

**MINUTES OF THE ANNUAL MEETING OF THE MANCHESTER AIRPORT
CONSULTATIVE COMMITTEE** held on Friday 24 April 2026 at the Clayton Hotel,
Manchester Airport

PRESENT: Rachel Bailey – Chair

Sandra Matlow - Passenger Representative

Tony Dean – Cheshire East Council

Jeremy Meal – Stockport Metropolitan Borough Council

Dave Marsh – Manchester City Council

Shirley Procter – Trafford Metropolitan Borough Council

Steve Parish – Warrington Borough Council

Peter Burns – Technical Advisor Representative

Jack Thomas (North West Region of the CBI)

Paul Smith – Airline Operators Committee (online)

Kristina Hulme (Association of British Travel Agents)

Simon Day – Heald Green & Long Lane Ratepayers Association

Barry Mackleston – Wythenshawe Community Housing Association

Colin Banks – Knutsford Town Council

Neil Runciman – Mobberley Parish Council

Chris Novak – Styal Parish Council

Alan Newnes – Mere Parish Council

Peter Wilkins – Disability Representative

REPRESENTING MANCHESTER AIRPORT PLC

Alistair Andrew, Jon Bottomley, Niamh Callinan (online), Jonathan Challis, Alison Green, Helen McNabb, Neil Robinson (online), Louise Tolan, Chris Woodroffe

SECRETARIAT

Denise French, Secretary

ENVIRONMENTAL ADVISOR

Nick Kelly

APOLOGIES:

Liz Braithwaite and Michael Gorman (Cheshire East Council), Phil Brown (Consumer Interests Representative), Angie Clark and John Taylor (Stockport Metropolitan Borough Council), Nathan Evans and Sarah Haughey (Trafford Metropolitan Borough Council), Rob Thompson (North West Region of CBI), Tim Ward (Airport Employees).

The Chair welcomed everyone to the meeting, in person and online.

1 PROCEDURAL MATTERS

(a) The Chair referred to the last meeting when a verbal protocol had been accepted whereby information received at MACC meetings continued to be of a public nature unless the author/presenter/contributor stated otherwise.

The Chair had asked for an item on the agenda regarding a procedure for public questions. She proposed that this be submitted to the next meeting in July to enable time for research on other similar procedures.

RESOLVED: that a draft procedure for public questions be considered at the next meeting of the committee.

(b) **RESOLVED:** That the minutes of the meeting of the Committee held on 23 January 2026 be approved as a correct record.

(c) The minutes of the meeting of the Technical Advisory Group (TAG) held on 13 March 2026 be received.

(d) The minutes of the meeting of the Airport Users Advisory Group (AUAG) held on 6 March 2026 be received.

(e) The next meeting of the Airport Users Advisory Group was taking place on Friday 29 May and the Technical Advisory Group was on Friday 12 June; both meetings were at 10.00am at the airport. The next AUAG walkabout was on Thursday 21 May.

(f) The next meeting of the Consultative Committee would take place on Friday 17 July 2026.

(g) The committee considered the report of the Secretary on the bank account. The process to update the bank details to include the Chair and Secretary had been time-consuming but was now resolved. A current bank statement was awaited but the Secretary reported that the current bank balance at 2 April 2026 was £19,476.84; this did not include payment of the subscription to the UK Airports Consultative Committee for 2025 – 26 in the sum of £1,333.00. The invoice for the subscription for 2026 – 27 would be due in summer 2026. The Secretary was also owed repayment of expenses.

(h) The proposed list of meeting dates for 2027 – 28 was considered and approved.

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

There were no membership changes.

In relation to developing the MACC website, the Secretary would arrange a meeting of the Working Group before the next meeting.

The Secretary had explored an alternate method of sending out papers using Sharepoint, but this would require airport staff to send out an access code to each member as the papers would be installed in a folder on the airport's IT system. It was therefore proposed that the current method be retained whereby the Secretary will send out the documents to all members.

An update on the induction process would be made to the July meeting.

Members noted that noise reports were submitted to TAG and any queries could be raised in that forum. A member commented that they were not receiving complaints about noise as complaints were currently more likely to be about car parking and drop off charges. The Chair of AUAG asked whether fewer fines and complaints would be received if an additional 24 hours could be provided by which to pay? A member agreed and also suggested the ten-minute timescale for drop off could be too short if dropping off family members that included babies or young children. The Chair of MACC noted that the Managing Director's report indicated that 94% of passengers travelled through the forecourt without any issue and the role of MACC members included sharing information about any changes.

The Committee:

- Noted the current position with membership.
- Noted the items on the Forward Plan.
- Agree that use of Sharepoint is not progressed and the current method of the Secretary sending out papers to members is continued.
- An update on the website be made to the next meeting.
- An update on the induction process be made to the next meeting.

2 REPORT OF THE MANAGING DIRECTOR

Chris Woodroffe, Managing Director, presented his report.

He referred to the discussion on drop-off charges and agreed to confirm the data outside the meeting the data on drop-off in 5 and 10 minutes. He explained that the barrierless method was to ensure the forecourt was free flowing.

He summarised the key points of the written report. In the period between January to March 2026, the airport had served a total of over 6.3 million passengers, reflecting a 3% increase compared to the same period in 2025. The 12-month rolling total was

over 32 million passengers (32,266,229), reflecting growth of 3.6%. The conflict in the Middle East had impacted performance particularly the government's advice about essential travel only to certain destinations. This had meant reduced flights to various destinations for some airlines. There had been a lot of media attention on aviation fuel supply. Chris confirmed that the airport received fuel from Stanlow.

Members asked questions as below:

- Would Stanlow be supplying Sustainable Aviation Fuel (SAF)? Chris said this was correct; Stanlow had received funding from government to develop SAF solutions and was currently exploring options around how this could be achieved. The government had also provided funding to Northpoint for a project on turning waste into jet fuel. The UK had met targets for SAF most of which was currently imported.
- How did the UK position with aviation fuel compare to other countries? Chris said the USA was in a good position as it produced its own crude oil. Italy obtained lots of fuel from the Middle East was so in a more detrimental position.

Chris referred to the media coverage of the new arrangements arising from the new EU Entry/Exit System. The coverage had focused on queues and missed flights but many passengers did not have this experience. He explained that the EU had given permission to EU countries to suspend the checks at times if they felt it necessary to reduce congestion.

Chris outlined recent growth at Manchester including Air Canada adding a winter schedule from 2026 to make it a year-round carrier; a new carrier, Air Baltic, was to commence a weekly seasonal route to Kussamo, Finland, through winter 2026 and Egyptair were to operate ten weekly flights from July for the remainder of the summer season.

A member asked about night flights and the impact of aircraft departing at midnight. Chris explained that the adopted Noise Action Plan had limits on new flights and required quieter generation aircraft to receive ACL approval. He received an update each night and the airport was in a good position. Neil Robinson expanded on this and explained that noisier aircraft would not be approved to fly during the night time hours and the newer generation aircraft now made up around one third of aircraft operating from Manchester. The night noise contours for summer 2025 had been published and the noise envelope had been reduced in size; it was expected that for summer 2026 the position would be similar or improved.

Members raised the following queries and issues:

- The Chair of TAG asked if limits on scheduled aircraft referred to actual flights? Neil said the noise envelope was based on actual flights rather than scheduled which meant a more realistic picture.

- Reference was made to a flight that departed at midnight and how this complied with noise limits? Chris advised that flights departing during that slot would be quieter aircraft.
- Most complaints related to early morning departures around 6am – 7am and was this due to increased use of Runway 2? Neil explained that the night hours covered the 8-hour period between 11.00pm – 7.00am. The wind direction impacted flights with increased complaints during easterly operations as this was less common and people noticed a change.

Chris outlined that work was progressing to complete the transformation programme. The domestic arrivals product in terminal 2 had recently gone live in end state from the previous temporary arrangements. The transfers product was to open imminently and would enable transfer passengers to continue their journey without having to go through security again, this would be the same product as T5 at Heathrow Airport. The reimagined chandelier was now in place in T2. Work was ongoing in T3 to make improvements now all airlines, except Ryanair, had moved into T2.

The NPS scores were above target for T2 in March. The scores for T3 had decreased but it was hoped that once improvement work had been completed the scores would improve. The new sports bar had now opened and work was ongoing in the Duty Free area.

Members commented as follows:

- The walk from T3 check-in to the Departure Lounge was a long distance but could be improved with some visual images along the route; it was also requested that information be provided on the walking times. Chris suggested this be discussed at the Airport Users Advisory Group. He said discussions would take place at the Board Meeting around the former T3 check-in area being improved by opening up the space and providing retail units to improve passenger experience.
- Reference was made to the AUAG walkabout of T3 and that information should be provided on walking times and distances. It was also noted that there was no accessible seating along the walking route and that seating with arm rests was needed.
- The accessibility area was felt to be cramped and the location signage was hidden behind a unit, there were also no seats for family members. Chris said the current T3 experience was not as he would like it but improvements were ongoing. The restaurant was due to open and the date would be confirmed. The signage issue could be addressed. Helen McNabb explained that the report following the AUAG walkabout had been shared with the Director of Operations and the Accessibility Manager.

The On Time Performance for the quarter had improved month on month with performance in March being 74.4% for all flights and 85.8% for first wave. On Time

Performance was impacted by various factors including weather, technical issues and disruption caused by airfield works. The security and operations performance continued to be strong with 99.4% of passengers processed through security within 15 minutes, in line with the established target. Performance remained consistently high throughout the quarter, with 99.9% achieved in January, 99.8% in February, and 98.4% in March, all within target thresholds. The performance of Immigration was 100% for all passengers in all terminals for the quarter.

The report outlined that feedback levels had decreased slightly from the previous reporting period, reflecting lower passenger numbers over the winter period. There had been a total of 6,532 cases during the reporting period. The main areas of concern continued to be barrierless issues, damage to vehicle and staff. The average time to respond for the reporting period was 5 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 99.37% for pre-notified and 99.81% for non-notified for the financial year to date. This surpassed the threshold for a 'very good' rating from the CAA. The PRM satisfaction score was 4.39/5 which also exceeded the CAA target for a 'very good' score. The period January – March had seen reduced numbers of PRM passengers with 48,481 passengers requiring assistance in March 2026.

Members raised the following issues and queries:

- Could an update be given on the previous request to consider whether the memorial window could be reimagined somewhere at the airport? Chris said he would update outside the meeting.
- When would the Greater Manchester local authorities receive their airport dividend? Chris explained that he had held a virtual meeting with the Chief Executives of the ten Greater Manchester councils on this matter, but it was not something he could share in a public meeting. The airport accounts up to 31 March 2026 were still to be audited but would subsequently be in the public domain; the previous year's accounts did show repayment of loans and an extra dividend.
- The direct rail service from Warrington to the airport was welcomed.
- A query was raised about the use of Cloughbank B car park and Chris explained that the site would be used for car storage for the Meet & Greet product and it was closer to the airport campus than other current storage areas.
- A query was raised about the immigration data that showed performance at 100%, what was this measured against? Chris said it was the measurement against the target. The Chair of AUAG added that an update on the new method of measuring queues was being made to the next AUAG meeting on

29 May.

- The MACC Chair welcomed the multi-agency partnership working to manage the Ardwick Blockage and asked about lessons learned. Chris said the arrangements to manage the closure of certain routes and bus replacement service had been successful and there had been little negative feedback.
- It was noted that work on site to undertaken platform lengthening at the airport station was to commence shortly, was there anything for MACC members to understand? Chris said the works would cause some disruption but the outputs would be beneficial. It was a two-year project.
- It was noted that traffic flow across the campus was improved. Members asked whether an additional 24-hour payment period for using the barrierless forecourts would be better and result in few fines - ie 48 hours from midnight? It was also felt that fines should have been low for the first few months after introduction to allow people to get used to the new arrangements. Chris responded that the arrangements were similar to various other large airports and there were no plans to change the arrangements; it was recommended that people registered their vehicle which meant they would not need to remember to pay as payment would be taken automatically once the product had been used.

RESOLVED: that the update be received.

3 SUSTAINABILITY UPDATES

- (a) Sustainable Development Plan (SDP) – Jon Bottomley, Planning Services Director, updated on the SDP. He explained that the SDP was the masterplan for Manchester Airport with a 15-20 year timeframe. It set out the growth strategy for the airport. It updated and replaced the last SDP published in 2016. It informed the plans of other organisations including Local Plans, Economic Strategies, and Transport Plans. The process would include engagement with partners and communities. The SDP took a portfolio approach: Economy; Land Use; Surface Access; Environment; and Community.

The SDP recognised that the airport was in a strong position to meet the north of England's growing demand for air travel with a strong catchment area to support a growing long haul market while also seeing growth from low cost carriers. The airport had high quality infrastructure with capacity from two runways, the MTP project had delivered infrastructure and capacity to accommodate growth and there was other investment in infrastructure, car parking and public transport along with T3 redevelopment. The airport was also committed to being a sustainable airport including achieving net zero carbon emissions for scope 1 & 2 and support for the deployment of Sustainable Aviation Fuel. The airport made a valuable economic contribution - £5.5bn of national direct, indirect, and induced Gross Value Added (GVA). The airport had strong education and community programmes. The strategic

outcomes were to deliver growth to 50m passengers by 2048, with long term growth capability of 60m passengers.

There were 5 portfolios within the SDP with the focus of each including the below points:

- Economy – focusing on developing the network of destinations from Manchester; the benefits of connectivity to the economy; maximising the economic and employment benefits of the airport; creating high quality jobs.
- Land – developing the airport while making efficient use of the land; focusing development on the new facilities at T2 and exploring opportunities around T1/T3; supporting commercial facilities at MIX Manchester.
- Surface access – easier, more reliable and sustainable journeys for both passengers and staff; developing public transport networks; delivering a modal shift to increased use of public transport for both passengers and staff; sustainable access reducing ‘kiss and fly’.
- Environment – net zero carbon by 2038; low or zero emission vehicles; limit and reduce the number of people affected by noise; grow and protect nature.
- Community – operate the airport in a responsible way recognising the impact and opportunities brought to the wider community; continue education and career programmes to inspire the next generation in aviation role opportunities.

The next steps would be formal sign off of the SDP and then a consultation period of minimum 12 weeks starting in mid-2026; the finalised plan would be published by the end of the year.

Members raised the following issues and queries:

- What was the status of the previously discussed rail link spur from Mobberley to the airport that would serve the Chester – Manchester rail line? Jon said this was the Western Rail Extension which had arisen from the Public Inquiry into the second runway. It was still relevant and part of the Northern Powerhouse Rail station to the west of the airport. A Chester to Manchester route was not practical as it would require a tunnel to be built along part of the route.
- Local communities were concerned about airport development and expansion due to the impact. Some older residents would not use social media, how would they be informed? Would outreach sessions take place? Jon said engagement with local communities was a key part of SDP consultation and there would be promotion through all communication channels and local members would be encouraged to promote it to their communities. He said MACC would be informed about the launch date and outreach sessions would take place.

- How would connectivity with the areas south of the airport/Cheshire be achieved, could bus services be provided pending future rail connectivity? Jon said this challenge was recognised and included in the SDP as a challenge and target; there were ongoing conversations with operators around connectivity with areas around Knutsford, Mobberley and Wilmslow. The MACC Chair said this could be part of the role for the Cheshire and Warrington Mayor following election in 2027.
 - Where would new/additional passengers be drawn from? Jon said the new station would give additional connectivity with Piccadilly Station and the journey time would be slightly reduced. The main benefits and opportunities were the wider connectivity across the north from areas such as Leeds and York, making a much better journey by rail than by road. The new station would give direct access to T2 with high frequency services.
 - Reference was made to the economic benefits of growth but did this factor in passenger spend out of the country as a result of departing flights? The York Aviation Report had been presented to members in the past and discussed the economic contribution. The MACC Chair noted that a new York Report was due this year. Jon said the figures in the SDP reflected both direct and indirect GVA recognising activity within the airport site and within the local and regional economy, including employment. The SDP did not include the economic benefit of inbound passengers nor the economic value of outbound passengers.
- (b) The aircraft track and noise monitoring and complaints reports for December 2025 – February 2026 were noted.
- (c) There was nothing additional to update on noise, community and environmental issues.
- (d) The Community Engagement report was considered including the Annual Report of the Community Trust Fund. The report outlined that 75 grants had been awarded over the year totalling over £120,000. Grants had supported a variety of projects including provision of kayaks, sensory equipment and kitchen equipment. Helen thanked all MACC members who were Trustees.

A member asked about unsuccessful applicants to the Community Trust Fund and whether they were given reasons? Helen explained that information was given to them including an overview of the reasons their application was unsuccessful; in some instances, the applicant would be offered help with a future application.

Members would be sent the biannual Trust Survey and were requested to complete it before the closing date of 1 June.

RESOLVED: that the update be received and noted.

4 MANCHESTER TRANSFORMATION PROGRAMME (MTP)

Louise Tolan updated on MTP which was now in its final stages. The first phase had been paused due to the Covid pandemic but had delivered a new Pier 1, multi-storey car park, the first phase of airfield improvements and the centrepiece of the project which was the T2 extension.

Phase 2 had commenced in 2022 and had included a reconfiguration of the original T2 building with state-of-the-art check-in, security and departures East along with a second new pier and modernisation of the airfield and landside.

The project team had worked hard to ensure a lasting legacy, this had included over £650m invested in the local economy over both phases, spent with suppliers and MSMEs within 35 miles; over 10,000 visitors to the AeroZone education centre which had opened as part of phase 1; 13,450 students engaged through work experience and other opportunities; 300 apprentices employed across both phases; and support for 50 community activities through 5300 volunteering hours.

A further part of the project was the reimagining of the iconic chandeliers previously located in T1; work had taken place with a local artist Liam Hopkins of Lazerian and students from Manchester School of Architecture using the original glass components of the chandeliers to create a centre-piece called “Atmospheric Reflections of the North” which was being installed in T2 Security East.

Members watched a video of the MTP.

Members asked whether the Lego store in T2 could produce a model of the airport which Louise said she would feedback to the Retail Team.

The MACC Chair thanked the team for their engagement with MACC and particularly the involvement of AUAG during phase 1.

RESOLVED: that the update be received and noted.

5 UKACCS ANNUAL MEETING

The formal minutes of the UKACCS Annual Meeting were received. The Chair thanked the committee for supporting her and the Secretary to attend the two-day conference.

RESOLVED: that the minutes be received and noted.

6 ANY OTHER BUSINESS

None

DATE OF NEXT MEETING: Friday 17 July 2026 at 10.00am.

Agenda items	Action	Who	When
--------------	--------	-----	------

Item 1 - Procedural matters:	Protocol for public questions	Chairs and Secretary	MACC 17 July 2026
TAG minutes	Drones – presentation to a future meeting – April or July.	Community Engagement team/Secretary	To be presented to TAG on 12 June and all MACC members invited
Membership			
Website	Website Working Group – set up meeting on Teams – members to include Chair & Vice Chair of MACC, Chair of TAG, Jeremy Meal and Steve Parish	Secretary	Ongoing work
	Induction process – set up Working Group on Teams, members to include Chair & Vice Chair of MACC, Chair of TAG, Simon Day.	Secretary/Chair	Ongoing work
	Trial of Sharepoint to be carried out for TAG. Agreed not to progress	Secretary/Community	

	(24/04/26)	Engagement team	For TAG 13/03
Item 2 – MD's Report	Skills Hub Rail connectivity Barrierless drop-off – confirm data on 5 and 10 minute drop off Could the Memorial Window be reimagined	N Robinson A Andrew Community Engagement Team Community Engagement Team	Future MACC meeting Future MACC meeting To be shared when available To be included in a future update
Item 3 Technical items	Update committee on the rail platform lengthening project	A Andrew	Future meeting
Item 4 Sustainability updates	Sustainability Strategy – bring key elements to future meetings	N Robinson	MACC and Advisory Groups as relevant