when available</p> <p>Discuss offline</p>
Item 4 MTP	Update to the next meeting on autowalks including availability and maintenance	R Pattison/ P Lederer	Next meeting – 11 July
Item 6 Social Value Education and Employment	Update on provision for SEN pupils and students	J Jackson	By email when available
Item 7 AOB	<p>Role of the chaplaincy</p> <p>Chair's Annual Report</p> <p>Respond to CAP3041</p>	<p>To future meeting</p> <p>To the next meeting</p> <p>Chair to respond in consultation with Vice Chair and TAG Chair</p>	<p>October 2025</p> <p>11 July 2025</p> <p>By the deadline</p>

	Committee website	All to send any comments	Consider at Agenda Setting Meeting/offline
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