

19 November 2019

## **Endorsement Statement for Manchester Airport's Approach to Step 1B of CAP1616 for its Airspace Change Programme**

The Consultation Institute has overseen Manchester Airport's (MAN) engagement on design principles, at Stage 1B of CAP1616 and endorses its approach.

This has involved reflecting on the Engagement Strategy prepared by MAN based on the advice the Institute has provided to it directly and to its parent body, the Manchester Airport Group (MAG), and sister airports, Stansted (STN) and East Midlands Airport (EMA); and then their implementation.

We have also examined documentation, reports and other inputs. We have not been able directly to observe any of the Workshops or Focus Groups, however we did attend internal MAN decision-making workshops regarding the Draft Design Principles on 4 and 11 October, and subsequently review sessions on 1 and 18 November; they were conducted professionally and with rigour.

Early in MAG's consideration of its approach to ACP, in June 2017 and July 2018, we delivered workshops at MAN on planning, risk assessment and the likely challenges of CAP1616; in January 2018 we conducted a consultation and engagement skills audit; in February 2019, we provided guidance to the MAG team working on ACP across each of the three airports on the best practice approach to Stage 1B at a joint workshop.

At MAN this was followed by the delivery of a Stakeholder Mapping workshop in March 2019 to provide a systematic methodology to inform the development of MAN's Stage 1B Engagement Strategy.

Throughout the process the main points of contact have been the ACP Project Manager and Corporate Affairs team. The elements of engagement have been conducted by a third-party supplier, YouGov. Its work has been found to be of a superior quality, thorough and robust. The reports produced are well reasoned, written in clear and accessible language, thereby offering demonstrable evidence of the successful engagement.

The work previously conducted at the group level at MAG has provided MAN with a consistent group approach.

For MAN we provided direct advice and guidance, endorsing the following elements:

- Stakeholder Identification and Mapping
- Stage 1b Engagement Strategy
- Development of Design Principles
- Stakeholder and Public Engagement Reporting
- Establishment of a Stakeholder Reference Group (SRG), as an additional safeguard through local representative voices, asked to concentrate on the process alone; the SRG offered valuable early advice on presentational matters that the Airport took on board

For MAG and MAN we had provided direct advice and guidance on the following elements; this advice and guidance was then directly applied without intervention from the Institute:

- Objectives
- Consultation and engagement skills audit
- Risk identification
- Brief for research agency
- Stakeholder Engagement Methodology
- Planning and timetabling of activity
- Documentation and reporting

The Institute is satisfied that the approach taken aligns with our best practice standards and has been delivered with a high degree of professionalism. Although the scale of the public engagement has been over and above what was strictly necessary, we believe that the extra understanding gained about the public's issues and priorities, the building of trust and the strengthening of relationships will pay dividends in the subsequent stages of the process. We believe that the responses and inputs from stakeholders (at Workshops), the general public (through carefully recruited Focus Groups) and others - online and through '*business as usual*' listening - in two iterations, has been successfully captured in this report and the supporting documents; the resulting Design Principles therefore, to our satisfaction, comply with the Statement of Need, and Engagement Strategy and are consistent with the requirements of CAP 1616.