

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

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

Friday 24th March 2023

Via MS Teams

Present	
Independent Chair	Mr G Liguori
Independent Secretariat	Mrs C Pull
Organisation	
Derbyshire County Council	Cllr M Ford
King's Newton Residents Association	Mr S Leech
Leicestershire and Rutland Association of Local Councils	Cllr A Sowter
Job Centre Plus	Ms J Alton
WHICH	Mr I Jones
WHICH	Mr P Ford
Unite the Union	Mr T Tinley
East Midlands Airport (EMA)	
EMA Director Customer Service and Security	Mr M Grimes (MD)
EMA Commercial Director	Mr C Lane (CL)
MAG Head of Customer Communications	Ms L Hughes (LH)
EMA Community Engagement Manager	Ms C Hempson (CH)
EMA Customer Services Manager	Mr C Drury (CD)
EMA Head of Security	Ms J Hosier (JH)
EMA Landside Operations Manager	Mr P Bradley (PB)
Apologies & Absences	
Melbourne Civic Society	Dr P Grimley
EMA Operations Director	Mr S Hinchley
EMA Accessibility Forum	Ms C Link
East Midlands Chamber of Commerce	Mr I Evley (tech issues)
Erewash Borough Council	Cllr Parkinson
South Derbyshire District Council	Cllr S Taylor
Loughborough University	Dr A Timmis
Derby College	Ms R Benn

The meeting commenced at 1002.

1. Welcome and apologies

The Chair welcomed all to the meeting and apologies were recorded.

2. Declarations of Interest

No declarations of interest were reported.

3. Minutes of the last meeting

The Committee approved the minutes of the last meeting held on 14th October 2022 as a true and accurate record of the meeting.

3a. Matters arising

Agenda item 7 'Download 2023 plans and report on Download 2022 incident' is deferred until the next TEP meeting.

All other outstanding actions are complete or included in the agenda.

4. An update by the Chair

The Chair expressed his thanks and gratitude to Barbara Walker of Nottinghamshire CPRE who has stepped down from the Committee. He has contacted Nottingham CPRE to request a replacement member.

The Chair has also approached Leicestershire and Derbyshire CPRE to request members. Derbyshire CPRE have confirmed that a member will join the Committee and attend the next ICC General Meeting in April.

The Chair welcomed new Unite union representative Tony Tinley. Tony replaces Ian Kelly of Prospect, who has stepped down. The Chair thanked Ian for his contributions and welcomed Tony.

The Chair welcomed Pete Ford who is a new member of the Committee, representing WHICH.

UKACCs are carrying out a survey on nuisance parking around airports. The survey has been shared with members as part of the latest bulletin. Responses are requested by 1st April.

Action 4: Members to send comments to the UKACCs nuisance parking survey to the Chair by 1st April.

5. Commercial Development at EMA

The presentation accompanying this item is available on SharePoint.

CL introduced himself to the committee, gave an overview of his past experience within the airport and gave members some information on the structure of the commercial team and the purpose of his new role as Commercial Director.

CL took members through his presentation and welcomed any questions.

Passenger numbers are now around 70-75% of pre-COVID figures. This should reach around 90-95% of pre-COVID figures over the next 12 months.

East Midlands has seen a slightly slower recovery to the larger MAG locations. This is because as airlines have recovered from the pandemic they have consolidated at larger bases first where there are greater economies of scale. The airport welcomes new routes and increased frequencies including Ryanair's Belfast, Cork and Rome routes, Eastern Airways Newquay and Paris Orly airport, TUI's Hurgada route and Aer Lingus Belfast route which was previously operated by Flybe.

He highlighted significant growth in the freight operation and in particular during FY20 and FY21 and explained the reasons for this.

The Chair asked if the closure of Doncaster airport has had an impact on East Midlands Airport. CL stated that the closure was very unfortunate. The most obvious impact has been the relocation of their two TUI aircraft to East Midlands Airport which will bring a direct transfer of passengers during the summer period. There will also be a general increase of passenger numbers who would have previously used Doncaster.

The Chair asked about the employment of staff from Doncaster Airport and if the Airport has taken any staff. CL advised that there has been a direct impact in significant numbers of staff being hired from Doncaster Airport across many airport teams including his own. MG advised that the Airport proactively reached out to Doncaster when they were made aware of the upcoming closure.

A member asked if the potential reopening of Manston could have an impact on the freight operation. CL responded that there may be a small impact, however the vast majority of freight at East Midlands Airport comes from the 4-5 main operators and he wouldn't expect there would be a significant impact on those operators. There are still some ad-hoc operators who use the airport for freight and there could be a slight impact here if they use Manston.

A member asked if the airport was proactively seeking to increase winter activity to even out seasonal passenger peaks throughout the year. CL responded it would be great to build the winter operation to have less of a trough during the winter. The Airport infrastructure is set up to cater for the peak period which means there is a level of inefficiency during the quieter times. It's difficult to increase traffic during the winter; as a nation we tend to

travel most during the summer months. The Airport are constantly working with airline partners to encourage different types of offerings like city breaks and skiing. MG added that leisure airports will always be much busier in summer. The Airport uses different types of contracts for various airport teams and is looking at smarter more agile rostering, using colleagues more effectively and productively during the winter period.

A member stated that, as MG mentioned, the winter period is an excellent time to train and develop staff. MG highlighted that this period is now being used for staff to concentrate on wellbeing and complete their annual mandatory training as examples.

The Chair asked if it is possible for East Midlands to become a training centre for other airports during the winter period. MG advised that the airport is investigating opportunities to provide NEBOSH and H&S as well as security training. It is also exploring ways to use the terminal building in other ways during quieter times such as the recent Radio 4 “Any Questions” event. CL added that the runway could be potentially be used by airlines who do not currently use the airport, for training. However the airport currently decline requests from operators not based at EMA in line with our Noise Action Plan commitments.

6. Operational readiness – Summer 2023

The presentation accompanying this item is available on SharePoint.

MG took members through his presentation and highlighted key points.

A member asked how confident MG is of achieving the planned recruitment numbers due to the current challenges with recruitment. MG gave an overview of recruitment activity. Recruitment is going well so far and MG is confident that targets will be met.

A member commented on performance issues experienced last year at larger UK airports in the baggage handling area and asked if there are any plans to move this in-house or otherwise support third party baggage handlers. MG confirmed that third party partners including baggage operators and retailers have access to the Copenhagen data which would help them staff to requirements. There are regular meetings with partners on site to discuss and plan for operational readiness where passengers loads are discussed and data from partners’ resourcing plans are used by the Airport team operationally. There are no plans to insource the ground handling service, however there have been conversations at some MAG locations on in-house staff supporting ground handling operation to get through summer months. If this is successful, the plan may be rolled out to East Midlands.

A member asked about snow plans and recent closures, and asked how prepared the airport is in unexpected weather situations like this. MG responded that decisions to close the airport are based on a range of information from various different sources. A lot of these decisions are made

out on the runway. Safety is always the number one priority. MG was on site during the recent snow related closure and he commented on the excellent work which enabled the airport to re-open quickly. The airport closed for around 2 hours on the first day and around 2 hours on the second day. The Airport holds a static number of mandatory roles throughout the year. While the Airport Fire service make up the majority of the snow response team, when the snow service is active, colleagues support from across the business, such as motor transport and other teams to support the snow plan. The team work very hard and decisions are made quickly and reviewed as circumstances change in order to get the airport operational as soon as is safely possible.

7. Download 2023 Plans and 2022 Drone Incident report

This item has been deferred to the June 2023 meeting.

8. Customer Insight report

A presentation was circulated in advance and is available on SharePoint.

LH took members through the presentation and highlighted key points.

A new EMA Social Media Lead has recently been appointed and a new EMA Feedback Manager has been established.

The Chair asked how negative sentiment on social media is followed up. LH and MG explained the follow-up process for every comment and complaint received.

A member made a comment about complaint levels and LH responded that complaint levels are low compared to the number of customers. There have been some customers who haven't been through the Airport since before the pandemic and there have been changes which passengers like to feed back on. LH believes that the changes shared by MG in his presentation will help to change the sentiment of customers.

MG added that there are a lot of comments, rather than complaints received. He used lost property as an example as this is not a complaint but is logged in this way initially, until it is resolved.

MG said that there will always be complaints about the Rapid Drop Off service from people who don't like to pay for this service. This has previously been discussed during TEP and ICC. East Midlands performs well compared to other airports on a "complaint vs compliment" ratio. There are ongoing discussions on complaint trends and the reporting is being changed to incorporate these trends. The Airport are always working to minimize complaints as much as possible. LH added that East Midlands uses social media to put out positive content to influence messaging and address specific issues coming through.

9. Airport performance report

An airport performance report was circulated in advance and is available on SharePoint. MG and his team took the Committee through the presentation.

- EMA Management Structure

MG gave an overview of the changes in the structure of the SLT since the last TEP meeting including new appointments. He highlighted the departure of Phil Morris and wished him well for the future. He advised there will be further adjustments to the structure as part of Steve Griffiths' plans for the future success of the operation.

- Terminal and Landside Performance Scores

MG and PB highlighted areas where improvements have been made or are due to be carried out which should see improvement in scores across the board.

- Car Park Performance

PB provided an overview of ongoing works and improvements including work with the Chair of the Accessibility Forum. The car park bus will return from 1st April 2023. Over the next 12 months, work will begin with an external company to obtain feedback as part of a complete signage review for the Airport site.

- Assisted Travel update

CD covered SLA performance and positive results of the recent CAA site inspection. East Midlands has been shortlisted as finalists for a Disability Smart Award.

- Security Queue Performance

JH talked through performance from September 22 – February 23. Queue time performance is above target. JH talked through the plan to recruit 138 part time staff to cover busy periods and gave an overview of the progress of the recruitment of these staff.

- Security Net Promoter Scores

As above, performing ahead of target.

- On Time Performance

MG covered the headline points. Current performance sits at 81%. Additional information will be available in future with the introduction a new reporting suite.

- Arrivals Baggage Reclaim

There is currently no information provided. There is ongoing work on how this information can be obtained.

- eGate Usage

No information received from UK Border Force. The Airport will continue to request this.

A member requested a comparison on the information provided in this agenda item with other airports outside of MAG. MG responded that he would be happy to provide comparison information for Stansted and Manchester airport but information from airports outside MAG is not readily available. He highlighted some recent CAA industry performance levels which show that East Midlands is performing really well. CH added that the airport has not been part of the Europe-wide airport NPS reporting scheme for many years and therefore no longer has access to this information.

Action 9: MG to provide a comparisons with other MAG airports on key performance indicators including NPS scores. Where possible MG to also include publicly available data for other airports and bring to next TEP.

A member queried the information that was shared on delays. He is aware of what constitutes a delay, but asked for clarity on the other information reported. MG provided an explanation on the codes used and how this information is shared and investigated by the relevant teams. It can be discussed at the next agenda setting meeting if it might be useful to provide further information on this area at future meetings.

10. Transport Report

A paper was circulated and taken as read. This paper is available on SharePoint.

PB provided an update on the airport bus service and what's being done to improve the services.

- Update - Travel to Work and Employment Survey

This has been postponed to summer 2023 when staff numbers will increase.

- Report on catalytic converter thefts

This issue has slowed down, however there have still been a number of incidents. Security patrols have been increased and the police are happy with the measures being taken at the airport.

The Chair requested that CAA Modal Share be included at every TEP, or at least on a regular basis. PB confirmed that this is possible and he will include in future reports or state if not available.

Action 10 – PB to include CAA modal share data in the Transport report at each TEP meeting if available.

11. Employment, Education and Skills Report

Members were asked to take the report as read as Marcella is not on the call today. The Chair asked members to direct any questions on this item to CH and copy him into the emails.

12. AOB, Future planned or proposed items

The Chair asked members to email himself and CH with requests for future agenda items or any matters they would like to address.

13. Date of next meeting(s)

- Friday 10th June 2023

There being no further business the Chair declared the meeting closed at 12.10