

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 24 APRIL 2020 AT 10AM

Due to the COVID-19 Pandemic Manchester Airport Consultative Committee did not meet on Friday 24th April 2020.

The following papers were circulated to Members who had the chance to raise any questions.

Date of Next Meeting: Friday 17 July 2020 at 10.00 am

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MANCHESTER AIRPORT

Manchester Airport Consultative Committee

24 APRIL 2020

REPORT OF THE CHIEF OPERATING OFFICER

1. INTRODUCTION

This paper highlights major issues affecting the business, updates members on current Airport activity and measures being taken to improve service delivery.

2. FLYBE

Flybe unfortunately entered administration at the beginning of March following unsuccessful talks to secure a £100m loan, after earlier in the year receiving support from the Government.

Flybe was our 4th largest carrier, operating 17 routes and accounting for 1.9m guests a year.

Flybe did not operate any flights from Stansted and Flybe's operation at East Midlands was considerably smaller than in Manchester. Eastern Airways announced it would pick up the Manchester-Southampton route, whilst Loganair said it would launch routes from MAN to Edinburgh and Aberdeen, and Blue Islands will pick up the Manchester-Exeter route.

Flybe had been lobbying on the issue of Air Passenger Duty (APD), seeing this a key reason for the airline's struggles, as well as being exacerbated by the early stages of the coronavirus pandemic.

3. CORONOVIRUS -COVID-19

The coronavirus outbreak is the biggest health emergency in a generation. While the impact on the aviation industry is still not fully known, it is our view it is the biggest challenge the sector has ever faced.

The short-term impact has seen a rapid and unprecedented fall in passengers and flights as flying restrictions are put in place around the world.

Furthermore, it looks likely that these restrictions will increase and there is ongoing uncertainty about when a normal flying programme will return and what that might look like for Manchester.

At the time of writing, we are operating around seven flights a day, handling an average of 4-500 guests a day. This is the same volume we would deal with in just four minutes during the peak.

We have consolidated operations into a single terminal (Terminal 1) and reduced our operating hours.

The Government has given no instructions to close airports and there remain commercial flights operating for essential reasons, including the repatriation of British citizens, as well as foreign nationals to their homelands. We are grateful to all of our key worker colleagues for maintaining this reduced service in such difficult circumstances.

Our first priority is the health and wellbeing of colleagues and customers and we have a team dedicated to ensuring we follow Public Health England guidance and support customers and colleagues.

Members have been provided with a separate update on the measures being taken to protect colleagues and customers alike, ensuring social distancing is observed.

Beyond this, we have been considering the steps we need to undertake to protect the long-term health of the business.

We have frozen all non-essential external recruitment across the organisation and have urgently reviewed all contractor positions. All non-essential capital expenditure has been paused or deferred, where possible, and major investment programmes will only continue where it would cost more for us to cancel them than to finish work that is underway.

In a further measure to protect the business and safeguard jobs, we have agreed, with our Trade Unions, a 10% cut in pay for colleagues from 1st April 2020 to 31st March 2021. All leaders have agreed to the same reduction.

With the Government having promised to put in place a package of support for airports and airlines in mid-March it was hugely disappointing to receive a letter from the Chancellor, in late March, that outlined there would not be specific support for our industry and that bespoke support packages with individual companies would be considered “as a last resort.”

We continue to work to influence this and put forward a range of measures we believe would help secure the long-term future of the sector and ensure it can play a full role on driving the recovery of the UK economy.

At the same time, the announcement of the Government’s Job Retention Scheme was welcome. Having received details of the scheme, between 70-80% of MAN colleagues have been furloughed until 31st May, in line with operational requirements.

We are clear, however, that aviation is one of the many sectors where demand will not return to the market immediately. Therefore, at the time of writing, we are seeking confirmation that the JRS will be extended.

While the ability to furlough colleagues – preserving their roles while receiving financial support – is welcome, it represents only a small part of our expected costs in the weeks and months ahead.

In anticipation of eventual recovery, we are further developing long-term business and financial plans to sustain our business and keep it growing.

This work is well progressed, and our shareholders are very supportive. Like me, they understand that our industry’s recovery is likely to start in the next 3-6 months.

In the Report that follows we have followed the usual format of updates from different business areas detailing activity over the last three-months.

Where relevant we have included a narrative of the effect of COVID-19 during the period and foreseeable effects future of the area.

4. POLICY MATTERS

Government reshuffle

The Prime Minister undertook a reshuffle of his Cabinet in February, with one of the most notable changes being Sajid Javid’s resignation as Chancellor and subsequent appointment of Rishi Sunak.

Some changes of note to the Airport/aviation industry include Alok Sharma being made Business Secretary and Minister for COP26 (now postponed); Simon Clarke taking on the Northern Powerhouse brief alongside his role as Minister of State in the Ministry of Housing, Communities & Local Government; Pendle MP Andrew Stephenson being made Minister at the Department for Transport; and Tatton MP Esther McVey being sacked from her Housing Minister role.

Grant Shapps will remain as Secretary of State for Transport, and has been given Cabinet responsibility for the Northern Powerhouse. Within DfT, responsibilities have been confirmed as:

- HS2 & NPR - Andrew Stephenson
- Aviation - Kelly Tolhurst
- EU transition and transport decarbonisation and environment – Rachel Maclean

Additionally, the members of Parliament's select committees were also announced, with Huw Merriman set to Chair the Transport Committee. Membership of this committee includes Ruth Cadbury, Lilian Greenwood, Simon Jupp, Robert Langan, Chris Loder, Karl McCartney, Grahame Morris, Gavin Newlands, Greg Smith, and Simon Tarry. Robert Langan is a new MP in Manchester Airport's catchment and has also been appointed to the Committee.

Following the confirmation of Sir Keir Starmer as leader of the Labour Party, he announced a series of appointments of relevance to Manchester Airport.

Jim McMahon, the MP for Oldham West and Royton, has been named Shadow Secretary of State for Transport.

Meanwhile, Mike Kane, MP for Wythenshawe and Sale East (MAN's constituency), has been appointed shadow Aviation Minister. Briefings have taken place with both Members following their appointments.

High Speed Rail 2/Northern Powerhouse Rail

Boris Johnson announced that HS2 will be going ahead in full, although there will be a review of the timeline and funding of some of the northern elements. The Government has adopted a vision of 'High Speed North', combining HS2b and NPR and looking at how to accelerate delivery in the north.

With Government having approved the delivery of HS2 and NPR, we are now moving towards an Integrated Rail Plan for the North. We are working with DfT to better understand the remit of this plan and how governance will work.

We understand the aspiration is to continue to push forward with the Hybrid Bill for HS2 Phase 2B into Manchester via the Airport, and we will work closely with DfT and HS2 to support this process, whilst ensuring that outstanding issues for consideration are properly dealt with or are picked up in Additional Provisions.

The Budget

Rishi Sunak delivered his first Budget as Chancellor of the Exchequer, and first Budget of the new Government on Wednesday 11th March. As anticipated, it included several measures to support businesses and the public following the global outbreak of COVID-19. Beyond this, the Chancellor was keen to show this was a budget for the long-term, targeted towards the Government's 'levelling up' agenda and measures to boost Britain's infrastructure. Despite this, notable omissions included mentions of big infrastructure projects such as HS2 and NPR while the Government conducts its review.

The Chancellor did not reduce Air Passenger Duty, instead it remains frozen for short haul, with increases in long-haul, premium economy, business and first class, as well as for long-haul by private jets. A review into the economic costs of achieving net zero was announced. In addition, it was announced the Department for International Trade will establish local champions based at key overseas posts to support exporters from the Northern Powerhouse, Midlands Engine, and Western Gateway, and will increase the number of international trade advisers outside London.

The Environment

The environment continued to be at the top of the agenda through February at a national and local level. Below are some of the key developments:

- The Court of Appeal blocked plans for a third runway at Heathrow, ruling that the Airports National Policy Statement did not take account of the Paris Agreement, non-CO2 emissions and emissions post 2050. The Government will not appeal the judgment. The ruling is the first to be based on the Paris climate agreement and may have an impact on other infrastructure projects in the UK.
- The Net Zero Carbon Aviation All-Party Parliamentary Group (APPG) was officially registered, with Sir Graham Brady MP as Chair, and Sustainable Aviation playing a Secretariat role.
- The Manchester Climate Change Agency published its Climate Change Framework 2020-25 and Climate Change Action Plan at the end of February and was subsequently adopted by Manchester City Council. The framework includes commitments to ensure emissions from Manchester Airport are aligned with the UK working towards the Paris Agreement.

Manchester Local Plan Issues and Options

Manchester City Council has commenced the preparation of a new Local Plan for the City to replace the 2012 Core Strategy. This document will set out how the city will meet its development needs for the next 15-20 years, identifying where new development should happen, how transport and other

infrastructure should be improved and how the environment should be protected and enhanced. Consultation has just closed on the initial stage of this process which was the production of an Issues and Options paper setting out the key issues that will influence the Manchester Local Plan and identifying approaches that could be particularly important for development in Manchester.

The paper proposes a clear vision for what the Local Plan expects to deliver. For Manchester to be in the top-flight of world cities it will have to have a resilient environment delivering a net zero carbon pattern of development, be a place where residents and businesses thrive and fulfil their potential and be vibrant, connected and attractive. The airport's role is highlighted as a major employer and transport hub, crucial to the growing economy of Manchester, in making the City an international destination for businesses and tourists alike. It states that the Local plan will support the growth of the airport but that it will also seek to manage the airport's impact on its neighbours.

We will support this vision and welcome the explicit recognition of the very specific role that the airport has to play in the continued and future success of the city and, in-line with our existing and future Sustainable Development Plans, will continue to work to manage the airport's impact on its neighbours.

5. AWARDS

Manchester wins Best UK Airport at the Travel Weekly Globe Awards

For the sixth year running, we won 'Best UK Airport' at the Travel Weekly Globe Awards. The awards are voted for by travel trade professionals on their experience and that of their clients. This is the first time an airport has ever won six times in a row. Head of Marketing Nico Spyro, Travel Trade Marketing Manager Olivia Bussey and Press Office Manager Seb Thompson collected the award.

6. MANCHESTER TRANSFORMATION PROGRAMME

As referred to earlier, we are currently operating from a single terminal, and with no clarity around likely demand in the months ahead. Therefore, we have had to consider what this means for our Transformation Programme as best we can.

You will all be aware the extension to Terminal 2 is very close to being finished and, therefore, it is our current intention for the physical delivery of the building to be completed as planned. The latest progress pictures are below and we look forward to welcoming members on a tour once the period of lockdown is over.

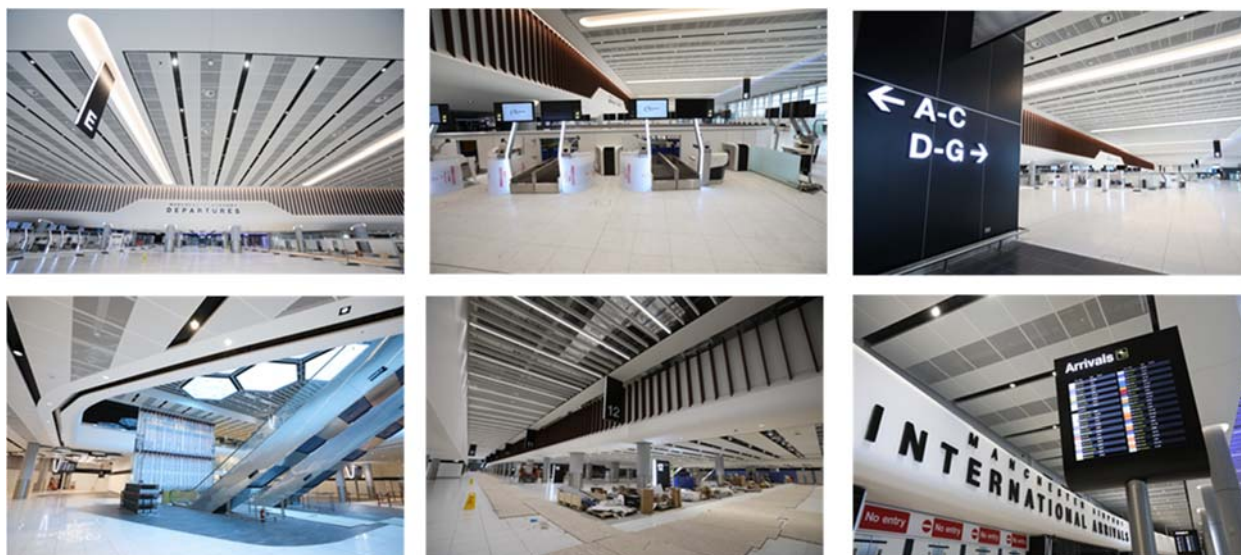
However, given the ongoing uncertainty and a range of other factors, we have decided to postpone the opening of the extension from this summer to a date we will need to agree once we have a clearer picture of how events will unfold.

With the building in our possession, this puts us in the best possible position to move forward with trials, testing, familiarisation and the ultimate launch of our fantastic new facility when the time is right.

Beyond the opening of the T2 extension, we currently intend to complete design work that is already underway, up to an agreed stage and those involved in this have been informed.

In light of the delay to the extension, coupled with the ongoing uncertainty described above, we will then pause all further activity for the time being. MAN-TP has been organised into a series of individual work packages from the outset, ensuring we have retained the flexibility to make key decisions on phasing throughout.

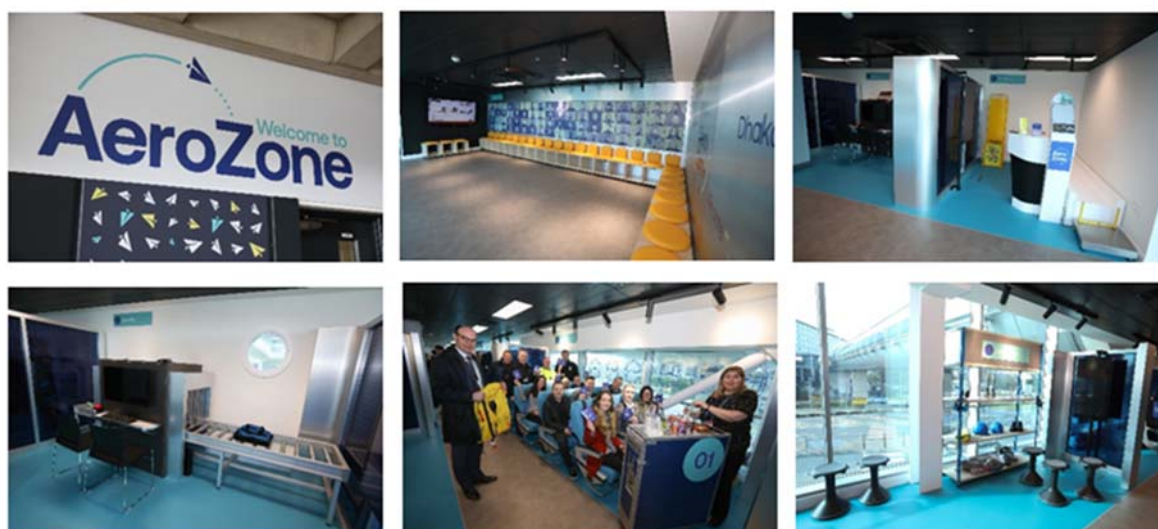
This will enable us to create a plan to deliver the next phases of MAN-TP in a way that maximises the benefits for all concerned, and we will provide further information in due course.



AeroZone

In March Manchester Airport opened a state-of-the-art education centre. Called AeroZone, the Facility, at the Station, will host more than 5,000 pupils aged between four and 18 every year. The AeroZone has been delivered as part of the £1bn transformation programme, ensuring the biggest investment ever made in our 81-year history leaves a legacy for the region. The AeroZone will be staffed by educational professionals and resources and experiences to help children in their studies. There will also be careers inspiration to encourage young people to think about the jobs on offer at their local airport, as they consider their further education choices. Again, members will be welcome to visit the facility post lockdown.

For more information on AeroZone see www.manchesterairport.co.uk/aerozone or email: man.aerozone@manairport.co.uk.



7. DEVELOPMENTS

Clearly delivery programmes for these developments will be significantly affected by the COVID-19 restrictions and the time it takes to return to a period of normality in terms of being able to resume construction.

Jet Parks 3 Extension (JP3X) / Cloughbank B

Both projects require a host of ecological mitigation measures, subject to Natural England licences to have been put in place, prior to a meaningful start on construction. Because these licences permit seasonally dependant work and the COVID-19 delay will have a disproportionate effect on the delivery programme. A planning consent for a new bat roost structure has been granted to facilitate these

measures at Clough Bank B and an application for a Public Right of Way Stopping up / Diversion Order is currently with the Department for Transport for determination in respect of JP3X.

'Drop and Go' Multi-storey car park

This new multi-storey car park will operate as a 'drop and go' facility, whereby guests will present at a reception facility within the car park, leave their keys and their vehicle will be transferred to storage within the car park itself. Guest will then be bussed to Terminals 1 and 2. Passengers using Terminal 3 will be able to use a new covered walking route via a bridge to the existing Terminal 3 Multi-Storey Car Park. The project also involves the delivery of a new piece of highway linking 'hotel roundabout' to Ringway Road which will remove some of the congestion on the existing mini roundabout at Parade Road / Ringway Road. Exact completion and opening dates for these works are now unclear.

Airport City North

Work to deliver the new £6M 'green bridge' was proceeding well with an anticipated deck installation date of early May and an opening date in July. This has been postponed. Similarly, enabling groundworks to the north of the motorway slip road to facilitate the bridge 'landing point' and support the two office blocks and multi-storey car park were proceeding well. A planning application for a new nine-storey 412 bed hotel on the airport side of the 'green bridge' is scheduled for determination 3rd April.

Global Logistics / World Freight

Development of a new production and storage facility for The Hut Group and for two further logistics units is well advanced. The planning application for the development of a further logistics unit on the final Global Logistics Hub plot has been cleared for determination by MCC following a request for further information by Highways England being satisfied. At the World Freight Terminal a scheme for a new unit for DNATA, one of our main handling agents was proceeding towards a completion by late summer.

8. OPERATIONAL DATA

On Time Performance (OTP)

On Time Performance (OTP), by departing aircraft, is determined by many factors; these may be airline, weather, airport related, en-route or from the destination airport. On a month-by-month basis performance was as follows:

- January -On time performance for all flights was 84.5% and 91.6% for first wave.
- February -On time performance for all flights was 77.6% and 85.7% for first wave.
- March -On time performance for all flights was 86.7% and 89.0% for first wave.

Airport 'On Time Performance' is a measure against factors that are solely within our control (such as movement around the airfield). On a month by month basis performance was:

- January -98.2%
- February -98.1%
- March -95.2%

Passenger numbers

As indicated in the 'Traffic Statistics' summaries, at the end of this Report, the number of guests using Manchester Airport 942,258. The number of guests using our site during 2019/2020 was 28,206,374.

9. SUFACE ACCESS

Heavy Rail

- Rail performance on the Airport lines took a dip during January. The main causes were flooding and crew issues.
 - *Network Rail* have been engaged to identify flood risk areas that could affect Airport services.
 - *TPE* and *Northern* both reported the root cause was linked to driver training and the introduction of their new fleet which they envisaged would mostly be complete in January 2020.
- *Northern* has now been taken over by the Operator of Last Resort.
- Timetabling options are being looked at to reduce congestion on the network. The proposed changes are likely to see a reduction in the frequency on some services. The Airport would be

particularly affected by these changes as there would be a limit on the number of direct services from across the catchment into the Airport. Such a change would, inevitably, negatively impact customers' journeys and reduce the willingness to travel by train by customers and colleagues. We are analysing the impacts on our passengers and will share this analysis.

- Towards the end of March, the impact of COVID-19, resulted in the implementation of emergency timetables across the rail network with rail passenger numbers down by 90%. Some early morning services have been retained to ensure essential Airport workers are able to get to work.

Metrolink

- The impact of COVID-19 has resulted in the Metrolink service operating at a 20-minute frequency and the removal of the early morning service on the Airport line.

Bus and Coach

- In February, *Megabus* launched an updated range of services to call at the Airport for the first time. We are now linked with destinations such as Bristol, Cardiff, Coventry and Middlesbrough. This step change increased the number of weekly Megabus services from 42 to 151.
- *National Express* are working on a revised timetable which will see more services calling at the airport. These were due to start in May but there is now no firm indication of their introduction.

Road congestion management

The issues of queuing and delay on the M56 between Junctions 6 and 7, in the evening peak, has continued to cause serious knock on congestion to M56 (Junctions 1 to 6), M60 Sharston link, Princess Parkway, A555 and the internal Airport road network. Various tactical and flexible measures have been put in place through the task force, established by MAG in July 2019, of Highways England, Manchester City Council, TfGM and MAG. Further measures are underway and were to be undertaken in advance of the Airport summer peak. However, these measures alone would not address the levels of congestion which exist. We need all parties to actively engage in seeking and implementing solutions to address this congestion, as most of this traffic is not Airport related but has the potential to cause significant impact on Airport operation and reputation. Analysis has identified a step change in vehicle movements, since the introduction of the A555, which allows traffic to connect more easily with the M56. The M56 is now over its capacity between 16:00 and 17:00 and will be further worsened as we move towards the summer airport peak. We have engaged with Highways England on detailed discussions and analysis, in advance of traffic management measures that will be needed on the M56, as part of the 'smart' motorway works currently due to start in September 2020. The aim is to identify if smart motorway traffic management can assist with the current congestion levels being experienced. We are awaiting traffic modelling analysis from Manchester City Council, post A555 opening, to understand if traffic behaviour is in line with the initial business case. This will help to assess mitigating actions and measures, for non-Airport westbound traffic arriving via the A555, as well as any post implementation funding for corrective measures.

It is worth bearing in mind the situation above was static, however, recent impact from COVID-19 has significantly reduced the volume of vehicles on the highway network and so this issue is temporarily not a concern for the immediate future.

Green travel plan for staff

The Airport is pleased to have appointed a full time Travel Plan Co-ordinator. The role will focus on driving travel behavioural change as initiatives are introduced to promote public transport and reduce single car journeys. In addition to this, the role holder will engage site wide businesses, assist with the delivery of the recently updated green travel plan and take concerted action to increase the use of sustainable travel. Over 70 costed measures have been agreed, with short, medium- and long-term timescales over the next 10 years to meet the mode share targets.

Airport Transport Interchange

The three-phase transformation programme, for the multi modal Airport station, has been agreed with rail, bus, tram and coach operators. Works are intended to meet the large growth in public transport users, which will further accelerate as the Airport City developments start to come on stream (Four hotels and a large hi-tech office campus). Phase 1 is to remove the congestion to pedestrian traffic through the concourse by developing a single new ticketing and information facility for all modes. We are supporting a 'one team approach' with the operators; a joint working partnership to deliver an enhanced experience for customers travelling by public transport. These works will be followed by

additional retail and catering units and seeking funding for replacing and improving the vertical circulation.

All works have now been suspended due to COVID-19 and so completion schedules are not clear.

10. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- **FlyBe** went into administration in the early hours of the 5th March 2020, the UK carrier, ceasing operations across the UK and Europe. Manchester Airport was well prepared operationally and legally and put into practice the protocols required to help passengers and protect the Airport.
- **Loganair** began operating new services to Edinburgh and Aberdeen to replace those of FlyBe in March.
- **Eastern Airways** commenced operations from Southampton to replace those of FlyBe in March.
- Positive conversations had been underway, with several other UK and European carriers, about replacing other routes or capacity lost by FlyBe going into administration. Such negotiations have naturally paused as a result of the wider challenges faced by COVID-19.

11. CUSTOMER SERVICE

	January 2020		February 2020		March 2020	
	Number	% of all	Number	% of all	Number	% of all
Complaints	937	74.7%	934	71.9%	1,123	68.3%
Per 10k passengers	4.6		4.5		11.8	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		97%	
Compliments	74	5.9%	74	5.7%	41	2.26%
Suggestions & Comment	211	16.8%	242	18.6%	432	23.8%
Service Recovery	32	2.6%	49	3.7%	103	5.7%

Complaints per 10,000 passengers and the overall volume of complaints were static, if not trending downwards each month. The COVID-19 outbreak lead to guests contacting the Airport in mass numbers, mostly to query refund entitlements.

Compliments varied in volume over the last three months, an average of 63 compliments was received over the last three months. This is a 14% increase in compliment numbers vs. the prior year. A few compliments are shared below:

- Airport Advantage Team (Sales – Contact Centre): *“I just wanted to say thank you for the assistance I received when booking Meet & Greet for our forthcoming trip to Fuerteventura on 7th March 2020. The lady I spoke with was really helpful, patient and informative. Much appreciated.”*
- ABM – Special Assistance: *“Just like to say thank you for all assistance re: passage through to the plane for the passengers needing help.”*
- T1 Security: *“Having had an awful day, the security staff were the friendliest I’ve ever had. Not only were they efficient and thorough but they were so kind and made my day. This was at security area number 5. A bearded younger Asian gentleman, the young African American lady and a slightly older Caucasian man. Goes to show a friendly face really goes a long way. Thank you.”*

Net Promoter Score (NPS)

Net Promoter Score (NPS) is our main measure for customer satisfaction. The NPS is based on the question 'how likely are you to recommend us?' scored between 0 and 10. Those that score between 0 and 6 are known as detractors, 7 and 8 are passives and 9 and 10 are promoters. NPS is calculated by taking the % of Promoters minus the % of Detractors.

	2019	2020
January	9.5%	26.4%
February	11.5%	23.1%
March	19.4%	29.4%

Special Assistance Services update

The final quarter of this year's reporting period aligned to the CAA's Quality Standards guidance. ABM's performance has remained strong and places us firmly on a trajectory to be awarded our 'Good' rating. The ratings for all airports will be concluded early summer and a report produced which will be made publicly available. This report looks at our performance in three key areas;

- **ECAC Waiting Standards** -in order to attain a 'Good' rating for FY20 we are required to achieve 97% across both measures.

Standard	January 2020	February 2020	March 2020	Year End
Pre-advised guests assisted within 20 minutes	99.23%	98.52%	99.27%	97.24%
Non-advised guests assisted within 45 minutes	99.76%	99.35%	99.70%	98.91%

The collection of data has been verified by the CAA on site with all verification methodology's endorsed.

- **Guest Surveying** -we have seen a significant improvement in the number of surveys responded to this year with 2,225 responses, up from 660 last year. In order to attain a 'Good' rating for FY20 we are required to achieve 3.5 as an average across the year. It is encouraging to see such a strong performance against this improved pool of responses with our current score just shy of the requirement for a 'Very Good' rating in this area of the framework.

Standard	January 2020	February 2020	March 2020	Year End
Overall Guest Satisfaction 1-5	4.09	3.95	4.11	3.97

- **Engagement** -during the reporting period, we have continued to engage with Andy Wright on a monthly basis and held the first of our more specific accessibility days on 12th February. This session focussed on those with mobility impairments and gave us the opportunity to review Wayfinding, Journey routes from car parks/drop off/security/terminal, Technology, Equipment, Innovation and training. A further two sessions in this format had been planned with focus on sensory impairments and hidden disabilities. Unfortunately, both sessions have had to be postponed considering the COVID-19 pandemic. This agenda will be picked up again when appropriate.

The support of MAG's Security Ambassador secondees continued throughout the period, concluding on March 17th March due to the decline in Special Assistance passenger volumes. The support of the team has been hugely beneficial and one that colleagues enjoyed turning their hands to in order to broaden their skill and knowledge of the Airport operation.

With the COVID-19 pandemic we have seen a sudden decline in passenger volumes. We remain committed to maintaining standards and have a reduced team on hand to assist guests where required. ABM colleagues overall have been placed on furlough supported by the Government Job Retention Scheme so at such a time that volume returns, the service can ramp up accordingly.

12. STAFFING CHANGES

	Jan-20	Feb-20
Starters Permanent	12	16
Starters Temporary	2	13
Leavers Permanent	61	51
Leavers Temporary	10	3

Our colleagues as of February 2020 (corrected for leavers/starters listed left)	
Permanent	3,983
Temporary	120
Casual	4
TOTAL	4,107

Jobs Fair

The 2020 Jobs Fair was held at The Point, Emirates Old Trafford, Lancashire County Cricket Club on Thursday 12th March. Sadly, events have overtaken us. The challenges faced by all employers, as a result of COVID-19, will mean jobs will likely be lost in our industry, not recruited to. It therefore seems unlikely that the jobs advertised at the Fair still exist to be recruited to.

13. COMMUNITY MATTERS

Airspace

On Friday 14th February we appeared before the third first Future Airspace Stakeholder Reference Group (SRG); that is reviews progress to act as a 'critical friend'. We covered the changes to CAP1616 (CAP1616c published in January 2020) and outlined our timescales and engagement plans to deliver Stage 2.

Community Communication and Consultation

Through the quarter we have maintained our weekly presence at Knutsford Library until the Library closed on Tuesday 17th March due to the COVID-19 measures on social distancing.

In February and March, we delivered our Spring 2020 Mobile Outreach programme with sessions in the Heaton, Heald Green, Great Budworth, Bowdon, Chelford and Wythenshawe. Over the two months we provided over 30 hours of face-to-face availability and met with 127 persons through the Mobile Outreach programme. We will resume Knutsford Outreach sessions in June, COVID-19 permitting, and publish dates for our autumn Mobile Outreach sessions later in the year.

In January we presented to Mere Parish Council, met with Cllrs of Ringway Parish Council and presented to the Cheshire Branch of the Society of Local Council Clerks. In all cases we brought them up to date on the airspace process and our work in their communities. The Cheshire Branch of the Society of Local Council Clerks is the professional body for local council clerks and senior council employees and meet to share practices and exchange information. Presenting to this Group was a 'first' for us and we were delighted to be granted the opportunity, the audience were genuinely interested and asked lots of questions.

In March we started our Spring Cllr meetings we met with Trafford/Stockport Metropolitan Borough Councillors, Manchester City Councillors and Parish/Town Councillors in Cheshire/Greater Manchester. Over the six meetings we met with 52 Cllrs representing 32 Councils. Overall feedback was positive; one Wythenshawe Councillor commented that she always found these updates valuable, enjoyable and of great assistance in understanding all that the Airport delivers in her Ward. Sadly, we were not able to hold our meetings with Cheshire East and Cheshire West & Chester Borough Councillors due to the social distancing requirements associated with COVID-19.

Prepare for Take Off

Through the 2019-2020 Academic Year we have delivered a 'Prepare for Take Off' employability and leadership programme. We have been working with 20 Year 9 students of the Manchester Enterprise Academy to help them gain the skills they need to succeed in school and the world of work. We held sessions at the Academy and on the Airport site. In January I joined the students for the 'Meet a Leader' session and outlined my career path and my thoughts on leadership and problem solving. The group also attended the fire training ground and learnt from the Firefighters why the key skills of communication and teamwork are crucial to their roles. The students put their own skills to the test by

entering the smoke cabin in pairs (wearing tunics, helmets and breathing apparatus) to search the building for casualties and retrieve them, whilst their teammates outside monitored their tanks and communicated over radio. Other sessions included airport/airfield tours and presentations on MAN-TP and Q&A sessions with various experts in their field.

Travel & Tourism student visits

A total of 26 Travel & Tourism and Aviation students from Trafford College, plus tutors, attended the Airport for an Expert Guided Tour in February. The students were airside in the morning, participating in insight sessions with Swissport, Border Force and the Baggage System. They then enjoyed a tour of the Airfield before presentations and Q&A sessions on customer service handling and monitoring, Passenger Assistance, Terminal Operations, Commercial considerations and MAN-TP.

We hosted 16 Travel & Tourism students from Sandbach High School for another Expert Guided Tour in March. The day included with an overview of our business and how it operates in the former visual control room before proceeding airside. Biza provide a store-walk in Terminal 1 including an explanation of how they drive sales, customer service techniques and customer profiling; before lunch in the T1 Escape Lounge, with a talk from the manager about MAG Hospitality. We then had a customer service session with a Customer Service Ambassador Terminal 2 and the students were given the opportunity to make passenger service announcements in the bussing lounge. The day ended with a tour of the Airfield. The students had a great day and the teachers were very pleased to get 'behind the scenes' access.

Also, in March we welcomed 11 students, plus teachers from, Melland High School (a special school in Manchester) for an insight visit as part of National Careers Week. Colleagues from IT organised a full morning of activities for the group including a landside Terminal tour looking at the technology that supports check-in; the car park control room (in which some students were given the opportunity to answer live calls from car park barriers!) and a hands-on session with the communications engineering team learning how to splice cables. The students thoroughly enjoyed their visit and their teacher was at pains to emphasise how valuable it was for them.

World Book Week

Through the week, commencing Monday 2nd March, we celebrated National Reading Day with volunteer readers have supporting class sessions at eight local primary schools. Supporting MAG colleagues' partners from World Duty Free, Hoare Lea, Mottram Hall, MacDonald Hotel, Mashco, NATS, Bruntwood, Global Eagle, BCEGI all shared their love of reading with the students and donated a preloved favourite book. WH Smith kindly facilitated the £1 free world book day books so that each child took a new book home at the end of the day.

Community Trust Fund

A total of £23,800 was awarded to 12 local voluntary non-profit making organisations at the January meeting. Successful applicants included:

- £3,000 to Whalley Rangers (Manchester) –towards a 'range cooker' for the community kitchen.
- £1,800 to the Bowman Of Bruntwood (Stockport) –towards equipment.
- £1,300 to The Welcome Café (Cheshire East) –to install sliding doors for a community room.

The total number of projects to benefit from the Fund now stands at 1,583 amassing £3,630,485.

Manchester Airport

Monthly Traffic Statistics for 2019/20



JANUARY 2020

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	2,756	2,274	-17.49	30,892	28,191	-8.74	33,701	-8.34
SCHED INT	9,715	9,693	-0.23	123,449	127,230	3.06	147,412	3.29
CHARTER	596	556	-6.71	11,037	10,486	-4.99	11,696	-5.23
PRIVATE/MISC	579	643	11.05	7,945	8,090	1.83	9,545	0.28
TOTAL	13,646	13,166	-3.52	173,323	173,997	0.39	202,354	0.49
	TERMINAL PASSENGERS							
DOMESTIC	185,505	161,762	-12.80	2,177,801	2,053,624	-5.70	2,451,298	-4.27
SCHED INT	1,474,141	1,487,455	0.90	20,280,477	21,226,586	4.67	24,439,445	4.91
CHARTER	120,806	124,948	3.43	2,242,982	2,211,993	-1.38	2,458,702	-1.76
PRIVATE/MISC	1,002	1,781	77.74	14,212	15,213	7.04	19,289	11.01
TOTAL	1,781,454	1,775,946	-0.31	24,715,472	25,507,416	3.20	29,368,734	3.47
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	1,786,136	1,779,748	-0.36	24,784,572	25,564,738	3.15	29,437,721	3.40
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	8,044	8,000	-0.55	99,943	93,530	-6.42	110,833	-5.34

Manchester Airport

Monthly Traffic Statistics for 2019/20



FEBRUARY 2020

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE	
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR			
AIRCRAFT MOVEMENTS									
	DOMESTIC	2,592	2,334	-9.95	33,484	30,525	-8.84	33,443	-8.62
	SCHED INT	9,378	9,543	1.76	132,827	136,761	2.96	147,565	3.05
	CHARTER	567	592	4.41	11,604	11,078	-4.53	11,721	-4.70
	PRIVATE/MISC	689	699	1.45	8,634	8,789	1.80	9,555	0.82
	TOTAL	13,226	13,168	-0.44	186,549	187,153	0.32	202,284	0.35
TERMINAL PASSENGERS									
	DOMESTIC	193,345	167,289	-13.48	2,371,146	2,220,913	-6.34	2,425,495	-5.65
	SCHED INT	1,487,496	1,484,644	-0.19	21,767,973	22,711,309	4.33	24,436,095	4.38
	CHARTER	116,791	127,113	8.84	2,359,773	2,339,106	-0.88	2,469,056	-1.09
	PRIVATE/MISC	991	813	-17.96	15,203	16,026	5.41	19,403	8.68
	TOTAL	1,798,623	1,779,859	-1.04	26,514,095	27,287,354	2.92	29,350,049	3.00
TOTAL PASSENGERS (INCL. TRANSIT)									
TOTAL	1,805,162	1,785,432	-1.09	26,589,734	27,350,243	2.86	29,418,064	2.90	
FREIGHT (INCL. MAIL) TONNES									
TOTAL	7,866	7,169	-8.86	107,809	100,699	-6.59	110,130	-6.06	

Manchester Airport

Monthly Traffic Statistics for 2019/20



MARCH 2020

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE	
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR			
	AIRCRAFT MOVEMENTS								
	DOMESTIC	2,918	1,030	-64.70	36,402	31,553	-13.32	31,553	-13.32
	SCHED INT	10,804	6,344	-41.28	143,631	143,105	-0.37	143,105	-0.37
	CHARTER	643	370	-42.46	12,247	11,448	-6.52	11,448	-6.52
	PRIVATE/MISC	766	697	-9.01	9,400	9,488	0.94	9,488	0.94
	TOTAL	15,131	8,441	-44.21	201,680	195,594	-3.02	195,594	-3.02
	TERMINAL PASSENGERS								
DOMESTIC	213,078	68,069	-68.05	2,584,224	2,288,670	-11.44	2,288,670	-11.44	
SCHED INT	1,718,387	805,725	-53.11	23,486,360	23,517,034	0.13	23,517,034	0.13	
CHARTER	130,367	68,720	-47.29	2,490,140	2,407,826	-3.31	2,407,826	-3.31	
PRIVATE/MISC	992	386	-61.09	16,195	16,412	1.34	16,412	1.34	
TOTAL	2,062,824	942,900	-54.29	28,576,919	28,229,942	-1.21	28,229,942	-1.21	
TOTAL PASSENGERS (INCL. TRANSIT)									
TOTAL	2,067,821	945,171	-54.29	28,657,555	28,295,414	-1.26	28,295,414	-1.26	
FREIGHT (INCL. MAIL) TONNES									
TOTAL	9,437	6,687	-29.14	117,246	107,386	-8.41	107,386	-8.41	

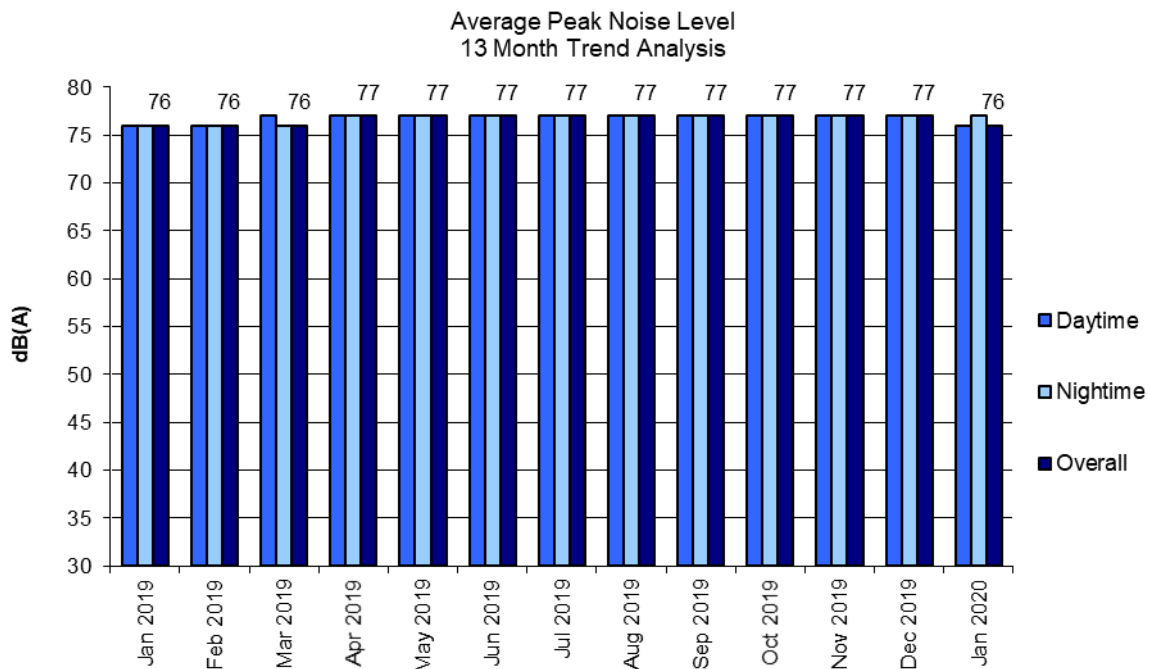
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

January 2020

Total Movements	13171		
Movements Monitored	13160	Detection Rate (%)	100

Noise



	2020	2019
Daytime Average Peak Noise Level	76dB(A)	76dB(A)
Night time Average Peak Noise Level	77dB(A)	76dB(A)
Overall Average Peak Noise Level	76dB(A)	76dB(A)
Daytime Noise Infringements	0	0
Night time Noise Infringements	3	2
Total Noise Infringements	3	2

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	51	6530
Total MANTIS Correlated SIDs	49	6256
Total Extreme Deviations	0	0
Total Overall Deviations	0	491
Percentage Deviation	0	7.8

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Emirates	1*	Airbus A380-800	4	£900
TUI	2**	B737-800	4	£1500

Community Complaints

Total Number of Complaints received during January 2020 67

Total Number of Complainants during January 2020 22

Total Number of Complaints received during January 2019 18

	Engine Testing	Noise	Off-Track	Other	Complaints	Complainants	Night
Arley	0	9	2	0	11	1	10
Ashley	0	1	0	0	1	1	0
Bowdon	0	3	1	0	4	2	0
Cheadle	0	1	0	1	2	2	2
Edgeley	0	0	1	0	1	1	0
Gatley	0	3	0	0	3	2	0
Hale	0	1	0	0	1	1	0
Hyde	0	18	6	0	24	2	6
Knutsford	0	2	8	0	10	4	0
Marthall	0	2	0	0	2	1	0
Mobberley	0	1	0	0	1	1	0
Oldham	0	1	0	0	1	1	1
Over Peover	0	0	3	0	3	2	1
Wilmslow	1	2	0	0	3	1	1
Total	1	44	21	1	67	22	21

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	472		51	
Monthly Total NSDs	0	0.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	3244		3967	
Quarterly Total NSDs	0	0.0	85	2.1
Quarterly Total Early Turns	0	0.0	1	0.0

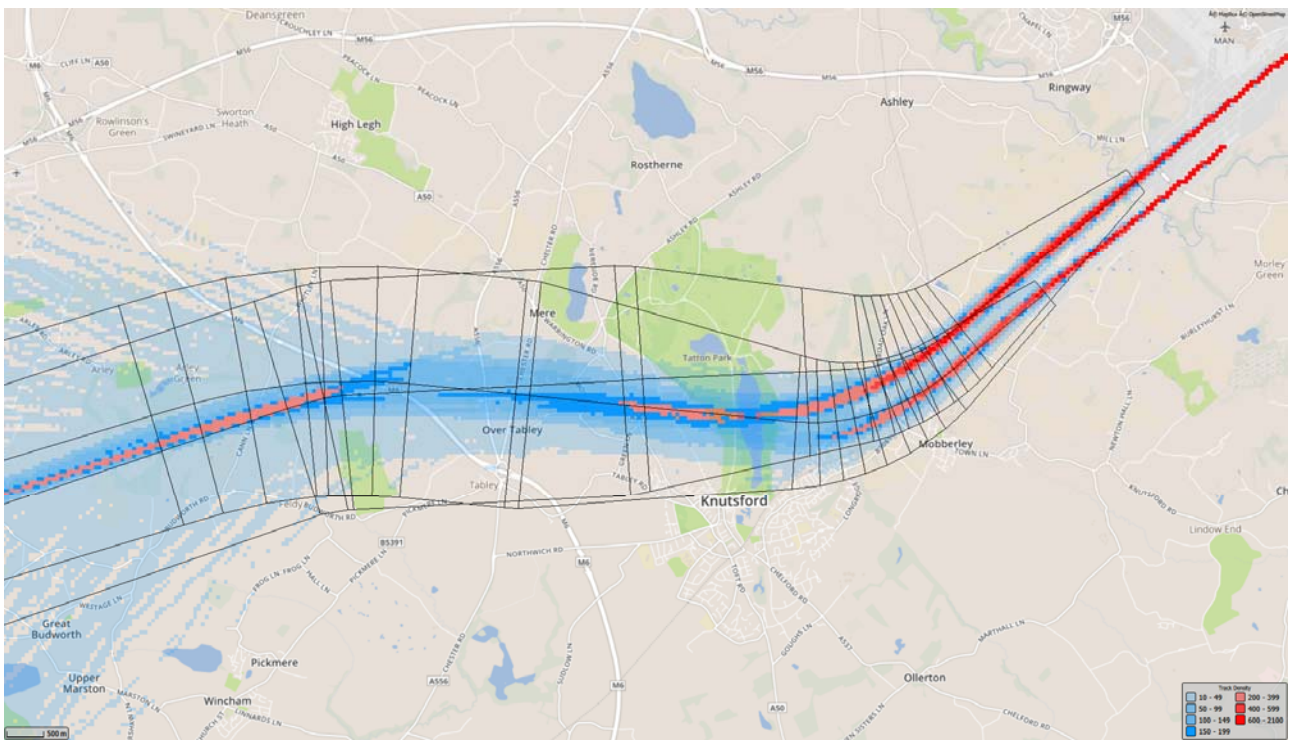
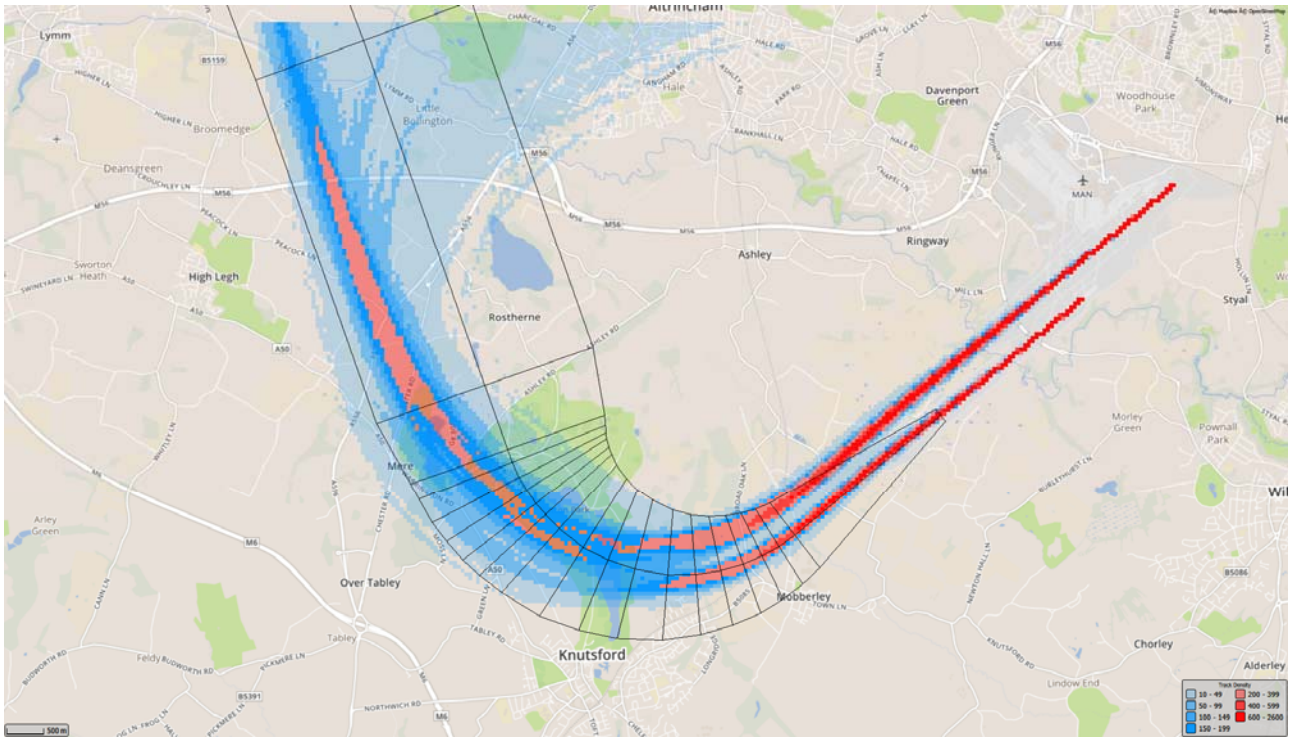
Runway 23

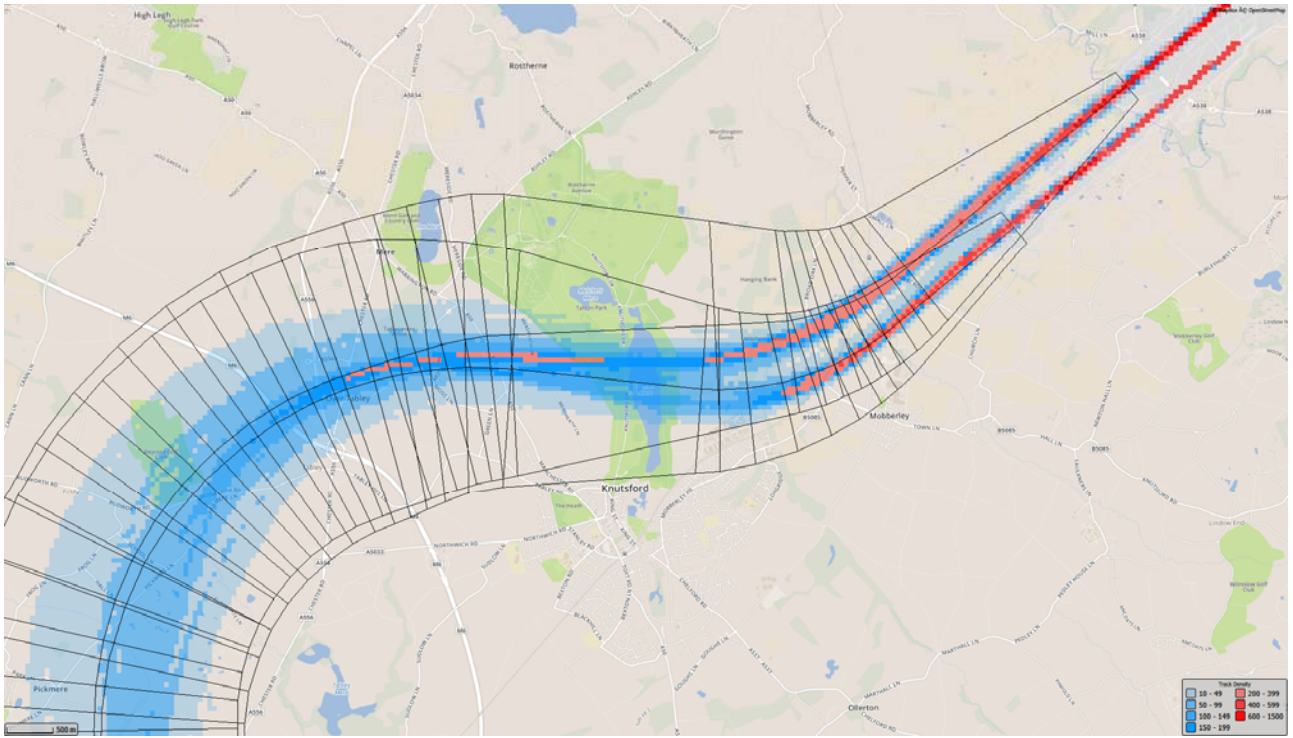
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6360		6530	
Monthly Total NSDs	59	0.9	88	1.3
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	17946		16590	
Quarterly Total NSDs	129	0.7	209	1.3
Quarterly Total Early Turns	0	0.0	0	0.0

Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6832		6581	
Monthly Total NSDs	59	0.9	88	1.3
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	21190		20557	
Quarterly Total NSDs	129	0.6	294	1.4
Quarterly Total Early Turns	0	0.0	1	0.0

nb. direction of take-off greatly influences the figures in the above tables.





Manchester Airport Consultative Committee

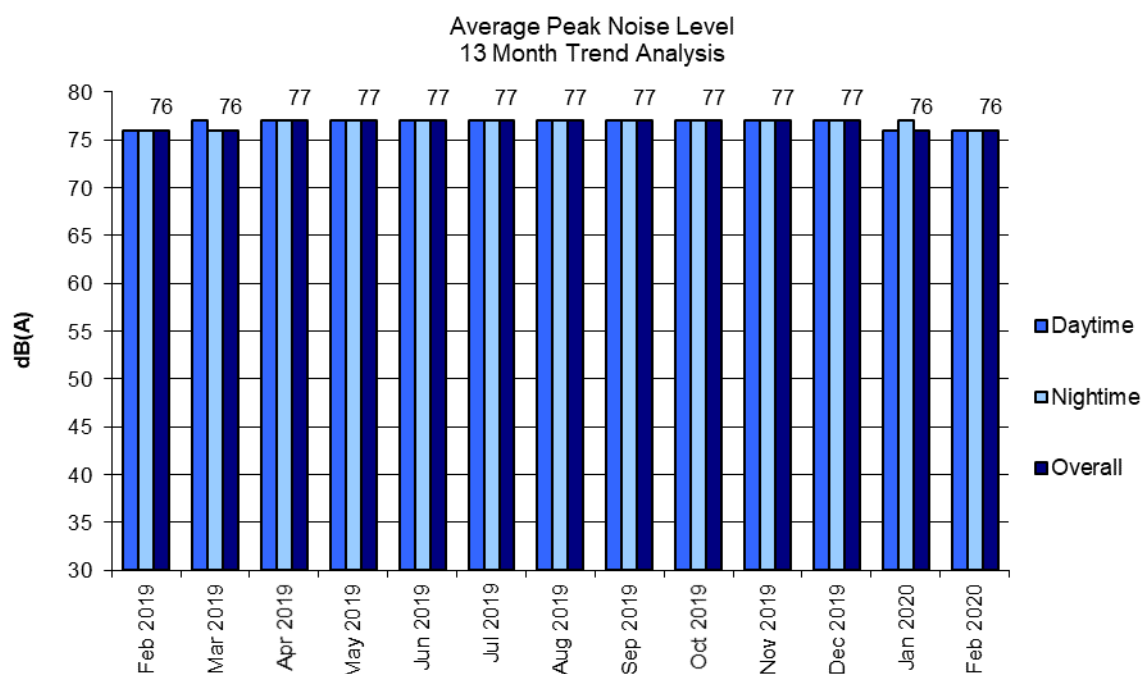
MANTIS Monthly Summary Report

February 2020

Total Movements 13199

Movements Monitored 13199 Detection Rate (%) 100

Noise



	2020	2019
Daytime Average Peak Noise Level	76	76
Nighttime Average Peak Noise Level	76	76
Overall Average Peak Noise Level	76	76
Daytime Noise Infringements	0	0
Night time Noise Infringements	3	1
Total Noise Infringements	3	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	0	6599
Total MANTIS Correlated SIDs	0	6321
Total Extreme Deviations	0	0
Total Overall Deviations	0	400
Percentage Deviation	0	6.3

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Ryanair	1*	B738	4	£750
TUI	1*	B738	4	1050
TUI	1*	B744	4	£900

Community Complaints

Total Number of Complaints received during February 2020 59

Total Number of Complainants during February 2020 22

Total Number of Complaints received during February 2019 15

Area	Noise	Track	Other	Total	Complainant	Complaint/ Complainant	Night Complaints
Arley	11	0	0	11	1	11.0	11
Bowdon	4	7	0	11	4	2.8	0
Cheadle	3	0	0	3	1	3.0	1
Gatley	0	0	1	1	1	1.0	0
Hale	0	1	0	1	1	1.0	0
Hyde	11	2	0	13	1	13.0	0
Knutsford	2	5	0	7	3	2.3	0
Manchester	1	0	0	1	1	1.0	0
Marthall	1	0	0	1	1	1.0	0
Mobberley	0	0	1	1	1	1.0	0
Oldham	2	0	0	2	1	2.0	2
Over Peover	0	2	0	2	1	2.0	0
Stockport	1	0	0	1	1	1.0	0
Timperley	1	0	0	1	1	1.0	0
Wilmslow	0	1	0	1	1	1.0	0
Woodley	1	0	0	1	1	1.0	0
Wolverhampton	1	0	0	1	1	1.0	0
Total	39	18	2	59	22	2.7	14

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	326		0	
Monthly Total NSDs	0	0.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	1188		534	
Quarterly Total NSDs	0	0.0	0	0.0
Quarterly Total Early Turns	0	0.0	0	0.0

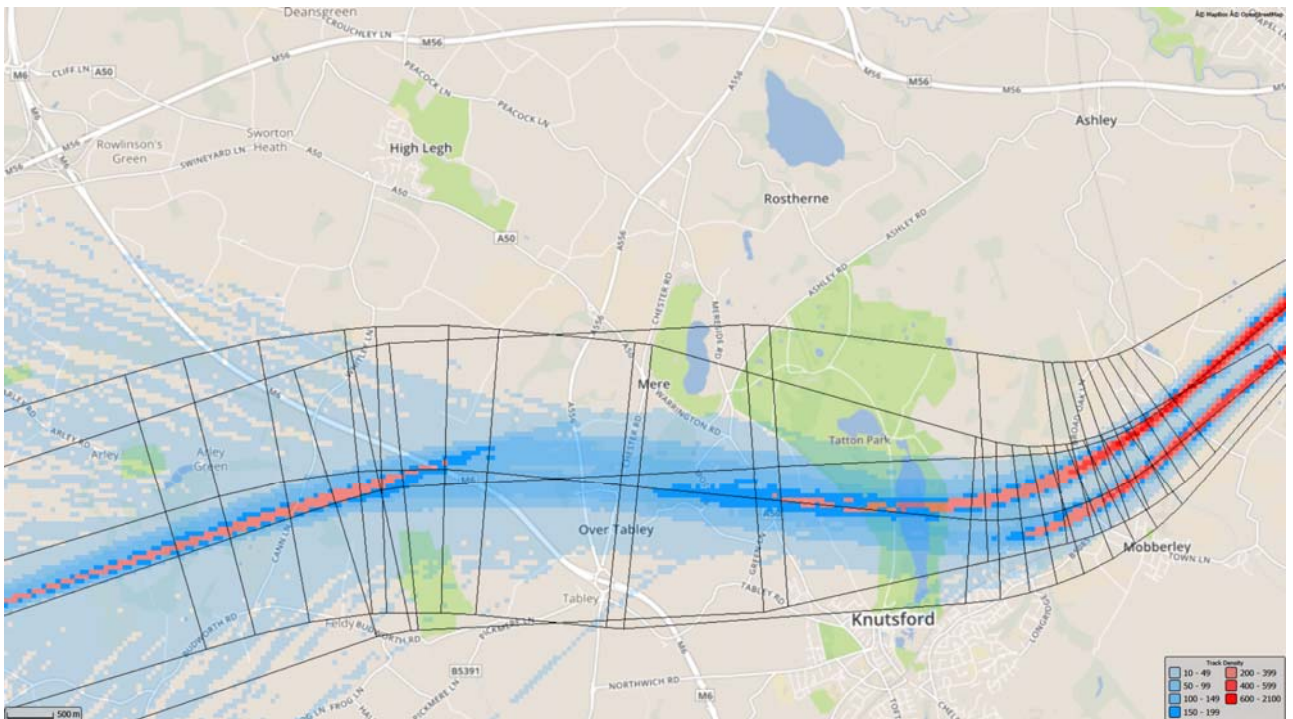
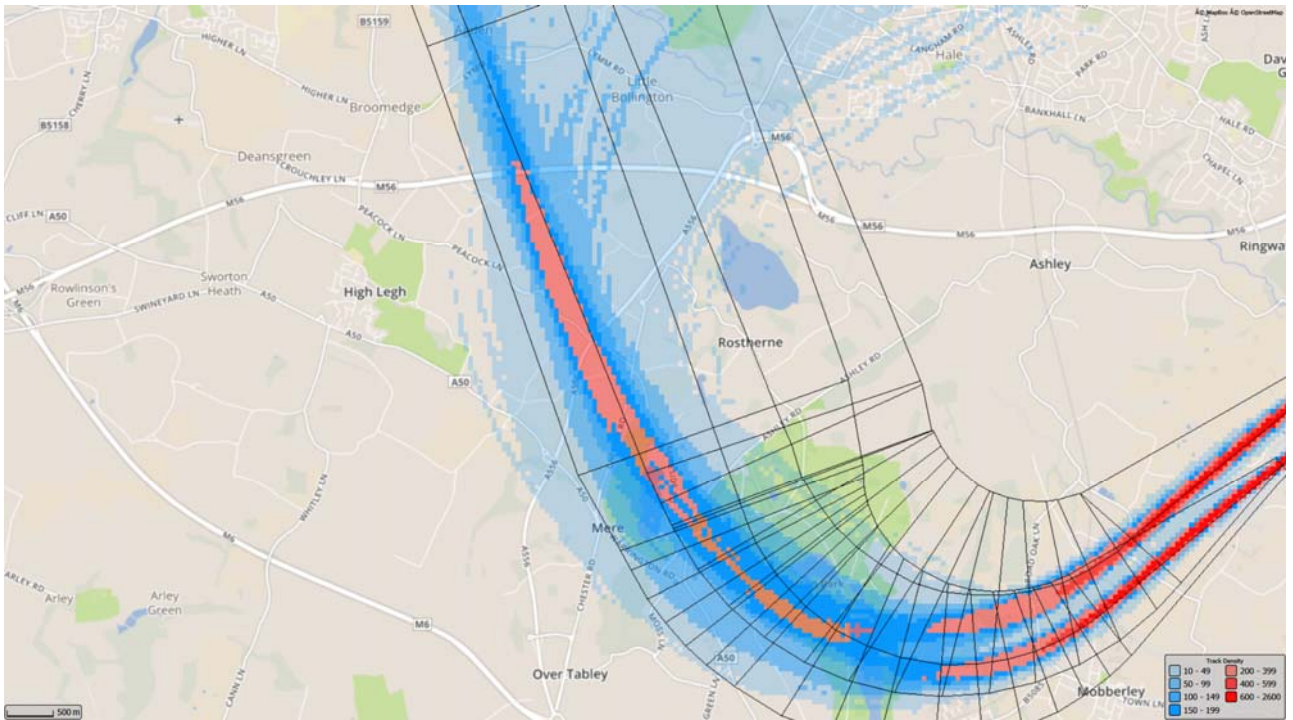
Runway 23

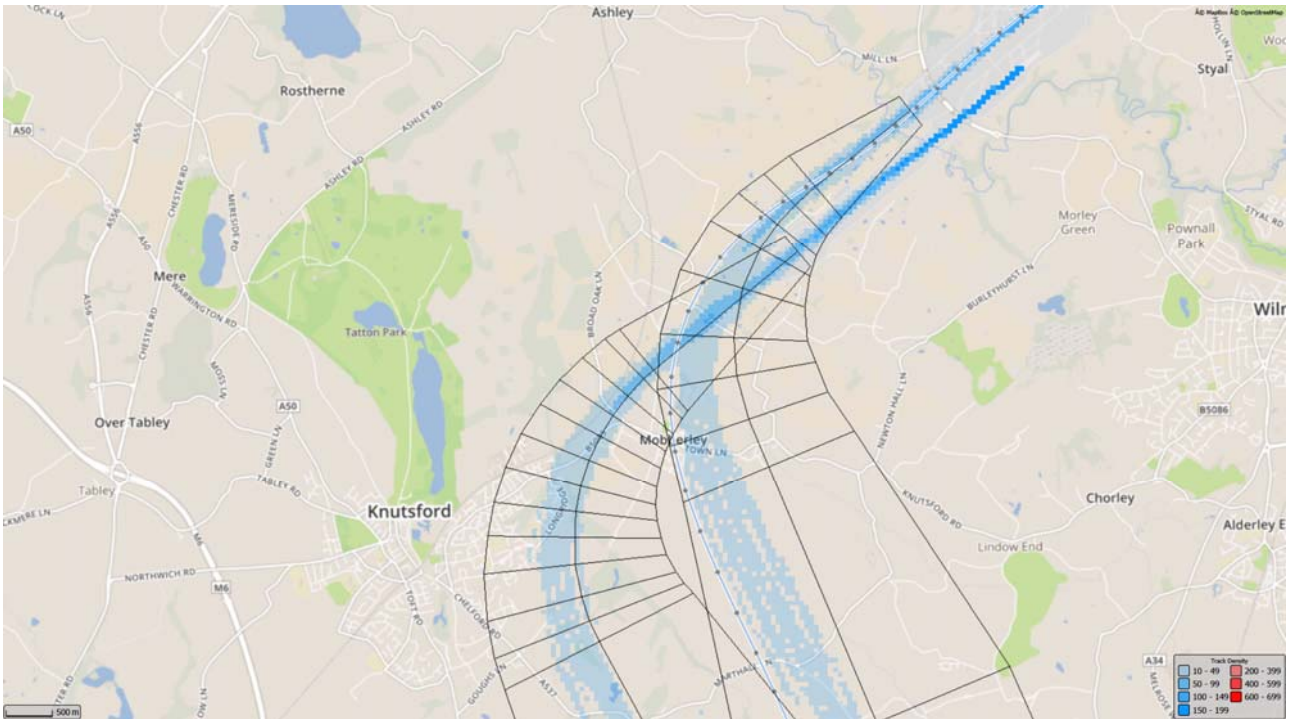
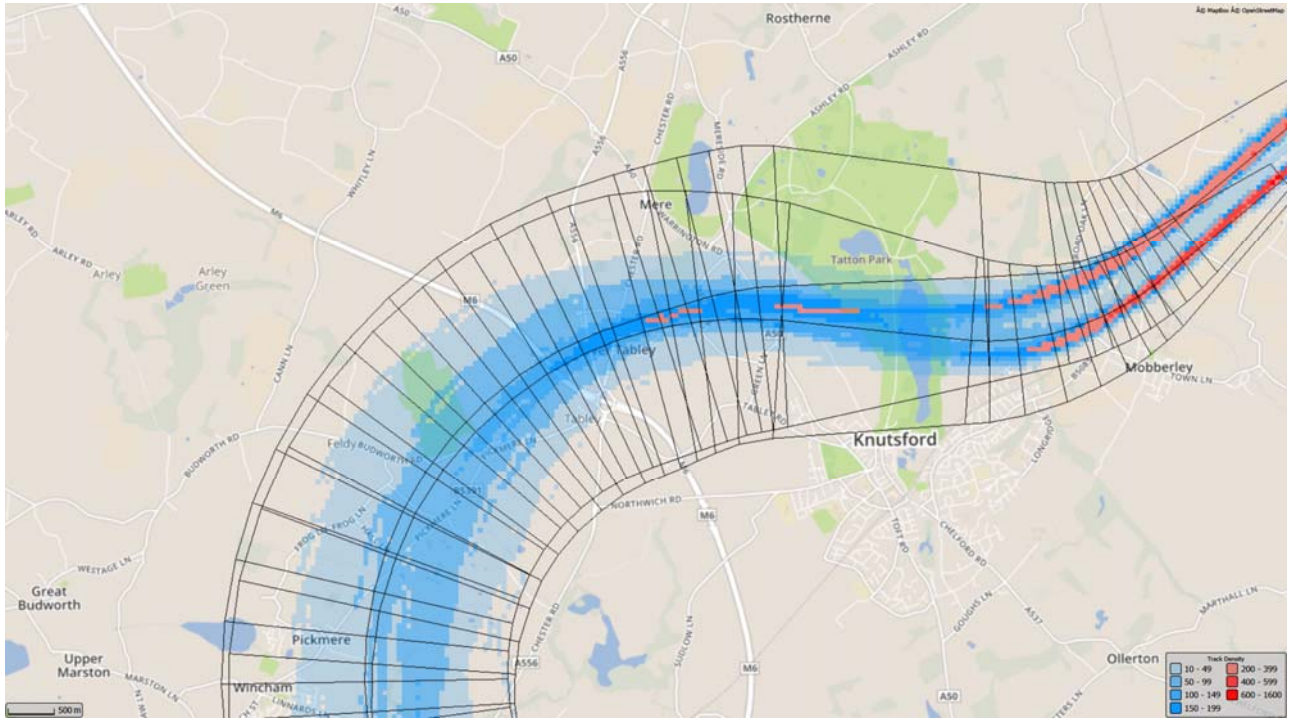
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6288		6599	
Monthly Total NSDs	94	1.5	125	1.9
Monthly Total Early Turns	2	0.0	0	0.0
Quarterly Total SIDs	19505		19750	
Quarterly Total NSDs	171	0.9	258	1.3
Quarterly Total Early Turns	2	0.0	0	0.0

Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6614		6599	
Monthly Total NSDs	94	1.4	125	1.9
Monthly Total Early Turns	2	0.0	0	0.0
Quarterly Total SIDs	20693		20284	
Quarterly Total NSDs	171	0.8	258	1.3
Quarterly Total Early Turns	2	0.0	0	0.0

nb. direction of take-off greatly influences the figures in the above tables.





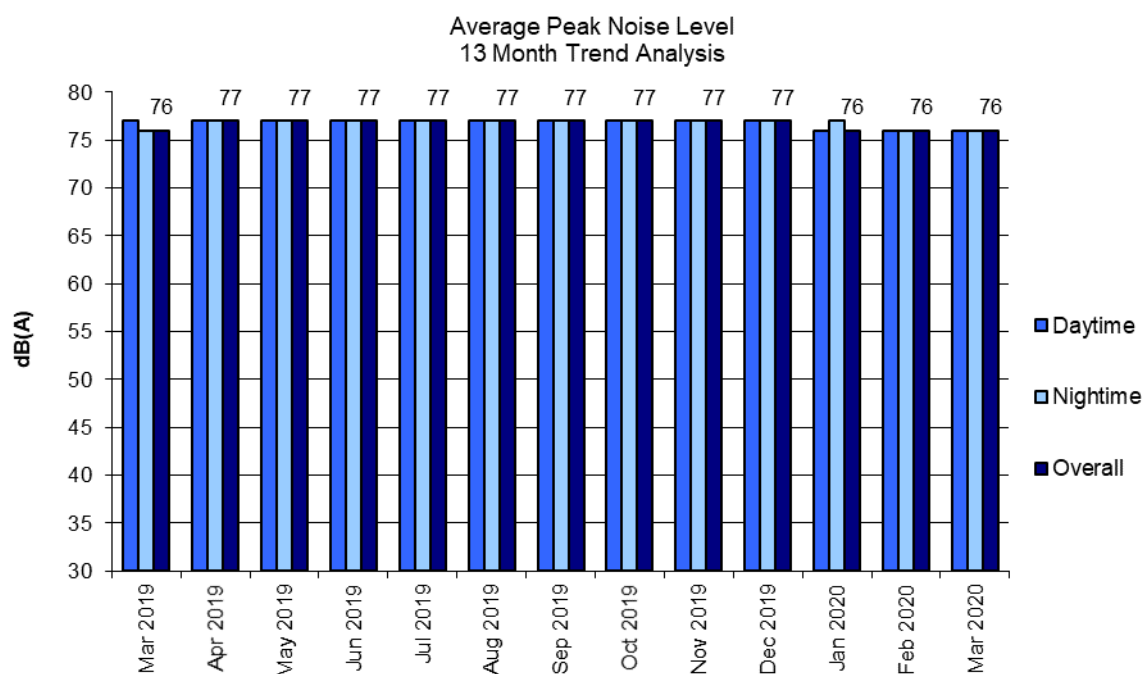
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

March 2020

Total Movements	8449		
Movements Monitored	8373	Detection Rate (%)	99

Noise



	2020	2019
Daytime Average Peak Noise Level	76	77
Nighttime Average Peak Noise Level	76	76
Overall Average Peak Noise Level	76	76
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	1	1
Total Noise Infringements	1	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	593	3632
Total MANTIS Correlated SIDs	588	3429
Total Extreme Deviations	0	0
Total Overall Deviations	24	270
Percentage Deviation	4.1	7.8

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
TUI	1*	B737-800	4	£750

Community Complaints

Total Number of Complaints received during March 2020 47

Total Number of Complainants during March 2020 26

Total Number of Complaints received during March 2019 7

Area	Noise	Track	Odour	Engine Testing	Other	Total	Complainant	Complaint/ Complainant	Night Complaints
Altrincham	0	2	0	0	0	2	1	2.0	0
Arley	1	0	0	0	0	1	1	1.0	1
Ashley	3	0	6	0	1	10	1	10.0	3
Bowdon	6	7	0	0	0	13	11	1.2	0
Denton	0	1	0	0	0	1	1	1.0	0
Hale	0	1	0	1	0	2	2	1.0	1
Heaton Mersey	0	3	0	0	0	3	1	3.0	0
Hyde	3	0	0	0	0	3	1	3.0	1
Knutsford	2	1	0	0	0	3	2	1.5	0
Lymm	1	0	0	0	0	1	1	1.0	0
Marthall	0	5	0	0	0	5	1	5.0	0
Matlock	1	0	0	0	0	1	1	1.0	0
Merseyside	1	0	0	0	0	1	1	1.0	0
Woodford	1	0	0	0	0	1	1	1.0	0
Total	19	20	6	1	1	47	26	1.8	6

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	289		593	
Monthly Total NSDs	0	0.0	6	1.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	1087		644	
Quarterly Total NSDs	0	0.0	6	0.9
Quarterly Total Early Turns	0	0.0	0	0.0

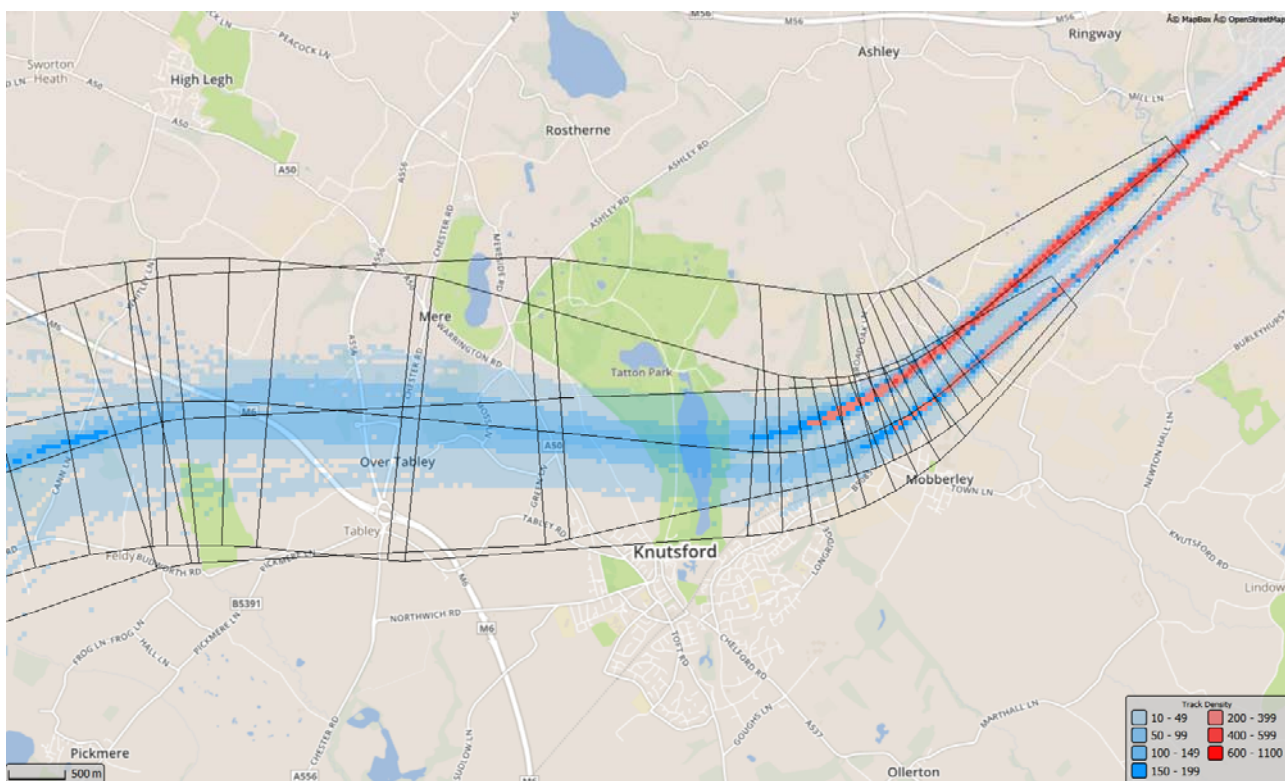
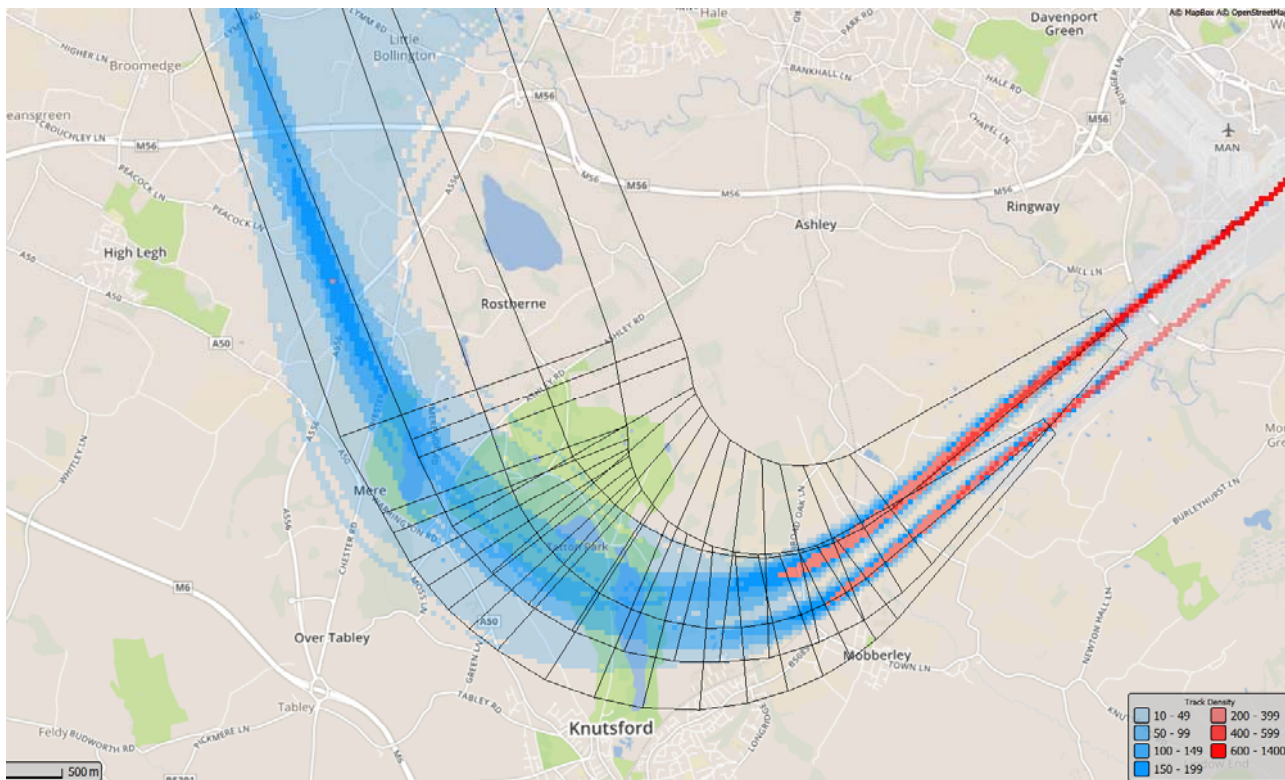
Runway 23

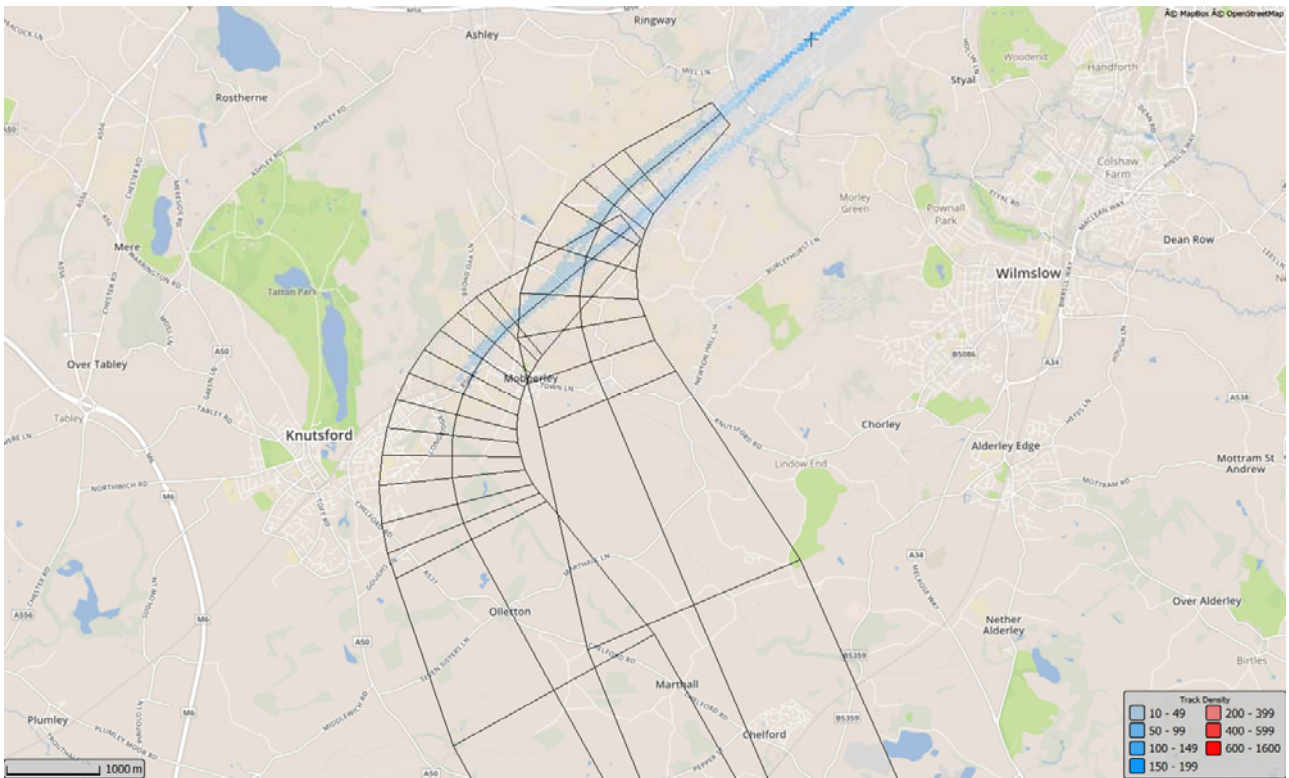
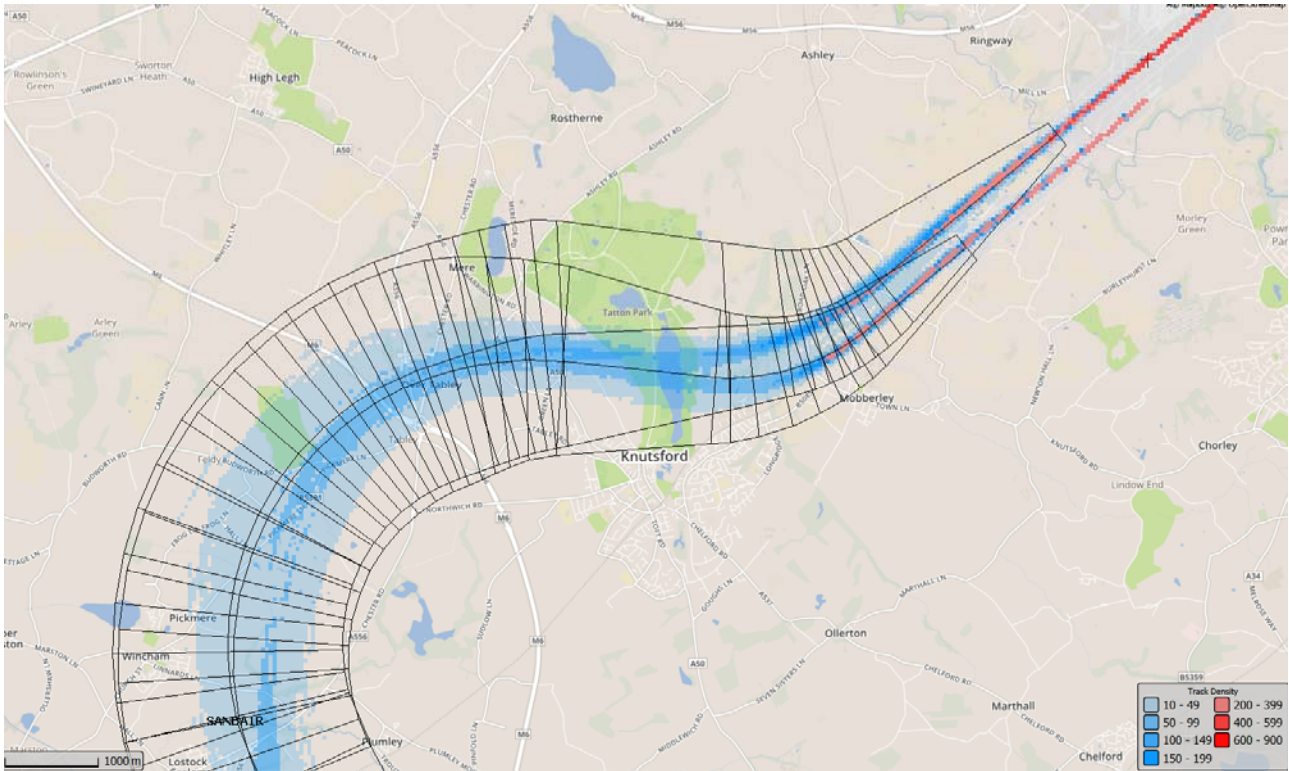
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	7275		3632	
Monthly Total NSDs	45	0.6	35	1.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	19923		16761	
Quarterly Total NSDs	198	1.0	248	1.5
Quarterly Total Early Turns	2	0.0	0	0.0

Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	7564		4225	
Monthly Total NSDs	45	0.6	41	1.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	21010		17405	
Quarterly Total NSDs	198	0.9	254	1.5
Quarterly Total Early Turns	2	0.0	0	0.0

nb. direction of take-off greatly influences the figures in the above tables.





Insufficient easterly departures in March for track density.

Monthly Photo capture of @MAComRels

January
2020
FY 19-20

Employment



We attended a Careers Day at Pioneer House; an SEN High School in Northern Moor.

Communication



The CAA informed us that we have passed the Stage 1 gateway for Future Airspace and we have started Stage 2; pictured forming a timetable for the Stage.

Education



We, and other BW3 member companies, delivered a 'numbers at work' event at Northenden Primary School

Education



Portraits for the AeroZone Careers Wall have been gathered; pictured are Jenson and Karen from UKBA

Education



Delivered the next module of our employability and leadership programme, 'Prepare for Take Off'. Brad Miller joined for the 'Meet a Leader' session.



February
2020
FY 19-20

Education



The MEA Prepare for Take Off Leadership and Employability programme continued with a visit to Fire.

Communication



Hard and soft copies of the 'AS-IS datasheets' on arrivals and each of the departure Routes have been delivered/distributed and placed online.

Education



We coordinated a BW³ 'What's my Job' session for 90 pupils at Newall Green Primary School. Pupils had the opportunity to interrogate adults from various businesses.

Enterprise & Culture



The Addy received a £1,700 Community Trust Fund Grant to install a swing in their playground. We attended a celebratory unveiling.

Employment



Ten work ex placements have been hosted; Cameron pictured practising Marshalling.

Education



We welcomed 26 Travel & Tourism and Aviation students from Trafford College for an 'Expert Guided Tour'. The Group are pictured with UK Border Force.



CSR WORK STREAMS 2019/2020

FEBRUARY 2020



OUTCOME & PROGRESS KEY











	Activity taken place or ongoing		Secure future workforce pipeline		On target
	Activity planned		Support our future growth		Behind target
			Host neighbourhood events		Substantially behind target
			Demonstration of economic contribution		

EDUCATION	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting													5,000		9,105
High Quality Key Stage 1 & 2 Activities													1,100		1,624
High Quality Key Stage 4 & 5 Activities													500		735
Work Experience													55		73
International culture project with Schools													6		6
COLLEAGUES															
Contribute volunteer hours to Community													6,500		6,303
Number of volunteers													804		564
Volunteers as a % of colleagues													20%		14%
% of Volunteers that are shift-based													✓		20%
Host 'Bring Your Child to work Day'													✓		✓
Host volunteer roadshows												Planned	4		0
EMPLOYMENT															
Attend & Support Jobs & Careers Fairs												Planned	10		15
Training to young people with learning difficulties													10		10
Jobs for young people with learning difficulties													✓		9
Training to unemployed													400		245
Airport Academy jobs													450		362
Impact Study												Planned	1 in Wythenshawe		0
COMMUNITY															
Outreach Mobile & Knutsford												Planned	15 & 35		63
Bi-Annual Cllr visits												Planned	8		6
Annual Council Clerks & Officers meeting													1		1
No. of complaints													<1,200		961
Movements per complaint													>130		194
Response to complaints													97% <Five Working days		100%
ENTERPRISE & CULTURE															
Share benefits of M.A.G arts sponsorship													65 Organisations		67
Showcase community art in our business													3		4
Community Trust Fund Grants Awarded													>£100,000		£111,393
Social events for the community												Planned	3		10

CSR WORK STREAMS 2019/2020

MARCH 2020



OUTCOME & PROGRESS KEY					
	Activity taken place or ongoing		Secure future workforce pipeline		On target
	Activity could not be completed due to COVID-19		Support our future growth		Behind target
	Cancelled		Host neighbourhood events		Substantially behind target
			Demonstration of economic contribution		

EDUCATION	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting													5,000		11,123
High Quality Key Stage 1 & 2 Activities													1,100		1,714
High Quality Key Stage 4 & 5 Activities													500		779
Work Experience													55		76
International culture project with Schools													6		6

COLLEAGUES	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Contribute volunteer hours to Community													6,500		6,780
Number of volunteers													804		549
Volunteers as a % of colleagues													20%		14%
% of Volunteers that are shift-based													✓		22%
Host 'Bring Your Child to work Day'													✓		✓
Host volunteer roadshows												Cancelled	4		0

EMPLOYMENT	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Attend & Support Jobs & Careers Fairs													10		16
Training to young people with learning difficulties													10		10
Jobs for young people with learning difficulties													✓		9
Training to unemployed													400		264
Airport Academy jobs													450		403
Impact Study													1 in Wythenshawe		0

COMMUNITY	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Outreach Mobile & Knutsford													15 & 35		67
Bi-Annual Cllr visits													8		10
Annual Council Clerks & Officers meeting													1		1
No. of complaints													<1,200		1,011
Movements per complaint													>130		193
Response to complaints													97% <Five Working days		100%

ENTERPRISE & CULTURE	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Share benefits of M.A.G arts sponsorship													65 Organisations		69
Showcase community art in our business													3		4
Community Trust Fund Grants Awarded													>£100,000		£110,987
Social events for the community												Cancelled	3		10