

# STANSTED AIRPORT CONSULTATIVE COMMITTEE

## SECRETARIAT

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## USER EXPERIENCE GROUP

### MEETING OF THE USER EXPERIENCE GROUP OF THE STANSTED AIRPORT CONSULTATIVE COMMITTEE, HELD AT THE AIRPORT ON 9 MARCH 2016

#### Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
*	Keith Brown (representing tourism interests)
	David Burch (representing commerce and business interests)
*	Gary Jones (representing local authorities)
	Danny Purton (representing local authorities)
	Angela Alder (representing local authorities)
*	Graham McAndrew (representing local authorities)
*	Mary Sartin (representing local authorities)
*	Peter Lainson (representing PRM interests)
	Peter Mantle (representing passenger airline companies)
	David Leigh (representing cargo interests)
	Peter Odrich (representing business passengers)
	Julie Jones (representing non business passengers)
*	Stewart Ashurst (Chairman of STACC)

(\* present at meeting)

#### **Also present**

Karen Smart - STAL

Neil Banks STAL

## 1. Apologies for non attendance

Apologies had been received from Angela Alder, David Burch, Peter Odrich, David Leigh, Danny Purton and Julie Jones. Apologies had also been received from Frank Evans to whom UEG sent their best wishes for a speedy recovery from his illness. The Chairman thanked the Chairman of STACC for agreeing to take the minutes of the meeting in the Secretary's absence.

## 2. Minutes

i. **Approval of Minutes.** The minutes of the UEG meeting held on December 9<sup>th</sup> 2015 were **APPROVED** by the Group as a correct record, subject to the inclusion of Gary Jones apologies. (These Minutes had been submitted to and endorsed by STACC at its meeting on January 27<sup>th</sup> 2016).

ii. **Matters arising.** There was no update available as to the Express Set Down issue referred to at Minute 3ii.

## 3. Annual Work Programme

i. The STACC Chairman highlighted the importance of the AWP in providing a focus for the work of STACC; how it needed to be regarded as a 'live' Programme and how the format and content had evolved over the last few months.

ii. It was suggested that the overarching importance of the STAL Customer Service Strategy should be reflected in the AWP in some way.

iii. It was agreed that the Chairman of UEG would invite UEG members to suggest proposals for the 2016/17 AWP as soon as possible. Proposals for next year's UEG AWP would be considered at UEG at its meeting on 15 June and submitted for approval at the Annual Meeting of STACC later that month.

## 4. Border Force

i. The Chairman referred to the very constructive meeting which recently he and the STACC Chairman had held with Dean Milton and Phillip Holliday, the Border Force Regional Director. There would be an annual meeting of this kind and an assurance had been given that Border Force would ensure a continuity of liaison with and presence at UEG meetings when Dean Milton leaves Stansted.

ii. Dean Milton provided UEG members with an informative update of relevant Border Force matters. He mentioned, *inter alia*, the successful trialling of 'family' gates (which were to be permanently continued at Stansted), the introduction of 15 extra e-gates providing by June a total of 30 such gates, the continuing high percentage achievement of satisfactory queuing times (98% through EU gates within 25 minutes and 99.3% through non EU gates within 45 minutes), the freeing up of more space by the moving of the Watchtower and the greater availability of real time information. Members were appreciative of these developments and hoped that in future there might also be information:

- of a comparative nature with other similar airports.
- as to the percentage of queue management times which fell well within the basic SLA requirement and
- as to planned developments in improved signage.

## **5. Customer Service Strategy**

- i. The Chairman congratulated STAL on winning the recent 'Best London Airport Award' at the London Transport Awards.
- ii. Karen Smart mentioned that there had been two very useful discussions with the Chairman and the STACC Chairman and that a joint report as to the nature of the Strategy and about the related UEG consultative contribution would be made to the STACC meeting on April 20<sup>th</sup>. She also assured members that UEG would be consulted about how best to mitigate any adverse effects of disruption during the roll out of future infrastructure developments.

## **6. Customer Improvement Programme**

- i. Members received from Karen Smart an oral report as to improvements made and developments in hand. These included a terminal 'Deep Clean', the possibility of a mezzanine floor near the 'escape lounge' to provide additional seating and Project Missouri - a study into the implications of future airport growth.

## **7. Customer Services Quarterly Report**

Neil Banks introduced the previously circulated Quarterly Report.

- i. Members were particularly pleased to note the opening of the Prayer facility and the arrangements for baby feeding and nappy changing, which they had seen on the pre-meeting visit to the terminal. They expressed concerns, however, about the shiny and reflective nature of the walls and floor in the recently refurbished satellite 1. Members felt that these would be problematic to people with impaired sight and people who suffer from epilepsy. Peter Lainson agreed to ascertain where guidance could be obtained on these issues.
- ii. Members were reassured that - in the section of the Report on Passenger Figures - the percentage increase for March of 5.61% was still the most accurate forecast available. The Chairman said that at his recent meeting with Karen Smart, she had re-affirmed STAL's aspiration to be the best airport in London. Additionally, in terms of the European Airport Benchmark Group, she had advised that STAL was aiming to move from being the next to last airport in the Group chart to being 'the bottom of the upper quartile' - which would necessitate achieving a point score of about 4. This was what STAL could realistically aspire to given the resources available.
- iii. Members noted that there had been no complaints about premium telephone numbers.
- iv. In response to a query from Peter Lainson, Neil Banks agreed to inform the Chairman as to the situation with regard to the provision of blue badge car park spaces in the Red short-stay car park.
- v. In response to previously submitted questions from Peter Odrich, Neil Banks advised that (a) that car parking for the new hotel alongside Enterprise House would be provided by taking further space from the existing staff car park, and (b) to date there had been no 'trading' of landing slots at Stansted.

## **8 PRM Issues**

- i. The Chairman reported that, since the previous UEG meeting, there had been considerable activity as a consequence of the distressing incident experienced by Peter Lainson when disembarking a Ryanair aeroplane at Stansted. Contact had been made with STAL, OmniServ, Ryanair, the AOC and the CAA. Although, with Peter Lainson's agreement, it had been decided

not to pursue a personal complaint, there had emerged a number of inter related issues of more general concern.

ii. Peter Lainson reported in some detail upon the outcome of a meeting he and other PRM colleagues from around the country had had recently with the CAA. It appeared that the CAA had no powers to enforce International and European Guidance which would have had a direct bearing on helping to resolve the issues above referred to by the Chairman. CAA had informed the meeting that turning the 'Guidance' into enforceable Regulations was the responsibility of the Department for Transport. The Chairman suggested that at some point it may be appropriate to try to arrange a Parliamentary Question on this issue.

iii, UEG members were strongly of the opinion that these issues were significant (not only at Stansted) and that they should continue to be pursued by STACC.

## **9. West Anglia Task Force**

Members noted there was nothing to report.

## **10. Surface Access**

Members noted that there would be an additional meeting on March 30<sup>th</sup> to consider the draft STACC response to the CAA's current consultation on surface access to airports. The Secretary and Technical Adviser would provide details as to timing and to venue as soon as possible.

## **11. Visits**

The Chairman reported that it was planned that a few UEG members would visit Birmingham Airport on probably May 18<sup>th</sup>. The UEG team would comprise himself, Peter Lainson and Frank Evans, plus up to two other members if Birmingham is able to accept a 5-person team. The Secretary and Technical Adviser would be in touch with all members shortly.

## **12. Members Feedback**

On this occasion there were no reports.

## **13. Date of Next Meeting**

It was noted that the next ordinary meeting would be held on 15 June 2016.

## **14. Andrew Harrison**

At the start of the meeting, it was reported that Andrew Harrison, the STAL Managing Director, would be leaving the airport at the end of March. Mr Harrison visited UEG members during the meeting and the Chairman expressed his considerable thanks on behalf of UEG for Mr Harrison's sincerity, co operative style and all round helpfulness in the work of the UEG. It was noted that the STACC Chairman would also write a very warm letter of appreciation on behalf of all STACC members.

**Stansted Airport Consultative Committee  
12 March 2016**