

**MINUTES OF THE VIRTUAL MEETING OF THE MANCHESTER AIRPORT  
CONSULTATIVE COMMITTEE** held on Friday 29 April 2022

**PRESENT:** Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

James Nicholas – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

Elizabeth Patel – Trafford Metropolitan Borough Council

Barry Winstanley – Trafford 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

Sally Kendall – Mobberley Parish Council

Kristina Hulme – ABTA

Neville Duncan – Which?

Chris Novak – Styal Parish Council

**REPRESENTING MANCHESTER AIRPORT PLC**

Jonathan Challis, Andy Clarke, Ian Costigan, Adam Freeman, Alison Green, Helen McNabb, Andrew Murray, Rob Pattison, Katie Rice, Neil Robinson, Andy Saunders

**SECRETARIAT**

Mike Flynn, Secretary; Denise French, Assistant Secretary

**ENVIRONMENTAL ADVISER**

Nick Kelly, Cheshire East Council

**APOLOGIES:**

Nick Mannion (Cheshire East Borough Council) and Jan Nicholson (Knutsford Town Council); Geoff Moss, Manchester Airport

## **1 PROCEDURAL MATTERS**

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 21 January 2022 be approved as a correct record.

(b) The notes of the meeting of the Technical Advisory Group held on 11 March 2022 be received.

(c) The notes of the meeting of the Airport Users Advisory Group held on 4 March 2022 be received.

The Chairman of AUAG reiterated the Group's request that a representative of the AOC join meetings of the Group, and that the high levels of complaints and delays needed to be addressed quickly.

(d) The next meeting of the Technical Advisory Group would be held on Friday 10 June and the Users Advisory Group would be held on Friday 27 May, both meetings to be held at 10am at the airport.

(e) The Committee discussed future meetings and whether they would be face to face, virtual or hybrid. It was suggested that a hotel may have suitable accommodation and the Airport could contribute towards the costs. It was agreed that the venue for the next meeting would be discussed and agreed with the Chairman and Vice Chairman at the next agenda setting meeting. Members suggested microphones may be helpful in a larger venue.

(f) The Committee noted that Cllr Tim Whiston had been discontinued as a representative of Manchester City Council and his replacement on the Committee and UAG was awaited. David Neill, Scheduling Committee representative, had resigned and details of his replacement on the Committee and TAG were awaited.

(g) Steve Wilkinson reported that he was standing down as Chairman of the Committee from April 2023, after more than 20 years in the role. A large number of Members strongly complimented Steve on his longstanding effectiveness in carrying out this role. The Secretary indicated that he would set up a meeting to include the Airport and the Chair and Vice Chair to discuss how the appointment of a replacement would be taken forward.

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

Ian Costigan, Interim Managing Director, had submitted a report to the Committee. He highlighted the situation over recent weeks where the airport had experienced

operational disruption. He apologised to all customers who had faced delays and disruption to their journeys. The airport had been open in the media that the recent position was not where the airport wanted to be. During the pandemic, the airport had had virtually no income but still many costs, despite using the furlough scheme, pausing all non-essential expenditure and reducing operational costs wherever possible. Across the airport group there had been around 1,000 redundancies. In September 2021 the airport had begun to see an increase in passenger numbers and a recruitment process had begun. The emergence of the Omicron variant had impacted confidence and led to further uncertainty across the aviation industry. The recruitment drive had then been stepped up at the start of the year and around 4000 people had been interviewed. Once successful at interview the process could take some time before commencement date particularly if a security role was being undertaken as the process would include stringent checks and security clearance. This lengthy process could see successful candidates withdrawing and taking up other job opportunities. The demand for flights had returned extremely quickly this year with April seeing around 79 – 80% of pre pandemic levels. This compared to levels in January 2022 which were at 40% of pre pandemic levels. At present the airport had 500 people going through the background check process prior to commencing work. By the end of May there would be 100 new starters in security and staff numbers would continue to increase as more people cleared the vetting pool.

Alongside recruitment the airport was also looking at how it operated. In security consideration was being given to more effective ways of working.

The operational pressures were expected to ease and queue times to reduce. It was difficult to organise recruitment on such a large scale and many partners across the airport site were also trying to recruit.

The airport was planning to deploy more staff within the Terminals to do front of house roles, queue management, guidance on preparing for security and give directional information. There was now real time information about security queues on the website and in Terminals and a campaign was to commence that would refresh the advice on when to arrive at the airport and how to prepare for security. The airport recognised that some passengers had not travelled for 2-3 years.

The pattern of passengers arriving early for departing flights had been a challenge with some arriving around 4-5 hours early; this could on occasions be before Check In had opened. The airport was discussing with carriers how to organise their messaging to best manage the passenger flow. There had been some improvement since early April with the average queue times in April for T1 being 90% of all passengers queuing for less than 30 minutes and in T2 99% of all passengers queueing for less than 30 minutes.

Manchester was not the only airport facing issues but the media had focused extensively on the airport; London Gatwick and Birmingham had faced similar difficulties.

The airport felt it was preferable to offer customers the opportunity to travel rather than reduce operations while also being open about difficulties and offer as much help as possible.

If the current programme of recruitment was maintained and the resource and operation continued to be managed it was expected that improvements would be seen by June. Towards the end of May it was expected that there would be fewer lengthy queues.

The airport was confident it would return to a position it was happy with and was working hard to achieve this.

Members were given the opportunity to raise questions or issues as follows:

- What was the plan regarding staff resource, there were 4980 staff in December 2019 and this had reduced to 2701 in March 2022 which suggested a shortfall of 1500, with only 300 additional staff expected in post by the end of April. In response, Ian explained that there had been changes to some operations which meant it was not necessary to recruit to all previous roles. A critical area for recruitment was in security which would have 270 new staff by June.
- The challenge in recruitment was recognised and that there was competition across other sectors. It could be a less attractive option to work at the airport due to unsocial working hours, how was MAG addressing this issue? Ian explained that specific campaigns to attract staff had been undertaken and this had resulted in an increase in applications. In January there were around 90-100 people in the vetting pool but this figure had now risen to 500. There was work underway with teams to discuss the rosters and work environment; flexible contracts were available. That week the airport had been involved with 6 jobs events and had recently held a Jobs Fair in Wythenshawe; these events were useful in promoting opportunities at the airport. There were delays in the recruitment process due to the need to undertake security checks. Pending additional recruitment, the airport had seen good support from colleagues in non-operational roles offering help where needed and airport partners had also responded positively. The Airport Group had a Corporate Charter on employment standards.
- Support was expressed for the former Managing Director Karen Smart and a question was asked about the future for the Group CEO and his position in the organisation. It was also asked when would a new permanent MD be appointed and what could management at Manchester Airport do to repair reputational

damage in the meantime? Ian advised he was remaining as Interim MD for the present and no timescale had yet been identified for a permanent appointment. In terms of reputational damage the approach taken was to be honest with passengers and forge ahead with recruitment to return to good service levels as soon as possible. The sentiments expressed were understood.

- Reference was made to ongoing issues raised regularly at UAG meetings regarding passenger flow, baggage issues and recognition that problems were not all of the airport's making but often due to partners. For example, airlines were responsible for check-in, baggage handling agents managed the baggage hall etc. Were partners on board with trying to reach solutions? Also, would the AOC ensure their representative attended meetings of UAG which would be greatly welcomed? It was confirmed that recruitment issues were faced by a number of sectors and other parts of the airport were facing similar struggles with recruitment. Ian held weekly meetings with airlines in terms of their position towards recovery; for check-in, a balance was needed but passenger behaviour meant they often arrived too early for their flight which caused congestion, the strong advice was to arrive no more than 3 hours prior to a flight. He also spoke regularly to handling agents. In relation to the security clearance process the airport lobbied the Government about speeding up this process. The Committee was informed about the recruitment process and the length of time per role. The checks for counter-terrorism were also taking much longer than previously. Some training could be undertaken prior to receiving security clearance such as tray loading. The issue about the AOC representative would be raised by the airport at the next AOC meeting.
- Members asked whether there was a target for resuming normal operations against which the Committee could measure progress. In response, Members were advised that in 8 weeks' time the intention was to have reached a stable position.
- How many passengers were being compensated for missed flights? Ian responded that he could not give a number yet but the team was currently investigating and processing all complaints.

On time performance for January – March was disappointing and below target at 70.7% (target was 75%), there had been improvement for April which was just above target.

The omicron variant had seen a decrease in aircraft traffic in January but from February carriers re-instated capacity which had mostly recovered since March.

Car parking usage had remained buoyant throughout the year to date and additional car parks were to be opened soon.

Security performance was above target in January but below for the combined score for

T1 in February, and below target across all terminals for March. Immigration targets had been met for the same period.

The transformation programme (MAN TP) was now restarting with a focus on enabling works for the baggage system in T2 which would enable the Check-In islands and a review of the designs for Phase 2 – T2, Pier 2 and airfield works.

PRM numbers continued to increase. ABM, the service provider, was performing well.

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

### **3 GROUND TRANSPORT**

Andy Saunders updated the Committee.

The Strategic Development Plan was overdue for renewal and would be reviewed during the year, it applied across all the airports in the Group. The Airport Transport Forum would restart meetings in the autumn.

Andy met regularly with hotel managers to share information on room availability.

The ideas and actions in the Travel Plan 2019 would be revisited but car sharing would be a focus for promotion to people working across the site. The airport had engaged Mott McDonald in the review of the Travel Plan.

In terms of rail services, the leisure market was almost back to pre-pandemic levels, local commuting was around 80% and long distance (eg to London) was at around 35% of pre Covid levels. Local services had been impacted by ongoing staff sickness levels, lapsed training and strike action. In terms of rail timetables, there were some minor changes to airport services from May 2022 but the more significant changes would take place from December 2022 when the changes agreed as part of the Manchester Recovery Task Force would take effect. The main impacts included loss of direct services between the airport and Sheffield and the reduction of services through the Castlefield corridor.

National Express had seen increases in passengers in 2019 compared to 2018 and their key markets were Birmingham, Liverpool, Leeds and Bradford. There were new services planned for summer 2022.

Stagecoach was offering all new starters across the airport site the option of 4 weeks free travel.

In relation to modal share reports, Andrew explained that it was still not possible to provide anything meaningful to the Committee but he would share information as soon as he could. The airport was awaiting the first quarter figures for 2022, so a report and

comparisons could be provided to the next meeting.

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

#### **4 UKACCS WORKING GROUP**

The Secretary updated on the virtual meeting of the UKACCS Working Group held on 18<sup>th</sup> March 2022. This was the first of a 2-part meeting and the main points covered were as follows:

- A summary of the DfT survey of Airport Consultative Committees (ACCs) was due by the end of April and there would be the opportunity to make comments.
- The meeting agreed that ACCs had a valuable role in community engagement but some committees felt that noise issues dominated. This was not the case at Manchester.
- There was agreement that UKACCS should provide guidance for ACCs. It was also felt that UKACCS should produce an Annual Report.
- There were potential resource challenges at UKACCS from 2023 and beyond. The organisation played an important role working closely with both DfT and the CAA. The level of subscriptions would be discussed at the next meeting in May.
- The Annual Meeting for 2022 had been discussed and current thinking was to make it a one-day event at Birmingham Airport due to its central location, it would be held face to face.
- The current Chair of UKACCS was Colin Flack from Birmingham Airport.

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

#### **5 ENVIRONMENT AND COMMUNITY RELATIONS**

(a) The Aircraft Track and Noise Monitoring Reports for November – February 2022 were received. As more aircraft took to the skies and Runway 2 had reopened the airport was working with airlines to ensure that pilots flew within the flight paths. There had been an increase in noise complaints. The use of Runway 2, easterly departures and the busy Easter period had given rise to a number of complaints at predictable locations. There had been two noise infringements during the period. The airport had stretching targets which could result in a large aircraft with a heavy load breaching target. There were also occasions when daytime flights slipped into the evening period which meant a target breach. The Noise Action Plan would be drafted at the end of the year, DfT guidance was awaited. It was understood that the data would be based on 2021 and a further update would be made at TAG.

(b) Neil Robinson updated on the Airspace Change and Modernisation Programme. The current stage was “Design and Assess” where a long list of route options was being

designed. There would be discussion with stakeholders at a number of consultation events. There would be a specific update and briefing for the Committee on 10 June at 2.00pm. Stansted Airport was going through the same process but was further ahead; this gave confidence that the process for the programme was the correct one.

(c) Community Activity – Helen McNabb updated. The Community Trust Fund had met in January and awarded grants to 13 groups totaling £27,346.84. It had also met in April, awarding 19 further grants to the value of £33,000. The Fund had dispensed £3.8m through a total of 1692 projects since its inception. The CTF would be celebrating its 25th Anniversary in December and plans were underway to mark the occasion through a special fund and specific projects within local schools. A further report would be made to the Committee on this in due course. The CTF had also published its Annual Report for 2021 – 22 which would be circulated to the committee.

Community colleagues had attended recent Jobs Fairs.

The Stakeholder survey had now closed and an update on results would be made to a future meeting. The Airport would now plant 622 trees, one per respondent. Anyone who had suggestions for possible locations for tree planting was asked to contact Helen.

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

## **6 ANY OTHER BUSINESS**

Members noted a potential football match involving Manchester United v PSG in Paris on 28th May and were reassured the airport was aware and would be prepared.

**DATE OF NEXT MEETING:** Friday 15 July 2022 at 10.00am.



# 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  
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