

Minutes of the Norwich Airport Consultative Committee

held on Wednesday 11 July 2018 @ 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
	R Fisher	Frettenham PC
	K Clarke	Horsford PC
	M Gee	Norwich Aviation Group
	L Rogers	Hainford PC
	B Leggett	Old Catton PC
	A Durand	SaxonAir
	S Fidler	H&NSF PC
	S Prutton	Hellesdon PC
	J Sayer	SSPC
	P Norris	Bristow
	J Latchford	Taverham PC
	R Fisher	Frettenham PC
	E Coleshill	Norwich City Council
J Anderson	Drayton PC	

Apologies:	P Gadd	NAL
	N. Shaw	Broadland DC
	L Wilkinson	Drayton PC

Following a situation which arose prior to commencement of the meeting, a representative from a Parish Council who are not members of the ACC turned up to join in the meeting. Please note - the terms and conditions of the membership of the group are detailed in the constitution: If any group is interested in joining the committee, they must write to the Secretary at the Airport and ask for an application form which when submitted will be brought to the next meeting for consideration.

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

2). **Matters Arising:**

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- PL confirmed that any safeguarding issues regarding reservoirs in housing developments that come through the Airport for comment will confirm that there should not be anything in that submission that acts as a bird attractant.

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- Drone Training at Drayton – NAL was consulted from the outset and there is a letter of agreement in place regarding how they can operate and work closely with the ATC team at the airport.

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

We have now completed the first quarter of the current financial year. Financial performance is modestly ahead of budget. KLM Amsterdam is performing slightly ahead of prior year. Malaga and Alicante now in their third season of operation are performing strongly with nearly 11000 passengers using the flights in the last three months. Despite the route consolidation on the Aberdeen route earlier in the year, the overall market has increased ahead of expectation and prior year. All the remaining domestic services with the exception of Manchester are performing ahead of last year. The Southern North Sea continues to see a decrease in the number of passengers due to one helicopter being based offshore and more use of boats. There are 20% more passengers travelling on charter flights this summer than last year with increased choice with additional routes to Dalaman and Crete. Overall year to date passenger numbers are 2% ahead of last year.

The new Dufry duty free shop, which opened in early June following a major upgrade, has had a great start with sales ahead of expectation. The new walkthrough store offers an extensive range of duty and tax free goods. As well as stocking leading brands, the store offers Dufry's Reserve and Collect service which allows customers to pre-order their purchases from thousands of products online and collect them when they fly from Norwich Airport.



The refurbished Executive Lounge reopened in early May. The upgrade includes a range of new facilities and a much enhanced food and drink offer. There is new seating, additional tables for working on the go, USB charging points for mobile devices and a wireless printer. The lounge will be fully hosted by a member of the customer service team.



A weekend of celebrations was recently held to mark the airport's long association with the RAF as part of the nationwide RAF100 centenary celebrations. There were a number of displays, a climbing wall, Cadet Band and a display of Aston Martin cars. The star attraction was the static hawk aircraft right outside the terminal and a fly past by two Tornados based at RAF Marham. The event attracted hundreds of visitors each day.

We have announced that our adopted charity for the year ahead will be Assist Trust. Assist Trust provides support and opportunities for adults in Norfolk with learning disabilities to help them progress and move forward with their lives, and currently supports over 130 people. The airport is already working with the charity to provide voluntary work placements for three of its service users in the airport's café and in the main terminal, with five more starting soon. By providing meaningful work placements in a busy working environment the aim is to help people gain confidence, self-esteem and increase their independence.

Heads of Terms, with our new catering partner TRG, have been signed and work will now progress to a draft concession agreement for the new catering concession which will start in November. Significant refurbishment will take place later this year and early next both landside and airside.

Publication of the Airports masterplan is delayed and is expected to go before the Norwich City Council planning committee in October. Although Broadland District Council have already agreed endorsement, NAL will have to re-engage with Broadland District in order that the version of the MP they endorse marries up with that for Norwich.

A significant period of adverse weather was experienced on 2nd June with a short but very heavy period of rain. Gate 5 was flooded, offshore passenger bags were damaged and some helicopter flights were cancelled. Water damage via ceiling ingress occurred in a number of places both

landside and airside. Limited catering facilities were available over that weekend. Minor damage was experienced to the terminal, and some claims have been received for damaged IT equipment from offshore passengers. Several cars parked in the Long Stay car park suffered water damage and are subject to insurance claims. Offshore passengers could have been processed via central search but the departure lounge needed to be made safe first. The Security Manager has reminded the Security Supervisors of this fall back arrangement and to ensure that this contingency is properly documented.

The Engine Test facility continues to be out of action due to surface damage. The airport is still awaiting the assessment as to the cause of the damage (i.e design or workmanship) before remedial works can be under taken.

4). **Operations and ATS Report**

The Airport transitioned to 8.33 KHz frequency spacing on 26 Apr 18.

CAP 232 obstacles were reviewed following survey report and the UK AIP updated accordingly.

Annual audit of Air Traffic Control and Air Traffic Engineering was conducted in May by the CAA.

The post of Safety and Compliance Manager was established and the Airside Services Manager was promoted to the new role.

The Deputy Airside Manager was promoted to Airside Manager.

The Safeguarding team completed a Wildlife Safeguarding Course.

An event to celebrate and commemorate the 100 year anniversary of the formation of the Royal Air Force was held at the Airport between the 22 and 24 June 2018.

The Aviation and Non-Aviation Risk Registers are reviewed quarterly at the Business Engagement Day as a standing Agenda item.

The project to install GPS approaches is ongoing – an Impact Assessment has been filed with the CAA and is under review.

The Airport hosted a visit by personnel from RAF Lossiemouth to view operational areas.

Mandatory Occurrence reports filed:

Date	Summary	Action
05.04.18	A motor glider departing from Norwich crossed a raised stop bar	Reported to CAA, local investigation completed

	and entered the runway without ATC clearance.	
08.05.18	MOR filed after pilot reported feeling unwell. Local Standby initiated. Pilot landed safely.	Reported to CAA, local investigation completed
27.05.18	FOD (spill mat) found on the runway by Ops 1 during a routine inspection.	Reported to CAA, local investigation completed
05.06.18	Bird strike reported to ATC, during Runway Inspection one Swift carcass retrieved.	Reported to CAA, local investigation completed
12.06.18	RFFS Seagull vehicle was observed sitting within the runway strip without ATC approval while performing bird control duties.	Reported to CAA, local investigation completed
19.06.18	During routine Runway Inspection the carcass of a Skylark was retrieved.	Reported to CAA, local investigation completed
22.06.18	SNS Helicopter initiated Collision Avoidance against a PA28 in Class G uncontrolled airspace. Pilot of PA28 was visual with the helicopter throughout.	Reported to CAA, local investigation completed

NDR has contributed to the airport in a very positive way, which has made the commute to the airport more efficient, together with increasing the visibility of the airport. Security measures have increased due to the brand new fencing.

4.1 Complaints Register –The register was discussed and noted.

4.2 Register of late aircraft movements – noted.

4.3 Noise/flying complaints – noted.

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

5). **Offshore Helicopter Activity**

JS asked if Bristow helicopters could stop flying over Stratton Strawless Hall.

6). **AOB**

The committee would like to thank the airport for their support and congratulate them regarding the RAF 100 event.

7). **Date of next meeting**

10 October 2018 - Hellesdon PC Offices @ 1400hrs.

CHAIRMAN