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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 19 February 2021

PRESENT:

Bob Swann, Chair

Caroline Ashton, Frodsham Council

Councillor Tony Brennan, Knowsley

Councillor Ken Dalton, Halewood Parish Council

Norman Elias, Passenger rep

Councillor Chris Ellams, Helsby Council

Councillor Michael Green, Lancashire Council

Councillor Stan Hill, Halton Council

Keith Levin, General Aviation

Councillor Christina Muspratt, Wirral Council

Alex Naughton, Liverpool City Region Combined Authority inc Merseytravel and the LEP

Simon Osborne, National Trust

Steve Parish, Warrington Council

Councillor Steve Pearse, Warrington Council

Councillor Lynn Riley, Cheshire West and Chester Council

Councillor Michael Roche, Sefton Council

Councillor Glenda Richards, Halebank Council

Councillor Leon Tootle, Liverpool City Council

Liverpool Airport

Andrew Dutton, Head of Environment

Christina Smith, Head of Customer Relations

Robin Tudor, Head of Public Relations

Secretariat

Mike Jones (Secretary)

Katy Brown (Assistance Secretary)

1 **APOLOGIES**

Apologies were received from:

Cllr David Baines, St Helen's Council

Michelle Cameron, Liverpool Chamber of Commerce

Therese Irving, Wirral Older People's Parliament

Julie Kay, Wirral Older People's Parliament

Jordi Morell, Independent Passenger Representative

2 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

3 **APPOINTMENT OF CHAIRMAN**

Nominations were invited to be Chairman of the Consultative Committee until the AGM meeting in February 2022.

Steve Pearse nominated Bob Swann.
Councillor Michael Roche seconded the nomination.

There were no other nominations.

Councillor Christina Muspratt requested to use the term Chairperson. It was agreed to use the word Chair or Chairperson in future correspondence and meetings.

Resolved -

That Bob Swann be appointed Chair of the Consultative Committee until the AGM meeting in February 2022.

Bob Swann took the Chair's position.

4 **APPOINTMENT OF VICE-CHAIRMAN**

Nominations were invited to be Vice-Chair of the Consultative Committee until the AGM meeting in February 2022.

Steve Pearse nominated Norman Elias.
Councillor Michael Roche seconded the nomination.

There were no other nominations.

Resolved -

That Norman Elias be appointed Deputy Chair of the Consultative Committee until the AGM meeting in February 2022.

5 **CHAIRMAN'S ANNOUNCEMENTS**

No announcements were made.

6 **APPOINTMENT OF SUB-COMMITTEES AND PANELS**

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

Councillor Muspratt requested to be a member of the Noise Monitoring 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 2020/2021 with the Terms of Reference and membership categories as detailed in the Constitution.

7 **MINUTES**

Resolved: That

- (1) The minutes of the Liverpool Airport Consultative Committee meeting held on 20 November 2020 be agreed as a correct record; and**
- (2) The minutes of the Noise Monitoring Sub-Committee meeting held on 22 January 2021 be received and noted.**

8 **MEMBERSHIP**

The Secretary informed the Committee that Hale Bank Parish Council had appointed Councillor Glenda Richards as their representative and Councillor Leon Tootle now represented Liverpool Council on the Consultative Committee.

The Secretary also informed the Committee of the following two issues connected with non-attendance. Under the Constitution, members were to be contacted if they failed to attend three consecutive meetings.

ARCH under the bridge – Alan Ascott had not been in contact since the lockdown began. A colleague has informed us that he is still active but may not have access to Teams or to his works email.

West Cheshire and North Wales Chamber of Commerce – since Jordi Morell left and became an independent passenger representative only the Secretary of the Chamber had offered to replace him and was intending to attend at least one meeting a year but had not attended any.

Resolved: That West Cheshire and North Wales Chamber of Commerce be removed from the membership.

9 **PUBLIC QUESTION TIME**

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

10 **QUARTERLY BUSINESS REPORT**

Robin Tudor shared information from the Quarterly Business Report.

The total number of passengers for 2020 was 1.35 million, which was a 74% decrease compared to 2019. 68% of these passengers came from the first three months of the year and 38% from the months of April to December when the pandemic impacted the most. The testing and quarantine requirements for travelling had restricted passengers and the costs attached to these testing requirements made travel less desirable.

21 departures had taken place in the week commencing 15th February, the vast majority of which were domestic flights and only 6 were international flights. The airport continued to focus on minimising costs. Passengers flying from the Isle of Man for health care were often released from the hospital many hours before their flight is due, so the airport had subsequently worked with XLR, who run one of the business aviation facilities, to provide access to their passenger lounge for these passengers to rest and relax prior to their departure.

Operational costs in areas such as Security and Air Traffic Control were similar to pre-covid levels, regardless of the number of passengers and flights, however income remained minimal. Although some government support had been issued, the aviation sector was yet to receive the same level of government support that other sectors had experienced. The government remained cautious regarding the return of international travel and summer holidays abroad, however summer travel was vital for UK airports including Liverpool to generate some income and begin to recover. The industry continued to support the travel restrictions for health reasons but needed a roadmap to recovery to build consumer confidence and see the return of international air travel.

In November a scheme was announced to help airports with fixed costs. This, along with the furlough scheme, was welcomed but more financial support was needed, particularly when considering the ongoing high operating costs associated with maintaining operations, with further government support being lobbied for. Staff had been very understanding however, working very flexibly around the needs of the business.

In January 2020 the process for ISO 50001 (concerning energy management) had been started. The previous process (CRC) had been disbanded and the revenue from it put towards climate change actions. The airport had a good track record of reducing its emissions, having decreased them by 50% in the last 10 years. An independent audit was planned to take place when the airport was running as normal.

Despite passenger numbers falling, freight flights had increased, much of which was linked to the automotive industry.

The Airport was continuing to work closely with its retail partners, helping them to remain open in the terminal where possible, however this had

become increasingly more difficult with fewer and fewer passengers. Most retailers had now been forced to close. Larger retailers such as Burger King and Starbucks would most likely return quickly when normal business returned. Smaller retailers would take longer to return and some chains would not return at all. As flights return in the coming months, it was a priority for the airport to ensure that the passenger experience remained a very positive one. Therefore, whilst passenger numbers were low, the airport had taken advantage to improve the efficiency of the security screening processes, despite already being industry leading in terms of minimal queuing times, by investing in and installing additional equipment.

Keith Levin brought the Committee's attention to the airport being used in pre local election political literature in a negative light. It was discussed that shareholders such as the Local Authority should encourage a positive image of the airport as a contributor to the local economy and community. Keith also raised a concern that there may be a monopoly regarding fuel supply to the general aviation community at the airport as there may soon be only one provider of this fuel at the airport. These issues were noted.

11 **CUSTOMER SERVICES UPDATE**

Christina Smith provided the Customer Services Update.

Contact with passengers had decreased over the last few months with 698 passengers contacted in October, 470 in November and 582 in December. These numbers were under 50% of what was normally expected but were still high when compared to the number of passengers in the airport.

Customers who had booked parking on site to coincide with travel plans, and whose flight had been cancelled, were contacting the Airport to cancel or move their parking reservations. Most cancellations were resolved in the same day but those that were made through a third party could not be amended by the airport. For those looking to amend their reservations credit links were offered that were valid until June 2022 and valued more than the original booking. Many regular passengers were opting with this offer, and those who wished to cancel were usually refunded within the same day.

50% of queries were related to the change in travel regulations. Confusion around restrictions and regulations was understandable as they could change weekly. The airport were letting people know about tag testing and referring customers to most recent online updates, advising them to check on the day of their departure for the most up to date information.

12 AIRSPACE CHANGE PROCESS

Andrew Dutton informed the committee about the Airspace Change Process. The Airspace Change Process was paused before Christmas and remained so.

An agreed protocol was in place with ACOG (Airspace Change Organisation Group) and CAA (Civil Aviation Authority) for restarting the process when normal business returned.

13 CORRESPONDENCE

The national organisation of Consultative Committees, UKACCS, had reported their plans to meet with the Minister in charge of aviation and included a mention of renaming the Consultative Committees. Suggestions for new names could be sent to the Secretary.

14 ANY OTHER BUSINESS

No other business was recorded.

15 DATE OF NEXT MEETING

Resolved – that the next meetings for the Noise Monitoring Sub-Committee (NMSC) and the Liverpool John Lennon Airport Consultative Committee (LJLACC) be as follows and be circulated to Members:

Noise Monitoring Sub-Committee	Consultative Committee
23 Apr 2021	21 May 2021
16 July 2021	17 September 2021
22 October 2021	19 November 2021
21 January 2022	18 February 2022