

Minutes of the Norwich Airport Consultative Committee

held on Wednesday 9 January 2019 @ 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
		P Langley	NAL
		K Clarke	Horsford PC
		M Gee	Norwich Aviation Group
		J Dewing	SaxonAir
		L Wilkinson	Drayton PC
		S Prutton	Hellesdon PC
		R Fisher	Frettenham PC
		S Fidler	H&NSF PC
		S Crowe	KLMUKE

Apologies: P Gadd NAL

Minutes of the previous meeting held on the 10 October 2018 were agreed and duly signed by the Chairman as a true and accurate record of that meeting. All in agreement.

2). **Matters Arising:**

Page 5 – email was sent by the Secretary to tenant companies regarding attendance.

SG requested the Secretary to send a reminder email to all members regarding attendance at the meeting and to notify the Secretary if they are unable to attend.

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

Overall year to date passenger numbers are 3% ahead of last year. Holiday Charter saw a 15% increase on prior year performance. International schedules have also increased by 4% and domestic schedules slightly lower than prior year. Offshore activity has seen a 10% decline in the number of offshore helicopter passengers using the airport but there has been stronger performance in recent months. The airport remains on budget at this stage of the financial year.

We expect that flights will continue normally in the event of a “No Deal “ Brexit. However there could be a reduction in the level of demand if the wider economy slows down and reduces demand for air travel.

TRG Concessions, part of The Restaurant Group, has been chosen to operate our catering outlets as part of ongoing plans to transform the airport’s retail and catering offering. TRG Concessions is bringing two new Costa cafés to the airport, and will create a new Navigator pub and dining experience, replacing the two existing Café Oasis outlets. The news coincides with further investment in the airport’s retail offer by WH Smith, who have opened a new airside store and refurbished their landside shop. The new landside Costa at the airport opened on 1st December with work due to start on the airside improvements later this month. The airside Costa and The Navigator pub are due to open early next year. Temporary facilities will be available to passengers during the transition.



A decision has been taken to build on excellent customer service by being consistent in our approach to ensure that customer service at all our Airports is the best it can be by putting the customer at the centre of everything we do. A Customer Service Board has been set up and we have representatives from Norwich on this Board. Workstreams include Customer Service Training, Customer Services Measurement, Passenger Complaint and Feedback , Clean Working and Friendly Facilities, First and Last Impressions, Creating Delight for Passengers and establishing a Customer Services Hub. More information will follow in later updates but please see attached pictures of Christmas in the Terminal which has gone down well with staff and passengers alike.



An Imperial Park s.73 application for variation of the existing Outline consent for to reduce the minimum amount of aviation-related space has been lodged with Norwich City Council (NCiC) and Broadland District Council (BDC) and has been validated. The determination date is advised as 28 January 2019. NS requested a paper regarding reasoning behind the application to make it clear to Broadland Council members. The Chair advised he should seek the information via his planning officers.

The Master Plan Objective Evidence is now being reviewed by a consultant appointed by NCiC and a report is expected soon. The Masterplan is unlikely to be endorsed at best before February, and only if a favourable report is issued by the consultant and the LPA is satisfied. Any revisions to the Masterplan which may result will need endorsement again by Broadland District Council which signed off on the current version in April.

The Engine Test Facility repairs received RCA Board approval on 26 November. The repairs project will cost circa £171k. Work is expected to start in late Feb/early March (weather dependent) and the concrete cures and the facility can be brought back into use by the end of May . The ETF remains out of service but Planners and neighbours will be kept aware of fresh progress and the timeline to reopening of the facility.

An update on Drones was given to the members and discussed. A request for notices to be distributed to the Parish Council Reps to display on parish notice boards regarding drone management was agreed and parish members should contact the Secretary requesting the amount required for their area.

4). **Operations and ATS Report**

As a result of the meeting with the RFFS at Bournemouth we met with the Norfolk Local Authority to discuss their response to an incident at Norwich Airport. Agreed to progress through a Memorandum of Understanding. The Maintenance of Competency Scheme will be taken in house wef 01 Jan 2019.

Increase in bird strike risk associated with drainage lagoons installed as part of the NDR – measures taken to mitigate the risk include increase in bird patrols and regular inspection of the lagoons.

Held the Q3 Business Engagement Day where operational performance is assessed.

Established that there has been an increase in instances of FOD (Foreign Object Debris) being found on the airfield; thus, FOD Safety Campaign will be the focus of next quarter.

Met with Norman Lamb MP regarding ongoing noise complaint.

ATC Communications System – order has been placed with supplier, subject to contract. A start up meeting is planned for January 2019 and project completion is expected 4 to 5 months post start up meeting.

Drone Management Plan reviewed as a result of the incidents at Gatwick and Heathrow.

Mandatory Occurrence reports filed:

Date	Summary	Action
03.10.18	During a routine runway inspection, FOD was discovered on the runway.	Reported to CAA.
07.10.18	The Radar Controller observed an aircraft, infringe the south western corner of Norwich CTA. The inherent risk at the time was minimal as it was a quiet period of minimal IFR traffic.	Reported to CAA.
12.10.18	On landing, aircraft requested police assistance due to disruptive passenger. Passenger escorted from the aircraft to terminal and met by police.	Police called and Reported to CAA.
10.11.18	First departure of the day, KLM reported bird strike on take-off. No damage to aircraft.	Reported to CAA.
01.12.18	KLM aircraft hit Herring Gull during take off. No damage reported.	Reported to CAA.
02.12.18	Flybe aircraft reported a possible bird strike on departure. No damage reported.	Reported to CAA.
19.12.18	Helicopter reported a bird strike on departure. No damage reported.	Reported to CAA.

SG asked if a presentation on Wildlife control at the Airport could be arranged for the next meeting.

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

5). Offshore helicopter Activity

Nothing to report

6). AOB - None

7). **Date of next meeting**

10 April 2019 Hellesdon PC Offices @ 1400hrs. (AGM)

CHAIRMAN