

Minutes of the Norwich Airport Consultative Committee

held on Wednesday 10 October 2018 @ 1400 hrs

at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices

- 1). **Present:**
- | | |
|-------------|---|
| S Gurney | Norfolk County Council (Chairman) |
| N Shaw | Broadland District Council (V Chairman) |
| R Pace | NAL |
| K Clarke | Horsford PC |
| M Gee | Norwich Aviation Group |
| A Durand | SaxonAir |
| L Wilkinson | Drayton PC |
| S Prutton | Hellesdon PC |
| J Sayer | SSPC |
| J Latchford | Taverham PC |
- By invitation:**
- | | |
|------------|-------|
| R Barker | NAPAG |
| M McDonald | NAPAG |
- Apologies:**
- | | |
|-----------|---------------|
| P Gadd | NAL |
| B Leggett | Old Catton PC |
| S Fidler | H&NSF PC |
| P Langley | NAL |

Minutes of the previous meeting held on the 11 July 2018 were agreed and duly signed by the Chairman as a true and accurate record of that meeting. All in agreement.

2). **Matters Arising:**

No matters arising.

3). **NAPAG Report**

Richard Barker thanked the Chair for the invitation to meet the ACC and he introduced his colleague Murray McDonald.

1. Following RB's last meeting your then Chair Jack Sadler and RB agreed a new arrangement which we believed would provide more effective communications namely
 - a. We meet annually.

- b. The survey results when analysed will be emailed to ACC for consideration and for questions to be raised and submitted to us by email. Considered replies will be emailed to ACC.
 - c. We would also email a note of NAPAG activities.
RB confirmed that this new approach has the full support of NAPAG.
2. NAPAG activities – each designed to provide passengers with a better understating of NA were as follows
- a. We continue to meet with Richard Pace and members of his management team. These are useful and affective, and we thank Richard and his team for their continuing support of and interest in NAPAG.
We stay in touch with Andrew Bell notwithstanding his wider role.
 - b. We now run two surveys as opposed to one to relate to a wider range of passengers. There is a possibility that we may hold three surveys with a interest in the business passenger.
A huge thanks to Pat Wilkin who organises and runs these surveys. At the most recent survey a passenger identified himself to Pat as a professional organiser/manager of surveys and he told her that the combination of the survey questionnaire and the way in which passengers where approached and the interest that we showed in them were all outstanding.
The survey form has been varied in accordance with changing circumstances. Meetings have been held with the Norwich Chamber of Commerce who were delighted to become more closely involved in our surveys. The business passenger is an important element of those using NA and our relationship with The Chamber will continue and be enhanced.
 - c. We take part in the Travel Shows engaging with those in the travel industry and with potential passengers. Survey forms are also completed by many who have experience of NA.
 - d. We have responded to the draft master plan.
 - e. We were participants in the live emergency exercise which co-ordinated the responses of NA and the emergency services to an aircraft disaster.
 - f. A guided tour of Norwich Airport to place for those NAPAG members who had not experienced that event.

Murray circulated the 2017 survey results which showed an improvement on the previous year. He also produced the current survey questionnaire and directed attention in particular to questions 4 and 7 and also referring to the references to the business passenger.

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

Overall year to date passenger numbers are 6% ahead of last year. September was a particuarly good month with 5% more passengers handled than 12 months ago. The year to date to the end of September has seen a 6% increase in overall passengers numbers with particularly strong growth for Holiday Charter with a 25% increase on prior year performace. International schedules have also increased by 5% and domestic shedules by 2%. The increased use of boats to transport offshore workers has seen a 15% decline in the number of offshore helicopter passengers using the airport. The airport remains on budget at the half way stage of the financial year.

Uncertainty around Brexit continues and the Government has recently published technical notices with regard to civil aviation. The CAA advises that no action is required with respect to airports. Some re-configuration of the Border arrivals process may be needed to enable a “UK only” queue. Flights are expected to continue to operate after 29th March next year and this confidence is illustrated by the fact that seats are on sale.

Planning continues for the airside and landside works to upgrade the airport’s catering facilities. Works are expected to commence before the end of year and be completed in the Spring. When designs have been finalised..

The Master Plan is still in limbo as Norwich City Council has still to give any indication of progress with its review of the Objective Evidence for the change of use. This is not expected before October at the earliest.

The new fuel farm delivery timetable continues to slip, and completion/training and commissioning is unlikely before March 2019.

The Engine Test Facility (ETF) remains out of service following damage to the pavement surfaces in April during a routine high power run. Planners and neighbours are aware. We have recently received a report regarding repair solutions and costs which has been sent to NAL’s insurer and we await their decision. There is no agreed timetable for repair works but this will be formulated, with the insurer’s involvement and Board approval to any unplanned CAPEX spend to meet insurance shortfall, as soon as possible.

Significant refurbishment of the Airport’s catering facilities will take place later this year and early next both landside and airside with the implementation of a new contract.

The UK Civil Aviation Authority (CAA) has today published its annual report on the accessibility services provided by the top 30 UK airports, with Norwich Airport leading the way. The report highlights that there are more than three million requests for assistance at UK airports annually – a rise of almost 80 per cent since 2010. Satisfaction levels remain high, with 83 per cent of people requesting assistance stating that they are ‘satisfied’, with 54 per cent of those being ‘very satisfied’. The report reveals that 16 UK airports have been rated ‘very good’, up from six airports in last year’s review, one of which is Norwich Airport, achieving the classification for the third year in a row.

The annual Which Airport Survey was issued at the end of August 2018 with Exeter, Bournemouth and Norwich all featuring within the top 10. The survey is based on an overall customer score incorporating customer satisfaction and how likely they are to recommend.

LW stated that there were a few fringe parishes including Drayton that were not happy with the ‘late/night flying’ section of the Masterplan. RP confirmed that there was nothing set in stone, any extension to late night flying would have to be approved separately by the local planning authority, the Masterplan was a **vision** of the potential future requirements.

It was also confirmed that Broadland District Council had endorsed the Masterplan. Although it is not yet endorsed by the City Council.

5). **Operations and ATS Report**

The Airport Safeguarding Team have met recently with the Anglia Square developers, the NEST developers and the CODE Development Planners. Also a Taylor Wimpey preplanning consultation safeguarding meeting for development adjacent to SE boundary of the airfield has been held.

There is a project underway to resurface the roof on Hangar 7

Met with CAA Principal Airspace Regulator to discuss the project to install approaches at the Airport using GPS. The project is expected to take at least 12 months to complete

A visit to the Fire Section at Bournemouth Airport has been conducted to to compare how they achieve the task compared to operations at Norwich Airport.

Project commenced to replace the communications systems in Air Traffic Control.

Project commenced to replace the Distance Measuring Equipment navigational aid on the airfield

Mandatory Occurrence reports filed:

Date	Summary	Action
09.07.18	Bristow pilot reported bird strike during approach. No damage to aircraft.	Reported to CAA
11.07.18	Dash 8 struck a Herring Gull during taxi on Taxiway Charlie to the terminal. No damage to aircraft.	Reported to CAA
05.08.18	Unknown aircraft infringes CAS in the Stoke Holy Cross area and vacates to the east. The tower controller estimated height of aircraft 800ft. Commercial operations unaffected.	Reported to CAA
09.08.18	E195 had a bird strike on landing roll.	Reported to CAA

18.08.18	Airbus struck birds on Runway 27 during departure. After holding in the overhead, Captain decided to make an approach to Norwich; however at 5nm finals, his Company Operations instructed him to divert to Brussels.	Aircraft landed safely in Brussels. Reported to CAA.
15.09.18	Student pilot mistook departure clearance for a take-off clearance and took-off without a take-off clearance.	Reported to CAA.
17.09.18	FOD on runway (aircraft brake parts).	Reported to CAA.
26.09.18	FOD on runway (Gasket).	Reported to CAA.
28.09.18	PA28 struck E1 signage.	Reported to CAA.

- Complaints register – discussed and noted. Customer Service review is being rolled-out in all Company airports.
- Register of late aircraft movements – noted.
- Noise/flying complaints – noted.

6). **AOB**

- Due to the lack of tenant companies in attendance at the ACC Meetings, mainly due to change over in staff, it was decided that the ACC Secretary send emails to the relevant tenant companies requesting them either to appoint a new representative or ensure attendance from the existing representatives at the quarterly meetings.

7). **Date of next meeting**

9 January 2019 Hellesdon PC Offices @ 1400hrs.

CHAIRMAN