



Liverpool John Lennon Airport Consultative Committee

Date: Friday, 18 February 2022

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. APPOINTMENT OF CHAIRMAN

The Committee's Constitution requires the Consultative Committee to appoint a Chairman at its Annual Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

4. APPOINTMENT OF VICE-CHAIRMAN

To appoint a Vice-Chairman until the 2022 Annual General Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

5. CHAIRMAN'S ANNOUNCEMENTS

6. MINUTES (Pages 1 - 16)

To approve the minutes of the meeting of the Consultative Committee held on 26 November 2021 and to receive the minutes of the Noise Monitoring Sub-Committee held on 21 January 2022, attached.

7. MEMBERSHIP

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

8. APPOINTMENT OF SUB-COMMITTEES (Pages 17 - 20)

9. 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.

10. QUARTERLY BUSINESS REPORT (Pages 21 - 24)

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

11. CUSTOMER SERVICES UPDATE (Pages 25 - 30)

Update from Christina Smith, Customer Services Executive, attached.

12. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

13. UKACCS ANNUAL CONFERENCE (Pages 31 - 38)

To receive the notes from the annual UK Airport Consultative Committees (UKACCS) conference, attached, and note the points highlighted by the secretary.

14. ANNUAL WORK PROGRAMME (Pages 39 - 40)

To note the attached Work Programme and the proposed approach to using it.

15. CONSTITUTION (Pages 41 - 50)

To approve the highlighted changes in the Constitution, attached.

16. CORRESPONDENCE

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

17. DATE OF NEXT MEETING

The proposed next meetings for the Noise Monitoring Sub-Committee (NMSC) and Consultative Committee (LJLACC) are as follows:

NMSC	LJLACC
22 Apr 2022	20 May 2022
15 July 2022	16 September 2022
21 October 2022	25 November 2022
20 January 2023	17 February 2023

The finalised dates will be circulated by the Secretary.

18. MEMBERS ISSUES FOR DISCUSSION

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 16 February 2022) so they can be considered. The Chairman will make the final decision whether to take items.

19. ANY OTHER BUSINESS

20. EXCLUSION OF PRESS AND PUBLIC (IF REQUIRED)

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

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

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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 26 November 2021

PRESENT:

Bob Swann, Chair
Councillor Caroline Ashton, Frodsham Council
Councillor Tony Brennan, Knowsley Council
Councillor Helen Collinson, Wirral Council (reserve)
Norman Elias, Passenger Rep
Councillor Liz Grey, Wirral Council
Councillor Michael Green, Lancashire Council
Keith Levin, LAGAUA
Jordi Morell, Independent Passenger Rep
Alex Naughton, Combined Authority
Steve Pearce, Friends of Liverpool Airport
Councillor Michael Roche, Sefton Council
Councillor Malcolm Spargo, Hale Council
Conor Williams, Liverpool Chamber of Commerce
Councillor Bill Woolfall, Halton Council
Liverpool Airport
Andrew Dutton, Head of Environment
Christina Smith, Head of Customer Services
Robin Tudor, Public Relations Manager
Secretariat
Mike Jones, Secretary

41 **APOLOGIES**

Apologies for absence were received from:
Michell Cameron Liverpool Chamber (Conor Williams in attendance as Deputy);
Councillor Chris Ellams, Helsby Council;
Councillor Yvonne Graves, Halewood (Andrew Hesford too);
Therese Irving, Wirral Older Pensions Parliament (WOPP);
Julie Kay, WOPP;
Simon Osborne, National Trust;
Councillor Steve Parish, Warrington Council;
Anthony Rice, Disabled Persons rep;
Councillor Lynn Riley, Cheshire West and Chester Council.

42 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

43 **CHAIRMAN'S ANNOUNCEMENTS**

The Chair announced that he and the Secretary had attended the annual conference of Airport Consultative Committees, UKACCS, which had been held online on 18 and 19 November. Minutes from the meeting would be presented to the next meeting for noting.

He had noted that the Department for Transport guidelines to Consultative Committees were being reviewed, and in advance of that the UKACCS organisation would conduct a survey, planned for December 2021 to January 2022, about thoughts for changes to guidelines and the work of the Committees. Since this was before our next meeting it would be circulated and comments collated by the Secretary for our response.

44 **MINUTES**

Resolved: That

(1) the minutes of the meeting of the Consultative Committee held on 17 September 2021 be agreed; and

(2) the minutes of the Noise Monitoring Sub-Committee held on 22 October 2021 be received.

45 **MEMBERSHIP**

The Secretary announced two membership issues to note:

- Halebank Council had decided not to appoint anyone to the Consultative Committee
- Liverpool City Council had not made any appointments to outside bodies since lockdown had begun and following one resignation as a Councillor and two Councillors losing their seat, all three representatives were no longer able to represent the Council. As a result, there was no representatives of Liverpool Council on either the Consultative Committee or the Noise Monitoring Sub-Committee.

Members expressed concern at the lack of representation from Liverpool Council as it was the largest Council and a shareholder in the Airport and asked that a reply be sent requesting an appointment.

46 **PUBLIC QUESTION TIME**

There were no members of the public present and no questions had been submitted in advance.

47 **QUARTERLY BUSINESS REPORT**

Robin Tudor talked through the Airport's quarterly report, which was for two months (September and October) rather than the usual three as the previous report was extended to include the main Summer period. The most significant change had been the easing of travel restrictions which had included the

traffic light system of countries to which travel was allowed and compulsory, and expensive, multiple PCR testing. Most industries had restrictions fully lifted in July but aviation was still effectively locked down until October. September was 60% down on passenger numbers from 2019 and October was 53% down. The next review of restrictions was early in 2022 and lobbying for easing continued.

Airlines continued to develop new routes, whilst popular ones included Malaga, Alicante and Palma. Belfast/Dublin/Derry were likely to remain strong in Winter as Mediterranean holiday destinations declined. For freight, it was hoped that the granting of Freeport status in the Liverpool City Region would boost freight travel in the longer term.

The flexi furlough scheme had ended and staff had returned to work with a welcome barbecue, and most people were back in the office. Most retail venues had reopened although there were still staffing issues with people dropping off with Covid reducing opening hours.

The Government had reduced Air Passenger Duty for domestic flights which would encourage airlines to look at domestic flights as it was a deterrent but it would not change until April 2023 and the Airport welcomed lobbying from constituent authorities to reduce it.

When asked if the Airport was consulted on new routes, Robin replied that the airport worked closely with all airlines to explore new route opportunities with some suggested by the airport based upon local research/market demand and others by the airlines for operational reasons and with a wider understanding of European markets.

Resolved – that the quarterly report for September and October 2021 be received.

48 **CUSTOMER SERVICES UPDATE**

Christina Smith provided details from Customer Services for the July to September 2021 period. The number of contacts remained similar to 2019 despite lower passenger numbers. Uncertainty over the travel rules maintained the contact numbers as there had been 50 rule changes since lockdown began in March 2020. Changes in rules and resulting changes in flights and car parking was the overriding issue. Car parking was generally about 45% of contacts, 35% was connected with airlines or documentation, some of which concerned potential future changes which could not be answered.

The proportion of passengers requiring assistance remained high, the second highest in the UK, and the Accessibility Forum had met.

The Airport website was to be relaunched and was being purged of outdated pages. There was no telephone contact number on there as it was proving difficult to secure staff resources for sufficient time to allow it to be answered.

Resolved – that the customer services update for July to September 2021 be noted.

49 **AIRSPACE CHANGE PROCESS**

Andrew Dutton updated the Committee on the airspace change process. It remained paused whilst the Airspace Change Organising Group worked to get other Airports up to the same stage.

50 **CORRESPONDENCE**

There was no correspondence to report.

51 **MEMBERS ISSUES FOR DISCUSSION**

There were no other declared issues for discussion which had not been noted elsewhere in the minutes.

52 **ANY OTHER BUSINESS**

There was no other business.

53 **DATE OF NEXT MEETING**

The next scheduled meeting was the annual general meeting on 10.30 am on Friday 18 February 2022.

NOISE MONITORING SUB-COMMITTEE

Friday, 22 October 2021

Present:

Norman Elias, Chair

Helen Bradshawe, Environmental Health, Knowsley Council

Jim Candlin, Environmental Health, Cheshire West and Chester Council

David King-Hele, Environmental Health, Wirral Council

Tony Rice, Disabled Persons

Ian Rushforth, Environmental Health, Liverpool City Council

Councillor Malcolm Spargo, Hale Parish Council

Isobel Mason, Environmental Health, Halton Borough Council

Bob Swann, Chair of LJLACC

Liverpool John Lennon Airport

Colin Barnes, Environmental Advisor

Andrew Dutton, Head of Environment

Secretariat

Mike Jones, Secretary

20 **APOLOGIES**

Apologies for absence had been received from Ian Gaskell, Environmental Health, Knowsley Council.

21 **DECLARATION OF INTERESTS**

There were no declarations of interests.

22 **CHANGES IN MEMBERSHIP**

The Secretary reported that the Liverpool Councillors on the Sub-Committee, Leon Tootle and Tricia O'Brien, had both not been elected in the May 2021 elections and Liverpool City Council had not made any appointments to outside bodies since the start of the pandemic. They will be monitored and prompted when this situation changed.

23 **MINUTES OF LAST MEETING**

Resolved -

that the minutes of the meeting of the Noise Monitoring Sub-Committee held on 16 July 2021 be agreed as a correct record and signed by the Chair.

24 **NOISE COMPLAINTS LOG**

Andrew Dutton introduced the Noise Log and spoke about flight volumes, which were increasing monthly but were still 55% down on pre-Covid movements, although the Airport looked forward to a fuller recovery in Spring 2022. The aviation industry as a whole had anticipated more noise complaints as flights started to return as many communities had had a prolonged periods of limited aircraft movements and any increase would be envisaged as significant.

Colin Barnes talked through the slides, attached, analysing the 26 complaints received and also comparing flight volumes between 2019, 2020 and 2021 in the first week of August. The slides analysed the complaints by date, complainants, area, reasons for complaints and comparison with previous years. No days generated more than 3 complaints and there were less than half the complaints of a pre-covid summer.

Colin also explained, in response to a question, that engine tests took place on the ground usually after maintenance, either of the smaller private aircraft or of the airlines who had technicians based on site.

Andrew Dutton returned to an enquiry at a previous meeting about a reported 'low hum' in Knowsley at a particular time of night. Information had been provided from the fixed noise monitors and there was nothing on the airfield that was likely to be causing it. It was not associated with the rubber clearing off the runway which the airport had received complaints about for 3 nights at the start of October.

Resolved –

That the noise complaints between 1 July 2021 and 30 September 2021 be noted.

25 **AIRSPACE CHANGE**

Andrew Dutton informed the Sub-Committee that the LJLA Airspace Change Proposal (ACP) process remained paused. Nationally, the Airspace Change Organising Group (ACOG) were co-ordinating the projects from different airports into a national master plan. ACOG would be publishing the second iteration of the master plan shortly which is seeking to bring everyone up to stage 2 of CAP1616 together. Liverpool were paused at stage 4 so may be paused for a while longer. ACOG would be contacting MP's and potentially local authorities to make people aware of their airspace master plan.

26 **DATE OF NEXT MEETING**

The next meeting of the Sub-Committee was scheduled for 21 January 2022.

27 **ANY OTHER BUSINESS**

Councillor Malcolm Spargo raised the issue of a telecoms mast to be erected in Hale, apparently on the flightpath. The Parish Council had objected to it and suggested an alternate site.

Colin Barnes explained that the Airport was aware of the application for a 20-metre-tall mast and had placed a holding objection. The proposed mast did not penetrate the Obstacle Limitation Surface (OLS) but the airport would request an assessment of the potential impact on the Instrument Flight Procedure (IFP) and another safeguarding matter. After that study was completed, the Airport would decide whether to formally object.

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Noise Monitoring Sub Committee

22nd October 2021

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Aircraft Movements Comparison

First week of August 2019,
2020 & 2021

2

2019



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2020

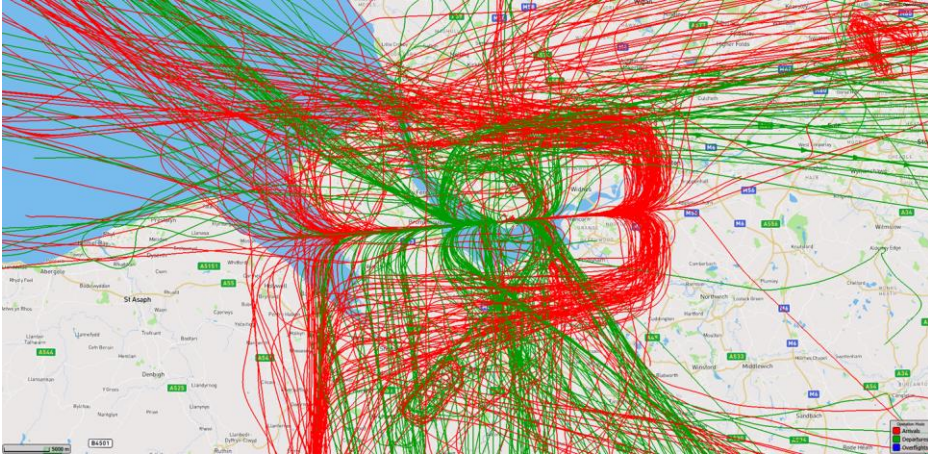


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2021



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6

Rolling 15 months movements October 2018 to December 2019

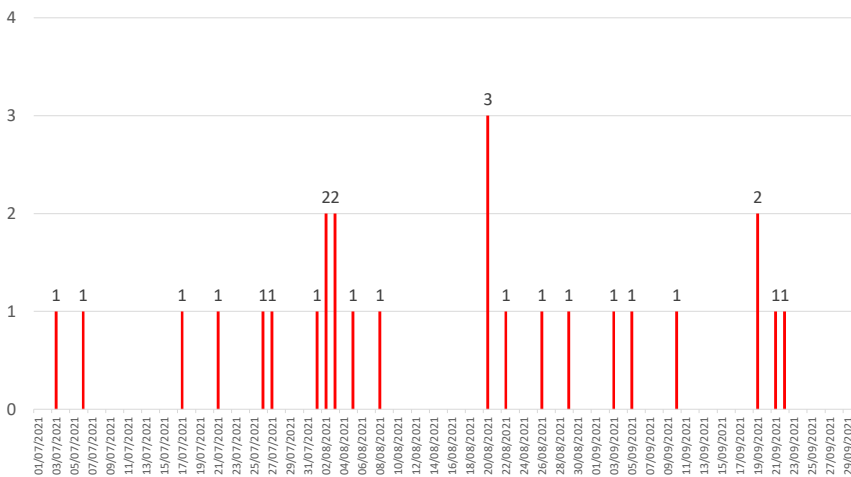
	Club	Commercial	Non Commercial	Other
2021 January	301	502	13	66
February	210	229	15	40
March	389	215	19	34
April	1,702	266	43	81
May	1,825	384	113	85
June	2,245	918	75	150
July	2,082	1,482	134	115
August	2,060	2,085	146	152
September	1,956	1,946	151	141
October	1,302	1,330	77	74
2020 January	1,767	2,323	131	104
February	1,195	2,374	133	74
March	2,054	1,764	129	97
April	257	131	17	57
May	582	125	22	130
June	353	205	51	140
July	1,298	1,012	152	183
August	2,030	1,979	160	107
September	2,755	1,480	106	124
October	1,892	1,171	73	133
November	643	497	54	81
December	1,481	572	30	114
2019 January	1,484	2,579	177	71
February	2,453	2,579	184	66
March	2,221	2,819	108	59
April	2,481	3,023	170	71
May	2,746	3,285	197	114
June	2,093	3,272	197	95
July	2,294	3,386	147	102
August	2,280	3,245	209	121
September	2,079	3,173	195	102
October	2,450	3,265	174	61
November	1,684	2,359	141	79
December	1,591	2,497	167	76

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7

Noise complaints by day 1st July to 30th September 2021

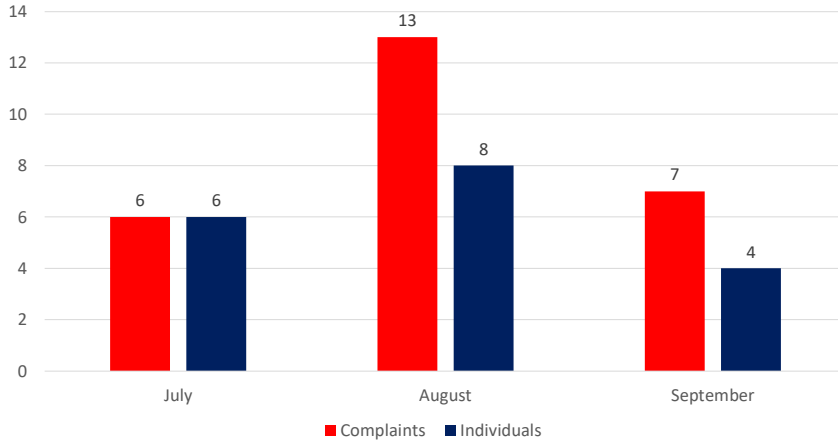


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8

Complaints and Individuals from July to September 2021

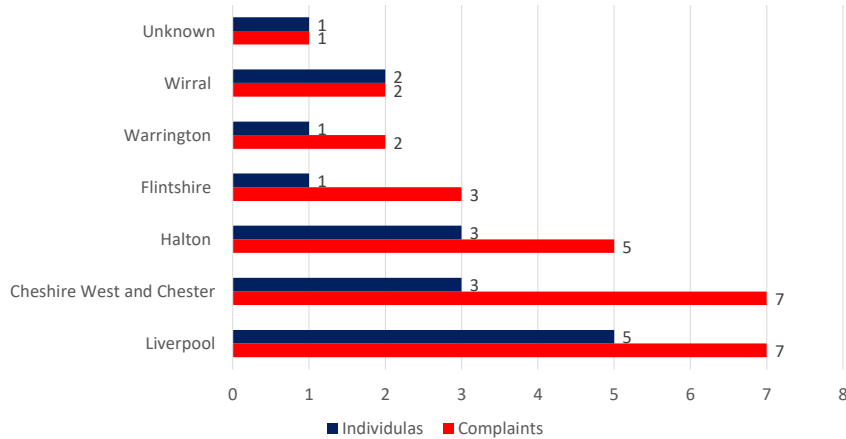


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Number of complaints and individuals from each administrative area from July to September 2021

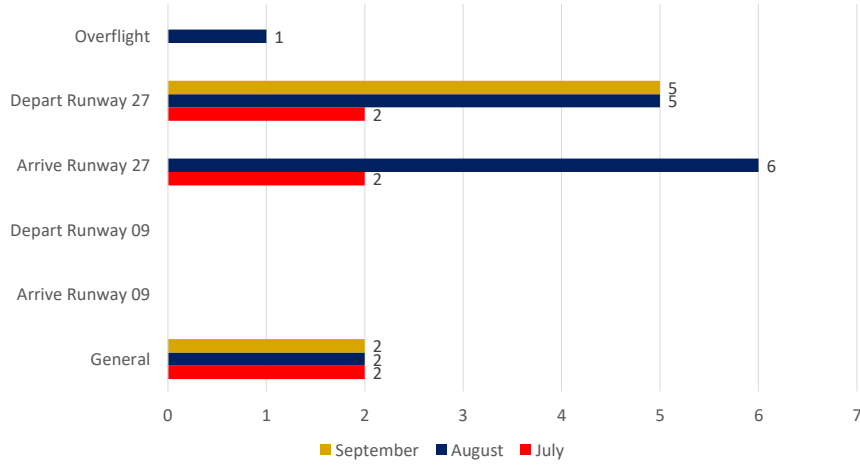


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Operations that caused noise complaints from July to September 2021

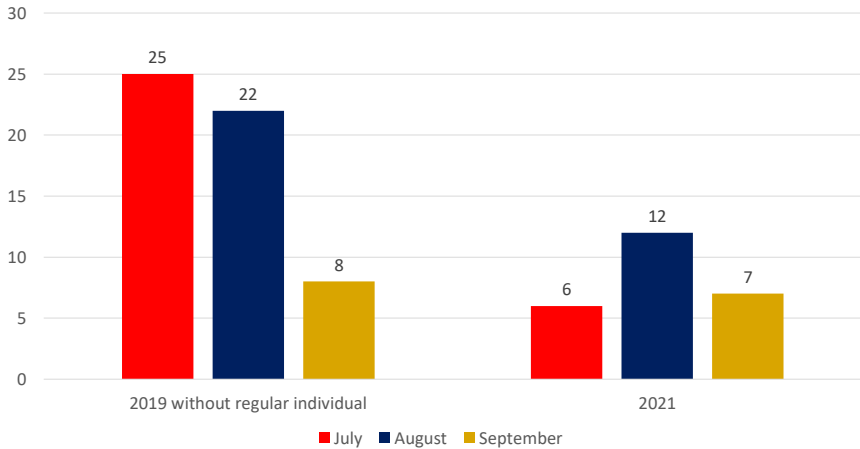


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Complaints comparison for July to September 2019 & 2021

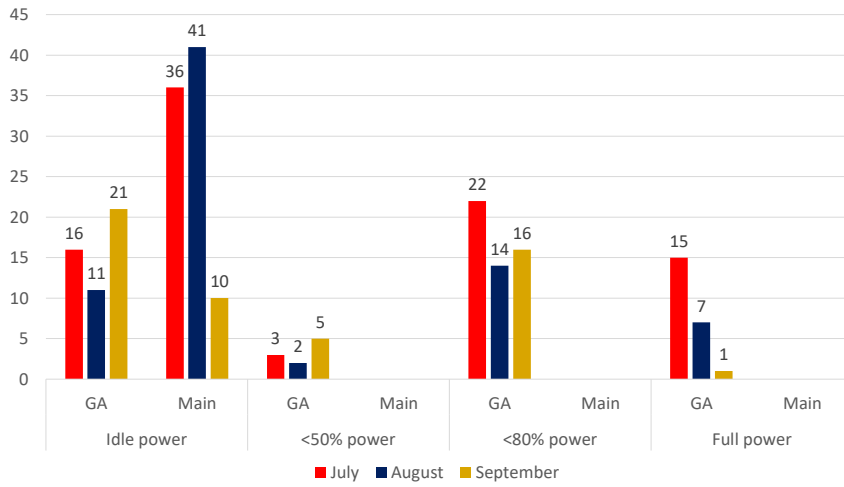


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Engine Test Runs July to September 2021



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Liverpool Airport Consultative Committee – Sub-Committees

Extracts from Constitution concerning Sub-Committees

8. SUB-COMMITTEES AND PANELS
 - 8.1 The Committee may appoint Sub-Committees to assist the work of the Committee with such membership and powers as the Committee may decide.
 - 8.2 These Standing Orders will apply to meetings of Sub-Committees except that:
 - (i) a Sub-Committee will appoint a Chairman and Vice-Chairman at its first meeting.
 - (ii) no business will be conducted unless at least three Members are present at a meeting.
 - (iii) the frequency, dates and places of meetings will be at the discretion of a Sub-Committee.
 - 8.3 The Committee may appoint Panels to consider any matter and make recommendations to the Committee.
 - 8.4 A Panel will:-
 - (i) consist of the Chairman and Vice-Chairman of the Committee and at least three other Members.
 - (ii) meet as required in private unless the Committee or the Panel otherwise determine.
 - (iii) otherwise determine their procedures.
 - 8.5 The Committee will decide at its Annual meeting whether to reappoint any Sub-Committee or Panel and may alter its membership or powers or disband it at any other time. Current Sub-Committees are detailed in paragraphs 12 and 13, below.

12 NOISE MONITORING SUB-COMMITTEE

The current terms of reference of the Sub-Committee are as follows:

“(1) To be a technical sub-committee of the Liverpool Airport Consultative Committee.

(2) To meet when required (but at least quarterly).

(3) To act within the technical role identified within the Section 106 Agreement (dated 13 November 2000 between the Airport Company and Liverpool City Council), in particular to consider and progress issues related to the Airport’s proposed:

- Quiet Operations Policy
- Noise Monitoring and Track Keeping System
- Preferred Noise Routes
- Sound Insulation Grant Scheme
- Quota Count System

(4) To ensure that the reports required to be prepared each year for the Consultative Committee are submitted in accordance with the S106 Agreement, and to advise the Committee as necessary on Noise and Environmental issues.”

Membership

Chairman	1
Chairman of LACC	1
Speke Estate	1
Environmental Health, Liverpool City Council	1
Env. Health, Halton	1
Env. Health, Cheshire West and Chester	1
Airport Users/ Passengers’ Representative	1
Env. Health, Knowsley	1
Env. Health, Wirral	1
Env. Health, St. Helens	1
Hale Parish Council	1
Cressington Ward Councillor	1
Speke - Garston Ward Councillor (or alternative Councillor)	1
Arch Under the Bridge	1
Speke estate	1
<u>Total</u>	<u>15</u>

13 GENERAL PURPOSES SUB-COMMITTEE

The current terms of reference of the Sub-Committee are:

“To meet when required:

- To consider in detail matters relating to Liverpool Airport and the Consultative Committee, and, where necessary, to make appropriate recommendations to the Liverpool Airport Consultative Committee; and
- To deal with matters of urgency on behalf of the Consultative Committee where a decision is required before the next available meeting of the Committee.

Membership

Chairman and Vice-Chairman (ex-officio)	2
Disabled Persons	1
Liverpool City Council	1
Hale Parish Council	1
Passenger Representative	1
Independent Passenger Representative	1
Friends of Liverpool Airport	1
General Aviation (LAGAUA)	1
<u>Total</u>	<u>9</u>

Meetings frequency: ad hoc

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QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

At the last LACC meeting in November 2021, the prospects for improved consumer confidence as more restrictions were lifted were positive. However, by early December the emergence of the Omicron variant and attempts to minimise its spread saw the reintroduction of a number of travel restrictions once again, including pre-departure testing before travel to England, PCR testing after returning and quarantine until negative PCR tests results had been received. In addition, countries across Europe also introduced their own restrictions for passengers traveling from England.

No surprise therefore that airlines cut back on capacity once again and numbers travelling on flights reduced as demand fell back and this is reflected in the quarterly figures shown below.

Month	2021	2020	Variance v 2020 (%)	2019	Variance v 2019 (%)
October	217,075	66,247	+228	460,647	-53
November	160,247	21,069	+661	324,724	-50
December	144,044	33,888	+325	348,399	-59
Q4Totals	521,366	121,204	+330	1,133,770	-54
Annual Totals	1,166,324	1,334,875	-13	5,041,708	-77

Despite the Omnicron variant supressing travel in December, busier October and November periods meant that traffic for the final quarter of the year was over three times that of 2020, but only half what it was pre-pandemic.

When looking at the year as a whole, 2021 total passenger numbers were just over 1.1m, some 13% less than a very challenging first year of the pandemic in 2020 and 77% less than the last full pre-pandemic year in 2019, highlighting the huge impact the crisis has had and continues to have on business at the Airport, as it has for all airports across the UK.

Whilst late summer sunshine holiday destinations remained popular in October, the start of the winter schedules in November and the re-introduction of restrictions in England and overseas, meant that domestic routes and to destinations in Ireland have remained the most popular, along with some Central Eastern European destinations.

Most retail units have been able to remain open during the Winter period, though opening times and hours have sometimes been affected by outbreaks of covid-19 amongst staff and where there are more than one unit operated by particular retailers, not all their units have been open.

Looking ahead however, the aviation industry remains optimistic that with restrictions being lifted once again and more normality returning, consumer confidence in air travel is beginning to grow, with a much busier Summer season expected with families eager to travel abroad for their summer holidays perhaps for the first time in 2 years. It remains difficult to predict to what level passenger numbers will return, but the signs are encouraging.

Despite difficulties caused by the pandemic, airlines have continued to look at future opportunities from Liverpool and in November Ryanair announced a twice weekly service to Brussels Charleroi, commencing at the end of March 2022, taking the number of European Capital cities linked with flights from Liverpool to 17 – with six including Brussels announced in the past 12 months. This latest addition will be the Airport’s first route to the Belgian capital in 10 years.

Lufthansa

As a further reason for optimism, in December German airline Lufthansa announced that they would commence flights from Liverpool for the first time with a new service to Frankfurt, their global hub from May 2022.

This is perhaps the most significant new route announcement in recent years for the Airport as this will not only provide a link to Europe’s financial centre, but also see the return of global connectivity for the Airport and the Liverpool City Region for the first time in over 10 years, with onward connections via Frankfurt to 150 worldwide destinations as well as to a host of German and European destinations too.

In summary:

- New route launches 2nd May:
- 4 weekly flights – Monday, Wednesday, Friday and Sunday.
- Connections to over 150 global destinations via Frankfurt.
- Passenger and luggage checked ‘through’ from Liverpool to the final destination.
- Europe's only 5 Star Carrier.
- Premium, full-service carrier offering full Business Class cabin on all routes.

General and Business Aviation

Month	2021 Movements	2020 Movements	Variance v 2020 (%)	2019 Movements	Variance v 2019 (%)
October	1,544	1,511	+2	2,251	-31
November	1,651	656	+152	1,506	+10
December	991	1,209	-18	1,498	-34
Q4Totals	4,186	3,376	+24	5,255	-20
Annual Totals	15,778	14,726	+7	23,851	-34

As can be seen from the table above, the restrictions have had a lesser impact compared to commercial flights during this quarter and the year as a whole has seen slightly more GA movements compared to last year. However, GA movements in 2021 have been a third less than 2019’s pre-pandemic levels.

Freight

During 2021 the Airport handled over 67 tonnes of freight, with the majority of our freight business consisting of two main elements. Firstly, serving the automotive sector, which for supply chain issues, has been quieter than in previous years, whilst our scheduled operator Loganair handles daily freight to the Isle of Man.

We also saw a significant increase in PPE flights, with a regular series of widebody flights commencing in December 2021 originating in China. These flights continue to take place and have increased during January and February 2022. It is not known how long these flights will continue, as restrictions continue to ease.

2.0 Other Matters

Recruitment day

The Airport recently organised a Recruitment Day on behalf of various business partners based at the Airport who were looking to fill over 200 vacancies ahead of a planned busier summer season which starts at the end of March.

Companies looking to recruit a number of new employees included handling agent Swissport, aviation security company Wilson James, catering company SSP, passenger assistance company ABM and retailers such as Boots, duty free shop operator Dufry and Travelex.

A diverse range of job opportunities were available at the airport including aviation security officers, handling agent passenger services roles, baggage handling, passenger assistance for people with disabilities, catering and related front of house roles, bar work and retail work.

The event was held in the airport terminal building and was an outstanding success with over 750 visitors taking the opportunity to come along during the course of the day to find out more about the career opportunities available and to talk to representatives from each of the companies looking to recruit staff.

England's best on time performance record

A report published by Aviation analytics company Cirium in January, showed that more flights depart on time from Liverpool than from any other airport in England.

Data collected by Cirium during 2021 highlighted that 90.23% of all flights from LJLA departed within 15 minutes of their scheduled time - accepted as being on time within the aviation industry. Liverpool topped the performance table when compared with other airports in England and only just behind the UK's best performing airports of Belfast International and George Best Belfast City.

Airport Transport Forum

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

Agenda items included a briefing by representatives from the Combined Authority on the Spending Review impacts for the Liverpool City Region including the City Region Sustainable Transport Settlement, the Levelling Up Fund, the Bus Service Improvement Plan and the Local Transport Plan 4 process.

Stakeholders also gave individual business updates.

Charity work

The airport has recently embarked on the next phase of fundraising partnership with Alder Hey Children's Charity as part of its Community Programme

The Airport's partnership with Alder Hey was first launched in October 2016 and over the past 5 years employees have helped to raise over £170k for the charity through various fundraising initiatives, along with staff also giving up time to share their specialist knowledge and best practice.

This latest fundraising drive with Alder Hey Children's Charity will be to raise £80,000 towards their new state of the art Surgical Neonatal Intensive Care Unit (NICU).

This planned facility will cost £16.5 million to build, with their Charity Appeal aiming to raise £2.5million. The new Surgical NICU is a joint initiative with the Liverpool Women's Hospital and will contain 18 individual family rooms. Each cost £80,000, enabling parents and their families to be alongside their poorly new born babies whilst they receive expert care with state of the art innovative technology to monitor their condition.

Remembrance service

After being unable to hold an event in 2020 due to covid restrictions, the Airport held its annual Remembrance Service once again at the Garden of Remembrance, hosted by Speke Rector, Philip Saltmarsh and his Curate, Gareth Morgan.

Pupils from nearby St Christopher's Catholic Primary School and members of The King's Regiment also attended to join with airport employees from across the Airport.

G7 Summit of Foreign and Development Ministers

The G7 event held in Liverpool in December meant a number of high-profile flights operated into LJLA from the USA, Australia, Japan, Germany, France, Italy and from an EU delegation, following a significant planning process in advance, with various government departments and local organisations.

Press releases

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

23 November	Capital gains for LJLA as Ryanair announce more new routes
14 December	Lufthansa connects Liverpool globally
5 January	More flights depart on time from Liverpool than from any other airport in England
11 January	LJLA to host Recruitment Day for over 200 airport vacancies

Customer Services and Accessibility Report

October to December 2021

Contact from the public and passengers has remained steady during quarter 4 with volumes lower than 2019 levels with reduced flight operations and passenger numbers.

To reflect this the figures below show the total numbers of tickets for the four categories by department by month.

Department with zero enquiries do not figure.

Definitions of the categories are:

Amend – Requests to make a change to an airline or car park booking mainly. We are able to amend car park bookings but not airline reservations

Complaint – contact where the experience or product or circumstance does not meet expectation. Does not include noise complaints which are responded to directly by Environment

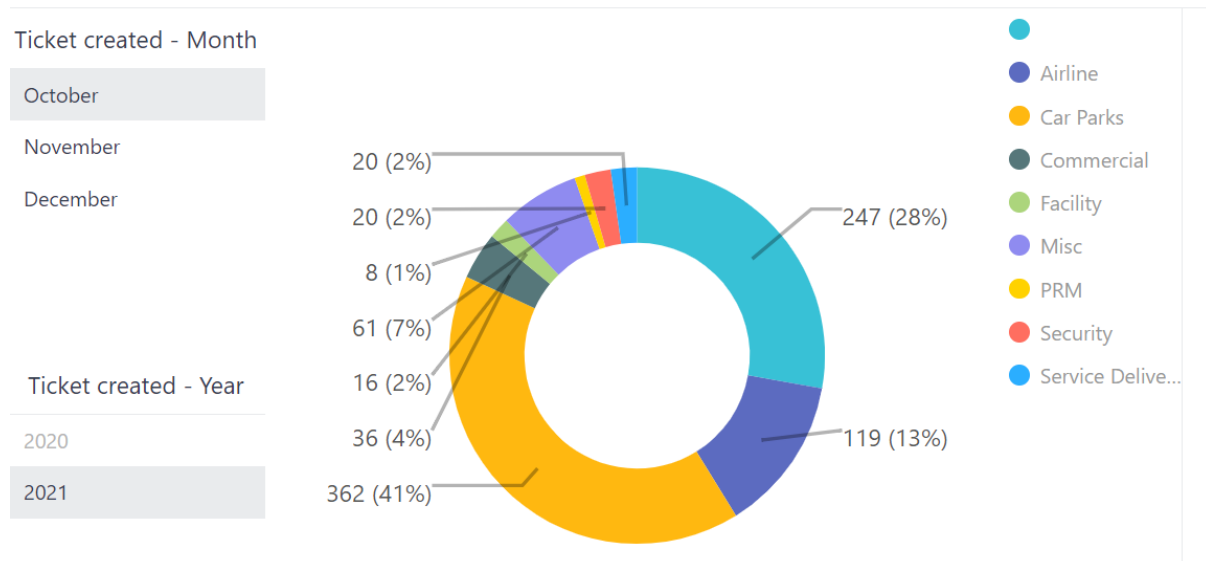
Compliment – Feedback appreciative of an experience or service provided. This does not include satisfaction rankings for tickets responded to directly

Query – Requests for information

October – All categories

Total pax 217,075 – Total tickets 652 = 0.30%

October saw a high number of travel restriction enquiries as passengers planned travel in the lead up to the Christmas holiday period. 41% of all tickets related to car park enquiries, changes and cancellation of bookings. 28% of all tickets related to airline documentation enquiries regarding return to flying and restrictions in place for travel

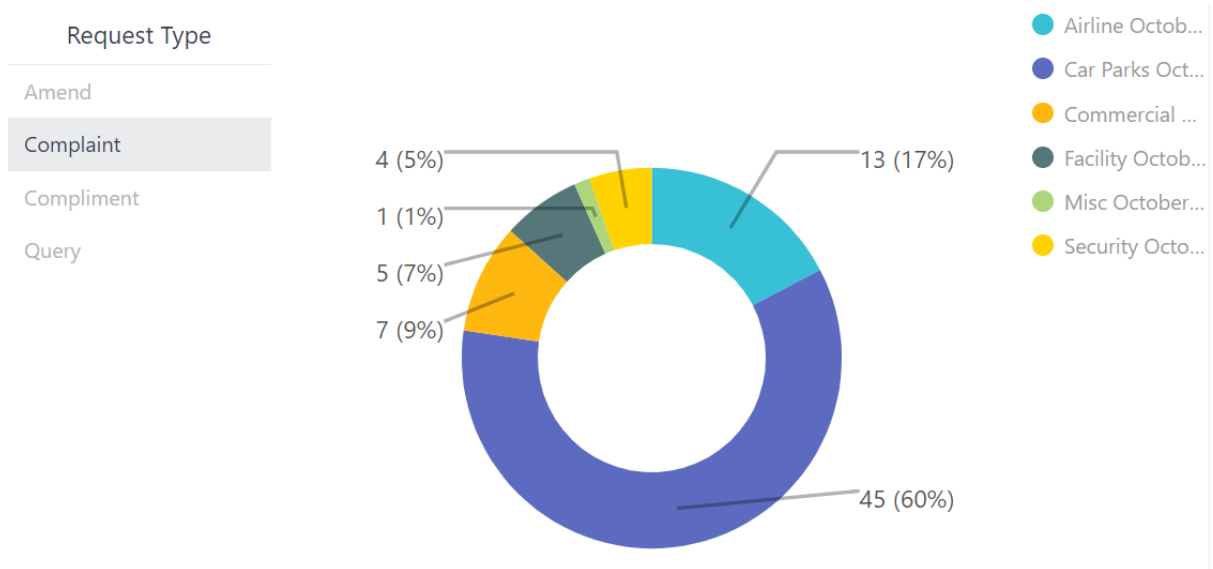


October Complaints

Total complaints 75 = 0.03%

Car park – Passengers with Ryanair bookings which cannot be changed as payment has been made direct to the airline unhappy at the non changeable , refundable status of bookings accounted for the majority of complaints

Airline complaints relating mainly to lack of current availability from Liverpool

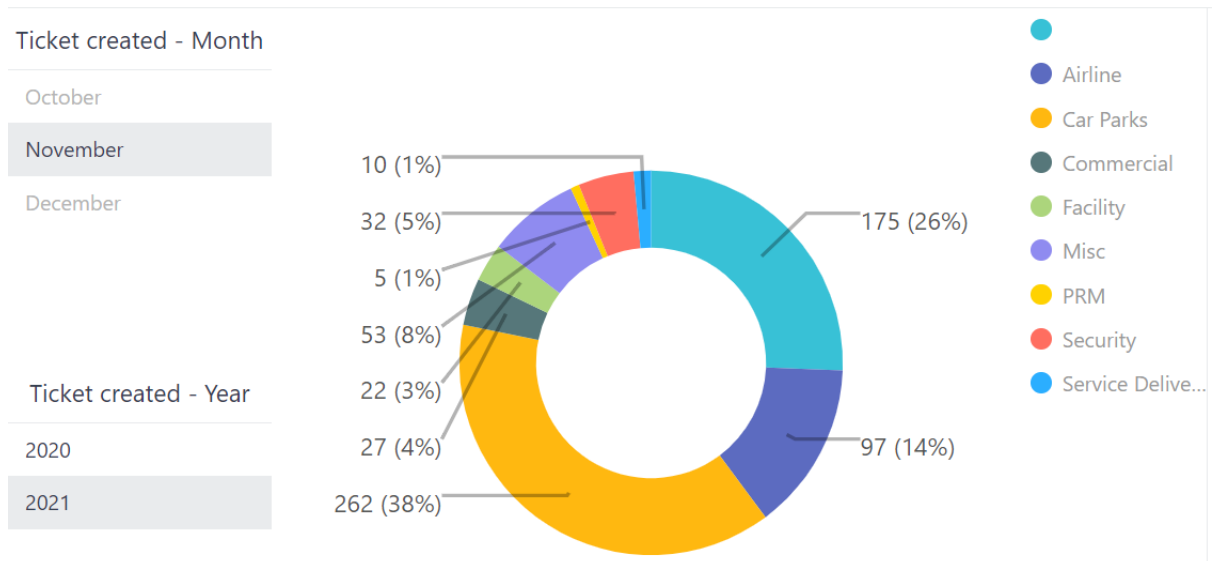


November

Total pax 160,247 – Total tickets 508 = 0.31%

November’s changes to travel restrictions generated fresh enquiries into the mandated lateral flow testing and new restrictions which included the Irish Republic. Airlines cancelling flights from November through to March generated car parking amendment and cancellation requests

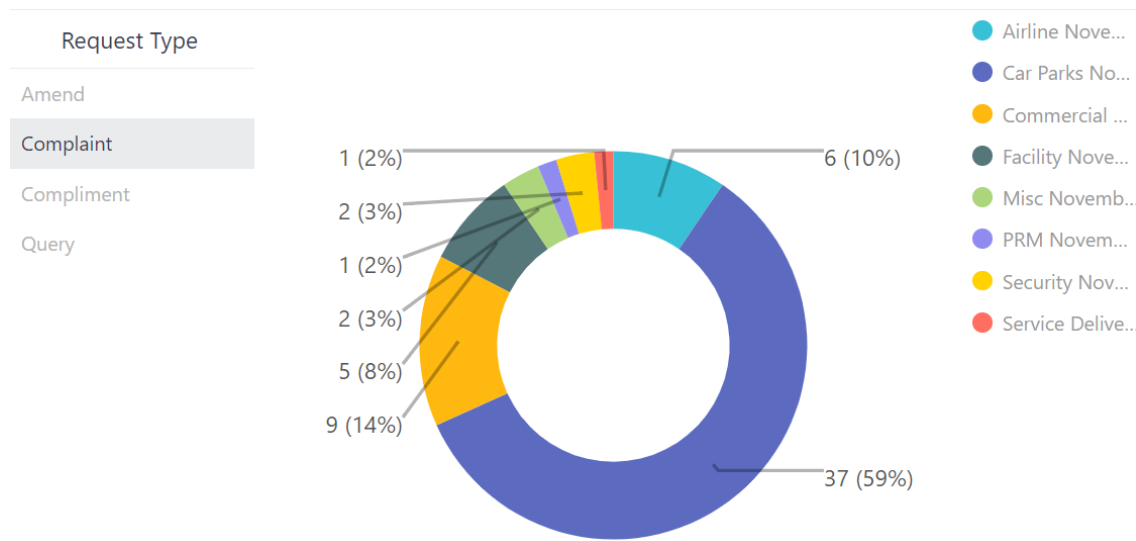
38% of all tickets related to car park enquiries, changes and cancellation of bookings. 26% of all tickets related to airline enquiries regarding a return to flying and changes to restrictions in place.



November Complaints

Total complaints 63 = 0.03% of total passengers

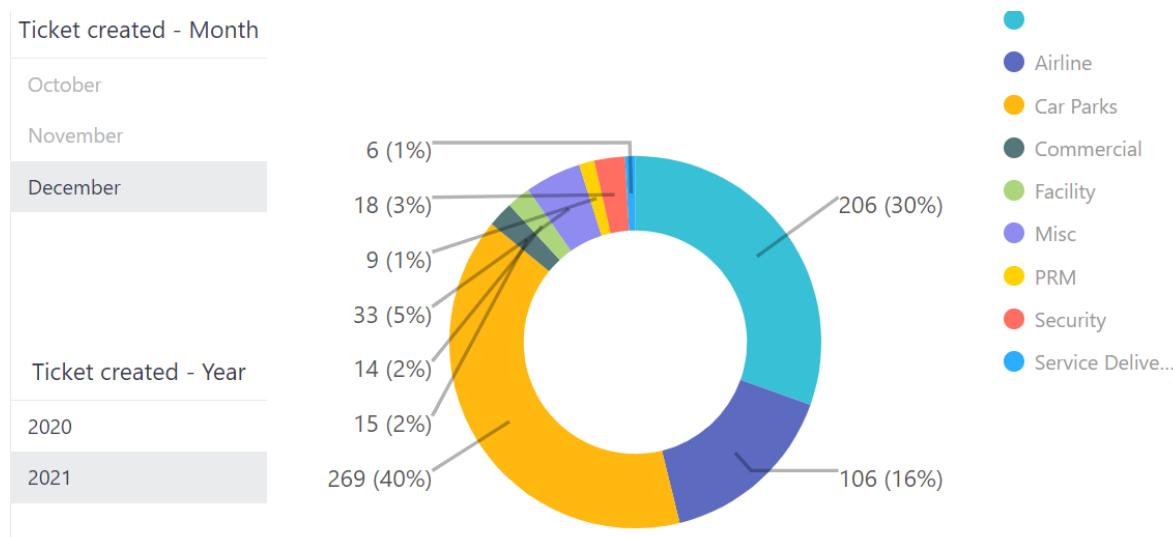
Car park complaints as per October due to Ryanair car park product inflexibility due to schedule changes



December

Total passengers 144,044 – Total tickets 470 = 0.32%

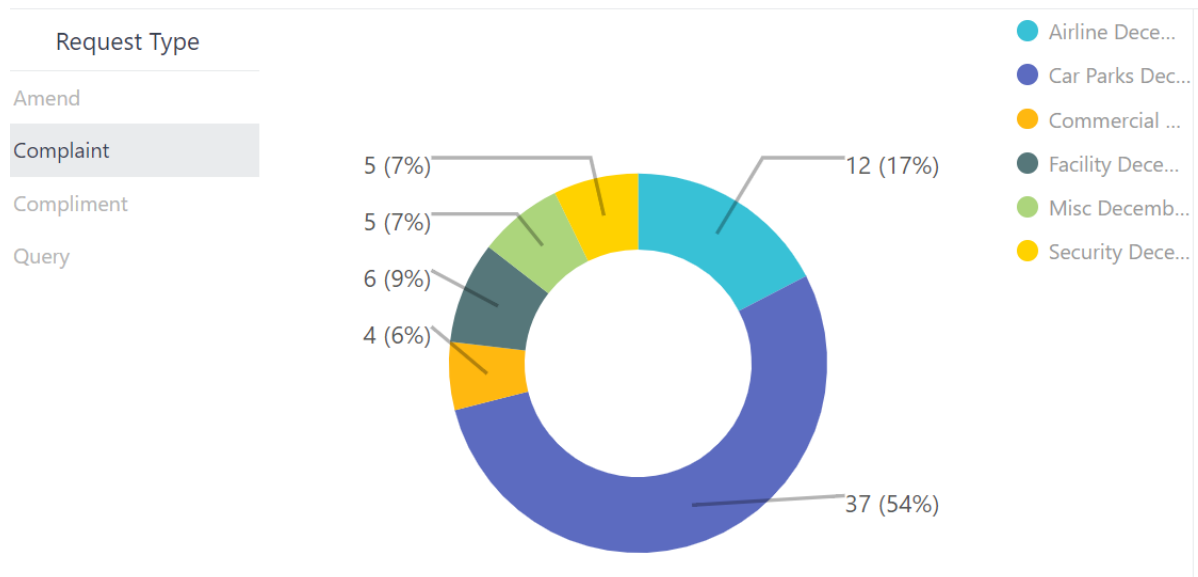
40% of all tickets related to car park enquiries, changes and cancellation of bookings. 30% of all tickets related to airline enquiries regarding a return to flying, whether flights would operate and restrictions that may be in place.



December Complaints

Total complaints 69 = 0.04% of total passengers

Car park complaints as per October and November and flight schedule changes or cancellations by the airlines in response to the current Covid status



Car Park related tickets increased and remained high this quarter as bookings increased initially and following airline schedule changes and reductions in response to the UK and destination country changes in travel restrictions

Summary of passenger contact:

Complaints – Car park customers who have booked parking directly with Ryanair seeking refunds from the airport directly after being referred to us in error by Ryanair. Bookings and payments made directly to the airline can only be amended by the airline who hold payment.

Frustrations from passengers wishing fly but put off due to complexity of restrictions suggesting the airline is at fault in the first instance. Links to official guidance provided in all instances to clarify.

Frustrations from pax wishing to travel to routes with no availability

Compliments – for colleague assistance, passengers with reduced mobility and hidden disabilities

Query – with rapidly changing information many potential travellers are confused and turn to us for clarification. In many cases we can refer to what is currently in place offering links to check as plans are made and travel times approach

Amends – Passengers wishing to amend car park reservations and in some cases, turning to us to assist with flight reservations if unable to reach their airline. GDPR does not permit the intervention of a third party to amend an airline reservation.

Accessibility

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

The majority of assistance colleagues have received both vaccinations. Having undergone refresher training, all retained staff have returned to work as demand has increased.

All equipment is subject to a cleaning regime and PPE is recommended.

While numbers of assisted passengers remains low, the proportion against the number of total passengers remains high. This is due to the Loganair Isle of Man service which caters for Patients travelling to and from the region for medical treatment not available on the Island.

1.26% of all passengers are assisted to travel.

Civil Aviation Authority Guidance

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 and although airports will not be ranked for the current year, it enables us to continue to work to a common standard.

We continue to work closely with the CAA and have developed a ECAC audit which is carried out on a minimum of 2% of all arriving flights each month. The ECAC audit was introduced by team LPL at the CAA virtual forum of airports as a way forward for other airports to adopt.

The audit compares data collected by the ABM platform (Avtech) recording time stamps from aircraft arrival, assisting the passenger through the arrival process, utilising i-beacon and GPS technology.

The current ECAC standards can be found on the airport website at

<https://www.liverpoolairport.com/assisted-travel/performance-standards>

Accessibility Forum

The Accessibility Forum which includes members of several local and national disability groups, met for the first time since March 2020 virtually. The CAA Consumer Affairs team joined us on line.

Engagement with Disability Groups

Continued virtually during the quarter.

Passengers with reduced mobility

We continue to see an increased level of assisted passengers (1.26%) of total passengers, compared with 2019 (1.1%) with some passengers needing assistance due to changes in the reason for travel since March 2020 .

We expect a level of fluctuation in the numbers until stability has returned

Christina Smith

Customer Service and Accessibility Executive

ANNUAL MEETING 2021
LIAISON GROUP OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

MINUTES OF THE 44th ANNUAL MEETING HELD VIRTUALLY
ON THURSDAY 18 & FRIDAY 19 NOVEMBER 2021

ACCs present:

Belfast International	Tom McGrath
Birmingham	Colin Flack (Chair)
	Lee Stephenson
Bristol	Barry Hamblin
	Alicia Fox
Doncaster Sheffield	Alan Tolhurst
	Andrew Shirt
East Midlands	Guido Liguori
Edinburgh	Robert Carr
	Janice Hogarth
Exeter	Richard Bartlett
Farnborough	Philip Riley
Gatwick	Tom Crowley
	Paula Street
Glasgow	David Flint
	Donald Grant
Glasgow Prestwick	Richard Searle
	Nigel Wallace
Heathrow	Mark Izatt
	Rebecca Cox
Inverness	Pat Hayden
Liverpool John Lennon	Bob Swann
	Mike Jones
London City	Duncan Alexander
Luton	Martin Routledge
Manchester	Steve Wilkinson
	Sandra Matlow
	Mike Flynn
Newcastle	Dorothy Craig
	John Scott
Southampton	David Airey
	Janice Asman
	Laura Johnston
Southend	David Osborn
Stansted	Shena Winning
	Frank Evans

Also present:

DfT	Tim Lawton (Session 2)
	Wayne Gasson (Session 2)
	Tim May
	Samantha Moore (Session 3)
	Rachel Pinto (Session 2)
	Jasmin Vincent (Session 2)
CAA	Nic Stevenson (Session 2)
	Stuart Lindsey (Session 3)
	James Fremantle (Session 4)
ACOG	Mark Swan (Session 3)
	Cheryl Monk (Session 3)

THURSDAY

SESSION 1 - UKACCS INTERNAL BUSINESS

1.1 Welcome and introduction

- Colin Flack OBE, gave an introduction and welcomed new attendees. Paula Street outlined the format and etiquette for the meeting.

1.2 Appointment of Chair

- Nominations had been sought in advance of the meeting. Colin Flack had been nominated for the position of UKACCs Chair.

Approved: the appointment of Colin Flack as the Chair of UKACCs for a term of three years.

1.3 Appointment of UKACCs Working Group

- Nominations had been sought in advance of the meeting for Chairs and Secretaries to serve on the Working Group.

Approved: the appointment of Colin Flack (Chair, Birmingham ACC & Chair of UKACCs), Robert Carr (Chair, Edinburgh ACC), David Flint (Chair, Glasgow ACC), Mike Flynn (Secretary, Manchester ACC), Barry Hamblin (Chair, Bristol ACC), Tom McGrath (Chair, Belfast International ACC), Martin Routledge (Chair, Luton ACC), Shena Winning (Chair, Stansted ACC), Duncan Alexander (Chair, London City ACC) and Guido Liguori (Chair, East Midlands ACC) as members of the Working Group for a term of 2 years.

Agreed: that the remaining seat should be held open for the new Chair of the Heathrow ACC once they were appointed.

1.4 UKACCs Business Update

- The meeting considered several matters relating to the internal business of UKACCs, its work over the past year, secretariat support arrangements, its accounts and budget for the ensuing year.

SESSION 2 – AVIATION POLICY UPDATE

2.1 Aviation Policy update

- The policy framework referred to in the Green Paper Aviation 2050, will not be a single policy document, but rather a suite of policies that put together provided a policy framework enabling a partnership for sustainable growth. Whilst the DfT's priority since March 2020 has been on COVID-19 response efforts, it has progressed several areas such as the review of the Night Flights policy and consultation, Airspace Modernisation, aviation decarbonisation and the Jet Zero consultation which will all form part of the new policy framework. As stated in the [letter from the Minister for Aviation](#), circulated in advance of the meeting, the input of ACCs and their continued working relationship with the DfT would be valuable.
- The Annual Meeting was shown the [video](#) issued by Sustainable Aviation to coincide with the Transport Day at COP26 and ACCs were also advised of the various UK airports' targets for achieving net zero as set out in the Airport Operators' Association's [Decarbonisation Report](#). **ACCs were asked to consider how they could work with their airports on their journey to meet net zero commitments and targets.**
- The Minister's letter and the Government's decarbonisation agenda set the context for discussions over the two days.
- It was noted that Transport Scotland has also issued a [discussion document](#) "To inform the development of an Aviation Strategy" for consultation. The closing date for responses is 21 January 2022.

2.2 Review of DfT Guidelines for ACCs

- An update was received from the DfT on its work to improve its view and understanding of the network of ACCs. Its objective is to encourage better working between airports and their ACC, and to ensure airport stakeholders and communities have an effective voice in airport-related matters that affect

them. The DfT believe this objective is more important than ever as the aviation industry recovers from the impact of the pandemic and build back better.

- As part of this work the DfT would shortly commence an information gathering exercise to gain an understanding of the diversity between ACCs and the network of their relationships and reach. A qualitative survey would be circulated to ACCs in January focusing on their awareness and knowledge of section 35; their governance and membership arrangements; anticipated future challenges; and identifying best practices that could be shared. ACCs would have 6 to 8 weeks to respond, after which the DfT would produce a summary of the key themes and organise further discussions and engagement with UKACCs.
- The DfT would write to airports separately to explain the purpose of the survey and that they would have opportunity to contribute views at a later stage in the review.
- ACCs agreed that the timing of the review was right and thanked the DfT for its initiative.
- A number of issues were raised in relation to this review:
 - Reference to the points raised in the morning session were highlighted.
 - Whilst it was clear what expectations by both airports and ACC stakeholders had of ACCs a number of independent community pressure groups have been critical of ACCs. There was a need to clearly define the ACC's role and whether the DfT thought the existing framework was working and how ACCs/UKACCs could better assist the DfT in policy/strategy development. The DfT clarified that it was interested in how ACCs were interpreting the guidelines; how the relationship with their airport is working; and what the DfT could do to help ACCs work more effectively through sharing of best practice.
 - There was a need to assist in promoting ACCs and generate a clear message about their purpose and function and how that could be communicated more widely. ACCs were currently generally not known beyond the airport communities and more effective PR would be helpful.
 - Similarly, if the word 'independent' were included in the name of the ACC it would assist in clarifying that they were separate from the airport.
 - It would not be desirable for ACCs to take on a regulatory role as it would completely change the dynamics of an ACC and make committees less effective. The DfT confirmed that creating a regulatory burden on ACCs was not currently being considered.
 - An example of where updated guidelines was needed was in relation to the expected role of ACCs in helping airports tackle climate change and taking forward decarbonisation initiatives.

2.3 Current practices of member ACCs and potential new ways of working

- The [Secretariat's paper](#) provided the context for discussion on current practices of ACCs. UKACCs had surveyed ACCs for views on their existing working practices, structures and engagement in advance of the meeting. The summary of responses was shared which highlighted many areas of effective working but also some areas where there could be greater consistency in approach particularly in respect of achieving greater transparency.
- Mark Izatt, Non-Executive Director of the Heathrow Community Engagement Board (HCEB), gave an update on the review currently being undertaken by both Heathrow Airport and the HCEB as a result of the impact of COVID and the pause in expansion plans. There was a renewed focus on section 35 duties and a streamlining of all stakeholder engagement forums hosted by the airport, which is resulting in a new body being created to coordinate activities across the engagement fora – the Council for the Independent Scrutiny of Heathrow Airport. The aim was to achieve truly representative engagement, removing duplication of activity, with a tangible framework to transparently escalate issues and provide feedback. The process of recruiting a new Chair was about to begin and it was hoped that an appointment would be made in January. The paper "HCEB – The Case for Change" would be circulated with the meeting notes. **Action: Secretariat**
- A discussion followed in which the importance of managing expectations in relation to the use of the word "scrutiny" in the name of the new body was considered. It was important to carefully draft the terms of reference so there was clear expectation and relationship of scrutiny. It was agreed that ACCs did challenge and scrutinise airports as independent critical friends, and the purpose of the new body could be clarified through the terms of reference and effective methods of communication. It was also noted that section 35 simply required airports to have adequate facilities for consultation, which did not necessarily have to be undertaken by an ACC. It was also felt that "scrutiny" tends to set up an adversarial position and could give a mistaken impression/expectation of the purpose of an ACC.

- Important to note that ACCs sit between the community and the airport to facilitate open discussion and to help build awareness and transparency of how effective an airport is in performing within the legislative and regulatory framework. For example, noise, it would be useful to have some definitive expected performance criteria which could be monitored and results fed through the ACC so they can discuss the airport's performance compared with other airports so community groups could easily understand whether their airport's performance was "good", "bad", "needs attention".
- Understanding the economic environment in which the airport sits is important. There needs to be much more engagement in terms of understanding what the airport contributes to the area and how it can improve that contribution to the area and making sure dialogue is genuinely achieved with the right parties which is key for airports in building back better.

2.4 Independent Commission for Civil Aviation Noise (ICCAN): transfer of responsibilities

- The [DfT presented](#) the reason for the Government's decision to wind down ICCAN following its review of the work and functions after 2 years of ICCAN being established and the next steps in the transfer of ICCAN's functions to the CAA. **The DfT is in the process of agreeing the scope of the transfer of the majority of ICCAN's previous work to the CAA.** The Government's funding arrangements for ICCAN would also transfer to the CAA which means the new noise functions would remain independent of the aviation industry.
- An update was then given by the CAA, outlining how the CAA proposed to take on the new role and how they fit with its wider remit. The CAA had existing noise functions:
 - Reform of the airspace and the airspace change process through CAP1616
 - Research into noise impacts for a wider range of customers delivered by the Environmental Research Consultancy Department (ERCD) within the International Group of the CAA – separate from its regulatory roles of the CAA
 - Delivering, Calibrating and Reviewing Research into the effects of noise and how those impacts can be reduced and providing advice to Government on those impacts.
- The new roles from ICCAN are an extension of the CAA's advice function and the CAA is looking at how its new functions can help ensure the Government takes informed decisions on noise policy. It will also encourage aviation sector to follow best practice – including balancing the needs of all relevant parties on noise management including engagement with communities.
- The CAA has a much wider remit than just noise. The CAA is developing a new Sustainability Strategy incorporating noise but also looking at how it fits more broadly with the other sustainability aims
- From next April, the CAA would be setting up a new Environmental Sustainability Panel comprised of technical experts who can provide independent challenge as to how the CAA performs its environmental roles, acting as a critical friend. It is not an equivalent or replacement to ICCAN and will not have a community or industry advocacy function or membership group. The recruitment will commence shortly.
- Essential for the CAA to perform new roles with trust and credibility. This will be achieved by not taking on too much by setting the roles being taken in the context of the wider sustainability challenge and focus on those areas where the CAA can have the biggest impact.
- The concerns of the Gatwick ACC about the demise of ICCAN were clearly articulated regarding the loss of an independent body, the resources and funding needed, how ICCAN's projects and research will be transferred across to the CAA and the need to have opportunity to input to the draft terms of reference for the new Panel.
- In the ensuing discussion a number of points were raised, including:
 - the need for ACCs/UKACCs to have continuing engagement on the transfer of the functions and work programme, including the establishment of the new panel.
 - that UKACCs would like the opportunity to feed into the terms of reference for the new Panel.
 - that the priorities set out by ICCAN in their letter to the Minister for Aviation should be followed up to see how they are mapped across.
 - there were serious concerns about the independence, actual and perceived, of the Panel and how the CAA would be able to act simultaneously as regulator and overseer of noise monitoring at airports. It was also questioned whether this would result in a change of role for the CAA's ERCD.
 - that the Panel should develop a set of noise monitoring standards with a reporting system like that on accessibility to enable anyone to view how individual airports were performing and encourage them to improve.

- that clear direction should be given as to what a good noise action plan looked like.
 - that the new Panel should be sufficiently resourced to enable it to be available to ACCs and others responsible for monitoring noise action plans.
 - that, with the CAA's new role in relation to environmental reporting on the aviation sector as a whole it would be useful to have a diagram setting out the function of and processes involved in the reporting system.
- It was agreed that UKACCs would continue to engage with the DfT and CAA on the transfer of functions and seek input in the draft Terms of Reference for the new Panel.

2.5 Aviation Noise Policy update

- An update was received from Tim May summarising the current focus of the DfT. In addition to that related to the demise of ICCAN, other work was continuing on the review of night flights policy, which would be consulted on again in 2023, and whether the framework for airport designation is appropriate. Work also continues on the broader aviation noise policy following the questions raised and consultation responses to the Aviation Green Paper.
- Despite the UK leaving the EU, airports would continue to be legally required to produce noise mapping and noise action plans. The current downturn in activity will affect the noise mapping in 2021. It was queried whether 2021 was the right year to map and DEFRA would therefore provide new guidance. DEFRA is also looking at the World Health Organisation report 2018 and other newly published evidence on the impacts of noise on health and whether there needed to be a different economic weighting applied. DEFRA's report on this work is due in 2022.
- UKACCs asked the DfT whether there were any other issues being raised by the community campaign groups that UKACCs should be aware of. It was confirmed that the biggest source of complaints being raised with the DfT at the current time related to increased noise from helicopters; and forecourt charging schemes at airports and their wider impacts on communities.
- The noise benefits arising from the newer aircraft fleets, particularly the A321neo, was a topic of debate at some ACCs. The DfT confirmed that the issue had been raised by the community groups at ANEG and it has been questioned whether the aircraft were being flown to optimise the noise benefits. Given the technical nature of optimising noise performance of aircraft, this was a matter that the DfT's ANMAC would consider.
- Paula Street confirmed UKACCs' commitment to continued attendance at DfT groups and boards. It was also noted that it was possible that noise complaints could increase as traffic returns as the perception of noise had changed as a result of quieter skies during the pandemic.

FRIDAY

SESSION 3 – AIRSPACE MODERNISATION

3.1 Our Future Skies – modernising the UK's infrastructure in the sky

- [A presentation](#) was received from the Airspace Change Organising Group (ACOG). This outlined the role and objectives of ACOG in the airspace modernisation programme, a critical national infrastructure project for the UK delivering benefits across the country from increasing efficiencies in the routes aircraft fly to supporting the industry to deliver its net zero targets. ACOG's principal role was to produce the Airspace Change Masterplan, which currently included 21 airports and whose aim was to create a deconflicted, safe airspace change programme. Airports who had recent airspace modernisation changes approved by the CAA were not included as their process was complete. Airports in the programme were at the early stages of the CAP1616 process.
- The Masterplan would undergo a number of iterations as the programme developed. ACOG was currently formulating iteration 2, due to be published early in 2022. Iteration 3 would give a clear picture of the new airspace design as a whole and was expected to be produced later in 2022.
- Cheryl Monk, Head of Communications, ACOG, described their engagement with stakeholders in relation to iteration 2 and their planned public engagement exercise on iteration 3 later in 2022, which would include further presentations to UKACCs. ACOG would not be involved with consultations by individual airports on their proposed airspace changes as this would be more effectively undertaken locally.
- In response to questions, a number of issues were clarified, including:

- that any airport not in the programme had either completed their airspace change, were not in conflict for airspace with any other airport or were not currently planning any change. Should any in the latter category commence the CAP1616 process in the future they would need to fit in with the newly created airspace design.
- that ACOG did not have sufficient resources to present to individual ACCs, but would work with larger groups such as UKACCs to ensure that their members were kept informed
- that it was ACOG's responsibility to resolve conflict between airports' design options where there was overlap/shared airspace through mediation. Iteration 2 of the Masterplan would highlight any geographical areas where conflicts could arise. A transparent framework for benefits and trade-offs would be constructed to show how the conflict resolution would be managed, including an escalation process right up to the Secretary of State.
- that ACOG was not able to compel those airports in the programme who were behind in the CAP1616 process to catch up, though all involved had a vested interest in completing the process as quickly as possible and to date had been highly collaborative.

3.2 Review of CAA's Airspace Modernisation Strategy (AMS)

- [A presentation](#) was received from the CAA. In line with statutory requirements, the AMS was currently being refreshed and a 12-week consultation would commence in January 2022. The presentation outlined the steps involved in the refresh and the stakeholder engagement undertaken by the CAA since November 2020 to gather evidence and identify overarching principles. The new AMS would align with the ICAO Global Air Navigation Plan but also incorporates UK specific elements. The current AMS had 15 strands and ongoing work on these would not be lost as they would be included in the refreshed version. The revised AMS would be published in Q2 of 2022.
- In response to questions, the following were clarified:
 - that when taking airspace change decisions, the evidence from all stakeholders was considered, though safety issues were paramount
 - that the AMS was separate from the CAP 1616 process.

3.2. Discussion on experience and issues for ACCs

- The discussion was opened up for ACC members to raise any issues experienced by their ACCs in relation to airspace change:
 - Exeter Airport was one of a group of four airports owned by RCA. Exeter and Norwich shared the same problem with the airport departure routes flying over their city. It was important that the other smaller airports in the Group, particularly Bournemouth and Norwich airports were alive to airspace change proposals and possibly engage with UKACCs. The Chair and Secretariat were aware of the situation and would continue to raise issues with the RCA group.
 - UKACCs would explore the possibility of securing a presentation from ACOG to clusters of ACCs when iteration 2 of the Masterplan was published. Of particular interest would be the framework for conflict resolution and the associated escalation process.
 - Members were reminded that the CAA's consultation on the review of CAP1616 would close on 30 November and if any ACCs had experienced issues with the process they were urged to respond.
- Some wider issues experienced by ACCs in relation to holding public meetings and the publication of minutes were raised. The UKACCs Secretariat would explore whether, given the GDPR requirements, it could be possible for all members to exchange email addresses to enable communication between them. **Action: Secretariat**

SESSION 4 – ACCESSIBLE TRAVEL

4.1 Accessible travel

- [A presentation](#) was received from the CAA, providing an update on accessible travel, the impact of COVID on service performance, and monitoring. The results of the accessibility monitoring in 2019/20 were the best since the framework was introduced in 2015 and the CAA was pleased with the way in which it had driven improvements by airports. As a result of COVID, the next report would be published in Summer 2023, with rolling accessibility audits being undertaken from April 2022. There

was some concern about this gap in reporting, although the possible risks previously identified about the way in which the pandemic may disproportionately effect PRMs had not materialised. Further risks had now been identified by the CAA accessibility team related to the restart and recovery and would be closely monitored.

- In response to questions a number of issues were clarified, including:
 - the CAA tracker survey showed confidence in flying increasing for all passengers, including PRMs.
 - the CAA was aware of the problem of increased waiting times for assistance for PRMs on arrival. Data was collected on this twice a year, though those airports identified as having performance issues in relation to this were being asked to submit data weekly.
 - the CAA was committed to putting in place a similar accessibility monitoring and reporting system for airlines in 2022. This would include monitoring of any passengers being left waiting alone on aircraft after landing.
 - the CAA was similarly aware of a growing problem at some airports of PRMs missing flights due to these increased waiting times. Airports were required to report every such incidence to the CAA even when it was not their fault and if the numbers continued to increase a solution would be sought. In the first instance the monitoring framework could be adjusted, and penalties put in place. In addition, the CAA was working with airports encouraging them to voluntarily pay compensation to affected passengers rather than simply paying for a replacement flight and/or hotel.
 - the CAA did not possess any additional monitoring data over and above that provided by the airports, who did publish this on their websites but sometimes not in a way that enabled it to be easily accessed. ACCs were advised to request the CAA survey data and their airport's own survey data. The CAA would explore further how transparency of airports' performance data sharing with ACCs, airlines and others could be included in the CAA guidance.
 - the CAA recognised the issues relating to passengers not giving pre-notification of the need for assistance and had different standards in place for those who had pre-notified and those who had not. Heathrow was the exception due to the number of connecting passengers and were asked to provide additional data on those transiting and those landing.
 - that the CAA was committed to putting an enhanced category in the reporting to sit above 'very good', though this had been delayed due to COVID.
 - that the CAA were committed to producing separate guidance relating to those travelling with assistance dogs.
 - that the systems in place for circulating wheelchairs were often inefficient, creating delays in assisting passengers off the aircraft. ACCs were asked to explore this locally to determine whether it was an issue at their airport.
 - the CAA would share with UKACCs the draft copy of the revised guidance to airports.

SESSION 5 – CHAIR'S CLOSING REMARKS

5.1 Chair's closing remarks

- The Chair thanked members for joining the meeting and summarised some of the key highlights. The Secretariat would explore the possibility of holding some virtual sessions on specific issues in the new year. The Chair encouraged individual ACCs to get in touch with UKACCs if they had any ideas on possible areas of focus or to give any feedback on the issues they were currently facing.

5.2 Farewells

- The Chair said goodbye to Rachel Cerfontyne, Chair of HCEB, from whom he had learnt a lot personally, wishing her well for the future. He also said goodbye to Dorothy Craig and John Scott who were stepping down from Newcastle ACC in September 2022 after many years, thanking them for both for their considerable contributions.

Rebecca Cox
UKACCs Secretariat

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Liverpool Airport Consultative Committee

Annual Work programme 2022 - 2023

Meeting	Items	Detail
18 February 2022 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
May 2022		
September 2022		
November 2022		

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

Additional items	Presenter
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
Border Force	Andy Healey - Senior Officer Border Force Liverpool Airport
Dubai updates and accessibility forum	Tony Rice
LCR Transport fund	Alex Naughton
Emergency preparedness	Dave Taggart, Rescue & Fire Fighting Service, LJLA
Maintenance (inc. clearing runway)	Dave Batt, Head of Asset Management and Airside Operations, LJLA
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
Airport Chaplain	Michelle Wood

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LIVERPOOL JOHN LENNON AIRPORT
CONSULTATIVE COMMITTEE

CONSTITUTION AND STANDING ORDERS

~~February 2018~~ February 2022

LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

CONSTITUTION AND STANDING ORDERS

1. TITLE

The Committee's title is the Liverpool John Lennon Airport Consultative Committee.

2. TERMS OF REFERENCE

The Committee's Terms of Reference are:-

To:

- (i) advise Liverpool Airport PLC on any matter which it may refer to the Committee;
- (ii) consider any question in connection with the operation of the Airport as it affects the communities represented or the amenities of the neighbourhood;
- (iii) make suggestions to the Managing Director of Liverpool Airport PLC on any matter connected with the administration of the Airport which could further the interests of the communities represented;
- (iv) stimulate the interests of the local population in the development of the Airport; and
- (v) protect and enhance the interests of the users of the Airport.

3. CONSTITUTION AND MEMBERSHIP

[Note: the Civil Aviation Act 1982 governs the constitution of the Committee and this Standing Order is subject to S.35 of the Act.]

- 3.1 The Committee consists of Members appointed to represent the organisations and interests listed in Appendix 1.
- 3.2 Membership of the Committee will be reviewed by the Committee at its Annual Meeting.
- 3.3 Applications for Membership will be submitted to the Committee by the Secretary for consideration.
- 3.4 A Member may resign at any time by written notice to the Secretary who will report the resignation to the Committee.
- 3.5 A member unable to attend a meeting may nominate a substitute by notice to the Secretary at least one clear working day before the meeting, and the substitute may then vote on any matter considered at the meeting for which he or she is nominated.

- 3.6 Members who fail to attend the full Committee or Sub Committee on three consecutive occasions will be asked to submit a written statement to the Secretary explaining the reason for the absence.
- 3.7 The Secretary or the Member will report the explanation to the next meeting of the Committee for consideration as to what action should be taken in that particular case. The Secretary if instructed shall write to the Member's organisation to seek a new representative.
- 3.8 Members will be notified of the Code of Conduct upon joining and will be expected to adhere to it whilst on the Committee. The Code of Conduct is attached at Appendix 2.

4. CHAIRMAN AND VICE-CHAIRMAN

~~[Note: the Civil Aviation Act empowers the operators of an airport (Liverpool Airport PLC) to appoint the Chairman of the Committee and this Standing Order is subject to that power.]~~

- 4.1 The Committee will appoint a Chairman and Vice-Chairman at its Annual Meeting.
- 4.2 Nominations for Chairman and Vice-Chairman will be proposed and seconded by Members who will first obtain the consent of the nominee.
- 4.3 If there is more than one nomination for Chairman or Vice-Chairman, the Secretary will ballot Members present at the meeting and declare the nominee with the greater number of votes elected.
- 4.4 In the event of an equality of votes, the Secretary will decide the election by drawing lots.
- 4.5 An unsuccessful nominee for the office of Chairman will be eligible for election as Vice-Chairman.

5. ROLE AND INDEPENDENCE OF THE CHAIRMAN

~~[Note: The Civil Aviation Act requires the Operators of the Airport (Liverpool Airport PLC) to meet the reasonable expenses of the Chairman, or in the absence of the Chairman, the Vice-Chairman.]~~

- 5.1 The role of the Chairman is to preside over meetings of the Committee and to represent its interests.
- 5.2 While holding office, the Chairman will not represent the organisation or interests on whose behalf he or she was appointed to the Committee and that organisation will be invited by the Secretary to appoint a substitute Member.
- 5.3 The substitute member may vote on any matter considered at a meeting which he or she is present.
- 5.4 The Chairman will not vote on any matter unless there is an equality of votes when he or she may decide the matter by a casting vote.

6. MEETINGS

- 6.1 The Committee will meet not less than four times every year at such places and times as the Committee may determine.
- 6.2 The Committee will hold an Annual Meeting as the first meeting each calendar year.
- 6.3 If business so requires, the Secretary, after consultation with the Chairman or at the request in writing of at least five Members will call an extraordinary meeting.
- 6.4 The Secretary will circulate an agenda to every Member of the committee at least five working days before each meeting, specifying the business to be considered.
- 6.5 Urgent business may be considered without notice at the discretion of the Chairman.
- 6.6 A 'no smoking' policy will operate at all meetings of the Committee and Sub-Committee.

7. PROCEDURE AT MEETINGS

7.1 Order of Business

The normal order of business, which may be varied by the Chairman at his discretion will be:

- (i) Appointment of a Member to preside in the absence of the Chairman and Vice-Chairman.
- (ii) To approve the minutes of the previous meeting as a correct record.
- (iii) To receive any announcements from the Chairman.
- (iv) To receive any minutes of Sub-Committees.
- (v) To consider the business specified on the agenda.

7.2 Quorum

No business will be conducted unless at least five Members are present at a meeting.

7.3 Minutes

- (i) The Secretary will record the decisions of the Committee and submit them to the next meeting as minutes.

- (ii) The Committee will decide whether the minutes are a correct record of the previous meeting and the Chairman will then sign them.
- (iii) No other issues can be raised about the minutes.

7.4 Notice of Items for Agendas

Any items submitted to the Secretary by a Member at least eight working days before a meeting will be included on the agenda for that meeting.

7.5 Voting

- (i) All business will be decided by a majority of Members present by show of hands unless before a matter is put to the vote a majority of Members decide to hold a ballot.
- (ii) If the votes are equal, the Chairman may vote to decide the matter.
- (iii) If a Member asks for this, the Secretary will record his or her dissenting vote or abstention in the minutes.

7.6 Disclosure of Personal Interests

- (i) If a Member has a personal interest (whether financial or otherwise) in any Committee business, he or she must inform the Secretary before the matter is discussed, and
- (ii) The Chairman will decide whether the Member should leave the room during discussion, speak or vote on the matter.

7.7 Interpretation

Any question about the interpretation of these Standing Orders will be decided by the Chairman whose decision cannot be challenged.

8. SUB-COMMITTEES AND PANELS

8.1 The Committee may appoint Sub-Committees to assist the work of the Committee with such membership and powers as the Committee may decide.

8.2 These Standing Orders will apply to meetings of Sub-Committees except that:

- (i) a Sub-Committee will appoint a Chairman and Vice-Chairman at its first meeting.
- (ii) no business will be conducted unless at least three Members are present at a meeting.

- (iii) the frequency, dates and places of meetings will be at the discretion of a Sub-Committee.
- 8.3 The Committee may appoint Panels to consider any matter and make recommendations to the Committee.
- 8.4 A Panel will:-
 - (i) consist of the Chairman and Vice-Chairman of the Committee and at least three other Members.
 - (ii) meet as required in private unless the Committee or the Panel otherwise determine.
 - (iii) otherwise determine their procedures.
- 8.5 The Committee will decide at its Annual meeting whether to reappoint any Sub-Committee or Panel and may alter its membership or powers or disband it at any other time. Current Sub-Committees are detailed in paragraphs 12 and 13, below.
- 9. URGENT BUSINESS
 - 9.1 With the prior approval of the Chairman, the Secretary may take any action on an urgent matter which cannot await the next meeting of a Committee or Sub-Committee.
 - 9.2 The action taken will be reported to the next meeting of the Committee or Sub-Committee.
- 10. INFORMATION FOR THE PUBLIC
 - 10.1 In order to secure the widest possible public interest in the business of the Committee:
 - (i) the Secretary will circulate agendas and reports to the press and interested bodies when they are distributed to Members of the Committee and its Sub-Committees.
 - (ii) the public and the press will be encouraged to attend meetings of the Committee and Sub-Committees.
 - (iii) the Secretary with the prior approval of a Chairman of the Committee may issue press releases at any time about the business of the committee.
 - (v) a register of attendance will be available which the public and press will be invited to sign.
 - 10.2 Public Questions
 - (i) A member of the public may, if present in person at the meeting, address a question to the Chairman of the Committee or Sub-

Committee. Any such question must relate to the business and responsibilities of the (Sub) Committee.

- (ii) 3 clear working days notice of questions must be given to the Secretary. Questions will be dealt with at the beginning of the meeting, or immediately prior to any particular item on the agenda to which they relate. The 3 day rule is flexible only at the discretion of the Chairman of the Committee.
- (iii) The Chairman or other appropriate member of the Committee shall respond. Supplementary question(s) will be permitted. A written response may be given if it is not possible to provide the necessary information at the meeting.
- (iv) If necessary, an item shall be placed on the agenda of the next appropriate (Sub) Committee meeting in order to deal with issues raised in the questions procedure.
- (v) The time allocated to questions at any meeting shall not exceed 30 minutes. The Chairman shall have discretion to vary any of these procedures, if it helps the effective conduct of the business of the meeting.

11 CONFIDENTIALITY OF ITEMS OF BUSINESS CONSIDERED BY THE COMMITTEE OR ITS SUB-COMMITTEES OR PANELS

An item of business which in the opinion of the Secretary is confidential in nature shall not be circulated to the Press or public, and shall be included at the end of the agenda to enable it to be dealt with by the Committee or Sub-Committee in the absence of the Press and public. Decisions about confidentiality shall be made by the Secretary in consultation with the Chairman (or Vice-Chairman in his/her absence) and the Managing Director of the Airport.

12 NOISE MONITORING SUB-COMMITTEE

The current terms of reference of the Sub-Committee are as follows:-

- “(1) To be a technical sub-committee of the Liverpool Airport Consultative Committee.
- (2) To meet when required (but at least quarterly).
- (3) To act within the technical role identified within the Section 106 Agreement (dated 13 November 2000 between the Airport Company and Liverpool City Council), in particular to consider and progress issues related to the Airport’s proposed:-
 - Quiet Operations Policy
 - Noise Monitoring and Track Keeping System
 - Preferred Noise Routes
 - Sound Insulation Grant Scheme
 - Quota Count System
- (4) To ensure that the reports required to be prepared each year for the Consultative Committee are submitted in accordance with the S106

Agreement, and to advise the Committee as necessary on Noise and Environmental issues.”

Membership

Chairman	1
Chairman of LACC	1
Speke Estate	1
Environmental Health, Liverpool City Council	1
Env. Health, Halton	1
Env. Health, Cheshire West and Chester	1
Airport Users/ Passengers’ Representative	1
Env. Health, Knowsley	1
Env. Health, Wirral	1
Env. Health, St. Helens	1
Hale Parish Council	1
Cressington Ward Councillor	1
National Trust	1
Speke - Garston Ward Councillor (or alternative Councillor)	1
Arch Under the Bridge	1
<u>Total</u>	<u>154</u>

13 GENERAL PURPOSES SUB-COMMITTEE

The current terms of reference of the Sub-Committee are:

“To meet when required:

- To consider in detail matters relating to Liverpool Airport and the Consultative Committee, and, where necessary, to make appropriate recommendations to the Liverpool Airport Consultative Committee; and
- To deal with matters of urgency on behalf of the Consultative Committee where a decision is required before the next available meeting of the Committee.

Membership

Chairman and Vice-Chairman (ex-officio)	2
Disabled Persons	1
Liverpool City Council	1
Hale Parish Council	1
Passenger Representative	1
Friends of Liverpool Airport	1
West Cheshire and North Wales Chamber of Commerce	1
General Aviation (LAGAUA)	1
<u>Total</u>	<u>9</u>

Meetings frequency: ad hoc

MEMBERSHIP OF THE CONSULTATIVE COMMITTEE

Chairman	1
Vice-Chairman	1
Cheshire West and Chester Council	1
Halton Borough Council	1
Lancashire County Council	1
Liverpool City Council	1
Knowsley Metropolitan Borough Council	1
St Helens Metropolitan Borough Council	1
Sefton Metropolitan Borough Council	1
Wirral Metropolitan Borough Council	1
Hale Parish Council	1
Halewood Town Council	1
Wirral Older People's Parliament	1
Up to three other representatives of groups such as freight operators, concessionaires, or airline companies etc, to be determined by Liverpool Airport PLC (currently just Passenger Representative – others removed 16.02.18)	1
West Cheshire and North Wales Chamber of Commerce	1
Friends of Liverpool Airport (FOLA)	1
National Trust	1
Merseytravel	1
Halebank Parish Council	1
Helsby Parish Council	1
Frodsham Town Council	1
Disabled Persons	1
Liverpool Chamber of Commerce & Industry	1
Liverpool Local Enterprise Partnership (LEP)	1
Warrington Borough Council	1
ARCH under the Bridge	1
Liverpool Airport General Aviation Users Association (LAGAUA)	1
Total Membership	276

Code of Conduct for members

(from CAA Guidelines to Consultative Committee, April 2014)

Respect: Committee members should treat each other with respect and courtesy at all times.

Commitment: Committee members should dedicate sufficient time to prepare for and attend meetings, including seeking advice and views from others in their organisation where appropriate.

Conflicts of Interest: Members should identify and declare any conflicts of interest (actual, potential or perceived), particularly where members do not represent an organisation.

Participation: Members should participate fully in meetings. They should listen to what others have to say and keep an open mind while contributing constructively to discussions. Actions assigned to members should be fulfilled in a timely manner and progress reported back at the next meeting.

Openness and Accountability: Members should be open and accountable to each other and the organisations and communities they represent about their work on the committee.

Confidentiality: Members should respect the status of any confidential issues they discuss.