

**East Midlands Airport
Independent Consultative Committee (ICC)**

Transport, Economic Development and Passenger Services (TEP) Sub-Committee

Friday 15th March 2024

10.00 – 12.00 Virtual via MS Teams

Present:

Title	Name	Initial
Independent Chair	Mr G Liguori	Chair
Independent Secretariat	Mrs C Pull	

Organisation:

Title	Name	Initial
EMA Accessibility Forum	Ms C Link	CL
Kings Newton Residents Association	Dr C Tyler	
WHICH	Mr P Ford	
Loughborough University (Vice Chair)	Dr A Timmis (arrived 11am)	
Leicestershire and Rutland Association of Local Councils	Cllr A Sowter (left 11am)	
Nottingham College	Mr D Higham	
UPS	Mr R Currie	
NWLDC	Cllr R Sutton	

East Midlands Airport (EMA):

Title	Name	Initial
Landside Operations Manager	Mr P Bradley	PB
Head of Customer Communications	Ms L Hughes	LH
EMA Director Customer Service and Security	Mr M Grimes	MG
EMA Community Engagement Manager	Ms C Hempson	CH
EMA Future Security Change Manager	Ms K McCarron	
Customer Service Manager	Mr C Drury	
MAG Asset Management Graduate	Ms A Cooper	

Apologies	Name	Initial
MAG Head of Education, Skills, and Employment	M M'Raberty	MM
Royal Mail	Mr J Allsop	
CPRE Derbyshire	Mr J Ydlibi	
South Derbyshire District Council	Cllr S Taylor	
Derbyshire County Council	Cllr M Ford	

Absences	Name	Initial
East Midlands Chamber of Commerce	Mr I Evley	
Erewash Borough Council	Cllr Howard	

Agenda Item	Description
1	<p>Welcome and Apologies.</p> <p>The Chair welcomed everyone to the meeting and noted apologies from John Ydlibi and Marcella M'Raberty.</p> <p>The Chair thanked departing member Jason Allsop of Royal Mail who leaves the ICC and Community Fund committees due to increased work responsibilities.</p> <p>The Chair welcomed Cllr Sutton who now represents NWLDC.</p>
2	<p>Declaration of Interests</p> <p>None</p>
3	<p>Minutes of the Last Meeting.</p> <p>The minutes of the meeting on the 10th November 2023 were taken as an accurate record and approved. There are no outstanding actions.</p>
4	<p>An update by the Chair</p> <p>The Chair was pleased to be able to attend the Kegworth air disaster memorial on the 8th of January 2024. There was a good turnout from members of the community, the airport and other representatives who wanted to pay their respects and also those who had a part in the recovery efforts after the disaster.</p> <p>The Chair attended an ANEG meeting on 23rd January 2024 on behalf of UKACCS which was a meeting on noise and land use planning. Details will be summarised in the February MENT minutes.</p> <p>The Chair attended the UKACCS Working Group on the 14th of March, where they discussed internal operations along with their work plan going forward.</p> <p>The Chair is still keen to hear from our elected member colleagues their council's awareness of SASIG (Strategic Aviation Special Interest Group) within member local authorities.</p>
5	<p>EMA Investment Programme</p> <p>A presentation was circulated in advance, taken as read, and is available in SharePoint. The Chair thanked MG for his presentation.</p>
6	<p>Customer Strategy</p> <p>A presentation was circulated in advance, taken as read, and is available in SharePoint.</p> <p>A member thanked MG for his presentation and asked him to confirm if the strategy includes freight. MG confirmed that freight is not included.</p>

	<p>The member asked to what extent the customer strategy is completely separate from the sustainable development plan (SDP). MG responded that sustainability is central to anything the Airport does. He gave an example from landside operations and the new bussing tender contract where the Airport has moved to cleaner and more efficient diesel vehicles, which will eventually become an electric fleet. East Midlands Airport always link in with group colleagues and there will be common theme across all sites.</p> <p>The Chair advised that there will be an SDP update at the next ICC General meeting.</p> <p>A member commented on the arrivals area at Manchester Airport being unpleasant and asked what the plans are at East Midlands to improve the arrivals experience. MG thanked the member for his question and agreed with his point. Customers are giving feedback that the inbound experience must be improved. As part of the Customer Strategy and the continuous improvements and analysis piece, the senior team have recently done a deep dive into that analysis. The team is also working with UK Border Force (UKBF) around efficiency. Their workforce has previously not been as efficient as it could have been, however, the workforce will now work together across passenger and freight services, which will allow more movement of staff during peak times. The team is looking at everything from way finding, to aesthetics and also areas of the arrival process that are out of their control to find out how to make the arrival experience as pleasant as possible. Passengers should see improvements in the next few months.</p> <p>A member asked if it would be possible to have an update on arrivals at the next TEP.</p> <p>Action 6 (1): Passenger arrival experience to be added as an agenda item for the 28th of June TEP meeting.</p>
7	<p>Spring/Summer Operational Readiness</p> <p>MG provided members with a verbal update.</p>
8	<p>Customer Insight Report</p> <p>LH took members through a presentation. The Chair advised that more time will be given for this item at future meetings.</p> <p>The Chair advised that discussions took place at yesterday's UKACCS meeting that there appears to have been confusion over the messaging sent out by Government on the liquid rules and asked the Airport if they have experienced this. LH advised this has been an issue, so MAG has decided as a group, they will send out the same message which is business as usual regarding the security process. The team is working on a social media campaign to spread this message.</p> <p>The Chair asked for a specific piece on social media at either the 28th of June or November TEP.</p> <p>Action: 8 (1) Social media to be added to the June or November TEP agenda.</p>

9	<p>Airport Employment survey results</p> <p>PB provided members with a verbal update and apologised for the lack of substantive update.</p> <p>The team is rolling out a site wide digital survey in April and results should be available by the June TEP meeting. This new process will mean that more robust and timely information will be able to be provided going forward.</p> <p>Action 9 (1): Airport Employment survey results to be an agenda item at the TEP meeting on 28th of June.</p>
10	<p>Airport Performance Report</p> <p>A paper was circulated in advance, taken as read and is available in SharePoint.</p> <p>MG recently attended an EXCO senior leadership event where the Airport's performance was acknowledged, particularly around customer and delivery of key objectives and KPIs. He gave credit to his and the operational teams for delivering that performance.</p> <ul style="list-style-type: none"> • EMA Management Structure <p>The Asset Maintenance Interim Director has moved into a new role and a replacement will be joining the team within the next few months.</p> <ul style="list-style-type: none"> • Passenger Numbers <p>Passenger numbers are still steadily rising.</p> <ul style="list-style-type: none"> • Terminal and Landside Performance Scores <p>Results remain above target. PB took members through examples of positive and negative feedback received and improvements to be made.</p> <ul style="list-style-type: none"> • Car Park Performance <p>PB took members through the highlights of positive and negative feedback received and the actions being taken.</p> <ul style="list-style-type: none"> • Customer Service update <p>CD took members through the highlights of positive and negative feedback received and the actions being taken to improve the passenger experience. Customer Service Ambassadors are being used to provide assistance for customers.</p>

- Assisted Travel update

CD took members through the highlights.

CL confirmed that the relationship with the Airport remains strong, and that the group size has recently increased which provides even more member diversity. This enables the group to get the right feedback from passengers travelling through the Airport. The CAA are happy with the group setup and how they are working.

MG thanked CL and the Accessibility Forum members for their ongoing support and collaboration. The Chair asked MG if feedback on the success of the Accessibility Forum should be shared with the CAA and DfT in order for the success to be used as an exemplar for other airports. MG advised feedback is shared on a regular basis. CL added that she is on the advisory group of the CAA who did a piece on best practise of advisory groups regarding accessibility and East Midlands was the best performing airport. The EMA Accessibility Forum was also given praise in the CAA's annual report on accessibility. CL agrees the EMA team and the forum could be used as a best practice example for other industries outside of aviation.

- Security Queue Performance

KM took members through the key points and an overview of the future security plans including a video of the planned the customer journey through the new security area.

A member stated that the term 'PRM' (passengers with reduced mobility) should not be used in any communications. KM & MG confirmed that this wording will be removed.

- Security Net Promoter Scores

Performing above internal target.

- On Time Performance

MG shared an overview on scores from 1st October 2023 to 29th February 2024.

The Chair raised the issue of recent reports in the press around the effectiveness of UKBF in several areas. He referenced a podcast featuring David Neal the sacked Immigration Watchdog and some of the concerns discussed.

There have also been reports that Inspectors raised concerns about the way fast parcel controls were being conducted meaning proper checks may not be conducted on hazardous, controlled or banned substances entering the country.

The Chair asked if the Airport has a role in ensuring UKBF operate as they should and if they do not, should they? MG responded that has been dialogue at executive level that he doesn't have detail of. The Airport has strong relationships at all levels with

	<p>UKBF and the Senior and Executive Teams have regular ongoing communication. He will pass the Chair's points to the corporate affairs teams for comment.</p> <p>MG gave example of performance using modern slavery and trafficking as an example and stated that the Airport team work very closely with UKBF colleagues on this at East Midlands.</p> <p>The UPS member commented that from a cargo perspective they are very closely monitored by the CAA and UKBF and that the regulations are very robust and workable. The Chair thanked the member for his comments.</p> <p>A link to the podcast mentioned above will be available in the Chair's next bulletin which will be circulated following the meeting.</p>
11	<p>Transport Report</p> <p>PB provided members with a verbal update as figures had not been received with the necessary information from the transport providers.</p> <p>A member asked if EMR, highways and local councils were represented at the recent Airport transport forum. PB confirmed that they were present.</p> <p>A member asked if there is any information available on the upcoming Download festival given the issues experienced last year. PB had no information to share but he will request information from the dedicated Airport team and report back.</p> <p>The Chair added that this is also a local authority issue and asked Cllr Sutton if he has had any involvement in this. Cllr Sutton advised there has been one meeting where the event was discussed. He will raise this with NWLDC and find out when the next meeting is scheduled to take place and keep in touch with the Airport.</p> <p>The UPS member asked to be included in any correspondence. The Chair suggested that PB coordinate with Cllr Sutton and UPS outside of the meeting and offered to help in any way if he can. PB will provide the contact details of the relevant contact.</p>
12	<p>Employment, Education and Skills Report</p> <p>A paper was circulated in advance, taken as read and is available on SharePoint.</p>
13	<p>AOB, Future planned or proposed items</p> <p>The Chair asked members to bring any proposed future agenda items to himself or CH.</p>
14	<p>Date of the next meeting</p> <ul style="list-style-type: none"> Friday 28th June 2024

There being no other business the Chair closed the meeting at 12.10pm