



Liverpool John Lennon Airport

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Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 16 February 2024
Time:	10.30 a.m.
Venue:	Hampton by Hilton Hotel, 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 CHAIR**

The Committee's Constitution requires the Consultative Committee to appoint a Chair 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 CHAIR**

To appoint a Vice-Chair until the 2025 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. **APPOINTMENT OF SUB-COMMITTEES (Pages 1 - 4)**

To approve the Sub-Committees, as detailed in the attached document, and note the changes in membership.

6. APPOINTMENT TO OUTSIDE BODIES - AIRPORT TRANSPORT FORUM

7. CHAIR'S ANNOUNCEMENTS

8. MINUTES (Pages 5 - 26)

To approve the minutes of the meeting of the Consultive Committee held on 17 November 2023 and to receive the minutes of the Noise Monitoring Sub-Committee held on 19 January 2024.

9. MEMBERSHIP

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

10. 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.

11. QUARTERLY BUSINESS REPORT (Pages 27 - 30)

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

12. CUSTOMER SERVICES UPDATE

Update from Christina Smith, Customer Services Executive. Report to follow.

13. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

14. TOPICAL ITEM

Environmental, Social and Governance publication.

15. ANNUAL WORK PROGRAMME (Pages 31 - 32)

To note the attached Work Programme and suggest any additions.

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. UKACCS ANNUAL CONFERENCE (Pages 33 - 44)

To receive the notes (UKACCS Chair's report, formal minutes and informal notes from the LJLACC Secretary) from the annual UK Airport Consultative Committees (UKACCS) conference, attached.

18. ISSUES FOR DISCUSSION WITH NOTICE

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Mike Jones by 5pm two days before the meeting (i.e. 5pm on Wednesday 14 February 2024) so they can be considered. The Chairman will make the final decision whether to take items.

19. DATE OF NEXT MEETING

These are the proposed dates for the forthcoming year. The Noise Monitoring Sub-Committee dates have been revised and moved later to allow sufficient time for production of the Noise Complaints Log.

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

20. 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.

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

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 LJLACC	1
Environmental Health, Liverpool City Council	1
LJLACC Member Liverpool City Council	1
Env. Health, Halton	1
LJLACC Member Halton MBC	1
Env. Health, Cheshire West and Chester	1
LJLACC Member Cheshire West and Chester	1
Airport Users/ Passengers’ Representative	1
Env. Health, Knowsley	1
LJLACC Member Knowsley MBC	1
Env. Health, Wirral	1
LJLACC Member Wirral MBC	1
Env. Health, St. Helens	1
LJLACC Member St Helens MBC	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
Total	16

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

Total **9**

Meetings frequency: ad hoc

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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 17 November 2023

PRESENT:

Bob Swann, Chair
Councillor Victoria Berry, Halewood Council
Zafer Ceri, LAGAUA
Councillor Liz Grey, Wirral Council
Jordi Morell, Independent Passenger rep)
Steve Pearse, FOLA
Councillor Keith Laird, St Helens Council
Councillor Steve Parish, Warrington Council
Alex Naughton, Liverpool Combined Authority
Councillor Andy Walker, Lancashire Council
Councillor Bill Woolfall, Halton
Liverpool John Lennon Airport
Lucy O'Shaughnessy, Commercial manager
Robin Tudor, Head of Public Relations
Secretariat
Mike Jones, Secretary

36 **APOLOGIES**

Apologies for absence were received from:
Councillor Tony Brennan, Knowsley Council
Norman Elias, Vice Chair
Councillor Chris Ellams, Helsby Council
Councillor Lyn Gibbon, CWaC
Councillor Phil Hart Sefton Council
Keith Levin, LAGAUA
Simon Osborne, National Trust
Tony Rice, Disabled Persons rep
Councillor Doreen Knight, Liverpool Council

37 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

38 **CHAIRMAN'S ANNOUNCEMENTS**

The Chair announced that the annual meeting of Consultative Committees was taking place on 23 and 24 November and requested any suggestions for topics to raise there.

39 MINUTES

It was noted that the minutes of the Noise Monitoring Sub-Committee held on 20 October 2023 were yet to be finalised and would come to a future Committee for noting.

Amendments the previous Consultative Committee minutes were noted:

1. Keith Levin had pointed out that he attended the last meeting but had not been captured in the minutes.
2. It had been agreed that aside from on the Noise Monitoring Sub-Committee, technical experts such as Environmental Health Officers, all the lay members would come from the membership of the Consultative Committee.
3. Victoria Berry was a Councillor for Halewood Council not Hale.
4. Under apologies I should read Councillor Tony Brennan not Tony Bennett.

Resolved: That, subject to the changes noted above, the minutes of the Liverpool Airport Consultative Committee meeting held on 29 September 2023 be agreed as a correct record, and the minutes of the Noise Monitoring Sub-Committee meeting on 20 October 2023 be brought to a future meeting for noting.

40 MEMBERSHIP

The Secretary informed the Committee of changes in membership since the last meeting, which included:

- For Liverpool Airport General Aviation Users Association (LAGAUA), Keith Levin was retiring after 51 years of flying and had handed representation over to his colleague Zafer Ceri.
- For Lancashire Council, Councillor Andy Walker has replaced Councillor Aidy Riggott.

The Chair paid tribute to Keith Levin as being an active participant who had engaged with the Committee over many years. He would be sadly missed.

41 PUBLIC QUESTION TIME

There were no questions from the member of the public present and none had been submitted in advance.

42 QUARTERLY BUSINESS REPORT

The Head of Public Relations talked through the Quarterly Business Report for the period 1 July to 30 September 2023. There had been an overall 11%

increase in passenger numbers compared to the same period in 2022 but still 14% down on 2019. Highlights of the report included:

- EasyJet had based their seventh aircraft at the Airport and were working on growth with a new route to Egypt and planning a route to Tunisia from April 2024.
- Ryanair had based their fourth aircraft at Liverpool with new routes.
- Aer Lingus were performing well on new route which allowed connectivity to America.
- Loganair had dropped a service which reduced their passenger figures.
- Lufthansa had dropped their frequencies of flights for the Winter, with higher frequencies to return again in Summer.
- Wizz air was dropping some routes and starting others.
- Play and Wideroe were continuing their Winter schedules of twice weekly routes.
- Jet2 had announced their Summer 2025 schedule and were due to start operations from the airport by the end of March 2024, with required building works commencing.
- There was a planned Recruitment Day on 11 January 2024 and any assistance or advertising would be welcomed.
- General Aviation figures were reduced, partly down from a trend to a reduction in executive business travel. Freight travel was all linked to the automotive industry.
- New retail developments were underway in the Departure Lounge.
- New security equipment was being installed, as required by Department for Transport, which would allow up to 2 litres of liquid per passenger in hand luggage and also electronic devices not being required to be taken out of bags.
- There was an ongoing issue on local roads close to the airport with people parking or being dropped off there.

Members queried the aircraft movements quoted in the report and requested that commercial aviation be included as well as general aviation and business travel.

Resolved: that the report be noted.

43 **CUSTOMER SERVICES UPDATE**

The Head of Public Relations introduced the report on Customer Services and Accessibility for the period July to September 2023. The staff had seen the benefit of introducing a chatbot to reduce the volume of calls that staff were required to answer as it dealt with about 40% of them. In terms of reasons, over half of complaints related to car parking, followed by baggage handling times which were not the responsibility of the airport. It was noted that easyJet had appointed an alternative baggage handler. Updated car park exit machines had been installed which allowed card payments and ticketless

working if people prebooked. Accessibility numbers had increased in line with passenger numbers.

Members discussed the drop-off timing allowance and were advised that passengers were advised not to invite people to collect them until they were ready to be collected so that any delay in baggage handling would not cause a higher parking fee by extending the waiting time. It was requested that drop off complaints be separated to allow analysis to see if it is regarded as an issue.

Resolved: that the report be noted.

44 **AIRSPACE CHANGE PROCESS**

The Head of Public Relations reported on the seven stage Airspace Change Process(ACP). This was started in February 2018 to change airspace usage from ground based navigation to satellite based. It was to allow more efficiency and straighter routes, but all airports needed to liaise with surrounding airports.

The airport is following the CAA guidance in CAP1616 which is a 7-stage process – Liverpool John Lennon Airport (LJLA) reached stage 4 before pausing the ACP in November 2020 due to covid.

When the Airspace Change Process restarted 2 years later, the airport was required to explore additional options as there was now a National Master Plan, an Airspace Change Organising Group and neighbouring ACP sponsors designs had matured in the Manchester Terminal Movement Area (MTMA). The additional MTMA option was considered as part of an Addendum to the original Stage 2. The Addendum was submitted to the CAA in August 2023 for the September Stage 2 Gateway and LJLA was informed the Addendum had passed the Gateway in October 2023.

The MTMA was a cluster of five ACP sponsors (Liverpool, Manchester, Leeds Bradford, East Midlands airports and NATS/NERL) who are working together to integrate our individual respective designs into a potential holistic solution that works for the region overall.

The target date for the MTMA consultation remained summer 2025, with implementation expected in the 2027/28 Winter if the submission was successful.

Resolved: that the update be noted.

45 AIRPORT TRANSPORT FORUM

At the most recent meeting of the Forum, there were discussions on a range of topics, which included:

- The need to extend hours of public transport, especially at night to help passengers and staff with night-time flights, as arrivals were scheduled past 2am and some departures started before 6am. Members pointed out that demand was not consistent as people travelled from different areas to get to the airport. Some airlines in other areas had a bespoke service to collect people.
- Changes to bus franchises required a 3-year notice to terminate a partnership.
- There was a Local Transport Plan update.
- The roll out of new train units continued.
- There should be an hourly rail service to Chester once again in the December 2023 timetable.
- Avanti had taken delivery of new rail units to be introduced on the West Coast mainline to give a second service to London from Liverpool stopping at Liverpool South Parkway.

Resolved: that the update be noted.

46 TOPICAL ITEM

The Commercial Director spoke to the Committee about the commercial operations, which covered 'everything that made money but was not a plane' and was dealt with by 3 staff. The work included: Food, beverages and car parks. 74% of income was non-aeronautical and was where growth came from, with car parking generating the highest revenue, then duty free, then food/beverage and lounges. There had been fundamental changes after the Covid pandemic and Brexit which changed the rules on duty free shopping and taxes which make non-food (such as technology and clothing) less attractive to vendors. There was a three-year programme for developing the departure lounge to increase their capacity and some units would be relocating.

Members asked about the business model involved and about the infrastructure required for electric vehicles.

47 HYBRID MEETINGS

The Chair opened this item, which was the result of a request at the previous meeting to have hybrid meetings voted upon. The Chair explained that the Consultative Committee followed the local government processes which were bound by legislation, including the rules that virtual meetings were allowed during the Covid pandemic but were ended afterwards despite opposition to the change back. The Chair had experienced that large meetings – above

about 8 people - were not productive online, for several reasons including that there were issues with technology failing; the cost of equipment; Councillors receive an allowance and expenses to attend outside body meetings and were expected to attend and could time off from employment for public duties; it does not allow informal interaction amongst delegates; you can only see a limited number of people; delegates can log in, turn off their camera and go away from the meeting without anyone knowing; extra staff may be needed to operate the equipment; it can be distracting. He acknowledged that the Noise Monitoring Sub-Committee had successfully operated as an online meeting but that was smaller.

The Liverpool Combined Authority representative who raised the issue informed the Committee that some people had raised the issue through his organisation to allow greater participation amongst a wider group of people and that he was seeking a vote on the issue, ideally on an annual basis for the ensuing year. He accepted the technical difficulties that can cause problems.

Other members added comments including that they had to leave their employment to travel to the meeting when they could have just taken the meeting time itself off; it was harder for people who were not retired to attend; joining online was more accessible and not allowing it may be discriminatory; it allowed people to attend who were ill; Councils still use it successfully for some meetings; other Consultative Committees use it; investment was required for it to work properly; people who could not attend do not get to input to debates; it allows participation from people further away; it is more inclusive and not excluding; for a large meeting, the room needed to be set out properly, such as in a u-shape; it can be done on a delegates phone; some technology produces transcripts; reconsidering regularly allowed for changes in circumstances; it should not be used unnecessarily; the Committee was moving to a new venue for six months and some cost analysis would be useful.

Members then took an indicative vote to see how many were in favour of allowing hybrid meetings in principle. Nine were in favour, two against.

The Head of Public Relations would speak to colleagues about the new facility although this was the only airport meeting where it had been raised, and he noted that it would be easier all online or all in person.

48 **ANNUAL WORK PROGRAMME**

**Resolved –
That the annual work programme be noted.**

49 **CORRESPONDENCE**

There was no correspondence to note since the last meeting.

50 **ISSUES FOR DISCUSSION WITH NOTICE**

No issues had been submitted.

51 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 16 February 2024 at 10.30 am.

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NOISE MONITORING SUB-COMMITTEE

Friday, 19 January 2024

PRESENT:

Norman Elias, Chair
Councillor Kimberley Berry, Liverpool Council Cressington Ward
David King-Hele, Wirral Council
Isobel Mason, Halton Council
Dr Ian Rushforth, Liverpool Council
Bob Swann, Chair of Consultative Committee
Niall Traynor, St Helens Council

Liverpool John Lennon Airport

Andrew Dutton, Head of Environment and Sustainability
Colin Barnes, Environment and Safeguarding Manager

Secretariat

Mike Jones, Secretary

40 **APOLOGIES**

Apologies for absence had been received from:
Martin Doyle, Cheshire West and Chester Council
Councillor Doreen Knight, Liverpool Council
Paul Farrell, Liverpool Council

41 **DECLARATION OF INTERESTS**

There were no declarations of interests.

42 **CHANGES IN MEMBERSHIP**

There were no changes in membership to report.

43 **APPOINTMENT OF VICE CHAIR**

The Chair invited nominations to be Vice Chair of the Sub-Committee.

No nominations were received so the item was deferred to the next meeting.

44 **MINUTES OF LAST MEETING**

Resolved - that the minutes of the meeting of the Noise Monitoring Sub-Committee held on 20 October 2023 be agreed as an accurate record.

45 **NOISE COMPLAINTS LOG**

The Environment and Safeguarding Manager introduced the Noise Log for the period 1 October to 31 December 2023. He provided details of runway orientation then compared complaints to aircraft movements by amount, passenger numbers, day and night, airline, and runway usage. The complaints were listed by complaints per day, number of complainants and per area. It was noted that although there were 97 complaints, there were 22 individuals making them so some individuals complained frequently, up to 39 times, and the total was three times the previous year. Departure from Runway 09 caused the most complaints – 46.

Members asked for complaints per 1,000 aircraft movements next time, to give an idea of scale. It was noted that the Sound Insulation Grant Scheme (SIGS) would be recalculated as a result of the increase in aircraft movements. In 2023, the airport was at 80% of the passenger numbers of pre-pandemic levels.

Resolved – that the Noise Complaints Log for 1 October to 31 December 2023 be noted.

46 **AIRSPACE CHANGE**

The Head of Environment and Sustainability gave an update on the Airspace Change Process (ACP). Liverpool Airport started the process in February 2018, and proceeded to stage 4 of the 7 detailed stages, having consulted on potential proposals. When the process was paused in November 2020 since then a national airspace masterplan had been developed and other airports in the Manchester Terminal Manoeuvring Area (MTMA) – Liverpool, Manchester, Leeds Bradford, East Midlands and Air Traffic Control (NATS) - had progressed to develop their own plans. They also undertook a review of stage 2 with revised options, which was done in Summer 2023. The next stage was a simulation to ensure that the five designs worked together and aircraft were sufficient distance apart. These options were to be tested in a simulation exercise in June 2024.

Members asked whether the pause had been financially detrimental. The Airport confirmed it had as costs had increased six-fold to review stage 2 and undertake a second consultation in stage 3. The Airport had discussed the issue with the Department of Transport and Civil Aviation Authority.

Resolved – That the update on the Airspace Change Process be noted.

47 **DATE OF NEXT MEETING**

The dates of the meetings up to January 2025 will be decided at the annual general meeting on the Consultative Committee on 16 February 2024 and would then be circulated to members.

48 **ANY OTHER BUSINESS**

There was no other business.

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Noise Monitoring Sub Committee

19th January 2024



1

Aircraft Movements

October to December 2023



2

Runway Orientation



3

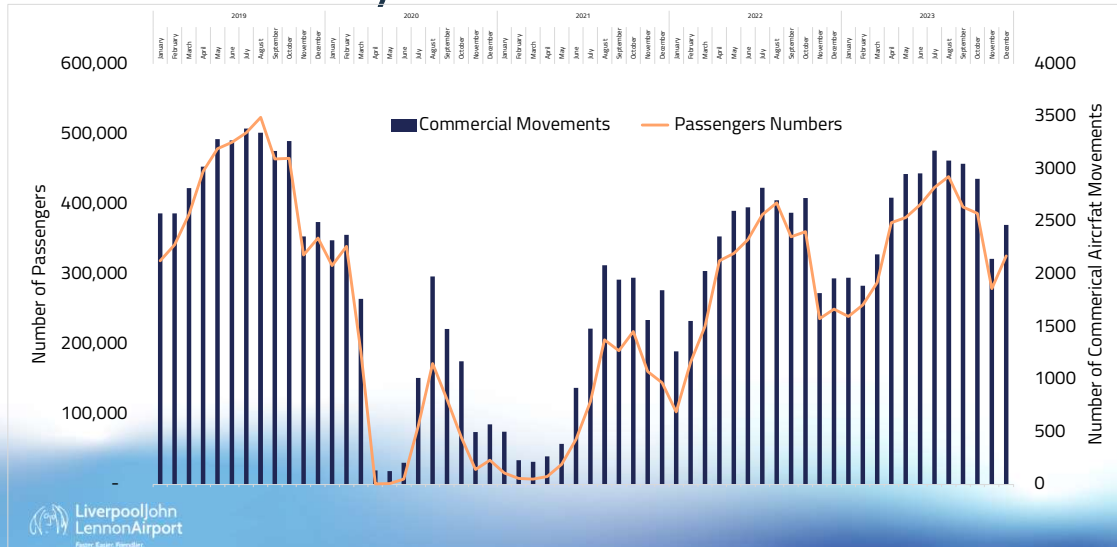
Rolling 24 months movements January 2022 to December 2023

Month	Total	Cargo	Charter	Diverted	GA	Positioning	Scheduled	Unknown	Commercial
2022									
Jan	2,629	58	16		1,363	10	1,182		1,266
Feb	2,546	39	27	1	990	32	1,457		1,555
Mar	4,018	8	34		1,989	33	1,954		2,029
Apr	4,431	10	67		2,073	43	2,238		2,358
May	4,417	1	78		1,816	95	2,427		2,601
Jun	4,534	78	4		1,899	23	2,530		2,635
Jul	4,732	80	30		1,911	45	2,666		2,821
Aug	4,747	14	17		2,045	27	2,644		2,702
Sep	4,107	12	25		1,524	20	2,526		2,583
Oct	4,146	8	39		1,422	54	2,623		2,724
Nov	3,099	60	13	24	1,255	37	1,710		1,820
2023									
Jan	3,176	45	19	7	1,202	29	1,874		1,967
Feb	3,341	47	20	1	1,449	31	1,793		1,891
Mar	3,474	34	19	7	1,278	35	2,101		2,189
Apr	4,430	26	31	3	1,701	44	2,625		2,726
May	4,939	46	26	6	1,980	41	2,840		2,953
Jun	4,793	31	6	6	1,815	14	2,908	13	2,959
Jul	4,606	61	21	5	1,426	39	3,054		3,175
Aug	4,819	4	10	2	1,738	39	3,026		3,079
Sep	4,543	31	12	6	1,484	31	2,975	4	3,049
Oct	4,396	13	24	3	1,390	58	2,908		3,003
Nov	3,424	19	20	4	1,209	25	2,146	1	2,210
Dec	3,394	7	33	1	827	46	2,480		2,566



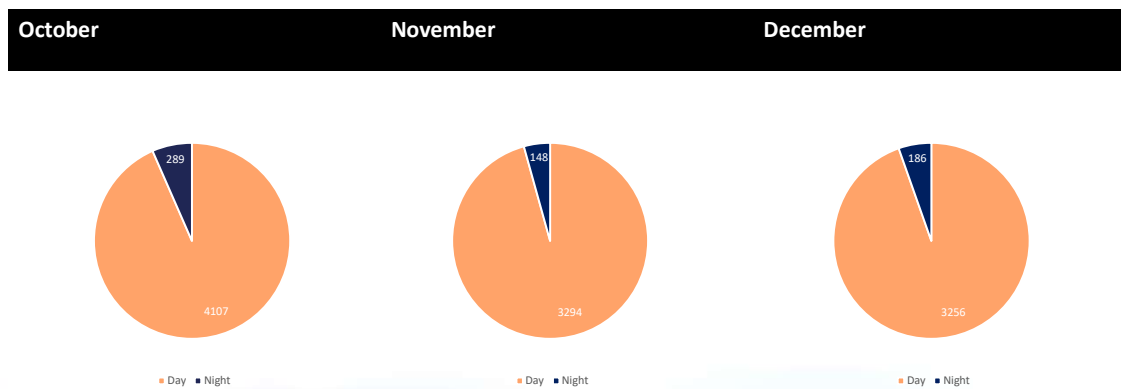
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Rolling 54 months movements & passengers numbers January 2019 to December 2023



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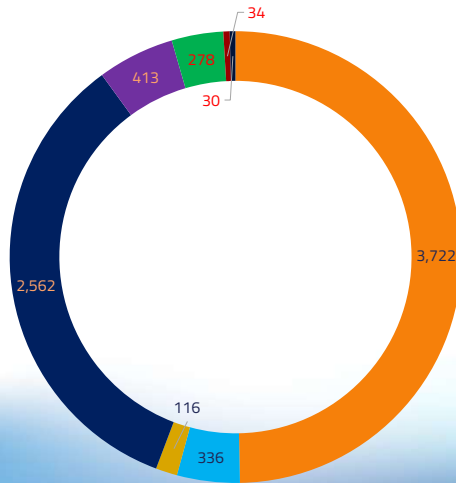
Movements by Day or Night (23:30 to 06:00) October to December 2023



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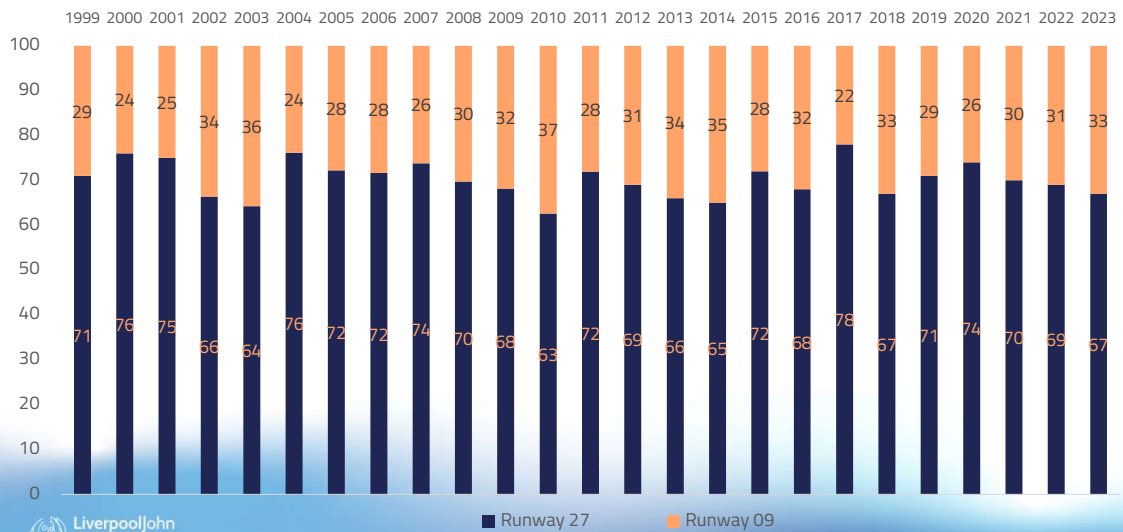
Movements by Airline October to December 2023

EASYJET LOGANAIR LUFTHANSA RYANAIR WIZZ AIR AER LINGUS PLC WIDEROE Play

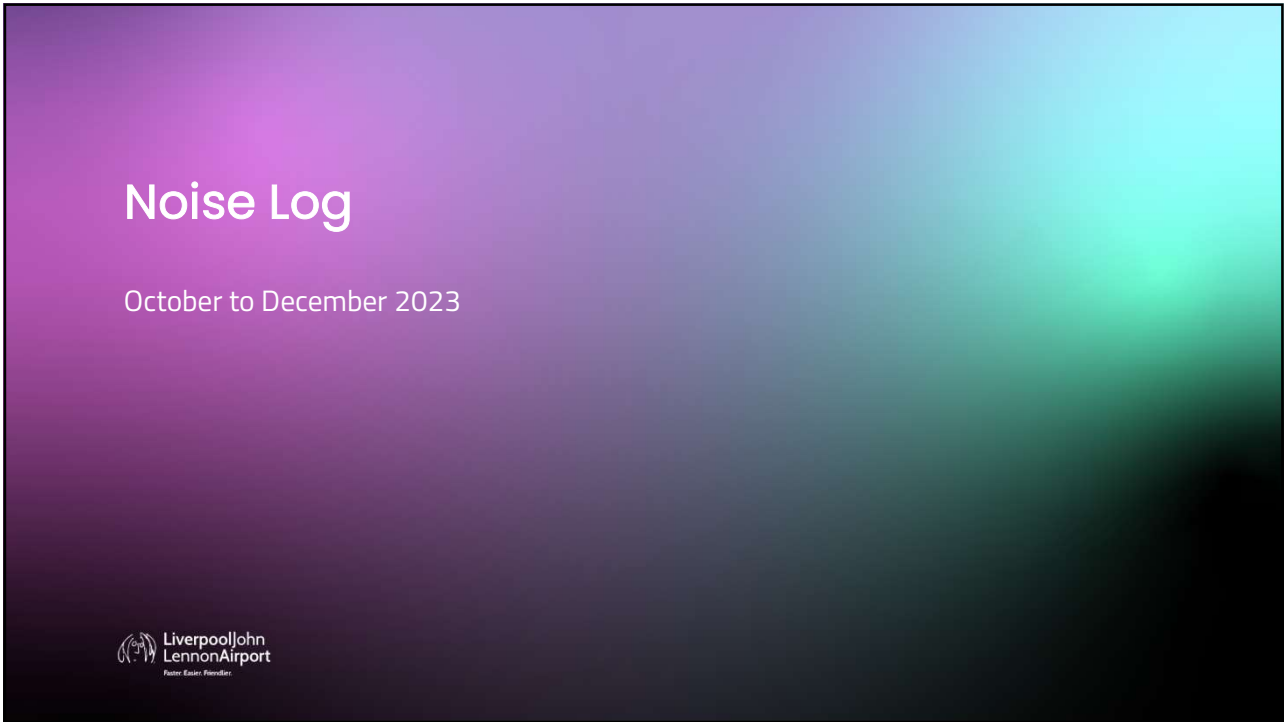


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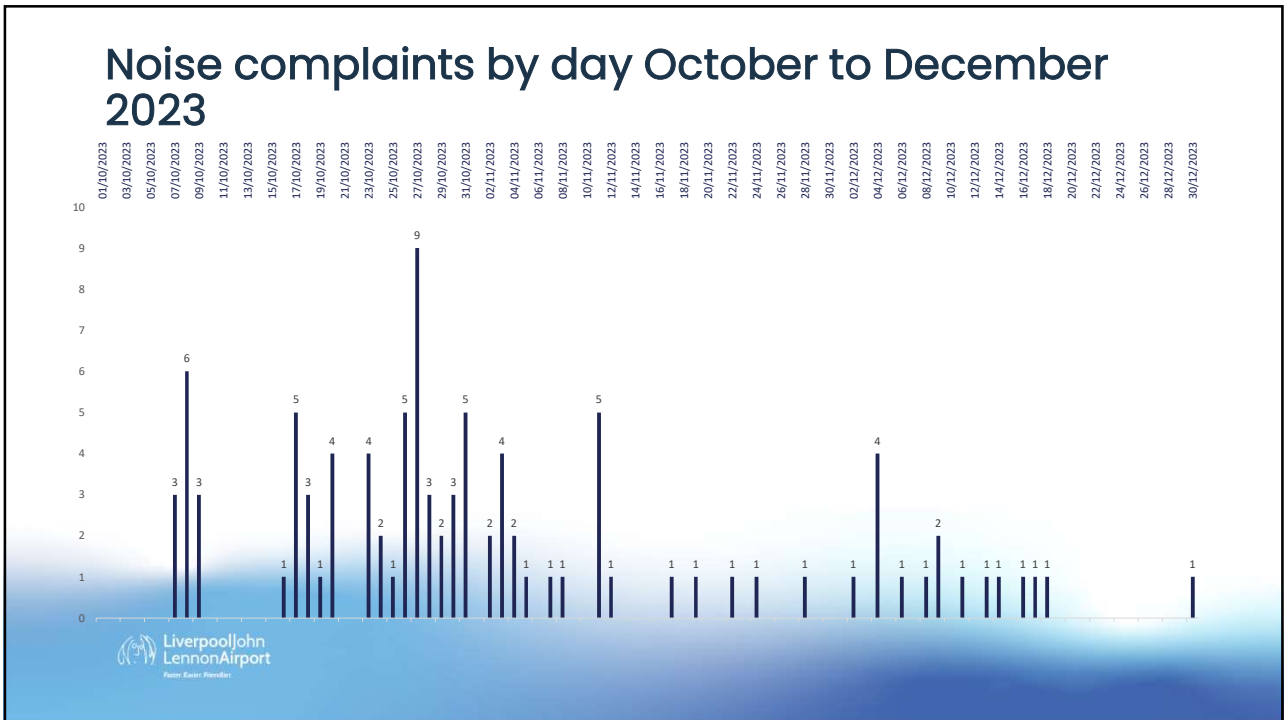
Annual % runway use 1999 to 2023



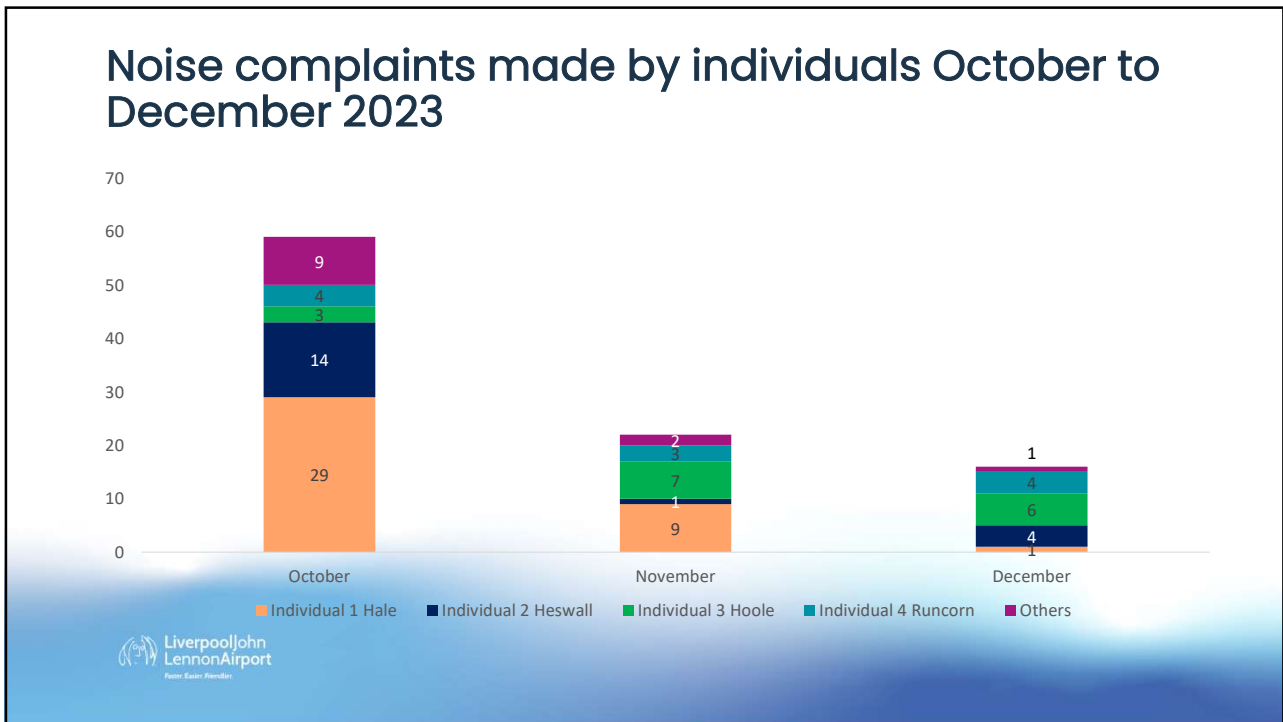
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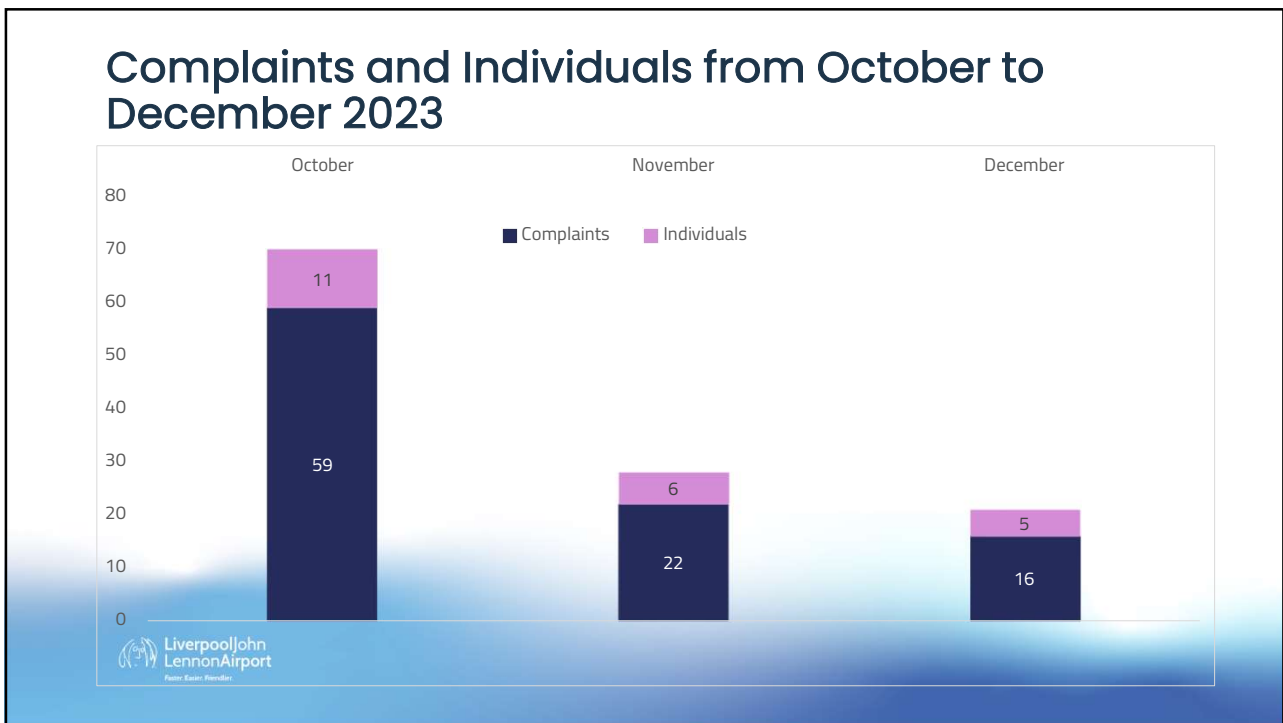
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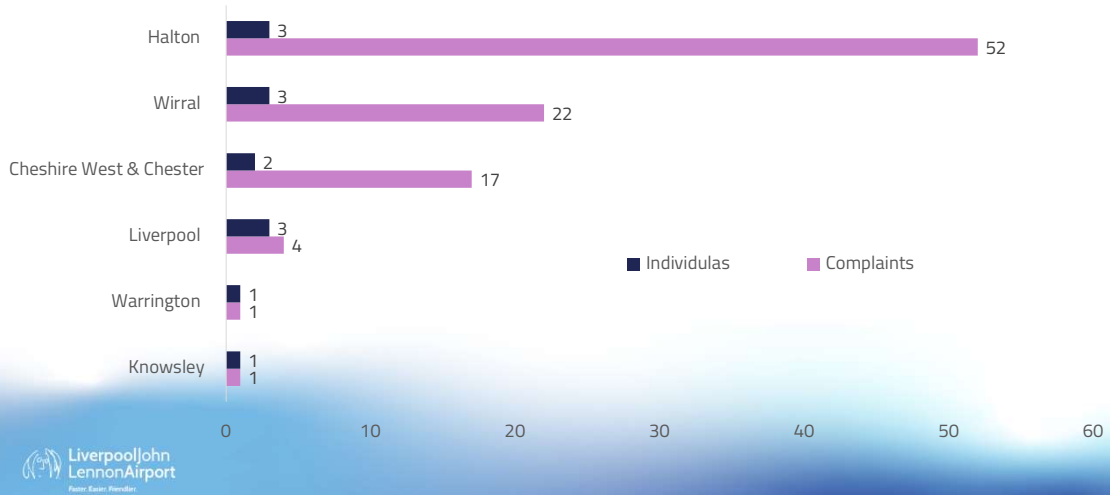


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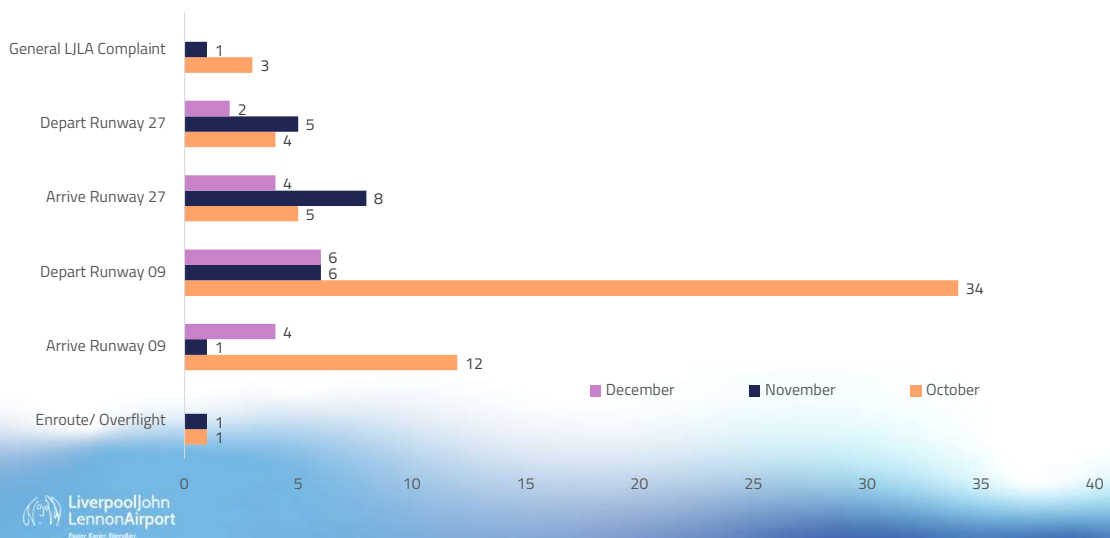
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Number of complaints and individuals from each administrative area from October to December 2023

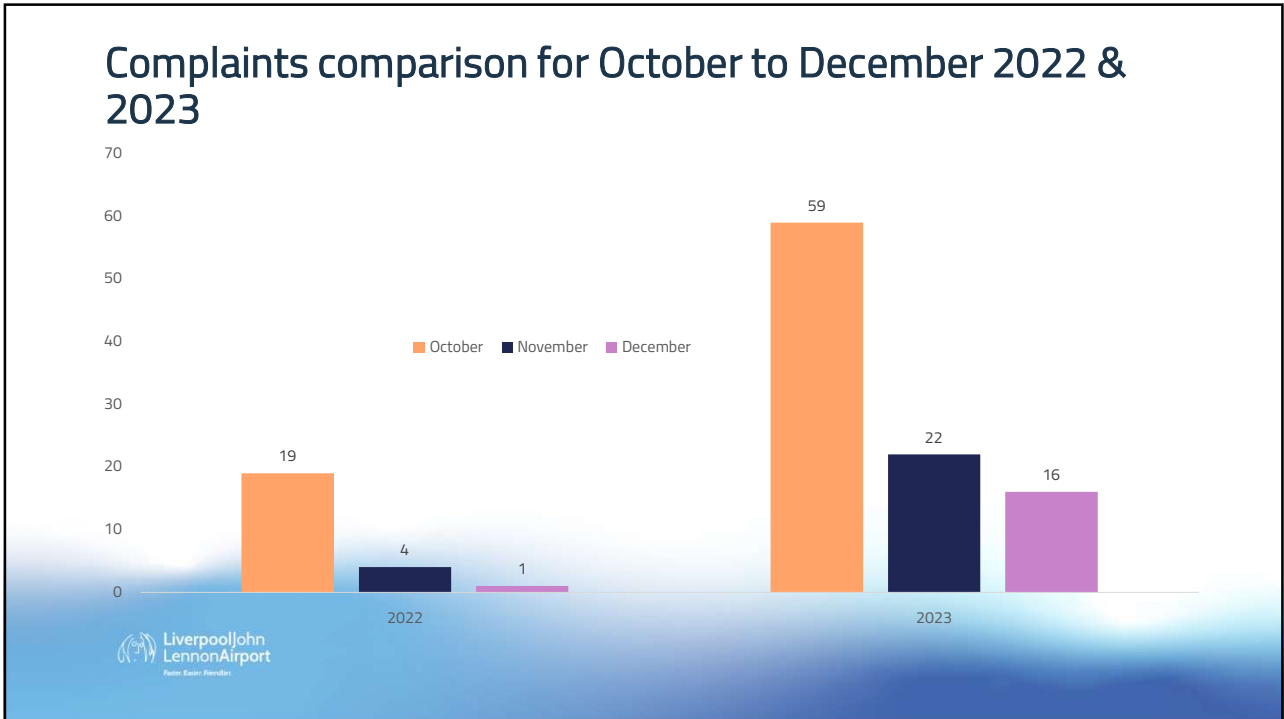


13

Operations that caused noise complaints from October to December 2023



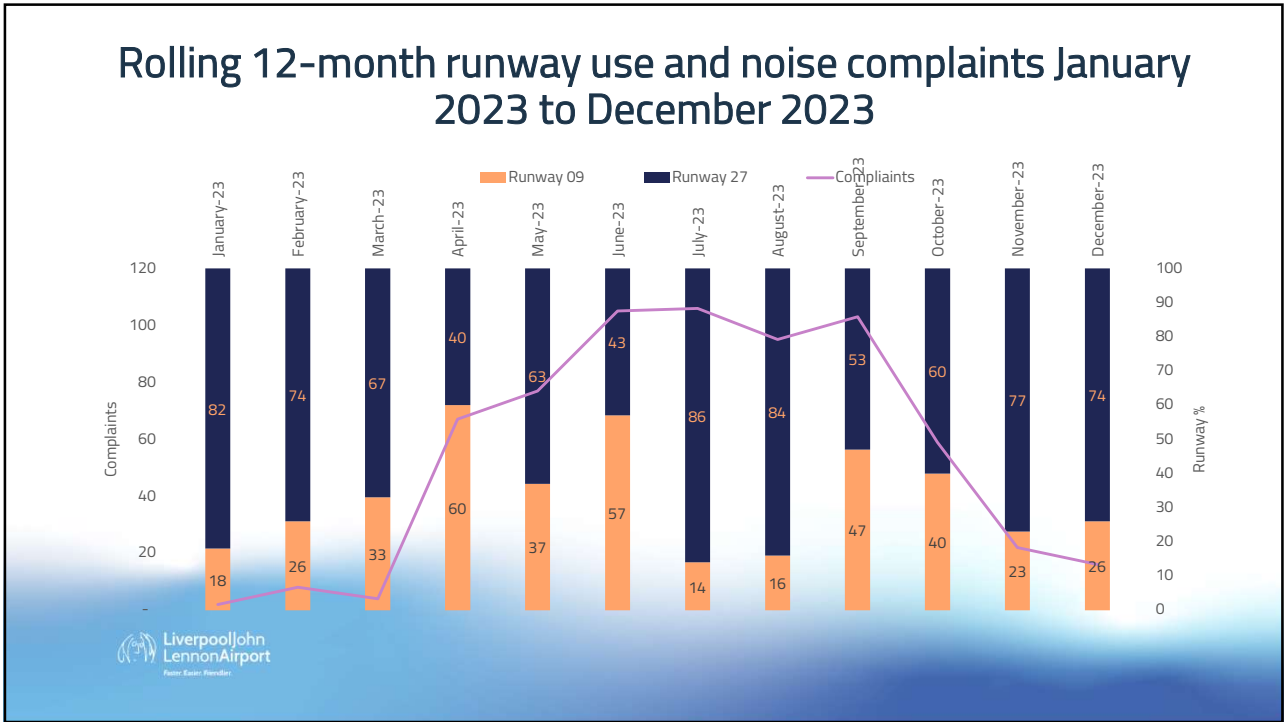
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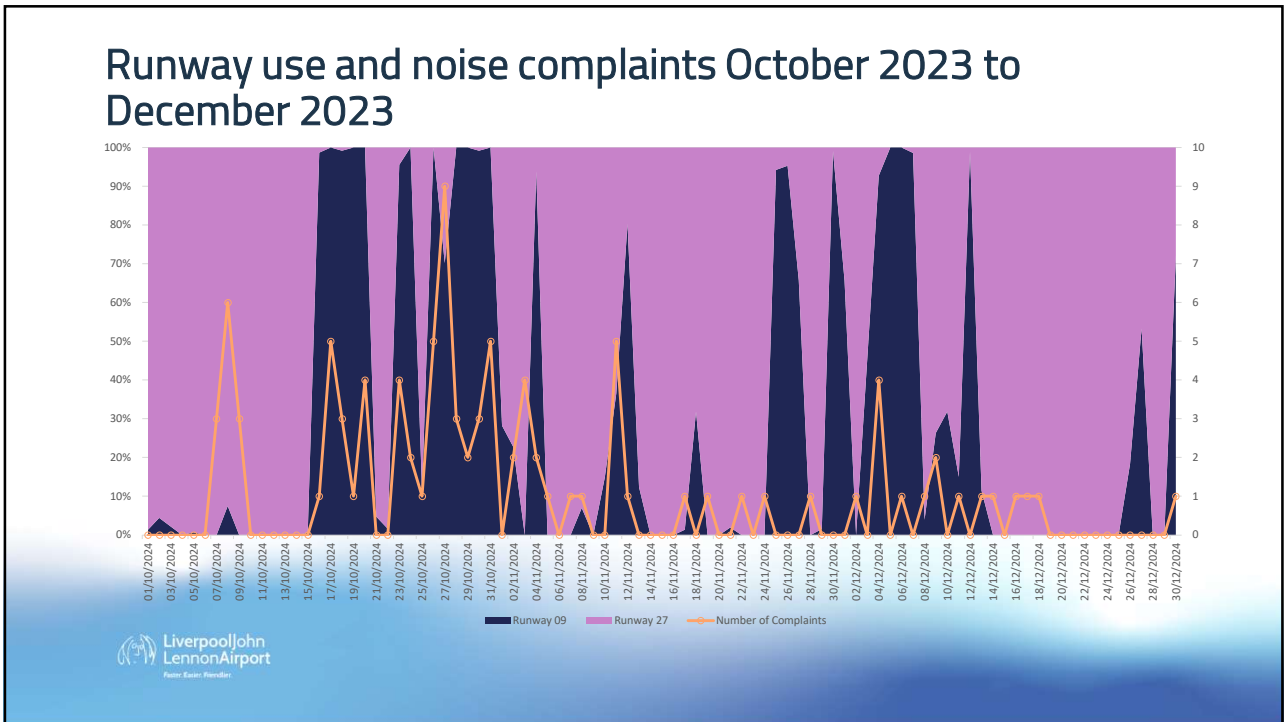
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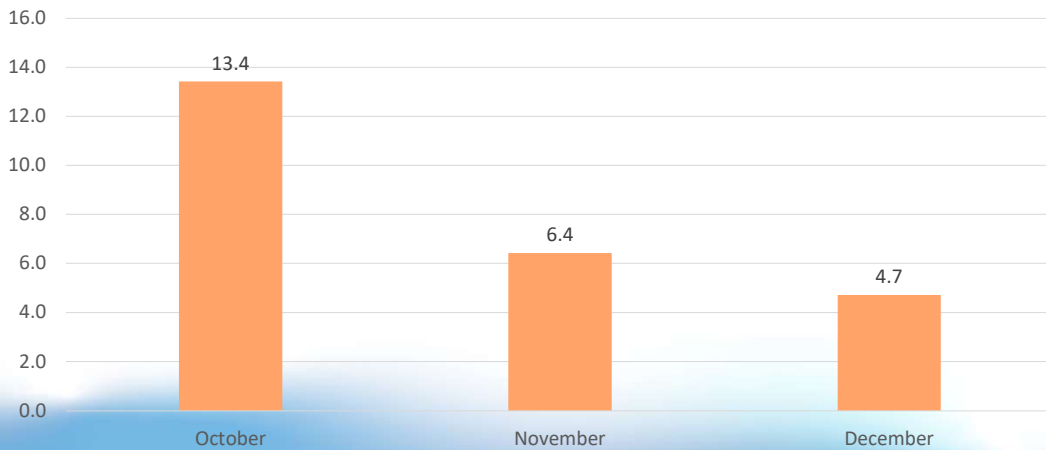
Ground Engine Runs October 2023 to December 2023

No complaints received regarding ground noise.



19

Number of Noise Complaints per 1000 movements October 2023 to December 2023



20

QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

The last quarter of 2023 continued to show further improvement compared to the previous year, with a 17% increase and a particularly good December with passenger numbers much closer to pre-covid levels, though totals for the final quarter of the year were still 12% below the same period in pre-covid 2019.

Month	2023	2022	Variance v 2022 (%)	2019	Variance v 2019 (%)
October	386,523	360,787	+7	460,863	-16
November	280,976	236,530	+19	324,732	-19
December	328,642	252,884	+30	348,399	-6
Totals	996,141	850,201	+17	1,133,994	-12
Annual Totals	4,194,892	3,491,232	+20	5,045,477	-17

For the year, almost 4.2m passengers travelled through the Airport, some 20% up on last year with the Airport's recovery now at 83% compared to the last full year before the pandemic in 2019.

As highlighted previously, full recovery is expected over the next 12-18 months.

easyJet carried 481,000 passengers during Q4 with a Load Factor of 75%. New routes to Hurgada in Egypt and Lyon in France were launched, whilst a new route for Summer 2024 has been announced to Enfidha (Tunisia). From the commencement of Summer 2024, easyJet also confirmed that 5x A320 aircraft will be based at Liverpool, alongside 2x A319.

Ryanair carried 384,042 passengers during Q4, 1% ahead of the same period in the Prior Year. A new route to Rovaniemi in Finland was launched and the carrier confirmed to base an additional B737 in Liverpool from the start of Summer 2024.

Loganair carried almost 14,000 passengers during the quarter, primarily on its 12x weekly service to the Isle of Man. Their scheduled service to Derry was discontinued in October 2023, with performance having been severely impacted by the new Ryanair service between Manchester and Derry which has had a negative impact on demand and yield and thus making the higher per seat cost Embraer aircraft operation unsustainable.

Wizz Air carried over 76,000 passengers across 7 destinations to Central Eastern Europe. Load Factor returned to pre pandemic levels.

Aer Lingus' first Winter of operations since it returned to Liverpool in April 2023 saw load factor performance remain robust. The route is now also bookable on the BA.com website and connects to a wide range of destinations in the USA, including Denver, which is new to the Aer Lingus network.

Lufthansa operated at a higher than expected 68% load factor for the final quarter of 2023. Disappointingly Lufthansa informed the airport that it will suspend the service from February 2024 owing to capacity issues at its Frankfurt hub, caused by unexpected maintenance issues across its fleet. We will continue to work with Lufthansa to re-establish the service for Summer 2025.

Play Airlines continued to operate services during Q3 from Reykjavik, whilst Wideroe has operated a limited scheduled service to Bergen. A new operator Dan Air commenced service from Bacau (Romania) to Liverpool, for the Christmas peak period only. The route is slated to operate from April on a 2x weekly basis.

A new route to Guernsey was confirmed with a new airline, Aurigny who also operate the route from Manchester and is the national airline of Guernsey. It will launch on April 2nd, 4 days after the Jet2.com launch in Liverpool.

General and Business Aviation

General aviation monthly movements for the quarter are broadly in line with the same period last year and for the year as a whole, with healthy numbers of movements once again. This has been driven by the proactive approach of both XLR Executive Jet Centre and LAS who handle private flight movements.

Freight

42 cargo flights operated in the final quarter of the year, with Fleet Air operating the majority of services and flights operated to/from 26 destinations. Ostrava in the Czech Republic was the most visited, largely on behalf of logistics and automotive suppliers.

2.0 Other Matters

Recruitment day

The Airport held its annual Recruitment Day on 11th January to showcase almost 200 job opportunities on site at the airport and this turned out to be one of the most successful held so far with in excess of 1,000 visitors coming along to find out about the various job opportunities available with a host of different employers.

Sensory Room

The Airport and its passenger assistance partner ABM have opened a sensory space in the Departure Lounge to help those passengers with sensory or cognitive impairment to relax and acclimatise to the busy airport environment before they fly off from the airport.

This facility cost over £35,000 to develop and offers a calming, therapeutic and relaxing space for children and adults with autism and other special needs and has

been created in partnership with local community business Autism Adventures and Alder Hey hospital, with their specialist advice helping to create a space that caters for families living with Autism before they depart on their holiday flight from Liverpool.

The development of this facility forms part of work carried out in partnership with a host of disability organisations who provide advice and support, including many that specialise in hidden disabilities. The Airport also works closely with its passenger assistance provider ABM who help to make the journey through the Airport for passengers requiring assistance, as pleasant and relaxed as possible whatever their needs.

Airport Trainee Firefighter Scheme

The Airport has been able to re-introduce its Trainee Firefighter Scheme for the first time since the pandemic, with the airport's Rescue and Fire Fighting Service (RFFS) having recently launched their latest recruitment programme for four trainee firefighters.

This scheme will give four young local applicants the opportunity to spend a year working with the Airport's RFFS to train as a fully qualified airport fire fighter, with the potential of future employment here or elsewhere, upon completion of their training.

There has been an unprecedented amount of interest in this opportunity, with 1,400 candidates submitting applications. 180 of these candidates were then selected to attend hose-running physical assessments at The Austin Rawlinson Centre in Speke and this will be narrowed down further to just 60 candidates, who will attend further physical assessments onsite at LJLA.

Final selection will take place following interviews in February with the successful candidates joining the RFFS Team in March 2024.

Press releases

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

21 st December	LJLA looks forward to welcoming thousands of passengers for the Christmas getaway
4 th January	Over 190 airport vacancies on offer at LJLA's latest Recruitment Day
16 th January	LJLA opens Airport Sensory Space to help passengers before jetting off
25 th January	LJLA launches Community Fund to help local good causes
31 st January	LJLA sign new 10-year deal with SSP
6 th February	LJLA publishes report to showcase its ESG commitments

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Liverpool Airport Consultative Committee

Annual Work programme 2023 - 2024

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

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton
Environment, Social and Governance (ESG) (annual after launch, expected December 2023)	Robin Tudor
Airport Transport Forum update (quarterly)	Steve Pearse

Additional items	Presenter
Retail developments and car parking (aiming at November 2023)	Lucy O'Shaughnessy, Commercial Director
Environmental, Social and Governance publication (aiming at February 2024)	Andrew Dutton, Head of Environment, LJLA
Border Force	Senior Officer, Border Force
LCR Transport fund	Alex Naughton, Combined Authority
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Noise Action Plan	Andrew Dutton, Head of Environment, LJLA
Jet2 establishing an office and base at the airport (once completed)	Dave Batt, Head of Technical Services and Capital Planning

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UKACCs CHAIR'S REPORT & KEY ISSUES

Overview of UKACCs work in 2022-23

1. Over the past year ACCs have seen their airports return to business as usual, with traffic returning to near 2019 levels, as they recover from the impact of the pandemic. Passenger traffic across the European airport network increased by +12.1% in Q3 compared to the same period last year. Despite persistently higher air fares and enduring pressures from rising inflation, the summer months showed a very robust performance overall.
2. The UK's airports have however continued to face exceptional challenges with airports, airlines and ground handlers struggling to recruit staff quickly enough leading to a shortage of personnel which has impacted on passenger service standards. Additionally, strike action by French air traffic controllers caused cancellations and delays for months, and flights over France to destinations such as Spain and Portugal were affected. The air traffic control environment has also posed many challenges as Europe's airspace remained constrained and impacted by the Ukraine war, which further added to the delays. There was also the NATS outage at the start of the peak summer which took several days for flights schedules to return to normal.
3. It has been a busy year for UKACCs keeping its members updated on changing circumstances and new policy and strategy developments alongside its work to take forward the UKACCs Work Programme Objectives agreed at the UKACCs Annual Meeting last year. Greater focus has been given to ACC best practice as well as building on UKACCs' positive relationships with officials at the DfT, CAA and ACOG. The Annual Meeting enables UKACCs to collectively agree how it responds to changing circumstances and, importantly, how it continues to move forward.
4. As UKACCs' work and the amount of support UKACCs provides to its membership is based on the resources and funds available, it is very limited in what it can achieve with the available funding. The UKACCs Secretariat has operated with reduced resource over the past 8 months as Frank Evans, UKACCs Secretariat, had been unwell and sadly passed away this month. UKACCs will greatly miss his expertise, wise counsel, friendship and good humour.

UKACCs Working Group

5. I am very grateful to the work of the UKACCs Working Group and the time its members devote to the work of UKACCs. The Working Group has met once since the last Annual Meeting in 2022, with the task of:
 - reviewing UKACCs' financial position and membership subscriptions
 - considering the outcomes of the DfT's information gathering exercise
6. The work on reviewing UKACCs' future funding model and options to explore the implications of offering other non UKACCs ACCs' membership, or associate membership, is on-going. It is important to ensure that the implications on staff resource to support a wider membership and the membership fees for all are proportionate, workable and sustainable into the future.
7. The Working Group agreed the membership scale of subscriptions for the current financial year which saw an alteration of the subscription bands for airports handling under 10 mppa by the creation of new bands for airports handling under 2 mppa; and airports handling over 2 mppa but under 6 mppa and a flat rate increase of £100 to all ACCs whose airports handle less than 20 mppa. All membership fees will also now be subject to annual CPI rate increase based on the CPI rate as at 1 April each year.

DfT's Information Gathering Exercise on ACCs

8. Over the past year UKACCs has reflected on the results of the DfT's information gathering exercise along with the criticisms raised by the AEF (Aviation Environment Federation) about their community members' longstanding [concerns and problems](#) with some ACCs in terms of independence, representation and transparency. The DfT's Final Report on its information gathering exercise was published on 30 March 2023. It is welcome news that UKACCs has been cited in the DfT's Final Report as being a resource for best practice.
9. The Working Group discussed the feedback received from member ACCs alongside the points raised at last year's Annual Meeting when the DfT presented its initial findings of the exercise. Whilst Working Group felt that the current DfT Guidelines for ACCs were helpful in that they recognised that one size did not fit all, they were open to local interpretation with varying best practice standards. The Working Group were of the view that UKACCs has an important role in guiding member ACCs and to be proactive in developing a set of common best practice standards, particularly in terms of transparency. It was also felt that UKACCs should take the lead on any future review of the DfT Guidelines and to advise the DfT on where changes may be needed. Time has therefore been devoted at this year's Annual Meeting for a full discussion on what members would like to see and the scope to introduce common best practice standards for UKACCs member ACCs.
10. As part of this initiative, UKACCs has looked at how visible its member ACCs are to the outside world. The Secretariat undertook a desktop survey of the information that was available online about the work of our ACCs. This revealed a wide range of differing practices in terms of meeting the DfT's expectations for basic transparency of the ACC's contact details and work. The results were shared with all members which was positively received with many airports and ACCs taking action to address shortcomings identified.
11. UKACCs is also keen to hear the views of airports on the value and effectiveness of their ACCs. The DfT wrote to airports at the time of publishing the Final Report advising that it is important for airports to engage fully with their ACCs in considering the outcomes of the Final Report. The letter also stated that "*The Department will now support UKACCs (UK Airport Consultative Committees) in working with its members to identify and prioritise any areas for further consideration arising from this exercise*". UKACCs has for the first time established a positive relationship with the Airport Operators Association (AOA), which is supportive of UKACCs and is keen to raise awareness of our work with their member airports.

UKACCs' Engagement with Others

12. It is most encouraging that UKACCs' engagement with the DfT, CAA, ACOG and other organisations continues and remains positive and constructive. Our engagement activities over the past year include:
 - Monthly liaison with DfT officials
 - Quarterly liaison with the CAA's Sustainability Team
 - Participation in the DfT's Airspace Noise Engagement Group (ANEG)
 - Participation in the CAA's Community Engagement Group inputting to the development of the Aviation Noise Attitudes Study (ANAS)
 - Participation in the CAA's workshops reviewing CAP1616
 - Participation in ACOG's Community Advisory Panel to input views on the process for the development of the Airspace Masterplan
 - Participation in the joint DfT & CAA Single Design Entity (SDE) Workshop
 - Meeting with the Aviation Environment Federation to discuss community noise groups concerns.
13. UKACCs also hosted at the beginning of the year a virtual information giving session with the CAA's Sustainability Team on its work and those projects of greatest interest to ACCs. That session included updates on on the CAA's new [Sustainability Strategy](#) and areas of work, the

review of engagement and noise complaints handling practices at airports, the ANAS project, the reporting of UK Aviation Environmental Performance and the work of the Environmental Sustainability Panel.

14. Lastly, UKACCs has continued to raise with DfT officials UKACCs' concerns about the disconnect between land use planning and aviation noise which has presented challenges for airports and planners over many years since the planning policy framework was streamlined and the detailed Planning Policy Guidance Note on Planning and Noise (PPG24) was lost. UKACCs continues to encourage its member ACCs and their airports to provide evidence to the DfT of where the current planning framework is not effective in protecting residential properties from the impact of aviation noise. The current DfT review of its noise policies provides an important opportunity to raise concerns and to seek change to bring about improvement to the effectiveness of aviation noise and land-use planning policy and guidance.

Colin Flack OBE
Chair, UKACCs
December 2023

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**NOTES OF THE 46th ANNUAL MEETING OF THE
LIAISON GROUP OF UK AIRPORT CONSULTATIVE COMMITTEES
(UKACCs)
HELD ON 23rd AND 24th NOVEMBER 2023 AT HEATHROW
AIRPORT**

BUSINESS MEETING

ACCs present:

Aberdeen	Alan Stewart
Belfast International	Tom McGrath
Birmingham	Colin Flack (meeting Chairman)
Bristol	David Hall
East Midlands	Guido Liguori
Edinburgh	Robert Carr
	Janice Hogarth
Farnborough	Philip Riley
Gatwick	Tom Crowley
	Monique Smart
Glasgow	David Flint
	Donald Grant
Glasgow Prestwick	Richard Searle
Heathrow	Mark Izatt
	Rebecca Cox
	Laura Keith
Inverness	Pat Hayden
Leeds Bradford	Alan Wrigley
Liverpool John Lennon	Bob Swann
	Mike Jones
Manchester	Rachel Bailey
	Sandra Matlow
Newcastle	John Littleton
Southampton	James Duguid
Stansted	Shena Winning
Teesside	Brian Robinson
	David Cosgrove

In attendance:

CAA	John Burton
CAA	Stu Lindsay
DfT	Ian Greene
DfT	Huw Jones
DfT	Lydia Price
Heathrow Airport Ltd	Tim Wheen
UKACCs Secretariat	Paula Street

Apologies:

Belfast City	Carole Edwards
London City	Duncan Alexander
Luton	Martin Routledge
Manchester	Mike Flynn
Newcastle	David Haley
Stansted	Frank Evans

1. SESSION 1

1.1 Welcome and introductions

- Mark Izatt, Deputy Chair of CISHA, welcomed everyone to the meeting and the return to the normal meeting format post-Covid. He briefly outlined the activities of CISHA in the past twelve months, during which the organisation had been set up and a great deal of constructive dialogue with stakeholders taken place. He also reported the challenges facing Heathrow Airport currently, in particular late running flights, congested terminals and punctuality, issues that many airports were experiencing at the moment.
- Colin Flack, UKACCs Chair, thanked everyone for attending in person and welcomed a number of new members, namely Rachel Bailey, John Littleton, James Duguid, Brian Robinson and David Cosgrove. DfT colleagues would now be joining the meeting remotely and the agenda had been reordered to enable them to do so.

1.2 Notes of 2022 Annual Meeting

- The matters arising were reviewed. The preparation of a one-pager on airport operators' and other agencies' passenger service responsibilities had been delayed due to staff sickness and would be issued in due course.
- **Approved:** the notes of the 2022 Annual Meeting.

1.3 Policy Overview & Key Issues for Aviation and Airports in 2023

- Paper 1 '**Member ACCs' new and emerging issues over the past year**' was discussed. A number of issues were raised, including:
 - **PRM service:** It was recognised that there was increasing pressure on the service and concerns were raised that the money allocated to this by airports would not be adequate going forward. It was agreed that changes should be made to the end-to-end measurement used to monitor the service, as it did not accurately reflect the passenger experience and actual the time taken to travel through the airport with a service provider. The possibility of digitising the service to enable PRMs and their specific needs to be identified at the point of booking, through a system similar to that used for frequent flyer programmes with the information to be shared across their journey was discussed. The problems created by passengers not pre-notifying of their need for assistance were raised, including the impact of these on those who had. It was suggested that airlines that had particularly high numbers who did not pre-notify could be fined (although it was also recognised that this may be very unfair to airlines), and that wheelchairs should be named in order to give priority to those who did pre-notify. The further issue related to misuse of the system in order to jump queues was also recognised. All agreed that this should be an area of focus for UKACCs in the coming months, as once the PRM service was optimised everything else would follow. Four representatives of UKACCs would be attending the DfT accessibility workshop the following week and would be able to cover the points raised.
 - **CISHA air quality project:** Interest was expressed in learning more about the methodology, cost, and outcome of this piece of work, which had been commissioned by CISHA and funded from their grant income from Heathrow Airport. The final report contained recommendations and learnings that would be transferrable to other airports. **ACTION:** CISHA to share with UKACCs members when the [report was published](#) [published on 14/12/2023]. CISHA to also provide a breakdown of costs and the methods used, and a timeline of the phases undertaken.
- **DfT Aviation Policy Updates and Initiatives:** An update was received from Huw Jones outlining the work of the DfT and the challenges faced over the past year as the aviation sector recovered from the pandemic. These activities related to surface access; building resilience at the UK borders; working with airports to introduce the new body scanners; and with other organisations as part of Jet Zero. They also looked at accessibility in partnership with the CAA; reviewed the travel disruption over the summer, identifying areas of focus to improve resilience and performance; and introduced a new reduced APD band on domestic flights aimed at benefitting regional airports. With regard to ACCs, the report on the information gathering exercise had been published in March and in 2024 the DfT would be exploring the possibility of formalising its relationship with ACCs through

UKACCs, whilst maintaining their independence, and collaborating with them to develop a work programme to ensure that they were fully supported by the airports. In response to questions, Huw committed to coming back with an answer on the government's plans to communicate with travellers once the new scanners were in operation to ensure it was understood that overseas airports may not have the same facility; and on what the DfT's involvement would be in the NATS review.

- **The UK's Aviation Skills Programme:** A presentation was received from Lydia Price. This programme had been developed in response to the resilience issues experienced last summer and related to both current and prospective employees. Its aim was to ensure a diverse workforce fit for the future. The presentation outlined why the government was playing a role in skills issues; examples of challenges facing airports; a breakdown of responsibilities; areas of possible collaboration; the breadth of roles within an airport; and how the programme fitted into the government's strategic objectives and the work of other departments. There were five workstreams – outreach; training and opportunities; championing the sector; collaborating with the industry; and research and data. There was also an international element to the programme, looking at identifying best practice and potential opportunities for collaboration, and the creation of the Global Aviation Skills Taskforce and the Global Aviation Ambassadors Programme.
- **DfT Airspace and Noise Policy Updates**

A presentation was received from Tim May and Ian Greene, which would be attached with the meeting notes.

 - **Slots policy:** An update was given on the level 2 and level 3 designated airports requiring slot coordination. Following Brexit, UK airports were no longer subject to EU policy and the DfT would shortly be launching a consultation on slot reform. During the pandemic, the current system was shown to be inflexible in unexpected circumstances, and the aim was to develop a more efficient, transparent, resilient, and dynamic system. It was noted that this would require primary legislation and would therefore be a lengthy process to take forward after the consultation outcome, and also that some proposals would only apply to new slots.
 - **Aviation noise policy:** In March the DfT published a revised, overarching noise policy statement, balancing the benefits and disbenefits of aviation, including mitigation and both local and national contexts. A new consolidated noise policy paper would be published in the new year.
 - **Night flights:** In early 2024 a consultation on the night flights regime for the three noise designated London airports (Heathrow, Gatwick and Stansted) would be published by the DfT. The Aviation Night Noise Effects (ANNE) study was underway. The first stage involved a survey of 4000 people who lived near eight different airports and assessed the association between night noise from airports and its effect on sleep quality and annoyance. This assessment was self-reported and therefore subjective. The second stage would measure the physiological state of 170 people from the original sample while they slept in order to determine their sleep quality and would map this against data from a noise monitor in their bedroom and radar information. The final report on the study was expected in 2025.

1.4 Airspace modernisation programme

- An update was received from Stu Lindsey, CAA on the FASI programme and the work of ACOG who had developed the masterplan. Included in this programme were more than twenty airspace change proposals. It had been developed to enable airports to work together as necessary to move through the process simultaneously. However, this had been more fluid than anticipated, with some airports stepping out of their geographical clusters to avoid them being slowed down by others or for funding reasons. Most airports had now progressed to stage 3, at which point conversations about trade-offs between would need to take place. In order to assist the process, during which airports would be given the opportunity to have input and influence, consensus had been reached that a Single Design Entity (SDE) should be established to help make the final decision on the design. This should help stop airspace change proposals in the UK being progressed "by committee", an approach no other country took. A joint CAA/DfT project team had been

set up to agree what the SDE would do, and whether it should be a new entity – which could require primary legislation – or an extension to an existing organisation. The project team hoped to take a proposal to the Minister by the end of March 2024, but in the meantime, airports had been advised to continue with the FASI programme. UKACCs members were invited to email the CAA direct should they have any questions. They were also asked to consider whether there were any projects they would like to carry out that would fit the criteria for the [AMS Support Fund](#).

2. SESSION 2

2.1 ACCs meeting the challenges for the future and sharing best practice

- Those present participated in a round table discussion to help inform UKACCs' future discussions with the DfT on whether revisions needed to be made to the DfT guidelines for ACCs and this was an opportunity to share ideas. Participants were asked to consider issues relating to improving ACC visibility and transparency; noise management monitoring and reporting; and airport growth and expansion plans. Following a productive session, suggestions and comments were shared. These would be collated by the Secretariat and taken forward with ACCs and the DfT.

3. SESSION 3

3.1 London Heathrow's Approach to Enhancing and Improving Passenger Accessibility

- A presentation was received from Tim Wheen, Head of Consumer & Customer Insights at Heathrow Airport, which would be shared with the meeting notes together with the '**Open for All**' report. This outlined the profile of the airport's passengers, of whom 76.8million had travelled through it in the past twelve months. There had been a significant growth in people using the assistance service since the pandemic, continuing a trend which had seen a 33% increase in the past four years.
- In 2019, Heathrow Airport had commissioned an independent piece of research which found that up to 39% of passengers might have one or more personal circumstances that might impact on their requirements and experience, be they sensory; physical; cognitive; psychological; or relating to culture and identity. These issues affected these passengers' ability to navigate the airport and resulted in lower customer satisfaction scores.
- In order to improve these passengers' experience, the airport had focused on building trust in the service; enabling people to make choices about their journey; and optimising their opportunities to enjoy it. With regard to the existing service, £60m had been invested in improving PRM facilities across the four terminals and training had been provided to ensure that staff were welcoming, attentive, and proactive. In order to reduce the number of people defaulting to the assistance service, they had increased options for self-mobilisation; improved physical and digital wayfinding; and promoted quiet routes.
- In response to questions, a number of issues were clarified. The increasingly short time between the announcement of the gate and departure was raised, as this had resulted in PRMs missing flights. Problems with punctuality meant that at times the airport was not aware of the gate until the plane arrived on the stand. At Heathrow, the problem was compounded by the fact that British Airways managed the stand planning in Terminal 5, so collaborative working was required to address the issue. Due to congestion in the departure lounges as a result of an passengers arriving earlier than advised for their flight, over the summer period gate information at Heathrow had been given 75 minutes prior to take off. In terms of future funding for services given the aging population and more elderly, less mobile people travelling year on year, members commented that there was a need for airports to have adequate funding for the assistance service. Tim Wheen advised that airports needed to have accurate forecasting and dialogue with the airlines and the CAA to ensure that the airport's charges reflected the increasing demand. The issue of digitalisation was again raised and the challenges of data sharing across all parts of the complex ecosystem discussed. There was consensus that aviation needed to get better at joining the dots for such passengers, which was something raised by Heathrow in its response to the CAA's consultation on airline accessibility. It was noted that British Airways had increased their minimum connection times at Heathrow as these had never originally been designed with the needs of those requiring assistance in mind. It was hoped that this would reduce the missed connect rates from 10% to 2%. The point was

reiterated that if an airport got the service provided to those requiring assistance right, the service for all would be right.

3.2 Aviation Environmental Sustainability

- A presentation was received from John Burton, CAA's Sustainability Team, which would be circulated with the meeting notes, outlining the work of the team since it was set up eighteen months ago.
- **Complaints handling review:** The CAA had been commissioned by the DfT to undertake a complaints handling review in England. This had involved surveys with airports and communities, desktop research and stakeholder workshops. The sample of airports included a mix of size and type of operations. Some draft principles had been identified: that these should be easily understood, transparent information available, which should cover all aspects of environmental issues; there should be increased engagement as widely as possible with communities; and that processes should be monitored and improved using evidence-based metrics. The report would not be published as it had been an internal information gathering exercise and the guidance to come out of it would not be mandatory. In response to questions, a number of issues were clarified. The review had not included Scotland and Ireland as it had been commissioned by the DfT. However, the guidance would be transferrable to airports there. Disappointment was expressed that the guidance would not be enforceable. It was suggested that if an airport acted in a way that was diametrically opposed to best practice, the ACCs could escalate it.
- **UK Aviation Environmental Review (AER):** Prior to Brexit, EASA undertook this exercise for the EU as a whole. The CAA had inherited the requirement to complete this for the UK every three years, with the first report due at the end of 2023. Its purpose was to inform interested parties about the environmental performance of the aviation industry in relation to air quality; noise; and climate change/emissions. The first report would be qualitative, with the quantitative to follow in 2024 when there would also be a consultation to determine the format and content going forward. In addition, the CAA would be producing a suite of annual environmental reports, which would feed into the triennial reports. It was agreed that any such reports should assist communities in determining how well individual airports were performing; what improvements had been made; and understanding what good looked like. However, it was confirmed that the first report would be a simple, high-level summary which established a baseline for future comparisons, but would give information on how it would be developed going forward. From an air quality perspective, the technology was not yet available to accurately separate airport data from road traffic data. Regarding noise, DEFRA had invested in a new model that was able to make this separation. This should be available in 2024 and would allow people to search down to one square kilometre. It was suggested that it would be helpful to measure against other global airports, including their mitigations, in particular Frankfurt. This could be an option if access were granted to the detailed methodology to be sure that a like for like comparison was being made.
- **Aviation Noise Attitudes Survey (ANAS):** The aim of this survey was to provide data on the relationship between aviation noise exposure and annoyance which would inform government policy in the UK. It factored in aspects of SoNA and the ICCAN review and involved both the industry and communities. In order to maximise response a postal version had been sent out to the entire sample of non-responders to the online invitation. The design of the study called for 500 addresses within six separate noise contours for each of the ten selected airports, with Wave 1 targeting circa 60% thus creating a wave 1 sample size of 18,000 responses. The first wave of fieldwork was complete, with responses far exceeding expectations. The detailed analysis of the data and the peer review process were being considered currently.
- **Consumer Environmental Information - Call for Evidence:** This had been carried out by the CAA in early 2023. It looked at how to provide information for consumers at the point of booking to enable them to understand what the environmental impact of their flight would be.

A number of key themes and suggestions had emerged in the 120 responses, some of which would be explored further outside of the study. A summary and draft principles would be published in 2024, and in the meantime the team would be working with the DfT who were undertaking additional consumer research.

- **SAF infrastructure:** The CAA was looking at the impacts of SAF on the consumer, together with the other issues related to its use in terms of logistics; availability of food stocks; compliance; and ensuring transparency about its environmental performance. The CAA also recognised that SAF was just one of many environmental solutions and it was looking at alternatives, working with the innovation team and worldwide partners to explore hydrogen and electric flights.
- In response to a request for a one-page summary of the initiatives described; their key objectives and timelines; links to further information; and explanations of the acronyms, it was confirmed that in 2024 there would be a new CAA website which would provide this information. There was a further request by members to minimise the number of consultations. John Burton acknowledged this and advised that where possible consultations would be merged together in order to achieve this.

ACTION: Secretariat to arrange future virtual information sharing sessions on single projects.

The meeting closed at 10.30, with the internal business of UKACCs to be discussed after the break.

Annual conference of the UK Airport Consultative Committees (UKACCS).

Hosted by a different airport each year. This year, Heathrow
Secretary's notes

Day 1

Top three issues of ACCs over the past year had been requested. Manchester raised a particular issue of Passengers with Reduced Mobility and ageing population. Discussion about experiences for and with PRMs - lack of disclosures was a frequent issue, with experience that people declare to access equipment and getting priority over pre-notified people as their names are not passed on. Conclusion that passing pre-notified names on so that they get first call on equipment such as wheelchairs.

CAA spoke of returning to growth but many global problems such as Ukraine affected that. Border Force was evolving with next generation security with new equipment, if airport has over 1 million passengers, which allow electronic equipment and 2 litres liquid, being implemented by June 2024.

Jet Zero – Sustainable Aviation Fuel trial flight across Atlantic was being tested in November but fuel currently four times the cost of normal. Jet Zero was to be in place by 2050.

DFT had expressed its commitment to ACCs.

Bob Swann raised the issue of the Luton car park fire, explaining that electric vehicles burned slowly which could have made management of the fire difficult. We were informed that they were still investigating the causes of the fire.

Resilience of staff at airports – an aviation skills team were supporting the industry to have the people they need in the long term. The Resilience issues which happened last summer were being tackled by making the industry more attractive. 43% of global aviation workforce left in pandemic. It was noted that 'Gen Z' bring different skills and requirements.

The CAA spoke on Aviation Noise Policy, to balance benefits with disbenefits including night-time noise health implications. There was an Aviation Night Noise Effects Study (ANNE) looking at sleep quality and annoyance among 4,000 people near airports, and a second stage of 170 people taking medical measurements to determine sleep quality against aircraft noise for comparison. The final report was expected 2025.

The CAA also spoke about the Airspace Change Process. Liverpool was mentioned as being so close to Manchester they 'can trip each other up'. Airspace change may be delayed by a general election.

Visibility survey was conducted among ACCs, including whether agenda and minutes were published, meetings open to the public and if there were a website. Liverpool were one of the six most visible. Suggestions were made to increase visibility including having own website with a link from airport homepage, though that required resources. UKACCS could reach out to those with red and amber on the survey to discuss how they do things and costs involved, or pair a red a green ACC. Funding was important.

Day 2

Heathrow gave an introduction to themselves - 76 million passengers a year; 37% British; 46% moved through once a year; 27% business; 33% growth in PRM assistance since 2015; in a survey, 39% of passengers had some issues involving hearing, cultural, identity; investing £60 million to improve facilities.

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