

UKACCs Working Group – Key Outcomes

What this paper is about

This paper summarises the key outcomes from the meeting of the UKACCs Working Group held on 26 November 2014 at London City Airport.

Points for Discussion

None as most the items considered by the Working Group are covered elsewhere on the agenda. Delegates are asked to take the Working Group's views into account when considering the items later in the meeting.

Points for possible action

None

Introduction

1. A meeting of the UKACCs Working Group was held on 26 November 2014 to consider a range of matters on behalf of UKACCs.
2. The matters discussed were:
 - DfT Guidelines for ACCs
 - UKACCs future role and profile
 - Arrangements for the Annual Meeting 2015 – Manchester
 - Airports Commission
 - CAA Guidance on Consumer Enforcement

Outcomes from the meeting

DfT Guidelines for ACCs

3. The Working Group was encouraged by the feedback received from a few member ACCs about the review of their committees' memberships and ways of working and was pleased that no significant issues had emerged at that time. The following issues were discussed:

- Term of office for chairmen of ACCs - it was recognised that there were varying practices across the UKACCs membership but it was generally felt that the chairmen of ACCs should be independent and be appointed for a set, renewable term (there was merit in say a x3 three or x2 four year term).
- Induction of new committee members – this was considered to be most important to ensure a greater understanding of the role of the ACC and their role on the ACC.
- Committee member non-disclosure agreements – in response to an enquiry from Edinburgh Airport ACC the Working Group considered the need and advantages of ACC members entering into non-disclosure/confidentiality agreements with their airports. Such agreements enable members to discuss commercially sensitive issues with airport management. East Midlands Airport and Gatwick Airport have had such agreements in place for a while now (only members of Gatwick ACC's passenger advisory group are required to enter into such agreement).

4. A summary of the feedback received from member ACCs had been produced and it was agreed that the Secretariat would encourage all member ACCs to provide feedback so that a more comprehensive summary could be circulated for discussion at the 2015 Annual Meeting (see item 4(a))

ACCs' Critical Friend Role

5. At the request of Annual Meeting in 2014, the Working Group considered how best ACCs could be fulfil their role as 'Critical Friend' to their airport and ways in which this topic could be considered at the 2015 Annual Meeting. To assist discussion at the Annual Meeting it was felt that there would be benefit in further exploring the use of an external facilitator to lead a session and a paper would be circulated in advance to provide background information for delegates to consider. Frank Evans volunteered to assist in preparing a paper for the Annual Meeting (see item 4(b)).

UKACCs Role and Secretariat Support Succession Planning

6. The Working Group considered whether the role/profile of UKACCs needed to evolve, whether there was a need for greater sharing across the UKACCs membership on best practice and issues/areas of concern and the future Secretariat Support arrangements.

7. It was generally felt that the UKACCs profile was about right given the support arrangements but there was potential for greater use of sharing information between Annual Meetings via email. However of key concern was the need to have in place a succession plan for key Secretariat staff (Paula Street and Stuart Innes) and backup arrangements for website maintenance to ensure continuity of service to member ACCs. The Working Group also acknowledged the need for the UKACCs website to be updated as much of the information was now out of date. Stuart Innes agreed to review the information on the website and would remove any out of date information.

8. The Working Group felt that the time was right for a review of the services provided by the Secretariat and Support Service. The Working Group was concerned to avoid a situation which could potentially lead to the breakdown in any of the services provided, through such factors as the withdrawal of services by West Sussex County Council (who provides the Gatwick ACC Secretariat) or the long term illness of any of the service providers. This matter is discussed in more detail at item 3(b).

Manchester 2015

9. The Working Group considered the arrangements for the 2015 Annual Meeting to be hosted by Manchester Airport and the possible items for discussion.

Airports Commission: Heathrow and Gatwick Options Consultation

10. Consideration was given to whether UKACCs should submit a collective response to the Airports Commission's consultation on the three short-listed options for a new runway in the South East of England. It was felt that it was not appropriate to submit a collective response but that individual member ACCs should be encouraged to submit responses direct to the Commission.

CAA Guidance on Consumer Enforcement

11. The Working Group considered the CAA's consultation on the Guidance on Consumer Enforcement and whether there were issues that needed to be brought to the attention of the wider UKACCs Group. It was agreed that a collective UKACCs response was not required but that individual ACCs should be encouraged to submit comments to the CAA direct.

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