

Minutes of the Norwich Airport Consultative Committee

held on Wednesday 11 April 2018 @ 1400 hrs

at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices

1).	Present:	S Gurney	Norfolk County Council (Chairman)
		N Shaw	Broadland DC (Vice Chairman)
		R Pace	NAL
		L Wilkinson	Drayton PC
		R Fisher	Frettenham PC
		K Clarke	Horsford PC
		M Gee	Norwich Aviation Group
		D Self	Spixworth PC
		L Rogers	Hainford PC
		B Leggett	Old Catton PC
		J Dewing	SaxonAir
		S Fidler	H&NSF PC
		S Prutton	Hellesdon PC
		J Sayer	SSPC
		P Norris	Bristow
		J Latchford	Taverham PC

Apologies:	P Gadd	NAL
	P Langley	NAL
	R Fisher	Frettenham PC
	P Mahoney	KLMUKE
	A Durand	Saxonair

Minutes of the previous meeting held on the 11 October 2017 were agreed and duly signed by the Chairman as a true and accurate record of that meeting.

2). **Matters Arising:**

No matters arising from previous Minutes.

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

Managing Director's Annual Report AGM 11th April 2018

This AGM is a poignant meeting as we remember Jack Sadler Chairman of the Airport Consultative Committee who sadly has passed away this year. Jack served as the Chairman for nearly 5 years and prior to that as Vice Chairman since 2002 and has been a member of this committee for over 20

ACC Meeting – 11 April 2018

years. Jack was a selfless individual who has made a significant contribution not only to the running of the ACC but also in his many other civic and community roles. I would like to thank the committee for their support and respect in observing a minute's silence in Jack's memory.

2017-18 has been a steady year of passenger growth for the airport. Passengers have increased year on year by circa 7,000 passengers rising to circa 527,000 a 1% increase. The growth has been largely due to the higher performance of the Charter, International and Domestic scheduled services offset by significantly lower offshore helicopter activity.

KLM's service to Amsterdam has once again had a steady year at 143,000 passengers. The services to Malaga and Alicante have performed ahead of expectation in their second year of operation. Loganair's Edinburgh service grew by 15%. The Loganair Manchester service performance has been disappointing and has contracted by 7% following the loss of the flybe franchise in September which has led to a decline in onward connecting passengers via Manchester. The Aberdeen services operated by Eastern Airways and bmi continued to face significant challenges which culminated in bmi withdrawing from the route and Eastern Airways closing their base in February. The route has decreased from a peak of 6 flights per day to 3 flights per day. The route is operated by Eastern Airways under their flybe franchise and the route is now operated in reverse from Aberdeen. The route contracted by 2% but after the consolidation, the load factors will increase and make the route more sustainable over the longer term.

General Aviation traffic carried circa 5000 passengers carried a decrease of 32% on the previous year.

The offshore helicopter sector has experience another difficult year. Existing operations saw a contraction Overall there were 11000 fewer passenger carried equating to an 11% decrease year on year to just under 100,000 passengers.

Turning to Charter routes, Rhodes was added for summer 2017. 11% more passengers travelled than last year at just under 114,000 due to the introduction of a larger aircraft to carry TUI passengers.

We look forward to summer 18 with the return of two Dalaman services per week operated by TUI and Thomas Cook and the introduction of Crete.

We continue to work on the re-establishment of scheduled services to popular destinations such as Paris and Dublin.

A significant investment in the Charlie taxiway of £1.1m was made during the summer to upgrade and extend the life of this critical taxiway.

The Northern Distributor Road, aka Broadland Northway is about to open fully which provides much improved access to the airport and provides opportunity to develop the northside of the airport.

The Airport Master Plan has been developed and consulted on and has now been submitted to the Local Planning Authorities for endorsement which is anticipated to be in summer 2018.

This winter has been the most challenging in terms of winter operations for a number of years. The airport was closed for one day on 28th February for only the second time in the last 20 years due to the “ Beast from the East”. The airport staff worked tirelessly to get the airport open on the morning of 1st March and we received many compliments from passengers on the work of the team as they had fully expected to have not been able to have flown from Norwich Airport.

The passenger experience through the airport will improve significantly in 2018. We have appointed Dufry, trading as World Duty Free, as our Duty Free shop partner. The shop is now closed for extensive refurbishment and is expected to re-open in early June. We have also agreed a preferred bidder for the catering contract which starts from November 2018. A significant upgrade and improvement will also be seen in both the landside and airside catering offering.

In conclusion, the Airport has had a successful year and is in target to finish slightly ahead of budget. Further modest growth is expected in 2018. The outcome of the Brexit vote and the outcome for the aviation industry is still not clear but I remain positive that as far as the aviation sector is concerned an agreement will be reached before 29th March 2019.

Although I lead the airport achievements would not be possible without the support and dedication of the Airport’s staff, contractors and management team. I would also like to extend my thanks to the ACC for their constructive approach to working through issues and support for the airport in 2018.

I would like to end with a final word to thank Jack Sadler for his support and commitment to the airport. Thank you Jack, rest in peace.

4). **Operations and ATS Report**

Safety campaign introduced at the eighth Business Engagement Day highlighted ‘Just Culture’ and a reminder in the use of OSHENS as a reporting mechanism.

OSHENS recording since March 15 adoption now runs at 582 reports in the system.

Exercise Douglas 2, the bi-annual emergency live exercise was held on 08 November 2017. The exercise was very successful and delivered some key training across many areas of the business.

Many staff completed Autism Awareness Training during the last quarter of 2017 – arranged by Security Manager and primarily aimed at customer facing staff; however, most managers also attended for oversight.

New access route to the north side of the airfield due to the partial opening of the NDR.

Fuel Farm Project meetings held with Air BP with regard to the replacement Fuel Farm project.

Legislation being processed to make it an offence to target vehicles with a laser – AOA involved and trying to amend Bill to include buildings, specifically ATC towers.

Operation Director attended meeting with DfT, hosted by AOA, to discuss the formulation of legislation to restrict the operation of drones in the vicinity of aerodromes.

The Airport met with the Anglia Square developers to discuss the Norwich Airport safeguarding requirements that need to be applied to the proposed development.

As a result of identified non-compliances by airfield drivers, we are establishing an Airfield Driving Working Group to review airfield driving procedures.

Involved with the Nest Community Sports Facility; confirmed safeguarding requirements and attended their launch event.

Adverse weather has affected the Airport in mid December 2017, the end of February 2018 and over a weekend mid March 2018.

Great Yarmouth Airshow will be held 16 and 17 June 2018. The Airport are involved in airspace management and will be hosting some of the participating aircraft. Final display programme yet to be confirmed.

The Airport will be holding an event on 22-24 June 2018 to commemorate the 100 year anniversary of the formation of the RAF; the event will involve external and internal displays and will be open to the public.

The Alpha Taxiway has been closed from February 2018 for a couple of months for repair; protracted due to the adverse weather.

A Birdstrike Risk Meeting was held with NCC to discuss the increase in bird activity in the area around the drainage ponds associated with the NDR and the increased hazard posed to the Airport.

Mandatory Occurrence reports filed:

Date	Summary	Action
11.10.17	Laser attack reported by a helicopter inbound to Norwich.	Details passed to Police and reported to the CAA.
01.11.17	Laser Attack reported by SAAB 2000 on a 3.5 mile final to land.	Reported to the police and CAA.
14.11.17	Laser Attack reported by Helicopter pilot.	Reported to police and CAA.

16.11.17	Laser Attack reported by Helicopter pilot from the vicinity of Norwich Castle.	Reported to police and CAA.
21.11.17	Confirmed bird strike. Black Headed Gull on landing. No damage to aircraft.	Reported to CAA.
04.12.17	Gull found on the runway during a routine inspection.	Reported to CAA.
30.12.17	FOD found on Runway 27 - looked like a rubber seal off an aircraft.	Reported to CAA.
17.01.18	PA28 reported trim problem. Local Standby declared. Aircraft landed safely.	Reported to CAA.
18.01.18	PC12 declared a MAYDAY with a cracked windshield. Full Emergency declared. Aircraft diverted to Norwich and landed safely.	Reported to CAA.
22.01.18	A Lear jet struck a Herring Gull during landing 09/27. No damage sustained.	Reported to CAA.
30.01.18	The main secondary surveillance radar feed to Norwich (provided by NATS from the Cromer Radar Head) failed.	Reported to CAA.
05.02.18	D328 reported a technical issue with the flaps. Local Standby initially declared followed shortly by Full Emergency. The Captain then chose to divert to Stansted where the aircraft landed safely.	Reported to CAA.

23.02.18	EC120 Helicopter reported a Laser Attack in the vicinity of Swanton Morley. ATCO called 999 and reported the details to the police.	Reported to police and CAA.
17.03.18	Soon after departure an RJ100 reported an undercarriage door warning light. Aircraft returned to Norwich and landed safely.	Reported to CAA.
27.03.18	A Falcon 2000 departed RW 27 and failed to comply with the issued departure clearance. Standard separation was maintained.	Reported to CAA.
30.03.18	Bristow Aircraft reported bird remains on the runway at the bravo intersection. Runway inspection found the remains of a Skylark. No aircraft damage reported.	Reported to CAA.

SF asked about the proposed Waste Disposal Site for Site 4/Imperial Park in relation to bird strikes. RP confirmed the only way it would happen if it wasn't an enclosed site, which is very unlikely.

LW asked if NAL had been consulted by BDC with regard to safeguarding regarding a reservoir in a proposed new housing Development in Drayton. RP will check and revert.

NS confirmed SASIG are pushing for licencing of Drones.

BL asked if the Airport had been consulted regarding Drone Training (commercial business) at a farm in Drayton. RP to check and revert.

4.1 Complaints Register –The register was discussed and noted.

4.2 Register of late aircraft movements – discussed and noted. SG asked how many movements were not approved. RP confirmed It is very rare that they are not approved, perhaps modified.

4.3 Noise/flying complaints – discussed and noted.

Any noise/flying complaints need the time and date to be investigated.

5). **Offshore Helicopter Activity**

Bristow will be basing a helicopter off shore at an oil rig which will reduce the number of rotations.

Level of activity has peaked. Cignus field has been built.

LW asked if helicopter training has increased over Taverham/Drayton area – it was confirmed there was no increase, but noise level could be caused by the easterly winds.

6). **AOB**

None

7). **Date of next meeting**

11 July 2018 - Hellesdon PC Offices @ 1400hrs.

CHAIRMAN