# UKACCS ANNUAL MEETING 2015 – KEY POINTS AND OUTCOMES

## UKACCS WORKING GROUP

### (a) Key Outcomes of Working Group meeting on 26 November 2014
- The paper was noted.

### (b) UKACCs Secretariat Support – Tasks, Priorities, Resilience and Succession Planning
- The paper presented by Peter Smart, Chairman of the UKACCs Working Group was considered in detail.
- All delegates recognised the need to ensure that the UKACCs secretariat and support arrangements were resilient and that there was a succession plan in place. The majority of member committees had completed the questionnaire seeking comments on key tasks, priorities for the service, resilience and succession planning to assist in the review of the current arrangements.
- Agreed that there should be an early meeting of the Working Group to consider:
  - The response to the delegates' questionnaire on key tasks, priorities, resilience and succession planning and any other comments received from the Annual Meeting.
  - a possibility of establishing an independent UKACCs bank account and accounting facility.
  - an arrangement whereby Paula Street is invited to provide her services to UKACCs outside of her employment with WSCC – subject to agreement from WSCC that this is acceptable to them as her main employer.
  - The potential of other ACCs (Chairmen/Secretaries) being able to offer skills and time to being part of the support mechanism.
  - Remuneration of the secretariat and support staff.
  - The current subscription fees/banding and whether these need to be reviewed.
  - The preparation of an Action Plan for consideration by the full membership via email for comment and/or approval.

- Agreed that the Working Group could take forward some actions identified in the Action Plan under the Chairmanship of Peter Smart, Aberdeen ACC, if the total cost of providing the reviewed Secretariat and Support Service remained within the UKACCs budget.

### (c) UKACCs Working Group – Appointment of Members
- Agreed that Tom McGrath, Chairman, Belfast International ACC, be appointed to the Working Group.
- Acknowledged with regret that Heathrow (Chairman/Secretary) was not yet in a position to offer support to the Working Group but that the Chairman would like to offer support/participate in the work of the Working Group at a future date when the new secretariat/technical support team at Heathrow was more established. It was possible that Heathrow may be able to offer ad hoc participation later in the year.
- As one vacancy remains for an ACC Secretary, this would be reviewed at next year's Annual Meeting.

## DFT GUIDELINES FOR ACCS

### (a) Updates on Member Committees' Reviews
- The schedule summarising the feedback from ACCs on the reviews that had been undertaken following the issue of the DfT's revised guidelines to ACCs was noted. More feedback had been received from delegates since the paper was issued. The Secretariat would update the schedule and circulate it to all ACCs for information.
- Encouraging regular attendance from all ACC members was a challenge, particularly in respect of aviation industry and business interests serving on committees. Delegates shared experiences at their airports in tackling the issue.

- There were no issues of significant concern to delegates.
- Delegates were interested in Newcastle ACC's new member induction pack which had been well received by the Newcastle committee members. John Scott would forward a copy to the Secretariat for circulation to delegates.

**(b)    Consultation considerations and the role of 'Critical Friend'**
- The paper prepared by the Chairman of Stansted ACC outlined some considerations in respect of consultation generally and the role of the 'critical friend' seen from the Stansted perspective.
- A discussion session on fulfilling the ACC's consultation and 'critical friend' roles was facilitated by Daniel King, Customer Contact Manager, Manchester Airport Group.  Delegates shared a wide range of experiences and best practice from their airports.
- Delegates highlighted the need for the ACC to have credibility with its communities and for airports to consult their ACC on emerging plans and new initiatives so that they have chance to influence and contribute to plans at inception or the earliest possible stage.
- A number of common areas of best practice were identified which will be incorporated into a guidance paper of best practice for circulation to all ACCs once prepared.
- The key areas for inclusion were:
    o Establishing independence – financially and in terms of membership so as not to be seen to be in the pay of the airport
    o Establishing trust by having an open and honest relationship with communities and the airport.
    o How to measure success
    o Timely reports looking to the future e.g. new developments and initiatives as well as current and past operations and reviewing performance
    o Constructive dialogue with airport and all interest groups having mutual respect for views of all interest groups in order to ensure cooperation/collaboration.
    o Being the airport's conscience.

## PRE-NOTIFICATION OF PRM SERVICES AT UK AIRPORTS

- The background paper and the update provided by the CAA was noted.
- Daniel King, Customer Contact Manager, Manchester Airport Group gave an overview of the problems from an airport's perspective.
- The good work of the CAA in encouraging airlines and airports to improve the overall experience for PRM passengers was acknowledged but there were continuing concerns across a number of member ACCs about the impact non pre-notified PRM passengers had on PRM service quality and performance at airports of all sizes.  This was especially the case when large volumes of non pre-notified PRM passengers arrive on the same flight.  Delegates highlighted that this was a particular problem on some inbound non EU flights.
- The work of ABTA's PRM Group was welcomed.
- Dealing with non pre-notified passengers had an impact on aircraft turnaround times and flight punctuality.
- It was questioned whether an international standard should be explored.
- Delegates were generally of the view that airports should give priority to those PRMs who pre-notify.  There was a need for airlines to work collectively to improve pre-notification rates recognising that airports have a finite number of assistance staff to handle PRM passengers.
- Agreed to write to the CAA to highlight continuing concerns and make a case for the CAA to continue with its pre-notification project.  It was also agreed that a copy of the letter should be sent to the CAA Consumer Panel for consideration.
- Agreed to invite the CAA to next year's Annual Meeting to give an update on its PRM work generally and also specifically on its PRM pre-notification work/project.

**EFFECTIVE COMMUNITY ENGAGEMENT**

- Wendy Sinfield, Community Relations Manager, Manchester Airport, gave a presentation outlining the airport's community strategy and the key focus of the strategy. An intermediate area of approximately 10 mile radius, including areas where aircraft regularly flew and were heard, had been agreed with local stakeholders. For the area where the airport's operation had the greatest impact numerous structured interventions with communities had been established.
- The key pillars of Manchester's Strategy developed thorough collecting data from Impact Studies, and stakeholder meetings are community, education, employment, enterprise and culture and colleagues (through volunteer programmes).
- Manchester Airport's Transformation Programme and the current consultation draft Sustainable Development Strategy 2015 were highlighted. It was noted that it was only through good and effective community involvement that the airport has a mandate to grow.
- Manchester Airport has already started discussing with its local communities the implementation of PBN so as to start to develop an understanding and knowledge base within those communities closest to the airport.
- There were a number of points that delegates felt were good examples of best practice.

**AIRSPACE CHANGE**

**The CAA's Future Airspace Strategy (FAS) and implementation of PBN technology**
- The paper summarising the CAA's FAS, the work of the Airport's Commission's Senior Delivery Group on the issues arising from the implementation of Performance Based Navigation (PBN) in the UK was noted.
- The Chairman of the Gatwick ACC highlighted the experiences at Gatwick and explained that the airport's management had been left to address local community concerns. The roll out of FAS and the airspace change management programme had significantly damaged the airport's relationship with its communities and a number of lobby groups continue to be formed to oppose not only the changes to flight paths but also the proposed second runway plans. Both the CAA and NATS were not present, or willing to be present, at the ACC meetings to discuss the issues arising from the roll out of FAS and PBN or the proposed changes to flight paths. He suggested that ACCs try to seek the engagement and attendance of CAA and NATS at their airports.

**UK Aviation Noise Policy – Role of Secretary of State and work of DfT's ANMAC**
- Tamara Goodwin, DfT presented an overview of the key elements of the Government's policy in relation to aviation noise and airspace change. She highlighted the way in which current policy was being tested by the implementation of PBN as well as various flight path trials. The issues included:
    - Concentration vs dispersal
    - Definition of "significantly affected"
    - Respite
    - Priority of noise against emissions
    - Tactical vectoring for arrivals and departures
    - The role of the Secretary for State and the CAA in airspace changes
    - Transparency of the CAA's airspace change process
- The DfT is actively considering these issues with both the industry and community groups.
- Defra's 2014 Survey of Noise Attitudes (SoNA) was carried out between October 2014 and February 2015. This survey included questions about aviation noise. The results were currently being analysed and a report will be published in due course.
- Delegates valued the update and details of the issues being considered as regards the impacts arising from the implementation of FAS and new navigation technology. As many member ACCs had yet to face the challenges posed, it was agreed that a further update should be given at next year's Annual Meeting.

**THE RUNWAY CAPACITY DEBATE**

**Airports Commission – Update**
- The paper and current position was noted.

**Air Connectivity between London and UK Regions**
- The paper providing an update on the work of the Airports Commission and the National Connectivity Task Force examining regional connectivity was discussed.
- Delegates generally supported the National Connectivity Task Force's key conclusion that there is a compelling evidence base to support the case to substantially enhance UK domestic air access to London as part of a new runway being approved in the South East of England.
- Delegates reiterated the UKACCs view that there was a need to address the issue of improving regional connectivity now before new runway capacity is delivered.
- It was agreed that a letter should be sent to the Government urging that:
  - Airlines be encouraged to provide services between London and the regions to enhance economic growth across the UK
  - Whatever decision is made on where new runway capacity should be provided that the promises made by promoters are honoured so as to ensure regional connectivity is improved and sustained over the long term.

**RESILIENCE PLANNING AT UK AIRPORTS**
- The paper highlighting the CAA's guidance on the preparation of resilience plans at UK airports was considered.
- Gatwick and Heathrow airports are required as part of their regulatory licence conditions to prepare and review annually resilience plans.  The experience of the Gatwick ACC inputting to the process both in terms of the welfare of passengers and in ensuring the co-operation of the whole airport community/agencies and surface transport providers (train, bus, coaches, taxi and highway authorities) in operational recovery.
- ACCs were encouraged to report on the CAA's guidance at their next cycle of meetings to establish whether their airports are engaging with a wide range of stakeholders in the preparation of their airport's resilience plan.

**EUROPEAN PASSENGERS' FEDERATION**
- Consideration was given as to whether UKACCs should become a member of the European Passengers' Federation whose remit was extended by the European Commission in 2009 to consider air passenger issues.
- Delegates were to be convinced about the value of membership of the Federation as there was no clear focus on air passengers.
- It was agreed to revisit the matter once the review of the secretariat and support service and UKACCs budgetary arrangements had been completed.

**ANY OTHER BUSINESS**

**Dealing with disruptive passengers**
- Glasgow Prestwick ACC raised the issue of the increasing number of disruptive passengers and drunkenness at the airport and wished to know how other airports/ACCs addressed the matter.  Delegates reported that it was not an issue at their airport.
- The Secretariat reported that IATA had issued in January 2015 guidance to airlines on "Unruly Passenger Prevention and Management".  The guidance was not intended to replace or to contradict any current State regulations but contained additional guidance including developing policy, the categorisation of incidents, sample passenger warnings and a sample passenger awareness leaflet – see https://www.iata.org/policy/Documents/2015-Guidance-on-Unruly-Passenger-Prevention-and-Management.pdf

**ITEMS FOR INFORMATION**

*(a)*     *Membership of the UKACCs Liaison Group -* The paper was noted.

*(b)*     *UKACCs Support Service Update –* The paper was noted.

*(c)*     *UK Aviation Update -* The paper was noted.

*(d)*     *CAA Consumer Panel*
- The Panel's work on considering the CAA's decision to end its involvement in consumer complaint handling and the transfer this activity to private sector alternative dispute resolution bodies (ADR) was of concern. There was potential for inconsistency and confusion for the passenger under the process if multiple organisations were involved.  It was felt that there should be one organisation with a track record of dealing with ADR to deal with complaints against airlines/airports.
- It was agreed that a letter would be sent to the Panel highlighting UKACCs concern.

*(e)*     *European Aviation Update -* The paper was noted.


**VENUES FOR FUTURE CONFERENCES**

      2016 - Belfast International
      2017 - Glasgow


**Paula Street**
**UKACCS SECRETARIAT**