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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 18 November 2022

PRESENT:

Norman Elias, Chair

Cllr Tony Brennan, Knowsley Council

Jordi Morell, West Chester BID

Alex Naughton, Liverpool City Region Combined Authority

Simon Osborne, National Trust

Steve Parish, Warrington Council

Steve Pearse, Friends of Liverpool Airport

Cllr Bill Woolfall, Halton Council

Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations

Christina Smith, Customer Services

Michelle Wood, Chaplain

Secretariat

Mike Jones (Sec)

48 **APOLOGIES**

Apologies for absence were received from:

Bob Swann, Chair

Councillor Andy Bowden, St Helens Council;

Councillor Chris Ellams, Helsby Council

Councillor Liz Grey, Wirral Council

Conor Williams, Liverpool Chamber

Councillor Malcolm Spargo, Hale

49 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

50 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

51 **MINUTES**

Resolved: That

- (1) **the minutes of the Liverpool Airport Consultative Committee meeting held on 30 September 2022 be agreed as a correct record; and**
- (2) **the minutes of the Noise Monitoring Sub-Committee meeting held on 15 July 2022 be received and noted.**

52 **MEMBERSHIP**

The Secretary reported that the prospective Speke estate representatives had been emailed about their appointments but have not responded.

Nominations to the Air Transport Forum were invited. Steve Pearce was nominated by Simon Osborne and seconded by Norman Elias. There were no further nominations.

Resolved:

That Steve Pearce be appointed to the Airport Transport Forum for 2022/23.

53 **PUBLIC QUESTION TIME**

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

54 **QUARTERLY BUSINESS REPORT**

Robin Tudor presented the report for the months September and October 2022. There were around 700,000 passengers which was around 78% of the same period in 2019 which was similar to the situation at other airports. Airlines had moved to the quieter Winter schedules which operated October to March. Airlines were still in recovery mode with fluidity in routes and there remained some staffing issues. However the airport operations were running smoothly with an average of 12 minutes through security and 77% of flights on time. New business included the PLAY airline flying to Reykjavik which allowed transfers to the USA, and it had been noted that a significant number of people had used it as a cheaper route to the USA. Also Widerøe had announced that they were returning in Summer 2023 with flights to Bergen in Norway which they had stopped during the pandemic.

Liverpool had joint topped the 'Which?' magazine annual airport survey that had been based on customer experience. It was noted that the bottom 3 in the survey were the three terminals at Manchester.

There was an ongoing issue with cars parking on Hale Road, including a fatal accident, with the Airport requesting all staff to use the Free Drop Off Car Park and working with the local authority and Merseyside Police to look at ways to improve the situation too.

Members discussed aspects of the report and noted that there was locally a £2 per bus fare scheme in operation which may help promote public transport access and reduce parking problems.

Resolved:

That the update report be noted.

55 **CUSTOMER SERVICES UPDATE**

Christina Smith gave an overview of her report on customer service statistics for September and October. Numbers were decreasing to about 1,600 contacts in October (0.45% of passengers). Car parks remained the biggest reason for contact, with airlines being next with the recurring question of when particular routes were returning. Complaints were at 0.49% of contacts in September but down to 0.06% in October with the biggest being car parking bookings, with technical issues with an upgraded system causing a spike. There were actually more contacts than in 2019 despite lower passenger numbers, partly because people were still familiarising themselves with processes. There were six locations with feedback terminals which gathered 3-5,000 hits per day. It was notable that around 2.2% of passengers are classified as having reduced mobility compared to 0.89% in 2019.

Members noted that disability forums recommend Liverpool John Lennon Airport as a preferred terminal.

Resolved:

That the update report be noted.

56 **TOPICAL ITEM**

The Airport Chaplain Michelle Wood gave a description of her work carried out at the Airport. She worked for Mission in the Economy (MitE), which was based in Liverpool and supplied Chaplains to organisations including the Police and YMCA. There were a team which operated in several local town centres and in a local business park. Most were volunteers and it was notable that there were around 300 in the 1970s in all sorts of industries but the decline of industry reduced it and in the late 1990s the role was broadened into the work-based roles today. They were independent of the Airport.

They provide support, a non-judgemental listening ear and championed justice in the workplace with a confidential and safe space for people to be heard. They were not exclusive to a particular faith and welcome 'all faiths and none'. They included two volunteer Chaplains too.

At the Airport they cared for people including those leaving others or bereaved, nervous flyers or people who found themselves in difficulty and

need a calming influence. For instance, a person who had found themselves stranded at the airport with no money was fed and calmed and was found a quiet area to wait. For staff too, a reassuring chat was available. Michelle toured the Airport regularly to check on staff including the outlying locations such as the fire station and air traffic control.

They also made links with the local community, groups and schools to see if they can offer help and support with schemes such as Foodbank.

Members discussed her role with her and suggested that she include General Aviation on her tours.

The Chair thanked her for the presentation.

57 **AIRSPACE CHANGE PROCESS**

Robin Tudor provided a brief update on the Process. It remained paused although it was Liverpool Airport's intention to engage in a consultation again once other airports had reached the same stage. A company would be engaged to undertake the consultation.

58 **ANNUAL WORK PROGRAMME**

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

59 **CORRESPONDENCE**

There was no correspondence to report.

60 **MEMBERS MATTERS FOR FUTURE DISCUSSION**

There were no issues raised by members.

61 **ANY OTHER BUSINESS**

There was no other business.

62 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 17 February 2023 at 10.30 am in the Cavern Suite, Liverpool Airport.