

# MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

**FRIDAY 29<sup>th</sup> APRIL 2022 AT 10AM**

**MICROSOFT TEAMS MEETING**

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## AGENDA

### **1 PROCEDURAL MATTERS**

(a) Apologies for Absence

(b) To confirm as a correct record the Notes of the Teams Committee meeting held on 21<sup>st</sup> January 2022 (attached) and to consider any matters arising;

(c) To receive the Minutes of the TAG Meeting on 11<sup>th</sup> March 2022 as attached;

(d) To receive the Minutes of the AUAG Meeting on 4<sup>th</sup> March 2022 as attached;

(e) To note that the TAG will next meet on 10<sup>th</sup> June 2022 and that the next meeting of the AUAG will be on 27<sup>th</sup> May 2022 as previously agreed;

(f) To consider future arrangements for meetings of the Committee, and whether they will be virtual, “face to face” or hybrid. At present, the proposal is that the next meeting should be virtual.

g) To note that -

(i) Councillor Tim Whiston has been discontinued as a representative of Manchester City Council and that details of his replacement on the Committee and AUAG are awaited.; and

(ii) Mr. David Neill (Scheduling Committee) has resigned from the Committee and TAG and that details of his replacement are awaited.

### **2 REPORT OF THE MANAGING DIRECTOR**

To consider the attached report of Ian Costigan, Interim Managing Director, Manchester Airport, to include –

(a) Current Security Queueing Problems and Recruitment Challenges;

(b) Update on Airport Operations over the last three months;

(c) Ongoing Airport response to coronavirus and future developments across all three Terminals; and

(d) An update on MANTP progress and operations in T2;

**3 GROUND TRANSPORT**

To consider an update from Alistair Andrews (Head of MAG Planning Services) on Ground Transport arrangements at the Airport, including the provision of Rail Services and the transport modal split data.

**4 UKACCS WORKING GROUP**

To receive a Report from the Secretary on the virtual meeting of the Working Group held on 18<sup>th</sup> March 2022.

**5 ENVIRONMENT AND COMMUNITY RELATIONS**

To consider –

(a) The Aircraft Track and Noise Monitoring and Complaints Reports for January – March 2022;

(b) A briefing on the Airspace Change and Modernisation processes from Neil Robinson, Group CSR and Future Airspace Director/Jonathan Challis, Future Airspace Manager; and to note that a further virtual briefing for the Committee will be held on 10<sup>th</sup> June at 2pm; and

(c) Any other update on Community Activity and Briefings in February and March together with any Community Trust Fund developments since the last meeting, including Community Consultation activities.

**6 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT**

**Date of Next Meeting:** Friday 15<sup>th</sup> July 2022 at 10.00 am

**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 21 January 2022

**PRESENT:** Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

Marc Asquith – Cheshire East Council

Nick Mannion – Cheshire East Council

James Nicholas – Cheshire East Council

Sam Naylor – Cheshire West and Chester Council

Stuart Corris – Stockport Metropolitan Borough Council

Rob Thompson – North West Region CBI

Steve Parish – Warrington Borough Council

Peter Burns - Heald Green and Long Lane Ratepayers Association

Peter Wilkins – Disability Stockport

Linda Reynolds, Mere Parish Council

Jan Nicholson, Knutsford Town Council

Kristina Hulme – ABTA

Neville Duncan – Which?

Chris Novak – Styal Parish Council

**REPRESENTING MANCHESTER AIRPORT PLC**

Jonathan Challis, Andy Clarke, Adam Freeman, Helen McNabb, Geoff Moss, Andrew Murray, Rob Pattison, Neil Robinson, Andy Saunders and Karen Smart

**SECRETARIAT**

Mike Flynn, Secretary; Denise French, Assistant Secretary

**ENVIRONMENTAL ADVISER**

Nick Kelly, Cheshire East Council

## **APOLOGIES:**

Chris Boyes, Elizabeth Patel and Barry Winstanley (Trafford Metropolitan Borough Council), Julia Baker-Smith and Tim Whiston (Manchester City Council), John Taylor (Stockport Metropolitan Borough Council), Don Stockton (Cheshire East Council) and Jack Thomas (NW Chamber of Commerce)

Alastair Andrew and Marcella Macrabet, Manchester Airport

## **1 PROCEDURAL MATTERS**

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 15 October 2021 be approved as a correct record.

(b) The notes of the meeting of the Technical Advisory Group held on 3 December be received.

The Chairman of TAG made 2 points:

(i) in relation to noise metrics, Cheshire East Council used Leq measures for measuring noise impact in planning applications. There had been no Government guidelines on noise since the withdrawal of PPG24 and he felt replacement guidance was required for local authorities to use in determining planning applications. Andrew Murray explained that planning legislation did include guidelines although these were less robust than previous guidance as set out in PPG24. Cheshire East Council had adopted a policy specifically relating to aircraft noise.

(ii) Government guidance required all new Noise Action Plans to be based on current flight levels rather than pre pandemic levels. Adam Freeman explained that mapping based on 2021 flight patterns was not useful and it was hoped that Defra would introduce different guidance and representations would be made by the airport along these lines.

(c) The notes of the meeting of the Airport Users Advisory Group held on 26 November be received.

The Chairman of AUAG noted that whenever the Group held walkabouts they always took note of wayfinding and signage but welcomed feedback from any member of MACC from their own visits to the airport.

(d) The next meeting of the Technical Advisory Group would be held on Friday 11 March and the Users Advisory Group would be held on Friday 4 March, both meetings to be held at 10am.

(e) The Committee discussed future meetings in detail and whether they would be face

to face, virtual or hybrid. It may be difficult to source a venue on the airport site that would accommodate the whole committee and maintain social distancing. The matter would be discussed at the next agenda setting meeting.

(f) The Committee noted and agreed that the new Disability Representative would be Peter Wilkins, Chair of Disability Stockport. Peter was replacing Kieran McMahon and would also be appointed to AUAG. The Secretary was asked to write to Kieran to say how appreciative the Committee and AUAG were of his contributions on disability issues over many years.

## **2 REPORT OF THE MANAGING DIRECTOR**

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

The weekend prior to Christmas had seen the Airport experience a number of challenges. Travel forecasts had not been as accurate as expected and there had been high levels of sickness especially on Friday 17 December; this resulted in higher numbers of passengers than predicted and fewer staff. There were also staff shortages among airport partners with implications for Check In; security and baggage services. There had also been additional issues with a fire alarm resulting in the need to evacuate; abandoned bags and medical emergencies. The airport had taken key learnings from the situation and was working to ensure the smooth running of operations during the next busy period, which would be February half term.

Passenger numbers had risen to 60% of pre Covid levels in November but reduced to 45% in December although there had been a peak during the run up to Christmas. The airport was in regular dialogue with the Government where the view was expressed that testing did not benefit passengers. The recent changes to testing regimes had increased confidence to travel – the removal of pre departure testing and the replacement of PCR testing on Day 2 of return with a Lateral Flow Test were beneficial changes. The Government would be reviewing restrictions the following week and the airport was requesting the removal of all testing for all inbound and outbound flights.

Public Health had undertaken a piece of work which had suggested the impact of travel restrictions on Covid was merely to delay the peak. The only way restrictions were beneficial was if they were brought in immediately the variant was known about; with Omicron the restrictions were not implemented until Day 16.

Passenger forecasts had been downgraded to 7.4m, which represented 10% of the usual passenger traffic. Traffic was now at 50% of pre Covid levels which compared to previous passenger forecasts of 60 – 70% over winter 2021. The current passenger numbers were 9m which was 30% of pre Covid levels. The expectation for 2022 was to see around 80-85% of pre Covid passenger numbers. The low cost airlines tended to

recover more quickly than long haul carriers.

Airport staff – the furlough scheme had now finished. Most staff had now returned to work with a few staff working part time hours. There was currently a recruitment process underway for security staff following a spike in resignations.

On time performance was just above target for the period.

The increase in aircraft traffic had seen several carriers re-commencing services while others had increased capacity month on month including Norwegian Airlines re-starting services to Oslo and Emirates increasing capacity with a twice daily service to Dubai.

Car parking capacity had been managed during October half term by temporarily opening T2 M&G. Drop and Go at T1 continued to receive positive feedback.

Security performance was below target for the combined score across all terminals for the period August – December. Immigration targets had been met for the same period.

PRM numbers continued to increase. ABM, the service provider, was undergoing a rolling recruitment programme. A meeting of the Accessibility Forum had taken place in December on Teams with the next meeting scheduled for February 2022.

The Community Trust Fund had met in October and grants had been awarded to 7 Groups from Manchester, Stockport, Trafford and Cheshire East totalling £12,938.88.

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

- Was there a challenge with staff numbers when the report stated that more staff had left than joined the airport? Karen explained that the airport was currently undertaking a huge recruitment drive with around 700 staff being engaged for the summer season and the airport would be working to commence operations from all 3 Terminals from Easter.
- There continued to be many complaints about Security due to queues, missed flights but often also about staff attitude; how could this be addressed? Karen explained that there had been a high number of complaints arising from the busy weekend in December. There were issues whereby passengers were unhappy about the process of security but this was a mandated process and the priority was safety. There would always be occasions when passengers had to queue. The quiet periods that had occurred had meant staff levels had been reduced. In relation to staff attitude, there was training given and it was important to make staff aware of the importance of being assertive rather than fierce and this would continue to be emphasised. There were still passengers who left liquids in bags which slowed the process. Neil Robinson explained that security was a difficult job role but there was some spare time prior to security staff becoming fully

operational and the intention was to use this time to provide training on service and customer experience.

- Customer Insight and Security – the report noted that there was an average response time of 30 working days and this was considered far too long to wait. Karen explained that in some cases there was a request for a refund which required researching all the issues. There had been recruitment of temporary staff to help clear the backlog. Louise Hughes would update more fully to the next meeting of the AUAG.
- Did the staff numbers include staff who may have been on furlough? Were the security complaints partly due to too many security staff being allowed to leave? Karen confirmed that the staff numbers did include staff who had been on furlough. In terms of staff leavers, not all were security officers; however, the airport was losing £1m a day at the height of the pandemic and had to take corrective action which included staff reductions. There had been more security staff in post than was needed to allow for attrition. There had been no early notice when the Government changed travel restrictions and if the changes to testing had been known about sooner then recruitment would have commenced earlier.
- A question was asked about passengers who were insulin dependent and how they progressed through security; this would be explored outside the meeting. It was also noted that there had been complaints from passengers with stomas; Louise was looking into how passengers with medical needs could be processed through security.
- The Airport was complimented on the local news coverage about staff recruitment. Karen also reported that a virtual Jobs Fair was taking place the following week.

Geoff Moss updated on Terminals; he explained he had briefed previous meetings of AUAG and the aim was to make the passenger process as smooth as possible. The current areas of focus included wayfinding, appearance and passenger flow through the Terminals.

- Members asked whether information about passenger processing requirements was shared with travel agents particularly as not all passengers were regular travellers and could be unfamiliar with all the processes. Karen explained that information was shared with airlines and on social media, she would check whether it was shared with the full range of providers. It was important that joint working took place with partners to share information and pass on to passengers as relevant.

**RESOLVED:** that the report be received and noted.

### **3 GROUND TRANSPORT**

The Committee was advised about changes to the train timetable for services to and from Manchester Airport following the work of the Manchester Recovery Taskforce. MAG had responded to a joint consultation on the December 2022 timetable from Northern and TransPennine Express, reiterating concerns about the loss of direct connectivity to the Airport from across the North.

As from 4 January, Northern had reduced service levels due to COVID-19 staff absences including the withdrawal of the Liverpool service via Warrington to Manchester Airport and the removal of three services in each direction daily between Barrow and Manchester Airport. Andrew Saunders explained that ongoing monitoring of these service withdrawals was being done and the airport would look to work with Northern to get them reinstated as soon as staff levels allowed.

In relation to modal share reports, Andrew explained that the passenger information was provided from face to face interviews conducted by the Civil Aviation Authority but none had taken place due to Covid until autumn 2021 when the sample sizes were too small to be of use. Information available from Quarter 1 in both 2019 and 2020 showed little variance. Once meaningful data was available it would be presented to the Committee. The Staff Travel Survey was likely to be carried out again in autumn and the results would be shared with the Committee.

Members asked about engagement with operators. Andrew explained that discussions were taking place with both Northern and TPE and rail operators were being guided by feedback from the airport regarding projected services.

**RESOLVED:** that the update be received.

### **4 UKACCS ANNUAL MEETING 18/19 NOVEMBER**

The Secretary updated on the UKACCS Annual Meeting which had been held virtually on 18/19 November. There were 2 items of particular interest for the Committee:

- (a) The DfT consultation on the role and associated Guidance on the work of Airport Consultative Committees, the closing date for comments was 18 February; and
- (b) The CAA's initial proposals to establish their Sustainability Panel, on which the views of Consultative Committees would be invited.

Members discussed the role of Airport Consultative Committees and felt strongly that the Chair should be independent and that the process of selection was important; Neil Robinson suggested this could include a job description, applications for the role and an interview process.

The Committee discussed naming conventions including the inclusion of the word “independent” as was the convention for some other airport Consultative Committees. It was felt that the Department for Transport and the Civil Aviation Authority recognised the value of the role through their involvement with UKACCs.

The Committee discussed the CAA proposals to establish a Sustainability Panel on which a presentation had been made to the UKACCS Annual Meeting. The issues for consideration included the composition of the Panel, skills and background of members and who should be the Chair. It was assumed the Panel’s remit would include noise issues which had previously been part of the role for ICCAN and the level of independence for a sub body of the CAA. Adam Freeman explained that the airport’s annual Corporate Social Responsibility report included an independent sustainability survey.

The Secretary also reported that UKACCs had appointed Colin Flack from Birmingham Airport Consultative Committee as its Chair. The level of subscriptions had been agreed. The meeting had also received presentations on airspace change and the demise of ICCAN. The formal minutes of the Annual Meeting were not yet available but were expected soon.

**RESOLVED:** that

- (a) the Chairman and Secretary respond to the DfT consultation by the deadline; and
- (b) the Secretary pass on views to UKACCS that the Chair of the new Sustainability Panel should be a technical expert on one of the themes, as opposed to an accountant. Also, that the Panel should include a physics and an engineering rep so as to include the necessary areas of expertise. In addition, the Panel should include acoustics and aviation noise representatives, as it is unclear as to how ICCAN will be replaced and if it is to be through the Panel then this role will need to dominate.

## **5 ENVIRONMENT AND COMMUNITY RELATIONS**

- (a) The Aircraft Track and Noise Monitoring Reports for November - December 2021 were received. Adam Freeman explained that a discussion would take place with TAG members regarding the measures that are reported to ensure they met Members’ expectations. There had been a high level of complaints in October due to NATS technical failure resulting in much noise and overflying in Chelford, Bowden and Hale.
- (b) Neil Robinson updated on the Airspace Change and Modernisation Programme. The first stage of the engagement process was now complete. The next stage was to devise detailed route options for consultation from spring 2022.
- (c) Community Activity – Helen McNabb updated. The Community Trust Fund (CTF)

had met in January and awarded £27k to 13 applicants. The Trust Fund would be celebrating 25 years of community support in 2022 and the Community Relations team would work with the airport press office to celebrate. The CTF Annual Report was in preparation. The airport was moving towards email notification of runway closures for environmental and cost reasons. A plan was being prepared regarding objectives for future outreach sessions and this would be brought to a future meeting of the Committee.

**RESOLVED:** That the update be received.

## **6 ANY OTHER BUSINESS**

The “flying taxis” initiative had been raised by a Member as a possible future topic. The Committee was informed that flying taxis were small aircraft that flew from the airport into the city. Manchester did not have a strategic plan to introduce flying taxis but this would be reviewed in future; a report could be submitted to a future meeting if members were interested.

Members were informed of the preparation of Impact Surveys that would be forward looking seeking views on airport priorities, trustworthiness and performance. The survey link would be shared with the Committee.

**DATE OF NEXT MEETING:** Friday 29 April 2022 at 10.00am.