



Liverpool John Lennon Airport

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Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 2 May 2025
Time:	10.30 a.m.
Venue:	Cavern Suite, Old Control Tower, Liverpool John Lennon Airport, L24 1YD

Contact Officer: Mike Jones, Secretary
Tel: 0151 691 8363
e-mail: MichaelJones1@wirral.gov.uk
Website: www.wirral.gov.uk

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIR'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 26)**

To approve the minutes of the meeting of the Consultative Committee held on 17th January 2025 and to receive the minutes of the Noise Monitoring Sub-Committee held on 7th February 2025.

5. **MEMBERSHIP**

To note any changes in membership since the last meeting and consider any issues of non-attendance.

6. **QUARTERLY BUSINESS REPORT (Pages 27 - 30)**

To receive the Quarterly Report by the Airport company, attached.

7. CUSTOMER SERVICES UPDATE (Pages 31 - 34)

Update from the Customer Services Executive.

8. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment and Sustainability.

9. AIRPORT TRANSPORT FORUM

Feedback on recent meetings by our representative Steve Pearce.

10. TOPICAL ITEM

Janet Nuzum from Liverpool City Region will talk on the Destination Management Plan.

11. ANNUAL WORK PROGRAMME (Pages 35 - 36)

To note the attached Work Programme.

12. CORRESPONDENCE

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company.

13. ISSUES FOR DISCUSSION WITH NOTICE

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Mike Jones by 5pm two days before the meeting (i.e. 5pm on Wednesday 30 April 2025) so they can be considered. The Chairman will make the final decision whether to take items.

14. PUBLIC QUESTION TIME

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with
- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

15. DATE OF NEXT MEETING

The next scheduled meeting is Friday 18 July 2025 at 10.30 am.

16. EXCLUSION OF PRESS AND PUBLIC

If the Chairman considered that are any items should be discussed privately, the press and public would be excluded from the meeting at this point.

17. ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC

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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 17 January 2025

PRESENT:

Norman Elias (Chair)
Tony Rice (Disabilities Rep)
Councillor Graham Wood, Frodsham Council
Councillor Chris Ellams, Helsby Council
Councillor Bill Woolfall, Halton Council
Councillor Phil Hart, Sefton Council
Councillor Keith Laird, St Helens Council
Councillor Joe McNamara, Hale Parish Council
Alex Naughton, Combined Authority
Councillor Andy Walker, Lancashire Council
Steve Pearce (Friends of Liverpool Airport)
Councillor Steve Parish, Warrington Council
Carl Spurling (Passenger Rep)

Liverpool John Lennon Airport (LJLA)

Robin Tudor, Head of Public Relations
Ray Stephens – Border Force North Senior Officer
Andrew Dutton – Head of Environment & Sustainability for LJLA

Secretariat

Mike Jones (Secretary)
Julia Woodcock (Assistant Secretary)

1 **APOLOGIES**

Apologies for absence were received from:
Kirsten Warren and Amy Peacock, National Trust
Councillor Terry Powell, Knowsley Council
Councillor Martin Loftus, Cheshire West and Chester Council
Councillor Edna Finneran, Halewood Council
Councillor Elizabeth Grey, Wirral Council
Jordi Morrell, West Chester BID

2 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

3 **APPOINTMENT OF CHAIR**

The Secretary requested nominations for the role of Chair for the year to the AGM in January 2026

Councillor Bill Woolfall nominated Norman Elias, seconded by Steve Pearce.

There were no other nominations.

Resolved – that Norman Elias be appointed as Chair of the Liverpool John Lennon Airport Consultative Committee until January 2026 AGM.

4 **APPOINTMENT OF VICE CHAIR**

The Chair requested nominations for the role of Vice-Chair for the year to the AGM in January 2026.

Joe McNamara nominated himself, seconded by Bill Woolfall.

There were no other nominations.

Resolved – That Joe McNamara be appointed Vice-Chair of the Liverpool John Lennon Airport Consultative Committee until the January 2026 AGM.

5 **APPOINTMENT OF SUB-COMMITTEES**

The Committee considered the reappointment of the Noise Monitoring Sub-Committee and General Purposes Sub-Committee.

Resolved – That in accordance with paragraph 8.5 of the Constitution the Noise Monitoring Sub Committee and General Purposes Sub-Committee be reappointed for 2025/26 with the Terms of Reference and membership categories as detailed in the Constitution.

6 **APPOINTMENT TO OUTSIDE BODIES - AIRPORT TRANSPORT FORUM**

The Committee were asked to nominate their representative on the Airport Transport Forum meetings

Steve Pearce confirmed he is happy to continue in this role with nothing to report back.

No other nominations were received.

Resolved – that Steve Pearse continues to be the Committee’s representative on the Airport Transport Forum meetings until January 2026 AGM of the Consultative Committee.

7 CHAIR'S ANNOUNCEMENTS

There were no Chairman’s announcements.

8 MINUTES

Resolved: That

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 18th October 2024 be agreed as a correct record; and**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 13th September 2024 and 1st November 2024 be received and noted.**

9 MEMBERSHIP

Changes in membership since the last meeting

The Secretary reported the following changes in membership:

- Liverpool Council appointed Doreen Knight as their representative
- Liverpool Airport General Aviation Users Association (LAGAUA) had ceased operations at the Airport and therefore there was no representation for general aviation.
- Enquiries will be made with Raven Air, who are based at LJLA, in relation to private flyers and requesting members to represent at this meeting. The Head of PR will update the committee at the next meeting.

10 PUBLIC QUESTION TIME

There were no members of the public present and no questions had been submitted in advance.

11 QUARTERLY BUSINESS REPORT

The Head of PR introduced his report as a summary of the year.

Airport update:

Overall, thanks to Jet2, its good news for the business. Looking at the year ahead to 5.5m passengers, but could go beyond this figure (which was last reached in 2007). Other highlights included:

- EasyJet have increased and commenced new winter services, with others due to start in February to Prague, Marrakech, Sharm el Sheikh, Fuerteventura. Have seen good growth.
- Ryanair is up by 8% driven by an extra fifth aircraft based at LJLA, and new routes introduced to Marrakech and Budapest.
- Biggest operators were EasyJet and Ryanair – both had good growth year on year with new aircrafts introduced.
- Jet2 for the winter period alone, has seen an additional 20,000 passengers – for the year it's an extra 500k passengers.
- Sun Express were starting flights from the airport in 2025 and will be operating flights to Turkey twice a week (mainly to Antalya).
- Aer Lingus – services were doing really well – up 11% on the previous year – connecting routes to US are competing with Ryan Air's Dublin connections which were well established.
- Loganair – figures were down due to losing the Derry services – the Isle of Man service was back to where it was before.
- Play Air – have recommenced flying to Reykjavik, mainly focusing more on football traffic. Their operation to Guernsey will not be returning this year.
- Commercial passenger traffic - Jet2 have made a major boost to the airport with Ryanair having five aircrafts based at LJLA. Buzz Air are also based here with flights to Malta.
- Ryanair may decide to fly to Marrakech, like EasyJet. The airport cannot dictate routes but do highlight gaps in the market.
- Lufthansa confirmed they are open to the opportunity to return and do have aircraft availability.

- General and business aviation - this area has still not recovered as well as commercial traffic, possibly due to more people using MS teams and therefore not necessarily travelling for meetings.
- Freight - it has not been a great year compared to previous years, however LJLA is still working with Wynn Aviation and looking to get back to where it was.
- Departure unit work was still being done and was looking to be completed in March 2025. The Estuary restaurant reopens at the end of January with more available space. There were big developments in the new premium lounge (which will be twice the size of the existing one) and available to anyone who wants to pay for this experience.
- Solar Farm update - the contract is signed with Activate Energies and work will start any day on the implementation of the scheme, which will give 25% of the airport's overall electricity demand.
- The Airport Community Fund had a second meeting in November 2024. There is a fund available for local community groups that meet a certain criteria, with funds available up to £3k that organisations can bid for. The meeting takes place twice a year – Chaired by Mary from Speke Council.
- The second ESG (Environmental and Governance Report) had been published in December 2024.

12 **CUSTOMER SERVICES UPDATE**

The Head of PR advised the Committee of the following:-

- The format of the report had been changed summarising the main issues for the quarter.
- Current main issues were check-ins, retail and the departure lounge.
- One ongoing issue was plastic bag charges, however this was to be affected by new security changes due to be put in place.
- New security machinery was currently on trial – should all be in by mid-March with a deadline of end March before summer starts.

Some actions taken from customer feedback included:

- Improved toilet facilities
- Enhanced food and beverage options
- Upgraded security systems
- Improved boarding and card scanner
- Persons with Reduced Mobility (PRM) – the annual figure was over 82k which is up 50% from the previous year. This is mainly down to Jet2. The business always looks at ways of assisting customers through terminals and are looking at electric scooters to give more independence.

13 TOPICAL ITEM

Ray Stephens, Senior Officer from Border Force North gave an overview of day-to-day operations, advising that the department comes under the Home Office umbrella. At LJLA there were around 46 Border Force staff, providing a service to travellers, including passport checks. Challenges included trying to law enforce, compliance and trying to keep officers on the desk to avoid queuing.

The following updates were provided:-

- 99% of encounters were lawful
- Border Force do encounter forged documents
- Customs controls, after immigration control, range from revenue protection, cigarettes and duty-free issues which were significant on occasions
- Flexing resources to detection and seizure of drugs and crime cash.

As there were no custody facilities at the Airport, the senior officer explained currently they were in the early stages of agreeing facilities to be based at Whiston Hospital and Merseyside Police. This is required in terms of someone swallowing drugs. Currently, Whiston Hospital could scan someone to confirm any suspicions and organise the removal of such.

The Senior officer added that the department is also responsible for covering other areas going out to North Wales, which influences staffing.

The officer spoke about the following issues:

- Automation and Technology & E-gates - These will be received in 2026, and will alter things for staff. The next generation gates would detect a chip and if everything matched would speed up processing. Providing an opportunity to improve queues and be a better solution for disabled travellers.

- Export the Border – this has been recently rolled out and was piloted last year.
- Electronic Travel (ETA) – to use this service a person must apply to travel – as used in US. Those who are not British or EU – could still be refused.
- E-Visa's - Plans for e visa's going smoothly.
- New routes to North Africa in particular Tunisia – will put further pressure on the services, however this will be observed.

14 **AIRSPACE CHANGE PROCESS**

The Head of Environment for LJLA updated the following:-

- Airspace Change Process - two consultations had taken place. One on single design space – which closed before Christmas with the results awaited. There was to be a single design entirely for the Southeast (phase 1) and once this was finished the single design would be expanded to the rest of the country. On-route charges will be increased, to fund the single design entity with some portion going through to the rest of the country.
- ACOG – Airspace Coordinator – will stay in place.
- Prestwick airport - a three week simulation took place involving the four airports, identifying several things to be improved or didn't work. Currently working on solutions with a target of this year to finalise to go forward to integrate into the whole system, with this system going to consultation.
- Leeds & Doncaster Airport had been included in the same groups as Liverpool but have not passed stage 2, with no confirmation regarding Doncaster as it's not an airport.
- Aviation fuel - there was no difference in Sustainable Aviation Fuel and JetA1 and therefore engines will not need to be changed, as there will be no impact on noise and some unexpected advantages on air quality.

15 **ANNUAL WORK PROGRAMME**

For noting and new suggestions for new speakers:-

- Christine Smith will no longer be doing the customer services report.

- Transport buses servicing the airport: A change to the timetable from 19th January 2025, with a small adjustment to timings due to congestion on the 500 and 86 services. The lobby will continue for the summer period to cover the gap where the bus is not running around midnight and 4am.

Resolved –

That the annual work programme be noted.

16 CORRESPONDENCE

There was no correspondence to consider.

17 ISSUES FOR DISCUSSION WITH NOTICE

The Disabilities representative highlighted some concerns:-

- Use of Disability Assistance Dogs update - the Employment and Support Policy and the Head of PR confirmed that if the airline accepts them, then there were no issues from LJLA.
- Free parking – from dropping off a passenger, unpacking a wheelchair, taking them to the airport and returning to your car, this can often take longer than the allocated free time and asked if there had been any movement on this.
- Head of PR confirmed that a possible solution to this issue if for the person travelling to show their disability card in the vehicle

A discussion took place, with the Disability Representative confirming that most people do not have a blue badge and as you can self-certify yourself as a disabled person. The Equality's Act stated that you did not need to show medical evidence. He explained the definition of a disability and spoke about hidden disabilities as well as physical disabilities, adding that this issue needed to be resolved either way, due to the possibility of people making a no win, no fee case against the airport in the future.

- Solar Farming – more information will be made available at the next meeting.

18 DATE OF NEXT MEETING

The next scheduled meeting was Friday 2nd May 2025 at 10.30 am at the Cavern Suite, Liverpool Airport.

NOISE MONITORING SUB-COMMITTEE

Friday, 7 February 2025

PRESENT:

Bill Woolfall, Chair
Helen Bradshawe, Environmental Health, Knowsley Council
Norman Elias, Chair of LJLACC
Doreen Knight, Liverpool Council
Councillor Keith Laird, St Helen's Council
Councillor Martin Loftus, Cheshire West and Chester Council
Councillor Jo McNamara, Hale Council
Councillor Terry Powell, Knowsley
Niall Traynor, Environmental Health, St Helen's Council

Liverpool John Lennon Airport

Andrew Dutton, Head of Environment and Sustainability
Colin Barnes, Environment and Safeguarding Advisor

Secretariat

Mike Jones, Secretary

1 APOLOGIES

Apologies for absence had been received from:
Councillor Martin Doyle, Cheshire West and Chester Council
Paul Farrell, Environmental Health, Liverpool Council
Councillor Liz Grey, Wirral Council
David King-Hele, Environmental Health, Wirral Council
Ian Rushforth, Environmental Health, Liverpool Council
Carl Spurling, Passenger rep

2 DECLARATION OF INTERESTS

There were no declarations of interests.

3 APPOINTMENT OF CHAIR

The Secretary invited members of the Noise Monitoring Sub-Committee to appoint a Chair for the forthcoming year.

Councillor Bill Woolfall was nominated by Norman Elias, seconded by Councillor Terry Powell. As no other nominations were received, it was:

Resolved – That Bill Woolfall be appointed Chair of the Noise Monitoring Sub Committee until the first meeting of 2026.

4 **APPOINTMENT OF VICE CHAIR**

The Secretary invited members of the Noise Monitoring Sub-Committee to appoint a Vice Chair for the forthcoming year.

No nominations were given so the matter was deferred to a future meeting.

5 **CHANGES IN MEMBERSHIP**

There were no changes in membership to report.

6 **MINUTES OF LAST MEETING**

Resolved – That the minutes of the meeting of the Noise Monitoring Sub-Committee held on Friday 1 November 2024 be approved as an accurate record.

7 **NOISE COMPLAINTS LOG**

The Environment and Safeguarding Advisor introduced the Noise Log for the period 1 October 2024 to 31 December 2024 with details of aircraft movements, day and night (night being 2330 to 0600) flights and runway orientation. He then provided graphs for the numbers of complaints analysed by day, numbers of complainants and area, with comparisons to the previous year. It was clear that volume were driven by a small number of regular complainants.

Members queried the volume of complaints relating to night flights and the available methods of complaint. They also queried the term ‘Quota Count Points’ that restricts the noisiest aircraft at night. This was explained as the noise value of specific aircraft types and engine configuration.

The Head of Environment and Sustainability explained the Aircraft approach altitude using illustrations to show the 3% glide path from about 7.5 nautical miles (nm) for runway 09 and 6 nm for runway 27, showing how aircraft got lower as they approached the runway. The point at which aircraft aligned with the runway, over western Wirral, approaching on runway 09 would typically be descending from about 2,250 feet on the west on a 3 degree glide slope.

8 **AIRSPACE CHANGE**

The Head of Environment and Sustainability updated members on progress of Liverpool John Lennon Airport’s Airspace Change Proposal (ACP). The Airport sits within the Manchester Terminal Manoeuvring Area (MTMA) with three other airports (East Midlands, Leeds-Bradford (LBA) and Manchester), and the National Air Traffic Service, NERL, for the upper airways (>7,000ft) that had to work together to achieve holistic integrated systems. At the

moment LBA have not passed through their CAP1616 Stage 2 Gateway, and everybody was waiting to see what was happening with Doncaster Sheffield Airport (DSA) as they were to be included which would require changes to the design that was tested in the June 2024 simulation exercise. The implementation date was envisaged to be moved back to the Winter of 2030 to reflect the above challenges.

The consultation report on the 'Single Design Entity' (or UKADS) was expected in the near future. The new UKADS would act as a single designer to balance the potentially competing proposals across the country but would start in the South East.

9 DATE OF NEXT MEETING

The next meeting was confirmed as 9 May 2025 in the New Cavern Suite, Old Control Tower, Liverpool Airport. The meeting will be in person with hybrid available as a last resort.

10 ANY OTHER BUSINESS

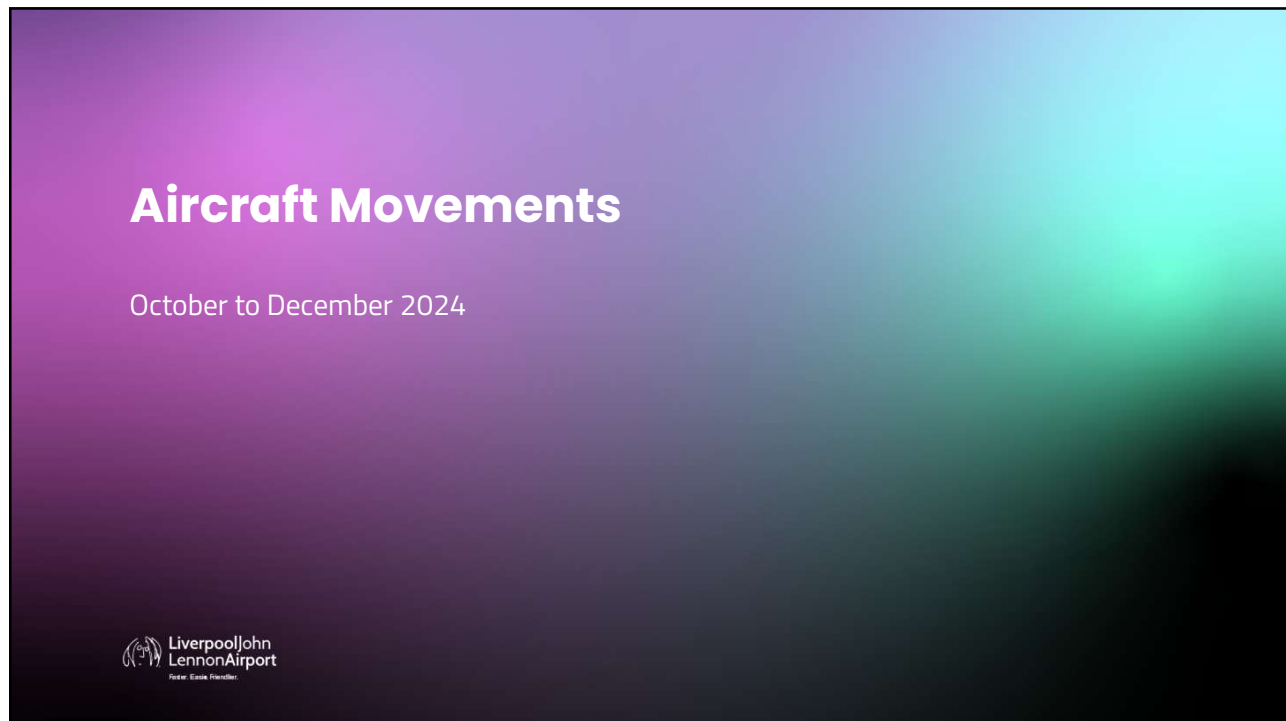
There was no other business.

The Head of Environment and Sustainability demonstrated the mobile noise monitoring equipment to those present, and then took them on a tour of the old control tower (VCR).

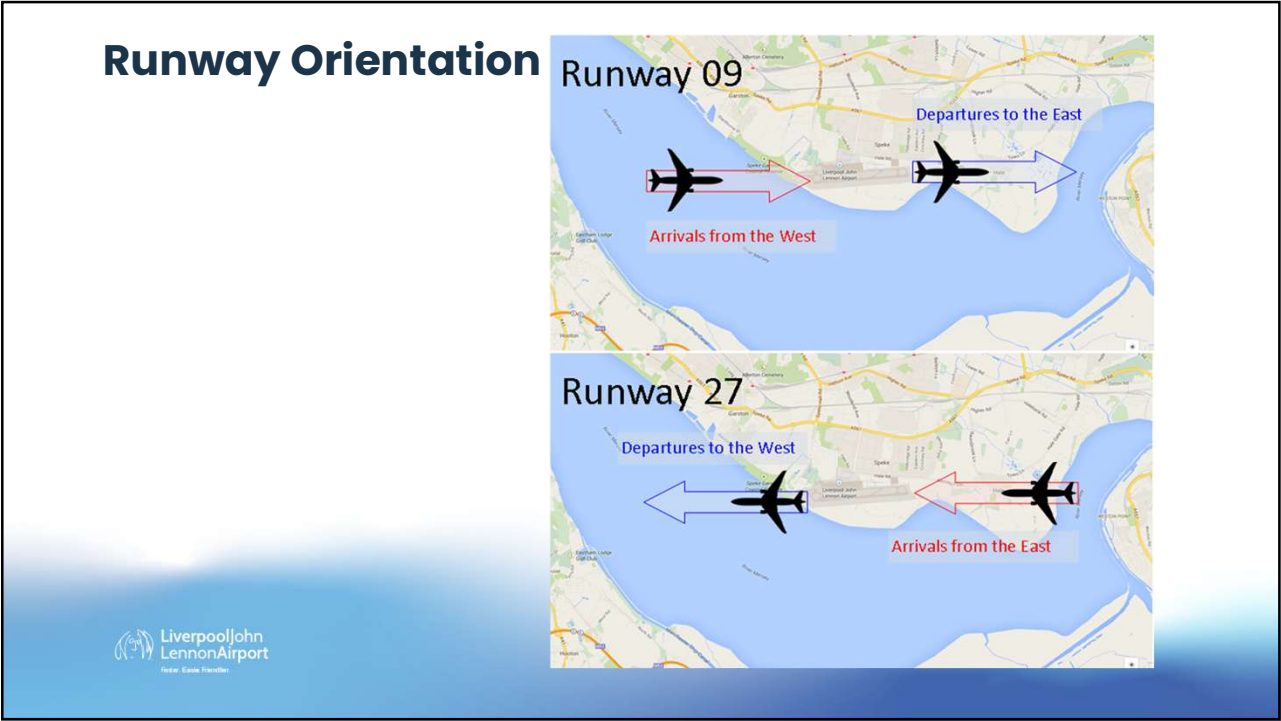
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Rolling 12 months movements January 2024 to December 2024

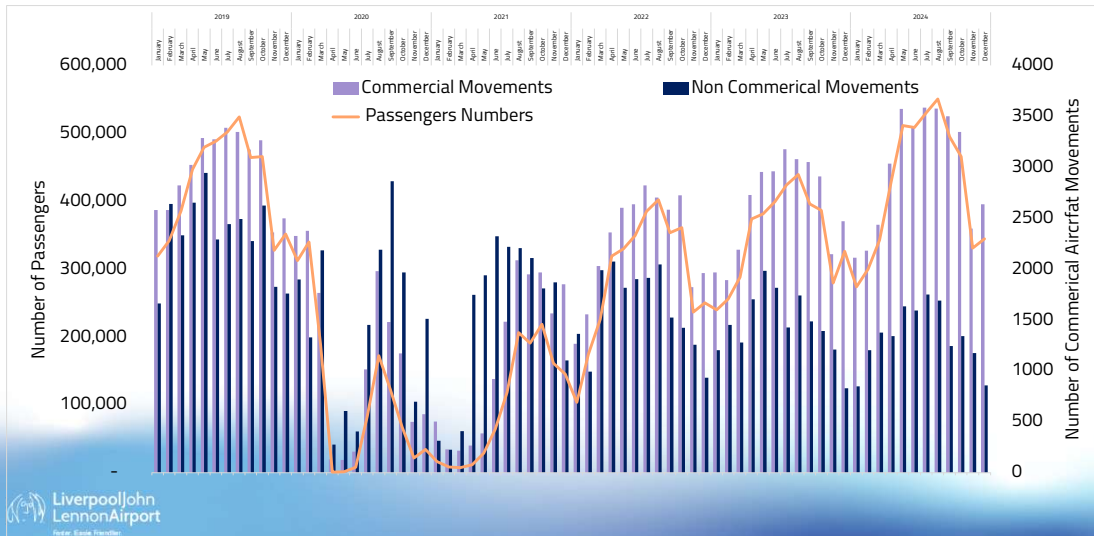
Month	Total	Cargo	Charter	Diverted	GA	Positioning	Scheduled	Unknown	Commercial
2024									
Jan	3,012	19	13		846	23	2,111		2,166
Feb	3,443	5	21		1,203	33	2,181		2,240
Mar	3,903	14	34		1,374	48	2,433		2,529
Apr	4,377	10	33	5	1,339	40	2,950		3,033
May	5,210	12	13	7	1,632	37	3,509		3,571
Jun	4,989	4	1	9	1,593	45	3,337		3,387
Jul	5,343	2	23	8	1,750	62	3,498		3,585
Aug	5,268	3	18	6	1,688	37	3,516		3,574
Sep	4,747	20	16	7	1,242	41	3,421		3,498
Oct	4,703	18	40	18	1,341	61	3,225		3,344
Nov	3,576	8	29	5	1,174	44	2,316		2,397
Dec	3,501	13	31	9	857	65	2,526		2,635

Liverpool John Lennon Airport

Hub: Global Traveler

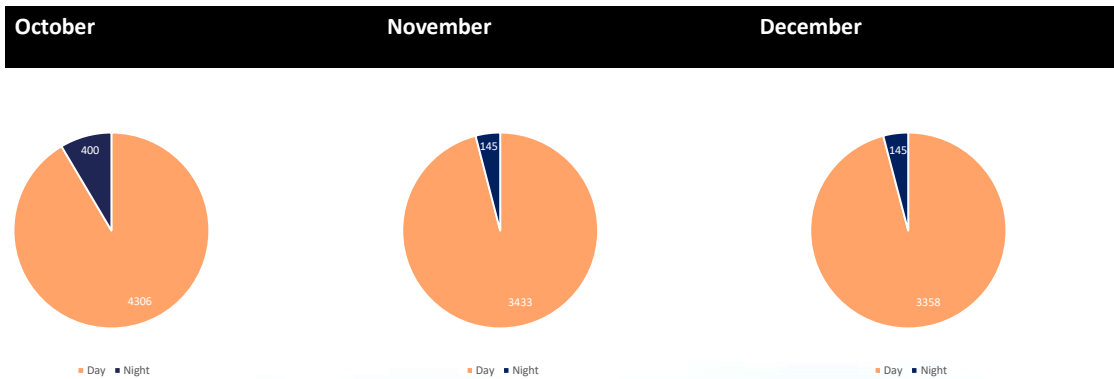
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Movements & passengers numbers January 2019 to December 2024



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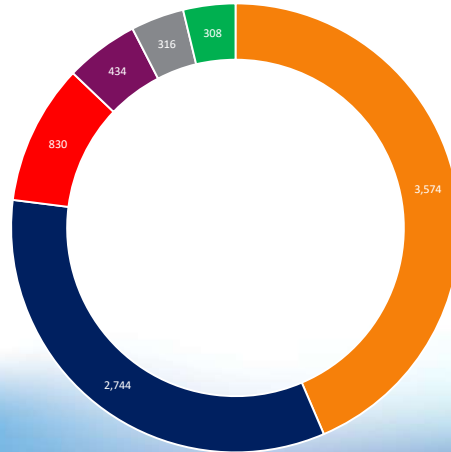
Movements by Day or Night (23:30 to 06:00) October to December 2024



6

Movements by Airline October to December 2024

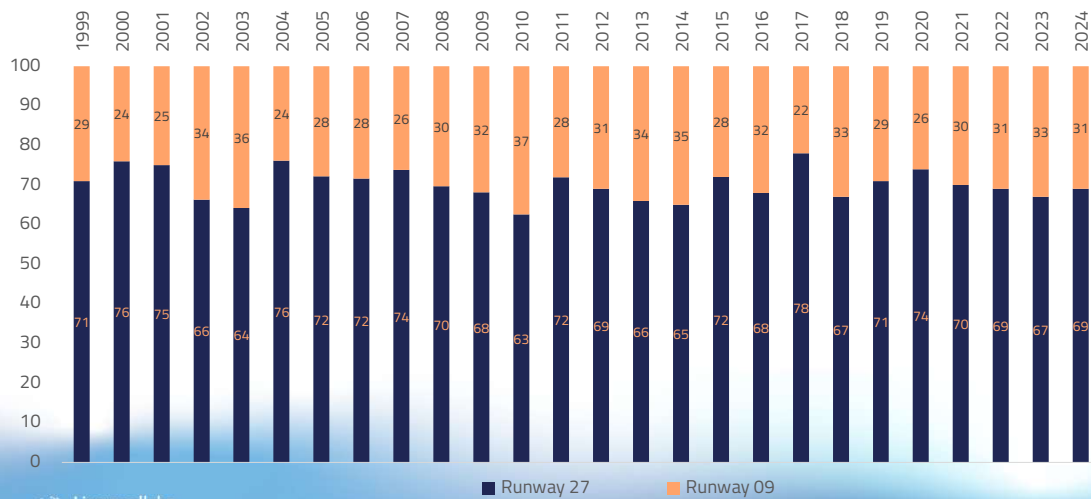
■ EASYJET
 ■ RYANAIR
 ■ JET2
 ■ WIZZ AIR
 ■ LOGANAIR
 ■ AER LINGUS




 Liverpool John Lennon Airport
Hub for Europe's Finest

7

Annual % runway use 1999 to 2024




 Liverpool John Lennon Airport
Hub for Europe's Finest

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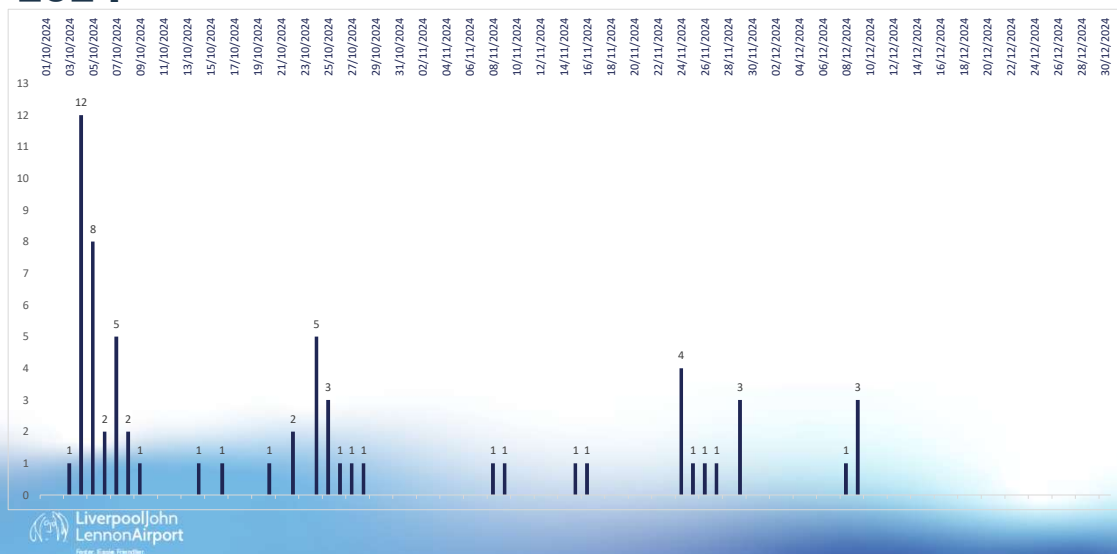
Noise Log

October to December 2024



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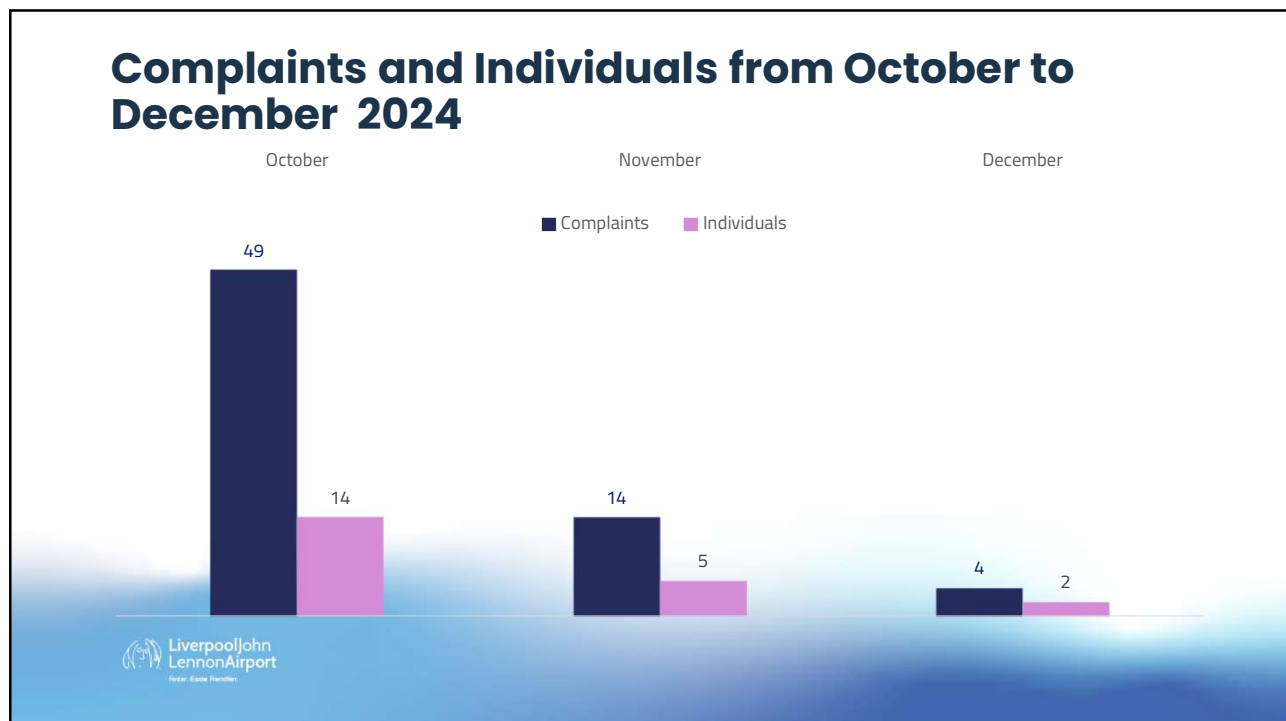
Noise complaints by day October to December 2024



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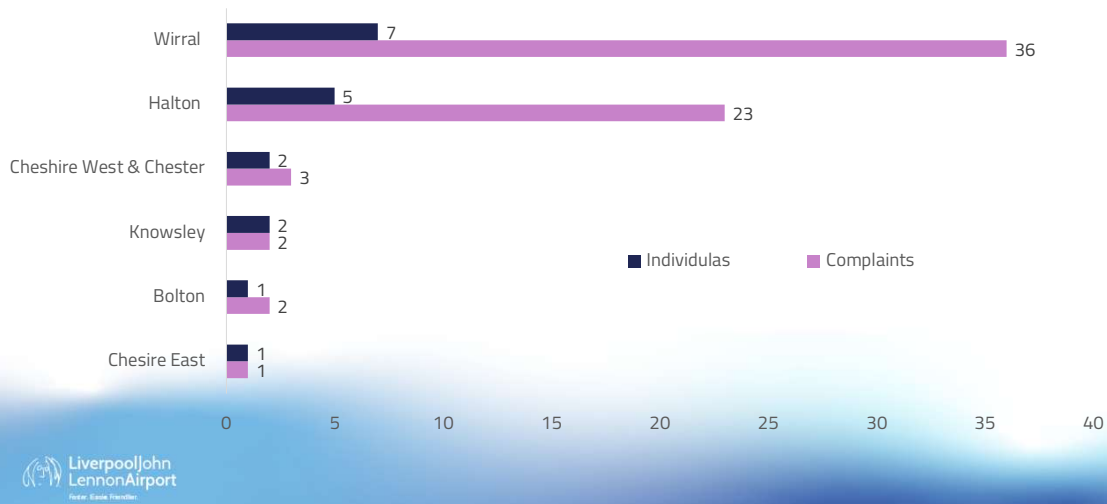


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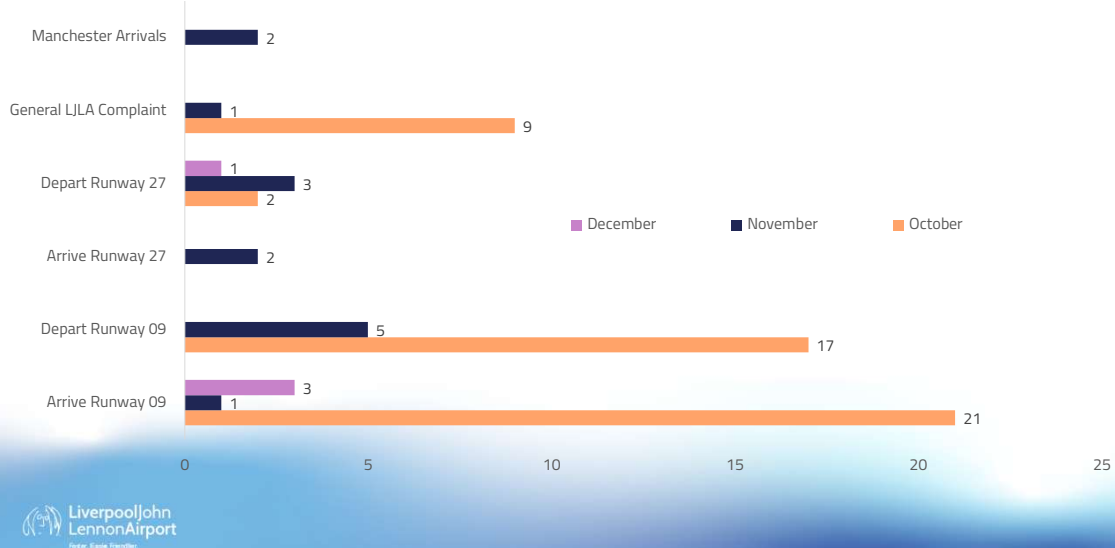
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Number of complaints and individuals from each administrative area from October to December 2024



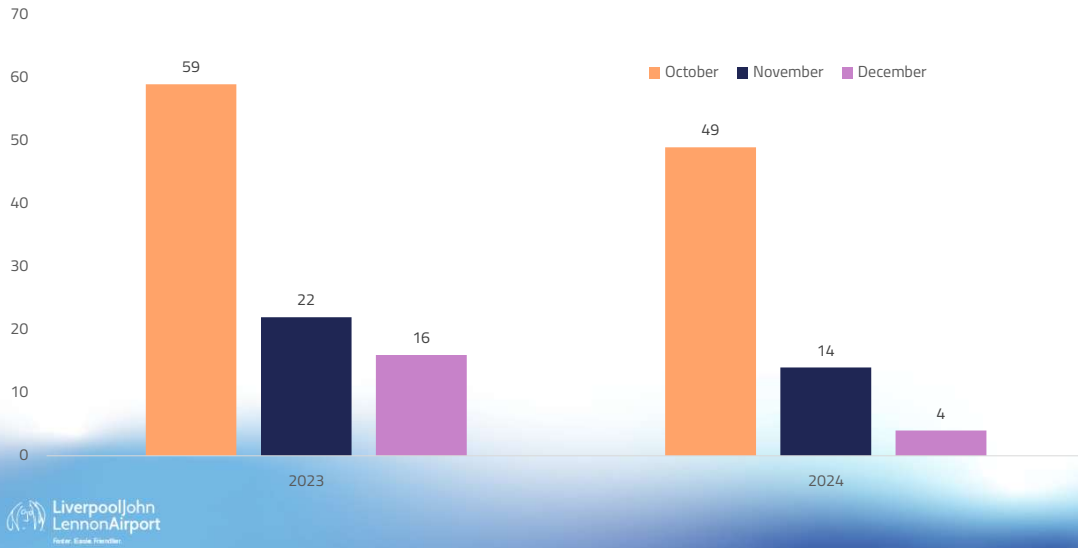
13

Operations that caused noise complaints from October to December 2024



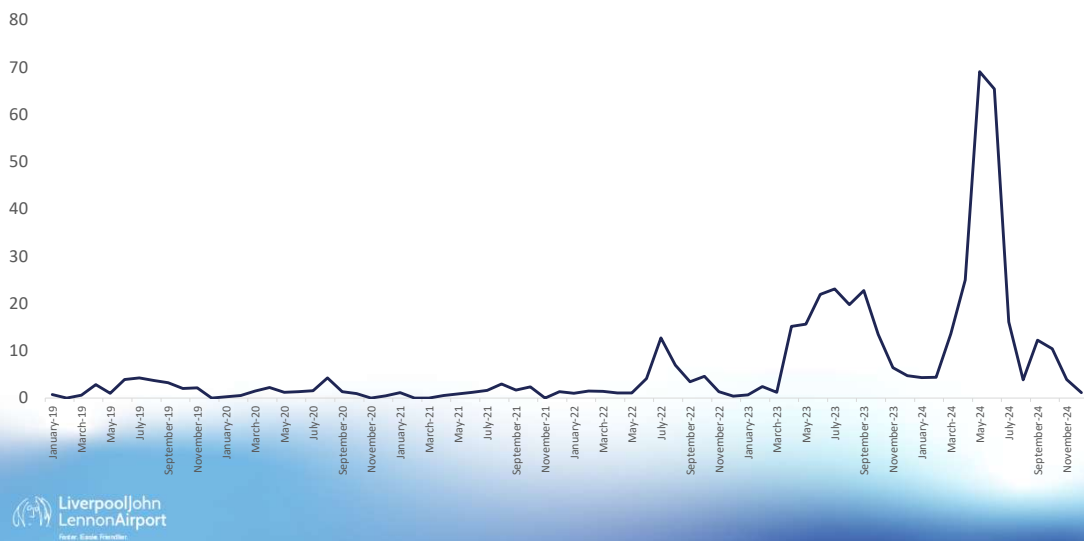
14

Complaints comparison for October to December 2023 & 2024

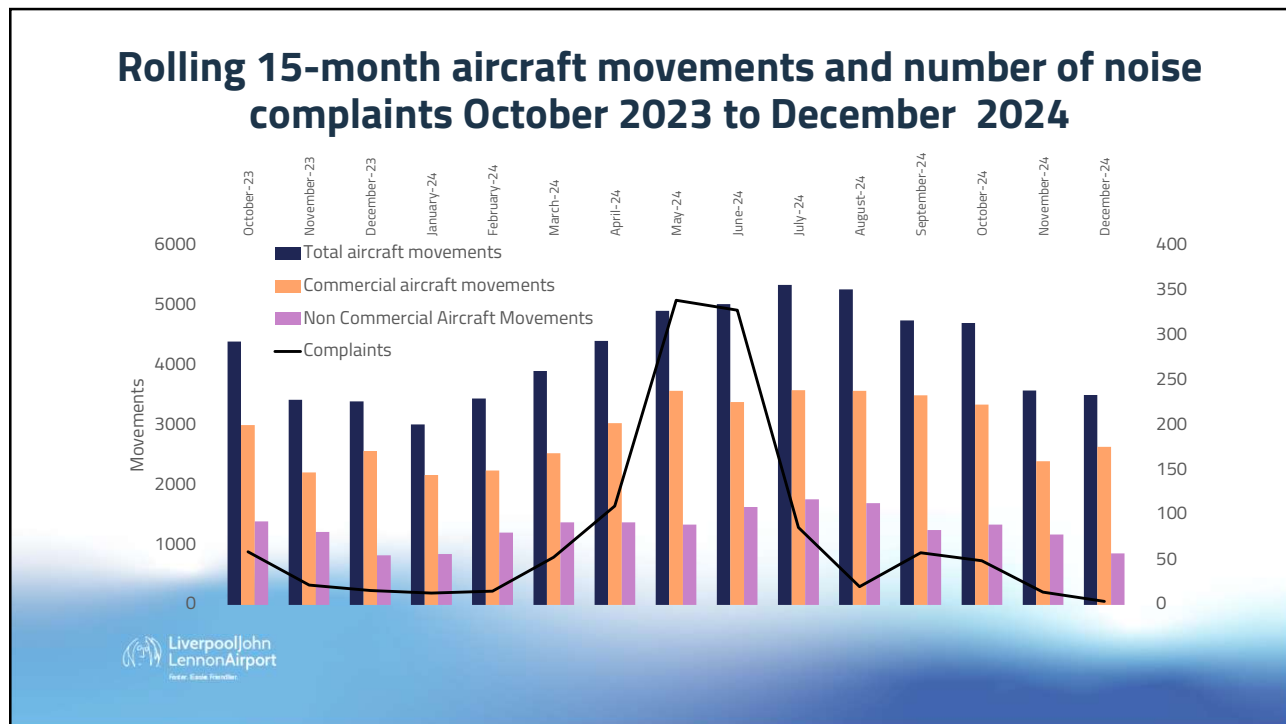


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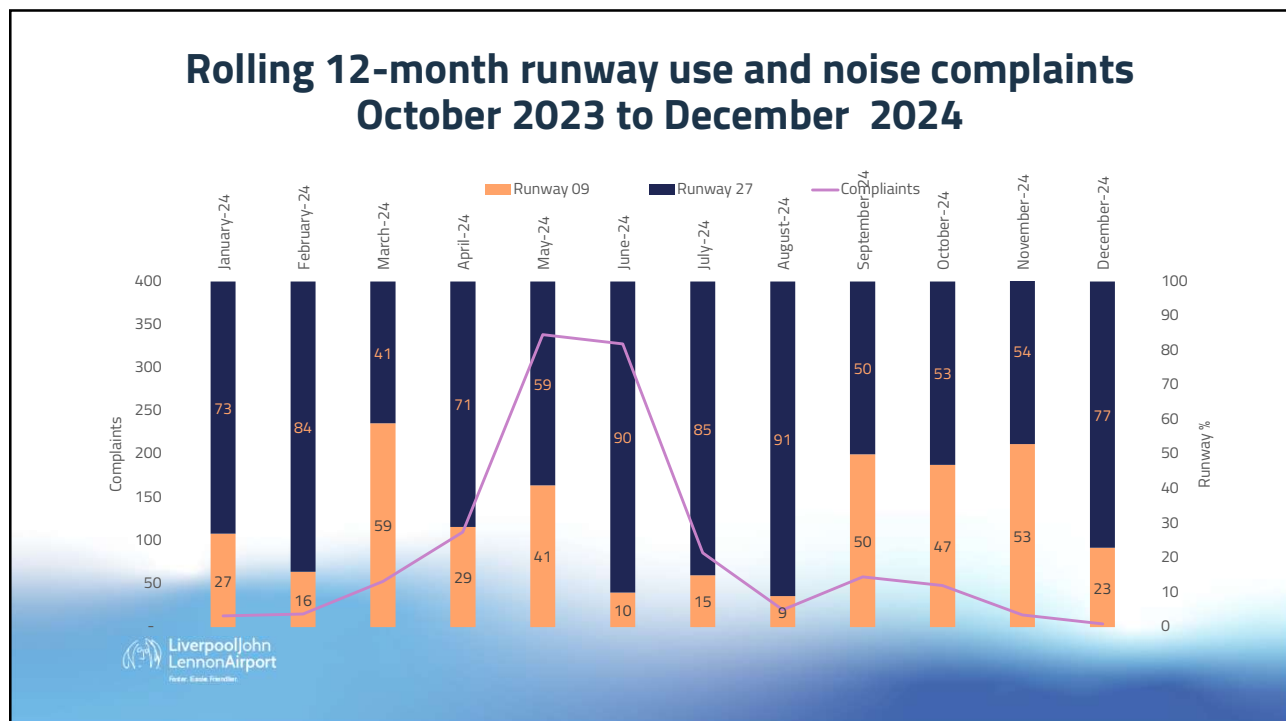
Number of Noise Complaints per 1000 movements January 2019 to December 2024



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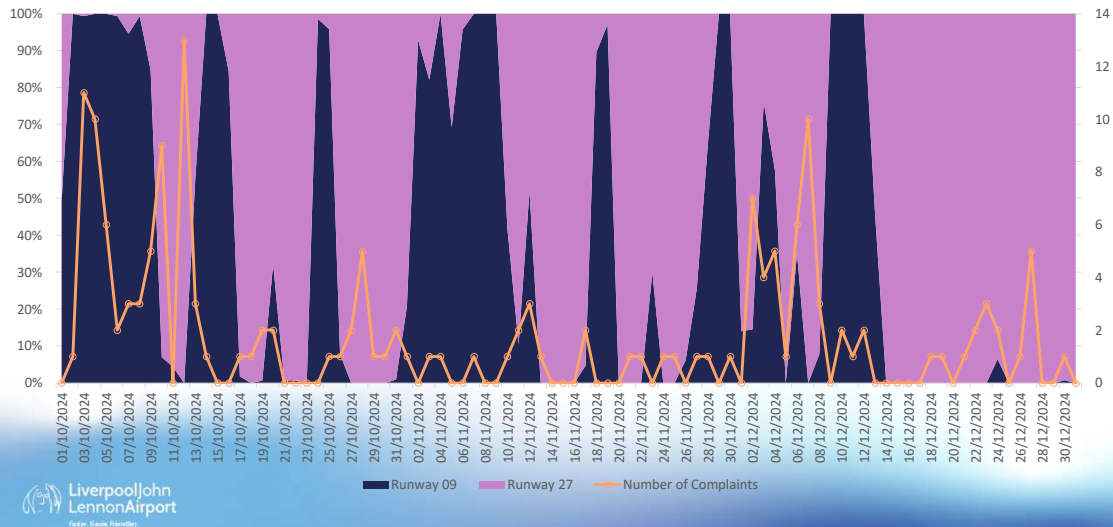


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Runway use and noise complaints October to December 2024



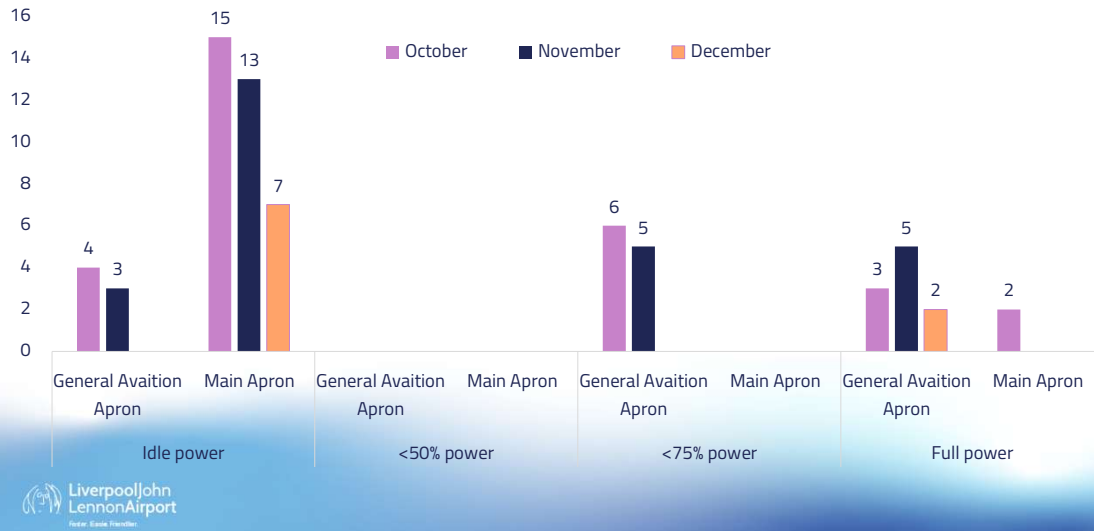
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Quota Count Point Use 2005/06 to 2024/25



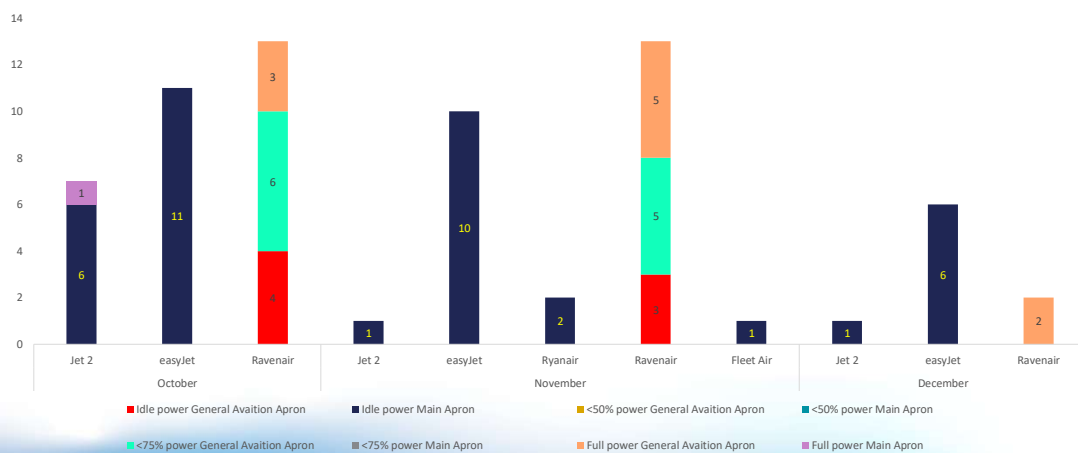
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Ground Engine Test Runs October to December 2024



21

Ground Engine Test Runs October to December 2024



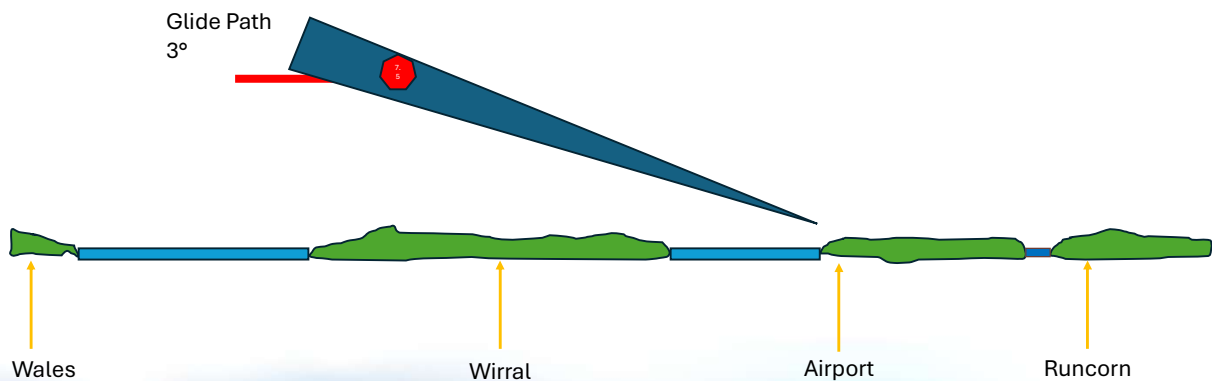
22

Aircraft Approach Altitude



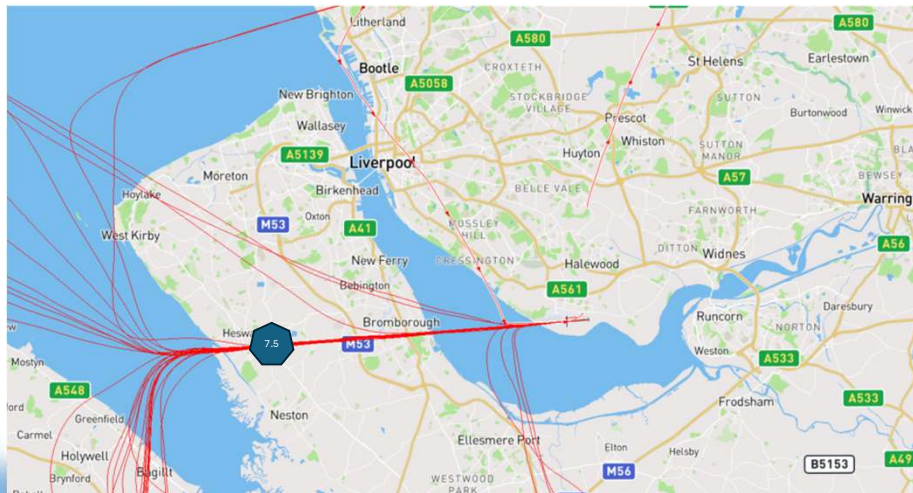
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Runway 09 Approach Profile Schematic



24

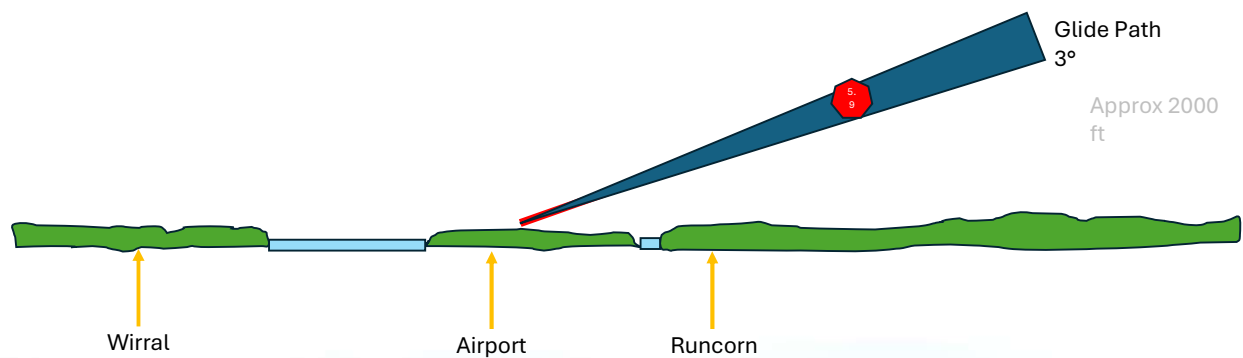
Runway 09 Approach Tracks – 4th Jan'25



Liverpool John Lennon Airport
Heathrow · Gatwick · Manchester

25

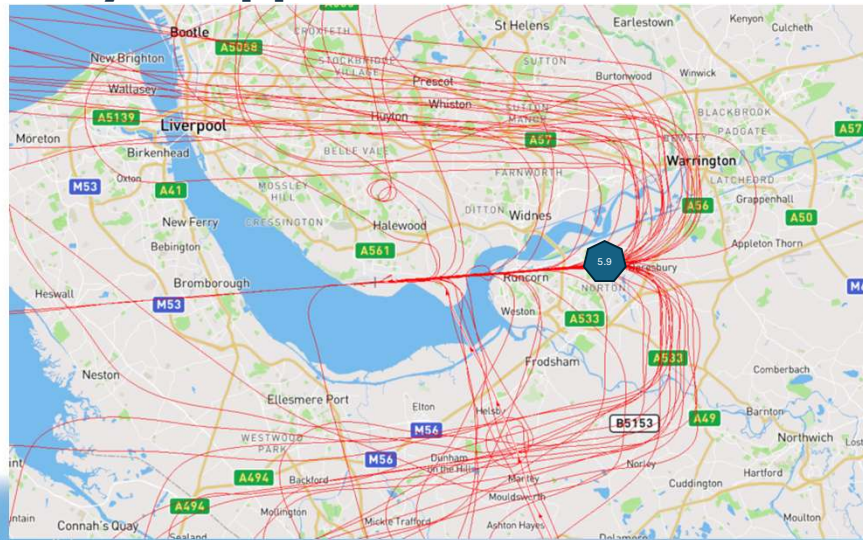
Runway 27 Approach Profile Schematic



Liverpool John Lennon Airport
Heathrow · Gatwick · Manchester

26

Runway 27 Approach Tracks – 2nd Jan'25



QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

The first quarter began on a positive note, with steady growth observed from January through March. The year-on-year increase was primarily driven by the addition of Jet2.

Month	2025	2024	Variance v 2024
January	302,371	273,781	10%
February	336,121	299,078	12%
March	403,917	342,113	18%
Totals	1,042,409	914,972	14%

easyJet saw a 3% year-on-year increase in passenger numbers for the first quarter. New services were launched to Berlin, Sharm El Sheikh, and Fuerteventura. Additionally, four summer routes — Bodrum, Corfu, Dalaman, and Nice — resumed operations at the end of March.

Ryanair recorded an 11% increase in passenger traffic compared to the previous year. Summer services to Rome and Milan recommenced, with frequency increases to up to four times weekly for Rome and three times weekly for Milan.

Jet2.com carried 86,500 passengers in Q1, operating flights to 12 destinations. The new Malaga route, initially planned for later in the year, was brought forward and began service at the end of March to align with the summer schedule.

Wizz Air transported 69,000 passengers across its six routes from Liverpool during the first quarter. Capacity on the Warsaw (WAW) route was further increased, while the Bucharest service operated twice weekly—a 50% reduction compared to the same period last year.

Aer Lingus saw a 16% year-on-year growth, carrying 19,000 passengers. Additional frequencies were added when capacity allowed, with up to three daily departures on some days.

Loganair experienced a 12% decrease in passenger numbers compared to Q1 of the previous year. However, the airline is set to increase summer frequencies from 11 to 12 weekly flights.

Play Airlines operated a limited schedule, serving 2,000 passengers during the quarter. The seasonal route will continue through to the end of May.

Scheduled Aircraft Movements

Scheduled airline movements are ahead of 2024 for Q1

Month	2025	2024	Variance v 2024
January	2,231	2,098	6%
February	2,378	2,168	10%
March	2,887	2,427	19%
Totals	7,496	6,693	12%

General and Business Aviation

General and Business Aviation Movements were down on prior year.

Month	2025	2024	Variance v 2024
January	957	1,244	-23%
February	1,051	1,192	-12%
March	1,296	1,374	-6%
Totals	3,304	3,810	-13%

Freight

44 cargo flights were operated which was a 5% increase on same period as prior year.

2.0 Other Matters

Airport Community Fund

The Airport Community Fund Management Committee held a meeting in March to consider the latest round of applications from various local community groups/organisations that met the criteria to be eligible for up to £3k of funding each. The following organisations were all successful with a total of £14,535 being awarded:

- **304th Liverpool Brownies** Belle Vale – coach hire and entry fees for Adventure/activity day
- **Aisling Morris Dancers**, in Speke/Garston – coach hire and material/dress maker costs
- **Kaiserslaughten Under 6's Football Team** in Halewood – new football kits
- **Kingsway Amateur Boxing Club** in Ditton – boxing equipment
- **Merseybeats Majorettes** in Speke - travel and event expenses incl coach hire
- **Ormiston Bolingbroke Academy** in Runcorn - school Garden renovation incl plants, outdoor beanbags, garden parasols

- **St Andrews Community Network** in Clubmoor – food for refill stations
- **The Autism Wellbeing Project CIC** in Runcorn - Asda vouchers to purchase food/hot plates for educational cooking sessions
- **Woolton Drama Group** - Curtain rig and card machine

Departure Lounge works update

Works in the Departure Lounge have been ongoing throughout the Winter period to develop new and refurbished food and beverage facilities as part of a multi-million pound investment by food travel experts SSP Group, which commenced in Winter 23/24.

These have now largely been completed in time for the start of the Summer season with a new Monty's Diner opening in January bringing a brand new American-inspired casual dining experience and an all-day signature menu serving up breakfast favourites.

The popular Kissing Gate Pub and Kitchen has received a major makeover with additional seating space and opened in March whilst the Starbucks coffee shop re-opened recently following a refurbishment too.

A new SOHO Coffee Shop is the only remaining food and beverage development, which is set to open in June ahead of the peak Summer season.

New Aspire Lounge

Work is now underway to construct the new Aspire Executive Lounge which will complete the latest multi-million pound phase of passenger improvements at the airport, ahead of the peak Summer season.

Since first opening its doors in the heart of the airport's busy Departure Lounge in May 2012, the Aspire Lounge, operated by Swissport has become so popular with airport users that despite a previous expansion and refurbishment, a new much larger facility is now needed to cater for the continued growing demand.

As a consequence, a new Aspire Executive Lounge is under construction that will be over three times the floor space of the existing facility and able to cater for twice as many guests with space for over 200.

In addition, the new lounge will feature a two-tiered offering, with guests able to choose either the usual classic Aspire facilities or upgrade to the Luxe by Aspire offer for the first time, with its private booths, communal workspace, premium snacks and drinks and is for adults only. The lounge will also include its own dedicated toilet facilities too for the first time.

This development will also include the construction of a new Isle of Man patient transfer area and the relocation of the Airport Prayer Room.

Speke Community event

In early April the Airport held a local community ‘drop-in’ session at Morrisons in Speke to give local residents the opportunity to meet with representatives from the Airport and also Liverpool City Council’s Local Neighbourhood Team to discuss any aspects of the airport and its business.

This successful event was well attended with the majority of enquiries surrounding parking problems for local residents particularly on Hale Drive caused by airport users and certain environmental issues, particularly in relation to potential future expansion and the impact on the Oglet as previously set out in the Airport’s Master Plan.

It was also an opportunity to highlight the airport’s donate-a-day scheme and the Airport Community Fund.

It is hoped that this event will be repeated twice yearly going forward as the airport looks to improve its communications with the local community.

The airport was also invited to give an update on business and developments to Hale Parish Council in March too, which was a further opportunity to improve communication here too and the airport looks forward to attending future Hale Parish Council meetings to continue an ongoing dialogue.

Which? Travel brand of the year shortlisting

The airport has once again been shortlisted for the prestigious Which? Travel Brand of the year. LJLA is the only UK airport to make the list of nominations and this year is up against major national travel brands including Jet2, Saga Ocean Cruises, Trailfinders and Zest Car rental

Just to be nominated once again alongside these major UK brands is an achievement in itself and something the airport is hugely proud of.

Press releases

The following press releases were issued by the Airport over the past few months:

23 rd January	Monty’s Diner, SSP’s new casual dining concept, lands at LJLA
20 th February	LJLA creates Parking Peace of Mind
27 th February	easyJet launches new route from Liverpool John Lennon Airport for Winter 2025
17 th March	New Aspire Lounge will complete latest phase of LJLA improvements
28 th March	Jet2.com and Jet2holidays mark one year of operations at Liverpool John Lennon Airport
7 th April	SunExpress launches new route to Antalya from LJLA
17 th April	Busy Easter Bank Holiday weekend expected at LJLA

Customer Services and Accessibility Report - January to March 2025

Throughout January, our Happy or Not devices recorded 62,703 responses from passengers, with 81% of the feedback being positive. This encouraging trend continued into February and March, where both months saw a slight increase, reaching 82% positive feedback and demonstrating a steady improvement in customer satisfaction.

Feedback for baggage services across this quarter was largely positive. Travellers frequently praised the high standard of customer service, especially the support provided to those requiring special assistance. While the overall experience was well-received, some customers reported issues with baggage handling delays and expressed dissatisfaction with certain aspects of the check-in process. Despite these concerns, the friendly and helpful staff contributed to a smooth and enjoyable travel experience for most passengers.

The check-in process continued to receive favourable reviews over the period. Customers consistently highlighted the friendliness and helpfulness of the staff, along with efficient service and short wait times. Excellent support for passengers needing extra assistance was also a recurring strength. Nevertheless, there were some repeated concerns regarding unexpected fees and occasional sanitation issues on board, indicating areas for improvement.

Security feedback remained mixed throughout the three months. Many customers commended the efficiency and professionalism of the staff and noted that the process was smoother than at other airports. However, negative experiences were also common, particularly around rude or unprofessional behaviour from staff, disorganised queues, and additional charges for items like plastic bags. These recurring issues had a noticeable impact on overall satisfaction in this area.

For departures, customer experiences varied. Many travellers appreciated the clean facilities, helpful staff, and generally pleasant airport atmosphere. However, there were repeated complaints about out-of-order water taps, long queues at security, and limited availability of food options at certain times. Whilst understandable due to the level of development works taking place, these facility-related challenges contributed to a less consistent experience and point to opportunities for operational improvements.

The tables opposite provide more detailed monthly information.

What is a good NPS Score



January 2025

Area of Experience	NPS	Positivity %	Response Rate
Check-in Experience	64	86%	5,447
Security Experience	54	80%	11,059
Departure Experience	27	69%	5,506
Baggage Experience	55	83%	9,313
Arrivals Experience	63	87%	4,800
Total	53	81%	36,125

Followup Question	NPS↓	Positivity %	Response Rate
Queue time	79	93%	10,517
Friendliness	50	78%	6,148
Customer service	48	78%	2,291
Wait time	40	76%	540
Something else	39	74%	285
Cleanliness	37	73%	2,874
Baggage	30	69%	355
Eating facilities	20	67%	666
Information	18	66%	1,036
Shopping facilities	14	63%	594
Toilet Facilities	0	57%	642
Information & Signage	-1	57%	462
Plastic Bag Charge	-54	26%	716

February 2025

Area of Experience	NPS	Positivity %	Response Rate
Check-in Experience	64	86%	6,570
Security Experience	44	77%	12,665
Departure Experience	40	77%	4,546
Baggage Experience	58	84%	8,600
Arrivals Experience	65	88%	5,660
Total	53	82%	38,041

Followup Question	NPS↓	Positivity %	Response Rate
Something else	70	95%	365
Customer service	64	86%	2,432
Queue time	62	84%	12,810
Friendliness	58	83%	7,578
Wait time	56	82%	735
Cleanliness	44	78%	3,328
Baggage	40	76%	425
Information & Signage	39	78%	291
Eating facilities	36	76%	681
Information	29	72%	1,309
Toilet Facilities	25	68%	690

What is a good NPS Score



March 2025

Area of Experience	NPS	Positivity %	Response Rate
Check-in Experience	66	87%	5,391
Security Experience	46	77%	12,087
Departure Experience	37	74%	4,875
Baggage Experience	67	88%	11,564
Arrivals Experience	66	88%	1,907
Total	56	82%	35,824

Followup Question	NPS↓	Positivity %	Response Rate
Wait time	64	86%	490
Baggage	63	86%	280
Queue time	61	83%	11,189
Customer service	57	83%	2,151
Friendliness	55	82%	6,609
Cleanliness	39	75%	2,498
Something else	33	70%	165
Shopping facilities	27	69%	504
Information & Signage	17	67%	264
Eating facilities	14	61%	654
Toilet Facilities	13	62%	630
Information	8	61%	946
Plastic Bag Charge	0	53%	34

Actions taken following customer feedback

- **Toilet facilities**
New ladies' restroom facilities have been constructed and are now operational at the Gate 11 end of the terminal. This addition has doubled the available capacity in that area, offering a fresh, clean appearance and more flexibility for maintenance. The design allows cleaning teams to close off one half of the facilities while keeping the other half open, ensuring continuous access for passengers.
- **Enhanced Food and Beverage Options**
Monty's has now reopened with a modern new design and increased seating capacity, making it especially welcoming for families. The addition of a new grab-and-go hatch enables passengers to quickly purchase items when boarding announcements are made, improving speed and convenience during peak periods.
- **Upgraded Security System**
The rollout of next-generation security equipment has been completed, with five of the six new lanes now fully operational. While the initial implementation involved a steep learning curve for both staff and on-site engineers, the system is now functioning smoothly and delivering improved processing efficiency. Maintenance procedures have also been streamlined to minimise downtime.
- **Improved Boarding Card Scanner Processes**
New podium scanners have been delivered to site. Construction and setup are scheduled over a two-week period, with the system expected to go live by the end of April. These upgraded

scanners will help streamline the boarding process and improve the overall flow of passengers through the terminal.

Persons with reduced mobility (PRM)

Between January and March, the airport saw an increase in the number of passengers requiring assistance. When comparing this period to the same months last year, we observed an additional 2,000 - 3,000 Persons with Reduced Mobility (PRM) each month.

In January, PRM passengers accounted for 1.68% of total travellers, 1.61% in February and 1.79% in March. So far in 2025, Liverpool has welcomed 17,761 PRM passengers — a 63.9% increase compared to 2024.

EasyJet continued to lead as the top carrier for PRM services throughout this period, a trend that began last year and Alicante remained the most popular destination among PRM passengers. The airport's performance against Civil Aviation Authority (CAA) standards has remained strong, with a continued commitment to excellence.

To further enhance our services, we are introducing three additional Electric Mobility Aids (EMAs), improving our ability to offer a barrier-free experience for PRM passengers.

We are also in the process of introducing the Nimbus Accessibility Card into the Airport to enhance our ability to assist PRM passengers. The card will contain valuable information relating to the passenger, not only freeing up the amount of time it takes to book a passenger in, but also reduce the questions a passenger may be asked each time they travel.

The tables below provide more detailed monthly information:

January 2025

Month Year	Total PRM	Jan %
Jan 2025	5,097	1.68%
Jan 2024	3,698	1.35%

February 2025

Month Year	Total PRM	Feb %
Feb 2025	5,421	1.61%
Feb 2024	3,432	1.15%

March 2025

Month Year	Total PRM	Mar %
Mar 2025	7,243	1.79%
Mar 2024	4,231	1.24%

Liverpool Airport Consultative Committee

Annual Work programme 2025 - 2026

Meeting	Items	Detail
17 January 2025 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
2 May 2025	ESG report? Airside tour	
18 July 2025	UKACCs AGM notes	
17 October 2025		
16 January 2026 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Robin Tudor
Airspace Change update	Andrew Dutton
Environment, Social and Governance (ESG) (annual from February 2024)	Robin Tudor
Airport Transport Forum update (quarterly if met)	Steve Pearse

Additional items	Presenter
LCR Destination Management Plan (possibly May 2025)	Janet Nuzum, Combined Authority
LCR Local Transport Plan (LTP4) consultation (possibly July 2025)	Alex Naughton, Combined Authority
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Noise Action Plan	Andrew Dutton, Head of Environment, LJLA
Jet2 establishing an office and base at the airport (once completed so after Summer 2024)	Dave Batt, Head of Technical Services and Capital Planning
Solar Farm	

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