

## **DRAFT**

### **STANSTED AIRPORT CONSULTATIVE COMMITTEE**

#### **MINUTES OF THE MEETING HELD ON 25 JANUARY 2017 AT ENTERPRISE HOUSE, STANSTED AIRPORT**

#### **ATTENDANCE**

Chairman – Stewart Ashurst\*

#### **Users of Airport**

Freight interests (1) – David Leigh

Passenger airline companies (2) Chris Hughes

Business passengers (1) - Peter Odrich\*

Passengers with (or with an interest in) restricted mobility - (1) Peter Lainson

Non Business passengers (1) Julie Jones\*

#### **Local authorities**

Braintree District Council (1) – Hylton Johnson\*

East Hertfordshire District Council (1) – Gary Jones\*

Epping Forest District Council (1) - Mary Sartin\*

Essex County Council (1) – Ricki Gadsby\*

Harlow District Council (1) – Danny Purton

Hertfordshire County Council (1) – Graham McAndrew\*

Uttlesford District Council (1) - Keith Artus\*

#### **Organisations with a locality interest**

Environmental interests (1) – Richard Burrett

Hertfordshire Association of Local and Parish Councils - Angela Alder \*

Stop Stansted Expansion (1) - Brian Ross\*

Commerce and Business interests (1) – Haydon Yates\*

Tourism interests (1) – Keith Brown\*

Surface transport interests (1) – Rufus Barnes\*

Uttlesford Association of Local Councils (1) - Jackie Cheetham\*

(\* present)

#### **Also present at the meeting**

Frank Evans - Secretary and Technical Adviser to STACC\*

## **Representing Stansted Airport Limited (STAL)**

Mr Andrew Cowan - Chief Executive Officer\*  
Mr Chris Wiggan - Head of External Affairs \*  
Mr Neil Robinson - Corporate Responsibility Director\*  
Mr Daniel Gallo - Customer Services & Security Director\*  
Mr Alistair Andrew - MAG\*

## **Representing Border Force**

**Sally Bray - UK Border Force Stansted Airport**

# **AGENDA**

## **1. New Members, Apologies and Deputising Attenders**

- i. The Committee **APPROVED** the appointments to the Committee of Chris Hughes as a representative of the airline operators at Stansted and Councillor Ricki Gadsby as the new representative of Essex County Council. Mr Hughes was also appointed to the User Experience Group and Councillor Gadsby to the Environmental Issues Group.
- ii. The Committee welcomed Haydon Yates to his first meeting as the successor David Burch representing Commerce and Business interests.
- iii. Apologies had been received from Peter Lainson, Danny Purton, and David Leigh.

## **2. Public Question Time**

No Public Questions had been received.

## **3. Minutes**

The Committee **APPROVED** as a correct record the attached draft Minutes of the Committee meeting held on October 5th 2016.

## **4. Border Force**

Sally Bray (BF) updated the Committee on recent developments. Priority was currently being given to border security issues. This had affected SLAs for queuing times. Use of e-gates continued to be very encouraging - December had seen 77% use compared with a 70% target. (There was a rejection rate of 7%). Recruiting was underway both to fill vacancies and to create a reserve list. A new Fast Track facility was being trialled. Passengers could book in advance - priority immigration at a cost of £7. The trial was based on a target of 50 passengers per hour. The results of the trial would be reviewed. It was noted that UEG would wish to have sight of the results of the trial. The AMT saw the trial as offering passengers choice as well as supporting initiatives to reduce delays. One such initiative included the introduction of CCTV (Crowd Vision) to help in queue management. It

would also provide an opportunity to use the monitors to advise passengers of accurate information about wait times. It was suggested that BF might wish to consider a communications plan that reminded passengers that BF's prime role was protecting the UK's borders and this could impact on other activities such as immigration facilities.

## 5 Working Groups : Reports of meeting

The Committee **RECEIVED** and **ENDORSED** the Minutes and Notes of the following Working Group meetings since the October meeting

### a. Environmental Issues Group – 9 November 2016

The Group had met with a number of parish councils to discuss possible solutions to the current problems relating to the switch of traffic from the Dover to the Clacton route. The Group were minded to respond to the CAA's proposed review of the change later in the year. The Group would be responding to the DfT consultation on night flights. In terms of track keeping, whilst current performance was very good, this was measured against the full swathe. It was felt however that monitoring of track adherence would be improved if it also covered a narrower swathe. It was also noted that there would shortly be a meeting with Uttlesford District Council to discuss the possible use of alternative metrics in considering planning applications and monitoring issues.

### b. User Experience Group – 7 December 2016.

The Group had continued to work with STAL on the development of the Customer Service Strategy and had maintained regular liaison with the BF. It had been noted that STAL were undertaking a trial to encourage passengers to go to the departure gate earlier. The Group looked forward to learning about the outcome of the trial. On PRMs, the Group looked forward to working with STAL on the assessment of PRM services provided at the airport. In addition the Group would be interested in how the airport would be responding to the CAA's recent consultation on passengers with hidden disabilities. In discussion, it appeared that the eligibility of discounts for passengers using the Express Set Down service was unclear. The Airport offered to provide further clarification (Secretary's Note : - <http://www.stanstedairport.com/to-and-from-the-airport/travelling-by-car/>)

## 6 Rail Services

The proposed presentation by Abelio was deferred until the next meeting.

## 7. Airport CEO's report

The Committee **RECEIVED** the report. The main issues to emerge in discussion were:-

- Passenger numbers continued to grow although with fewer aircraft movements. New services (eg Jet2; Ryanair) were to be introduced later in the year. Work was continuing to attract other carriers but indications were that Brexit and the exchange rate were influencing choices.

- Security performance was high with 98/99% of passengers being processed in less than 5 minutes at peak times;
- STAL had submitted its planning application to Uttlesford District Council to build a new Arrivals Hall (The Committee had received a presentation from the airport at its previous meeting). It was suggested that the Committee might wish to send a letter of support to the Council. In discussion it was noted that such a letter would need to be confined to giving support in principle as some Members might have issues of detail about the application.
- On land compensation, work was continuing in a number of areas designed to process and assess claims as quickly and efficiently as possible. However in discussion it was suggested that some claimants were experiencing frustration about the lack of a dialogue. The Chairman noted that a response to the questions posed by Mr Belcher at the June meeting appeared to be outstanding. He encouraged the airport management team (AMT) to review the position and respond.
- Work continued to dispose of the airport's property portfolio. The AMT acknowledged that the introduction of the scheme could have been managed better. However, an effective dialogue with the tenants' action group had now been established. STAL was seeking to be sensitive to special cases of hardship and was prepared to make concessions where appropriate. It was planned to release a further tranche of houses in February/March. Those tenants affected had already been advised.
- The AMT would be responding to the DfT's night flights consultation proposals. These involved more movements as previously exempt aircraft would now be included but there would be no increase in noise quota limits. In discussion, Members accepted that there was a need for some night flights (eg the Royal Mail and Express parcels). However night flights continued to be the greatest source of concern for the local community especially in the summer. The AMT noted this and advised that their aim would be to balance the interests of all stakeholders.
- It was noted that the use of public transport continued to grow with 51.59% of non-transfer passengers using bus, coach or rail to travel to Stansted. The Committee suggested that it would be helpful to have an additional column in the table to enable a year on year comparison to be made. It was also suggested that use of electric buses should be encouraged. The airport responded that it was MAG's policy to use sustainable technology where appropriate and the matter would be kept under review. On rail, it was noted that Abelio had reduced some fares and there were plans to introduce 12 car trains.

## **8. Customer Service Strategy (CSS)**

The Committee received an update on the development of the CSS. The aim was to provide the passenger with a positive experience. A number of trials were underway including increasing the frequency of the bus service between the terminal and the long stay car park. There was a need to improve way finding; the meet and greet service; ensuring that there was a satisfactory PRM service; and improving the passenger's general perception of the terminal. It was planned to ensure that Stansted moved up in the global survey of comparable airports both in the UK and Europe.

In discussion, it was suggested that if the Strategy were to be fully realised, the airport would need to have effective engagement with all its partners on site. The AMT advised that this was their intention - for example it was planned to involve partners - including UEG - upstream in the development of the Strategy.

## **9. 25 mppa planning condition**

At the October meeting, the issue of the planning conditions associated with the 25mppa+ (Generation 1 or G1) permission was raised. It appeared that there were different interpretations as to the meaning of the conditions. The AMT were requested to meet with Brian Ross, Jackie Cheetham and Keith Artus to discuss the planning conditions and seek to obtain a common understanding. Two meetings subsequently took place and the attached note summarises the outcome. It was agreed by all parties that the 35mppa+ planning application would provide the platform to both propose and assess the environmental impact of a new gross movement limit at the airport. All parties were agreed that this could then form a more simplified control mechanism for the planning authority to administer. How the gross movements were assigned across passenger cargo and general aviation could be left to the AMT.

## **10. Government Consultations**

The Committee received an information note from the Secretary and Technical Adviser advising of current and pending government consultations.

## **11. Retirement of STACC Chairman**

The Committee received a report from the Chairman which advised of his intention to retire as Chairman at the end of the Annual Meeting in June. In his report, the Chairman outlined a number of matters for consideration in the process for appointing his successor. He also stressed the importance of involving STAL (including the AMT's HR experience) In discussion it was agreed that it would be helpful to hold an Awayday to discuss the way forward. It was further agreed that this should take place at Enterprise House on 17th February (1000-1300). It was also agreed that it would be necessary to have a Panel of Committee Members to oversee the appointments process. Any Member who wished to sit on the Panel was asked to advise the Secretary and Technical Adviser in advance of the Awayday.

## **12. Date of Next Meeting**

Members were invited to note that the next meeting of the Committee would be held on 26th April 2017.

**Stansted Airport Consultative Committee  
January 2017**