

STANSTED AIRPORT CONSULTATIVE COMMITTEE

Note of Awayday held at the Radisson Blu Hotel Stansted Airport on 7 November 2018

Those Present:

Shena Winning - STACC Chairman
Rufus Barnes - Chairman of User Experience Working Group
Keith Artus - Chairman of Environmental Issues Group
Jackie Cheetham
Danny Purton
Gary Jones
Graham McAndrew
Haydon Yates
Angela Alder

Item 1 only

John Farrow - Customer Service and Security Director STAL

AGENDA

1. Draft Customer Service Strategy

The Meeting received a presentation by John Farrow (Customer Service and Security Director - STAL) on the draft strategy. It was expected that the strategy would be locked down within the next 2-4 weeks. STAL planned to engage with all Stakeholders including STACC/UEG. There would be a pan airport working group covering key stakeholders. It was proposed to put the customer at the heart of the strategy. The key components of the Strategy were investment, insight, cultural, teamwork and technology. The latter would play a key element in the Strategy. Airport staff would be provided with the necessary training to help deliver the strategy. Advice had been sought from a specialised training adviser for PRM training. It was agreed that there would be a presentation on the detail of the strategy to UEG at its next meeting on 5 December.

In discussion Members made the following points :—

- The Strategy appeared to be more of a statement with identified components but lacked clear objectives such as hassle free passenger experience, speed of transition through the airport at key points such as security and immigration and baggage handling. Resilience was also an important issue.
- It was important that the passenger should be at the heart of the strategy. In previous iterations, it had been stated that the customer was the key focus and this could be taken to mean the airlines and associated parties.
- Whilst the technological focus was welcomed, it should be appreciated that not everyone was fully at ease with using IT. There should be sufficient customer ambassadors on hand to assist “non IT proficient” passengers.
- It was suggested that it would be helpful for Members to visit the Control Hub.

STACC Issues

The Chairman introduced this item by noting that a great deal had happened at Stansted and other airports since the last STACC away day in October 2017. At that meeting Members spent time considering that way in which we wished to work as a Committee and some of the current and future issues that were considered key to focus upon over the next twelve months. It was now appropriate to review progress.

There was a wide ranging discussion covering a number of issues. This included:-

Meeting Venue.

Members agreed that STACC meetings should continue to be held at the Aerozone. It was noted that consideration was being given to holding the January 2019 meeting at the Airport College. It was also suggested that consideration might be given to holding a meeting outside the airport in the community.

Public Question Time

Members discussed whether this item should be retained. It was agreed that this item provided an important interface with the local community and should be maintained.

Membership

It was noted that there remained a number of vacancies on the Committee. These included airlines, retail, tourism, and environment. It was also suggested that representatives might also be obtained from the Cambridge and East of England area. Efforts had been made to identify suitable candidates but this had proved unsuccessful to date. The Chairman and the Secretary and Technical Adviser would continue to pursue. It was understood that some other consultative committees sought new members through advertisements. The Secretary and Technical Adviser was asked to see if any further information was available. It was noted that a number of Members did not regularly attend STACC. It was further noted that under the Committee's Constitution the Chairman was invited to consider appropriate action in respect of Members who failed to attend two successive meetings. It was also suggested that Members should nominate deputies for occasions when they were unable to attend.

Format of meetings

There was agreement that the meetings should be more focused perhaps aided by outside presentations. It was also suggested that the public STACC meeting should be limited to one hour and followed by a private CAG meeting also lasting for an hour. This might be achieved by having information papers which would be taken as read. This would allow for confidential items be considered outside the public meeting.

STAL engagement

A number of Members recalled that previously there had an opportunity to engage privately with senior STAL management directly before the meeting. This had been valued and it would be helpful if consideration could be given to reintroducing this facility.

Engagement with local community

Members generally considered that the Committee was sufficiently engaged with local authorities, local residents and related interest groups. However it was felt that the Committee might consider how best to raise

STACC's profile perhaps through issuing press releases. It was noted that these would need to reflect a common STACC view and be timely.

Terms of Reference

Members agreed that there was no current need to amend the Committee's Constitution.

Future Work Programme

Members considered that the following items might include:-

Customer Service Strategy;
PRM;
Noise, including Noise Action Plan and monitoring;
Terminal transformation project;
PBN;
Airspace changes;
Environmental issues apart from noise:
Surface Access;
Implications of planning application decision;
Airport Strategy;
Local region(s) economic strategy;
DfT Aviation Strategy;
Benchmarking Airport performance;
Third party engagement.

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