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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 16 February 2024

Present:

Bob Swann, Chair

Zafer Ceri, General Aviation

Councillor Liz Grey, Wirral Council

Phil Hart, Sefton Council

Councillor Doreen Knight, Speke Ward, Liverpool Council

Councillor Keith Laird, St Helens Council

Councillor Joe McNamara, Hale Council

Jordi Morell, West Chester BID

Alex Naughton, Liverpool Combined Authority

Simon Osborne, National Trust

Councillor Steve Parish, Warrington Council

Steve Pearse, Friends Of Liverpool Airport

Tony Rice, Disabled Persons Representative

Councillor Andy Walker, Lancashire Council

Councillor Bill Woolfall, Halton Council

Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations

Andrew Dutton, Head of Environment and Sustainability

Secretariat

Mike Jones, Secretary

1 **APOLOGIES**

Apologies for absence were received from:

Councillor Victoria Berry, Halewood Council

Councillor Tony Brennan, Knowsley

Michelle Cameron, Liverpool Chamber of Commerce;

Norman Elias, Passenger rep;

Councillor Chris Ellams, Helsby

Brian Hargreaves Hale Council;

Councillor Graham Wood, Frodsham Council

2 **DECLARATION OF INTERESTS**

Councillor Doreen Knight declared an interest in the quarterly report as her nephew was a firefighter.

3 **APPOINTMENT OF CHAIR**

The Secretary requested nominations for the role of Chair for the year to the AGM in February 2025.

Councillor Bill Woolfall nominated Bob Swann, seconded by Tony Rice.

There were no other nominations.

Resolved – That Bob Swann be appointed Chair of the Liverpool John Lennon Airport Consultative Committee until the February 2025 AGM.

4 **APPOINTMENT OF VICE CHAIR**

The Chair requested nominations for the role of Vice-Chair for the year to the AGM in February 2025.

Bob Swann nominated Norman Elias, seconded by Jordi Morell.

There were no other nominations.

Resolved – That Norman Elias be appointed Vice-Chair of the Liverpool John Lennon Airport Consultative Committee until the February 2025 AGM.

5 **APPOINTMENT OF SUB-COMMITTEES**

The Chair introduced the extracts from the Constitution which had been amended this year so that the membership of the Noise Monitoring Sub-Committee was drawn from the Consultative Committee, plus technical officers and Parish Councils who were in the proximity of the airport. He emphasised that there was no commitment to attend every meeting but they could represent their constituents at that meeting.

The Chairman also requested that the General Purposes Sub-Committee, which met only when there was a particular topic to discuss, should not have a named membership but should have members that were suitable to the topic. The section of the Constitution would be redrafted for future approval.

Resolved – that

- 1. The membership and terms of reference of the Noise Monitoring Sub-Committee be approved;**
- 2. The section of the Constitution dealing with the General Purposes Sub-Committee be redrafted for agreement at a future meeting.**

6 **APPOINTMENT TO OUTSIDE BODIES - AIRPORT TRANSPORT FORUM**

The Committee were asked to nominate their representative on the Airport Transport Forum meetings.

The Chair nominated Steve Pearse.

There were no other nominations.

Resolved – that Steve Pearse be the Committee’s representative on the Airport Transport Forum meetings until the February 2025 AGM of the Consultative Committee.

7 CHAIR'S ANNOUNCEMENTS

There were no Chairman’s announcements.

8 MINUTES

Agreed:

Resolved: That

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 17 November 2023 be agreed as a correct record; and**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 19 January 2024 be received and noted.**

9 MEMBERSHIP

Changes in membership since the last meeting

The Secretary reported that Hale Parish Council had appointed two representatives so should be able to attend this Committee and the Noise Monitoring Sub-Committee.

Non-attendance

The Committee’s Constitution required the Secretary to write to any members who have not attended for three consecutive meetings to ascertain a reason for absence.

Liverpool Chamber are still awaiting a replacement for Michelle Cameron. The Secretary would continue to check with them.

10 PUBLIC QUESTION TIME

No questions had been submitted in advance.

11 QUARTERLY BUSINESS REPORT

The Head of Public Relations presented the quarterly report for the period 1 October to 31 December 2023. There had been an overall 17% increase in passenger numbers compared to the same period in 2022 but still 12% down on 2019. Passenger numbers were 4.2 million for the year with an expectation to reach 5 million in 2024. Highlights of the report included:

- EasyJet had announced new routes including Tunisia and also the basing of a fifth aircraft at the airport.
- Ryanair had announced a new route to Finland for Christmas.
- Loganair had reduced routes.
- Wizzair had returned to pre-covid passenger load factors.
- Lufthansa were suspending their service to Frankfurt.
- Danair was a new operator to Romania.
- Aurigny were a new operator starting in April to Guernsey.
- At a Recruitment Day in January there were over 1,000 people turn up for 200 jobs
- A bookable Sensory room had been opened for neuro diverse passengers and their families or carers.
- An airport trainee firefighter scheme had been introduced.

Members questioned the capacity of the terminal and airport but were reassured that it was designed for about 6 million passenger numbers and once 5 million was exceeded, further developments would be considered. The physical limit was likely to be the terminal and potentially car parking, but surface access improvements would ideally be made too. Members expressed concern for the gap in public transport for services between 3am and 6am, as staff were required well before flights. A new franchising model from the Combined Authority may help as it could allow considerations other than routes needing to purely be commercial.

Resolved – that the quarterly report for 1 October 2023 to 31 December 2023 be noted.

12 CUSTOMER SERVICES UPDATE

The Head of Public Relations presented the update on Customer Services. He noted the trends which included that the chatbot had reduced the number of direct contacts for simple enquiries. There were complaints about delays in baggage handling and he noted that easyJet had changed their handling agent. Car parking was the reason for the majority of complaints. There had been a new system with number plate recognition to avoid the necessity for tickets but that had some initial problems which had been resolved.

Members requested that the graphs of complaints and compliments have a consistent scale as they were hard to compare. Members also discussed the issue of parking or waiting in nearby estates, which may be a topic for a future

meeting to discuss. The signage for the 40 minute free parking was discussed.

Resolved – that the customer services report for 1 October 2023 to 31 December 2023 be noted.

13 AIRSPACE CHANGE PROCESS

The Head of Environment informed the Committee of the background and latest position regarding the LJLA Airspace Change Process (ACP) and the wider MTMA Cluster. The existing airspace had been established in the 1950s using ground-based navigation aids. Since then satellite navigation had become the main system and the ground based aids were being rationalised and reduced in number, and the airspace was being modernised to reflect this, as well as systemisation of the separation of aircraft and ensuring that the airspace use of different airports complemented each other. Engagement with other airports was continually ongoing co-ordinated through Airspace Change Organisation Group (ACOG). The changes should also improve environmental performance reducing fuel usage and noise overall.

Members asked about the process. They were reassured that there were multiple satellites so there was resilience if some failed, and air traffic control could always manually provide guidance.

14 TOPICAL ITEM

The Head of Public Relations presented the Airport's Environment, Social and Governance document ([See link here on airport website](#)) which is intended to be an annual report setting out the aims and achievements in the three areas in the title. The aims aligned with the United Nations Sustainability Goals, and this edition focussed on four – health and wellbeing, work and economic growth, reduced inequalities, and climate action. Achievements were detailed – carbon emissions had been measured since 2010 and had reduced by 70% with power usage reduced by 35%. This was as a result of the reduced carbon intensity of power generation and a culture of only using power where and when needed. There was to be future improvements including a solar energy farm on site and a move from diesel to electric power for ground vehicles. In terms of the energy use of employees, it was noted that only about 10% of staff who worked at the Airport were employed directly by the Airport. The Airport was also in the HINET scheme, looking at hydrogen as a future fuel for aircraft.

Member questioned the detail in the report.

15 ANNUAL WORK PROGRAMME

The Consultative Committee considered the current Work programme which detailed potential speakers.

Other speakers were suggested to broaden the knowledge of members regarding the work of the Airport including:

- Rebecca Lucy – to talk on local organisation, charities and schemes such as apprenticeships.
- A representative from the airport community such as the operators of private jets such as XLR or LAS
- Merseyside Police Inspector regarding the policing team based at the airport
- The Leader of Liverpool City Council Liam Robinson about his perspective of the Airport's contribution to the City Region.

Resolved –

That the annual work programme be noted.

16 CORRESPONDENCE

The Secretary informed the Committee that the national organisation of Consultative Committees, UKACCS, sends consultations and also a weekly digest of articles and documents of interest to the wider industry. Other airports circulated this digest so that would be looked into for this Committee.

17 UKACCS ANNUAL CONFERENCE

The Secretary presented for noting the minutes from the annual meeting of the national organisation of Consultative Committees, UKACCS, which were the notes of the Chair, the official minutes and some notes that the Secretary had made of particularly notable or relevant information from the annual meeting. The conference had highlighted that Liverpool Airport was sharing problems in common with many airports, including a return to pre-covid passenger levels, issues with ground handling staff numbers, and a slow move towards larger projects such as airspace change and jet zero.

18 ISSUES FOR DISCUSSION WITH NOTICE

Members raised several issues for potential discussion at future meetings:

Passengers with Reduced Mobility

Tony Rice asked about the public seating being taken away from departures which left people sitting on the floor or resting in shops.

Signage for deaf people

Tony Rice passed on comments asked about the departures area where signage was incorrect and staff compensate by shouting instructions which disadvantages deaf passengers who end up in the wrong queues. The Airport would feed this back to the handling agent who was responsible.

Hybrid or online meetings of the Consultative Committee

Several members raised the issue of allowing people to join meetings remotely, as the Combined Authority allowed. The Airport still had the intention of changing venue to the old control tower but the works to convert that to a usable space were delayed until Jet2 had completed their move into the terminal. Some members and officers valued the opportunity to meet in person to allow more general discussions. The Chair promised that the issue would come back to Committee in the future for a fuller debate.

19 DATE OF NEXT MEETING

The list of scheduled meetings (all on Fridays at 10.30 am) was approved as:

LJLACC	NMSC
(Reporting Jan to Mar) 19 April 2024	(Noise complaints from Jan to Mar) 26 April 2024
(Apr to Jun) 12 July 2024	(Apr to Jun) 13 September 2024
(Jul to Sep) 18 October 2024	(Jul to Sep) 1 November 2024
(Oct to Dec) 17 January 2025	(Oct to Dec) 7 February 2025

The Secretary would circulate the dates and issue invites.

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