

STANSTED AIRPORT CONSULTATIVE COMMITTEE

Secretariat
E-mail contact: fefamily@blueyonder.co.uk
website: www.stacc.info

AGENDA

**STANSTED AIRPORT CONSULTATIVE
COMMITTEE**

Venue Enterprise House, Stansted
Airport

Wednesday 22 April 2015

Meeting room Challenger 1

Time 2.00pm

Secretary Frank Evans

Could any Member unable to attend the meeting please let the Secretary know, if possible by 4.30 pm, on Tuesday, April 21st. There will be a pre meeting buffet in Enterprise House for Committee members only from about 1.00 p.m.

*Car parking is available in the Enterprise House **staff** car park from 12.30 pm onwards. To gain entry, upon arrival at that car park please indicate on the intercom that you are attending the STACC meeting and the control room staff will raise the barrier for you. This facility is also available to the public attending the meeting. No entry will be possible after 2.00 pm. Please do not go along the road beyond the staff car park entrance or attempt to get past the security barrier on that road.*

AGENDA

1. New Members, Apologies for Absence and Deputising Attenders

Membership

Peter Mantle (Stansted Airport Operators Committee) replacing Ian Clayton as a representative of Passenger Airlines.

Apologies

Keith Brown

2. Public Question Time

No Public Questions have been received.

3. Minutes

- i. To approve as a correct record the attached draft Minutes of the STACC Committee meeting held on 28 January 2015.
- ii. Matters Arising
Any outstanding matters recorded in the Minutes of the previous meeting will be itemised and considered elsewhere on the agenda.

4. Working Groups: Reports of meetings

1. To receive the draft Minutes and Notes of the following Working Group meetings held since the January Committee meeting:

- i. Environmental Issues Group – 18 February 2015

Members are invited to note (for information) the attached paper prepared by Manchester Metropolitan University relating to enhancing noise communication at the airport. As this paper has only been recently received, it has yet to be considered by EIG. The Working Group will be making recommendations to the next STACC meeting.

- ii. User Experience Group – 11 March 2015.

5. Sustainable Development Plan

- i. Members are invited to note the publication of the Plan (Hard copies of the Plan have been made available to Members on request.) EIG and UEG will be considering which issues might be the most appropriate to monitor as key elements in the Annual Work Programme (AWP).
- ii. EIG have also been liaising with the Airport Management Team (AMT) on the development of the 2015 Corporate Social Responsibility Report and suggested areas such as bench marking and best practice that might be expanded compared with previous reports.

6. Airport Managing Director's report

To receive the attached report and quarterly traffic statistics.

7. PRMs

Members are invited to note a number of issues that have recently emerged. UEG have been disappointed to note that the CAA has decided not to proceed with a pre-notification project surveying airports' performance. This was against a background of a growing number of passengers requiring assistance at most airports. There is also the issue of coping with passengers who have not pre-notified and which is developing into an area of concern.

The STACC Chairman has written to the CAA expressing the Committee's concern about the cancellation of the project. Other Consultative Committees have also written to the CAA in a similar vein and the issue will be discussed at the Annual Conference of ACCs in June.

The AMT have advised UEG that there is currently work underway designed to assist PRM passengers in routes through the airport. The AMT are liaising with STACC's PRM representative on a number of initiatives including acting as a mystery shopper of the PRM service and undertaking a return flight on behalf of UEG. This would enable him to experience the service on offer at first hand.

8. Annual Conference of UK Airport Consultative Committees

As Members will recall, the Chairmen and Secretaries of the Consultative Committees of the larger Airports meet annually to share experience and to discuss matters of common interest. The Conference will be attended by twenty-three committees.

This year's meeting will be held in June at Manchester Airport. The agenda is currently being finalised but in addition to the PRM issue mentioned in Agenda Item 7 above, there will be a facilitated session on the consultation role of ACCs particularly as a 'critical friend' to the airport.

The issue of Consultation was considered at the STACC Awayday in April last year. Among the views expressed were:

- *effective consultation could only take place if it was carried out in a spirit of good faith and trust. Members pointed to the consultation principles set down by the Cabinet Office (as guidance for central government departments) and also the best practice guidance issued by the Consultation Institute as offering pertinent advice.*

- *a protocol setting out procedures could be of value. However it would be important to distinguish between the various types of consultation. For example there was an **ideas consultation** - a more collaborative approach where there were no defined answers and STACC and its Working Groups could have an influence before any firm decisions were made about progressing an issue. Another type was **strategy consultation** - where a draft strategy was put to STACC and its Working Groups and there was an opportunity to influence within set parameters. There was also a **strategy implementation review** - where STACC and its Working Groups could hold the airport to account for its*

•*performance against an agreed strategy. A further strand was **ad hoc challenge** - where members of a Working Group could make a challenge based on information not provided by the airport.*

•*It was also suggested that consultation was far more than an exchange of information or views. It should as far as was practicable, be upstream and should result in making the reasons explicit for any disagreement. It should not be confused with co creation and it should be recognised that consultation might in exceptional circumstances not be possible.*

The Chairman has drafted the attached “Discussion Note” based on the Awayday discussion for the Committee’s consideration and subject to which could form the basis of a STACC contribution to the UKACCS Conference discussion in June.

9. Date of Next Meeting

24 June (AGM)

**Stansted Airport Consultative Committee
April 2015**