



## Liverpool John Lennon Airport Consultative Committee

<b>Date:</b>	Friday, 26 November 2021
<b>Time:</b>	10.30 a.m.
<b>Venue:</b>	Via Microsoft Teams and in person in the 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

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### AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 16)**

To approve the minutes of the meeting of the Consultative Committee held on 17 September 2021 and to receive the minutes of the Noise Monitoring Sub-Committee held on 20 October 2021.

5. **MEMBERSHIP**

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

6. **PUBLIC QUESTION TIME**

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to

deal with issues raised by the question.

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

**7. QUARTERLY BUSINESS REPORT (Pages 17 - 20)**

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

**8. CUSTOMER SERVICES UPDATE (Pages 21 - 24)**

Update from Christina Smith, Customer Services Executive.

**9. AIRSPACE CHANGE PROCESS**

Update by Andrew Dutton, Head of Environment.

**10. CORRESPONDENCE**

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

**11. 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 24 November) so they can be considered. The Chairman will make the final decision whether to take items.

**12. ANY OTHER BUSINESS**

**13. DATE OF NEXT MEETING**

The next scheduled meeting is Friday 18 February 2022 at 10.30 am.

**14. EXCLUSION OF PRESS AND PUBLIC**

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.

**15. 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, 17 September 2021

**PRESENT:**

Bob Swann, Chair

Councillor Caroline Ashton, Frodsham Council

Michelle Cameron, Liverpool & Sefton Chamber of Commerce & Industry

Norman Elias, passenger representative

Councillor Chris Ellams, Helsby Council

Councillor Yvonne Graves, Halewood Council

Councillor Liz Grey, Wirral Council

Councillor Michael Green, Lancashire Council

Councillor Andrew Hesford, Halewood Council

Keith Levin, LAGAUA

Jordi Morell, independent passenger representative

Alex Naughton, Liverpool City Region Combined Authority

Simon Osborne, National Trust

Councillor Steve Parish, Warrington Council

Councillor Lynn Riley, Cheshire West and Chester Council

Tony Rice, Disabled Persons

Councillor Bill Woolfall, Halton Council

Liverpool Airport

Robin Tudor, Public Relations Manager

Andrew Dutton, Head of Environment

Secretariat

Mike Jones (Secretary)

**28 APOLOGIES**

Apologies for absence were received from:

Councillor Tony Brennan, Knowsley Council

Therese Irving, Wirral Older People's Parliament

Councillor Malcolm Spargo, Hale Council

**29 DECLARATION OF INTERESTS**

There were no declarations of personal interests.

**30 CHAIRMAN'S ANNOUNCEMENTS**

The Chair reminded members that there was a new item on the agendas which was the 'members items for discussion', for issues relevant to the Airport such as property developments, industry matters or local concerns

about the airport. Prospective items should be notified to the Secretary for consideration.

### 31 **MINUTES**

**Resolved: That**

**(1) the minutes of the meeting of the Consultative Committee held on 21 May 2021 be agreed; and**

**(2) the minutes of the Noise Monitoring Sub-Committee held on 16 July 2021 be received.**

### 32 **MEMBERSHIP**

The Secretary updated members on changes to membership since the last meeting which were:

- For Halewood Council, Councillors Ken Dalton and Suzanne Harvey were replaced by Councillors Yvonne Graves and Andrew Hesford;
- For Halton Council, Councillor Stan Hill was replaced by Councillor Bill Woolfall;
- For Sefton Council, Councillor Michael Roche will now have Councillor Greg Myers as a Deputy;
- For St Helen's Council, Councillor Steve Baines was replaced by Councillor Andy Bowden;
- For Wirral Council, Councillor Liz Grey will now have Councillor Helen Collinson as Deputy.

### 33 **PUBLIC QUESTION TIME**

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

### 34 **QUARTERLY BUSINESS REPORT**

Robin Tudor, Head of Public Relations, presented the airport's quarterly report. The period had been similar to the rest of the Covid-19 pandemic period since March 2020 but had also seen slight improvements in passenger numbers and revenues, and it was hoped that a potential change in travel restrictions on the day of the meeting would yield more positive results.

Rather than just the second quarter, Robin included July and August so it was a five-month period, April to August, covering the critical summer period. There had been 424,000 passengers, compared to 2.4 million in 2019. The main reason was that for aviation, lockdown restrictions had continued with a traffic light system for visits to other countries and compulsory PCR testing with cost implications of £60-£90 per person. Liverpool had been one of the fastest recovering airports in the UK. Belfast was still the busiest route with 30

flights a week, and several new routes had been announced including Rome, Bournemouth, Milan and Paris.

Staff had helped keep costs down by working from home and remaining on flexi-furlough whilst that scheme operated. The Airport had since reinstated 100% of pay and had started recruiting staff including apprentices. Standards of services to passengers had been maintained with the emphasis on speed and efficiency.

On the commercial side, many stores in the terminal had reopened although some had reduced opening hours and they were suffering staffing issues. New stores for M & S Food and W H Smiths had opened.

Members asked questions about the report which established:

- That links with hub airports were still being investigated but were often underwritten by business travel which will be slow to recover.
- General Aviation situation was almost back to pre-covid levels although two flying schools had closed at Liverpool.
- Financially, the airport was majority privately owned - 45% Peel, 45% Ancala and 10% Liverpool City Council.
- There had not been much freight activity mainly due to restricted operating hours.
- The Airport's Covid secure actions had been recognised internationally as it implemented the International Civil Aviation Organisation (ICAO) guidance for air travel through the COVID-19 public health crisis.
- There were new graphics in the arrivals area to improve transport information provision in consultation with partners. An integrated rail plan was awaited which was already delayed by over a year which was to include northern powerhouse rail and HS2.

**Resolved –**

**That the quarterly business report be noted.**

## 35 **CUSTOMER SERVICES UPDATE**

Robin Tudor presented this report which looked at customer services from April to June 2021. The highest proportions of enquiries had been from airline issues and car parking. Airline enquiries were mainly signposted to the airlines, and most car parking issues were linked to parking being booked through airlines. Numbers of enquiries had increased in line with increasing passenger numbers, and compliments were mainly due to services to disabled persons.

The Airport was also looking into new guidance on reporting on looking after passengers requiring assistance to enable comparison on common standards.

**Resolved:**  
**That the customer services update be noted.**

36 **AIRSPACE CHANGE PROCESS**

Andrew Dutton informed the Committee that the airspace change process was still 'paused'. There was a meeting with the Airspace Change Organising Group scheduled for October.

37 **CORRESPONDENCE**

Andrew Dutton informed the Committee that the Independent Commission on Civil Aviation Noise (ICCAN) had been dissolved by the Minister for Aviation.

38 **MEMBERS ISSUES FOR DISCUSSION**

Jordi Morell had noticed that foreign airports, such as Portugal, Spain and France, seemed to take Covid-19 restrictions more seriously in terms of checking that passengers had the correct proof and documentation. Robin Tudor informed the Committee that Border Force did have a Passenger Locator Form to complete and PCR tests booking and they should be checking them.

Councillor Steve Parish noted that the drop off facility did not take into account the difficulties of managing children with a pram and asked if it could be reviewed. Robin Tudor reminded the Committee that the policies were reviewed when feedback was received.

39 **ANY OTHER BUSINESS**

There was no additional business.

40 **DATE OF NEXT MEETING**

The date of the next meeting had been moved a week following a clash of meetings and would be held on 26 November 2021.



## 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

With over 70 destinations to fly to, where will you go next?  
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## Aircraft Movements Comparison

First week of August 2019,  
2020 & 2021

2

## 2019



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## 2020

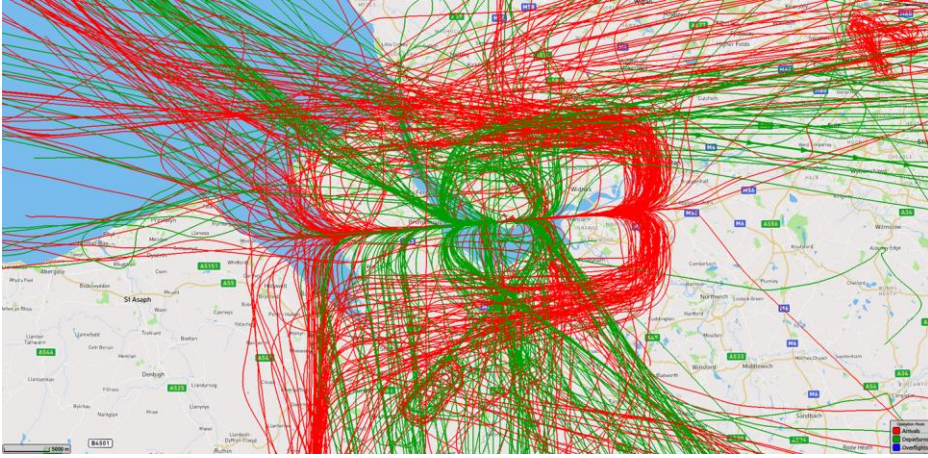


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2021



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## Rolling 15 months movements October 2018 to December 2019

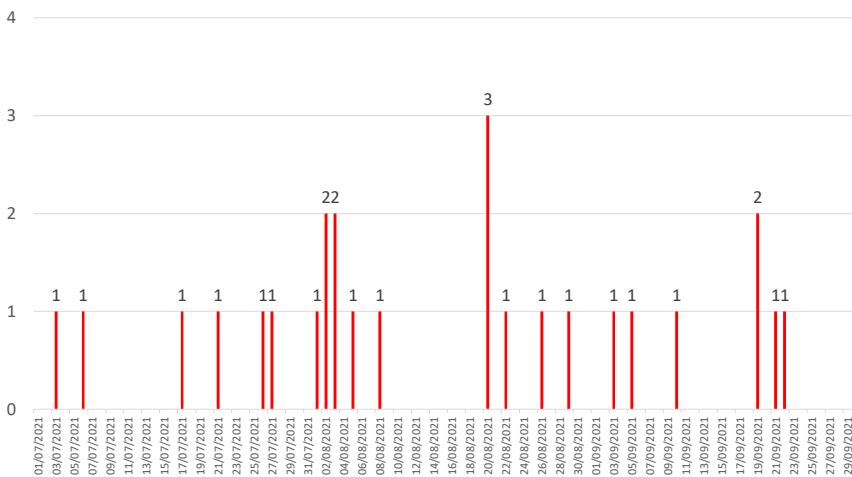
	Club	Commercial	Non Commercial	Other
2021 January	301	502	13	66
February	210	229	15	40
March	389	215	19	34
April	1,702	266	43	81
May	1,825	384	113	85
June	2,245	918	75	150
July	2,082	1,482	134	115
August	2,060	2,085	146	152
September	1,956	1,946	151	141
October	1,302	1,330	77	74
2020 January	1,767	2,323	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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## Noise complaints by day 1<sup>st</sup> July to 30<sup>th</sup> September 2021



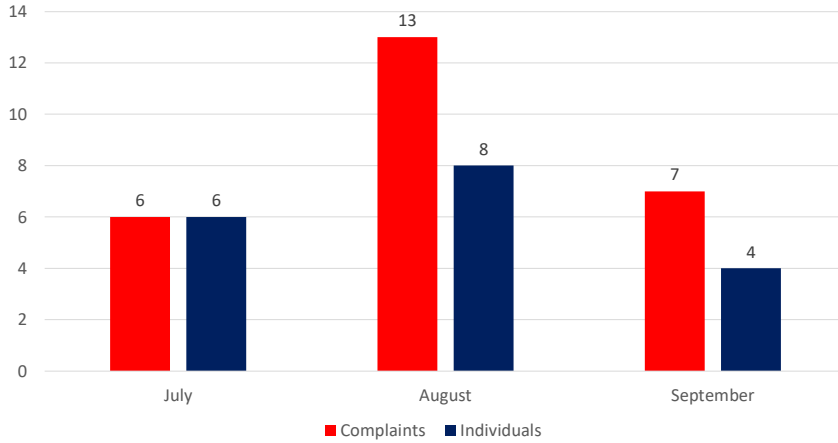
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## Complaints and Individuals from July to September 2021

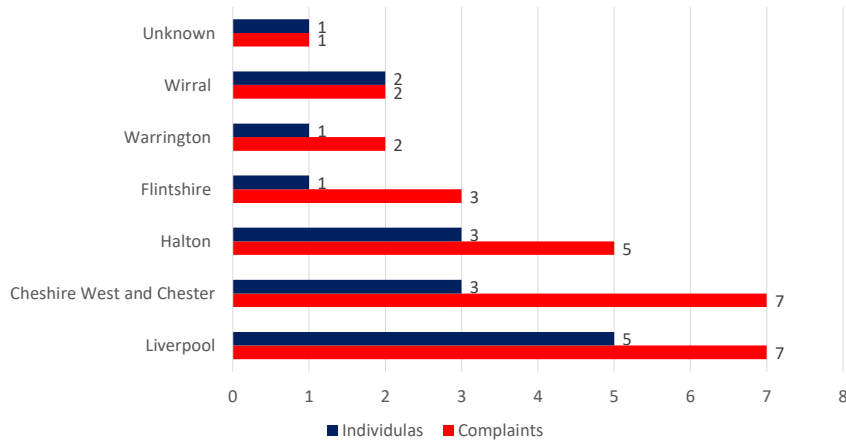


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## Number of complaints and individuals from each administrative area from July to September 2021

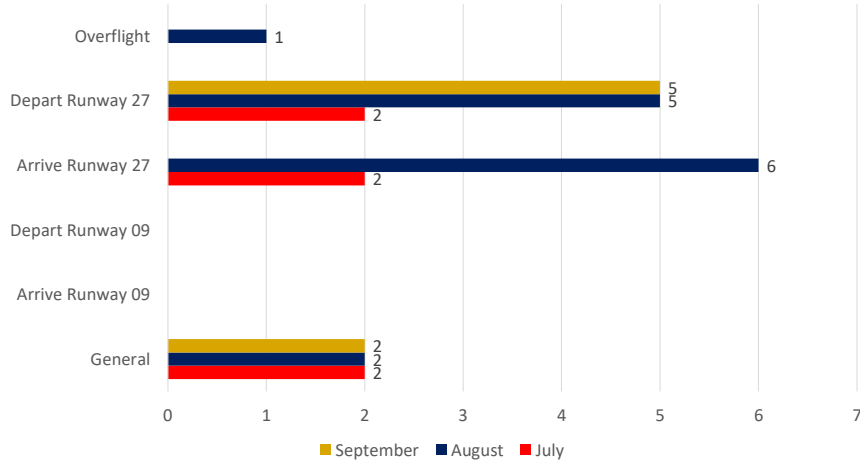


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### Operations that caused noise complaints from July to September 2021

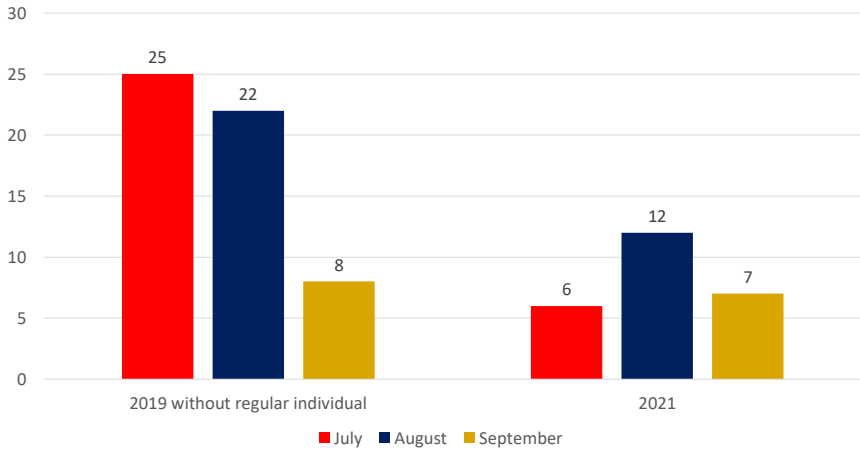


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### Complaints comparison for July to September 2019 & 2021

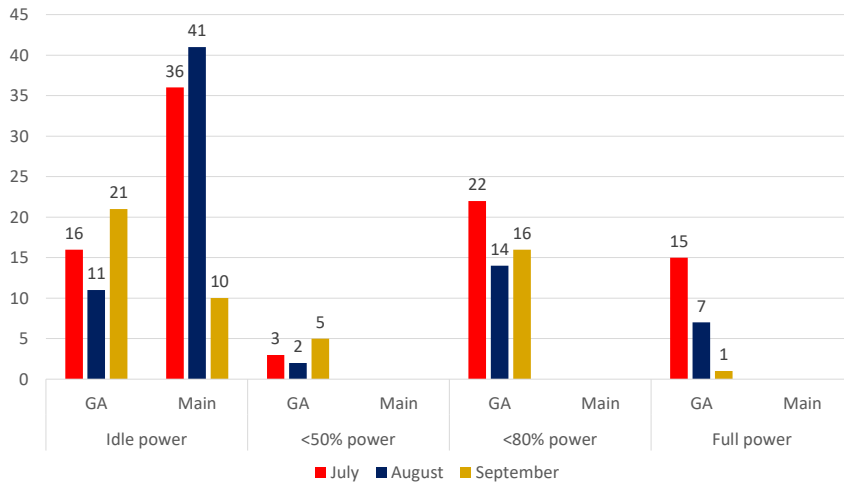


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### Engine Test Runs July to September 2021



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## QUARTERLY BUSINESS REPORT

### 1.0 Airport update

#### **Commercial passenger traffic**

In recent weeks, the UK aviation industry has seen further easing of covid related international travel restrictions. There is now no requirement for a pre-departure covid test ahead of travel to England and the need for an expensive PCR test taken on the second day after arrival was replaced with a cheaper lateral flow test. In addition, the traffic light system of restrictions in relation to a particular country were also simplified and today there are currently no countries on the red list for travel to England.

These welcome improvements whilst too late to bring about a much needed boost for the summer season, did result in a busier October for the airport, which included the half term holiday period.

Month	2021	2020	Variance v 2020 (%)	2019	Variance v 2019 (%)
September	189,277	120,210	+57	458,971	-59
October	217,075	66,247	+228	460,647	-53
<b>Totals</b>	<b>406,352</b>	<b>186,457</b>	<b>+118</b>	<b>919,618</b>	<b>-56</b>

In fact, October's passenger numbers were the highest recorded since the start of the pandemic in March 2020 which is an encouraging sign as the airport continues its recovery. However, to put this into context October's figures are still some 53% below pre-pandemic October 2019 passenger numbers. Whilst both the September and October combined total figures are some 56% below 2019 levels, they are 118% higher than last year. In comparison to most other UK airports, Liverpool's rate of recovery continues to be better than most.

During this Autumn period, destinations most popular have continued to be those offering late summer sunshine including Malaga, Alicante, Palma and Faro, whilst closer to home the Belfast service continued to be the Airport's most popular route with Dublin numbers returning well too.

The end of October brought the start of the Winter schedules for airlines and for Ryanair this included the introduction of new twice weekly services to Milan Bergamo in Italy, Paris Beauvais in France, Stockholm Arlanda in Sweden, Tallinn in Estonia and Sibiu in Romania.

Operationally, at the beginning of October the furlough scheme came to an end and having maximised use of the scheme throughout, all remaining colleagues either on furlough or flexi-furlough returned to work, with the airport company hosting a barbeque to welcome back many colleagues – a number of whom hadn't seen their colleagues for much of the past 18 months.

There has been little change in the retail operation at the airport with all those units that are likely to remain open throughout the winter continuing to trade closer to normal. However opening hours are often reduced or can change at short notice due to staff shortages due to ongoing covid related issues or challenges to fill vacancies as has been experienced across the wider hospitality and retail sectors.

### **General and Business Aviation**

<b>Month</b>	<b>2021 Movements</b>	<b>2020 Movements</b>	<b>Variance v 2020 (%)</b>	<b>2019 Movements</b>	<b>Variance v 2019 (%)</b>
September	1,790	2,296	-22	2,010	-11
October	1,544	1,511	+2	2,251	-31
<b>Totals</b>	<b>3,334</b>	<b>3807</b>	<b>-12</b>	<b>4,261</b>	<b>-22</b>

The table above shows the level of General and Business Aviation activity at the Airport over the past two months, with totals down on both last year's figures and those of 2019.

### **Freight**

Following the strong start to the year, the volume of freight handled by the airport in recent months reduced considerably due to the reductions in the airport's night time operating hours during lockdown. Traffic has since picked up slowly and work is underway to develop more freight business once again as the post pandemic recovery continues.

## **2.0 Other Matters**

### **Apprenticeship Programme**

The Airport has recently recruited four new apprentices as part of its Apprenticeship Programme. This scheme is a key part of the Airport's wider Community Programme and gives young local people the skills to develop a career at the Airport. Apprentices bring fresh ideas and new young talent into the business and over the next four years will combine work at the airport alongside their college studies.

The successful individuals were selected from a number of applicants keen to seek a career at the Airport, with three undertaking engineering roles and one in finance. Nearby Riverside College in Halton was chosen for two of the apprentices to undertake their studies at, as they are Ofsted Outstanding for Apprenticeships, have an excellent reputation for providing high quality courses and are an ideal fit for apprentices working at the airport.

The Airport has been a long-time advocate of apprenticeships, recognising the benefit to young people looking for their first step into the world of work and helping the business to nurture and develop high calibre employees. Many former apprentices have subsequently gone on to full time permanent positions and have developed successful careers at the Airport.

### **Airport Chaplain retires**

Airport Chaplain Nicky Lees recently retired having completed 19 years of service here at the Airport.

Nicky was the Airport's first permanent Chaplain and has been a friend and colleague to everyone who works at the Airport during her time here. She has provided much needed support to many employees as well as helping passengers often by simply being someone to talk to and a good listener, perhaps during a difficult personal period, as well as providing spiritual support too.

She was the driving force behind the Airport providing a multi-faith prayer room for passengers and employees to be able to use, often as place for quiet reflection and this has been a popular and well used facility by many over the years.

Michelle Wood has recently been appointed as the new Airport Chaplain.

### **Press releases**

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

22 September	Apprenticeships take-off once again at LJLA
2 November	Ryanair launch 5 new routes from LJLA this week

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## Customer Services and Accessibility Report July to September 2021

Contact from the public and passengers has remained steady during quarter 3 with volumes close to 2019 levels despite 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

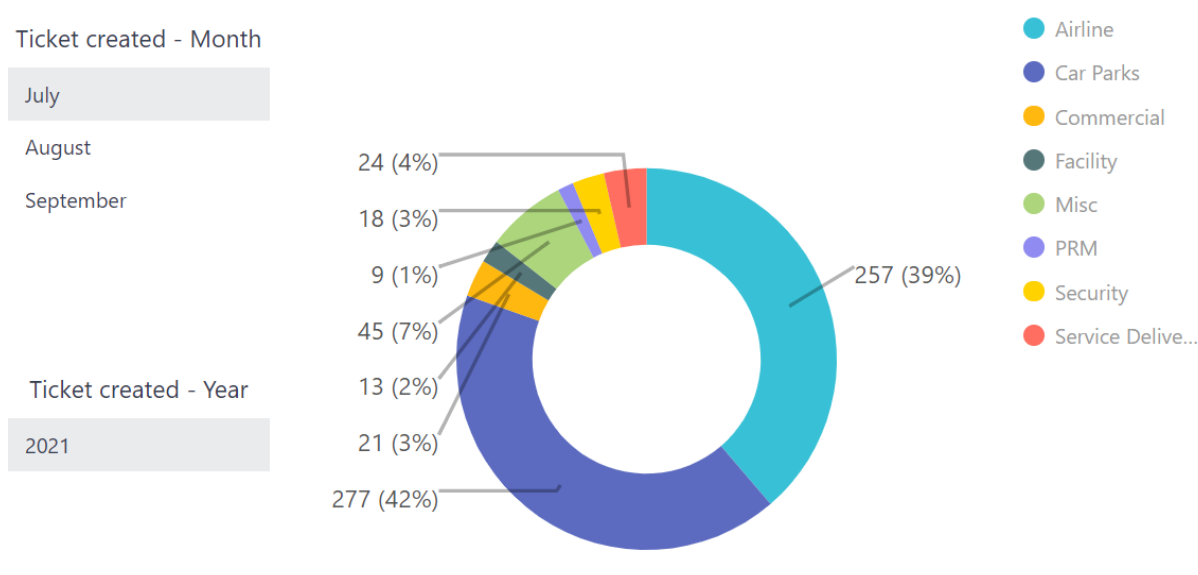
**Compliment** – Feedback appreciative of an experience or service provided. This does not include satisfaction rankings for tickets responded to directly

**Query** – Requests for information

### July

42% of all tickets related to car park enquiries, changes and cancellation of bookings

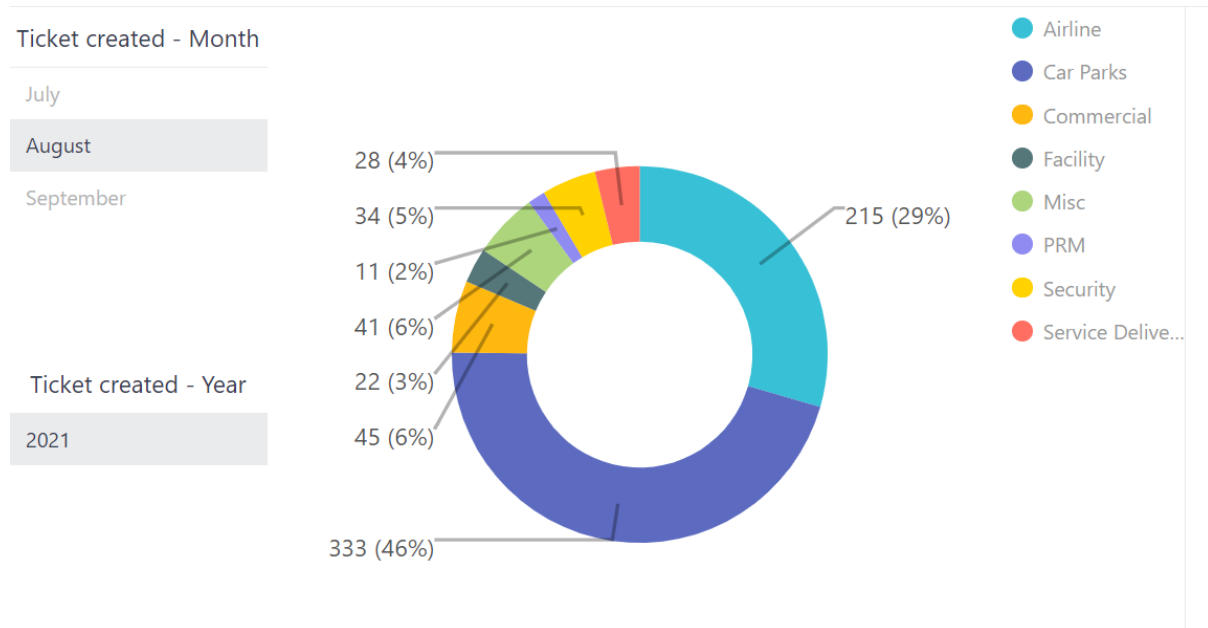
39% of all tickets related to airline documentation enquiries regarding return to flying and restrictions in place for travel



### August

46% of all tickets related to car park enquiries, changes and cancellation of bookings

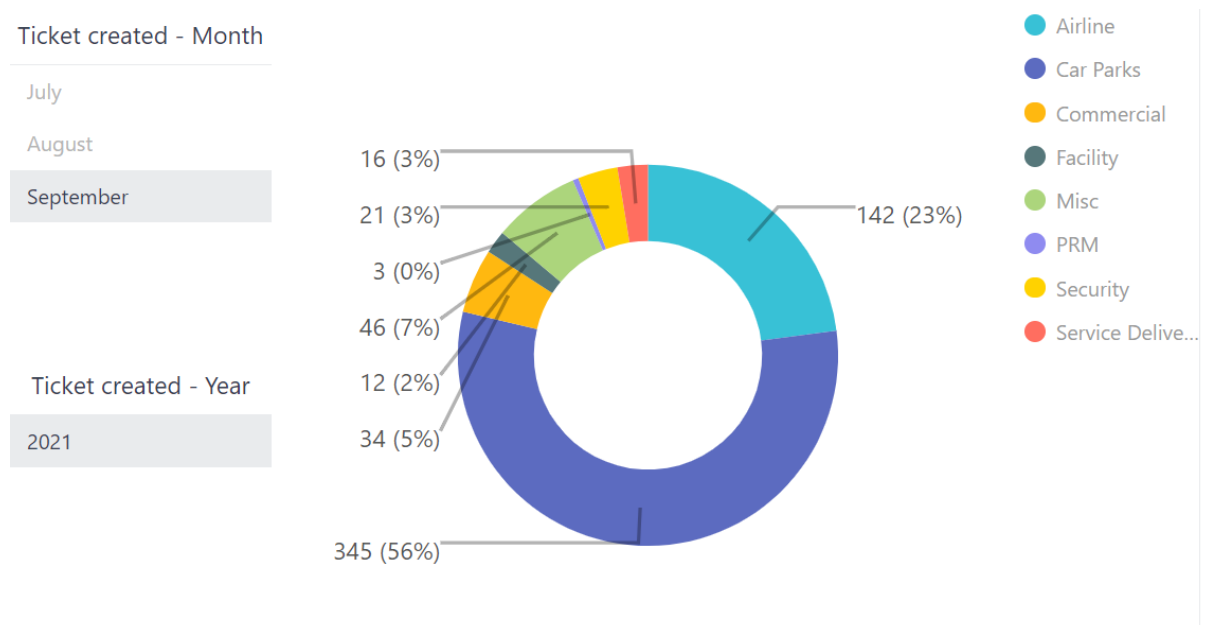
29% of all tickets related to airline enquiries regarding a return to flying and changes to restrictions in place.



### September

23% of all tickets related to car park enquiries, changes and cancellation of bookings

56% of all tickets related to airline enquiries regarding a return to flying, whether flights would operate and restrictions that may be in place.



Car Park related tickets increased consistently across the quarter as bookings increased and as airline schedules were subject to changes, additions or cancellations as changes to the Red, Amber and Green travel lists continued to affect customer plans.

We continue to receive a reduced volume of requests to cancel car park reservations at this time.

Many customers accepted credit links in lieu of refunds and their subsequent travel plans have been cancelled resulting in further contact for assistance.

Many are regular users and continue to express their wish to travel again when it is possible.

#### **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 to 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

**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.

The summer holidays saw a return to family travel with requests for the Sunflower Hidden Disability lanyard returning in numbers close to the same period in 2019.

September saw an increase in those travelling with age related disabilities once the peak summer holiday period ended.

Terminal departure security opening times returned to 7 day a week cover.

#### **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 an 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, will resume virtual meetings on 24<sup>th</sup> November 2021

### **Website**

A series of updates to the Accessible Travel page and subpages on the airport website have been made with future changes ongoing.

Please do not hesitate to ask me to clarify anything in this report.

I hope to be reporting on a much different scenario when we meet next, virtually or otherwise.

**Christina Smith**

Customer Service and Accessibility Executive