



**Liverpool Airport Consultative Committee  
Friday, 22 September 2017**

**Additional Papers**

**PART A – Open to the public**

**10 Annual Meeting of UK Airport Consultative Committees (UKACCS) (Pages 3 - 6)**

Verbal feedback from the Chairman, with his written notes attached for information. The agenda, papers and minutes for the meeting are available online: <http://ukaccs.org/2017-glasgow.php>

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**UKACC's Annual Meeting 2017**

UKACC's Annual Meeting was hosted by Glasgow International Airport this year and took place over two consecutive days, the 7<sup>th</sup> and 8<sup>th</sup> June 2017. The meeting was split into two sections this year because of a clash with the 2017 General Election held on Thursday the 8<sup>th</sup> June. The split allowed extra time for delegates to travel home to participate in the election ballot. The first part of the meeting was held on the afternoon of the 7<sup>th</sup> June and consisted of ACC Delegates only. It dealt mainly with housekeeping issues like finance, the new website and new working arrangements for the secretarial staff. It also gave ACC delegates the opportunity to discuss the next day's agenda of what was to be termed "the business meeting". This meeting would have the representatives of the DfT and CAA in attendance. The opportunity of splitting the meeting into two sections enabled delegates to be more candid in their comments than they would normally be at the Annual Meeting.

The main points to take away from this first section of the Annual Meeting were:

- There would be no change to the current scale of UKACC's membership subscriptions.
- UKACC's accounting year would move from March 1<sup>st</sup> to April 1<sup>st</sup> to better match the tax year.
- The new UKACC's website is now up and running and can be found at [www.ukaccs.org](http://www.ukaccs.org)
- The ACC membership, terms of reference, diversification and ways of working had been given a "Fit for Purpose" examination.

The latter bullet point related to item 7 on the Business Meeting agenda papers "ACC engagement with wider communities around airports". The ACC delegate's response to this agenda item seemed to be very defensive. I was able to convey to the meeting the actions that the Liverpool John Lennon Airport Consultative Committee had previously taken to review our processes, our member engagement and how the ACC could be promoted locally. Our members are now better informed through a monthly bulletin, Chairmen of Committees have taken charge of their meetings more and we've established an annual work programme and new website. I think some synergies of actions taken by other ACC's also complimented our standing in this regard and helped dispel the defensiveness.

The topic also gave me the opportunity to relay to the committee my experience of the first CAA Community Discussion Forum, where the first one hour of a two hour meeting was spent on discussing diversification of ACC's, particularly "Under Representation of Women". The charge of underrepresentation was made by Rebecca Roberts-Hughes, one of two females participating in the CAA Community Discussion Forum of January this year. She evidenced this charge by citing complaints made to the CAA by members of the community who predominately lived in the South East of the Country, that ACCs, where not representative of their views. These complaints were mainly made by individuals, 'One Issue' pressure groups or community groups that were located outside of any particular airport's operating footprint. ACC delegates were able to confirm that the make-up of their own ACC was determined by its constituents, who were at liberty to choose their own representatives. It was felt that the local authority representatives of their committees were best placed to represent local issues rather than leave this to individuals or "One Issue" groups. The candid conversation on this particular topic helped change the reaction of the delegates to the CAA's view of ACCs engagement from a very defensive response to a barely defensive and possibly somewhat indignant response, when they met with the CAA's representatives the following day.

**AVIATION POLICY UPDATE**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/588186/uk-airspace-policy-a-framework-for-balanced-decisions-on-the-design-and-use-of-airspace-web-version.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/588186/uk-airspace-policy-a-framework-for-balanced-decisions-on-the-design-and-use-of-airspace-web-version.pdf)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/588767/draft-airports-nps-print-version.PDF](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/588767/draft-airports-nps-print-version.PDF)

The meeting of the 8<sup>th</sup> of June (The Business Meeting), consisted of ACC delegates, Dft representatives and CAA representatives. Tim May, the DfT's Head of Airspace and Noise Policy gave an overview of the DfT's recent consultations, the UK Airspace Policy and the Draft National Policy Statement, both consultations closed on the 25<sup>th</sup> May 2017. In regard to the UK Airspace Policy, delegates were not persuaded that the proposed Independent Commission on Civil Aviation Noise was either necessary or viable. The oversight of aviation noise could be accommodated by local authorities as part of their Environmental Health portfolios. Delegates also emphasised that

each airport had different local circumstances and that a one size fits all approach should be avoided. The Draft National Policy Statement essentially related to the development of Heathrow. Delegates were of the view that this statement should not over focus on Heathrow at the expense of other South East airports. In addition it was important to ensure that there was good regional connectivity, particularly for those airports where rail travel was not an efficient or viable option.

Delegates were told that there were increasing demands on the Government to update the 2013 Aviation Policy Framework. The Government proposed to consult in 2017/18 on a number of underlying themes to assist policy development. These included consumer experience; impact of new technology; market access; sustainable growth; environmental impacts; competition and regulation and skills. It was noted that the implementation of a General Election had also meant that decisions on a number of consultations e.g. the National Policy Statement and a new London night flights regime could be delayed.

## CAA STRATEGIC PLAN 2016-2021

<http://publicapps.caa.co.uk/docs/33/CAP1360%20strategic%20plan%20APR16%20v2.pdf>

Keith Richards, Chairman CAA Consumer Panel, gave an overview of the CAA Strategic Plan 2016-2021 “Making Aviation Better: Our key strategies”. The strategy is built around five themes that will be the focus of the CAA’s work between now and 2020. These themes are as follows;

- **Risk –based regulation** – to target regulation where risk is highest, to be adaptable to the ever-changing risk picture.
- **Empowering consumers** – as well as promoting competition, the CAA will be particularly alert to passengers with disabilities or special needs.
- **Infrastructure optimisation** – The CAA will challenge airports and airlines to deliver the best possible service for passengers with the available infrastructure.
- **Service excellence** – Delivering service excellence is a priority area in its change programme. The CAA aims to be easy to transact with, with more and more services delivered online.
- **Technological Innovation** – The CAA’s plans to support the aviation community industry in adjusting to the growing challenges of modern aviation from new business models or from new technology.

## CAA AIRSPACE CHANGE PROCESS

[http://publicapps.caa.co.uk/docs/33/CAP1520\\_AirspaceChange\\_Plain.pdf](http://publicapps.caa.co.uk/docs/33/CAP1520_AirspaceChange_Plain.pdf)

Rebecca Roberts-Hughes and Nic Stevenson, CAA, presented an overview of the CAA’s role in airspace regulation and modernisation and the current consultation on the proposed airspace design process, the stakeholder engagement on airspace design principles and consultation arrangements. The detail of the draft Airspace Design Guidance was discussed and the need for issues such as the terrain under flight paths, centres of population, ambient noise levels and other impacts to be taken into account as part of the process. The CAA underlined that the responsibility for engaging with and informing communities about specific airspace change proposals rests with the change sponsor. The CAA should only engage with stakeholders at defined points in the process. The CAA advised that it would welcome ACC’s specific views on two aspects of the new guidance – the questions that might be used to structure the conversation at the Design Stage and for the engagement evidence that the CAA needed to validate for a sponsor to pass the Gateway. *There are ‘gateways’ at four points in the airspace design process. At each gateway the change sponsor must satisfy the CAA that it has followed the process correctly before it can move to the next stage.* Delegates welcomed the improved transparency of the new process proposed by the CAA and the enhanced role proposed for ACC’s. The CAA was invited to engage further with UKACCs to help develop an efficient and prescribed process.

## EDINBURGH AIRPORT LIMITED'S AIRSPACE CHANGE CONSULTATION PROCESS

[https://s3-eu-west-1.amazonaws.com/edinburghairport/files/acpv2/consultation-material/library/Edinburgh\\_Airport\\_Initial\\_Consultation\\_Book.pdf](https://s3-eu-west-1.amazonaws.com/edinburghairport/files/acpv2/consultation-material/library/Edinburgh_Airport_Initial_Consultation_Book.pdf)

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Gordon Robertson, Director of Communications, Edinburgh Airport Limited gave a presentation on Edinburgh Airport's approach to its recent consultation and engagement on proposed changes to airspace around the airport. A two staged consultation process was used. The initial consultation took place between June and September 2016 and the second stage consultation took place between January and April 2017. The whole airspace change process is expected to conclude in April 2019 with the CAA's Post Implementation Review. The consultation exercise was extremely costly but had only resulted in 3% response rate from impacted communities.

## ACC ENGAGEMENT WITH WIDER COMMUNITIES AROUND AIRPORTS

[https://publicapps.caa.co.uk/docs/33/CAP1219\\_Response\\_to\\_Airports\\_Commission\\_Delivery\\_Discussion\\_Paper.pdf](https://publicapps.caa.co.uk/docs/33/CAP1219_Response_to_Airports_Commission_Delivery_Discussion_Paper.pdf)

In response to the Airports Commission Delivery Discussion Paper, the DfT and CAA have established two new groups.

The DfT have established the Airspace and Noise Engagement Group (ANEG). This group has met twice - the first meeting was mostly concerned with the administrative detail of establishing the group with the second focussing on current Government and CAA consultations. The group is intended to be a national body, but membership at present seems to be very South East centric. Whilst UKACCs has been allocated one place on the group, local interests groups have been allocated three places in addition to the Aviation Environmental Federation. The DfT commented that they considered that

*"ACCs are a well-coordinated group with mechanisms to collaborate and therefore as a group can be represented by a single person. Community groups on the other hand are far less so, and we therefore need to ensure we have them adequately represented. As ACCs are not representative of communities or other bodies communities would feel they are not adequately represented if ACC's were to take their place. We need to keep places on ANEG under tight control so that the group remains manageable".*

The CAA has established a Community Discussion Forum. This is in recognition that the CAA has been perceived as lacking community input to key projects, and would benefit from having direct input from community representatives to help understand their views. The Community Discussion Forum is one way the CAA intends to manage that, by drawing in community representatives predominantly from ACC's from areas impacted by aviation across the UK. The Forum has met twice; the first meeting concentrated on the diversification of ACC membership and then followed up with presentations on Airspace Change Process revisions, Noise Management Review and Future Airspace Management.

I represented Liverpool John Lennon ACC via a telephone link at the initial meeting. I was not placed on the mailing list for the second meeting and was unaware of its date; therefore I was not in attendance. The second Forum has discussed the CAA's consultation on the guidance underpinning its revised airspace change process. The Forum also discussed the CAA's Noise Management Review and its intention to conduct a draft community survey.

At meetings of both ANEG and the Community Discussion Forum, there has been criticism of ACCs. This ranged from suggestions that ACCs were not representative and had little contact with community groups in their area to the claim that membership rarely changed which prevented a balanced debate.

ACC Delegates did not accept the criticisms that had been raised and highlighted the fact that ACCs operated in accordance with the DfT Guidelines and were required to have a balance across a wide range of interests, representation from local authorities/communities being one of the identified categories of interests to be represented on ACCs. ACCs were alive to the concerns of and impact on communities from areas beyond the membership of the ACC. Community groups had in recent years enhanced their profile and engagement opportunities at both the local and national level and there was concern that their criticism was undermining the work and role of ACCs. The DfT assured delegates that the Government valued the work and balanced views of ACCs and recognised the success of

the coordinated approach facilitated by UKACCs. The need for ACCs to attend the CAA's Community Discussion Forum was emphasised but some delegates pointed out that as ACCs did not have any budget and relied on the goodwill of airports to fund their travel (from great distances across the UK) there needed to be value in ACCs attending the meeting in London.

## **PRM SERVICES AT UK AIRPORTS**

<http://webarchive.nationalarchives.gov.uk/20161205190706/http://publicapps.caa.co.uk/docs/33/CAP%201411%20MAY16.pdf>

The CAA has worked with airports throughout the year, providing support where appropriate and keeping relevant staff updated on how their airports were performing against quality standards framework. Airports this year will be rated as "very good", "good" or "poor". Delegates noted the requirements of the CAA's Hidden Disabilities Guidelines issued in December 2016. The CAA had written to airports asking them to provide information on what they have done since the guidance was published. It was also recognized that this was a sensitive issue and some passengers might not wish to declare a disability. It was emphasized that the hidden disabilities lanyard service being introduced at airports was entirely voluntary for such passengers and experience to date was that it had been well received.

## **CAA REVIEW OF ISSUES AFFECTING A PASSENGER'S ACCESS TO UK AIRPORTS**

<http://publicapps.caa.co.uk/docs/33/CAP%201473%20DEC16.pdf>

It was noted that the outcome of the CAA's review of issues affecting passenger surface access to UK airports did not extend to rail. Delegates reported that their airports had reviewed their surface access arrangements but pointed out that in a number of cases transport services were provided by third parties. This might mean that the airport's influence was limited.

## **CAA CONSUMER PANEL**

<http://publicapps.caa.co.uk/docs/33/CAP%201445%20DEC16.pdf>

Keith Richards, Chairman CAA Consumer Panel outlined the work of the Panel over the five years of his tenure. He was in his last year of office. The Panel had sought to act as a critical friend to the CAA and the Panel's work had been wide ranging including the provision of information to passengers; consumer research; PRMs; and disruption/network resilience. The key success of the Panel's work to date was the establishment of consumer research, review of the ATOL scheme, the setting up of the alternative dispute resolution system for unresolved passenger complaints, on time departures, managing disruption and resilience and the passenger tracker survey. The Panel's priorities for the next 12-18 months were:

- reviewing the CAA's information duties to ensure that information was issued at the right time and fit for purpose
- ensuring the CAA's priorities for PRMs was maintained
- addressing vulnerability of passengers and how the needs of such passengers are addressed by the industry
- reviewing the price controls regulation
- regulatory independence of the CAA.

## **UK BORDER FORCE AND ACC ENGAGEMENT**

At the previous year's meeting, ACCs had been encouraged to develop close and constructive relationships with the local Border Force officials. Delegates were pleased to report that progress had been made at their airports and relationships were being developed. It was noted that the terms of engagement depended upon local circumstances.

## **AIR PASSENGER DUTY IN SCOTLAND**

An update was given as to the future of APD in Scotland. The Scotland Act which has transferred the APD powers to the Scottish Government takes effect on 1 April 2018. It is proposed to replace APD with a new airport departure tax (ADT) in Scotland. UK APD will stay in place until the Scottish Government introduces its new rates.