



Liverpool John Lennon Airport Consultative Committee

Date: Friday, 26 May 2023

Time: 10.30 a.m.

Venue: Cavern Suite - Liverpool Airport L24 1YD

Contact Officer: Mike Jones, Secretary

Tel: 0151 691 8363

e-mail: MichaelJones1@wirral.gov.uk

Website: www.wirral.gov.uk

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 6)**

To approve the minutes of the meeting of the Consultative Committee held on 17 February 2023 (attached) and to receive the minutes of the Noise Monitoring Sub-Committee held on 21 April 2023 (to follow).

5. **MEMBERSHIP**

To note any changes in membership since the last meeting and consider any issues of non-attendance.

6. **PUBLIC QUESTION TIME**

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with

- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

7. QUARTERLY BUSINESS REPORT (Pages 7 - 10)

To receive the Quarterly Report by the Airport company, attached.

8. CUSTOMER SERVICES UPDATE (Pages 11 - 20)

Update from Christina Smith, Customer Services Executive.

9. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

10. AIRPORT TRANSPORT FORUM

Feedback on recent meetings by our representative Steve Pearse.

11. TOPICAL ITEM

Talk by Jonny Ford, Aviation Development Manager, on airlines and business development at the airport.

12. UKACCS (UNITED KINGDOM AIRPORT CONSULTATIVE COMMITTEES) CONFERENCE (Pages 21 - 32)

13. ANNUAL WORK PROGRAMME (Pages 33 - 34)

To note the attached Work Programme.

14. CORRESPONDENCE

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company.

15. ISSUES FOR DISCUSSION WITH NOTICE

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Mike

Jones by 5pm two days before the meeting (i.e. 5pm on Wednesday 24 May) so they can be considered. The Chairman will make the final decision whether to take items.

16. ANY OTHER BUSINESS

17. EXCLUSION OF PRESS AND PUBLIC

If the Chairman considered that any items should be discussed privately, the press and public would be excluded from the meeting at this point.

18. ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC

19. DATE OF NEXT MEETING

The next scheduled meeting is Friday 29 September 2023 at 10.30 am.

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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 17 February 2023

PRESENT:

Bob Swann, Chair
Councillor Andy Bowden, St Helens Council
Norman Elias, Vice Chair
Councillor Chris Ellams, Helsby Council
Councillor Lynn Gibbon, Cheshire West & Chester Council
Keith Levin, LAGUA
Jordi Morell, West Chester BID
Alex Naughton, Liverpool City Region Combined Authority
Councillor Jo O'Donoghue, Frodsham Council
Councillor Steve Parish, Warrington Council
Steve Pearse, Friends of Liverpool Airport
Tony Rice, disabled persons representative
Councillor Michael Roche, Sefton Council
Connor Williams, Liverpool & Sefton Chamber of Commerce & Industry
Councillor Bill Woolfall, Halton Council

Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations
Christina Smith, Customer Services
Andrew Dutton, Head of Environment

Secretariat

Katherine Brown

63 **APOLOGIES**

Apologies for absence were received from:

Councillor Tony Brennan, Knowsley
Councillor Liz Grey, Wirral;
Simon Osborne, National Trust

64 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

65 **APPOINTMENT OF CHAIR**

Nominations were invited to be Chair of the Consultative Committee until the AGM meeting in February 2024.

Steve Pearse nominated Bob Swann.
Councillor Bill Woolfall seconded the nomination.

There were no other nominations.

Resolved –

That Bob Swann be appointed Chair of the Consultative Committee until the AGM meeting in February 2024.

Bob Swann took the Chair's position.

66 **APPOINTMENT OF VICE-CHAIR**

Nominations were invited to be Vice-Chair of the Consultative Committee until the AGM meeting in February 2024.

Councillor Bill Woolfall nominated Norman Elias.
Steve Pearse seconded the nomination.

There were no other nominations.

Resolved – That Norman Elias be appointed Vice-Chair of the Consultative Committee until the AGM meeting in February 2024.

67 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

68 **MINUTES**

Resolved: That

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 18 November 2022 be agreed as a correct record; and**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 20 January 2023 be received and noted.**

69 **MEMBERSHIP**

The Secretary informed the Committee that there had been no changes in membership since the last meeting, and appointments for the Airport Transport Forum were invited.

Steve Pearse was nominated by Norman Elias and seconded by Bill Woolfall

There were no other nominations.

Resolved: That Steve Pearse would be the representative on the Liverpool Airport Transport Forum.

70 **APPOINTMENT OF SUB-COMMITTEES**

The Committee considered the reappointment of the Noise Monitoring Sub-Committee and General Purposes Sub-Committee.

Resolved – That in accordance with paragraph 8.5 of the Constitution the Noise Monitoring Sub Committee and General Purposes Sub-Committee be reappointed for 2023/2024 with the Terms of Reference and membership categories as detailed in the Constitution.

71 **PUBLIC QUESTION TIME**

There was a member of the public present to observe the meeting and no questions had been submitted in advance.

72 **QUARTERLY BUSINESS REPORT**

Robin Tudor shared information from the Quarterly Business Report.

Key points included:

- Commercial passenger traffic has improved significantly over the previous year, however it is still 73% of pre-covid levels.
- Easyjet has announced they will base a new aircraft at the airport and establish a new route to Corfu. This advancement will create 40 new jobs.
- Ryanair has announced they will base a new aircraft at the airport, also adding new routes to Ibiza Madrid, Rome and Shannon, this advancement will create 30 jobs.
- Lufthansa announced that it will be increasing the number of weekly departures to Frankfurt at the start of Summer 2023, following the success of the service which started in May last year.
- Liverpool John Lennon Airport (LJLA) was recognised as a Gold Investor in People.
- The recent Recruitment Day was very successful with over 750 prospective employees attending, with an increase in diversity of age range of prospective hires, highlighting the mix of roles on offer for employment at the airport.
- LJLA received the Liverpool Chamber Award, the entry focused on excellent customer service.
- The Airport Transport Forum had met in January 2023.
- A summary was given on the recent charity work undertaken by airport staff.
- A summary of Press Releases was shared.

Resolved – That the report be noted.

73 **CUSTOMER SERVICES UPDATE**

Christina Smith talked through the analysis of contacts with Customer Services. December saw a recent addition of a website chat bot, that was to assist customers with frequently asked questions via the airport website. Via the touchpoints found throughout the airport, services were rated either great or good a majority of the time and there were no areas needing improvement. Comments from committee members reflected a need for dedicated cleaning around the car parking areas and better signage.

Resolved – That the report be noted.

74 **TOPICAL ITEM**

Dave Taggart addressed the Committee regarding the topic of Emergency Planning.

The frequency and reasoning for particular emergency plans were summarised and explained to the Committee, as well as an overview of the team and equipment they use.

75 **AIRSPACE CHANGE PROCESS**

Andrew Dutton gave an overview of the LJLA Airspace Change Proposal (ACP) and the overall Airspace Change Process since 2018. The ACP was going through a review; the previous work undertaken to assess to ensure it was still appropriate given the changes in the Airspace Change Masterplan and other maturing ACP's locally. Each authority involved in the airport will be asked to re-engage with the LJLA Airspace Change Proposal to capture their opinions.

In practice this meant the LJLA ACP that had been paused since November 2020 would restart its review at Stage 2 of CAP1616. The review of Stage 2 was to ensure the proposed changes were appropriate and check no further changes were required given the changes in the Airspace Change Masterplan and maturing neighbouring ACP's. Should no changes or limited changes be necessary LJLA would be seeking permission from the regulator to forgo or have a reduced formal public consultation for a second time.

The schedule for implementation if the LJLA Proposal was approved with others within the Manchester Terminal Manoeuvring Area as Winter 2026/27 or 2027/28.

76 **ANNUAL WORK PROGRAMME**

The Chair presented the annual work programme, which included potential items which would be selected for meetings for relevance and availability.

Resolved – That the annual work programme for 2023/2024 be noted.

77 **CORRESPONDENCE**

There was no correspondence to report.

78 **DATE OF NEXT MEETING**

The next scheduled meetings of the Consultative Committee (LJLACC) and Noise Monitoring Sub-Committee (NMSC) were as follows, on Fridays at 10.30 am:

NMSC	LJLACC
21 Apr 2023	26 May 2023
28 July 2023.	29 September 2023
20 October 2023	17 November 2023
19 January 2024	16 February 2024

79 **ISSUES FOR DISCUSSION WITH NOTICE**

There were no additional items for discussion notified to the Secretary.

80 **ANY OTHER BUSINESS**

There was no other business.

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QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

Passenger traffic at the Airport has continued to recover post covid, with numbers for the first quarter 56% up on the same period last year as shown in the table below, but still around three quarters of what it was pre-covid in 2019. This highlights that it is likely to take until the end of this year/early next year for the Airport to fully recover.

Month	2023	2022	Variance v 2022 (%)	2019	Variance v 2019 (%)
January	239,480	103,322	+132	316,516	-24
February	255,893	174,054	+47	339,340	-25
March	287,328	225,466	+27	382,557	-25
Totals	782,701	502,842	+56	1,038,413	-25

The end of March brought the introduction of the summer season and looking ahead, the number of flights and passengers are set to be the highest since the impact of the covid pandemic on aviation at the start of 2020.

The number of seats on sale to over 50 destinations served by airlines operating this Summer from Liverpool are up 14% on last year, with easyJet having increased their capacity by almost 20% with increased frequencies to popular destinations including Alicante, Antalya, Belfast, Bodrum, Dalaman, Izmir, Heraklion, Jersey, Kos, Larnaca, Malaga, Nice and Tenerife. The airline will also launch a new-route to Corfu in June, while its route to Paris Charles-de-Gaulle which launched in October will continue through the Summer too.

Ryanair will offer 11% more seats on their departures from Liverpool compared to last Summer, with the launch of new routes to Ibiza, Madrid and Shannon, while its new winter routes to Malta and Szczecin will continue into the summer season. The carrier will also increase the number of weekly flights offered to Alicante, Cork, Dublin, Knock, Paris Beauvais, Reus and Tenerife.

In addition and as previously reported, Lufthansa are increasing their capacity by 75% following their announcement last year that they will be increasing frequency to six times per week in the peak of Summer 2023. Whilst Norwegian carrier Widerøe is set to return in August after a three-year hiatus by reinstating its popular twice-weekly service to Bergen in Norway.

Since the last Consultative Committee meeting, there have been two further business developments. The first was by **Aer Lingus** who returned to operate flights from Liverpool to Dublin at the end of April.

Flights are operated by Emerald Airlines, the exclusive operator of Aer Lingus Regional services, with 11 departures per week including a double daily

service on Mondays, Thursdays, Fridays and Sundays using their 72 seat ATR72-600 aircraft bringing the return of Aer Lingus who last operated from Liverpool in 2016.

In addition to serving Dublin, passengers now have the ability to seamlessly connect onto Aer Lingus flights to North America via Dublin airport with onward flights available to destinations including New York JFK, Washington, Chicago, Boston and Philadelphia with transfer times on outbound and return journeys averaging 2 hours.

Dublin Airport is one of only a few airports outside North America that offers a US Preclearance facility that allows US bound passengers to undertake all US immigration and customs inspections at Dublin Airport prior to departure, meaning that passengers arriving in the US are treated as domestic arrivals, allowing them to avoid immigration queues upon arrival and pick up their bags and go.

This new route will also help to attract more international visitors to the Liverpool City Region, with the potential to grow the numbers of visitors from the US.

However it was the more recent announcement just last week by **Jet2** and **Jet2holidays** that is probably the biggest development in business at the airport in the past 20 years. They have announced that Liverpool will become their newest base, with the launch of their award-winning flights and holidays from Liverpool for Summer 2024.

Jet2.com and Jet2holidays are the UK's largest tour operator and third largest airline and have put 20 sunshine destinations on sale from Liverpool for Summer 2024 in response to enormous demand from customers and independent travel agents across the region. The programme includes seven destinations that are exclusive to Jet2.com and Jet2holidays from Liverpool, with the first Jet2.com flight from the airport due to depart on 28th March 2024, just ahead of the Easter holidays.

They will operate up to 54 weekly flights, including 12 flights to both the Canary Islands and the Balearic Islands every week. A fleet of four based aircraft will fly customers to a wide choice of destinations across mainland Spain, the Canary Islands, the Balearic Islands, Greece, Turkey, Bulgaria, Portugal, Madeira and Cyprus.

This will be the first time that Jet2.com and Jet2holidays will have operated from Liverpool, with 565,000 seats on sale. The programme also includes seven exclusive summer routes to Gran Canaria, Menorca, Rhodes, Zante, Madeira, Paphos and Bourgas (Bulgaria).

This news also represents significant investment for the region too, with more than 200 new jobs to be created initially, with positions available across flight deck, cabin crew, engineering, and ground operations.

General and Business Aviation

Month	2023 Movements	2022 Movements	Variance v 2022 (%)	2019 Movements	Variance v 2019 (%)
January	1,202	1,363	-12	1,435	-16
February	1,449	990	+46	2,212	-35
March	1,278	1,993	-36	1,885	-32
Annual Totals	3,928	4,346	-10	5,532	-29

As can be seen from the table above, general aviation monthly movements once again fluctuated higher and lower than the same period last year and are down by 10% overall and still almost 30% below pre-pandemic levels. It is likely that some of this reduction in traffic post covid is due to some reduction in demand for private business related travel with Zoom/Teams calls replacing some of the need to travel.

Freight

The Airport handled 127 movements in the first quarter of 2023, versus 107 during the same period 2022. Last year many of the freight flights were covid related, so it is encouraging to see an increase in traffic solely based on regular freight traffic. Most of the freight has been linked to the automotive industry, however we have seen an increase in pharmaceutical based flights too, which has helped to increase overall flying volumes.

2.0 Other Matters

Eurovision

The recent hosting of the Eurovision Song contest in Liverpool brought a welcome boost for the Airport with fans arriving for the week long events from across Europe and as a consequence the Airport was 'dressed' with lots of welcome messaging throughout the arrivals areas, including a temporary Welcome Desk staffed by the City Council and their volunteers for 10 days in the run up to the main event.

Arriva also increased the frequency of the 500 express bus service to the City Centre, with departures for arriving fans every 15 minutes.

Official delegations from various competing countries also arrived at the Airport including a special El Al flight bringing the Israeli entrant, whilst Liverpool City Council also staged an 'official' surprise welcome outside the Arrivals area for the Ukrainian delegation late one evening.

Airport Transport Forum

The April meeting of the Airport Transport Forum took place both at the Combined Authority Offices at Mann Island, Liverpool and online via Teams for those unable to attend in person.

Agenda items included a discussion following the presentation from the Combined Authority at the last meeting, on their Surface Access Study which is looking at ways to improve connectivity for the Airport both with the city centre and to Liverpool South Parkway (LSP) and the region's rail network.

Rail operators preferred to see improved links with LSP first as more rail services call there going forward, but it was recognised that improved direct City Centre access for visitors is also important as this has no mode change.

Importantly the needs of employees were highlighted too, recognising that the return of services such as the 86A with 24 hour operations would be helpful going forward in order for employees and passengers to be able to arrive at the Airport for early shift start times or the first wave of scheduled departures.

The Combined Authority also updated members on the Bus Reform proposals and the forthcoming bus franchising consultation.

Stakeholders gave individual business updates as usual along with each operator's plans around the Eurovision period.

Charity work

Colleagues across the Airport recently participated in the Three Peaks Challenge as part of a fund raising initiative for the Airport's chosen charity Alder Hey Neonatal Appeal, raising almost £700.

Following the success of various charity and fundraising events so far, the Airport's fundraising total currently stands at almost £50k.

Press releases

The following press releases were issued by the Airport over the past few weeks:

29 March	LJLA's busiest Summer season since covid gets underway
5 April	Busy Easter Bank Holiday weekend expected at LJLA
6 April	Aer Lingus to return to LJLA making connections to the US even easier
3 May	Lufthansa celebrates one year anniversary of service at LJLA
16 May	Jet2.com and Jet2holidays launch flights and holidays from new base at Liverpool John Lennon Airport

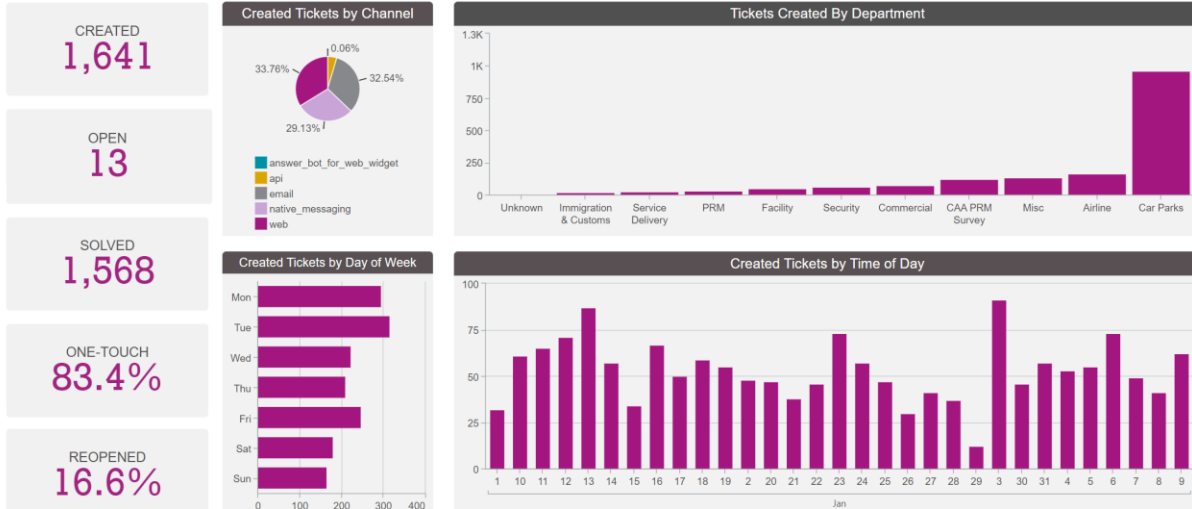
Customer Services and Accessibility Report January to March 2023

Total customer contact by month through the customer service platform :

January - An increase of 500+ contacts from December. 0.68% of total passengers made direct contact across social media, email and web form

Monthly Tickets

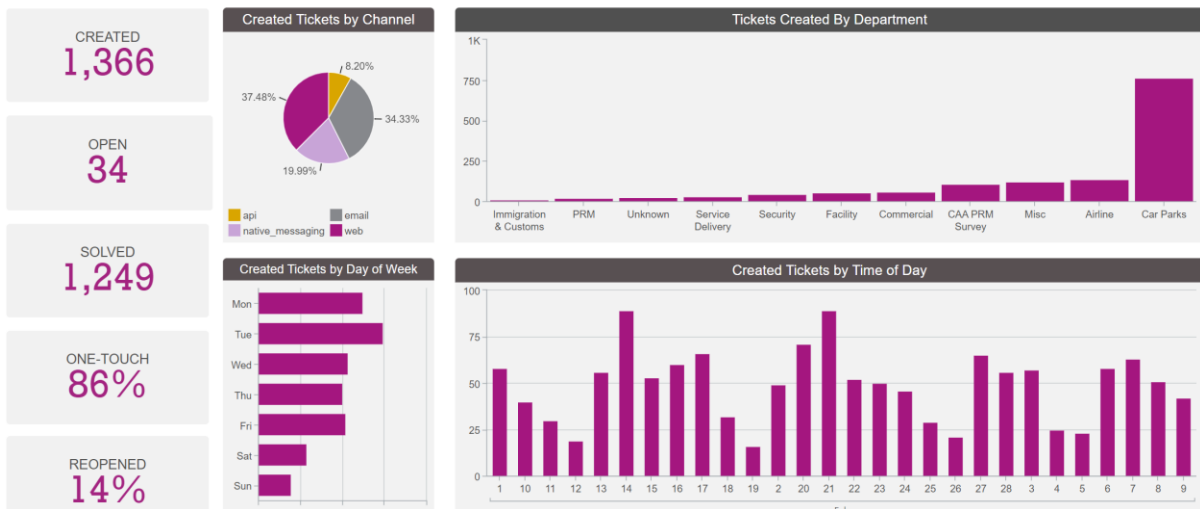
2023-01-01 - 2023-01-31



February - A decrease in direct contact during our quiet period with more passengers travelling half term/Valentine's week . 0.53% of total passengers made contact.

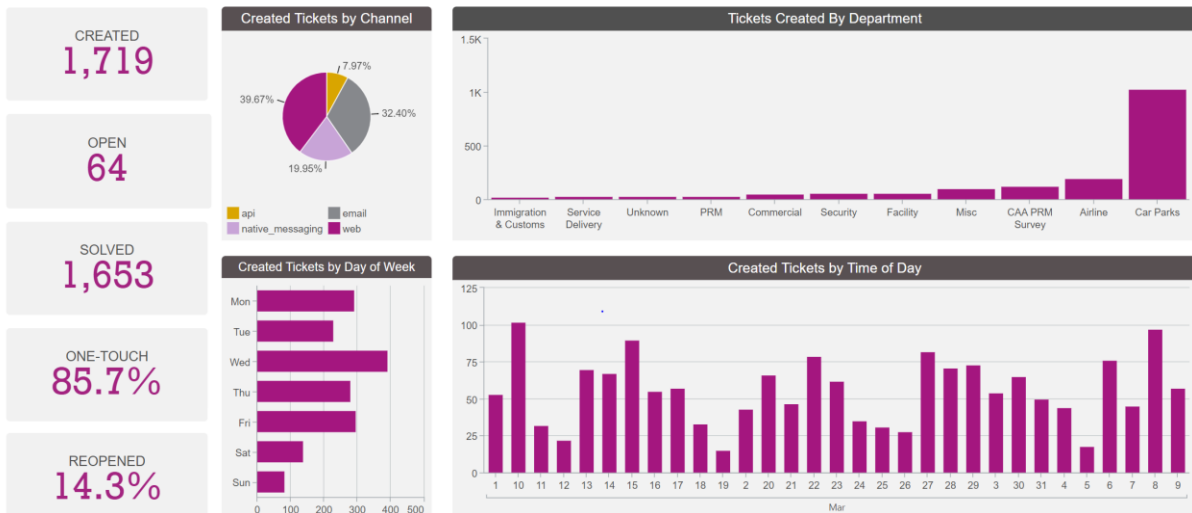
Monthly Tickets

2023-02-01 - 2023-02-28



March - An increase in customer contact as we approach the start of the summer schedule . 0.60% of total passengers made contact.

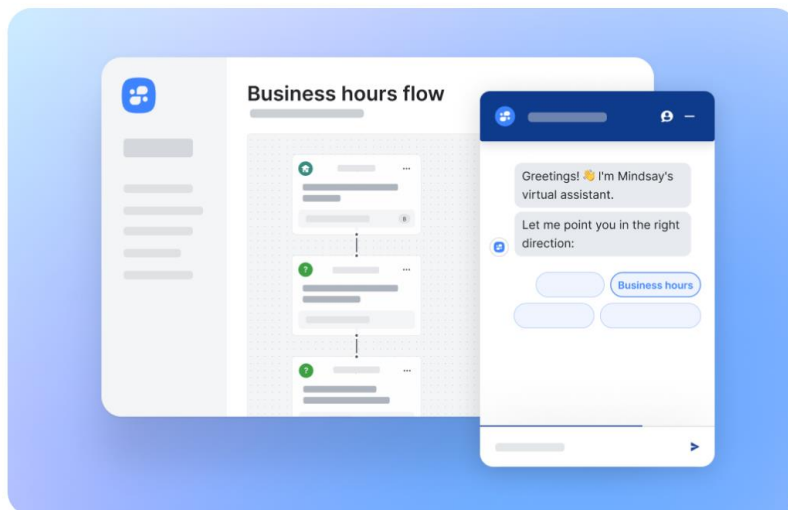
Monthly Tickets
2023-03-01 - 2023-03-31



Working with RedK and Laiye

We have been working with Red K and Laiye to develop the Chat function to provide an additional channel to assist with frequently asked questions.

Due to go live in May, this will assist responses out of hours in particular



Welcome to Laiye's Chatbot platform!

Negative feedback by department

Department	2023 January Tickets	2023 February Tickets	2023 March Tickets
Airline	13	14	12
Car Parks	86	64	49
Commercial	7	16	11
Facility	6	5	7
Immigration & Customs	3	1	4
Misc	1	6	2
PRM	9	1	2
Security	9	6	11
Total	134	113	98

Jan 0.05% of pax; Feb 0.04% of pax ; Mar 0.03% pax

Examples:

- Airline – wish list for new routes;
- Car parks – booked with a 3rd party provider with no flexibility built in
- Commercial – Increase retail offering
- Facility – Arrival route
- Immigration & Customs – facility
- Misc – Transport links
- PRM – Expectation
- Security – Liquid restrictions

Total contacts across all areas of the business

Department	2023 January Tickets	2023 February Tickets	2023 March Tickets
	2	1	1
Airline	164	135	193
CAA PRM Survey	121	108	122
Car Parks	962	762	1029
Commercial	72	60	49
Facility	50	55	58
Immigration & Customs	18	11	19
Misc	131	121	101
PRM	32	21	32
Security	59	42	57
Service Delivery	26	29	28
Total	1637	1345	1689

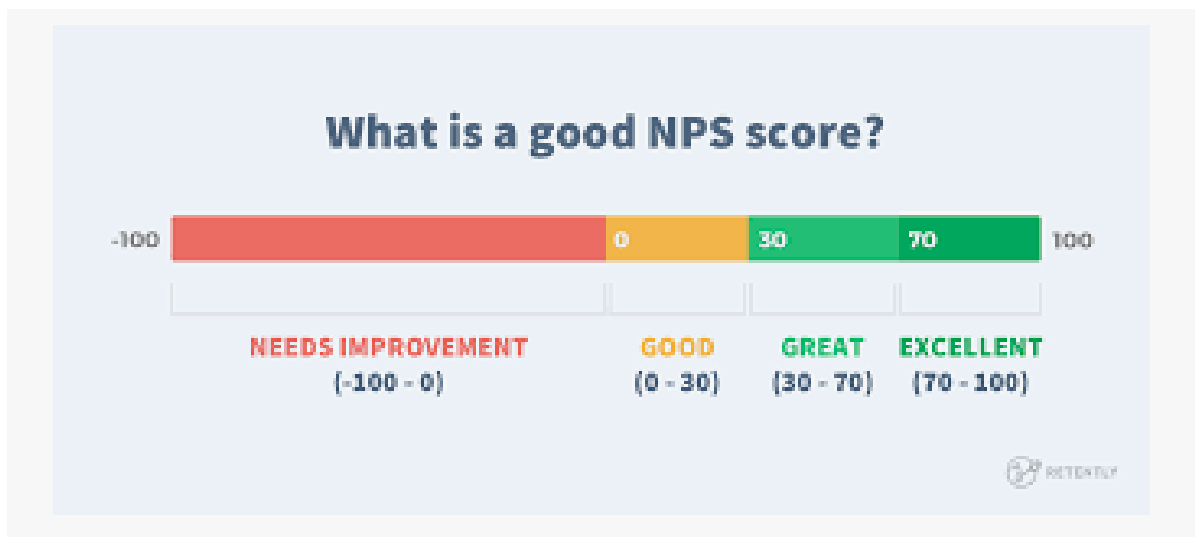
Happy or Not

Now in key locations throughout the terminal



Customer Satisfaction

Happy Or Not Wk18			
Area of Experience	NPS	Positivity %	Response rate
Check-in Experience	53	81%	2752
Security Experience	51	80%	3988
Departure Experience	23	67%	2094
Baggage Experience	45	77%	1369
Arrivals Experience	60	85%	810
Overall Airport Experience	46	78%	11013



Accessibility

Assistance partner ABM continue to support those passengers requiring assistance across all scheduled flights.

Under 2% of all passengers passing through the airport are recorded as having received assistance during the quarter

Around 85% of all those assisted have prebooked assistance

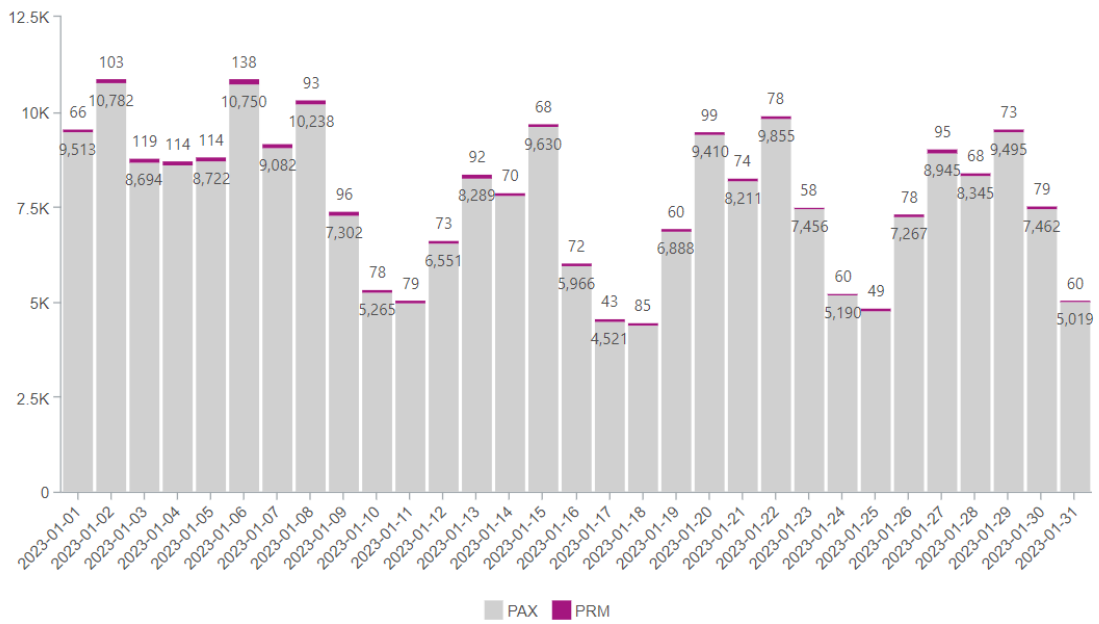
The tables show the passenger numbers daily with a comparison based on 3 years prior

Monthly PRM Report

Jan 2023

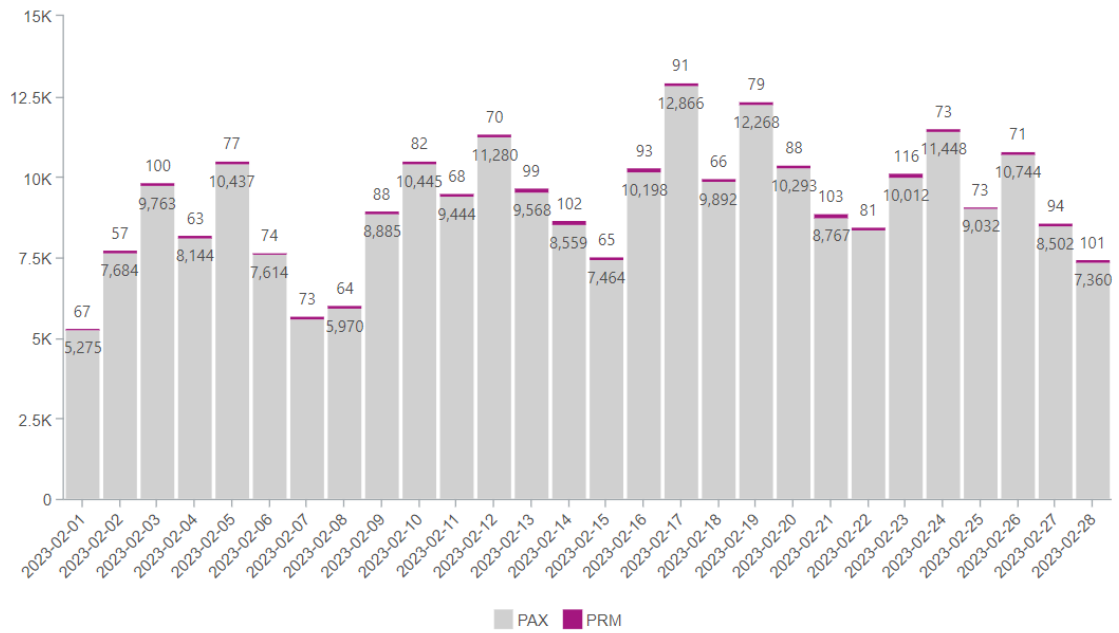


PAX	PRM	Percentage PRM
239,480	2,537	1.06%



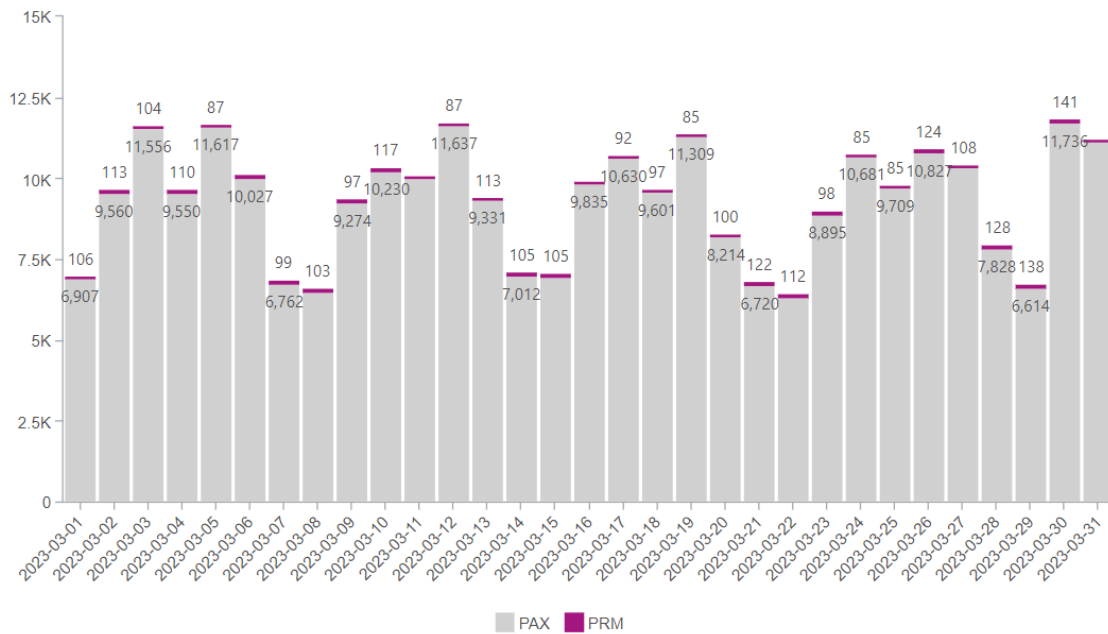
PAX Y-3	PRM Y-3	Percentage PRM Y-3
309,536	3,003	0.97%

PAX	PRM	Percentage PRM
255,893	2,278	0.89%



PAX Y-3	PRM Y-3	Percentage PRM Y-3
337,085	2,937	0.87%

PAX	PRM	Percentage PRM
287,328	3,295	1.15%



PAX Y-3	PRM Y-3	Percentage PRM Y-3
187,771	1,900	1.01%

Civil Aviation Authority Compliance

The CAA have recently updated guidance on ECAC reporting required by airports following the latest rankings for 2018 – 2019. The guidance clarifies the data airports need to submit. The CAA have confirmed that formal rankings will return from September 2022

Data is now submitted monthly from April 2022 and will be published in September for the first fully reported 6 monthly period

Accessibility Forum

The Accessibility Forum which includes members of several local and national disability groups, met on the 1st November, and carried out a customer journey walk through

The next meeting : 3rd May 2023

Christina Smith

Customer Service and Accessibility Executive

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UK Airport Consultative Committees Liaison Group

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KEY MESSAGES FROM UKACCS ANNUAL MEETING THURSDAY 24 NOVEMBER 2022

NICK BARTON, CEO, BIRMINGHAM AIRPORT LIMITED

Welcomed everyone to Birmingham Airport. He emphasised:

- the importance of ACCs as extremely useful and valuable critical friend to airports;
- ACCs were an unequivocally good way of bringing independent oversight to the airport's operations on behalf of the various interest groups to help resolve issues;
- Recognition that airports need to be held to account and ACCs fulfil that role on the many complex issues face by airports and their communities; and
- ACCs give balanced and honest feedback to airports.

UKACCS AIRPORTS: EXPERIENCE OVER THE YEAR AND FUTURE OPPORTUNITIES AND CHALLENGES

Key issues and challenges for ACCs in 2021-22

The key issues discussed across UKACCS membership were:

- **recovery from pandemic.** Including airport staff resource, recruitment and retention.
- **surface access issues.** Several issues raised are linked to recovery from the pandemic. Many public transport services/frequency serving airports had not returned to pre-pandemic levels.
- **sustainability and environmental issues.** The negative impact of aircraft overflight and noise on local communities from a wide area around airports continued to be the main topic of discussion at ACC meetings. Many airports were seeing an increase in noise complaints as the sector recovered and traffic returned.
- **airspace modernisation and airspace change.** Although ACCs are confident that airports are putting/have put in place effective engagement with a wide range of stakeholders and communities as required by [the CAP1616](#) process, the complexity of the CAA's airspace change process set out in CAP1616 is a concern. ACCs foresee problems arising at the end of the process and when new routes are implemented with many people not understanding the outcome and conclusion of the process or what had been established and agreed at the start of the process. The use of a sound lab for airspace change projects, similar to that used for HS2, would help the public better understand the overflight and noise impacts as well as enhance engagement. Clearer definitions were also needed on what respite means.
- **airport expansion and planning processes** – the role of ACCs in building an understanding of the project and associated issues rather than being a platform for local community groups to object/support projects.

Aviation Policy – DfT Update

- **Flight path to the future** - The DfT gave a brief overview of Flight path to the future, the Government's strategic framework for the aviation sector looking ahead the years which was published in May 2022. The Strategy has four themes - enhancing global impact for a sustainable recovery; embracing innovation for a sustainable future; realising benefits for the UK; and delivering for users - which supports a 10 point plan to be delivered in collaboration with the sector – [click here](#) to see. The Flight Path Strategy did not contain any fiscal commitments towards the sector but sets out a road for the sector to deliver.

- **Aviation Council** - has been established to help deliver the 10 point plan which is chaired by the Minister for Aviation and Co-Chaired by a senior executive from the sector. The Aviation Council will set up sub-groups to bring in a wider audience such as ACCs and local interest groups.
- **Decarbonisation and [Jet Zero Strategy](#)** - are a priority for the Government.
- **Noise Policy review** - The DfT presentation slides are attached. Updates were given on the national night flights policy, the Aviation Night Noise Effects study (ANNE) which will be conducted at eight airports around the UK, the transfer of ICCAN's functions to the CAA, and the CAA's work on producing an annual report on aviation noise and performance across UK airports (This is in addition to the CAA's statutory requirement at the European level to produce a triannual report on environmental performance of UK aviation sector which is due to be published very shortly). UKACCs raised the importance of addressing noise and land use planning policy guidance and building regulations.

DFT INFORMATION GATHERING EXERCISE OF ACCS

The DfT gave an update on the call for evidence of ACCs undertaken earlier in 2022. 54 ACCs were invited to respond to the survey. 36 of the 54 airports/aerodromes responded to the exercise, 21 of which were UKACCs members. The report on the outcome of the call for evidence has yet to be signed off by the Minister. The report is expected to be published in early 2023.

UKACCs INTERNAL BUSINESS

The meeting considered several matters relating to the internal business of UKACCs, its work over the past year, secretariat support arrangements, UKACCs' membership and membership subscriptions and its work going forward. UKACCs has agreed:

- An Indicative Work Programme 2022-24 (attached)
- The membership scale of subscriptions review was deferred until the DfT had published the report of the information gathering exercise of ACCs.
- The UKACCs Working Group will further consider and agree the new membership scale of subscriptions and the criteria needed to offer Associate Membership for those ACCs whose airport's traffic and location did not meet the UKACCs membership criteria.
- The production of an Annual Report of UKACCs' work at the end of its financial year.
- A summary of the Chair's update to the Annual Meeting to be circulated to UKACCs members to share with their ACC/airport.

Paula Street
UKACCs Secretariat

UKACCs Chair's Update & Key Issues

Overview of UKACCs work in 2021-22

1. The impact of the COVID 19 pandemic on the aviation industry, the changed circumstances along with new aviation policies and strategies provide a real opportunity for UKACCs and ACCs to make positive contribution thus raise the profile of the value and important unique role of ACCs. UKACCs is grasping the opportunities presented. The DfT's aviation recovery programme, the challenges of climate change and the recent ACC survey have provided a focus to build upon and enhance our engagement with Government officials. The Annual Meeting enables us to collectively agree how we respond to changing circumstances and, importantly, how we move forward.
2. The work of UKACCs over the past year has been more focused. We have looked at ways to embrace changing circumstances as our airports continue to recover from the impact of the pandemic, the biggest challenge they have ever faced. We have further cemented an extremely positive relationship with colleagues at the DfT. As a result of our efforts UKACCs is now viewed as a body to be routinely consulted by the DfT, the CAA and ACOG (the Airspace Change Organisation Group), and a body able to offer constructive feedback and help.
3. The DfT believes that ACCs are best placed to support and challenge their airports' ambitions as they build back better and to help them navigate through a fast-changing landscape of progressive and complex Government policies towards key agendas such as climate change, decarbonising aviation and levelling-up. UKACCs, along with other key aviation stakeholders, was invited to the Ministerial briefing when the new [Aviation Strategic Framework "Flight Path to the Future"](#) was launched at which the then Minister for Aviation, Robert Courts MP, set out the Government's priorities over the next ten years.
4. The UKACCs Working Group met twice since the last Annual Meeting in 2021, in March and in May 2022 with the explicit task of reappraising UKACCs' purpose, remit and priorities going forward. The Group looked at where UKACCs can add value both nationally and locally. UKACCs is able to provide a strong voice on behalf of ACCs at the national level as well as supporting individual ACCs with local challenges and best practice processes.
5. The Working Group also considered the Government's priorities for the aviation sector in detail and given the limited resource of UKACCs, considered where UKACCs needed to focus its attention and work priorities. The outcome of the Working Group's deliberations is that UKACCs would benefit from having an Indicative Work Programme to give focus to its work and priorities which would help better communicate to member ACCs, the DfT and CAA, as well as other interested parties the aims of UKACCs and what it is endeavouring to influence at the national level. The Working Group also believed that UKACCs should aim to produce a brief Annual Report of its work to give other interested parties an insight to UKACCs and the important work of ACCs.
6. The Working Group has also reviewed UKACCs' membership and scale of subscriptions. In addition to this the Working Group also discussed the need for national aviation environmental performance monitoring and gave several helpful comments for UKACCs to put forward at national fora where this is discussed. The good news is that CAA's new [Sustainability Indicative Work Programme](#) includes a workstream to produce a triannual report on environmental performance of UK aviation sector as well as annual reporting on aviation noise and performance.
7. In addition to the Working Group meetings, the UKACCs Secretariat and myself have maintained proactive participation in a wide range of national fora including participation in:

- the Aviation Minister's Airspace Strategy Board, DfT's Airspace and Noise Engagement Group (ANEG), and the DfT's Noise Policy Review Discussion Groups
- the CAA's [review of the Airspace Modernisation Strategy](#) (AMS) through attendance at a number of engagement sessions.
- the CAA's engagement sessions on the appointment of the new Environmental Sustainability Panel Chair and Members and its work.
- the CAA's ANAS (Aviation Noise Attitudes Study) Communities Engagement Group contributing to the preparation of the research study.
- ACOG's recently established Community Advisory Panel Engagement which also involves the participation of the Chair of the AEF's Aviation Communities Forum and the Local Government Association's Aviation Special Interest Group (SASIG) and ACOG. This forum specifically considers how best to raise awareness and engage the public in the development of the third iteration of the [Airspace Change Masterplan](#), the call for evidence for which will commence in March 2023.

UKACCs Indicative Work Programme 2022-24

8. The Working Group considered the future role of UKACCs and its priorities over its two meetings. A key consideration of the Working Group's deliberations was the Government's new aviation strategic framework "Flight Path to the Future". The then Aviation Minister outlined at a Ministerial briefing a number of major themes indicating the Government's level of ambitions as well as providing some clarity on priorities and constraints over the next ten years. He expressed the wish that future policy should be owned by all stakeholders not just Government.
9. To give focus to UKACCs work and priorities the Working Group suggested an Indicative two - year Work Programme be developed to help better communicate to UKACCs member ACCs, the DfT and CAA, and other interested parties the aims of UKACCs and what it is endeavouring to influence at the national level. In considering UKACCs' priorities for the Work Programme, the Government's priorities as set out in Flight Path to the Future; the emerging [Jet Zero Strategy](#); the outcomes of the Government's [Union Connectivity Review](#); the CAA Sustainability Work Plan 2022/23; and the on-going concerns of AEF and community noise groups about aviation environmental and noise management performance and the need to reduce the negative impacts of aviation on local communities, have all been taken into account.
10. The Working Group was of the view that the Work Programme needed to be realistic given the limited resource of the UKACCs Secretariat to drive forward the work of UKACCs, attendance at national meetings/fora and other ad hoc engagement. It is possible that other Chairs and Secretaries of UKACCs may like to assist in taking forward certain projects on behalf of UKACCs. Members were invited to express an interest in participating in fora or workstreams or being a Champion for a certain area at the meeting.
11. UKACCs agreed at the Annual Meeting the Indicative Work Programme 2022-24 as set out in Annex 1.

UKACCs Annual Report

12. UKACCs does not currently produce an Annual Report of its work and achievements, nor give any detail of the key issues facing ACCs locally. Whilst the delivery of the Work Programme will be heavily dependent on the workstreams of others such as the DfT and CAA, it is important to effectively communicate to a wider audience the achievements, successes and challenges of UKACCs as well as ACCs locally to assist in building an understanding of UKACC's work. UKACCs has agreed that a simple, but effective Annual Report will be produced following the close of the UKACCs' financial year.

Colin Flack OBE
Chair, UKACCs
November 2022

UKACCs' Indicative Work Programme 2022-24

This Indicative Work Programme reflects the priorities of UKACCs for 2022-24. UKACCs continues to focus on driving best practice in the way in which our member ACCs structure themselves and operate. UKACCs also brings together the views of member ACCs to gain a national understanding of the key issues, challenges and trends across the UK's largest airports enabling an amalgamated view to be presented to the Department for Transport (DfT), the Civil Aviation Authority (CAA) and other national bodies and transport providers. UKACCs remains flexible to changing circumstances and will adapt the Work Programme where needed.

Our objectives

Our objectives over the next two years are:

1. Continuing to support member ACCs in ensuring best practice is at the heart of their working structure. This will include work streams on:
 - Working with DfT on the outcomes from its 2021/22 Information Gathering Exercise of ACCs ways of working and help identify common issues experienced by ACCs.
 - Supporting member ACCs in achieving best practice for transparency and communication of their work including ways to raise awareness and the profile of ACCs at the local level.
 - Developing an improved UKACCs website to support the UK's wider network of ACCs and in raising awareness of UKACCs' work to other organisations and interested parties.
 - Working with the CAA on its planned review of engagement practices ensuring alignment with the DfT's Guidelines for Airport Consultative Committees.
2. Enhancing UKACCs' network and information sharing between member ACCs to assist in building a national understanding of key issues, challenges and trends for airports and their ACCs.
3. Working collaboratively across its membership, UKACCs aims to identify common issues and concerns about how their member ACC airports are building back better as the industry recovers from the impact of the Coronavirus Pandemic with a particular focus on:
 - the passenger experience and identifying the source of problems and concerns in service provision and performance; availability of skilled and trained manpower from the local labour market; airports' and their business partners' capacity to meet flight schedules and growing demand; and choice of surface access modes to and from airports including active travel provision.
 - how local communities (local residents, businesses and suppliers) impacted, both negatively and positively, as a result of reduced airport operations are adapting and responding to changed circumstances.
 - how airports are addressing and taking account of new and progressive Government policies and regulatory strategies such as on industry resilience, climate change, decarbonising aviation and levelling-up.
4. To support member ACCs in building an understanding of the Government's climate change, decarbonisation and transportation priorities, including implications arising from the recommendations of the Government's Union Connectivity Review, and develop an amalgamated UKACCs view on:
 - Challenges for airports in developing airport surface access strategies and the business case for major schemes needed to support airport initiatives to meet net zero targets.
 - Any implications of the Government's wider strategic ambitions for levelling up for airports which are a concern to member ACCs.

- Any implications arising from revisions to existing subsidy rules for domestic aviation which would allow support for routes between different regions of the UK as well as to and from London.
5. To engage with Government, the CAA and other national bodies to represent an amalgamated member ACC view on:
- New and developing planning, transport, decarbonisation, jet zero and sustainability policies, strategies and performance monitoring.
 - Airspace Modernisation progress, delivery and processes.
 - Local labour markets and recruitment needs, including skills, training and education.
6. To continue to broaden the geographic reach of UKACCs through promoting the benefits UKACCs membership with those ACCs that meet the UKACCs membership criterion and encourage their future membership.



UK Airport Consultative Committees Liaison Group

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Agreed at UKACCs Annual Meeting 24 November 2022



Department
for Transport

AVIATION NOISE POLICY

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Ian Greene

Head of Aviation Noise and Air Quality Policy



Aviation Noise Policy

Flightpath to the Future

- ▶ Commitment to continue to work with the sector to reduce the localised impacts of aviation from noise and air pollution
- ▶ Aims set out in Aviation 2050 remain very relevant:
 - ▶ setting a new objective to limit, and where possible, reduce total adverse effects on health and quality of life from aviation noise.
 - ▶ developing a new national indicator to track the long term performance of the sector in reducing noise.
 - ▶ routinely setting noise caps as part of planning approvals (for increase in passengers or flights).
 - ▶ requiring all major airports to set out a plan which commits to future noise reduction, and to review this periodically.
 - ▶ developing tailored guidance for housebuilding in noise sensitive areas near airports
 - ▶ improving flight path information for prospective home buyers so that they can make better informed decisions
 - ▶ proposing new measures to ensure better noise outcomes from the way aircraft operate, by increasing uptake of best practice operating procedures and improving compliance with mandatory controls
 - ▶ proposing new measures to improve noise insulation schemes for existing properties, particularly where noise exposure may increase in the short term or to mitigate against sleep disturbance
 - ▶ to extend the noise insulation policy threshold beyond the current 63dB LAeq 16hr contour to 60dB LAeq 16hr
- ▶ Will set out next steps on noise policy in 2022/23



Aviation Noise Policy

Night Flights

- ▶ We are considering holding a short, focussed consultation on a noise abatement objective for the designated airports (Gatwick, Heathrow and Stansted). This could be held in January/February 2023.
- ▶ It remains the intention to consult in late 2023 on the night flight regime to commence in October 2025.
- ▶ Commissioned research to understand how sleep disturbance and annoyance are impacted by exposure to aviation noise at night, with a particular focus on how this relationship varies at different times of the night. The study is called The Aviation Night Noise Effects study (ANNE).



CAA Noise Advisory Functions

- ▶ Procurement and commissioning of Aviation Noise Attitudes Survey
- ▶ Review ICCAN consultation toolkit and incorporate relevant elements into CAP1616 update
- ▶ Analysis on carbon and noise trade-offs
- ▶ Produce annual report on aviation noise and performance
- ▶ Produce report on environmental performance of UK aviation sector
- ▶ Noise Metrics Comparison Study

Liverpool Airport Consultative Committee

Annual Work programme 2023 - 2024

Meeting	Items	Detail
17 February 2023 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
26 May 2023	UKACCs notes	
29 September 2023		
17 November 2023		

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton

Additional items	Presenter
Airlines and business development at the airport. (aiming at May 2023)	Jonny Ford, our Aviation Development Manager
Maintenance (inc. clearing runway) (aiming at September 2023)	Dave Batt, Head of Asset Management and Airside Operations, LJLA
(aiming at November 2023)	Lucy O'Shaughnessy, Commercial Director
Environment issue – jet zero, fuel - /hydrogen/electric/biomass, airport's energy supplier and usage, natural habitats, electric car charging, electric vehicle fleet, public transport links and potentials	Andrew Dutton, Head of Environment, LJLA
Border Force	Senior Officer, Border Force
LCR Transport fund	Alex Naughton, Combined Authority
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Retail developments internally	Lucy O'Shaughnessy, Commercial Director, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Noise Action Plan	Andrew Dutton, Head of Environment, LJLA

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