

MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 14 October 2022 at the Hilton Hotel, Manchester Airport

PRESENT: Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

Nick Mannion – Cheshire East Council

James Nicholas – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Chris Boyes – Trafford Metropolitan Borough Council

Tommy Judge – Manchester City Council

Steve Parish – Warrington Borough Council

Rob Thompson – North West Region CBI

Jack Thomas – North West Region Chamber of Commerce

Mark Bowcock – Airport Employees

Kristina Hulme - ABTA

Peter Burns - Heald Green and Long Lane Ratepayers Association

Anne Holloway – Mobberley Parish Council

Linda Reynolds - Mere Parish Council

Neville Duncan – Which?

Wayne Carter – National Trust

REPRESENTING MANCHESTER AIRPORT PLC

Alistair Andrew, Andy Clarke, Adam Freeman, Alison Green, Helen McNabb, Rob Pattinson, Neil Robinson, Chris Woodroffe

SECRETARIAT

Mike Flynn, Secretary; Denise French, Assistant Secretary

ENVIRONMENTAL ADVISOR

Nick Kelly, Cheshire East Council

APOLOGIES:

Jan Nicholson (Knutsford Town Council), Chris Novak (Styal Parish Council), Liz Patel and Barry Winstanley (Trafford Metropolitan Borough Council), Peter Wilkins (Disability Representative)

1 WELCOME TO NEW MEMBERS

The Chairman welcomed the new Members attending their first meeting of MACC – Mark Bowcock, Wayne Carter and Anne Holloway.

2 PROCEDURAL MATTERS

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 15 July 2022 be approved as a correct record. The Secretary updated that he had now consolidated the bank accounts into one account; the current balance was £22,362.96. The contribution from the Airport had now been received. The annual UKACCS subscription for 2022/23 had been confirmed and continued to be a reduced rate of £625.

A query was raised about whether the Committee needed such a large amount of money. It was noted that additional costs were being incurred while the Committee continued to meet at the Hilton; the Committee had previously met in Olympic House but rooms remained unavailable due to their use for training and this would continue until at least summer 2023.

John Taylor explained that the previous meeting had appointed him as the Committee representative on the Steering Group of the Crewe to Manchester Community Rail Partnership. He had attended one meeting and asked how he should report back to the Committee. It was agreed he would provide a report which the secretariat would circulate to all members.

(b) The notes of the meeting of the Technical Advisory Group held on 9 September 2022 be received.

(c) The notes of the meeting of the Airport Users Advisory Group held on 2 September 2022 be received.

The Chairman of AUAG reiterated the Group's request that a representative of the AOC join meetings of the Group and the Committee. It was reported that the AOC were struggling with capacity to support attendance at any additional meetings. This would continue to be pursued by Airport officers.

(d) The next meeting of the Technical Advisory Group was a special meeting to be held immediately after the Committee; a further meeting would be held on Friday 2 December and the Users Advisory Group would be held on Friday 25 November, both meetings to be held at 10am at the airport.

(e) The Committee discussed future meetings and agreed that meetings would continue to be held face to face but a virtual option would be provided on request. TAG and UAG would continue to meet in the 4M building and the Committee would continue to meet at the Hilton Hotel while Olympic House remained unavailable.

(f) The Committee noted a number of membership issues:

(i) Cllr Tommy Judge had been appointed as a representative of Manchester City Council and would be appointed to AUAG.

(ii) Mark Bowcock (UNITE) and Tim Wood (Unison) had been appointed as employee representatives on the Committee and would be appointed to AUAG, they would share the role.

(iii) Wayne Carter from Quarry Bank Mill had been appointed as the National Trust representative on the Committee and would also be appointed to TAG.

(iv) Rob Pattinson reported that he and Helen McNabb had met with a representative of the Wythenshawe Community Housing Group, there was no update regarding the current representative (Ms. Wyn Casey) and the Housing Group was keen to continue representation on the Committee and would progress the nomination of a new representative.

(v) Neville Duncan reported that he would be standing down as the Which? Representative with effect from the next meeting on 20 January 2023. It was agreed this would be discussed at the next meeting.

(g) Rob Pattinson updated on the appointment of a new MACC Chair from April 2023. The position had been advertised for 10 days and a number of applications had been received. The applications would be reviewed, and a shortlist of candidates would be interviewed on 7 – 8 November by Chris Woodroofe and Neil Robinson. The post was an airport appointment. It was hoped that an appointment would be made before Christmas so the appointee could attend the meeting of MACC on 20 January to shadow the current Chair.

3 REPORT OF THE MANAGING DIRECTOR

Chris Woodroofe, Managing Director, had submitted a report to the Committee which had been circulated with the agenda pack.

He highlighted the following points:

There had been continuous improvement in performance. On appointment he had said he hoped to achieve the processing of 95% of passengers through security within 30 minutes; the current performance was 98% of passengers through security within 30 minutes and 80% were through in less than 15 minutes. The performance the previous day (13 October) had seen 95% of passengers through security in less than 15 minutes. The focus on recruitment had meant 750 new colleagues had joined during the year and a further 200 were to start work before Christmas. The aim was to ensure that by 31 March 2023 the Airport had the correct number of staff

to manage security in time for the Easter peak and summer season. By that time any staff appointed this year would have gained sufficient experience to be able to manage the busier operations.

There were still issues with the Terminal appearance in all Terminals although there had been some improvements. Chris was holding 4 weekly meetings with the Managing Director of Mitie and carrying out walkabouts with the team. A programme of deep cleaning was ongoing up to Christmas by which time it was hoped sufficient staff would be employed to carry out regular cleaning to maintain the appearance.

The passenger experience for PRM passengers had improved over recent months although there were still issues with ABM. The month of September had been extremely busy and had included the busiest day ever for the airport. The ECAC standards had been met for both Arriving and Departing PRMs. There had been 3 PRM passengers who had waited for more than 60 minutes and those waits had only just exceeded 60 minutes.

The ground handling service was not performing well with performance in September being worse than August. Chris had met with the Global Operations Director for Swissport to raise concerns about performance. There were plans to increase recruitment and carry out training over winter to be better prepared for the summer season. The greatest number of complaints at Manchester related to baggage issues. The airport had employed a third-party organisation to undertake a review of the baggage resource and training need. This information would be used to compare against the Ground Handlers' plans once submitted with a view to make progress.

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

- How could the committee assess whether sufficient staff were in post without actual staff numbers and when the comparison with September 2019 showed 900 fewer staff overall? Chris advised that in terms of security staff there would be 1050 security officers for summer 2023 and 80 officers based on airfield security giving a total of 1130 security staff.
- When going through security was it correct that each passenger was only allowed one clear bag for liquids? This was confirmed; the law allowed one clear bag per passenger with the aim to reduce the volume of liquids on flights. The situation had not changed since it had been introduced and all information was on the website.
- Who was responsible for the Information Boards? There had been an occasion when the boards were blank and there was no staff in the area to provide assistance. The Committee was advised that the boards were managed by the airport through their IT system based on the airport's operational database which contained all the flight information. There had been a situation when the boards had not updated with information for around

2 hours resulting in some passengers missing flights. It was not known about at the time which meant no other measures such as staff on the ground, could be implemented.

- Were there still issues with recruitment? Chris advised there were no longer issues; the airport senior staff had worked with the Trade Unions and looked at market rates and the cost of living crisis. As a result the pay rates for Security Officers had been increased.
- It was pleasing that the negative publicity about the airport had subsided. Was there confidence that the airport could manage with additional demand over October half term? Chris confirmed that he was confident in the plans in place for October.
- Did the airport have data about times taken for bags to be repatriated to owners? Chris advised this information was held by the handling agents although he was aware that the problems with the baggage service created a negative impression of the airport and the airport received many complaints relating to baggage.
- Members welcomed the hands-on approach by Chris.

Chris updated on a new organisational structure termed 'Empowered Airports'. The structure was presented and there were 6 senior staff reporting directly into him – Planning Director; Chief Operating Officer; Asset Development Director; Commercial Director; Finance Director; People Director. These staff were directly responsible for Manchester Airport issues. There would also be links to the staff working across the Airports Group (MAG) but these were being finalised. Members welcomed this approach as it provided a more local focus.

On Time Performance was below target but this was impacted by technical issues, weather and airfield operations.

The arrangements for Operation Bridge had ensured the airport followed established protocol for the death of the Queen.

The airspace change programme was progressing through Stage 2 – Develop and Assess. A suite of documents would be submitted to the CAA in November.

Chris explained the limits on night flights which were limited to 10150 movements per year during the time period 2330 – 0559. The airport expected to have breached this limit by around 200 flights by the deadline of 31 October which represented around 2% of the total flights. There were various reasons but mainly due to delays including Air Traffic Control issues across Europe. The airlines flying in from the USA had been advised to ensure they arrived after 0559 which could mean sitting in hold, flying more slowly or leaving later. The airport was aware of the quick turnarounds of the lower cost airlines which could result in flying into the night time period when any delays occurred. Work was ongoing with Cheshire East Council (CEC) regarding the implications for the S106 Agreement. It was also the intention to ensure a bigger

buffer for 2023.

Members raised the following queries and issues:

- A query was raised regarding increased feedback to CEC from the Knutsford area and whether this was due to the night flying issues but Chris responded that he thought this was due to the weather impact and greater numbers of easterly operations.
- Clarification was sought regarding domestic transfers in T2 and how this linked to the transformation programme (MAN TP). Chris explained that inter Terminal processing currently took place in T2 but intra Terminal processing would happen in the future. He agreed to set out the current process and what would happen in the future and circulate to the committee outside the meeting.
- Members asked whether there were different standards being introduced for transatlantic carriers and European carriers? Chris explained that for airlines such as Aer Lingus and Virgin the arrival slot was after 0559 and there was therefore an easier solution to the night flying issue as aircraft were not scheduled to land within the nighttime period. It was more complicated for European carriers as any delay to flight times would have a bigger impact as they often had 3 return flights in and out of Manchester within a 24-hour period; in addition, any delays may not be in their control (such as Air Traffic Control issues in Europe) and therefore the airport tried to be accommodating.
- The open and transparent approach to sharing information about the possible breach in night flight levels was welcomed and appreciated.
- Reference was made to the Community Trust Fund which was partly funded by night noise fines, would the Fund benefit from the night flights issue? Adam confirmed that noise limits were lower at night and there had been some noise infringements resulting in 12 fines this year. However, some were due to operational issues at the airport causing delays to departures which meant the fines were paid by MAG in those instances. It was also noted that arrivals were impacted at night as the border was shut in T3 at 0230 therefore passengers had to be transferred by bus to another terminal.
- A query was raised about the ground transport section being out of date including the reference to the Government subsidy ending in August; the subsidies had been continued. Members also asked why Metrolink did not operate before 6am? Chris explained that this was an economic decision based on a lack of use. He agreed to provide an update on the ground transport section to circulate outside the meeting.
- Members asked whether there was discussion with Cheshire East Council on transport matters as public transport links were poor. Andy Clarke confirmed the airport was involved in ongoing discussions; there were no direct subsidies paid at the moment, but pump priming some services may be an option if this would make services viable for the future. Consideration was

also given to possible future staff transport options such as extending routes and opening times which would also benefit the public. There was also consideration of an on-demand staff minibuss service.

Aircraft traffic was at 82% of pre pandemic levels in August. The recovery was mainly driven by short haul which was at 87% of pre Covid levels with long haul at 63%.

The Community Trust Fund had met in July and awarded 16 grants totalling £25,159.54 to groups from all the Boroughs covered by the Trust Fund. In celebration of the 25 anniversary of the Fund there was an eco-garden competition for primary schools. The Aerozone continued to be a very popular facility for education and was fully booked for the rest of the academic year.

Car parking continued to be in demand and all car park products were at near capacity over the peak summer period and weekends.

The current progress with the transformation programme (MAN TP) was noted in the report with baggage works progressing well with the west baggage reclaim hall now open to the public. The wider programme was being remobilised and a more detailed update would be made to the next meeting.

The traffic statistics for July, August and September were submitted with the agenda pack.

RESOLVED: that the report be received and noted.

4 GROUND TRANSPORT

Andy Clarke updated on various ground transport matters:

There had been a delay to the timelines for HS2. The Airports Group (MAG) had produced a petition against the Phase 2B Hybrid Bill which sought to ensure the airport's interests were protected both during the construction works and once HS2 was operational. MAG supported the principle of the proposed scheme, including a station close to the airport. In particular, MAG was supportive of the development of the scheme as a fundamental underpinning for the development of Northern Powerhouse Rail (NPR). However, there were severe concerns about the detail of the proposed scheme including ensuring the unhindered operation of Manchester Airport and its future growth were not prejudiced and the airport and HS2 could operate efficiently and effectively together.

The Bill prevented Transport for Greater Manchester using its powers to construct the Metrolink western link, which would connect the HS2 station with the Airport, instead proposing a shuttle bus connection. The HS2 station at Piccadilly was proposed to be an overground station whereas MAG considered an underground station to be a better solution and a more welcoming experience.

A Select Committee of MPs would be appointed to examine the petitions and hear evidence; there had been thousands of petitions submitted so the process would take a long time.

Members raised the following points and queries:

- What was meant by the Bill not giving sufficient regard to continued safe operations at the airport? Andy explained this referred to some of the environmental mitigations proposed in the Bill without reference to mitigating the risk of bird strikes.
- There was concern on the impact on local roads during the construction period. This had been raised with HS2 who had advised that the direction of access to the sites were not yet known. Andy confirmed that MAG shared these concerns.
- A collective approach was needed to ensure transport links were in place to places like Stockport. Andy agreed, he and Chris Woodruffe had met with the Chief Executive and Leader of Stockport MBC.
- It was noted that there was no funding for any improvements to Crewe Station and Cheshire East Council had also submitted a petition to HS2.

RESOLVED: that the update be received. and noted.

5 CSR UPDATES

(a) The Aircraft Track and Noise Monitoring Reports for June – August 2022 were received. The reports were now in the new format as agreed by TAG. Adam Freeman explained that the protracted nature of easterly operations had been impactful and particularly so due to the quiet skies during the pandemic. The guidance on producing a Noise Action Plan (NAP) had now been received and work could commence on the new NAP. The deadline for the NAP was 30 September 2023.

(b) Materiality Impact Survey Results – Adam updated on this survey which aimed to review the importance stakeholders placed on different sustainability issues. The survey was based on MAG's Corporate Social Responsibility strategy 'Working together for a brighter future'. There had been engagement with 537 stakeholders and 78 responses had been received, most of which were from community-based stakeholders who already had a relationship with the airport. The demographic information was presented which showed a predominance of respondents were from an older age group and not diverse in terms of gender, disability or ethnicity. The results showed the priority issues were:

- Maintain community relations
- Climate change
- Fair and decent work
- Local air quality
- Local and regional economic contribution

- Noise

The scores showed that MAG met and exceeded the targets regarding trust, environmental responsibility and as a provider of opportunities for all. The scores were below the 50% target for addressing local issues, keeping people updated and awareness of the CSR strategy. It was noted that the survey period was at a time when it was difficult to undertake direct engagement as it was during March and April when airport operations were increasing.

The next steps were to deliver and communicate the strategy and adapt community engagement post Covid.

(c) Rob Pattinson updated on community relations. The highlights from social media were presented. There had been a lot of support from staff and partner organisations for the 'Feed a Family' campaign for which a huge amount of food and household goods had been collected and shared among 4 local foodbanks. An e news community flyer was being distributed regularly. There was a virtual engagement event later in the month for Town and Parish Councils. The community engagement team would also be happy to be notified of any existing events with a high footfall and would try to attend subject to availability of resources.

(d) Helen McNabb updated on the Community Trust Fund which was celebrating its 25th year of operation. It had been introduced in December 1997 following the planning inquiry into Runway 2. The fund covered the areas most affected by airport operations, covering areas of Stockport, Manchester, Cheshire, Trafford, & Tameside. The criteria for applications including community benefit and being a 'not for profit' organisation. There were 6 Trustees who met quarterly to review all applications. The total amount awarded to date was £3,936,878.96. Members asked whether unsuccessful applicants received any feedback? Helen confirmed that this was the case and the team were also happy to discuss prior to submitting an application. The Fund did not support wages or fees and there must be a wider community benefit.

RESOLVED: That the update be received.

6 ANY OTHER BUSINESS

None

DATE OF NEXT MEETING: Friday 20 January 2023 at 10.00am.

Agenda Items	Action	Who	When
Item 2 Procedural Matters	Item on the next agenda to consider whether to seek a new appointment from Which?	Secretariat	Next meeting 20 January 2023
Item 3 – report of the Managing Director	Transfers – set out current and future arrangements and circulate outside the meeting	Rob Pattinson to provide. Secretariat to circulate	When available
Item 3 – report of the Managing Director	Update the section on ground transport and circulate outside the meeting	Andy Saunders to update. Secretariat to circulate	When available