

USER EXPERIENCE GROUP 2016/17

Objective	1. Work with STAL to further develop its Customer Service Strategy (CSS), focussing in particular on those elements of the passenger journey which have been identified by STACC/UEG as critical to the delivery of a high quality experience viz Surface Access, Security, PRMs , Digitisation and Border Control.		
Action	Performance measure	Progress	Expenditure
To develop and commission independent research in respect of one or more of the UEG agreed focus areas	Relevant specification of research project, report produced to time and added value to the CSS of the outcome of the project.	Identification of project dependent on development of CSS	£5000
Regular meetings with STAL on the development of the CSS	Evidence that UEG input has influenced the CSS as it develops	<p><u>29 July and 10 August</u> Members of UEG met Daniel Gallo (STAL) to discuss development of Strategy</p> <p><u>31 August</u> UEG submitted template to STAL covering particular stages of the passenger experience</p> <p><u>7 September</u> STAL updated UEG on progress</p> <p><u>5 October</u> STAL updated STACC on progress</p> <p><u>19 December</u> STAL updated UEG on progress</p> <p><u>1 February</u> STAL updated UEG on progress</p> <p><u>29 March</u> STAL updated UEG on progress</p> <p><u>10 May</u> UEG represented at CSS Programme Board</p>	

Objective	2. To ensure that the delivery of the terminal upgrade adequately meets the needs of passengers		
Action	Performance measure	Progress	Expenditure
Regular assessment visits to the terminal	Good attendance by UEG members	7 September Members of UEG visited security area in advance of meeting	
Regular meetings with appropriate STAL staff to discuss key decisions and to monitor progress on the upgrade	a. Discussions felt by both STAL and UEG to have been worthwhile in terms of frequency and content	7 September STAL presented quarterly customer service report to UEG meeting 7 December	
	b. Evidence that STAL wishes to seek UEG input “upstream” and takes such input into account in the decision making	STAL presented quarterly customer service report to UEG meeting 1 February Members of UEG had pre meeting tour of security and orientation area	
	c. Evidence of UEG influence in decisions taken by STAL	STAL presented quarterly customer service report 29 March	
	d. Evidence of STAL flexibility in the implementation of decisions where the best interests of passengers can be demonstrated e.g. the provision of acceptable facilities for passengers “regathering” after going through security	STAL presented quarterly customer services report including discussion on new Arrivals Hall	

	e. Evidence of enhancements in the overall passenger experience		
Objective	3. To ensure that STAL decisions take PRM interests fully into account		
Action	Performance measure	Progress	Expenditure
Regular meetings with appropriate STAL staff to discuss PRM interests, including liaising on development of PRM element of CS Strategy, to influence decisions and to monitor the effectiveness of the decisions taken	<p>a, Discussions felt by both STAL and UEG to have been worthwhile in terms of frequency and content</p> <p>b. Evidence that STAL wishes to seek UEG input “upstream” and takes such inpatient account in the decision making</p> <p>c. Evidence of UEG influence in decisions taken by STAL</p> <p>d. Evidence of STAL flexibility in the implementation of decisions where the best interests of PRMs can be demonstrated</p> <p>e. Evidence of the effective implementation of decisions in respect of the interests of PRMs and the requirements of the CAA</p> <p>f. Evidence of enhancements in the PRM experience</p>	<p>7 September PRM issues discussed at UEG</p> <p>September - November Secretary in contact with CAA on possible involvement of the Group assisting the CAA in their assessment of PRM facilities at the airport</p> <p>30 November UEG members attended PRM open day at the airport</p> <p>20 January UEG Member met STAL to consider relocation of PRM Reception area in the terminal</p> <p>1 February PRM issues discussed at UEG</p> <p>29 March PRM issues discussed at UEG</p>	
Objective	4. To share the benefits of learning from comparable airports respect of key elements of the passenger experience		
Action	Performance measure	Progress	Expenditure

		15 February Members of UEG visited Birmingham Airport to discuss RM issues and attend a meeting of the Birmingham ACC	
Objective	5. To support STAL in seeking to secure an effectively resourced and well managed Border Force		
Action	Performance measure	Progress	Expenditure
i. Monitor (in support of STAL) the performance of Border Force in terms of passenger queuing times	Evidence that the passenger queuing times at Border Control is at acceptable levels	17 July Members of UEG made informal visit to Arrivals Hall to review arrangements	
ii. At least one unannounced visit to the Arrivals Hall every six months	Evidence that any useful experience is acted upon by STAL	30 August Members of UEG met Border Force in advance of UEG meeting	
iii. Hold regular discussions at UEG meetings with senior Border Force personnel	Implementation of useful outcomes of discussion	7 September Border Force updated Group on current developments 25 November	

<p>iv. Representations, where appropriate, to the Government and others in respect of resources, management and performance quality</p>	<p>Members of UEG met Border Force in advance of UEG meeting</p> <p>1 February Border Force updated the Group on current developments. Prior to the meeting BF had met privately with UEG members</p> <p>24 March UEG membership behind the scenes visit to BF</p> <p>29 March Border Force updated the Group on developments. Prior to the meeting BF had met privately with UEG members</p> <p>In addition, UEG members have made several unannounced visits to observe the BF procedures and gain first hand experience.</p>			
<p>Objective</p>	<p>6. To support improvements to the rail service to the airport</p>			
<p>Action</p>	<p>Performance measure</p>	<p>Progress</p>	<p>Expenditure</p>	

<p>Work with STAL, local authorities , business interests and others to encourage the Government, Network Rail and the train operating companies to enhance the quality of the West Anglia Main Line service</p>	<p>Evidence of the effectiveness of STACC representations in respect of persuading the Government and Network Rail to bring forward a review of the West Anglia Main Line service</p>	<p>7 September STAL reported that Abelio had been awarded franchise 25 January Abelio invited to make presentation to STACC 23 February Members of UEG attend annual meeting of Stansted Airport Transport Forum</p>	
<p>Objective</p>	<p>7. To contribute to an effective process for producing the Stansted Corporate Social Responsibility Report and to monitor the effective implementation of certain key targets/KPIs or proposals within that report in which UEG has expressed a particular interest.</p>		
<p>Action</p>	<p>Performance measure</p>	<p>Progress</p>	<p>Expenditure</p>
<p>i. Secure the annual involvement of UEG “upstream” in suggesting appropriate targets</p>	<p>Evidence of worthwhile involvement with target setting Evidence of STAL meeting and/or satisfactorily progressing the key targets and/or proposals in which UEG has expressed an interest</p>		
<p>ii. Regular discussions with STAL monitoring progress in meeting key targets and/or proposals</p>			
<p>Objective</p>	<p>8. To monitor progress in respect of those issues within the current Sustainable Development Plan in which UEG has expressed a particular interest. Particular issues for UEG were rail franchising (p48 of the Economy and Surface Access section of the SDP), public transport share (p50 and 51) and the airport travel plan (p30). UEG to consider whether these issues should continue to be monitored.</p>		
<p>Action</p>	<p>Performance measure</p>	<p>Progress</p>	<p>Expenditure</p>
<p>Regular discussions with STAL, monitoring progress in respect of those issues in which UEG has expressed a particular interest this year</p>	<p>Evidence of satisfactory progress in respect of this issues in which UEG has expressed an interest</p>		

