

## 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 1 FEBRUARY 2017

##### Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
*	Keith Brown (representing tourism interests)
*	Haydon Yates (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)
	Chris Hughes (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**

STAL

Neil Banks - Head of Passenger Services

Richard Cross - Head of Retail

Anna Perkins - Public Affairs Manager

UKBF

Sally Bray

Frank Evans- Secretary and Technical Adviser

### **Pre meeting tour**

Prior to the meeting, members of the Group had visited the security and orientation areas. They welcomed the provision of seating within the baggage screening areas and the improvements that had been made to encourage passengers to pass through the orientation area rather than dwelling. The Group also noted the addition of perch seating in the area.

### **1. Apologies for non attendance**

Apologies had been received from Graham McAndrew, Julie Jones, Stewart Ashurst, Daniel Gallo and Daren Barthram.

### **2. Minutes**

The Group **APPROVED** the minutes of the meeting held on 7 December 2016. NB The minutes were submitted and endorsed by STACC at its meeting on 25 January 2017..

### **3. Matters arising**

#### **a. Road access to new hotel**

At the December meeting, Members of the Group had sought clarification as to what plans there were relating to access to the new hotel adjacent to Enterprise House. It had been agreed that the AMT would provide a plan for the next meeting. However the AMT advised that discussions were currently taking place with the contractors and it was not possible to respond at this stage.

On the wider issue of the hotel, the Chairman reminded the AMT of the Group's wish to be involved in the development of projects by providing added value. The development of the new Arrivals Hall would seem to be such a project. The AMT noted this point. Members noted that the planning application to Uttlesford District Council contained information about the design of the new Hall in a design and access statement. This would be circulated to members who were invited to offer comments to the Secretary. It had been agreed at STACC that the Chairman might write to Uttlesford

District Council in general support of the project. Accordingly any Members' feedback on the design statement would be helpful.

#### **b. Use of Harlow Hospital**

At the last meeting, it was noted that Harlow Hospital had been placed under special measures. Given the hospital was used on an emergency basis by the airport, Members asked how this affected the provision of hospital services. The AMT subsequently confirmed that this did not impact upon the airport's operation. There were 5 receiving hospitals listed in the Airport Emergency Orders, and the East of England Ambulance control would make the decision of where to send patients on the day, based on a number of factors, including any specialist units required. Members stressed the need for flexibility in the contingency planning to ensure that the most efficient and appropriate response was provided.

#### **4. UK Border Force**

The Chairman welcomed Sally Bray to her first meeting of the Group. He advised that he had the opportunity of meeting Mas Naeem (one of BF's Assistant Directors at the airport) the previous day. The Chairman further commented that he believed that the Group's engagement with BF had developed into a trusting and constructive relationship

BF advised that counter terrorism and border security were the main priorities and this would inevitably impact on SLAs. The e-gates would now be serviced weekly and spare parts maintained on site to ensure full use. Action was also in hand to fix the issue of sun glare on the operation of gates. In terms of monitoring one officer was allocated to 5 e-gates.

BF advised that they were having particular success in identifying forged documents. Peter Odrich noted that biometric fraud was a growing issue not just for BF, e.g. identity fraud was a key concern for banks.

In light of BF's report, members considered that there were a number of areas that could be used to promote positive publicity for BF and expressed the hope that BF's Communications Department would act accordingly.

In conclusion, the Chairman advised that BF had invited the Group to have a half day "behind the scenes" visit to their facilities at the airport. Members wished to take up this invitation and the Secretary was asked to contact BF and identify suitable dates.

#### **5. Annual Work Programme**

The Group reviewed the UEG section of the AWP. In discussion it was noted that it had been intended to commission some research to inform the Group's understanding of CSR related issues. However the delay in developing the Customer Service Strategy had meant that it had not yet been possible to identify a suitable project. The Chairman invited Members to suggest other projects. For example it might be possible to commission research on PRM related issues.

A bench marking visit to Birmingham had been arranged for Wednesday 15 February. The Secretary and Technical Adviser would provide further details. It was proposed that the Group should also make a visit to Manchester before the end of the STACC financial year in June.

It was noted that the Group needed to consider CSR issues. The Secretary was invited to report back on timings.

## **6. Customer Services Strategy(CSS)**

The AMT gave a presentation on the current staff engagement CSS work that was taking place. STAL staff had been encouraged to offer ideas and suggestions. It was also important to ensure that there was full engagement with key area partners such as Ryanair. It was noted that some members of the Group were meeting Daniel Gallo the following week to discuss the CSS in detail.

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

The AMT presented their latest quarterly report. Key areas that were highlighted included:-

- The installation of three Central Image Processing (CIP) lanes;
- The installation of 11 body scanners;
- The baggage system was being improved to allow linkage with all systems;
- The Special Assistance desk was being relocated to an area adjacent to Zone A.
- The airport had achieved an increased rating in its Airport Service Quality (ASQ) scores. This had seen the airport move up four places into 8th place within its benchmark group within Europe;
- The number of complaints had continued to decrease. Car parking remained the area generating most complaints.
- The AMT were invited to provide the full list of indicators used to produce the ASQ scores to enable the Group to decide which indicators it would like to receive information on, on a regular basis.

## **8. New Arrivals Hall**

This had been discussed under Item 3a above.

## **9. PRM issues**

### **a. Relocation of Special Assistance Reception Area**

As reported under Item 7 above, it was proposed to relocate the Special Assistance Reception area. The Group's PRM representative had been consulted by the AMT. The provision of a marked walk way for PRM passengers was welcomed but it was questioned whether the choice of paint markings needed to be revisited. It was also suggested that sufficient space needed to be provided for carers to wait alongside wheelchair users.

## **b. Passengers with hidden disabilities**

The AMT advised that they were considering its practices in response to the CAA consultation report. They were consulting organisations such as STROKE and had already taken action in respect of passengers suffering from autism. Staff were encouraged to be sensitive to passengers' needs and concerns.

## **c. PRM discount car parking**

Following representations by the Group, the AMT advised that the charge for blue badge holders using the Express Set Down facility was being removed. The Group welcomed this change.

## **d. Boarding of PRM passengers**

The Group noted the issue of boarding PRMs first and disembarking last in accordance with international guidance had been raised a number of times with the AMT. However it was clear that airlines were not acting in accordance with guidance. It would be helpful if the AMT could report back at the next meeting.

## **10. Airport Retailers**

The Group had requested that a member of MAG's retail team might attend the meeting and explain how the new Code of Practice for airport retailers would be applied at Stansted. Unfortunately this did not prove possible and it was agreed that discussion of this item would be postponed until the next UEG meeting in March.

In a brief discussion, the AMT advised that it was the retailers' aim to provide shoppers with a positive experience. They now faced competition with online shopping. The Group reminded the AMT that they had previously raised the issue of retailers requiring boarding passes for purchases. It had appeared that there was some confusion as to its applicability. The AMT noted that different duty free allowances applied according to destination and the boarding pass was used to verify the destination

It was agreed that there would be a fuller discussion of retail issues at the March meeting.

## **11. Surface Access**

The CAA had published its final report on the review of issues affecting passengers' access to UK airports. The CAA had asked airports, surface access operators and relevant trade associations to review their behaviours and agreements. The AMT advised that they considered that there were no pressing issues due to the high level of passengers travelling to the airport by public transport. Passengers had a choice of rail, bus and coach services to access the airport. Given that an average train had 800 passengers, this avoided considerable road congestion if all those passengers arrived by car

On the question of cycling, the AMT noted that cycle racks were provided both for staff and passengers. In addition there were a number of cycle ways on site.

**12. Members Feedback**

No issues were raised.

**13. Date of next meeting**

29 March 2017