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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.