

**Manchester Airport Future Airspace
Stakeholder Reference Group (SRG)**

Minute of the Stakeholder Reference Group held at the Manchester Airport Hilton Hotel on Monday 4th November 2019 at 1pm

Present:

Steve Wilkinson, SRG Chair

██████████, Womens Interests.

██████████, Confederation of British Industry

██████████, Stockport Council

John Mayhew, National Air Traffic Service

██████████, Environmental Health Officer, Oldham Borough Council

██████████, Faith representative (Manchester Airport Chaplaincy).

██████████ Macclesfield College

██████████, Airline Pilot (Thomas Cook Airlines).

██████████, Youth representative (Undergraduate at Manchester University).

Apologies:

██████████, Manchester Airport Consultative Committee

██████████, Representative complainant

██████████, Stockport Council

██████████, Macclesfield College

██████████, Disability Representative (Accessible Travel)

██████████, Manchester Chamber of Commerce

Attending:

Wendy Sinfield, Community Relations Manager, Manchester Airport

Adam Jupp, Corporate Affairs Director, Manchester Airport

Sam Carty, Public Affairs Manager, Manchester Airport

David Jones, The Consultation Institute

Rachel Lopata, The Consultation Institute

1. Welcome and Introductions

Steve Wilkinson, chair welcomed members and officers to the meeting of the Manchester Airport Future Airspace Stakeholder Reference Group. After introductions, the chair explained the background to the establishment of the SRG and introduced David Jones and Rachel Lapata from the Consultation Institute.

David provided a brief explanation for new members outlining the work of the Consultation Institute and its role in undertaking a quality assurance assessment of the airport's engagement and consultation practices and processes in relation to the Future Airspace Programme. This would assist the airport to satisfy both, the Civil Aviation Authority's CAP 1616 guidance, particularly in relation to community engagement and to benchmark against recognised best engagement and consultation practices.

An important dimension of the Institute's approach is the involvement of local stakeholders through a Stakeholder Reference Group (SRG). The role of the SRG is to consider the engagement and consultation processes being developed and delivered by the airport and to provide comment to the Institute so it can be informed of local opinion as it undertakes its assessment processes.

The Chair emphasised that the Institute is independent of Manchester Airport and its purpose was to solely comment on the engagement processes and not the issue or views on Airspace change proposals.

2. Presentation by Wendy Sinfield, Customer Relations Manager, Manchester Airport – Stage 1 Define

Wendy Sinfield, Community Relations Manager, gave a presentation briefly outlining the CAP1616 requirements at the various stages of the programme. Wendy highlighted the requirements for Stage 1 – Defining Design Principles and how the airport had prepared for an extensive engagement programme and how this had been informed by the SRG comments at the previous meeting. Significant changes had been made in relation to:

- Font size
- Size of maps
- The wording in the document introduction
- Reducing the use of 'jargon'
- Adapting the information to suit a range of audiences including those with specific needs

Wendy provided details of the range of engagement methodologies used and feedback on how the focus group process had been undertaken through the views of those who participated.

It was the view of the Airport that it was their opinion that the engagement process undertaken had met and exceeded the CAP1616.

The engagement process had included;

- 11 focus groups with a range of stakeholders including the general public, elected members, community representatives, local communities and specific interest groups;
- Emails to 1300+ individuals and groups
- 1 to 1 meetings with elected members
- Ability to respond on the designated website
- 10 community based meetings
- Tweets to over 1200 followers and to 268,000 followers which were viewed by 8,172
- Facebook posts
- Promotion through Facebook and posters

A total of 788 responses were considered and following analysis a number of common themes were identified. A long list of 46 Design Principles was developed and following a Review workshop these were condensed, amalgamated and reworded into 10 key principles.

These were explored at four focus groups (involving participants from the previous focus groups) with their views considered at a final Review Workshop on 1st November 2019.

The SRG acknowledged the efforts made to engage with key stakeholders and the demands the process had made on staff involved.

It was also stated that the airport had to respond to one example of dis-information (incorrect information) being widely distributed in a specific geographic area. The Airport had responded with correct information and this had included an additional outreach event in the area concerned.

It was noted that the airport had identified through the Stage 1 engagement process a number of lessons which would inform future planning towards Stage 2.

The Chair thanked Wendy for a comprehensive presentation and a far-ranging discussion followed with comments from SRG members including:

- Recognition of the amount of effort made by the airport to engage on a geographical and communities of interest basis;
- Acknowledged that the comments made by the SRG at the last meeting had influenced changes to the engagement process at Stage 1.
- The importance of responding to deliberate efforts to mislead the public through promoting wrong information or creating 'fake news'.
- SRG would like to have had more details of the responses from focus group participants. (Wendy agreed to forward this to the Institute)
- Some concern was raised about the lack of participation of young people under 24 years of age and some suggestions as to how this could be addressed for future

stages. One suggestion was to explore if schools, colleges etc could be involved through their citizenship and environmental studies activities.

- Questions regarding what efforts the airport had undertaken to include those protected characteristic groups as defined in the Equalities Act 2010 particularly relating to ethnicity.
- The various faith based organisations could have been involved

The Chair thanked members for their comments which would now be forwarded to the Institute for their consideration as part of the quality assurance in relation to the engagement relating to Stage 1.

3. Presentation by Wendy Sinfield, Customer Relations Manager, Manchester Airport – Stage 2 Develop and Assess

Wendy outlined the CAP1616 requirements for engagement at Stage 2 which includes seeking views of the same stakeholders who participated in Stage 1 regarding whether initial options developed met the agreed design principles.

It was proposed that next engagement stage should include six week engagement period which would include:

- Updated online information material uploaded on Manchester Airport and the CAA websites;
- Information pack and made available in print and online
- Further contact with those involved in the Stage 1 engagement process;
- Existing engagement and communication arrangements such as meetings with councils and the Community eNews.
- A series of focus groups

The responses to this engagement process would then be considered over a two week period followed by a further series of focus groups.

The Chair thanked Wendy for her presentation and at this point Airport officials left the meeting.

The chair invited comment on the presentation and SRG made the following comments:

- There were concerns that given Stage 2 related to the output from the Stage 1 engagement, the participants should be mainly the same as the timescale was very tight and there was a danger if participation was widened that this could cause capacity issues, confusion and the risk of 'consultation fatigue'. It was noted that Stage 2 will detail information regarding options develop and appraisal and there is a danger that a wider audience would think the consultation on flight options had started.
- Having recognised the amount of time and effort required by the airport to plan and deliver Stage 1 engagement activities, the SRG raised the question as to whether the airport had given appropriate consideration to the resources required for future stages. It was concerned that, particularly in the planning and delivery of Stage 3 (the main consultation), that resources would not be proportionate to the potential requirements and demands. The well-being of staff involved was also a concern

raised given that engagement and formal consultations can be stressful for those involved.

4. General Comments

The Chair invited general comments about the role of the SRG and how the Institute can assist members.

Comments included:

- SRG members were happy with the format of meetings;
- Given the volume of materials, particularly the CAP1616 guidance documentation, it would be helpful if the Institute could, in advance of meetings, direct members to the relevant sections and any other information members need to consider in order to reflect and ensure they can comment on it at meetings;
- The Institute needs to ensure there is enough time for the SRG to comment to The Institute and in turn for the Institute to discuss these views with the airport before deadlines in order that the SRG's views can be seen as genuinely considered and able to have influence;
- Future SRG meeting dates should be confirmed as soon as possible to ensure maximum opportunity to influence at each stage of the process.

5. Consultation Institute Support

The Chair informed the SRG that Rachel Lopata, would provide future secretariat support and thanked David Jones for his support in the establishment of the group and in organising the meetings to date.

6. Date of Next Meeting

The date would be confirmed following discussions with the airport to fit with the timetable to meet CAA requirements. It was likely to be early January 2020 to consider the feedback from Stage 2 and to have an opportunity to comment on the engagement and consultation process for Stage 3 which is the main consultation on options.