

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 18 OCTOBER 2019 AT 10AM

FIRST FLOOR MEETING ROOMS 8/10 OLYMPIC HOUSE MANCHESTER AIRPORT M90 1QX

**(Please use the Staff and Visitors Car Park –signposted Mid Stay
– accessed from Parade Road opposite T3 Multi–Storey entrance).**

AGENDA

1 PROCEDURAL MATTERS

- (a) Apologies for Absence
- (b) To confirm as a correct record the Minutes of the meeting of the Committee held on 19 July 2019.
With regard to Minute 2(a), to receive an update regarding the MAG contribution to the UK economic value in 2017-18 within the overall financial and economic performance, and whether this reflected the impact of outbound tourism;
- (c) To receive the Minutes of the meeting of the Technical Advisory Group held on 20 September 2019.
- (d) To receive the Minutes of the meeting of the Airport Users Advisory Group held on 13 September 2019.
- (e) Membership and Attendance, to note
 - (i) the appointment of Councillors Barry Winstanley and Chris Boyes to represent Trafford Council on the Committee with Councillor Graham Whitham as the substitute. It was agreed at the last meeting that Councillor Winstanley be appointed to Technical Advisory Group (and also as the substitute for Airport Users Advisory Group) and it is recommended that Councillor Boyes be appointed to the Community Trust Fund;
 - (ii) the appointment of Councillor Bob Cernik to represent Cheshire West and Chester Council on the Committee. It is recommended that Councillor Cernik be appointed to the Airport Users Advisory Group and that he will also sit on the Community Trust Fund; and
 - (iii) the resignation of the National Trust from the Committee and the Technical Advisory Group.

2 INDEPENDENT COMMISSION ON CIVIL AVIATION NOISE

To receive a presentation from Rupert Basham (Engagement Lead) and Sam Hartley (Secretary) of ICCAN and to consider and discuss:

- (a) ICCAN's Corporate Strategy 2019 – 2021 (attached);
- (b) Guidance on the role of Consultative Committees in addressing noise issues including effective community engagement.

3 REPORT OF THE CHIEF OPERATING OFFICER

To consider the report of Brad Miller, Chief Operating Officer, Manchester Airport, including the "Manchester Airport Transformation Programme Two Years On" Video.

4 SUSTAINABLE AVIATION AND AIR QUALITY MONITORING AND CONTROL

To receive a presentation from Adam Freeman, Head of CSR, on aspects of Sustainable Aviation as they relate to the Airport and an update on Air Quality Monitoring and Control.

5 COMMUNITY RELATIONS

To receive from Wendy Sinfield, Community Relations Manager –

- (a) the Aircraft Track and Noise Monitoring Reports for July - August 2019, and the Complaints Summary Report for September 2019; and
- (b) an update on the Airspace Change process, in view of –
 - (i) the CAA's Portal and Airspace Modernisation Strategy Guidelines (CAP 1616); and
 - (ii) the Airport's launch of community discussions on the Design Principles, a briefing on views received by 6th October, and the broader extent of Community Engagement in the process.

6 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Lunch is arranged for 12.30pm

Date of Next Meeting: Friday 17 January 2020 at 10.00 am
at Olympic House, Manchester Airport

Contact: Mike Flynn by either
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MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 19th July 2019 at Meeting Rooms 8 and 10, First Floor, Olympic House, Manchester Airport

PRESENT: Steve Wilkinson (Chairman)

Sandra Matlow - Passenger Representative

Ian Macfarlane - Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Mark Hunter (substitute) - Stockport Metropolitan Borough Council

Liz Patel - Trafford Metropolitan Borough Council

Barry Winstanley – Trafford Metropolitan Borough Council

Keith Whitmore – Manchester City Council

Bill Fairfoull – Tameside Metropolitan Borough Council

Peter Burns - Heald Green and Long Lane Ratepayers Association

Neville Duncan – Which?

Kristina Hulme – ABTA

Robert Thompson – North West Region of CBI

Alan Hubbard (substitute) – National Trust

Wyn Casey – Wythenshawe Community Housing Group

Jan Nicholson – Knutsford Town Council

Chris Novak – Styal Parish Council

REPRESENTING MANCHESTER AIRPORT PLC

Jonathan Challis, Adam Jupp, Andy Saunders, Rad Taylor, John Twigg

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

APOLOGIES:

Marc Asquith, Colin Booth, David Neill, Nick Mannion, Steve Parish, Luke Raikes, Linda Reynolds, Bob Rudd, Don Stockton, Jack Thomas, Eleanor Underhill (substitute Alan Hubbard) and Mark Wynne (substitute Mark Hunter)

1 WELCOME TO NEW MEMBERS

The Chairman welcomed new members Councillor Jan Nicholson, Knutsford Town Council; Councillors Stuart Corris and Mark Hunter, Stockport MBC; Councillor Iain Macfarlane, Cheshire East Council and Councillor Barry Winstanley, Trafford MBC.

2 MINUTES AND MATTERS ARISING

(a) **RESOLVED:** that the Minutes of the meeting of the Committee held on 12 April be approved as a correct record.

Reference was made to Minute 2 (c) on page 2 regarding the Skylink and it was noted that members' recent experience showed many parts were out of action. Rad Taylor responded that there were challenges in many repairs to the travellers in the Skylink as many of the parts were now obsolete from the manufacturers perspective which meant bespoke parts have to be sourced which had a much longer lead in time. There would be some investment in parts including keeping some in stock for future repair and replacement purposes. Members asked about timescales and were advised that delivery was around 12 weeks from order date. Repairs to the leaking roof would be undertaken as part of the normal maintenance programme. An update would be made outside the meeting.

Reference was made to Minute 4 on page 5 regarding MAG contribution to the UK economic value in 2017-18 which had been stated as £7.8bn. Members asked if this took into account the negative impact of outbound passengers based on reports that this was around £500 per trip? Adam Jupp advised that the figures were being refreshed and could be brought back to a future meeting along with an explanation as to whether economic value reflected the impact of outbound tourism too.

(b) The minutes of the meeting of the Technical Advisory Group held on 21 June were received.

The Chairman of the Group advised that an addendum had been sent in relation to the consultation on the Aviation Green Paper and the Secretary had circulated a copy of the letter to all members of the Committee.

(c) The minutes of the meeting of the Users Advisory Group held on 7 June were received.

Reference was made to Minute 6 (e), page 6, regarding the water bottle refill initiative. A member advised that he had visited T3 on two occasions recently and no signage was displayed regarding the initiative and on asking in a number of places had only been offered a refill by one person. Rad advised that airport staff were aware of the issue and he would feedback outside the meeting. Adam agreed to ensure that Retail partners were reminded of the initiative.

Reference was made to Minute 6 on page 4 regarding walking distances from Arrivals in T2 to the pick up area at the Multi Storey car park. It was noted that there was an additional walk depending on which point on Pier 1 a passenger disembarked which could add an extra 400-800 metres to the walking distance. Members asked whether the pick up area could be moved to the car park near Arrivals to reduce complaints? Members felt that the new buggies were not much in evidence and asked about the possibility of providing the newest style which were the width of one wheelchair. Rad advised that the feedback was noted and some points may be covered in the Chief Operating Officer's report later on the agenda. He advised that the Special Assistance Service had a number of areas of focus – people; processes; and equipment.

Members referred to the Meet & Greet service which had experienced high numbers of complaints over a number of months. Adam advised that CCTV footage often showed damage was pre-existing and the occasions where the M&G service was at fault were decreasing. Signage would be reviewed to ensure it was made clear that issues must be reported on site not once the owners returned home.

(d) Membership and Attendance - the Committee received the current membership list and attendance records for the Committee and Advisory Groups. Members discussed recording of substitutes in the minutes and on the attendance records and agreed it would be recorded in the minutes. It was noted that 2 previous members had not been re-elected and it was suggested that the Chairman write to thank them for their role on the Committee.

(e) The Secretary presented the financial report outlining financial transactions during the past 12 months. The report listed estimated expenditure including an increased allowance to enable member representation/attendance at Department for Transport and CAA forums.

(f) The Secretary presented a proposed list of meeting dates for 2020 – 21.

RESOLVED: that

- (a) an update be made to a future meeting on the MAG contribution to UK economic value within the overall financial and economic performance;

- (b) minutes will make clear whether a substitute has attended in place of a member;
- (c) the Chairman write to Mr Bernard Sharp and Mr Mike Whetton thanking them for their attendance and support to the Committee;
- (d) the membership list and appointment to Advisory Groups and the Trust Fund be approved subject to Councillor Winstanley being a named substitute for the Users Group;
- (e) the financial report for 2018 – 19 and the draft budget for the ensuing year be approved; and
- (f) the proposed meeting dates for the Committee for 2020 -21 be approved.

3 DISRUPTIVE PASSENGERS

Adam Jupp presented on initiatives to deal with disruptive passengers. Greater Manchester Police were operating an initiative to deal with all forms of disruptive behaviour – Operation Succinct. Information from the past 5 years showed a downward trend in incidents per 1000 passengers with 0.53 incidents at March 2019 compared to 1.15 incidents in March 2018. In March 2019 there had been 4 incidents whereby the passenger had been denied boarding and 6 incidents that were alcohol related.

Adam outlined the Ryanair policy whereby all alcohol purchases taken onboard had to be in a sealed bag. A recent court case which had resulted in a flight being turned back was expected to result in a custodial sentence for the disruptive passenger.

At Manchester information was displayed to alert passengers that behaviour was being observed including via the 'yellow card tactic' operated by GM Police. There was also an Airport initiative that used a phone based tool whereby airport staff could log behaviour using a QR code. The information would then be sent in real time by email or text and sent onto Ground Handling agents prior to the passenger boarding. The process for logging such concerns was outlined; personal data would not be shared. All data that was captured was collated for analysis including to show trends. Examples of previous use were shown including an incident where an intoxicated passenger was refused Check In and airport Customer Services staff booked him onto an onsite hotel in the hope that he would be able to board an alternative flight the following day.

Adam outlined the Best Bar None initiative which was an award winning Home Office backed scheme that had been piloted in Manchester city centre in 2003 and had since been rolled out to various other cities. The airport was working with Best Bar None to introduce an airport specific scheme which would be introduced during this year. The scheme ensured retailers operated high standards in sales practices and training and

created a safe and secure environment for passengers by promoting responsible management of alcohol licensed premises.

Members were given the opportunity to ask questions and the following points were raised:

- Could more detail of the Best Bar None initiative be given? Adam explained that this initiative involved staff being trained in how to handle situations and when it was appropriate to refuse to serve alcohol to a customer; it also provided information on logging issues and included a coordinated approach by communicating between establishments;
- The direction of travel was encouraging and it was clear that the issue of disruptive passengers was being taken seriously. Would the airport consider issuing a statement on the recent court case outlined above? Adam explained that Manchester regularly commented on issues; there was a current initiative that involved working with Radio 5 Live; the airport industry worked in a coordinated way on many issues and there was an Industry Code of Conduct;
- Could a link be made with train operators to involve them in dealing with disruptive passengers on their way to the airport? Adam agreed this was a helpful suggestion and he undertook to take this back to colleagues for discussion and consideration.

RESOLVED: that the presentation be received and noted.

4 REPORT OF THE CHIEF OPERATING OFFICER

The Committee considered the report of Brad Miller, Chief Operating Officer, presented by Rad Taylor. The report identified major issues affecting the business, updated Members on the current level of Airport activity and measures being taken to improve service delivery. The following issues were highlighted:

- Aviation Strategy – the consultation on the Green Paper had closed on 20th June and Manchester Airports Group had submitted a full response with chapters focused on each airport within the Group. An executive summary of the key points of the response was available for members to take away with them.
- Operational Data - On Time Performance – Rad explained that OTP was deemed to be met if an aircraft pushed back within 15 minutes of its scheduled departure time. At Manchester OTP reduced during the day, however, the year on year trend was positive. There were difficulties with capacity in air traffic across Europe. The areas where the airport had control were with the movement of aircraft across the airfield; the availability of facilities such as airbridges; and services such as for PRMs. The OTP for all flights was below

target of 85% in April, May and June but above target for first wave in April. Passenger numbers continued to grow; the total for May 2018 – June 2019 was just 29m.

- Customer Service and Security Issues – The total complaints per 10k passengers for April was reported as 4.95; in May it was 6.34 and in June was 5.7. The power outage on 19th May had resulted in a total of 281 complaints to date with comments and complaints still being received. A change to the menu in the Escape and 1903 Lounges had received 142 complaints. Security performance was shown for the year June 2018 – June 2019; performance against the queue time measurement of 15 minutes or less showed that the 92% target had been met in all Terminals since October 2018 with performance in 2019 so far above 98% in all Terminals. The data for immigration showed EU passengers for all Terminals was over 98% for all months and E-gate performance was over 99% for the period shown. Security performance for non EU passengers was above 95.% for February, March and May this year.
- Special Assistance Service update – the CAA had previously rated the service as ‘poor’. The new provider, ABM, took over the service on 1st April 2019 but initial performance had not met the required standards. A number of corrective actions had been taken including investment in equipment and facilities, IT capability and workforce investment. The performance of ABM against the Action Plan was showing that the service was undergoing improvement. The CAA had released their annual report on 11th July and now rated the airport as ‘Needs Improvement’.
- Community Matters – the spring/summer outreach programme had been completed and the weekly presence at Knutsford Library was ongoing. In June the Community and Fire Teams had attended the Royal Cheshire County Show and spoken to thousands of visitors about airport operations and forecourt charges as well as sharing information on the Transformation Programme. The Fire team talked to visitors about their role at the airport. A reception for local councillors had been held on the Wednesday morning and in the afternoon a presentation was made to trainee teachers from Edge Hill university. On 17th May the Airport had joined in with ‘Give and Gain’ day to provide volunteer opportunities for colleagues – six members of the IT team had carried out a garden makeover at the Seashell Trust in Cheadle and 10 members of staff had completed a 1.9 mile litterpick starting from Olympic House to Peel Hall Park which had included litterpicking, a general tidy up and painting the park benches. The Community Trust Fund had awarded £31,397 to fourteen local organisations including £1,419 to Burnage Library Activity and Information Hub towards

establishing a 'bee friendly' garden and £3,000 to Alderley and Wilmslow Musical Theatre Company towards a new 'harlequin floor' for the theatre.

The monthly traffic statistics for April, May and June were included in the report.

In discussing the report the following issues/questions were raised:

- Concern was raised about the ongoing issues with the services to those requiring special assistance; with members noting examples of poor passenger experience as outlined in the CAA Report. Members asked about training for frontline staff. There were also issues raised regarding handling wheelchairs which would be outlined outside the meeting. The Committee was advised that Brad Miller, Chief Operating Officer, and the Customer Services Director held regular meetings with the Managing Director of ABM. The Airport's own Customer Services staff were helping with the ongoing transition of the service to ABM. Rad explained that the transition had been difficult in terms of evolving a culture change for staff. Members asked about the contract terms as it was felt that there was a pattern of a supplier not delivering what was required. Rad explained that the contract was drawn up based on a collaboration of airport and airline partners. It was noted that ABM also delivered a service at Heathrow Airport and this did not appear to have the issues that Manchester was experiencing. Members noted the high numbers of staff who had previously transferred under TUPE but had left recently and queried the reasons. Rad explained that some staff felt the role was not suited to them so had resigned. It was agreed that the issues raised would be referred to the Users Group for detailed consideration.
- The Airport, and in particular Andy Saunders, were thanked for the recent successful transport conference. It was suggested that the Airport should be represented on the GM Transport Heritage body and this would be taken away for consideration. Other concerns including the congestion at Piccadilly Station and the bottleneck remaining at the Ordsall Curve were registered.
- Members noted an occasion when traffic had queued for 35 minutes to exit a car park and that signage was insufficient. Rad explained that this had been due to barrier failures but the wayfinding points were noted.
- An update on the IT failure on 22nd June was requested. Members were advised that this was due to SITA who operated Check In and additional resilience had been added into systems.
- Members noted difficulties in staff accessing the airport site early in the morning particularly from the Stockport area by public transport.

- Members requested signs to deter anti-social parking which were also needed in the southern outskirts particularly in Styal. John Twigg indicated that the signs continued to be available and agreed to liaise with Styal Parish Council to address this.
- Members noted that expressions of interest among staff had been raised about car sharing and asked how was this followed up? John explained that there were a lot of informal car sharing arrangements but some reluctance to commit to a more formal scheme that may become more onerous.
- Were there any plans to change the Meet & Greet pick up on T1 level 13? Rad agreed to report back on this to a future meeting.

RESOLVED: that:

(a) the report be received;

(b) the issues raised at the meeting regarding the PRM contract be referred to the next meeting of the Users Group for consideration; and

(c) an update on Meet & Greet at T1 be made to a future meeting.

5 GROUND TRANSPORT

(a) Simon Elliot, Head of Rail Team, Project Delivery, Transport for Greater Manchester (TfGM) updated:

The current position with rail travel to the airport comprised one train per hour from a variety of routes including North Wales (off peak only); Liverpool; Crewe and Newcastle. The route between Leeds, Bradford and Rochdale to the airport was included in the franchise but had yet to be delivered.

TfGM were fully supportive of platforms 15 and 16 being delivered at Manchester Piccadilly Station and for improvements to be made at Deansgate Station as both these initiatives would vastly improve the bottlenecks to rail access.

Simon explained how direct services to the airport were more likely to face disruption and any delays were worse if the route included the Castlefield corridor. Members noted that passengers travelling to the airport were often using more than one train which could exacerbate any late running. Simon agreed and noted that when there were delays, Network Rail would prioritise longer distance services to the detriment of local services which were using the same train tracks. There had also been an increase in trespassing and fatalities on the railway lines with resultant interruption to service.

The train performance was presented; the introduction of a new timetable in December

2018 had improved reliability on 5 key routes to the airport. A number of new trains were to be introduced and the existing fleet of 243 Northern trains would be refurbished. A survey of satisfaction with the Metrolink was presented which showed high satisfaction among users.

Simon presented information on Airport Bus Services – 85% of bus mileage in Greater Manchester was delivered by commercial operators. There were 20 local bus departures per hour from the airport with 30% receiving some funding from TfGM. The Greater Manchester Mayor, Andy Burnham, was currently considering bus reform. There were around 129,289 passengers travelling annually to or from the Airport on tendered services.

Members noted 2 buses (X30 and 103) left Stockport both bound for the airport within minutes of each other and queried why bus services could not be more evenly spaced? Simon replied that they would be run by different companies but he would take the feedback back to the bus companies.

The Committee was advised of a review of rail services which the Secretary of State (SoS) had asked Keith Williams to undertake. The SoS had also asked the GM Mayor to consider his requirements for rail based modes in the region. There was also the likelihood of a reform of rail fares which would potentially lead to introduction of zonal multi-modal ticketing.

Simon explained the GM Mayor had announced plans for 'Our Network' an integrated, modern and accessible public transport system. The plan was to have a convenient, affordable, accessible and sustainable transport system. Simon noted that at the moment the rail service did not meet these aims as it was only convenient to passengers living near a station, there were too many variations in ticketing options and the ticketing system was complex and only around half of stations were step free.

In conclusion, Simon explained that the rail performance in terms of services to and from the Airport had stabilised since May 2018; there were a number of initiatives and reviews which could lead to greater integration and integrated ticketing options; and the service should be better able to meet the needs of passengers, employees and residents.

Members were given the opportunity to ask questions and the following issues/queries were raised:

- Were there any opportunities for more sustainable transport? Simon explained that hydrogen powered trains were being trialled in the Midlands. The rail stock in the north tended to be older which made it less sustainable as well as being less reliable.

- Would devolution of services include devolution of stations? It was unfortunate that the Leeds, Bradford, Rochdale link had not been delivered despite being included in the franchise and that pressure was not being brought to ensure the link was delivered. Simon agreed and said that TfGM were working to get the service provided but delivery would result in capacity issues on the network. The Secretary of State had asked someone to look into the bottleneck at the Castlefield Corridor so there was the potential of some resolution taking place.
- Where was the future Integrated Station for HS2 located? Members were advised that it there was a tunnel by junction 5 of the M56 and access to the airport would be from the Halebarns area via a new Metrolink station.
- Did the Williams Review include consideration of changing the franchise model such as the option for Local Authorities taking on public transport? Simon responded that the Williams Review did acknowledge that franchising in its current form was not working well as all the risk was with the transport provider and a concession based model may be better with a management fee paid to the provider. In Greater Manchester there were various issues with commuter services, inter-city services and national services all interconnected and using the same infrastructure and same rail lines. This was different to London where there were separate rail lines for the different services.

(b) Andy Saunders, Surface Access Strategy Manager, updated on ground transport and surface access issues at the airport:

This year had seen improved services and extended operating hours and services by Stagecoach. In addition, the company had offered new starters at the airport site, the option of 4 weeks free bus travel. National Express coach services had seen increased usage of services to the airport with a 70% increase for the service from Chester and 49% increase for London services. 'Kiss and Fly' remained the most popular form of passenger travel to the airport at around 53.6% in 2018; public transport options were slowly increasing in popularity and were used by 25.4% of passengers in 2018.

RESOLVED: that the updates be noted.

6 ANNUAL LIAISON MEETING OF AIRPORT CONSULTATIVE COMMITTEES

The Committee considered the minutes of the Annual Liaison Meeting held on 12th – 14th June in Inverness. The Meeting had received a presentation from Rob Light, Chief Commissioner of the Independent Commission for Civil Aviation Noise, on the establishment of the Commission and its activity for the first 6 months of its existence – this had mainly been listening to stakeholders around the country. ICCAN was developing it's 2 year Strategy on Aviation Noise which would be published soon.

Representatives of the Commission would be attending the Consultative Committee meeting in October to meet with the Committee and to discuss relevant issues including the role of Consultative Committees and community engagement.

The Secretary referred to Minute 32 which outlined that the Meeting had approved UKACCs guidance for Airport Consultative Committees on the airspace change process. The 'Guiding Principles' document was attached to the agenda pack.

RESOLVED: that the minutes of the Annual Liaison Meeting of Airport Consultative Committees be received.

7 COMMUNITY RELATIONS

(a) Adam Jupp, Corporate Affairs Director, presented the MANTIS reports for April and May and the Noise Complaints report for June.

The total number of complaints received over April was higher than the same time period the previous year but lower in May. There had been 8 Noise Infringement fines during the period.

(b) The Committee was advised that following submission of a Statement of Need to the CAA, the Airspace Change project would progress with a period of engagement which would be through the regular outreach arrangements. The Stakeholder Reference Group would also meet to consider Airspace Change. The Consultative Committee and TAG would be kept updated on the engagement process, given that their representational role was essential to the process. The Chairman of the Committee advised that the CAA website contained helpful guidance on Cap 1616. The Chairman of TAG advised that the Group may need to hold additional meetings to consider the project.

RESOLVED: that:

(a) the report be received and noted; and

(b) the UKACCs 'Guiding Principles for Airport Consultative Committees engaged in Airspace Change' be received.

DATE OF NEXT MEETING: Friday 18 October 2019 at 10.00am.

MINUTES OF THE MEETING OF THE TECHNICAL ADVISORY GROUP held on Friday 20th September 2019 at Meeting Room 11, 1st Floor, Olympic House, Manchester Airport

PRESENT: Mr Peter Burns (in the Chair)

Cllr Colin Booth

Cllr Jan Nicholson

Cllr Chris Novak

Mr Steve Wilkinson

Cllr Barry Winstanley

REPRESENTING MANCHESTER AIRPORT PLC

Natalie Belford, Jon Bottomley, Wendy Sinfield and Chris Wild

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

ALSO PRESENT

John Mayhew – NATS and Nick Kelly, Environmental Advisor, Cheshire East Council (CEC)

APOLOGIES:

Cllr Steve Parish; David Neill, Cllrs. Deborah Walker and Linda Reynolds (Mere Parish Council); Eleanor Underhill and Alan Hubbard (National Trust) and Cllr. Matt Wynne.

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 21 June were considered.

All matters arising were covered on the agenda.

RESOLVED: That the Minutes of the meeting of the Group held on 21 June be approved as a correct record.

2 SECTION 106 AGREEMENT

(a) Jon Bottomley updated on the Review of the S106 and Governance arrangements. There had been little progress since the last meeting due to summer holidays and leadership changes at Cheshire East Council (CEC). However, the final draft of the Memorandum of Understanding (MOU) was now with senior officers of CEC for consideration. CEC had drafted some revised obligations and a meeting would be held between them and the Airport to discuss. Technical discussions would be held on noise, environment and surface access. A series of draft obligations would be submitted to the December meeting of TAG for consideration. A

member asked how often the process of review was undertaken? Jon advised that the original agreement had been between the airport and Cheshire County Council in 1994. It was important to bring the obligations up to date and future proofed. Members asked if the new obligations would be more challenging which Jon confirmed they would be; as the current ones had been easily met. The new conditions would reflect Airspace Change, the Noise Action Plan and the update of the CEC Local Plan.

Nick Kelly advised that he had not been aware of the Environmental Health Officers Group which had met on 9th September so an update would need to be given to the next meeting.

RESOLVED: that

- (a) The draft Memorandum of Understanding and the Section 106 Agreement between the Airport and Cheshire East Council be submitted to the next meeting of the Group for comment; and;
- (b) The minutes of meetings of EHOG be submitted to the Group.

3 AERODROME OPERATIONS

The Group considered a briefing presented by Chris Wild:

- The summer had been busy with 16.2m passengers to 17th September. August had seen the busiest week ever.
- There were 22 Mandatory Occurrence Reports (MOR) between the period June – August and the details were presented. There had been a number of incidents of tyre damage which meant the incidents were escalated to Chris' team. The team had undertaken a walking inspection but could not identify any reasons for tyre damage. There had also been a number of reports of drone sightings. Members asked about publicity to local communities to raise awareness of drone issues. Chris advised that drone events had in fact reduced due to work in the community and the issues at Gatwick Airport at Christmas 2018. Most drone operators acted responsibly when flying. Members asked how clearly publicised was the 'No Drone' area and Wendy Sinfield advised there was a map of the area and she would discuss this outside the meeting. Members felt that the restricted area should be communicated effectively in local communities and the Airport was considering including a map in the airport website.
- Current airfield projects – included refurbishment of Delta 5 taxiway, which was a high traffic area - the refurbishment would be carried out overnight; new taxiway Echo construction; "Hotspots" phase 3 repairs; installation of Multi-Lateral Radar which would use enhanced technology to clearly identify all aircraft and vehicles; and installation of new signage on the airfield to reflect name changes which would be coordinated with new maps showing the new names. It was intended that the signage updates would be undertaken in December.

RESOLVED: That the update be noted.

4 PLANNING AND DEVELOPMENT UPDATE AND MAN-TP

(a) Natalie Belford updated on Planning and Development:

- Aviation 2050 – The Future of UK Aviation – Meetings were to take place with the Department for Transport to discuss the response submitted by the Airport. A White Paper was expected by the end of the year.
- Local Planning Policy – Cheshire East Council were consulting on their Site Allocations Development Plan document. The draft document clarified the approach to development in the Airport Operational Area which was welcomed. There was also a policy seeking to control development in those areas subject to aircraft noise. The Greater Manchester Spatial Framework – a revised version would be circulated to Districts for approval this month to enable consultation between October and December. The Framework recognised the economic value of the airport and supported continued growth while acknowledging that improvements to the accessibility to the airport were needed. The airport was generally welcoming of the support and allocations within the Framework but wished to be satisfied that surface access capacity to the airport site should not be compromised and that the onus should be on developers and Local Authorities regarding impact of aircraft noise on residential development.
- Airport Transformation Programme (MAN-TP) – members viewed a video showing progress with MAN-TP to date. The Secretary reminded Members that the whole Committee was invited to visit the site of the T2 extension on 27th November at 3.00pm. Members asked about accessibility arrangements and were advised that level changes had been removed and part of the transformation was to increase contact stands which meant less use of ambi-lifts. The PRM passenger journey to access aircraft was important, with single level operations and provision on airbridges being key. Care would also need to be taken when using the bussing lounge and accessing remote stands. Further detail could be outlined during the visit to the new Terminal. The film would also be shown to the next meeting of Consultative Committee.
- Global Logistics Hub – a planning application had been submitted for the last remaining plot. Cheshire East Council had granted planning permission for an extension to Jet Parks 3 to enable additional parking spaces on this long stay site.
- Airport City – the work to construct the “green bridge” would commence in September along with the works to construct the Multi Storey Car Park. An application for a hotel on land to the rear of Voyager would be submitted in October.
- Car park statistics – the capacity of car parks across the site, was presented. The capacity had reduced from 43,492 in financial year 2017 to 38,126 spaces in the current financial year.

(b) Jon Bottomley updated on tourist signage and traffic issues arising from the A555 (A6 MARR). Jon explained that the airport had set up a regular meeting (the Highways Operational

Task Force) with Highways England, Manchester City Council and Transport for Greater Manchester to discuss a number of operational issues including hotspots; congestion; and signage which included signage to the National Trust's Quarry Bank Mill. The airport had also discussed with Stockport MBC issues around signage to the airport from the A555 towards and through Styal Road junction as the signage was unclear especially directing passengers to T2. Members suggested that the signage when exiting the M56 assumed all traffic was going to the airport as there was little signage to any other destination. It was agreed that the signing for through traffic required improvement and Jon agreed to pick this up at the regular meetings referred to above.

RESOLVED: That the update be noted.

5 COMMUNITY RELATIONS DEPARTMENT

(a) Wendy Sinfield presented the MANTIS reports and data maps for June and July and the Complaints Summary sheet for August. There had been 8 noise infringement fines during June and July. Wendy explained that statistics showed a similar picture to previous years. There had been an increase in complaints from Lymm and Bowdon which could be explained by departing aircraft achieving the north turn sooner and therefore flying over areas that did not used to be overflowed. The outreach programme had included a presence in both places which had been well attended. Wendy explained that data had been produced showing a comparison of complaints from this year with last year and the data had been left in libraries and other local venues.

(b) Wendy updated and presented on the Airspace Change process. The modernisation of airspace was a Government initiative and referred to airspace from the ground to 7000 feet above sea level. The process had commenced with Stage 1 'Define' – these were the design principles on which the airport was gathering views. Responses had been invited by 6th October and the proposed design principles would be sent to the CAA later in the year. As well as seeking views on the design principles through usual communication channels, the Airport had commissioned You Gov to run a series of Focus Groups. A report would be submitted to the airport by You Gov on the findings. The consultation had considered a number of questions which were presented in detail and included matters such as whether flight paths should be concentrated or spread out and whether change should be avoided or new areas should be flown over. The Stakeholder Reference Group (SRG) would meet in November, undertaking a role as 'critical friend' including commenting on the approach and advising on community engagement. The SRG would be updated on feedback from the consultation on the design principles.

(c) Jon Bottomley updated on the Noise Action Plan review. This would be aligned to the Airspace Change process with formal consultation in summer 2022. The final Plan would be published in early 2023. A summary of the key dates for both processes was presented to the Group.

RESOLVED: That the Community Relations update be noted.

NEXT MEETING: Friday 6 December at 10.00am.

MINUTES OF THE MEETING OF THE AIRPORT USERS ADVISORY GROUP held on Friday 13th September 2019 at Meeting Room 11, First Floor, Olympic House, Manchester Airport

PRESENT: Mrs S Matlow (in the Chair)

Cllr S Corris

Mr N Duncan

Mr K McMahon

Cllr E Patel

Mr J Thomas

Mr R Thompson

REPRESENTING MANCHESTER AIRPORT PLC

P Alexander, L Cleminson, K Heyes, A Horsfall, C Hughes, L Hughes, A Johnson, A Kelly, L Lane, S Patel and N Swales

ALSO PRESENT

M Tighe, UKBF

SECRETARIAT:

M F Flynn, Secretary and D J French, Assistant Secretary

APOLOGIES:

G Ellis, K Hulme, I Macfarlane and K Whitmore

1 MINUTES AND MATTERS ARISING

The Chairman noted that all Matters Arising were covered as individual items on the agenda. She requested a copy of the current Management Structure Chart which Chris Hughes agreed would be provided via the Secretariat.

RESOLVED: That the Minutes of the meeting of the Group held on 7th June 2019 be approved as a correct record.

2 UK BORDER FORCE

Maggie Tighe updated on Border Force:

- Summer season – August had been very busy with around 1.6m inbound passengers processed. All SLAs had been met apart from T2, non EU passengers which was just below target at 94.7%. Reasons for not meeting the SLA included pressure points when a large number of long haul flights arrived around the same time with large

numbers of non EU passengers. At these times the total number of passengers exceeded the available number of desks and E-gates. This was a temporary issue which would be resolved when the new Terminal 2 opened.

- Customs and Excise – UKBF was working jointly with Greater Manchester Police and the National Crime Agency to tackle modern day slavery and people trafficking. There had been good results regarding Class A drug seizures and cigarette seizures.
- E-gates – levels of usage were high and the majority of E-gates worked most of the time.
- Staffing – a recruitment exercise was underway. During August, an additional 25 officers had been trained and mentored; a further 6 officers had been recruited and were awaiting training. There were 12 officers based at Manchester who comprised a Task Force in preparation for Brexit.

Members asked about issues in T3. Maggie explained that there would be an increase in E-gates in winter 2019 which would result in a total of 10. It was also important to address the perception of long queues and signage had been installed to indicate waiting times. Lighting improvements had improved the efficiency of the E-gates. There would be a total of 30 E-gates once the new ones in T3 had been installed.

Members asked if UKBF was confident that there would be sufficient space and numbers of E-gates in the new Terminal 2. Maggie confirmed the provision appeared promising; there was a dedicated UKBF team that met regularly with the Transformation Programme team.

Reference was made to the Manchester Mayor's claim that over 100 breaches of the SLA had occurred. Maggie advised that she received daily end of day figures and these did not suggest breaches occurred in high numbers; although the SLA was calculated on a monthly basis which meant breaches could be hidden when averaged out across a month. Lisa Cleminson reported that on the particular day the Mayor had travelled his journey had taken over 32 minutes and did constitute a breach of the SLA. It was suggested that 118 breaches had occurred in July and agreed that more detailed figures on breaches during the summer be circulated following the meeting.

A question was asked about the total number of E-gates at the end of MAN-TP. Lisa agreed to clarify future totals for circulation following the meeting. Members asked about staffing implications and Maggie advised that staffing levels were based on projected passenger numbers. There were no issues with filling vacancies as recruitment always attracted plenty of applicants.

RESOLVED: That the update from Maggie Tighe be noted and the additional information referred to above be circulated via the Secretariat following the meeting.

3 CLEANLINESS

Karla Heyes and Andrew Kelly updated:

- (a) Passenger numbers – passenger numbers continued to increase, with August achieving 3.3m passengers through the airport.
- (b) Q Audit – this new scoring system continued to be effective with a reduced number of failed scores. There had been some issues in August due to staff leaving the business. There had been 10 ‘fails’ in August following the inspections. This was against the pass rate which was set at 85% to be a challenging target. The ‘Feedback Now’ buttons continued to have a positive impact on identifying areas for immediate focus. The toilets in T1 Check In continued to score well after being an issue at the beginning of the year.
- (c) The floor in T3 had been subject to a ‘grind and polish’ regime which was an effective way of improving the look of the floor area leaving it looking shiny but not slippery. Lisa advised this would be replicated in T1 and T2.
- (d) Members referred to the spread sheet of issues identified at the recent walkabout. The broken nappy bin on T1 Airside had been replaced and training had been undertaken to ensure cleaning staff reported broken items for the future. There was a schedule of cleaning using a ‘Ki-Vac’ machine to try to address toilet odours. There were a number of issues with chipped paint and missing tiles at various places and these items were on a schedule for repair. There was a programme to improve matting across the site. There were ongoing issues with chewing gum and specialist removal equipment had been purchased. There was to be a trial of cylinder disposal units for cigarettes in the T1 Smoking Area with the potential of installing these in the new facilities at T2. The issue with the gents toilet floor in the new Pier at T2 that appeared stained was now undergoing daily maintenance with a specialist machine which had addressed the problem.

RESOLVED: That the update be received and noted.

4 REPORT OF THE CUSTOMER SERVICES DIRECTOR

The Group considered the report of the Customer Services Director, presented by Lisa Cleminson:

- (a) Special Assistance Service Issues – Ashley Horsfall updated: the figures for May – July 2019 showed there had been over 100,000 PRMs at the airport. The ECAC results for July were presented; this was European legislation against which the airport was marked. The data showed the airport was performing above target in most categories. Ashley advised that the CAA were receiving passenger waiting times data on a weekly basis and were satisfied that the current performance was meeting the required standard. ABM, who now provided Assistance Services, had staffing levels above that which was required giving considerable resilience. The Airport had also seconded Security Ambassadors to the Assistance Service as an interim

measure to enable ABM staff to be trained into the new culture and working methods.

These staff were currently due to remain on secondment up to the second week of October.

There had been 5 PRM passengers who had missed flights over the reporting period, some had been due to the passenger arriving late. The waiting times at PRM Reception Areas had seen an improvement. Members queried issues with ABM staff being available at the right time and in the right place. Ashley advised that there were sufficient staff but the issue was due to the allocation of the staff. This would be addressed once the allocation part of the automated system became fully operational. The beacon technology would identify where staff were located and feed into the automated system. The role of the Duty Manager would also need to be considered in terms of their remit. The Chairman advised of three individual occasions she was aware of recently when there was no-one to push a passenger needing assistance from the Assistance Holding area airside to the gate. The passengers were then forced to make their own way. There had been investment in new equipment including new ambilifts and a new E-Mobby buggy was being trialled on Pier 1. Members asked how issues were dealt with if a passenger realised part way along the Pier that they couldn't manage the distance. Ashley advised that staff were based at Airside reception points but such occurrences were dealt with on a case by case basis. The call points along the Pier were infrequently used. Once the Terminal 2 extension was open in 2020 the issue of distance to the end of the Pier would be removed.

The Accessibility Forum meeting on 21st August had involved the airport hosting the Forum members for a full day to show the passenger journey. This had been a positive experience with good feedback. Members had noted pride among the ABM workforce in new equipment and service standards and that £1.5m was being invested in new kit. The staff transfers from the previous contractor had been completed and there was extended investment in training.

Members welcomed the Sunflower lanyards and the provision of the Sunflower Room, for Assistance passengers. However, Members suggested there may be better examples elsewhere on the room set up. Ashley asked that any good examples be shared. The issues identified in the walkabout were being addressed and bins would be included and the Activity Packs for children were being re-printed; it was noted there were some errors in the current packs. Overall, the new ambilifts and improvements to signage had been well received, but the latter needed to be consistent across the whole Airport. The search room was thought to be too small and spartan, and damage to wheelchairs remained the cause of many complaints.

Members asked whether all airlines were happy with ABM providing PRM services and asked whether one airline in particular wished to provide their own service to their passengers. Lisa advised that she was not aware of any such issues but would follow this up.

Members asked about the next CAA report and Ashley advised that the report would be on the CAA website and accessible to anyone; the airport did not receive any separate report. He agreed to share the data provided to the CAA to show areas of focus and how scores were produced. The main issue of concern to the CAA had been the timely reaction to arriving passengers. However, scores and performance were improving and it was hoped that the

Airport would be reclassified as “good” in the next CAA report.

(b) Customer Contact Team and Feedback – Chris Hughes updated: NPS scores were presented and scores were below target during the period May-July. The scores showed Check In performance had improved particularly in T3. Measures introduced to improve queuing at the Ryanair desks appeared successful. The biggest improvement had been in Security especially the courtesy of staff. The Feedback Now Performance was presented. The scores showed a decline from May for toilet cleanliness although performance was significantly higher than in October and November when the Feedback Now buttons were installed. The Security satisfaction on Feedback Now had performed very well with 76.2% of customers satisfied with security experience although there were lower levels of satisfaction with slot 3. Members asked about Feedback Now buttons being turned off during an early slot in T1 when security queuing was over 45 minutes. Chris advised that they should never be switched off and he agreed to take this away to investigate. Members referred to deterioration in wayfinding scores; Chris suggested this may have been impacted by the further distance of the T2 MSCP and that additional signage may have made a positive impact on the next round of scores. The scores for Lounge Products were variable with the 1903 Lounge scoring highly but the Escape Lounge at T1 scoring poorly due to appearance and food options. Chris agreed to provide a breakdown of scores per lounge for the next meeting. Car park scores showed Jet Parks, Ringway as the best scoring car park; feedback for waiting times at car parks had also improved which had had a positive impact on passenger journey feedback. Scores for car parks generally had declined. Issues with car parking had been compounded by those taxi drivers who dropped off T1 passengers on the ground floor rather than accessing the ramp. Marshals were trying to encourage the correct behaviour.

Chris referred to the In-Terminal Performance scores from May – July 2019. Work was underway with airlines to add in walking distance to the survey but this would need to be a Manchester Airport Group change. He would update to the next meeting. Louise Hughes advised that the hoarding had been removed by the traveller from the station to T1; there had been a lot of investment in lifts and travellers for the new Terminal extension.

Members asked about forecourt charging and marshals not using discretion. Lisa advised that charges were needed for taxi drivers to prevent them recirculating the site.

(c) Members asked about car park pricing policy across the site, noting a 33% increase in Meet & Greet charges over the year, and were advised that commercial considerations including the number of spaces available and length of stay were factors. There had been a significant loss of 5000 spaces in the last two years and charges had to be increased to manage limited spaces. More capacity would be available in 6 months' time - new car parks were under construction and a new product 'Drop and Go' was to be introduced; these items would feed into the pricing structure.

An additional problem occurred in the Multi – Storey car parks especially in peak months where there was a need to balance pre – book and turn – up vehicles. The Airport worked hard to ensure that pre – book passengers would always get a space, but this was somewhat dependent on previous experience and the exercise of judgement so could not be guaranteed.

The Airport would always do its best to assist and if necessary redirect pre – booked clients arriving at a full car park, as turn ups could be a highly variable figure. Investment in “Car Park Full” signs was not an option as the cost was prohibitive. Car Parks ‘finding a space’ was in the top 10 complaints for June & July. Members felt it was unacceptable to have paid in advance for car parking to find there was no space available.

Figures relating to Meet & Greet damage to vehicles were presented. There were a high number of cases rejected each month; this was probably due to vehicle owners not being aware of existing damage. There had been 50 incidents caused by M&G drivers in July but this was partly due to high numbers of new staff. There was full training given and drivers were reassessed part way through to assess capability.

(d) An update was given on the availability of water bottle refills across the site. Water fountains were now generally available and all retailers were willing to offer refills. The issue of disposing of water pre – security had not yet been resolved as there were complicated drainage considerations. A further report on this aspect would be made to the next meeting.

(e) repairs to the Skylink roof were still under consideration - £16k had been secured to undertake a leaks’ survey and identify priority areas which could include Skylink. However, budget had yet to be identified to support any repairs programme.

RESOLVED: That

- (a) the report of the Customer Services Director be received and noted;
- (b) an update be made to the next meeting on whether or not the ‘Feedback Now’ buttons are switched off;
- (c) future reports provide a breakdown of scores by individual lounge;
- (d) an update be made to the next meeting on the possibility of adding in ‘walking distances’ to the In-Terminal Performance Scores; and
- (e) a progress report on the disposal of water pre – security be made to the next meeting.

5 CUSTOMER BOARD

Patrick Alexander, Guest Experience Transformation Director, updated. He was working with Tricia Williams to set minimum standards regarding customer service. He confirmed that the use of the term ‘guest’ was generally used as an internal description with the terms ‘customer’ and ‘passenger’ used externally

Patrick explained that the culture to be engendered was one of welcome and hospitality. Training had been widespread with 3,000 staff trained in basic customer service based on a minimum standard across MAG. For staff that were customer facing there had been training provided off-site. This had looked at colleague service behaviours which were identified as:

- Warm and welcoming
- Respectful and caring
- Pride in meticulous focus on safety
- Taking the initiative
- One Team philosophy.

There were 10 guest experience principles which were aspirational and aimed at making the experience as easy as possible. The principles were:

1. Welcoming - create a welcoming environment through MAG
2. Seamless - ensure everything is as seamless as possible
3. Information - always keep guests informed and updated
4. Visibility - enable colleagues to be highly visible and approachable
5. Digital - embrace and promote digital guest experience solutions
6. Tailored - adjust guest experience where possible (for example for business/leisure/special needs/non-English speaking guests)
7. Easy - make the guest experience as easy as possible
8. Boredom relief - seek to occupy unoccupied time (for example, in queues)
9. Recognition - recognise loyal and regular guests
10. One team - act as one team, airport wide, MAG wide and with partners, campus wide

Members asked that friendly be added into the principles which Patrick agreed could be included. The overarching MAG guest experience foundation was that everything should be Clean, Working, Simple, and Safe. The Group had seen a better summer compared to last year, cultural change was starting and poor service was less tolerated. The next steps would be to complete the research and socialise the strategy in the Autumn; and to sign off the strategy and work with the Group Airports in the new year for implementation.

Members asked if Customer Services staff would be easily identifiable. Lisa advised that a Uniform Forum had been established and initial views suggested that the MAG was not recognised; staff working at Manchester were supportive of incorporating a bee logo.

Members also commented that the key to improved customer experience would be in actual delivery and cascading the strategy through colleagues and partners. Cultural change was involved which would involve much time and effort, including eg. recognition schemes. It would be essential for top management to buy in to the approach so that overall customer service

would be improved. Significant investment would be needed in training and related budgets for the future, even if this meant reducing the level of MAG profits and dividends and investing more in passengers.

Finally, it was confirmed that the customer service initiatives and guest experience improvements as described had overtaken the previous “Top Ten Priorities” work.

RESOLVED: That –

(a) Patrick Alexander be thanked for his informative presentation; and

(b) a further update on progress be made to a future meeting.

6. UPDATE ON OUTSTANDING ISSUES FROM PREVIOUS WALKABOUTS

The detailed spreadsheet of issues raised and actions identified arising from the Walkabout including Airside to T1 on 29 August had been circulated. Members reviewed the details, commented as necessary on the actions in response and noted any updates as appropriate.

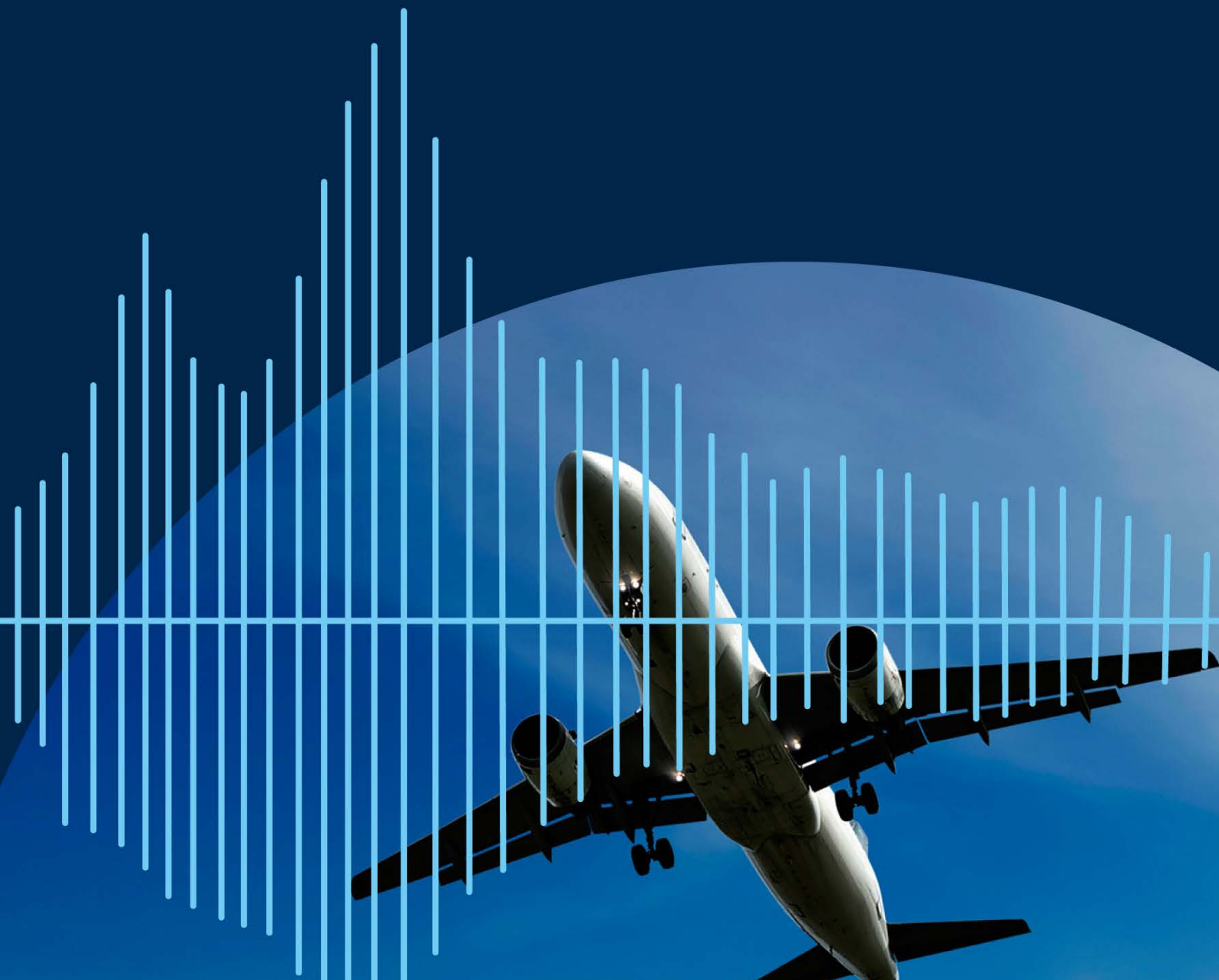
RESOLVED: That the schedule be received and the actions noted for update at the next meeting.

NEXT MEETING: Friday 29 November at 10.00am.

NEXT WALKABOUT: Thursday 14 November to T3 including airside at 11.30am

NEXT MAN-TP WORKSHOPS: Wednesdays 25 September and 23 October at 10.00am. The Workshop scheduled for 27 November has been cancelled and replaced by a whole Committee visit to MAN TP developments at T2, commencing at 3.00pm

Corporate Strategy 2019 - 2021



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Foreword



Welcome to the first Corporate Strategy from the Independent Commission on Civil Aviation Noise (ICCAN).

We published a draft version of this document in May and invited comments on it using a short survey. I want to thank everyone who took time to provide feedback.

Our Strategy covers the first two years of ICCAN's work, set into the context of what we see as our short, medium and long-term priorities.

We recognise that ICCAN was created because there was acceptance from most parties in the aviation debate that previous ways of working on aviation noise were no longer effective.

So far, we have generally found trust between the industry, regulators and communities to be in a negative place.

That's why our first role has been to start by talking or, to be more precise, start by listening. Within our first six months we visited the twenty busiest UK airports, as well as meeting numerous airlines,

community groups, academics, trade associations, regulators and experts. We thank you for the warm welcome, the frank conversations and the genuine goodwill.

These conversations have helped us understand the issues from a wide variety of perspectives, and identify many of the challenges we will need to address.

As a new organisation, without the history of aviation on our shoulders, we intend to ensure we look with a fresh set of eyes at what is effective, what isn't effective, and why. We are clear that we expect our work to challenge the approach of everyone involved in the issue of aviation noise.

Welcome action is being taken by UK Government, the aviation industry and others to address climate change and reduce carbon emissions. I believe that aviation noise must also be considered by the industry and Government as a major issue, alongside climate change.

ICCAN appreciates the strong need to change the culture of how aviation noise is managed in the UK. We recognise this will take time, so to assist we intend to introduce proposals that we believe will lead to culture and practice changing for the better.

While we are setting out here what we are seeking to do in the short-term, we

are also conscious that change in this industry often takes longer than many would like. That's why we also point to some of the issues which we believe we need to start to address in the medium and longer-term.

Our remit is not to stop airports growing; it is to ensure that aviation noise in the future affects people and communities less. Our early insights suggest a complexity of data and process alongside insufficient and inconsistent transparency from the aviation industry over a significant period of time. Residents and community groups have been clear to us that they have little confidence in the processes that regulate aviation noise.

How we all experience noise is a very personal matter. We are conscious that no matter what method of noise measurement is adopted in the future, the experience of the individual in their own home must always have a role in the way aviation noise decisions are made.

We also appreciate that innovation and new technology will play a significant factor in how noise is managed in the future. ICCAN will look to encourage the best ways to incentivise new ways of working.

Culture change must mean more than just a different way for airports to engage their communities. We aspire to see the aim of reducing noise drive investment and management decisions in the boardrooms of airports and airlines, and we will seek to encourage incentives to achieve this.

There are a wide variety of challenges facing aviation in the next few years. Irrespective of growth, airspace modernisation will dominate much of the decision-makers' time and we are determined to ensure that managing the effects of noise is a key determinant in this process.

We are committed to ensure that ICCAN will become an organisation that makes evidence-based decisions that achieve the right long-term outcomes. To do so, we have to be confident the evidence we use is both comprehensive and robust. Over next two years we will review the different aspects of the evidence base used to inform decisions by the Department for Transport, the Civil Aviation Authority and local authorities.

While we were set up and are funded by the Department for Transport, my fellow commissioners and I are fiercely protective of our independence. We are not just another part of the governance or regulatory establishment but an independent body free to challenge everyone in a quest for better aviation noise outcomes.

Thank you for taking the time to read ICCAN's first Strategy. We always welcome your feedback and comments.

Rob Light

Head Commissioner, ICCAN



Executive summary

This document sets out the first Corporate Strategy for ICCAN, the Independent Commission on Civil Aviation Noise.

As a new organisation, created to act as an independent, impartial voice on civil aviation noise, ICCAN has started as it means to go on, in full listening mode.

Our Head Commissioner and key officials have already met with hundreds of organisations and individuals with an interest in aviation noise, ranging from communities and their representatives, to the aviation industry, noise experts and academics.

We sought feedback on this Strategy, receiving over 100 responses not only from many individuals but also community groups representing thousands of residents, as well as airports, regulators, specialists, MPs and local authorities.

The comments we received through this process, as well as engagements with community groups and at other meetings, have helped to shape its contents. We are publishing a report summarising the feedback and our response alongside this Strategy.

Our two-year aim is to improve public confidence and trust in the management of aviation noise, by building our expertise, credibility and profile across the UK.

ICCAN's strategic objectives are to:

- Increase trust, transparency and clarity in the aviation noise debate
- Promote consistency, responsibility and accountability within the aviation industry and beyond, and
- Establish our expertise, authority and credibility.

ICCAN will be reviewed in two years' time and a decision will be made about its future direction as an organisation, including whether to give it increased powers.

In the meantime, ICCAN's role is threefold: to listen, to evaluate and to advise.

Background to ICCAN



ICCAN was established by the Government in January 2019 as an independent, non-statutory advisory arm's length body, asked to act as the credible and impartial voice on all matters relating to civil aviation noise.

Head Commissioner, Rob Light, was joined by three other commissioners (Colin Noble, Howard Simmons and Simon Henley) in March 2019. A fifth Commissioner with a specialist acoustic background will have been appointed by August 2019.

Since our establishment, we have been travelling the country, hearing from many groups and individuals about their ideas for how ICCAN can best contribute to the debate on aviation noise.

We have been building a team led by the Secretary to the Commission, Sam Hartley, which will support us in our work. We have also been establishing an office and have been developing this, our first Corporate Strategy.

An independent body such as ICCAN was first proposed in the *Airports Commission: final report* in 2015. Our history can then be tracked through Government consultations in 2017 to the point when the Government confirmed that it would establish ICCAN in its consultation response on *UK Airspace Policy*¹ at the end of 2017.

In 2018, the Government's publication *Aviation 2050 – The future of UK aviation* further set out how ICCAN might participate in the debate around aviation noise. And the Government has given us Terms of Reference, which include a number of suggested activities we plan to undertake.

Disturbance from aviation noise is an inherently personal experience. We know from our early engagement that the effects can be deeply disturbing and have a detrimental effect on people's quality of life and health.

¹ Department for Transport (2017): UK Airspace Policy: A framework for balanced decisions on the design and use of airspace; and response.

How much – and in what way – an individual is affected by aviation noise cannot be explained or described by any graph, metric, map or other data. Nor can the bigger-picture benefits to the economy realistically be expected to compensate those who suffer from aviation noise.

These factors have helped to inform the development of our Strategy.

We are determined to get to a place where people feel their concerns are listened to and where the impact of aviation noise is not exclusively talked about in complex terms or through reference to lines on maps.

We want to see the management of aviation noise and its effects on people and communities becoming a key factor in the future decisions of government, airports and airlines, such as airport expansion or airspace change.

We will be looking to reach a more trusted position on the economic benefits of aviation, and ensuring they are shared with communities that are most affected by noise.

As aviation noise is a complex subject, we will require some time to establish our expertise and produce our first best practice guidance. We will do this as quickly as we can.



Early engagement and insights

Our first challenge has been to get to grips with, and understand, the issues around aviation noise. We have done so by spending much of the first months of our existence meeting with people from many different sides of the debate.

We have met community groups and individuals, government (central, devolved and local) and regulators, other non-governmental organisations, airports and airlines, academics, trade associations, and many others². We will continue to see public-facing engagement as a key part of our role and remit.

Two key themes have emerged during our early engagement and these, as well as the draft Terms of Reference provided to us by the Government, have helped to shape this first Strategy:

Trust

It is clear to us that, in some areas of the country, the trust between airports, regulators and their communities has broken down. This might be due to broken promises made during previous airport expansion, development or airspace changes, or a perceived lack of transparency in the way airspace change decisions are made.

Often when airports are making attempts to mitigate against the impacts of noise,

they find it hard to communicate this to the community.

Airports – both individually and as part of wider industry groups, such as Sustainable Aviation – tell us they are making efforts to address the environmental and community impacts of aircraft movements, such as carbon and noise reduction. We will test the success of these attempts, and share initiatives that work with communities.

We will be looking at the roles of Airport Consultative Committees in relation to noise, and other models of engagement groups that are intended to bring together community, industry and elected representatives.

We are determined to try to heal the breakdown of trust where it exists, and build on the good practice and strong relationships that we have seen in some parts of the country.



² You can find details of our engagement to date at bit.ly/30EzTIW

Clarity, consistency and availability of information

Aviation noise is a complex subject that can be measured in different ways. This is not helped by the over-use of acronyms or technical explanations about noise levels.

Maps with contour lines based on a particular measure of noise give the impression that there is a hard line between those that are affected, and those that aren't. In fact, many of the community representatives we have met are from areas far outside the noise contour maps published by airports.

The myriad pieces of legislation, regulation and guidance – some international, some continental and some domestic – combined with the many responsibilities held by different organisations, result in a fog of accountability. Specifically, we are interested in resolving the differences between these areas which can often lead to misinformation and confusion.

The complexity of the issues, and the amount of data and variables published, can privilege those with the time to spend reading through often lengthy materials over others who cannot. And amid all this complexity it is easy to forget that there are people suffering from the effects of aviation noise. We are determined to work towards clearer, simpler access to consistent information for all the community, to help address these issues.

We are aware there are gaps in available information and research, such as on the links between noise and public health, as well as in attitudinal surveys of those affected by noise. We will scope and make recommendations on further studies that would help inform the strategic management of aviation noise.

Our strategic objectives

The issues of trust and clarity have informed our first strategic objective – to **'increase trust, transparency and clarity in the aviation noise debate'**. We'll do this by providing guidance on issues such as the measurement of noise, the way in which airports engage and communicate with their communities, and the transparency of information published. We will begin to consider and scope longer-term research. We set out more detail on what we intend to do, and when, on page 16.

Our second strategic objective – to **'promote consistency, responsibility and accountability within the aviation industry and beyond'** – aims to bring further rigour to decision-makers or those with authority in the sector. This applies to airports and airlines, manufacturers, industry bodies and representatives, as well as to decision-makers such as central, devolved and local government, ministers, National Air Traffic Services and the Civil Aviation Authority. It seems

to us that there is much that can be done to improve the consistency of approach.

This includes assessing:

- use of older, and therefore, noisier aircraft
- impact and effect of night flights
- operating procedures used by airlines and pilots during take-off and landing
- use of airspace and the impact of routes used by one airport on another
- speed and ease with which decisions about airspace use are taken, and;
- use of land for development around airports.

We're also concerned that the issues of mitigation, compensation and community benefit are becoming conflated. So we will look to ensure that airports do not rely only on mitigation against the effects of noise, and do more to share the proceeds of their growth for the benefit of the whole community. There are good examples of such processes in some parts of the country – we'll look to see these expanded upon in other areas.

We set out how we intend to promote this consistency, responsibility and accountability on page 17. Our starting point is to do so by building consensus, and driving improvements in the way noise management is approached through behavioural change. But as we near our two-year review we won't hesitate to recommend to the Government that enforcement powers

should be introduced, if we conclude that the industry and decision-makers are not acting in the best interests of their communities, or not taking their concerns seriously.



We won't be successful in achieving our aims without **establishing our expertise, authority and credibility**. This is our third strategic objective – one that will be unique to our first two-year Corporate Strategy, given our recent establishment. As part of our expertise, we will bring together a panel of experts on whom we can rely for advice.

The strength in being such a new organisation is that we come to the debate without history or pre-conceived ideas. The challenge of being a new organisation is that we will need time to build our expertise and knowledge of the issues.

As part of this objective, we intend to quickly get to a position where we can provide expert advice on airspace use and modernisation when called upon, and evidence to planning enquiries or called-in decisions on airspace change proposals. We will be looking at best

practice internationally in managing, measuring and minimising aviation noise.

We will also expand our knowledge of General Aviation, helicopter flights, and future challenges such as supersonic flight, drones and personal air vehicles. We set out what specific activities we expect to conduct in the next two years to achieve this objective on page 18.

Our early engagement has also shown us there are high expectations about what ICCAN should achieve, some of which are outside of our scope.

We are not, for example, a noise complaints body or ombudsman, although we will review the need for future regulation and consider if it would be appropriate to establish one in the UK.

We are not a community representative body, set up to lobby on behalf of affected communities specifically – to be such would impinge on our independence.

We are not set up to monitor noise, nor (at this point) to enforce adherence to current legal or planning conditions. And we won't be able to change things

overnight, or perhaps at the pace that some would wish.



We are, however, determined to become the aviation sector's regulatory conscience as an independent body, free to challenge everyone in a quest for better aviation noise outcomes.

In addition, we intend to participate in other pieces of work or discussions on other issues such as the Government's Aviation Strategy.

In many cases there will be parallels with other agencies' work - such as the CAA or the Government. We are confident that our current remit, and the work programme set out in this Strategy, enables us to deliver on our strategic aim and objectives to improve trust in the management of aviation noise.

Meet the Commissioners



Rob Light, Head Commissioner

Rob Light was appointed as ICCAN Head Commissioner in late 2018. He also became chair of the Consumer Council for Water in June 2019, having acted as a Board member and Northern Chair for the Consumer Council for Water from 2015. Rob served as Deputy Chair of the Environment Agency from 2012 to 2015 and a member of its Board for six years. He was a member of the Audit Commission Board from 2011 to 2015. Rob was Leader of Kirklees Council from 2006 to 2009 and the first Chair of the Leeds City Region. He has also been Deputy Chair of the Local Government Association.

Rob says: "I am looking forward to helping to shape ICCAN as a new, independent body. I want to ensure it becomes a vibrant organisation able to drive positive change to the way aviation noise is managed. I want to see the management of aviation noise and its effects on people and communities become a key factor in the future decisions of Government, airports and airlines."



Simon Henley, MBE

Simon Henley is a Fellow and was the President of the Royal Aeronautical Society from 2018 to 2019. He served as an Aircraft Engineer Officer in the Royal Navy for 32 years, retiring in the rank of Rear Admiral. Prior to retirement, he was Technical Director and head of Programme Management for the Defence Equipment and Support organisation. Simon also served as the UK lead in the US/UK Joint Strike Fighter Programme Office, led the UK's Joint Combat Aircraft Integrated Project Team for four years, and was Programme Director at Rolls-Royce. He currently works as Business and Industry Strategy Adviser for Reaction Engines Ltd.

Simon says: "I believe that air travel has a vital role to play in the future prosperity and social needs of the UK. However, the industry can only meet global aspirations if aircraft operations minimise the noise impact on communities around airports. Communities need to be able to debate and mitigate noise issues based on factual information and common standards. I joined ICCAN to influence the debate and help ensure that the industry contributes by aggressively pursuing ways of operating which are compatible with local communities."



Colin Noble

Colin Noble is a County Councillor who lives in Lakenheath, Suffolk. He lives and represents communities next to two of Europe's largest military bases, USAF Lakenheath and Mildenhall. A former Leader of Suffolk County Council, Colin has held roles as chairman of various scrutiny committees, as well as acting as Cabinet Member for Adult Social Services, Finance and Leader of the Council. He sits on the Community Wellbeing Board of the Local Government Association and was the Health and Adult Care spokesperson for the County Council network. He is also a national Local Government Association Peer, using his experience in supporting sector-led improvement across local government.

Colin says: "My home is located by a military runway at Lakenheath, so noise has been a constant in the communities I represent and grew up in. I have experience of helping different community groups and residents to engage on complex issues. I want to help share best practice and improve trust through constructive dialogue about the noise issue affecting communities."

Howard Simmons



Howard was Assistant Commissioner with the Boundary Commission between 2011 and 2018. Having been Deputy Chief Executive of a London Borough, he worked in the Audit Commission from 2008, responsible for assessing the efficiency and effectiveness of service planning and delivery across public, private and, community partnerships. Howard was also an Adviser to the Local Government Association for 12 years and formerly Chair of the Community Development Policy Group and the Four Nations Children's Play Policy Forum.

Howard says: "I live close to Heathrow airport and under a flight path, so am aware of both the economic benefits and environmental and noise impacts of aviation. I have worked extensively in building and testing partnerships and community consultation, engagement and participation methods. ICCAN has the potential by actively listening to all those involved and affected alongside assessing and identifying best practice in responding to noise issues to make a real difference."

Our two-year aim

To improve public confidence and trust in the management of aviation noise, by building our expertise, credibility and profile across the UK.



Timeline

By September 2019

Meet airport and airline representatives at the UK's top 20 airports, along with community groups, regulators and other experts

By December 2019

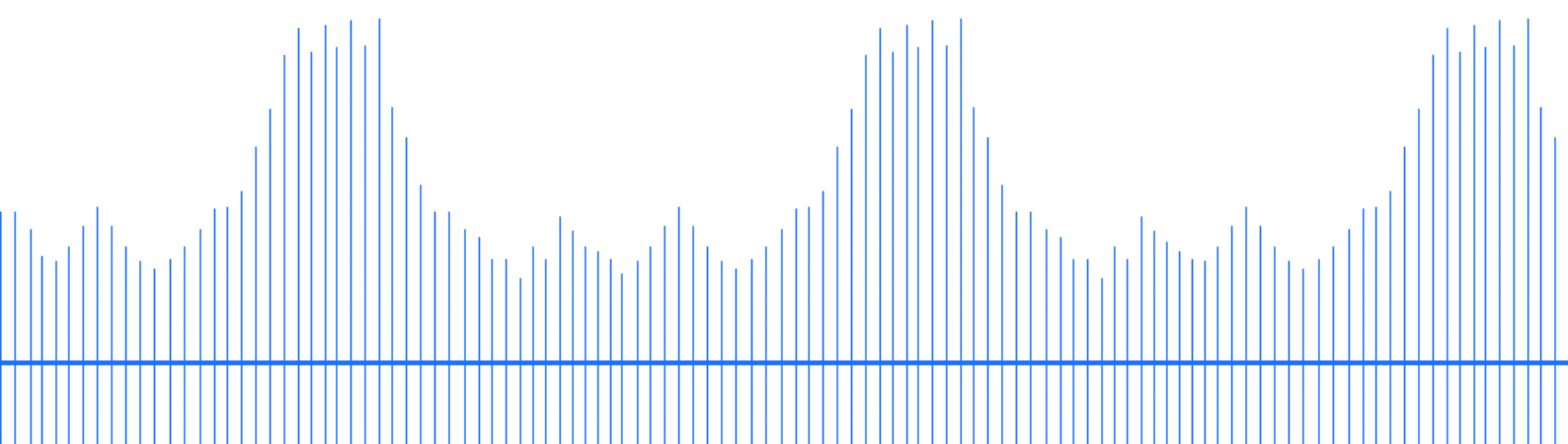
Review the Survey on Noise Attitudes (SoNA) and make recommendations on the scope of future research

By April 2020

Issue best practice guidance on how airports and sponsors should consult under the CAP 1616 process

Publish best practice guidance on how airports should consult more generally on aviation noise

Produce an opinion on consistency in the use of noise metrics



By September 2020

Develop best practice guidance on airport noise insulation schemes

Complete a review of available evidence on the links between noise and health and consider making recommendations for further study

Review existing enforcement mechanisms and consider whether enforcement powers are necessary

By December 2020

Develop best practice guidance for the Civil Aviation Authority (CAA) on areas where it can apply its information powers

By April 2021

Develop and maintain best practice guidance relating to the noise impacts of the CAA's Post-Implementation Review process for airspace changes

Outline a process to agree operating restrictions for airports and relevant authorities to take into account when considering noise management issues

Our two-year objectives and planned activity

1. Increase trust, transparency and clarity in the aviation noise debate

As stated earlier, work must be done to mend the broken trust between some airports and their communities. We will strive to improve this by recommending ways in which the industry and communities can communicate better with each other, as well as increase the transparency and reduce the complexity of the information provided. We will also seek to review the evidence base used by decision-makers and scope longer-term research relating to aviation noise.

When	What	Milestone for success	Timescale
Year 1	Build relationships with communities, industry and other stakeholders	Meet full range of airport representatives, experts, consultative committees and community groups	September 2019
	Review the Survey of Noise Attitudes (SoNA) research outcomes, and make recommendations to the Government on the scope of future public opinion research	Make recommendations to Government on SoNA	December 2019
	Review the way in which airports consult with their communities when planning airspace changes, and offer guidance that is inclusive, effective and proportionate	Publish new best practice guidance	April 2020
	Provide clarity on the airspace change process through the provision of easy-to-understand information that will be available on the ICCAN website	Produce easy-to-understand information	April 2020
	Review and consider the different metrics used for measuring and providing guidance on the management of aviation noise, in particular between the UK's regime and the latest World Health Organisation (WHO) guidance, and consider whether there are ways to ensure better public understanding and consistency	Produce an opinion on consistency in the use of noise metrics	April 2020
Year 2	Review the available evidence on the links between noise and health, and consider making recommendations for further study	Research scoping project and – make recommendation on future piece of work examining the links between noise and health	September 2020
	Continue to consider how we can best support communities in engaging with and understanding the airspace change process	Ongoing	April 2021
	Continue to develop and maintain relationships with communities, industry and other stakeholders	Ongoing	April 2021

2. Promote consistency, responsibility and accountability within the aviation industry and beyond

It is imperative that the aviation industry reviews its priorities and puts noise higher up the decision-making agenda, holding those responsible for breaches of commitment to account. Equally, Government and its agencies need to be more involved and co-ordinated in the decision-making processes that affect the use of airspace and the number of people impacted by noise. In the longer-term, we will seek to influence behaviour change, as well as encourage greater use of innovation and best practice by the aviation industry and among communities.

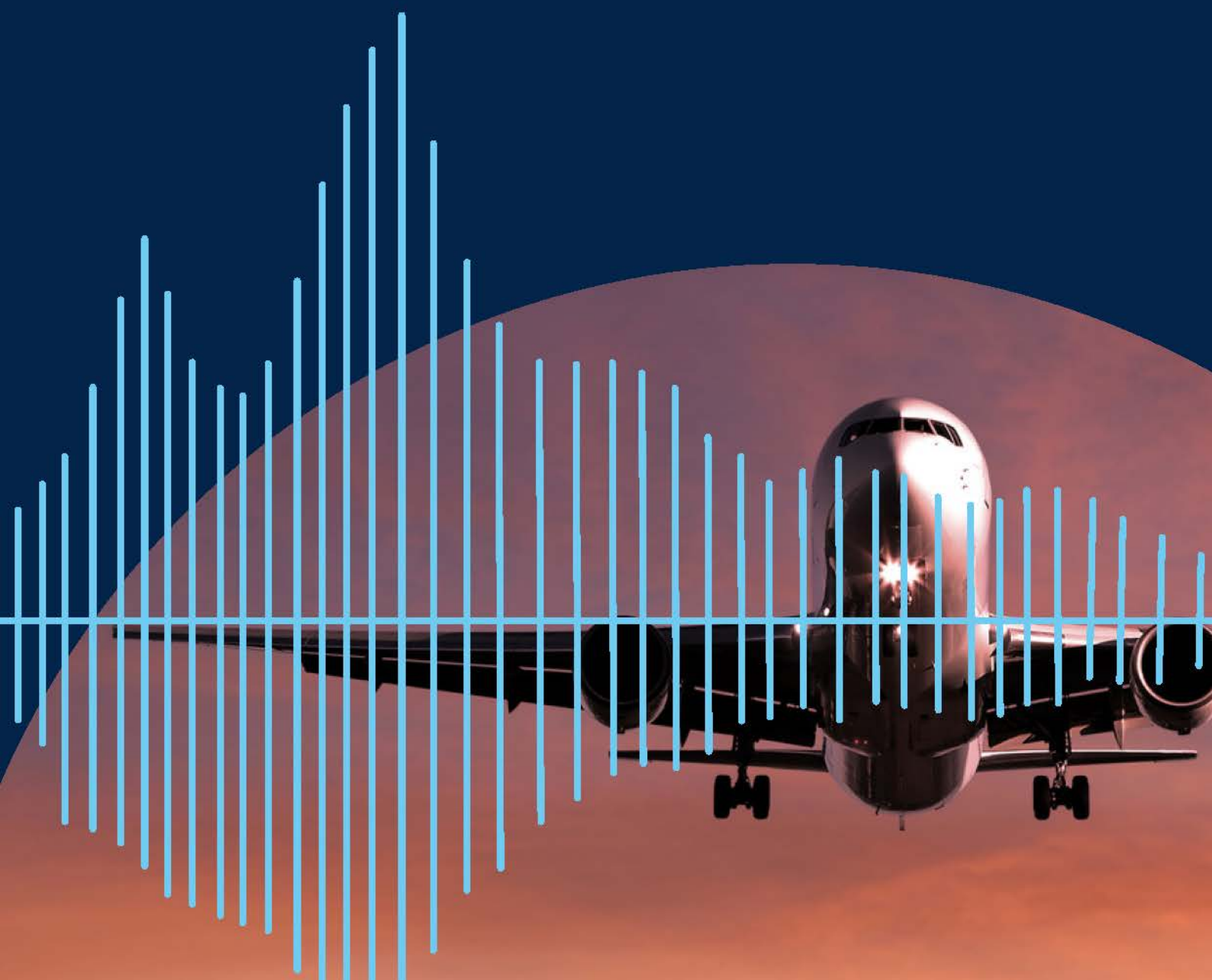
When	What	Milestone for success	Timescale
Year 1	Develop and maintain best practice guidance about noise impacts for airspace change sponsors to take into account during the airspace change design process	This will form part of best practice guidance	April 2020
	Review the application of and adherence to defined operational procedures, such as continuous descent operations, and feed into our work on examining regulatory processes	Review of operational procedures	April 2020
Year 2	Consider interaction between the airspace change decision-making process and the planning regime, to feed into our work on examining regulatory processes	Scope, research and make recommendations as part of a wider regulation review	September 2020
	Review existing enforcement mechanisms and consider whether further enforcement and regulatory powers are necessary and, if so, to which body they might be given	Make recommendations to Government	September 2020
	Review the performance and consistency of the airports' approach to noise insulation schemes, and provide guidance on best practice	Issue guidance	September 2020
	Develop and maintain best practice guidance relating to the noise impacts of the Civil Aviation Authority's (CAA) Post Implementation Review process for airspace changes	Develop guidance	April 2021
	Develop and maintain best practice guidance for the process to agree operating restrictions for airports and relevant competent authorities to take into account when considering noise management issues, including consideration of the design of noise envelopes when they are being developed as a means of limiting noise associated with airport development	Develop guidance	April 2021
	Developing best practice for the CAA on areas where it can apply its information powers	Develop guidance	April 2021
	Consider our role in the monitoring and quality assurance of airport noise measurements and reporting, as well as how to enforce these	As part of two-year review	April 2021

3. Establish our expertise, authority and credibility

Within our first two years, we will establish ICCAN as a source of expertise and credibility on aviation noise issues, available to be called upon in statutory processes such as planning enquiries, where we will provide authoritative information and advice. Our work will involve engagement with central and local government, as well as regulatory bodies.

When	What	Milestone for success	Timescale
Year 1	Participate fully in the Airspace Modernisation Programme	Attend and contribute to the Airspace Modernisation Board meetings	Quarterly
	If asked, provide expert noise advice to the Secretary of State for called-in decisions on airspace changes	Provide expert guidance as appropriate	When required
	Where appropriate, provide advice to The Planning Inspectorate on airport expansion proposals	Provide expert guidance as appropriate	When required
Year 2	Examine the effectiveness of consultation in the Airspace Modernisation process looking at how improved aviation noise management has influenced individual proposals	Review to assess whether Airspace Modernisation process has achieved noise reduction outcomes, or is likely to	April 2021
	Where appropriate, provide advice to the CAA on airspace change sponsors' adherence to any guidance we issue (under the CAP1616 process) and the post-implementation review process	Provide expert guidance as appropriate	When required
	Advise on best practice on information provision, and consider providing advice on areas where it may be beneficial for the CAA to use its information powers to improve transparency and drive improvements	Consider current CAA approach to information powers	April 2021
	If asked, provide expert noise advice to the Secretary of State for called-in decisions on airspace changes	Provide expert guidance as appropriate	When required
	Where appropriate, provide advice to The Planning Inspectorate on airport expansion proposals	Provide expert guidance as appropriate	When required

Governance and resources



Status and framework

The Independent Commission on Civil Aviation Noise (ICCAN) has been set up in order to establish a credible and authoritative voice on civil aviation noise issues. Our main aim is to provide independent and objective guidance and recommendations on the management of civil aviation noise.

The functions of ICCAN are designed to help government, industry, communities and other stakeholders interact with one another in a positive and effective manner, by ensuring noise information is communicated accurately and appropriately and best practice on noise management is disseminated and followed where applicable.

We are an independent advisory arm's length body and, as its sponsor department, the Department for Transport is responsible for providing effective and efficient services that enable ICCAN to carry out its core functions. This includes staffing, accommodation and estates management, financial systems, IT and digital hardware and software, information management systems, HR support (including recruitment services), procurement and contractual support.

ICCAN is based in Woking and supported by a small team who are all civil servants, led by the Secretary to the Commission. At full capacity, we will have a headcount of 14 staff supporting the Commissioners. Staff work across a number of areas including analytical, policy, communications, finance, office management and business support roles.

Finance

We have been allocated a delegated budget of £1,588,000 for 2019-20 by the Department for Transport.

As an independent advisory arm's length body, ICCAN has complete discretion in the performance of its duties and a duty to do so efficiently and cost effectively. Under the terms of the Framework Agreement with the department, the Secretary to the Commission is appointed as ICCAN's Accounting Officer and has authority over the use of its resources.



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MANCHESTER AIRPORT

Manchester Airport Consultative Committee

18 OCTOBER 2019

REPORT OF THE CHIEF OPERATING OFFICER

1. INTRODUCTION

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

2. POLICY MATTERS

Brexit

The House of Commons voted to pass legislation blocking a no-deal Brexit on 31st October. The 'Benn Bill' was given Royal Assent on the 9th September. The Bill gives the Government until Saturday 19th October to secure the approval of MPs for a withdrawal agreement or the Government must request a four-month extension to Article 50. The Prime Minister has said the UK will leave the EU on 31st October, with or without a deal.

Under any scenario, the Government and the European Union have confirmed continued access to European airspace for all airlines thereby ensuring that planes continue to fly.

MAG continues to be prepared for any scenario. As well as weekly internal meetings to assess latest updates and processes, MAG is part of weekly resilience meetings with external stakeholders such as the Greater Manchester Combined Authority and national working groups with Government on issues including border processes.

New Government

Boris Johnson was declared the new Prime Minister, winning the postal ballot of all Conservative members with 92,153 votes over Jeremy Hunt, who secured 46,656 votes. Following his appointment, one of Mr Johnson's first announcements was to boost spending on a range of areas in the north of England as well as areas of deprivation across the country. In addition to promising funding for a faster rail line linking up Leeds and Manchester, the PM pledged a £3.6bn boost for deprived towns across the UK.

The new cabinet includes Grant Shapps MP appointed as Transport Secretary and Paul Maynard MP appointed as Transport Minister with responsibility for HS2, NPR, Crossrail, East West Rail, Transpennine upgrades and Aviation. *The Sunday Times* journalist Andrew Gilligan is the Prime Minister's new adviser on Transport.

HS2 review

Following the announcement of a review into HS2, led by former HS2 chairman Douglas Oakervee, Manchester Airport hosted the review board as part of its visit to Greater Manchester on 12th September. Oakervee had a tour of the Airport, including an overview of the proposed HS2 station, as well as a meeting to discuss the Airport's position on HS2. A formal follow-up and response to the review has been submitted following the visit.

The theme of the response is that the revised timeline for HS2 Phase 2B, potentially not reaching Greater Manchester until 2040, is too late. The North cannot wait 20 years for HS2/NPR to unlock its full potential, nor can the UK wait another 20 years for its rebalancing ambitions to become a reality. An integrated HS2 and NPR station at Manchester Airport would mean that more than half the North's population, around 8million people, could access Manchester Airport within 90 minutes compared to just 2million today.

Starting with the northern leg of HS2, incorporating parts of NPR and the Manchester Airport HS2/NPR station, would bring these transformational benefits to the north much sooner.

3. THOMAS COOK

Thomas Cook entered administration on Monday 23rd September; with more than 9,000 people (including around 3,000 at Manchester Airport) losing their jobs. Thomas Cook have had a long history at MAG and we regret the loss of the airline from our airports.

As part of efforts to provide employment support to former Thomas Cook employees, we coordinated and organised a dedicated recruitment event, alongside partners from a Greater Manchester Combined Authorities task force established following the airline's demise. As well as support services, there were around 50 employers advertising more than 5,000 jobs to 1,000 attendees. There will also be follow on events, including drop-in CV advice with the Airport Academy.

Manchester Airport handled more than 280 repatriation flights; with more than 56,000 passengers. In many cases passengers were returned to Manchester and then had to be bussed on to the UK airport their flight had originated from. To support with the repatriation programme, volunteers from within our business helped on the ground to direct arriving passengers, provide refreshments whilst waiting for onward transfer, and with administrative support in the Incident Management Centre. My teams have received well-deserved praise from passengers and the CAA for the professionalism and helpfulness demonstrated.

4. AWARDS

UK airport of the year

Manchester Airport won the accolade of the UK and Ireland's best airport at the Travel Trade Gazette annual awards in London, which is judged by the travel trade and industry experts. We beat off competition from fellow nominees Birmingham, Bristol, Luton and Belfast City airports.

All-Party Parliamentary Corporate Responsibility Group

At the All-Party Parliamentary Corporate Responsibility Group National Responsible Business Awards 2019 we were 'Highly Commended'; a credit to all our colleagues, service partners and our community stakeholders. We had been nominated for an award by our constituency MP Mike Kane for our corporate social responsibility work in Wythenshawe and Sale East.

5. MANCHESTER TRANSFORMATION PROGRAMME

In August we celebrated two years since construction started on Manchester Airport's Transformation Programme. In this short period of time, the programme has developed at a rapid rate and we have achieved a significant number of milestones including the opening of Pier 1.

Construction works continue to progress well. In the Terminal finishes are being added to areas at every level, including floors and ceiling panels and the distinctive wooden baffles. In the baggage reclaim hall, level 15 area has been handed to Vanderlande Industries for fit-out. Externally, the forecourt canopy structure is now complete, and the road waterproofing is nearing completion.

A significant amount of activity has also been undertaken on Phase one of Pier 2. These works include completion of the roof on the western lounge, the main building and the eastern lounge; as well as the formation of all internal partitions.

Permitted development consultations have been submitted for a revised interim road layout; to facilitate the opening of the Terminal extension and for slight revisions to the apron layout associated with the remote stands beyond Pier 1.

6. DEVELOPMENTS

Jet Parks 3 Extension

Planning permission has been granted, by Cheshire East Borough Council, for a circa 800 space extension to the Jet Parks 3 Car Park. The site will be accessed from within the existing Car Park and the proposal includes comprehensive landscape and ecological mitigation measures, including the creation of an off-site ecological mitigation site; that will ensure the development achieves a net biodiversity gain.

New Primary Sub-station

Work commenced on-site on Monday 7th October, on the creation of a new primary sub-station on land to the north of the M56 slip-road. The scheme has been jointly promoted by Electricity North West and MAG to provide capacity and resilience for the Airport and Airport City developments. There will be some local road disruption; due to the laying of new cable routes.

Airport City North

Works will commence in October on the 'green bridge'. The installation of the 'bridge-deck' is programmed for May 2020. Assembly of the 'bridge-deck' will take place on the Area 2 Car Park and some temporary lane closures on the M56 slip-road will be required during the construction programme. A planning application has been submitted to undertake enabling earthworks on the north of the M56 slip-road and a planning application will be submitted for a further hotel on land to the rear of Voyager. Material to discharge planning conditions attached to the consent for two hotels, on the site of the former T2 petrol filling station, has been submitted and a series of non-material amendments have been approved. The start of building on-site is expected imminently.

Global Logistics Hub

Works have started to construct a production and logistics facility for The Hut Group. A planning application is now with the City Council for a 40,625 m² 'Class B8' warehouse, with ancillary office accommodation on the last remaining plot.

7. 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:

- July -On time performance for all flights was 65.4% and 77.8% for first wave.
- August -On time performance for all flights was 68.1% and 79.0% for first wave.
- September -On time performance for all flights was 68.1% and 78.1% 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:

- July -97.1%
- August -97.0%
- September -96.6%

Passenger numbers

As indicated in the 'Traffic Statistics' summaries at the end of this report, the number of guests using Manchester Airport has continued to grow. Our moving annual total (October 2018 to September 2019) is now 29.4 million guests using our site.

8. SUFACE ACCESS

Congestion management

A plan was delivered for the 'summer peak period' where we strategically deployed marshals, mobile vehicles and used VMS (variable message sign) at key pinch points in the early to late afternoon each day. The plan worked successfully and eased congestion around the internal estate and ensured a steady flow and movement of traffic. Manchester City Council Highways, TfGM and Highways England were involved in delivering a joint approach and information sharing.

Wayfinding

A strategic approach to the highway signage across the Airport road network is in development. Aecom have been appointed to develop the strategy and a programme of works. This will include consideration of the guest experience with consistent signage on approach via the Manchester City Council and Highway England highway networks.

Car Parks

Terminal 1 Arrivals Car Park reopened on 8th October as T1 Short Stay Car Park; with two new levels, the creation of 270 new spaces and additional entrances and exits. The Car Park is barrierless on entry, reducing the need to queue and so limits congestion on approach roads. Payment is at the barrier and is based upon number plate recognition. The opening of T1 Short Stay has allowed T1 M&G to move

'returns' back to ground level; with guests returning to the offices (under the SkyLink) where they left their keys.

Actions to tackle anti-social parking

One-hundred private hire spaces, with amenities such as toilets and vending facilities, will become available in October. Private Hire drivers will be able to wait for up to 3 hours and re-enter if required. In parallel with our efforts, a consultation is underway to introduce a series of measures in Woodhouse Park to tackle anti-social parking. Coordinated working between the Airport, Greater Manchester Police and Uber has seen further deployment of 'Geo-Fencing'. These changes enable Uber to prevent jobs being allocated to drivers parking in "un-authorised" areas. This initiative has proven effective and drivers also face a ban, of up to 28 days, from Uber for causing nuisance.

Introduction of red route

A strategic view is being taken around the introduction of 'red routes' on our estate. Red routes are marked with red lines at the sides of the road. Double red lines mean that the regulations always apply on all days, whereas single red lines mean the prohibition applies during times displayed on nearby signs or at the entry to the zone. A specialist highway advisor has been consulted and we are engaged in meetings with Manchester City Council Highways, TfGM and Greater Manchester Police. We believe the introduction of red routes would significantly reduce congestion and improve safety and security on and around the Airport campus.

Car sharing

We now have dedicated car parking spaces in Staff East and Mid-Stay car parks to incentivise car sharing. We will host further road shows during the autumn to raise awareness of this scheme amongst Airport employees.

Rail Performance

The punctuality of services to/from the Airport has declined through July and August, dropping to a level comparable to the summer of 2018. Some delays are attributable to teething problems with Northern's new rolling stock, but the overriding problem remains congestion in the Castlefield corridor. We continue to engage the Train Operating Companies and are developing a plan, with them, to assist in delay recovery.

TransPennine Express is extending its Manchester rail service to Redcar

The December rail timetable will include an hourly service to and from Redcar, and the service will also provide direct access from Redcar to York, Leeds and Manchester, opening a route for thousands of local people who currently must change at Middlesbrough.

Bus and Coach

The new links between the Station and Westside cargo continue to show growth in passenger numbers. Stagecoach have also extended the route 313 to run on to Westside. We are in discussions with coach operators to trial direct links for air passengers from key areas currently not well served by rail or coach. These are expected to commence in the New Year.

Ground Transport Interchange (GTI)

Work will start in late October in preparation for the new look ticketing and information area at the GTI.

Mobility as a Service (MaaS)

We are currently working with TfGM on their iMove pilot scheme to assess the viability of using a mobile app to book and pay for travel to work. Several Airport staff, who live in Manchester, are participating in this trial which includes buses, trams and a car club.

9. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- ➔ September was notable for the demise of Thomas Cook, which as previously outlined is a huge loss. We have started conversations, with a range of carriers, to identify 'backfill' for the destinations and capacity lost. The aviation team also attended the World Routes conference and held over 30 meetings with different airlines focused primarily on business development. The timing of the Thomas Cook failure also coincided with the Routes conference, which was advantageous as it

meant that active discussions could be held with relevant airlines in person. At time of writing the backfill detail remains fluid, although it is likely the short haul network will recover quickly, whereas the long-haul routes will take longer, due to planning cycles and a more limited number of airlines with this business orientation.

- **airBaltic** will commence a service to Riga in Summer 2020 (Airbus A220-300).
- **Biman Bangladesh Airlines** will return to on 4th January 2020 with a three times a week service to Sylhet and Dhaka in Bangladesh (Boeing 787-800).
- **Juneyao Airlines** have confirmed they have applied for the rights to commence a Shanghai route for Summer 2020, although initially this will be via Helsinki. We are awaiting confirmation that this will commence (Boeing 787-900).
- **Delta Air Lines** will be returning to Manchester with a peak-summer service to Boston beginning May 2020, taking over from Virgin Atlantic Airways' current operation and increasing flights to daily, an extra 45% capacity versus 2019 (Boeing 757-200).
- **Pegasus** has commenced services to Istanbul's SAW airport, which is on the Asian side of the city. This has performed extremely well from launch and has already been increased to be a daily operation year-round (Boeing 737-800).
- **Virgin Atlantic Airways** have stated a strategic aspiration to grow their Manchester presence, and with their recent acquisition of flyBe, this will soon translate into a new focus at the Airport. We expect the flyBe network to remain broadly the same in terms of size, but with a degree of schedule and route realignment to better feed the Virgin Atlantic Airways long-haul program. Additionally, flyBe's new 'Virgin' brand is due to be announced soon. This marks the start of a roadmap to integrate their operations more completely at the Airport.
- The **Lufthansa Group** is adding more capacity, with increasing frequency on both Lufthansa's Munich Route, and Eurowing's Dusseldorf route for this coming winter.
- **Qatar Airways** have increased the aircraft size for the winter on two of their three daily services; operating the larger Boeing 777-300 in place of an Airbus A350.

10. CUSTOMER SERVICE

Complaints per 10,000 travelling passengers increased incrementally from July to September 2019. However, in comparison to the same period last year, both volume of complaints and complaints per 10,000 passengers are reduced.

A significant number of comments about the Thomas Cook collapse were submitted to the Feedback Team in the last two weeks of September. A total of 117 were handled by the team in addition to the cases handled by the Customer Contact Centre.

Compliments significantly increased in volume over the last three months. Both August and September compliments represented the highest number of compliments in a given month since October 2016. In August our PRM provider, ABM, received 38 compliments, followed by an additional 29 compliments in September. A comparative number of compliments were also sent referencing a specific Customer Service Ambassador or Aviation Security Officer. Two compliments are shared below.

- **Terminal 1 Security:** "I would like to send feedback with special praise for two gentlemen in the first carousel at the security check on FastTrack this morning at approximately 6:30am. Seeing my urgency, due to a crash on the motorway which delayed traffic, and noting my need to get to Gate 15 before 7am, they were good humoured, relaxed and incredibly efficient; to help get me and my luggage through security and on my way in the quickest possible time. Thorough, professional and swift, - well done to them. Unfortunately, I didn't catch their names, hopefully they will be able to receive this feedback via the rota logs."
- **Terminal 3 Disembarkation:** "I just wanted to say a huge thank you to Julie and the rest of the 'Special Assistance' team for helping me through the Airport today. They were friendly, considerate and prompt. They treated me with respect and ensured that I was comfortable on my journey with them. Everyone that I met from the man who helped me off the aeroplane, to Julie who transported me to 'the hub', the staff in the hub and the man who transported me all the way from Terminal 3 and helped me on to the train. Thank you so much for your outstanding customer service. Sorry I didn't catch everybody's names."

	July 2019		August 2019		September 2019	
	Number	% of all	Number	% of all	Number	% of all
Complaints	1701	78.5%	1727	78.0%	1656	74.4%
Per 10k passengers	4.21		4.62		5.07	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		100%	
Compliments	78	3.6%	112	5.1%	113	5.1%
Suggestions & Comment	387	17.9%	362	16.3%	434	19.5%
Service Recovery	2	0.1%	14	0.6%	23	1.0%

Special Assistance Services update

Throughout July, August and our peak month September ABM, our special assistance service provider, have maintained performance above target in the key 20-minute arrivals metric. This positive performance has supported a continued positive trajectory in our year to date score. April to September performance currently sits at 96.1% against the 97% target (required for a CAA 'good rating'). With continued positive performance, the target remains within reach. In the 45-minute arrivals metric, for our non-advised guest's, we continue to exceed target; with a year to date score 99.4% against the 97% target. MAG continue to support performance with the Security Ambassador secondment extended; now working with ABM until 31st January 2020. Our focus remains on the contractual Service Level Agreement; which is currently falling short of requirement. Through September we have seen an upturn across key departure and arrivals metrics against the Service Level Agreement. Weekly performance meetings continue to be held with ABM; to measure improvements against the Service Level Agreement.

We meet with the CAA on a monthly basis to report on our European Civil Aviation Conference performance as well as providing an update on our guest surveying and engagement with the disability community. Our survey data for both the special assistance service and hidden disabilities continue to score positively with latest scoring for September exceeding the required 3.5 out of 5 target for both Departures and Arrivals. The friendliness of staff scores the highest at 4.21 out of 5. Our engagement with the disability community continues through various meetings with disability organisations, as well as at through accessibility forum; the last of which was held on 21st August. This session was attended by several disability organisations representatives and guests who frequently travel through our Airport and rely on our assistance service. The focus of our last meeting was about 'you said, we did' taking our members on an Airport tour to showcase the developments in the special assistance service as well as Pier 1.

September saw the completion of two projects, to enhance the Special Assistance offering, seeing the delivery of three new Help Points and the refurbishment of our reception points in T1A, T1B & T3. This refurbishment has seen the replacement of seating, flooring, desk and wall graphics; giving a much friendlier look to these areas. That said, there remains much to do, to check the service, to meet our aspirations

Security Performance

The following data illustrates the percentage of passengers queuing 15 mins or less in security; target 92% or better. We have hit our Service Level Agreement for the past 15 months:

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
T1 A	90.8%	97.0%	95.5%	96.3%	98.4%	97.0%	98.8%	98.0%	99.3%	98.3	90.7%	91.5%	96.1%
T1 B	91.8%	97.1%	94.1%	94.8%	97.6%	98.4%	98.4%	99.8%	99.4%	98.7%	95.2%	95.2%	96.4%
T1 Total	91.3%	97.0%	94.9%	95.6%	98.1%	97.6%	98.7%	98.8%	99.3%	98.5%	92.8%	93.3%	96.3%
T2	94.8%	98.8%	95.4%	97.0%	99.2%	97.4%	99.1%	99.4%	99.3%	98.9%	91.6%	95.9%	93.8%
T3	98.7%	97.9%	99.9%	99.9%	100.0%	100.0%	99.6%	99.2%	99.9%	99.4%	96.6%	97.8%	99.3%
Total	94.2%	97.7%	96.7%	97.2%	99.0%	98.3%	99.1%	99.1%	99.5%	98.9%	93.5%	95.2%	96.5%

Immigration Queue Measurement

An immigration queue measurement system is running in all three Terminals:

		Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
		25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA
EU	T1	98.5%	99.3%	99.7%	98.5%	99.4%	99.7%	99.6%	98.7%	99.7%	99.3%	99.4%	97.8%	99.0%
	T2	99.7%	99.6%	100.0%	100.0%	100.0%	98.1%	99.8%	98.7%	100.0%	96.3%	99.5%	97.5%	98.0%
	T3	100.0%	100/0%	99.6%	99.9%	100.0%	99.8%	94.5	100.0%	99.9%	99.9%	100.0%	99.8%	99.8%
	Total	99.0%	99.6%	99.7%	99.0%	99.7%	99.5%	99.8%	99.1%	99.8%	98.6%	99.6%	98.2%	99.0%
E-Gates	T1	99.2%	99.9%	99.9%	99.9%	100.0%	100%	99.9%	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%
	T2	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	99.0%
	T3	99.2%	98.4%	99.6%	99.4%	99.4%	99.8%	99.8%	99.5%	99.6%	99.4%	99.8%	99.5%	99.8%
	Total	99.4%	99.6%	99.9%	99.8%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	99.9%	99.9%	99.9%
Non-EU		45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA
	T1	91.7%	99.9%	99.4%	96.1%	92.3%	97.2%	99.5%	97.2%	99.6%	96.2%	96.1%	95.8%	91.5%
	T2	82.3%	96.9%	97.9%	94.2%	87.6%	93.2%	94.5%	86.9%	88.7%	87.0%	93.0%	094.7%	84.4%
	T3	98.0%	98.8%	99.4%	99.7%	98.9%	99.7%	99.3%	97.3%	99.1%	98.2%	99.2%	100.0%	98.3%
	Total	89.9%	98.3%	98.9%	96.3%	92.2%	96.4%	97.8%	94.2%	95.7%	93.3%	95.6%	96.1%	90.3%

Passengers per Terminal

	Terminal 1			Terminal 2			Terminal 3		
	Arriving	Departing	%	Arriving	Departing	%	Arriving	Departing	%
Sep-18	717,403	640,988	48	334,122	296,485	22	436,357	412,792	30
Oct-18	622,068	582,632	47	251,043	243,584	19	431,044	417,433	33
Nov-18	453,253	423,549	47	168,918	158,304	18	330,784	319,219	35
Dec-18	446,930	489,924	48	170,227	194,525	19	316,148	338,320	33
Jan-19	422,946	390,959	46	182,732	171,121	20	316,817	296,646	34
Feb-19	416,907	424,375	47	169,144	178,599	19	303,837	305,268	34
Mar-19	487,242	483,601	47	206,819	205,725	20	338,392	340,510	33
Apr-19	535,020	531,376	45	206,819	205,596	20	338,392	340,510	33
May-19	546,632	587,128	43	248,723	245,328	21	411,213	415,053	35
Jun-19	644,874	644,995	44	313,378	344,098	25	410,796	432,912	32
Jul-19	676,398	727,862	44	412,836	457,780	27	443,488	458,595	28
Aug-19	765,365	747,790	45	459,430	451,547	27	457,968	449,617	27
Sep-19	713,790	610,256	45	418,448	373,593	27	430,791	401,128	28

11. STAFFING CHANGES

	Jul-19	Aug-19	Sep-19
Starters Permanent	111	36	37
Starters Temporary	22	17	17
Leavers Permanent	91	56	12
Leavers Temporary	6	19	12

Our colleagues as of September 2019 (corrected for leavers/starters listed left)	
Permanent	4,209
Temporary	150
Casual	5
TOTAL	4,364

12. COMMUNITY MATTERS

Airspace

As reported last quarter we have commenced work to modernise airspace around Manchester Airport; in line with Government policy. The first phase of 'Future Airspace', as described in the CAP1616 Airspace guidance, is not a formal consultation, but it is important; as it will establish Design Principles. In order to understand the views of communities, we are working with advice from The Consultation Institute. For the Design Principles stage, we used an independent facilitator to hold focus groups, to ensure a range of representative views, as well as giving communities and those who have a view to engage in the process. We have done this through a range of communication channels including mail outs, Outreach events, Councillors meetings and media articles.

It would have been much easier to simply ask people to provide 'Design Principles' as an open question. However, we were aware how many people would find that hard and might simply resort to statements or personal preferences rather than actual 'Principles' that could be used to construct airspace. We wanted to encourage people to articulate their thoughts and preferences as 'Design Principles'. We worked with 'Plain English' to develop an information pack and questions that are easily understood. The first 10 questions had suggested answers and encouraged further comment to explain the preference or lack of preference expressed. This was an on-line survey only and so there was plenty of space to develop views on the response sheet. The 11th Question was added for those who did not want/need to use the other questions or wished to add thoughts/suggestions not captured in the previous 10 questions. Our experience has been that this approach successfully encouraged people to develop their thoughts and to determine useful Design Principles.

On August 7th we held our first Stakeholder Reference Group, chaired by Steve Wilkinson and administered by the Consultation Institute. The role of the Group is to act as a 'Critical Friend', comment on our approach, advise on suitability of responses, advise on continued community engagement and advise on reporting and responses to concerns. The Group gave us vital feedback to improve and enhance the 'Information Pack' and will next meet in November.

Through August and September, we employed YouGov to hold eleven Focus Groups. These Groups were arranged to provide a truly representative sample of the area affected. In parallel a series of communications and invitations to learn more and comment on the online portal were sent:

- We wrote to over 2,270 people on Wednesday 14th August 2019; advising of the upcoming Outreach dates and that the sessions would provide an opportunity for people to find out more about 'Future Airspace'. These communications were backed by posters displayed across Cheshire and Greater Manchester. We provided 53 hours of Outreach availability with sessions held in Woodford, Heald Green, Bowdon, Barnton, Knutsford, Mobberley, Lymm, Chelford, Wythenshawe and Plumley.
- On Thursday 15th August we e-mailed the Clerks of Parish/Town Councils, highlighting the Future Airspace Project detailed at www.manchesterairport.co.uk/futureairspace, and inviting Councillors to attend one of four meetings in September; so that they could find out more and ask any questions about the process.
- On Friday 16th August we invited Councillors from Manchester City, Stockport/Trafford Metropolitan Borough and Cheshire East/Cheshire West & Chester Borough Councils to meetings in September. In the invitation we highlighted the Future Airspace Project detailed at www.manchesterairport.co.uk/futureairspace, and invited them to attend to find out more.
- On Tuesday 3rd September Andrew Cowan (Chief Executive Officer) e-mailed over 1,300 identified stakeholders outlining the 'Future Airspace' programme and inviting people to 'be part of the conversation' by sharing thoughts on the design principles.

→ In September we met with 58 City, Borough, Parish and Town Councillors at eight meetings. A full briefing was provided, as well as materials to take away to inform and publicise the future airspace programme to those that they represent, and the offer of a presentation to individual Parish/Town Councils or Council/Ward Cluster groups was made.

The process was listed on several Parish Council websites and in Parish/Ward news sheets. Stories also appeared in the *Knutsford/Wilmslow/Northwich/Warrington Guardians* and the *Manchester Evening News* in print and online. In all these communications it has been made clear that the only way to share thoughts on 'design principles' was via www.manchesterairport.co.uk/designquestions.

As described, this first phase of 'Future Airspace' is not a formal consultation, but it is important; as it will contribute to establishing Design Principles. We are pleased with the number of responses received and these will now help us to establish principles for designing future flight paths.

Knutsford/Mobberley and Styal Tea Parties

We had a great time hosting more than 110 Knutsford, Mobberley and Styal residents at events in July and August, where we provided refreshments, games, quizzes and competitions. This was our first Tea Party in Styal and so we were delighted that so many residents turned out and that they and our volunteers had such a wonderful time. We received the following feedback:

"As the Chair of Earlams I really enjoyed seeing many of our volunteers in a different social setting. It is important for our community to have activities where we can all meet together in different ways to challenge isolation that often exists. Thank you once again for all the work you did".

Junior Apprentice competition

The Airport Community Network held a 'Junior Apprentice' competition again this year, in which eleven primary schools presented 'Safety in the Sun' campaigns to judges from MAG, Global Radio, Carat Media, Galliford Try and Media Four.

St Peter's RC Primary School in Rossendale won the competition with a bright and vibrant marketing campaign encouraging families to always wear sun cream on their holiday. The judges noted that the team had clearly worked hard on their campaign and were impressed by the characters they had created to bring their poster and radio advert to life. The winning team visited Global Radio to record their advert in the studio before it was broadcast by one of their stations. In addition, their poster was displayed on advertising boards across the Terminals throughout the summer and the school received a visit from 'Circus Sensible' for all pupils to enjoy.

Egerton Primary School in Knutsford and Prospect Vale Primary School in Heald Green came second and third respectively, receiving an ice cream van visit to their schools to celebrate their hard work.

Masterclasses

In July we welcomed students from Secondary Schools and Colleges across Greater Manchester and Cheshire to our STEM and Technology masterclasses.

- The STEM masterclass included sessions from Jet2.com, Galliford Try, Airbus and the MAG Data Intelligence Team who gave students the opportunity for fantastic hands on experience. This provided them with both crucial information and encouragement to pursue STEM careers and apprenticeships. In addition, the University of Manchester's Aerospace Engineering Research team attended to deliver a presentation on 'The Future of Aviation' and the 'flapless' aircraft they have designed.
- The Technology masterclass included 'behind the scenes' tours of the airport to demonstrate the importance of Information Technology to the site, and how it contributes to our future developments. Colleagues from MAG IT, Vodafone and MAG-O also spent some time with the students discussing their own careers and sharing advice about getting in to the industry.

Wythenshawe Games

Wednesday 23rd – Friday 25th July we hosted a stand and an American themed 'tin can alley' activity at the Wythenshawe Games. MAG were lead sponsor on the Wednesday; we had sponsored sports in the main arena (which were all American themed, baseball, basketball etc). Participants were then entered into a prize draw and the winning family (who got £100 of TGI Friday vouchers) were still at the Games so could collect their prize in person. There were 10 other runners up prizes too – assorted Airport goodies. We had literally hundreds of people taking part in our activity and receiving giveaways sponsored by Airport City.

Apprenticeship Taster Experience

In August we hosted nine young people for our first ever Apprenticeship Taster Experience. The students met current Apprentices, had presentations from MAN-TP, MAG Property, MAG-O and Engineering and had a tour of the Airfield. On the second day the young people completed two job shadowing placements in different business areas including Engineering, Capital Delivery, Utilities, MAG-O and MAG Property; to understand more about what it's like to work at the Airport.

BBC Music Day

For the second year we hosted acts in support of BBC Music Day; with schools from Wythenshawe, Oldham and Northwich taking part, playing for our guests in Terminal 2. Also providing entertainment were a guitar duo (Sound of Strings-Leeds) who played amazing classical pieces; the Airport Choir, and a ladies Barber shop choir, Heartbeat from Stockport. The BBC came to film in the afternoon, but sadly none of our footage made the telly.

Community Trust Fund

A total of £28,098 was awarded to 14 local voluntary non-profit making organisations at the July meeting. Successful applicants included:

- £3,000 to Whalley Range Methodist Church (Manchester) –towards the refurbishment of the community kitchen.
 - £2,120 to Brinnington Allotments (Stockport) –to purchase a chemical toilet.
 - £3,000 to Mossfield Allotments (Trafford) –towards improving disabled access
 - £3,000 to Prestbury Parish Council (Cheshire East) –towards the creation of a 'green corridor'.
- The total number of projects to benefit from the Fund now stands at 1,557 amassing £3,603,359.

13. MANCHESTER AIRPORT IN THE NEWS APRIL-JUNE 2019

More than an Airport

During the quarter we have launched a visual campaign to celebrate all the things that make the North of England a great place to live, visit and trade with, and the Airport's role in enabling this. The campaign sees people, businesses, tourist sites, charities and other organizations feature in a series of images being displayed across the airport campus, on social media and online, and at various sites across the region. Earlam's Community Café in Styal and St Anthony's RC Primary School have both featured in the campaign, as have our community tea parties.

Audi driver apprehended picking family up on hard shoulder of M56 airport slip road

The driver of a £37k car who sought to avoid paying to park and pick up his family was confronted with a much bigger problem. The driver of the Audi S3 was caught by Greater Manchester Police attempting to collect his family from the hard shoulder of the Airport approach road. Officers seized the car when further inquiries revealed it had illegal registration plates and was not insured. This story resulted in 46 pieces of coverage about the Airport with a potential reach of 200+ million.

Rogue Meet and Greet Company

The plight of a businessman who claimed his £35,000 BMW disappeared after being left with a meet and greet firm, not associated with the Airport, was widely covered. The story enabled a timely reminder that people should research before booking their car parking and allowed us to promote the facilities available on our site.

BBC Radio Manchester's Hot Seat

In July I took 'BBC Radio Manchester's Hot Seat' to answer questions from the public for an hour. A variety of questions came in around the Airport's provision for PRM passengers, drop off charges and broken travellers. There was also some fantastic positive feedback especially around the Sunflower lanyard. I will be doing regular stints, on the show, as it is valuable to hear feedback directly.

Sunflower scheme

In August BBC Radio 5 Live came in to find out how the Sunflower lanyard scheme works for those travelling through the Airport with hidden disabilities. They interviewed Lee Wasnidge about the scheme and chatted to a couple of families using the lanyard about their experiences and the new Sunflower

Room in Terminal 1. In the same week Paddy McGuinness and his wife praised the Airport, Southampton Airport and flyBe on social media for their experience when taking their autistic children on their first ever flight. The story was picked up on the *Manchester Evening News*.

Which? report

Terminal 3 was named as the 'third worst airport in the UK' behind Belfast International and Luton. The sample size, for the whole of the Airport, was 675 people vs 29million passengers (0.002%), and 'perceived waiting times' were used as opposed to actual average waiting times.

The Grinch

The Grinch paid a visit to Terminal 2 in Manchester Airport in September. With the show coming to the Lowry for Christmas this year, we supported the venue by allowing the mischief-maker to film some shots in Arrivals for a promotional video. This proved popular and was picked up by the *Manchester Evening News*.

Security alert

A naked man sparked a security alert in September with bomb disposal experts called to carry out a controlled explosion on a suspicious package. Flights were unaffected but trains, buses and trams to and from the Airport were suspended while officers put a cordon in place at the Station. The incident was picked up by titles across the world.

Manchester Airport

Monthly Traffic Statistics for 2019/20



JULY 2019

	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	3,198	3,047	-4.72	12,717	11,842	-6.88	35,527	-5.57
SCHED INT	14,197	14,914	5.05	52,272	54,980	5.18	146,339	3.81
CHARTER	1,626	1,532	-5.78	5,076	4,772	-5.99	11,943	-6.59
PRIVATE/MISC	885	861	-2.71	3,405	3,306	-2.91	9,301	-6.32
TOTAL	19,906	20,354	2.25	73,470	74,900	1.95	203,110	0.90
	TERMINAL PASSENGERS							
DOMESTIC	233,097	227,228	-2.52	890,524	869,871	-2.32	2,555,756	3.11
SCHED INT	2,483,210	2,634,132	6.08	8,664,452	9,300,545	7.34	24,132,534	5.66
CHARTER	327,184	315,257	-3.65	1,030,240	983,716	-4.52	2,440,799	-5.74
PRIVATE/MISC	2,745	1,888	-31.22	5,791	5,923	2.28	16,749	-17.69
TOTAL	3,046,236	3,178,505	4.34	10,591,007	11,160,055	5.37	29,145,838	4.36
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	3,053,554	3,185,465	4.32	10,624,162	11,187,074	5.30	29,220,467	4.26
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	10,754	10,764	0.09	40,705	38,580	-5.22	115,118	-4.50

Manchester Airport

Monthly Traffic Statistics for 2019/20



AUGUST 2019

	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	3,196	3,018	-5.57	15,913	14,860	-6.62	35,349	-6.10
SCHED INT	14,461	15,389	6.42	66,733	70,369	5.45	147,267	4.76
CHARTER	1,645	1,567	-4.74	6,721	6,339	-5.68	11,865	-6.53
PRIVATE/MISC	869	817	-5.98	4,274	4,122	-3.56	9,248	-6.70
TOTAL	20,171	20,791	3.07	93,641	95,690	2.19	203,729	1.44
	TERMINAL PASSENGERS							
DOMESTIC	234,999	230,304	-2.00	1,125,523	1,100,175	-2.25	2,550,640	2.17
SCHED INT	2,565,032	2,763,656	7.74	11,229,484	12,063,660	7.43	24,330,276	6.62
CHARTER	344,990	336,775	-2.38	1,375,230	1,320,491	-3.98	2,432,586	-5.45
PRIVATE/MISC	1,177	979	-16.82	6,968	6,902	-0.95	17,311	-11.95
TOTAL	3,146,198	3,331,714	5.90	13,737,205	14,491,228	5.49	29,330,813	5.09
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	3,154,298	3,336,826	5.79	13,778,460	14,523,359	5.41	29,402,454	4.99
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	10,501	9,609	-8.49	51,206	48,239	-5.79	114,275	-3.98

Manchester Airport

Monthly Traffic Statistics for 2019/20



SEPTEMBER 2019

	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	3,132	2,875	-8.21	19,045	17,735	-6.88	35,092	-6.63
SCHED INT	13,665	14,227	4.11	80,398	84,596	5.22	147,829	5.49
CHARTER	1,517	1,452	-4.28	8,238	7,791	-5.43	11,800	-6.61
PRIVATE/MISC	803	1,012	26.03	5,077	5,134	1.12	9,457	-3.26
TOTAL	19,117	19,566	2.35	112,758	115,256	2.22	204,178	2.02
TERMINAL PASSENGERS								
DOMESTIC	216,717	202,194	-6.70	1,342,240	1,302,369	-2.97	2,535,879	0.83
SCHED INT	2,309,387	2,429,279	5.19	13,538,871	14,492,857	7.05	24,450,293	7.32
CHARTER	311,136	314,203	0.99	1,686,366	1,634,694	-3.06	2,435,837	-4.96
PRIVATE/MISC	929	2,080	123.90	7,897	8,982	13.74	18,309	-2.35
TOTAL	2,838,169	2,947,756	3.86	16,575,374	17,438,902	5.21	29,440,318	5.60
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	2,843,575	2,951,752	3.80	16,622,035	17,475,079	5.13	29,510,599	5.50
FREIGHT (INCL. MAIL) TONNES								
TOTAL	10,016	8,989	-10.25	61,222	57,225	-6.53	113,248	-4.30

Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

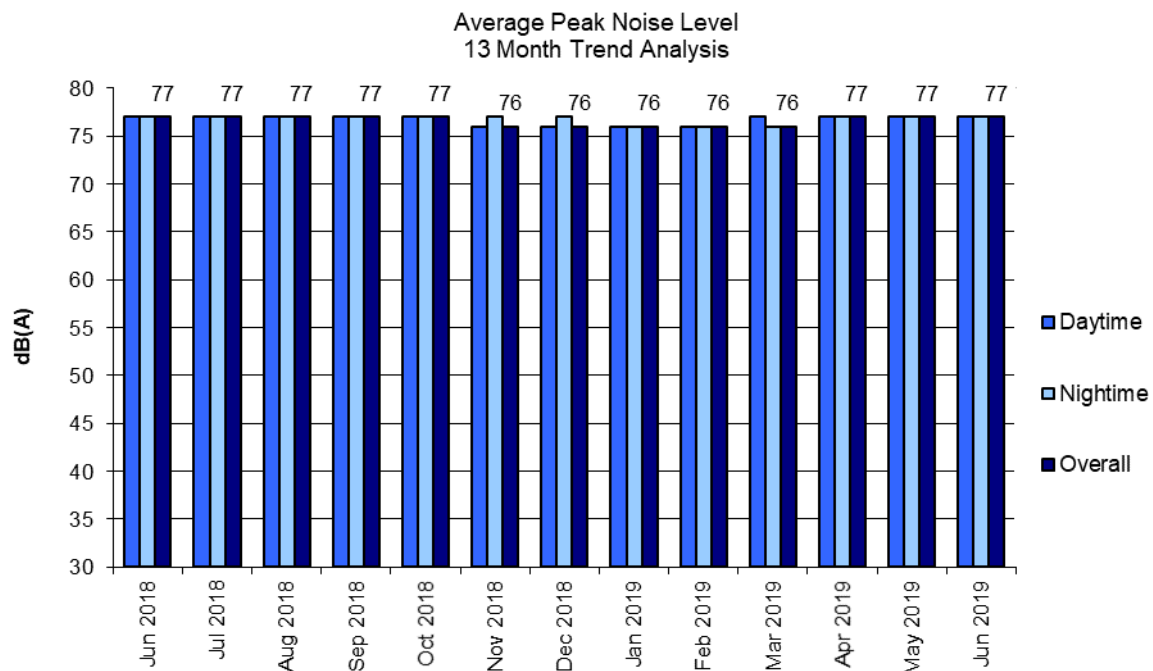
June 2019

Total Movements 19382

Movements Monitored 19359

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	77	77
Nighttime Average Peak Noise Level	77	77
Overall Average Peak Noise Level	77	77
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	4	1
Total Noise Infringements	4	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	3336	6358
Total MANTIS Correlated SIDs	3192	6169
Total Extreme Deviations	0	0
Total Overall Deviations	214	348
Percentage Deviation	6.7	5.6

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Air Canada Rouge	1	B767-300	3	£750
PIA	1	B777-300	4	£900
Ryanair	1	B737-800	4	£750
TUI Airways	1	B737-800	4	£750

Community Complaints

Total Number of Complaints received during June 2019 67

We received one additional complaint from a Knutsford resident and nine from an Ashley resident.

Total Number of Complainants during June 2019 45

Total Number of Complaints received during June 2018 159

Area	Noise	Odour	Track	Special	Vortex	Other	Total	Complainant	Complaint/ Complainant	Night Complaints
Antrobus	1	0	0			0	1	1	1.0	1
Bowdon	0	0	1			0	1	1	1.0	0
Bramhall	2	0	0			0	2	2	1.0	0
Cheadle	3	0	0			0	3	3	1.0	1
Cheadle Hulme	2	0	1			0	3	3	1.0	1
Chorlton	1	0	0			0	1	1	1.0	0
Didsbury	1	0	0			0	1	1	1.0	1
Gatley	2	0	0			0	2	1	2.0	0
Hale	0	0	1			0	1	1	1.0	0
Hale Barns	1	0	0			1	2	2	1.0	0
Heald Green	2	0	0			0	2	2	1.0	1
Heaton Chapel	1	0	0			0	1	1	1.0	1
Heaton Mersey	2	0	0			0	2	2	1.0	0
Holmes Chapel	0	0	1			0	1	1	1.0	0
Knutsford	22	0	5			0	27	10	2.7	12
Leigh	1	0	0			0	1	1	1.0	0
Macclesfield	1	0	0			0	1	1	1.0	1
Northwich	1	0	0			0	1	1	1.0	0
Oldham	2	0	0			0	2	1	2.0	2
South Reddish	1	0	0			0	1	1	1.0	0
Staffordshire	2	0	0			0	2	1	2.0	0
Timperley	2	0	0			0	2	2	1.0	1
Unknown	1	0	0			0	1	1	1.0	1
Wilmslow	3	0	0			0	3	1	3.0	2
Winsford	1	0	0			0	1	1	1.0	1
Woodford	1	0	0			0	1	1	1.0	1
Yorkshire	1	0	0			0	1	1	1.0	1
Total	57	1	9			1	67	45	1.5	28

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	3782		3336	
Monthly Total NSDs	17	0.4	8	0.2
Monthly Total Early Turns	1	0.0	1	0.0
Quarterly Total SIDs	9798		10144	
Quarterly Total NSDs	42	0.4	18	0.2
Quarterly Total Early Turns	1	0.0	1	0.0

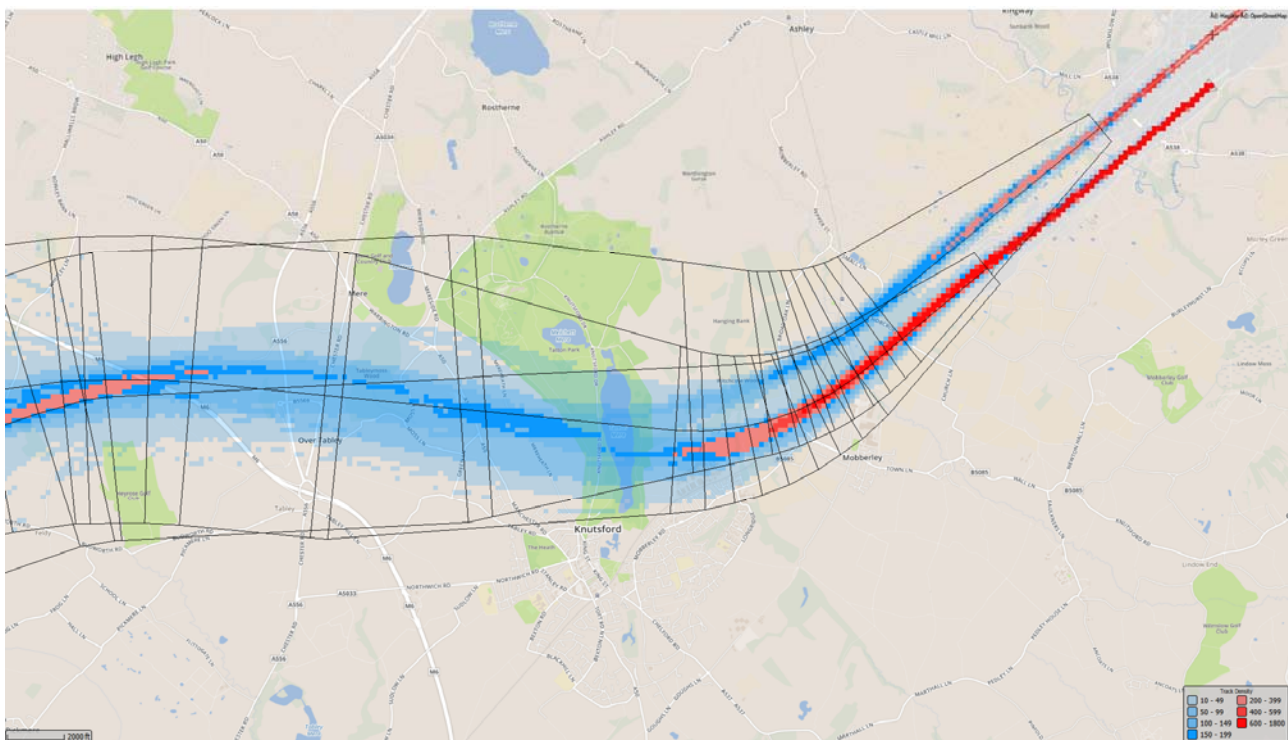
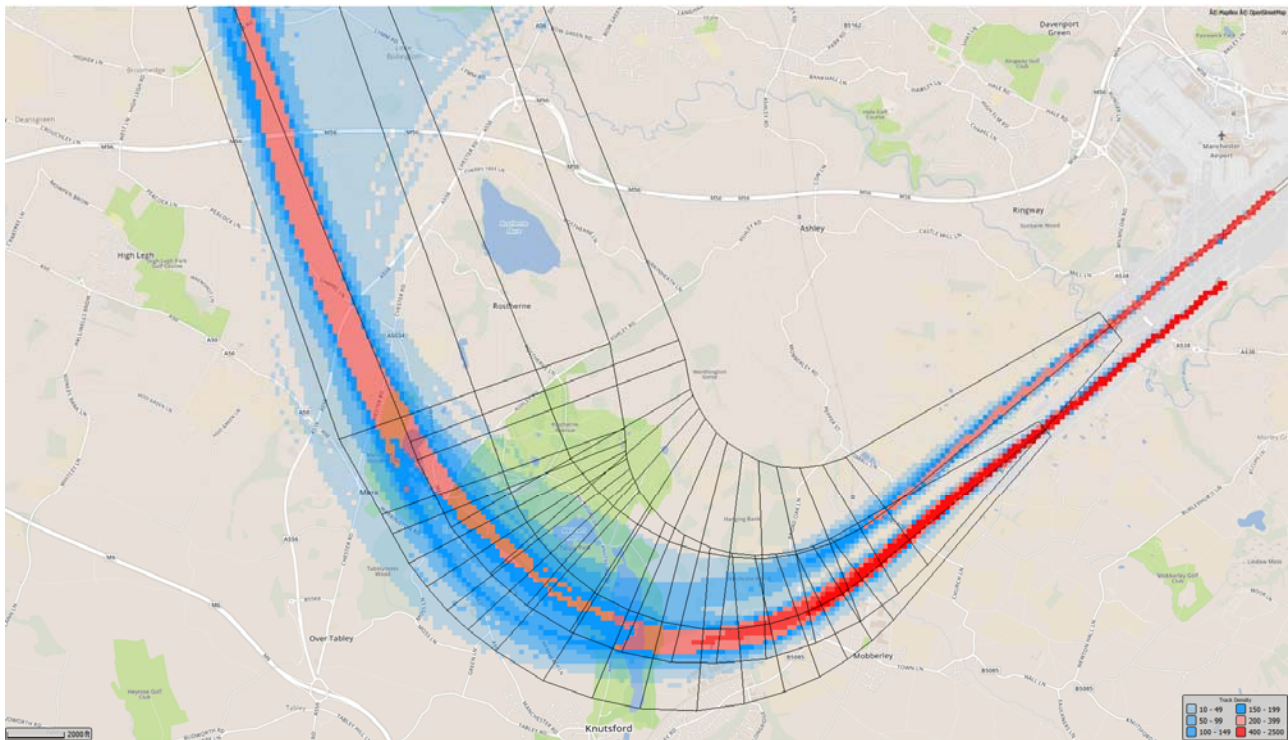
Runway 23

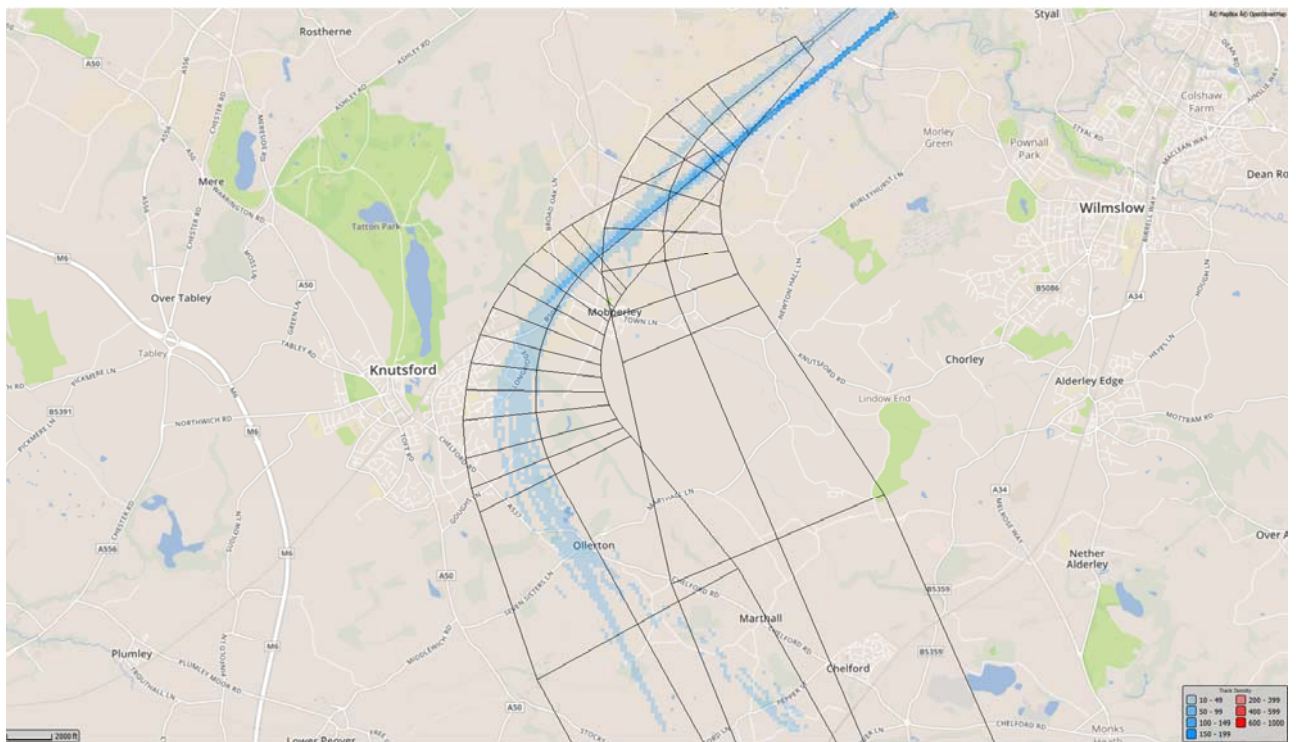
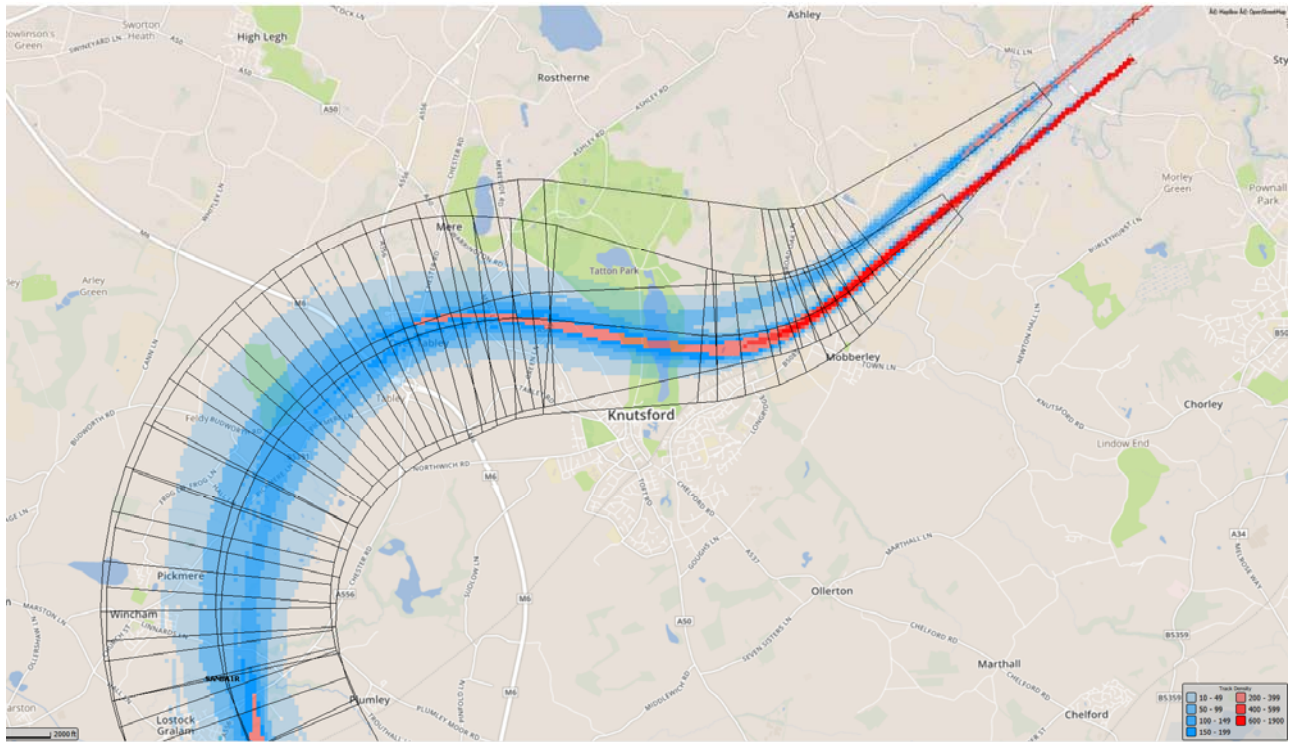
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	5756		6358	
Monthly Total NSDs	14	0.2	113	1.8
Monthly Total Early Turns	2	0.0	0	0.0
Quarterly Total SIDs	16982		17123	
Quarterly Total NSDs	89	0.5	272	1.6
Quarterly Total Early Turns	3	0.0	0	0.0

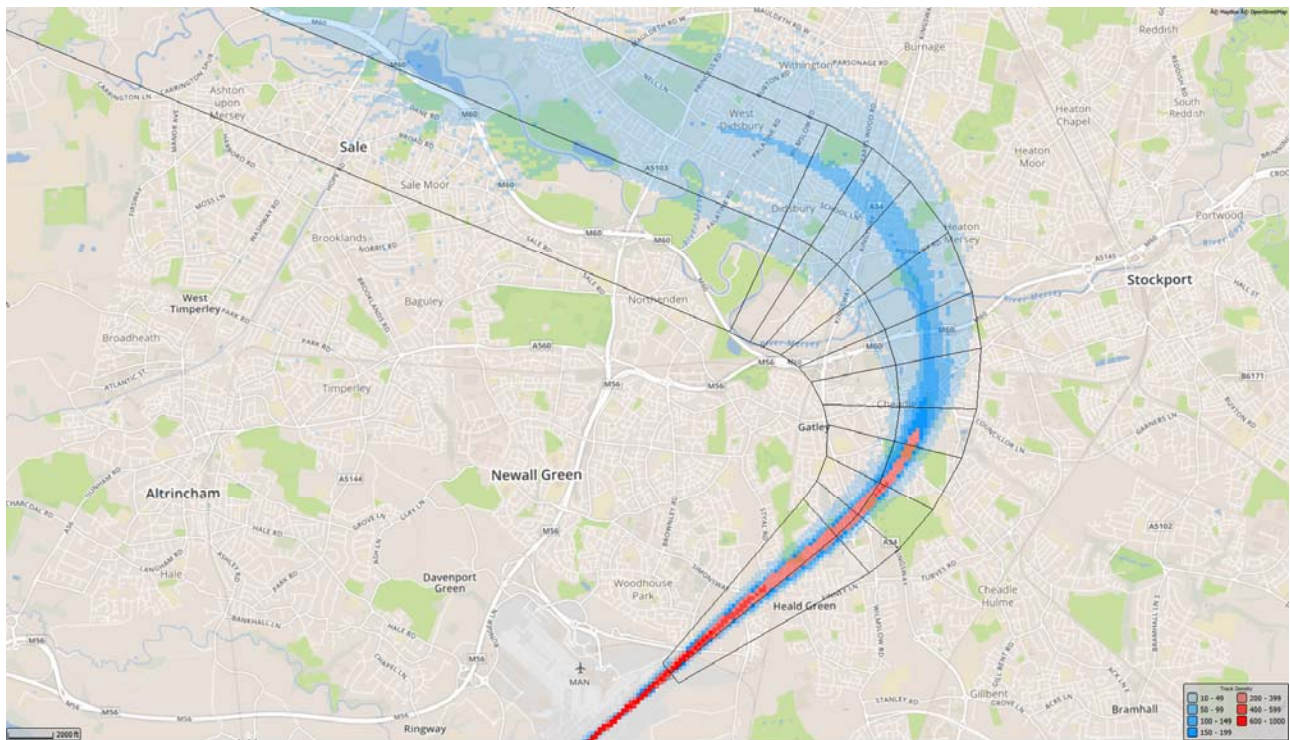
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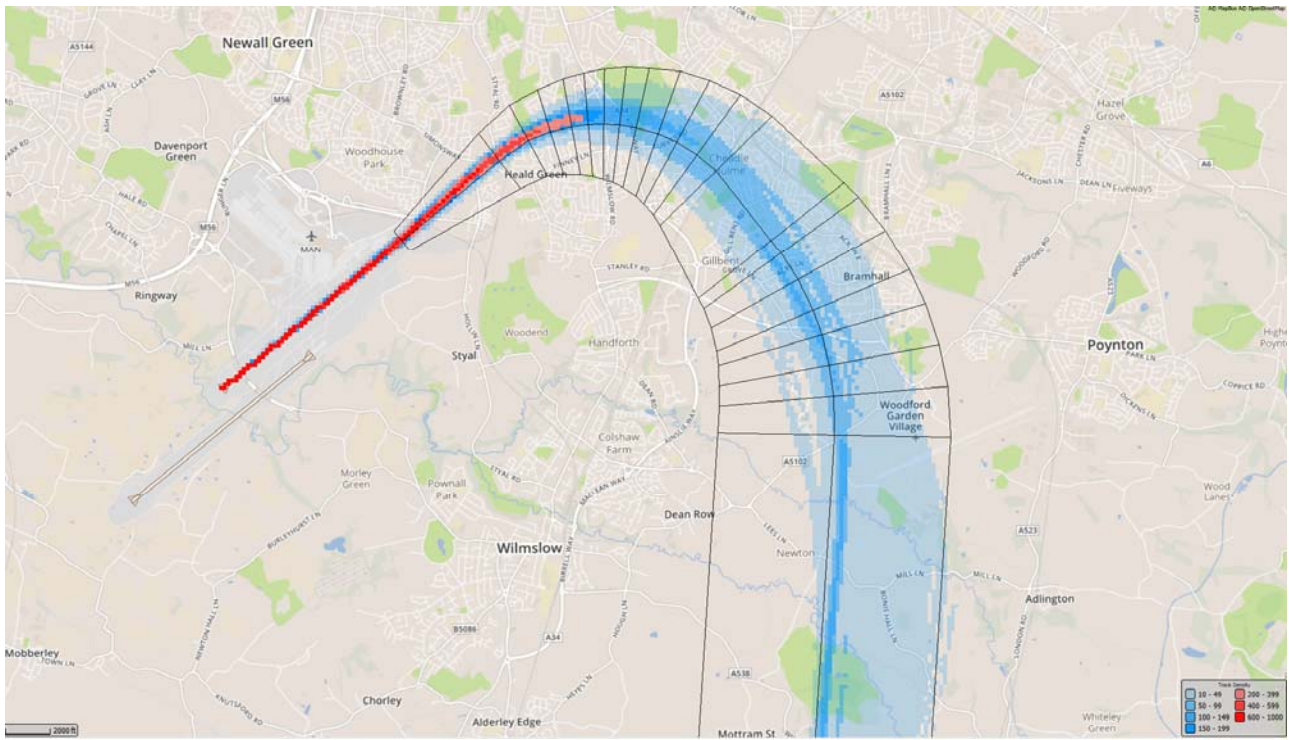
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	9538		9694	
Monthly Total NSDs	31	0.3	121	1.2
Monthly Total Early Turns	3	0.0	1	0.0
Quarterly Total SIDs	26780		27267	
Quarterly Total NSDs	131	0.5	290	1.1
Quarterly Total Early Turns	4	0.0	1	0.0

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









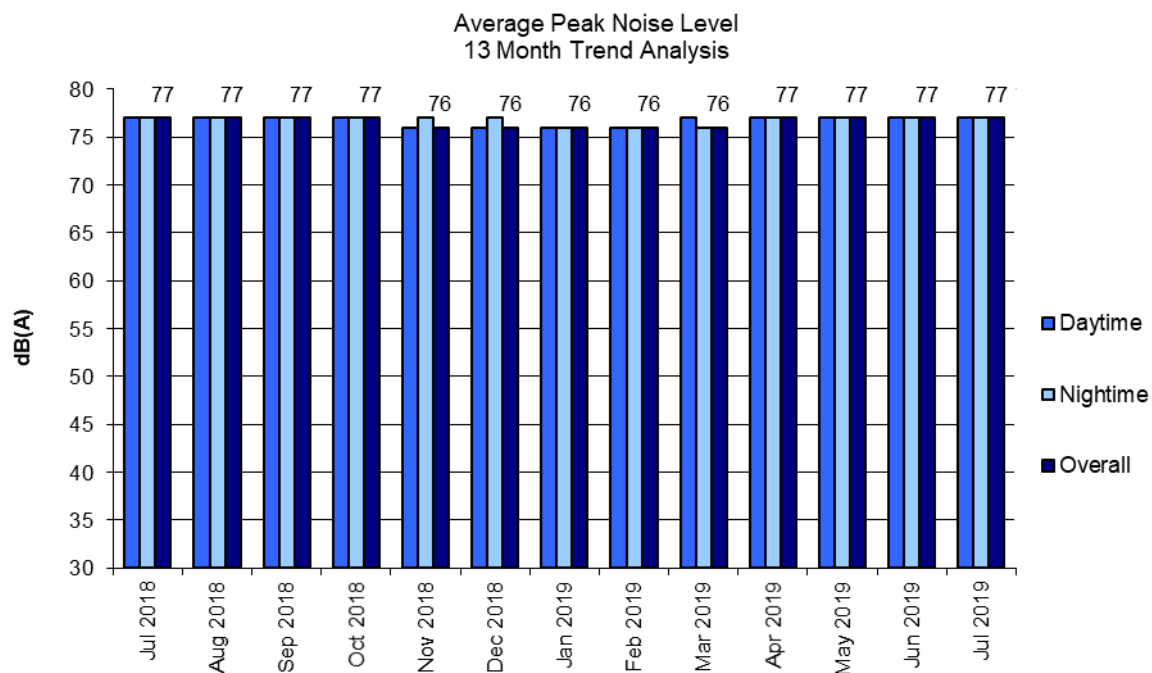
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

July 2019

Total Movements	20354		
Movements Monitored	20306	Detection Rate (%)	100

Noise



	2019	2018
Daytime Average Peak Noise Level	77	77
Night time Average Peak Noise Level	77	77
Overall Average Peak Noise Level	77	77
Daytime Noise Infringements	0	0
Night time Noise Infringements	4	3
Total Noise Infringements	4	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	790	9391
Total MANTIS Correlated SIDs	728	9085
Total Extreme Deviations	0	0
Total Overall Deviations	53	500
Percentage Deviation	7.3	5.5

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Emirates	1	A380-800	4	£750
Jet2	1	A330-200	4	£900
Ryanair	1	B737-800	4	£900
TUI Airways	1	B737-800	4	£750

Community Complaints

Total Number of Complaints received during July 2019 123

We also received a further four complaints from an Ashley resident

Total Number of Complainants during July 2019 92

Total Number of Complaints received during July 2018 128

Area	Airspace	General	Noise	Odour	Track	Other	Special	Total	Complainant	Complaint/ Complainant	Night Complaints
Antrobus	0	0	3	0	0	0	0	3	2	1.5	1
Blackburn	0	0	0	0	1	0	0	1	1	1.0	0
Bowdon	1	0	6	0	4	0	0	11	8	1.4	3
Burnley	0	0	1	0	0	0	0	1	1	1.0	1
Cheadle Hulme	0	0	1	0	0	0	0	1	1	1.0	1
Comberbach	0	0	2	0	0	0	0	2	2	1.0	0
Didsbury	0	0	3	0	0	0	0	3	1	3.0	3
Edgeley	0	0	2	0	0	0	0	2	2	1.0	1
Gatley	0	0	1	0	0	0	0	1	1	1.0	0
Great Budworth	0	0	5	0	0	0	0	5	5	1.0	1
Hale	0	0	0	0	1	0	0	1	1	1.0	0
Hale Barns	0	0	1	0	0	0	0	1	1	1.0	1
Handforth	0	0	0	0	0	1	0	1	1	1.0	0
Heald Green	0	0	0	0	2	0	0	2	2	1.0	0
Heaton Chapel	0	0	1	0	0	0	0	1	1	1.0	1
Heaton Mersey	0	0	1	0	0	0	0	1	1	1.0	0
Hyde	0	0	1	0	0	0	0	1	1	1.0	0
Knutsford	0	0	16	0	16	0	1	33	14	2.4	10
Lymm	0	1	27	0	0	0	0	28	25	1.1	1
Mere	0	0	3	0	0	0	0	3	3	1.0	0
Mobberley	0	0	2	0	0	0	0	2	2	1.0	0
Oldham	0	0	2	0	0	0	0	2	1	2.0	2
Ollerton	0	0	0	0	1	0	0	1	1	1.0	1
Over Peover	0	0	0	0	3	0	0	3	3	1.0	1
Partington	0	0	1	0	0	0	0	1	1	1.0	0
Sale	1	0	1	0	0	0	0	2	2	1.0	0
South Reddish	0	0	2	0	0	0	0	2	1	2.0	2
Timperley	0	0	1	0	0	0	0	1	1	1.0	0
Warrington	0	0	1	0	0	0	0	1	1	1.0	0
Wilmslow	0	0	1	0	0	0	0	1	1	1.0	0
Wincham	0	0	2	0	0	0	0	2	1	2.0	0
Woodley	0	0	1	0	0	0	0	1	1	1.0	0
Wythenshawe	0	0	0	0	0	1	0	1	1	1.0	0
Yorkshire	0	0	1	0	0	0	0	1	1	1.0	1
Total	2	1	89	0	28	2	1	123	92	1.3	31

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	2134		790	
Monthly Total NSDs	9	0.4	7	0.9
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	9433		6016	
Quarterly Total NSDs	49	0.5	16	0.3
Quarterly Total Early Turns	1	0.0	1	0.0

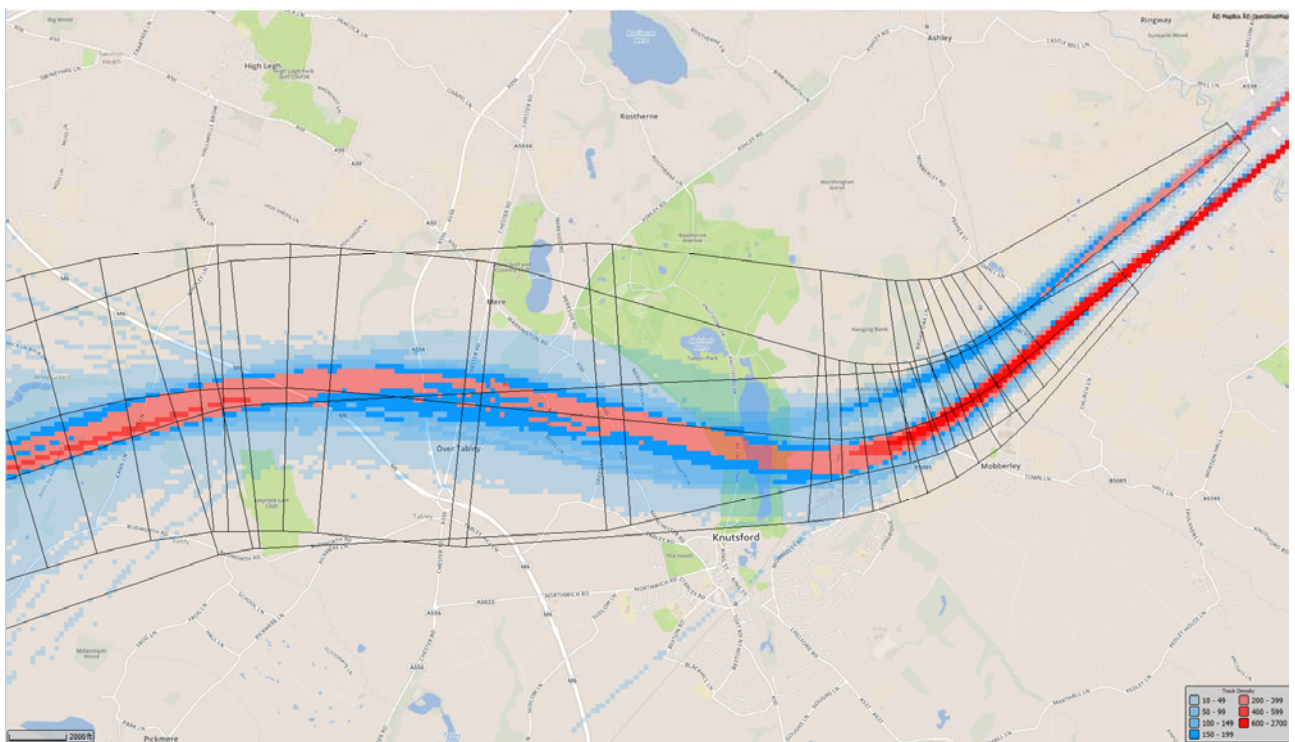
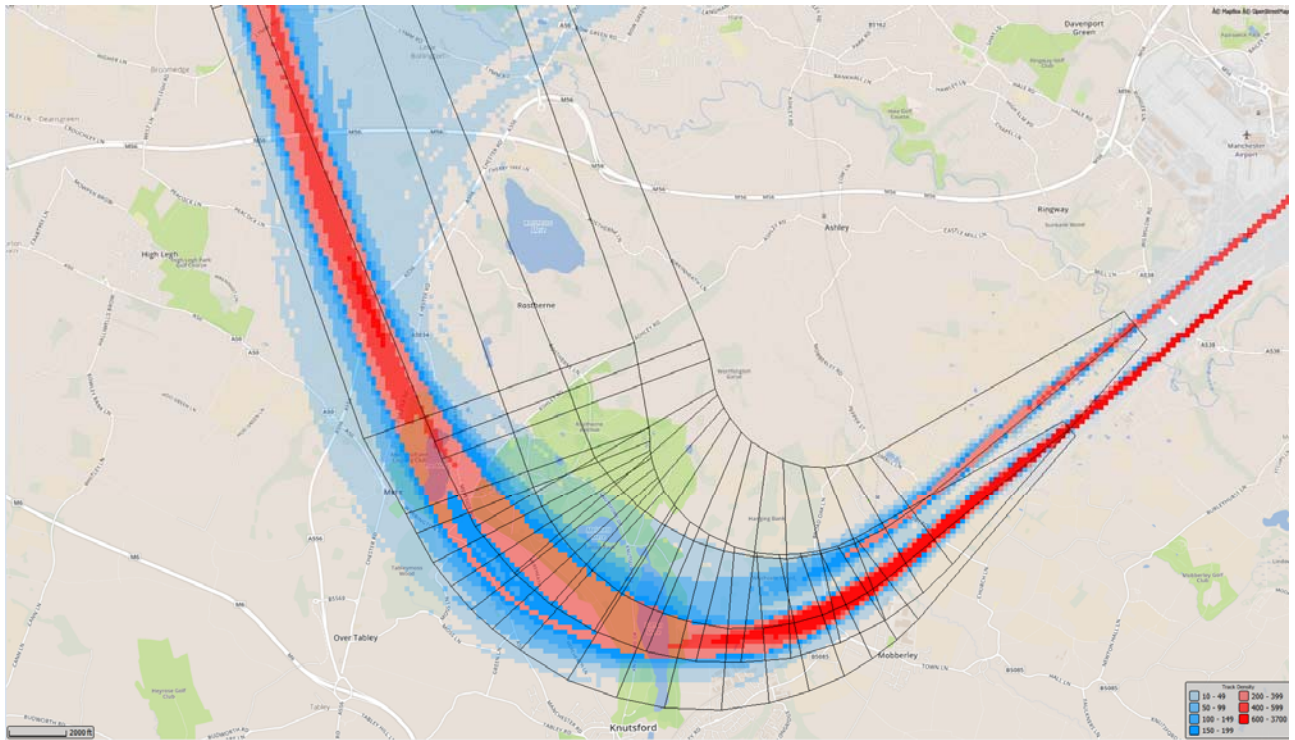
Runway 23

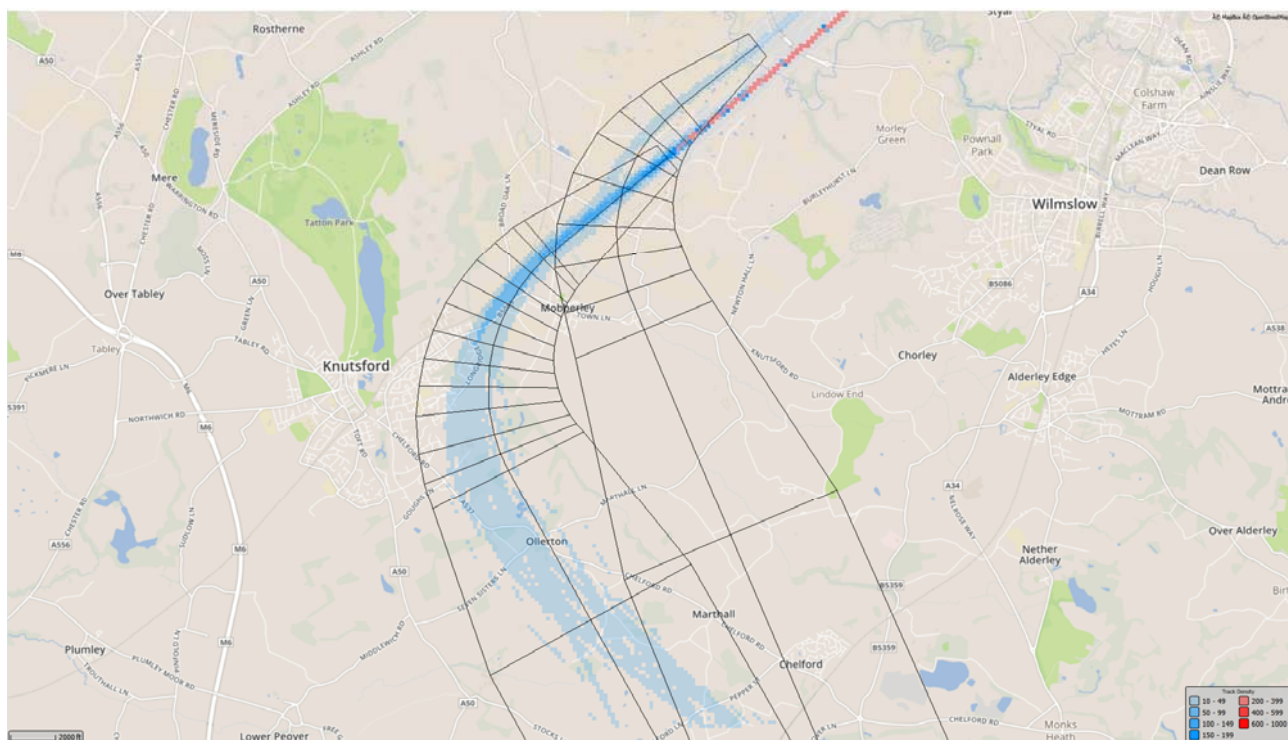
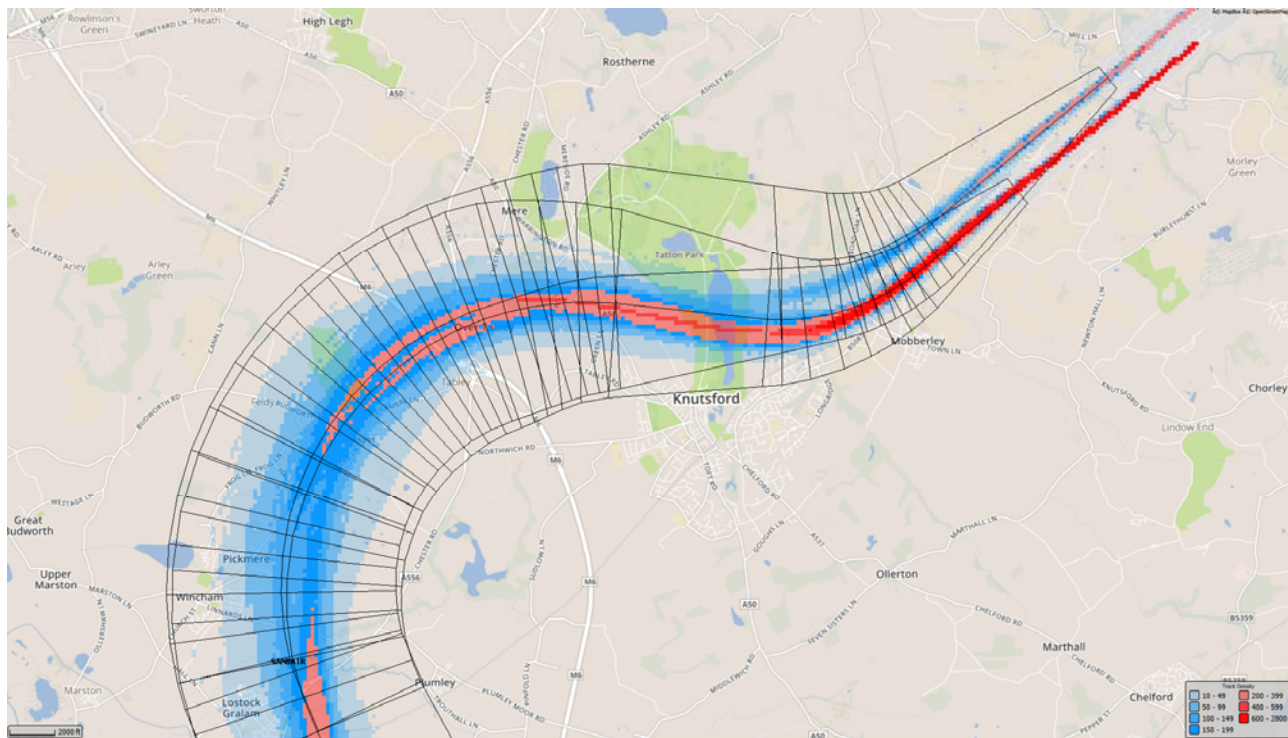
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	7822		9391	
Monthly Total NSDs	65	0.8	94	1.0
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	19245		23168	
Quarterly Total NSDs	87	0.5	325	1.4
Quarterly Total Early Turns	3	0.0	1	0.0

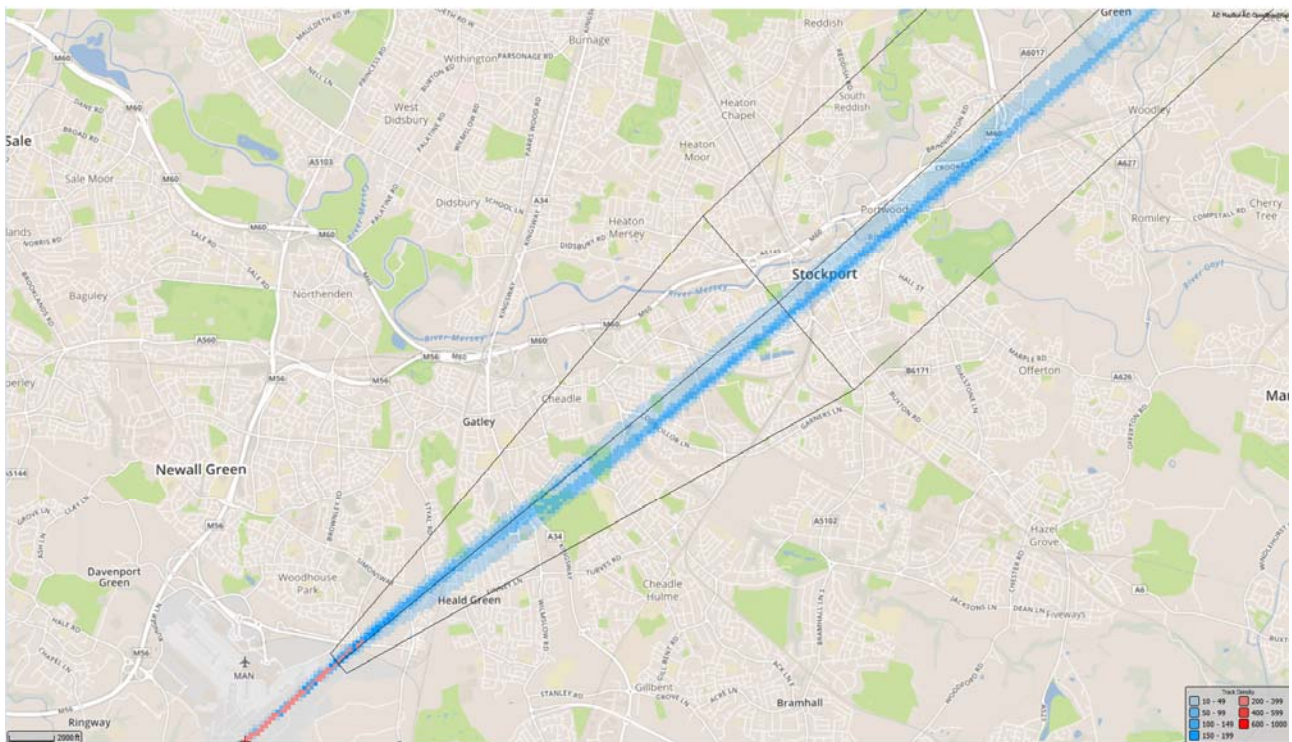
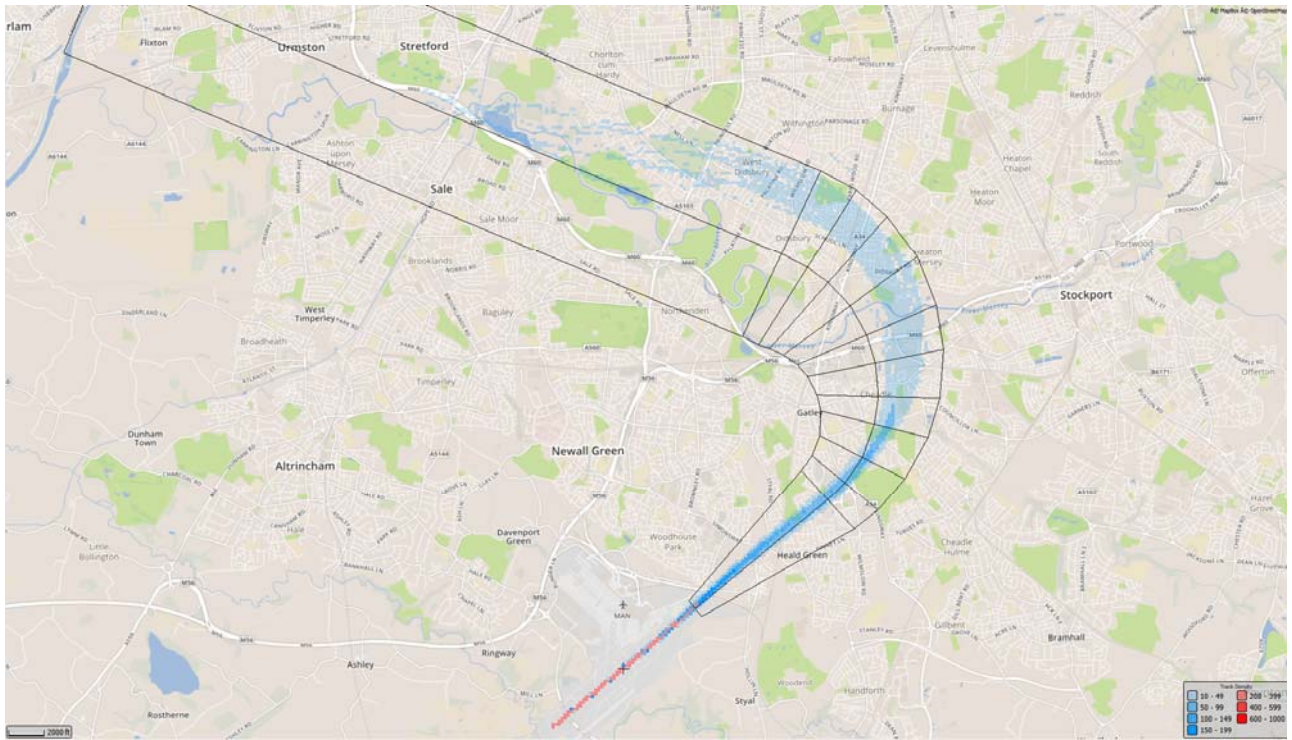
Overall

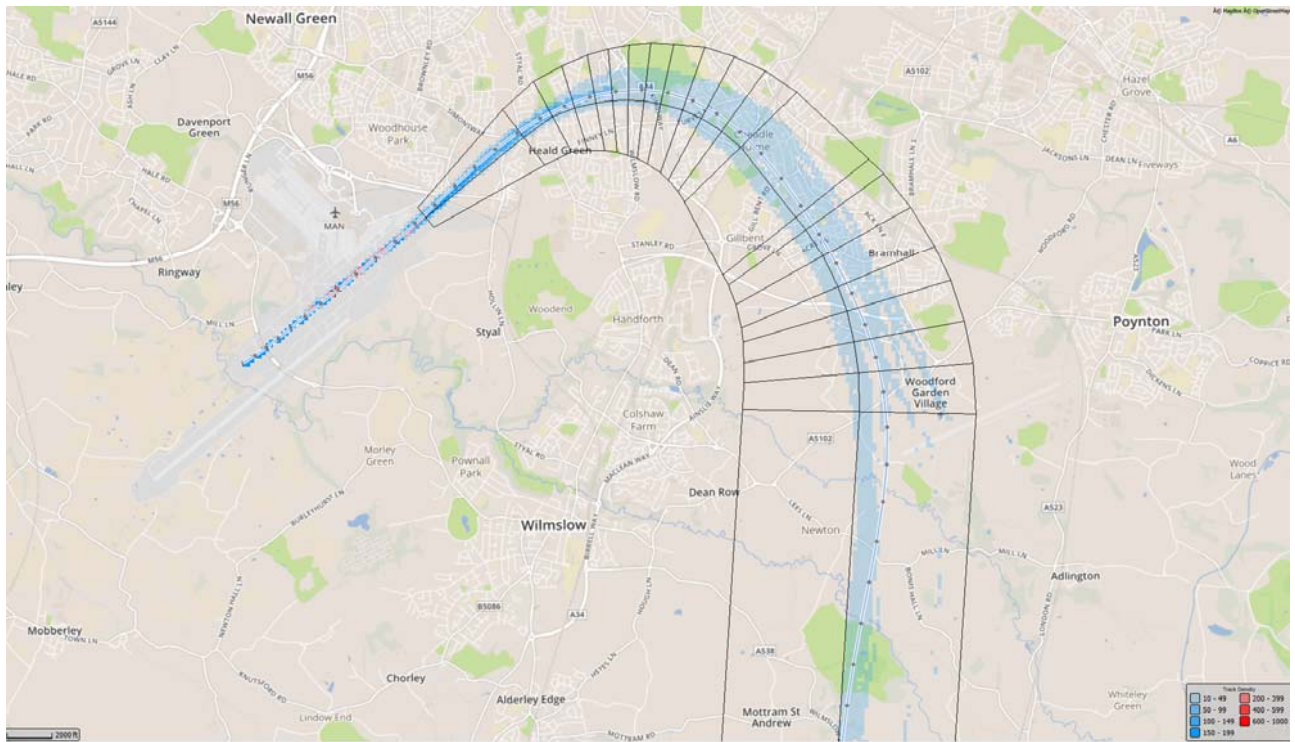
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	9956		10181	
Monthly Total NSDs	74	0.7	101	1.0
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	28678		29184	
Quarterly Total NSDs	136	0.5	341	1.2
Quarterly Total Early Turns	4	0.0	2	0.0

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









Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

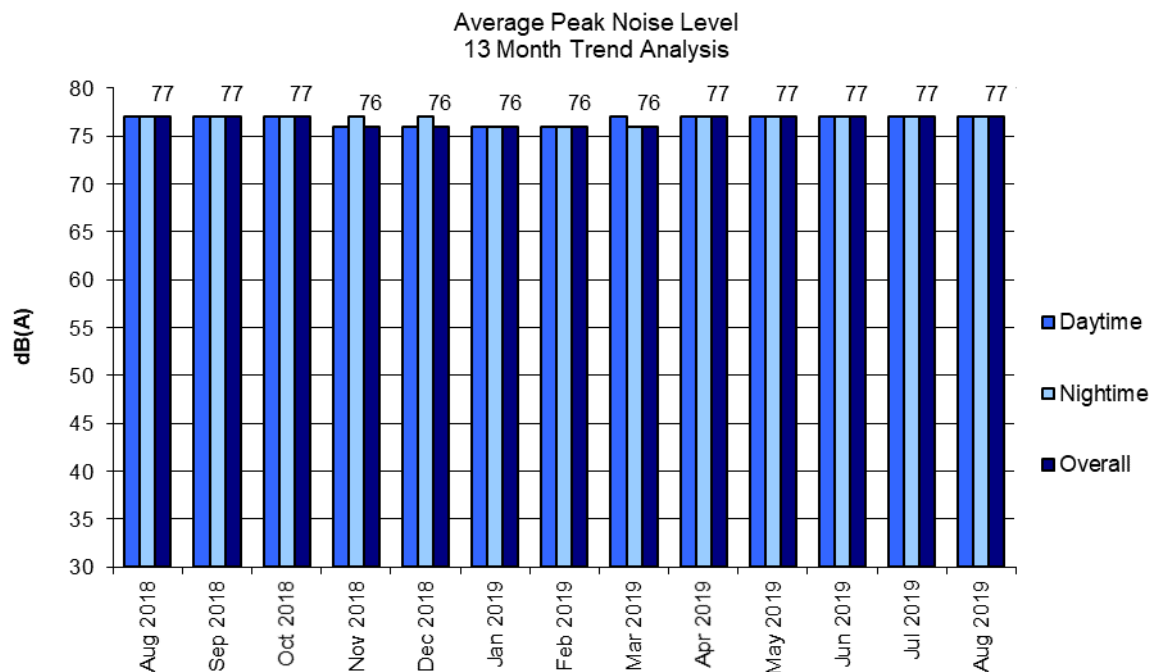
August 2019

Total Movements 20787

Movements Monitored 20744

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	77 dB(A)	77 dB(A)
Night time Average Peak Noise Level	77 dB(A)	77 dB(A)
Overall Average Peak Noise Level	77 dB(A)	77 dB(A)
Daytime Noise Infringements	0	0
Night time Noise Infringements	1	3
Total Noise Infringements	1	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	629	9760
Total MANTIS Correlated SIDs	576	9368
Total Extreme Deviations	0	0
Total Overall Deviations	54	519
Percentage Deviation	9.4	5.5

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

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Jet2	1*	B757-200	4	£750

Community Complaints

Total Number of Complaints received during August 2019 102

Total Number of Complainants during August 2019 60

Total Number of Complaints received during August 2018 69

	Noise	Odour	Off-Track	Special	Airspace	Complaints	Complainants	Complaint/ Complainant	Night
Alderley Edge	1	0	0	0	0	1	1	1.0	0
Altrincham	0	0	0	0	1	1	1	1.0	0
Antrobus	3	0	0	0	0	3	2	1.5	0
Ashley	0	5	0	0	0	5	1	5.0	1
Bowdon	2	0	3	0	0	5	3	1.7	2
Brinnington	4	0	0	0	0	4	1	4.0	4
Broomeedge	1	0	0	0	0	1	1	1.0	0
Cheadle	3	0	0	0	0	3	3	1.0	1
Cheadle Heath	1	0	0	0	0	1	1	1.0	1
Cheadle Hulme	1	0	0	0	0	1	1	1.0	0
Denton	1	0	1	0	0	2	2	1.0	1
Didsbury	1	0	0	0	0	1	1	1.0	1
Dukinfield	1	0	0	0	0	1	1	1.0	0
Edgeley	3	0	0	0	0	3	2	1.5	3
Gatley	1	0	0	0	0	1	1	1.0	0
Glossop	1	0	0	0	0	1	1	1.0	0
Heaton Mersey	0	0	1	0	0	1	1	1.0	0
High Legh	1	0	0	0	0	1	1	1.0	0
High Peak	1	0	0	0	0	1	1	1.0	0
Hyde	1	0	0	0	0	1	1	1.0	0
Knutsford	24	0	12	1	0	37	11	3.4	14
Lostock Green	2	0	0	0	0	2	1	2.0	1
Lymm	6	0	1	0	0	7	6	1.2	1
Mere	2	0	0	0	0	2	2	1.0	0
Oldham	4	0	0	0	0	4	3	1.3	3
Over Peover	1	0	4	0	0	5	4	1.3	1
Partington	0	0	1	0	0	1	1	1.0	0
Salford	1	0	0	0	0	1	1	1.0	1
Stalybridge	1	0	0	0	0	1	1	1.0	1
Styal	0	2	0	0	0	2	1	2.0	0
Toft	0	0	1	0	0	1	1	1.0	0
Wythenshawe	1	0	0	0	0	1	1	1.0	0
Total	69	7	24	1	1	102	60	1.7	36

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	1		629	
Monthly Total NSDs	0	0	2	0.3
Monthly Total Early Turns	0	0	0	0.0
Quarterly Total SIDs	5917		4755	
Quarterly Total NSDs	26	0.4	17	0.4
Quarterly Total Early Turns	1	0	1	0.0

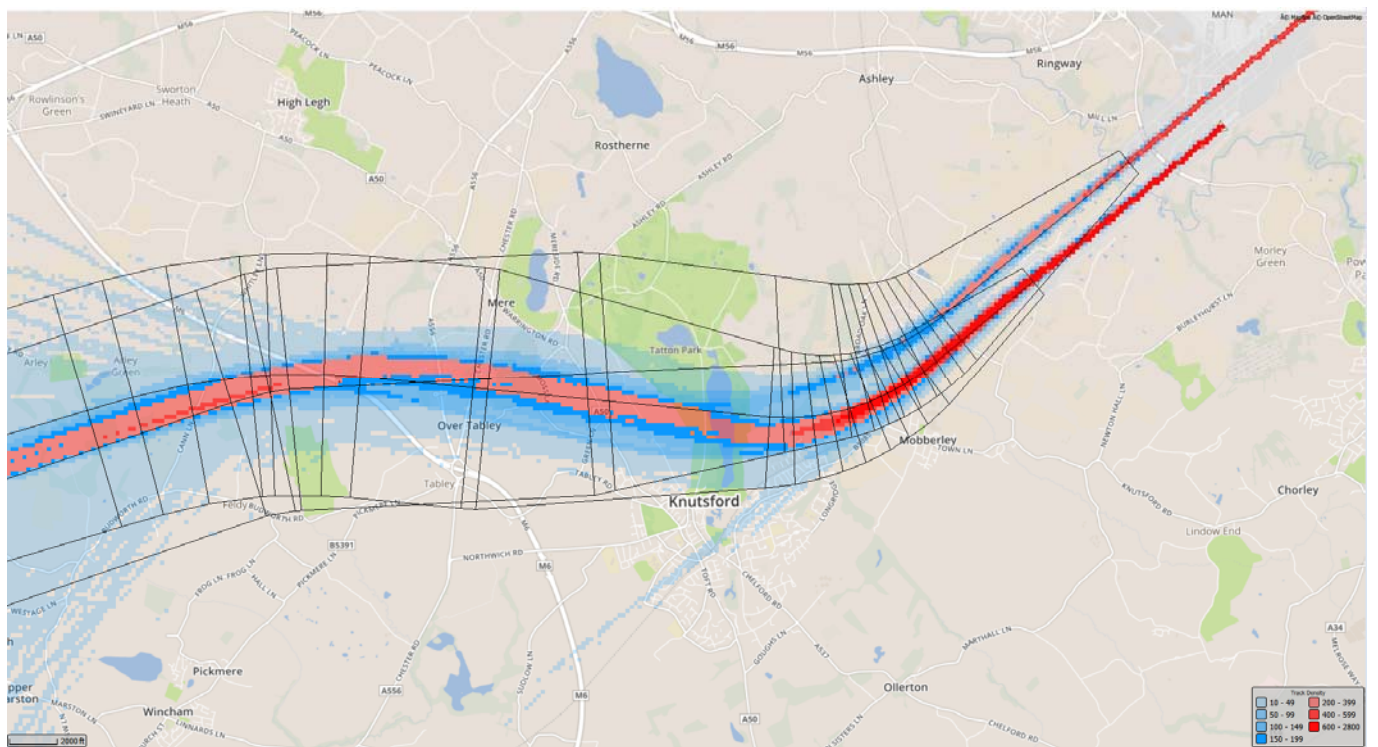
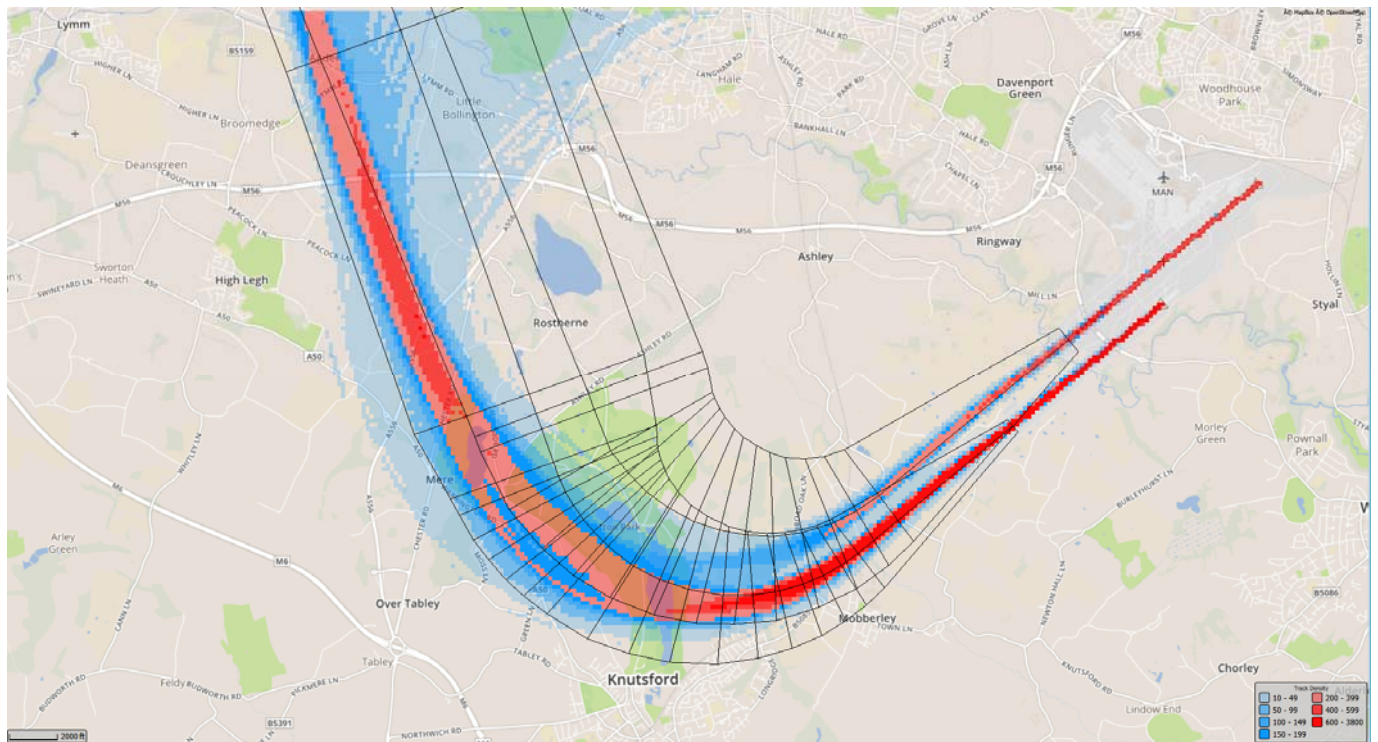
Runway 23

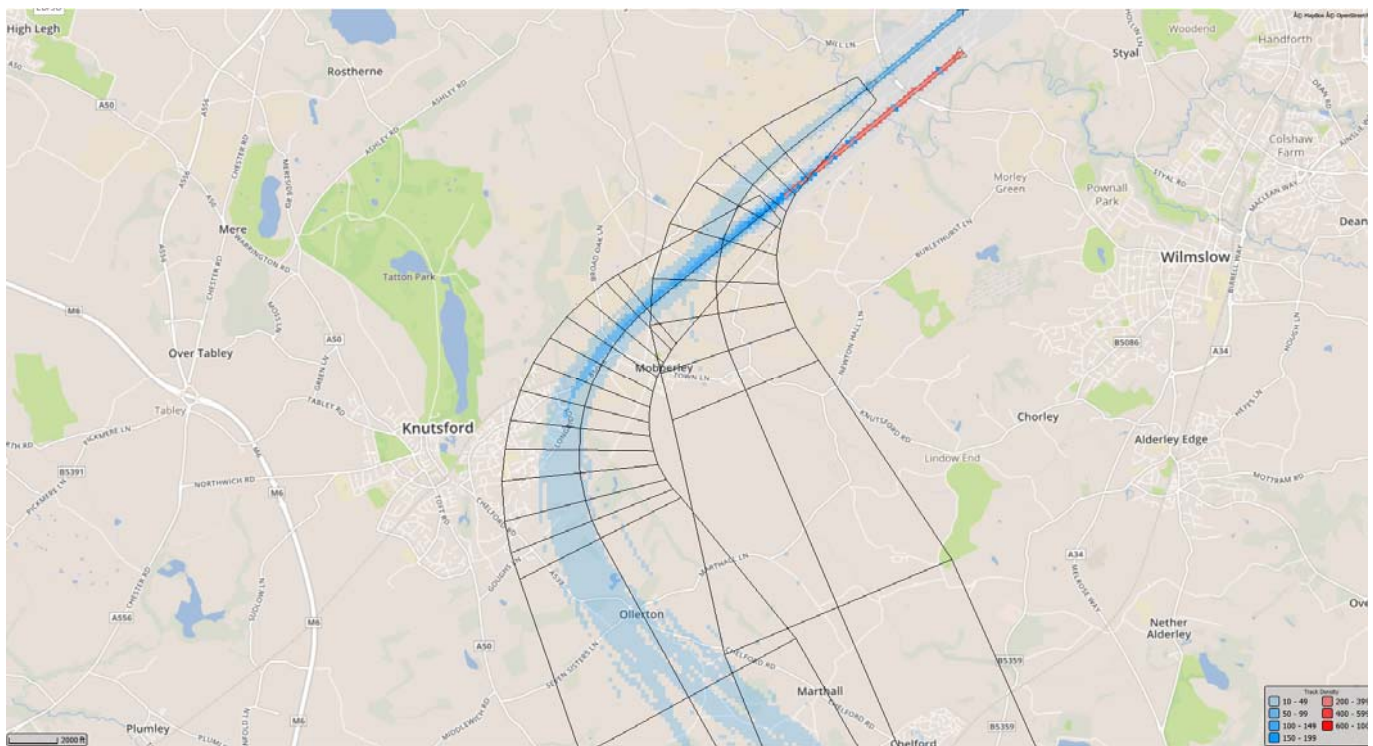
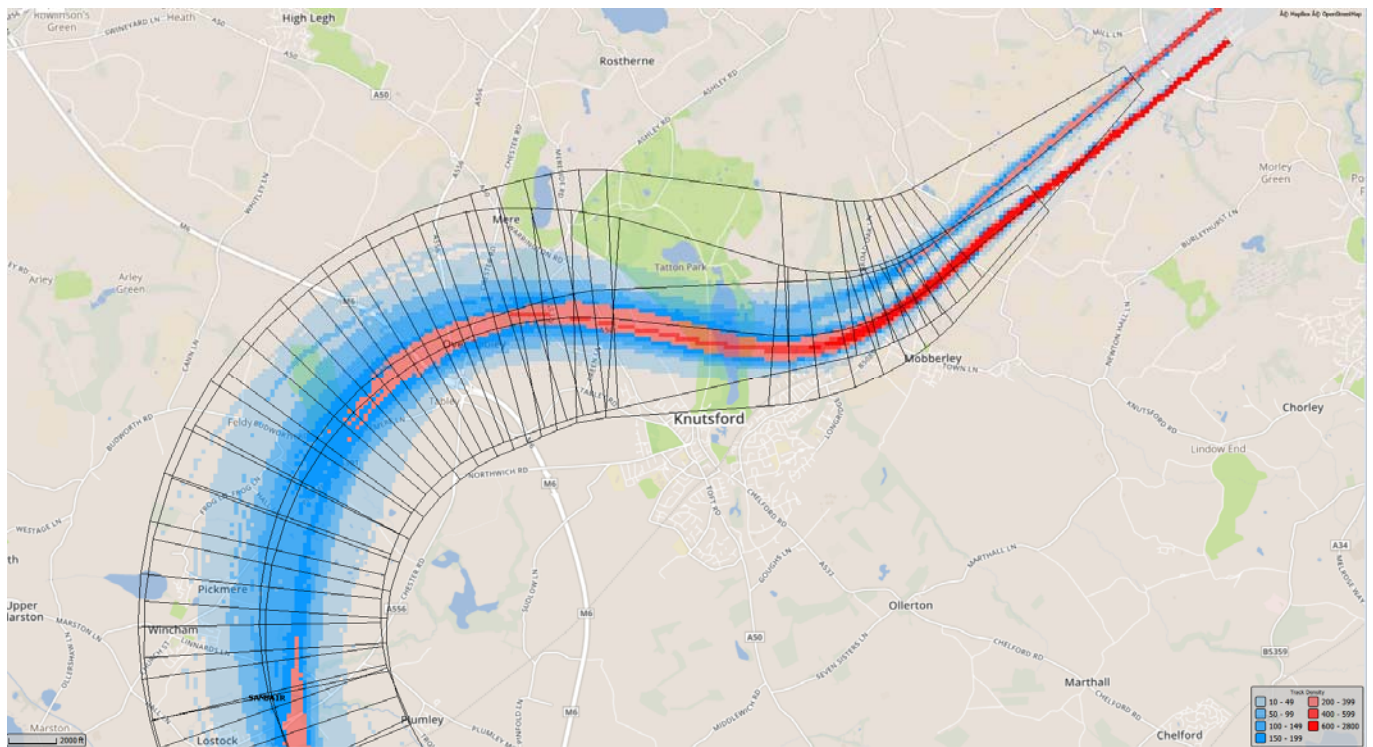
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	10080		9760	
Monthly Total NSDs	161	1.6	174	1.8
Monthly Total Early Turns	1	0	0	0.0
Quarterly Total SIDs	23658		25509	
Quarterly Total NSDs	240	1.0	381	1.5
Quarterly Total Early Turns	3	0	1	0.0

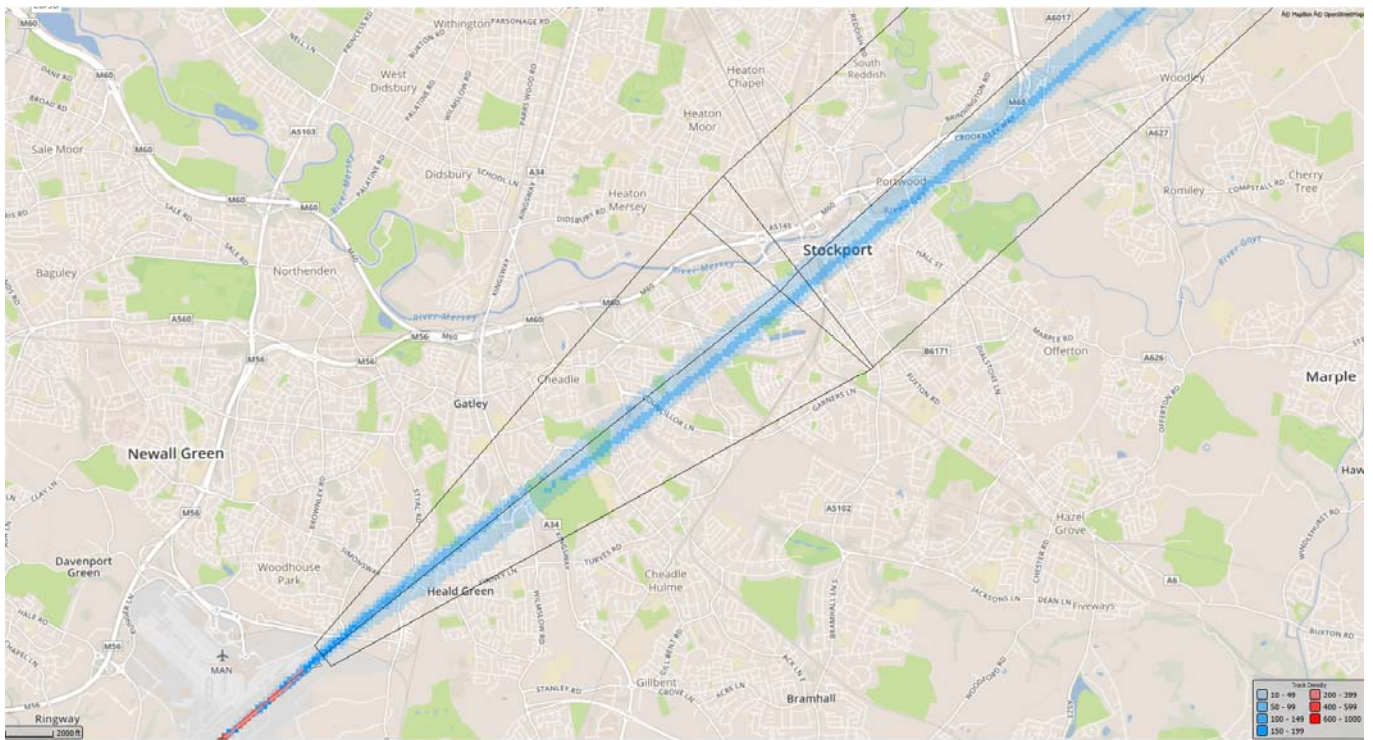
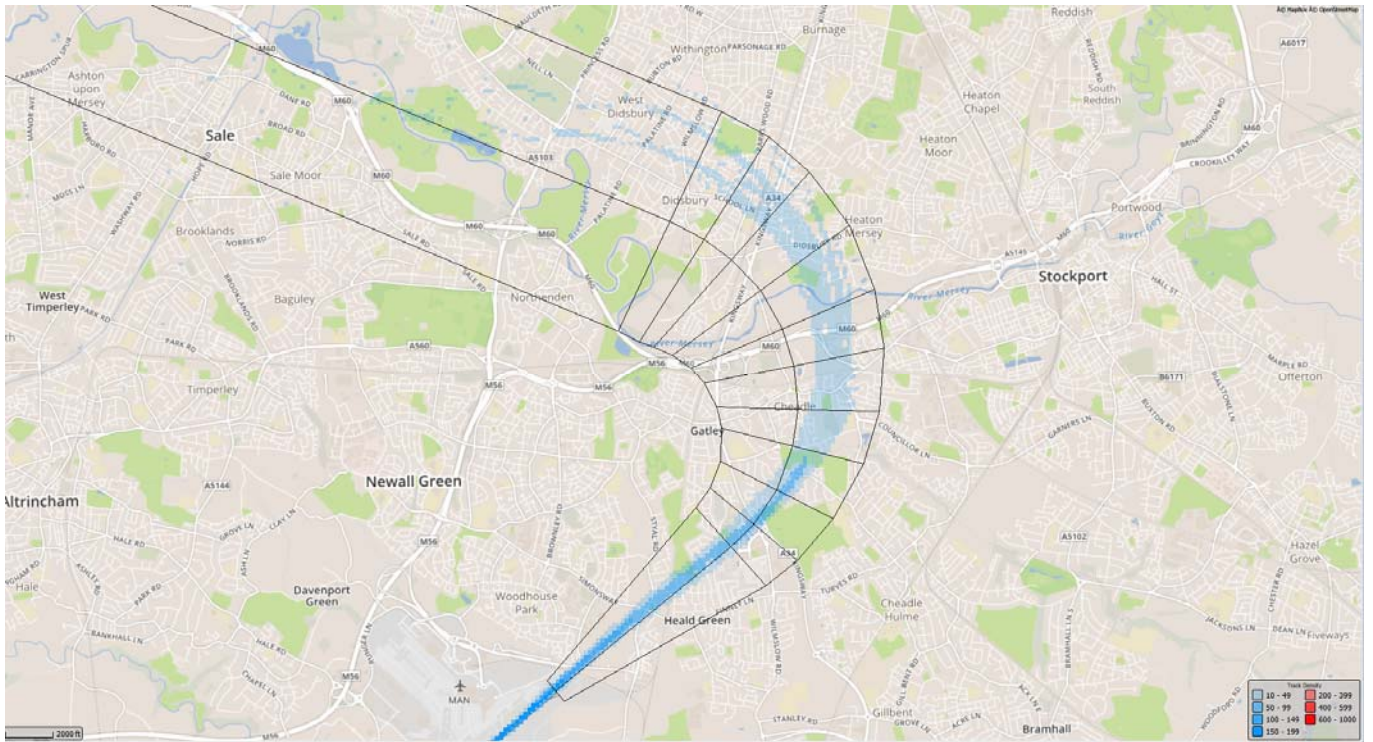
Overall

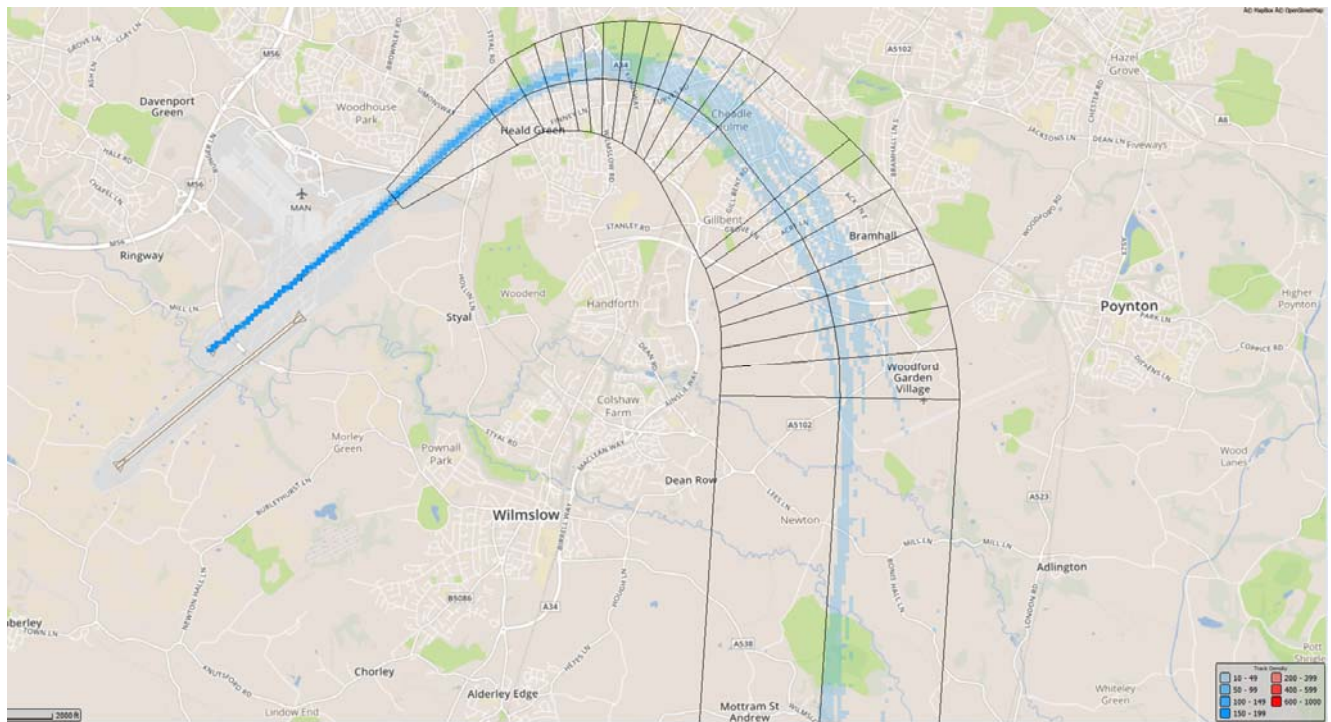
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	10081		10389	
Monthly Total NSDs	161	1.6	176	1.7
Monthly Total Early Turns	1	0	0	0.0
Quarterly Total SIDs	29575		30264	
Quarterly Total NSDs	266	0.9	398	1.3
Quarterly Total Early Turns	4	0	2	0.0

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









NOISE COMPLAINTS

Between 01 September and 30 September 2019

Overall							Complaints 153	Complainants 91		
	Airspace	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Altrincham	0	0	0	13	0	0	13	13	10	3
Bowdon	0	2	0	3	0	0	5	5	3	2
Burnage	0	1	0	0	0	0	1	1	1	0
Cheadle Hulme	0	2	0	0	0	0	2	2	2	0
Edgeley	0	1	0	0	0	0	1	1	0	1
Goostrey	0	0	0	2	0	0	2	2	2	0
Great Budworth	0	1	0	0	0	0	1	1	1	0
Hale	0	0	0	2	0	1	3	2	1	2
Hale Barns	0	2	0	2	0	0	4	4	4	0
Heald Green	0	1	0	1	0	0	2	1	2	0
Heaton Moor	0	0	0	7	0	0	7	2	7	0
Heaton Chapel	0	0	0	2	0	0	2	1	2	0
Knutsford	2	8	0	44	0	0	54	19	43	11
Lower Withington	0	0	0	1	0	0	1	1	1	0
Macclesfield	0	1	0	0	0	0	1	1	1	0
Mere	1	5	0	0	0	0	6	4	6	0
Mobberley	1	6	0	2	0	1	10	5	6	4
Northwich	1	0	0	0	0	0	1	1	1	0
Oldham	0	6	0	0	0	0	6	3	0	6
Ollerton	0	0	0	2	0	0	2	2	2	0
Over Peover	0	6	0	10	0	0	16	12	6	10
Plumley	0	6	0	0	0	0	6	1	0	6
Prestwich	0	1	0	0	0	0	1	1	0	1
Ringway	0	1	0	0	0	0	1	1	1	0
Shrewsbury	0	0	0	1	0	0	1	1	1	0
Timperley	0	1	0	1	0	0	2	2	1	1
Unknown	0	2	0	0	0	0	2	2	2	0
Total	5	53	0	93	0	2	153	91	106	47



Repeat complainants

	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Ashley	3	5	0	0	0	5	1	4	1
Denton	0	0	0	0	0	0	0	0	0
Didsbury	0	0	0	0	0	0	0	0	0
Knutsford	0	0	0	0	0	0	0	0	0
Total	3	6	0	0	0	9	1	7	2



Monthly Photo capture of @MAComRels

July
2019
FY 19-20

Education



11 primary schools presented their 'Safety in the Sun' campaigns to judges from MAG, Global Radio, Carat Media, Galliford Try and Media Four on the ACN Apprentice competition.



Colleagues



We were 'Highly Commended' by the All-Party Parliamentary Corporate Responsibility Group.

Enterprise & Culture



We hosted 75 over 65s at tea parties in Knutsford & Mobberley.

Employment



We have hosted 33 Work Experience students; 8 were children of colleagues.

Enterprise & Culture



We hosted a stand and an American themed 'tin can alley' activity at the Wythenshawe Games.

Education



47 A-Level and College Students joined us for our STEM Masterclass with Jet 2.com, MAG Data Intelligence Team, Galliford Try, and Airbus.



August
2019
FY 19-20

Employment



Hosted 9 young people for our first Apprenticeship Taster Experience, the students met current Apprentices and had presentations from MAN-TP, MAG Property, MAG-O and Engineering.

Communications



Completed the first five of ten Outreaches timed to provided awareness of Step 1b of Future Airspace and how the community can feed their thoughts back to us, at Bowdon we also delivered a 'Masterclass Express'.

Enterprise & Culture



We hosted a party for 36 over 65s Styal Cricket Club; an area very affected by ground noise and other disturbance from our site

Enterprise & Culture



The Lord Mayor of Manchester, Councillor Abid Latif Chohan, opened a new art exhibition opened in the Community Artwalk in Terminal, 3 from the Mama Toro Gele Collection, showcasing African headdresses.



September
2019
FY 19-20

Communications



In September we completed 5 Outreach events (of eleven) timed to support Future Airspace Design Principles conversations, as well as 11 Focus Groups and 8 Councillors meetings; where we met 58 Councillors from Cheshire, Manchester, Stockport and Trafford.

Enterprise & Culture



BBC Music Day was a great success with schools from Wythenshawe, Oldham and Northwich taking part, playing for our guests in Terminal 2. Pictured are Heartbeat, a ladies Barber shop choir from Stockport.

Employment



Fifteen new interns have started with Pure Innovations on placements with business across the Airport. Pictured are Megan with Dufry and Ramish at the Clayton Hotel.

Colleagues



130 colleagues have contributed more than 780 hours of labour to 7 different community projects. Pictured here are colleagues from Health & Safety/Group Risk at Wilmslow Animal Sanctuary.



CSR WORK STREAMS 2019/2020

SEPTEMBER 2019



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		4,390
High Quality Key Stage 1 & 2 Activities													1,100		594
High Quality Key Stage 4 & 5 Activities								Planned		Planned			500		203
Work Experience													55		55
EMPLOYMENT															
Attend & Support Jobs & Careers Fairs							Planned				Planned		10		8
Training to young people with learning difficulties													10		10
Jobs for young people with learning difficulties													✓		9
Training to unemployed													400		153
Airport Academy jobs													450		300
COMMUNITY															
Outreach Mobile & Knutsford							Planned		Planned			Planned	15 & 35		37
Bi-Annual Cllr visits												Planned	8		5
Annual Council Clerks & Officers meeting											Planned		1		0
No. of complaints													<1,200		603
Movements per complaint													>130		200
Response to complaints													97% <Five Working days		100%
Impact Study							Planned	Planned	Planned				1 in Wythenshawe		0
COLLEAGUES															
Contribute volunteer hours to Community													6,500		3,105
Number of volunteers													804		401
Volunteers as a % of colleagues													20%		10%
% of Volunteers that are shift-based													✓		15%
Host 'Bring Your Child to work Day'													✓		✓
Host volunteer roadshows							Planned						4		0
ENTERPRISE & CULTURE															
International culture project with Schools								Planned					6		1
Share benefits of M.A.G arts sponsorship							Planned		Planned				65 Organisations		20
Showcase community art in our business							Planned		Planned	Planned			3		1
Community Trust Fund Grants Awarded							Planned			Planned			>£100,000		£59,495
Social events for the community							Planned	Planned					3		6