

Minutes of the Norwich Airport Consultative Committee

held on Wednesday 10 July 2019 @ 1400 hrs

at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices

1).	Present:	S Gurney	Norfolk County Council (Chairman)
		R Pace	NAL
		P Langley	NAL
		J Anderson	Drayton PC
		J Dewing	SaxonAir
		K Clarke	Horsford PC
		S Fidler	Horsham & Newton St Faiths
		L Rogers	Hainford PC
		G Crouch	Old Catton PC
		M Gee	Norwich Aviation Group
		S Prutton	Hellesdon PC

Apologies:	N Shaw
	R Fisher
	A Durand
	L Wilkinson
	J Shipley
	J Latchford

Minutes of the previous meeting held on the 10 April 2019 were agreed and duly signed by the Chairman as a true and accurate record of that meeting. All in agreement.

2). **Matters Arising:**

The large signage for the Drones had not been received as requested by Hellesdon. PL/JCV to chase.

- RP gave an update on the Closimat for the Disabled Toilet.

3). **Managing Director's Report**

Overall year to date passenger numbers are 1% ahead of last year although Holiday Charter has seen a 9% decrease on prior year performance. International schedules have increased by 12% whereas Domestic schedules and Offshore passengers are in line with prior year. The airport remains on budget at this stage of the financial year.

Super Break has launched a new programme of exclusive breaks to Akureyri, North Iceland – a destination previously unreachable direct from UK airports. Following the previous success of its ‘Incredible North Iceland’ breaks, short-break specialist Super Break has announced a new programme of getaways to Northern Iceland including a departure from Norwich Airport departing on 7th February 2020.

Flybe has announced that it will no longer be operating the routes to Malaga, Alicante and Exeter after the end of October this year. We are working to secure replacement routes and capacity.

Norwich Airport has announced it will support the British Heart Foundation (BHF) as its Charity of the Year for 2019/20. The one-year partnership will raise money to help the BHF fund life-saving research into heart and circulatory conditions such as coronary heart disease, stroke, vascular dementia, and risk factors such as diabetes. Over the next year, passengers will be able to donate to the BHF in collection buckets found in the terminal and can also purchase BHF wristbands and keyrings. Good-quality, unclaimed lost property at the airport will also be donated to the BHF’s retail stores to sell. Norwich Airport staff have pledged their support too, with plans for a charity bike ride and a football tournament to help raise further funds. BHF will also offer CPR training to ensure that even more staff at the airport have essential life-saving skills, and the BHF Health at Work team will support the airport to promote a healthy and happy workplace.

A special event showcasing how Norwich Airport is becoming more dementia friendly was held on Friday May 24th in support of Dementia Action Week. As part of our commitment to supporting people with hidden disabilities, an information event was hosted alongside Age UK Norwich, the Alzheimer’s Society and Home Instead Senior Care. In partnership with other Dementia Action Alliance (DAA) members, the airport has developed innovative tools like a video walk-through so people with dementia and their carers know what to expect. They are also encouraged to visit the airport before their day of travel, so they can rehearse with staff exactly what will happen.

The Engine Test Facility repairs have now been completed and the facility will be open for operational use from 15th July 2019.

All fuel farm installation works are completed.

Norfolk County Council and Norwich City Council are considering an offer from airport owner Regional and City Airports to sell the 19.9pc stake the authorities still have in the airport. Decisions on whether the councils will sell their shares will go to the city council's cabinet on Wednesday this week and the county council's meeting on Monday, July 15.

The design for a new double bay hangar and workshop for KLM UKE has been agreed on the Eastern Apron next to existing hangars. The hangar is being built under Permitted Development and the Local Planning Authority have issued a Certificate of Lawfulness. A Tender is currently running for completion in July 2019 in parallel to the completion of Legal documentation. Construction is expected to start in early September with the workshop expected to be completed by the end of May 2020 and the hangar by the end of August 2020. This allows time for tenant fit out and full occupation by 30th November 2020. This project is important as it secures two anchor tenants, KLM UKE and Satys Air Livery for the next 20 years.

We are engaged with Norwich City (NCiC) and Norfolk County (NCoC) Councils regarding the level of retained proportion of the site for aviation related purposes in order that the development site comes forward. The precise allocation of developed space between the aviation and non-aviation elements would remain flexible. If agreed, then NAL will first amend its masterplan by way of an addendum for September Cabinet at NCiC and then an amended s.73 planning application could fall for positive determination.

The Airport Masterplan will be considered again by NCiC in September in a slightly amended form for Site 4 development but otherwise unamended. Broadland Council will be asked to endorse the newly amended version.

Norwich was the best performing TUI base in the overall On Time Performance (OTP) across the TUI network in June– scoring 88.8%. This is a very creditable achievement as it reflects the whole operational performance – handling, cleaning, catering, crew, fuel, technical. It re-enforces how important it is to minimize delays wherever possible – delays will always happen, but it is critical to keep the delay under 15 minutes where we have control and influence.

4). **Operations and ATS Report**

Bird strike hazard has increased on the airfield with an increase in bird strikes over the last month. A contributory factor is the construction of the NDR drainage lagoons, some of which are not draining as designed.

FOD situation has improved following an active programme at the Airport.

No real increase in drone activity since the introduction of new legislation – actively managed by ATC.

New Voice Switch Communications equipment has arrived in ATC and is currently being installed by the Air Traffic Engineering Team.

Engine Test Facility repairs commenced in April – work was expected to take around 6 weeks with a couple of weeks then required to allow the concrete to cure. The facility is due to open on 15 July 2019.

The AOA Safety Week was held the week commencing 13 May. We adopted FOD prevention as the theme and there was a programme of events happening around the Airport. The event was very well supported by staff and activities included litter and FOD patrols, turnaround audits, refuelling demonstrations and healthy lifestyle presentations.

There has been a spate of airspace infringements – analysis shows that there is no common theme – the situation will be monitored as part of our ongoing trend identification processes.

ATC CAA Audit was conducted during May – good result with only minor observations.

Mandatory Occurrence reports filed:

Date	Summary	Action
14.04.19	Carcass of a Skylark found on runway during a routine runway inspection.	Reported to CAA.
20.05.19	Issue with 2 aircraft callsigns being similar and potentially causing confusion. LOG53CB KLM53B	Reported to CAA. Issue resolved the following day with the callsign management cell at Eurocontrol with KLM agreeing to change their callsign.
04.06.19	An unknown contact was sighted just south of Norwich. Approach tried to contact it initially to no avail. The Tower controller was able to see an aircraft from the Tower. Approach tried to contact it again and received a reply from GBANA who said he had navigation failure.	Reported to CAA. The pilot was very apologetic, had learned lessons and showed a positive attitude to his mistakes.
06.06.19	Nose Gear malfunction. Local Standby called and once the aircraft had landed the nose wheel was held off the ground whilst the passengers disembarked. Sandbags were placed under the aircraft and with RFFS in attendance the aircraft was lowered and shut down.	Reported to CAA.
13.06.19	An F15 working Swanwick Mil descended and infringed Norwich Controlled Airspace 10nm South East of the Airport. Swanwick controller informed that reporting action would be taken. No loss of separation occurred.	Reported to CAA.
14.06.19	An aircraft showing mode S registration as FGLDV infringed Norwich CAS to the SW of EGSB at 2500ft on a NW track.	Reported to CAA.
20.06.19	Similar callsigns. EZE72H LOG72IH	Issue resolved through engagement with the EuroControl Callsign Similarity Management Cell.

27.06.19	Multiple Wood Pigeons struck landing ERJ170 (BA Training).	Reported to CAA.
29.06.19	Carcass of a Common Blackbird found on the runway. No bird strike reported.	Reported to CAA.
30.06.19	Aircraft struck a Herring Gull on take-off roll.	Reported to CAA.
30.06.19	Pilot called for help inside Norwich CAS stating he was lost.	Reported to CAA. Pilot called ATC after landing stating that his sky demon had failed.

Keith Farrow – Airfield Ops Manager at Norwich Airport gave a Wildlife Management Presentation to the Committee which was very well received.

5). **NAPAG** – Regional & City Airports as a group are doing their own passenger surveys through the Customer Services team, so NAPAG has decided that their contribution in this regard should therefore cease. NAPAG will attend the October ACC meeting to close off their work.

It was decided that when the next airport survey is operational a sub group of ACC members should join the Customer Services team.

The sub group will consist of:

M Gee/S Prutton/G Crouch/K Clarke/S Gurney

The sub Group's activities should then be added to the Agenda and reported on twice annually.

6). **Offshore helicopter Activity**

Helicopter pax 5% down on last year.

7). **AOB**

East Anglian Air Ambulance plans for their new building and night flying were discussed.

RP to invite Patrick Peal – CEO of EAAA to attend the next meeting to outline their proposed plans.

8). **Date of next meeting:** 9 October 2019 Hellesdon PC Offices @ 1400hrs.

CHAIRMAN