

# **STANSTED AIRPORT CONSULTATIVE COMMITTEE**

## **Report on Activities for the period June 2016 - June 2017**

### **STACC**

The Committee met on four occasions. During the year, the Committee welcomed three new members - Haydon Yates (commerce and business interests); Ricki Gadsby (Essex County Council) and Chris Hughes (passenger airline interests).

Given the airport's continued growth, with passengers numbers increasing by 5% on the previous year to 24.3 million, as well as growth in cargo tonnage - the Committee maintained a keen interest in how the airport would respond in terms of passenger facilities, surface access and in mitigating any adverse environmental impacts on the local community.

Key issues discussed by the Committee included:-

- Disposal of the airport's housing stock

Following representations by local residents about the process being adopted by the airport, the Committee (through the Chairman) raised the issue with STAL and an improved process was adopted.

- Land compensation issues

The delay in setting the land compensation issues continued to be a concern and the Committee encouraged the airport to act as expeditiously as possible to settle claims.

- Airspace issues

At its October meeting, the Committee received representations from local parish councils and groups registering their concern about the adverse impact of NATS switching flights from the Dover to the Clacton route. This switch had increased the number of flights over their residents. The councils planned to write to the CAA proposing that the switch be reversed and asked the Committee to support their representations. The Committee noted that they had been opposed to the change in the NATS consultation. Following further consideration by the Environmental Issues Group, the Committee wrote to the CAA in April. A substantive reply has not yet been received.

- Airport growth

The Committee received regular updates from the airport on projects to develop the airport in line with passenger growth. These included a presentation on

the planned new Arrivals Hall. An integral part of the development was the airport's emerging Customer Service Strategy. The Committee wished to help in the development of the Strategy and UEG was represented on the Programme Board.

- Border Force

The Committee received regular and informative presentations from Border Force. In particular, there were regular reports on how the increased passenger flow was being managed and what arrangements had been put in place to manage future increases.

## **Sub Groups**

### **Environmental Issues Group (EIG)**

The Group continued to play an active role in precision based navigation trials which were designed to ensure greater accuracy of flight paths and so reduce the number of people overflown. The trials had been successful with fewer people being directly overflown by aircraft using this new flight path procedure. Action had continued to seek Ryanair's full participation in the trial and work had also begun to identify other routes where PBN could bring benefits.

The Group had received regular informative updates from the airport management on a range of environmental issues. In line with the Group's wish to develop its benchmarking activities against a range of comparators especially in the non aviation sector, a number of the Group had visited the Intu shopping centre at Watford.

The Group had considered the Government consultations on night flights, the National Policy statement and the airspace policy and submitted responses.

### **User Experience Group (UEG)**

The Group continued to monitor all developments affecting passengers using the airport. Wherever possible the Group had undertaken pre meeting tours to gain first-hand experience. On a number of occasions, this had resulted in issues being identified and improvements introduced for the benefit of passengers.

The Group had engaged regularly with the airport on the development of its Customer Service Strategy and sought to provide added value. The Group had

offered its assistance in helping to develop the Strategy. As result the Group would be represented on the Programme Board.

The Group regularly reviewed arrangements for PRMs using the airport to ensure that satisfactory and effective procedures were in place. The Group attended an Open Day organised by the airport for PRM and disability organisations. Representatives of the Group also visited Birmingham Airport to discuss PRM issues.

On immigration, the Group maintained a constructive dialogue with Border Force. A number of the Group's representatives participated in a behind the scenes visit to border Force facilities at the airport

The Group continued to monitor the Airport's Express Set Down scheme to ensure that the scheme met the needs of both passengers and local residents

On surface access issues, the Group's Chairman continued to represent the Committee on the Stansted Airport Transport Forum. A number of the Group's representatives attended the Annual Meeting of the Forum at which the rail and bus operators outlined their future plans.

The Group undertook a visit to Birmingham Airport in February to have PRM discussions as well as attending a meeting of the airport's consultative committee. The visit had provided valuable insight and would help inform the Group's work. A further visit to Manchester Airport was planned later in the year.

### **Corporate Affairs Group (CAG)**

The Group did not meet during the year. It had been planned that the Group should meet to consider the Committee's draft budget for 2017/18. In the event it was decided to consider the budget by e-mail.

**Frank Evans**  
**Secretary and Technical Adviser.**