

**Minutes of the Norwich Airport Consultative Committee**

**held on Wednesday 9 October 2019 @ 1400 hrs**

**at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices**

1). **Present:**

S Gurney	Norfolk County Council (Chairman)
N Shaw	Broadland DC
R Pace	NAL
P Langley	NAL
L Wilkinson	Drayton PC
J Dewing	Saxonair
S Prutton	Hellesdon PC
R Fisher	Frettenham PC
J Latchford	Taverham PC

**By invitation:**

P Peal	CEO of EAAA
R Barker	NAPAG
M. McDonald	NAPAG

**Apologies:**

S Fidler	Horsham & Newton St Faiths
G Crouch	Old Catton PC
M Gee	Norwich Aviation Group
J Shipley	KLMUKE
J Cohu	NHV

Minutes of the previous meeting held on the 7 July 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 has been delivered to Hellesdon PC. Taverham PC have requested another 2 signs, and Drayton have subsequently asked for 6 signs. JCV to action.

GC – Old Catton representative asked for an amendment to the Minutes regarding his Airport Development Fee questioning of the MD. The transcript was reviewed and GC had said his question was purely for his ‘own information only’ and the Chairperson concluded that this should not be included in the Minutes as it was a personal question and not for the committee as a whole who are fully au fait with the Airport Development Fee. A copy of the Constitution was sent prior to the

meeting to the Old Catton PC Clerk which confirms that constitutionally the ADF is a commercial decision of the airport and is not the remit of the ACC.

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

Overall year to date passenger numbers are in line with last year although Holiday Charter has seen a 10% decrease on prior year performance. International schedules have increased by 11%, whereas Domestic schedules are 3% ahead of prior year. Helicopters are 7% lower than last year.

You will have seen the demise of Thomas Cook and it is sad to see such a famous brand leave the market place. Norwich was unaffected as we do not operate any Thomas Cook services.

Loganair continued to expand its network at Norwich Airport and have announced its fifth route, a brand-new service to Cornwall Airport Newquay. The new service from Norwich launches on 3 April 2020. Monday and Friday services will operate throughout the summer, with extra Sunday services from May to September and a further additional Wednesday flight in July and August. The 80-minute flight contrasts favourably with an 8-hour 30-minute rail or road journey. This is a further example of Norwich providing and strengthening the essential links East Anglia needs to have with important destinations for the benefit of our business community and leisure consumers.

Norwich Airport and KLM UK Engineering have agreed a deal where Norwich Airport will invest £7 million in a new hangar and workshop facilities for KLM UK Engineering at the airport to meet increased industry demand for aircraft maintenance. The project will be managed by Rigby Real Estate (RRE), the property division of airport owners, Rigby Group. It will see the construction of a 54,000 sq ft hangar and 15,500 sq. ft workshop that will be completed by August 2020. The deal provides KLM UK Engineering with significant additional new capacity providing high quality aircraft maintenance and repair services to customers worldwide. This deal underlines KLM UK Engineering's long-term commitment to the region and is another significant milestone in the airport's strategy of creating a global aviation centre of excellence. The build of a new hangar for KLM UK Engineering at the airport gives Satys Air Livery UK Ltd the opportunity to take on the hangar vacated by KLM UK Engineering. This will consolidate Norwich as the head office of Aftermarket and VIP Painting Division of the Satys Group.

Up to 100 passengers a month are now using a special assistance scheme at Norwich Airport. The sunflower lanyards are a discreet signal to staff that wearers have hidden disabilities or conditions and may require additional support. Passengers wearing them indicate to the airport team that they may require help with check-in and security, being talked through what to expect as they travel through the airport and potential assistance with reading signs and departure boards. Some disabilities are not immediately obvious and the sunflower lanyards are a great way of bringing passengers who need a little extra assistance to our attention.

Norwich Airport recently retained the highest possible rating for disability access, having been judged 'very good' in an independent annual survey, and one of only two UK airports to achieve the accolade four years running. The UK Civil Aviation Authority published its fourth annual report on

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the disability access of the UK's largest airports, with Norwich among 14 airports rated as 'very good'. To achieve a 'very good' classification, airports must provide high quality support on the day of travel as well as keeping in regular contact and consultation with its users. Norwich Airport provides assistance to more than 7,000 passengers a year, an increase of 58% in four years. It works closely with local groups including Age UK Norwich, Assist Trust, Autism Anglia and Home Instead Senior Care to enhance the experience of people with reduced mobility.

The revised Airport Masterplan will be taken through NCiC Sustainable Development Panel and full Cabinet in October. The Airport Masterplan will now require a Surface Access Strategy to be developed within 12 months of endorsement. Broadland District Council (BDC) will be asked to endorse the newly amended version.

Regardless of the Brexit outcome, planes will still be able to fly between the UK and the EU. When and if a deal is agreed, we'll go into a transition period, meaning everything will stay as it is until the end of December 2020 and flights will continue as normal. Even in the case of a no-deal scenario, the European Commission and UK government have said that UK airlines will still be able to operate flights between the UK and the EU. The UK government has also agreed that airlines operating out of the EU will be able to fly into the UK. Passengers are able to book with confidence.

4). **Operations and ATS Report**

We are coming to the end of a busy and productive summer period. Preparations are now underway for winter operations – equipment has been tested, personnel have been trained and de-icing supplies have been ordered.

No real increase in drone activity over the summer – actively managed by ATC; drone signage was delivered to the ACC.

New Voice Switch Communications equipment has been installed by the Air Traffic Engineering Team; the next stage is training of staff. Transition in to service is planned for January 2020.

The CAA Aerodrome Audit was conducted on 23 and 24 September – it was a positive visit with no major issues raised.

KLM UK Hangar 9 build has commenced, the works compound has been established and construction begins next week.

A trend has been identified – infringements on the airfield by visiting light aircraft – further investigation is underway by the ATC team.

Mandatory Occurrence reports filed:

Date	Summary	Action
05.07.19	Visiting light aircraft left Taxiway Delta and taxied across the grass to access Saxon Apron.	Reported to CAA

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05.07.19	Aircraft departed without a take-off clearance.	Reported to CAA
18.07.19	During a routine runway inspection, the carcass of a Kestrel was found on the runway.	Reported to CAA
30.07.19	A departing pilot reported FOD on the runway; Ops 1 performed an inspection and retrieved the item of FOD.	Reported to CAA
03.08.19	Airspace Infringement by an Autogyro. The ATCO attempted to establish contact with the aircraft, tracked the aircraft to its landing at Cromer North Reps and asked the airfield operator to ask the pilot to call. No call had been received so a report was filed.	Reported to CAA
09.08.19	Remains of a Kestrel found on the runway during a routine inspection.	Reported to CAA
14.08.19	Helicopter was towed along Echo Taxi-lane without ATC clearance.	Reported to CAA
14.08.19	KLM struck a Gull during landing. Damage sustained to nose gear.	Reported to CAA
21.08.19	Aircraft reported FOD on the runway. Concrete and expansion foam retrieved from abeam Delta intersection.	Reported to CAA
21.08.19	Free-Ranging driver failed to give way to a Hover Taxiing Helicopter, which had to fly over the vehicle.	Reported to CAA
01.09.19	Student pilot crossed a lit stop bar by approx 2m after being instructed 3 times to hold position.	Reported to CAA
10.09.19	Pilot crossed a red stop bar and departed without a take-off clearance.	Reported to CAA
24.09.19	FOD - during a regular runway inspection, a large dead weed was found on the runway, possibly from the recent weed killing.	Reported to CAA
26.09.19	Air Ambulance reported possible bird strike. Western Apron inspected and bird remains found. No damage reported to aircraft.	Reported to CAA

- 4.1) Complaints Register – discussed and noted.
- 4.2) Register of Late Aircraft Movements – discussed and noted.
- 4.3) Noise/Flying complaints – noted.

5). **East Anglian Air Ambulance**

At the request of the Parish Council Patrick Peal – CEO of the EAAA gave a presentation regarding the outline proposed plans at Norwich Airport which was well received by the committee. Salient points as under:

- Patrick Peal, CEO of East Anglian Air Ambulance, was asked to update the Committee on the charity's plans to build a new HQ and operating base.
- He explained that after a well-publicised public consultation on its proposals to move to a 24/7 service, the charity took on board concerns from local residents about noise at night and has taken steps to both monitor noise and introduce noise-reducing departure routes avoiding housing to the west of its base.
- He noted that the planning application was scheduled to be determined by Norwich City Council's planning committee in early November, with building works scheduled to begin in January 2020 for completion in autumn 2020.
- The 24/7 helicopter emergency medical service will be introduced around the end of 2020/early 2021.

He thanked the committee for its interest. The Committee thanked PP for attending and explaining the situation.

6). **NAPAG** - RB/MM gave an update on NAPAG confirming that this would be the last ACC meeting they would attend and would now be passing the banner on to the Airport Consultative Committee.

The recent survey results were distributed and discussed, the main items being:

- Satisfaction rate went up again.
- Excellent/good rate stayed the same.
- ADF – positive result from Customers, decrease in complaints.
- The airport being closest to home was also a key factor – 85%.
- Departure lounge/toilets needing refurbishment.
- More choice of retail outlets.

The Committee thanked RB/MM and NAPAG for all their hard work over recent years.

RB said it had been a real honour to chair the voluntary NAPAG Committee.

SG to liaise with the Airport on when would be best to come into the Airport to carry on with the surveys, probably one in the winter and one in the summer.

7). **Offshore helicopter Activity** - nothing to report.

8). **AOB** - None.

9). **Date of next meeting:** 15 January 2020 Hellesdon PC Offices @ 1400hrs.

**CHAIRMAN**