

**Minutes of the Norwich Airport Consultative Committee
held on Wednesday 22nd April 2026 @ 14.15hrs
Hellesdon Parish Council**

1) Present:	S Gurney	Norfolk County Council (Chairperson)
	R Pace	Norwich Airport Ltd
	P Langley	Norwich Airport Ltd
	I Armani	ICG
	J Dewing	Saxonair Charter Ltd
	O Newman	Bond Helicopters
	S Lawrence	St Faiths PC
	M Grant	KLMUK Engineering
	B Leggett	Old Catton PC
	J Anderson	Drayton PC
	R Fisher	Frettenham PC
	J Latchford	Taverham PC
	M Hicks	Hellesdon PC
	K Clarke	Horsford PC
	L Rogers	Hainford PC
	M Booth	Broadland District Council & Sprowston TC

Apologies:

A Tipple	Broadland District Council & Sprowston TC
J Wright	NHV
C Cullington	Spixworth PC

2) Meet with new owner of Regional & City Airports

Ivan Armani introduced ICG, the new owners of Regional & City Airports, giving an overview of their company and future objectives to the committee.

3) Minutes of the previous meeting held 28 January 2026 and any matters arising:

The minutes of the previous meeting held on the 28 January 2026 were agreed by those present at the meeting and duly signed by the Chairman as a true and accurate record of that meeting.

Matters Arising:

ACC Airport Survey – RP circulated draft survey ahead of the meeting for ACC members consideration. The survey has been designed to suit airport requirements and once finalised can be used by both the ACC for in airport customer surveys and online by the airport. **ACTION: ACC**

members to review proposed survey and feedback any alterations via the Chair or Debbie by 6th May 2026.

Dedicated children's play area in the departure lounge to utilize old Games Room area – RCA has recently appointed a new Ancillary Revenue Manager who is currently reviewing vacant space at the airport. If sufficient space remains further consideration will be given to providing a small children's play area if the size of the space is deemed to be practicable.

Restricted Zone Drop Off/Pick Up – Taverham PC and Hellesdon PC have both received complaints from residents due to receiving a fine when dropping off around the airport. SG adds that the restricted zone map on the airport website doesn't correlate with where some of the fines have been issued. RP confirms that the red route is managed by an external company and reiterates that cameras and clear/visible signage are in place. RP advises that anyone who believes they have received a fine incorrectly needs to appeal directly to the provider managing this service. RP has offered for the customers mentioned above, to contact him directly with full details (date/time/location/ticket number) to enable the videos to be reviewed. **ACTION: RP to update the restricted zone map on the website to include the section A140 – roundabout.**

4) Managing Director's Report

Norwich Airport has reported continued growth in passenger numbers, with a 5% increase to 453,000 in the year ended 31st March 2026. The latest figures highlight the airport's important role supporting both leisure and business travel in the region, with growth across a number of routes.

Ryanair continues to be a key driver, with passenger numbers up by 17,000 year-on-year. The airline has expanded its presence at Norwich by adding a third weekly summer flight to Alicante and extending its popular Malta service through the winter season. Both routes now operate year-round. Ryanair also has three weekly summer flights to Faro in Portugal.

KLM, which offers up to four daily flights from Norwich to its global hub at Amsterdam Schiphol, also recorded steady growth, with passenger numbers increasing by 5,000. TUI meanwhile continues to offer the biggest schedule out of Norwich, with eight summer sunshine routes and year-round flights to Tenerife. Overall, the airport saw a 7% increase in international passengers.

In addition to scheduled services, Norwich Airport continues to play a crucial role as a gateway to the southern North Sea offshore energy industry. Helicopter passenger numbers increased by 3,000 over the year, underlining the airport's strategic importance to the sector.

The airport is now gearing up for the start of the busy summer season, with TUI's programme of popular flights to Corfu, Crete, Rhodes, Ibiza, Majorca, Menorca and Dalaman all commencing in the first week of May, offering passengers a broad range of holiday options.

Further strengthening the airport's connectivity, Loganair continues to operate year-round flights to Aberdeen and will launch its seasonal Jersey service in May. Meanwhile, Transun will once again offer its popular short breaks and day trips to Lapland in December and February next year.

Overall, Norwich Airport offers direct flights to 16 destinations across nine countries, with

global connections to more than 155 destinations worldwide via Amsterdam.

The Airport has established a Fuel Resilience Forum to monitor fuel supplies given the situation in the Middle East. The Airport has not experienced any fuel shortages but has seen significant price increases.

The Airport's Surface Access Strategy (ASAS) has been endorsed by Norwich City Council, and we await endorsement from Broadland District Council and Norfolk County Council.

We have designed a passenger survey for use by ACC for review and agreement. The survey has been designed to inform the airport on several factors including where passengers live and how they travel to/from the airport, experience of the airport facilities plus free text boxes to provide narrative with the survey being utilised by the ACC within the airport on agreed dates, plus keep live online via QR code for ongoing customer feedback throughout the year. RP confirms a copy has been shared via email to attendees and requests any feedback to be shared via the Chair or Debbie within the next two weeks, so we can get this signed off ASAP.

Richard Pace
Managing Director
22 04 26

5) Operations and ATS Report

Fuel Services transitioned to Norwich Airport Fuel Services Limited.

Risk Advisory Group (RAG) and Security Executive Group (SEG) meetings conducted.

Summer 25 planning completed; airfield opening hours adjusted accordingly.

Terminal Bus route project progressing.

Mandatory Occurrence reports filed:

	Category	Details
09/01/2026	Bird Strike	Dead skylark found on RWY near 09 Threshold.
21/01/2026	Ground Incident	During medical emergency on inbound aircraft, ambulance proceeded from ESAG to Terminal without a security escort.
02/02/2026	Bird Strike	Gull found on RWY edge during Ops inspection.
08/02/2026	Bird Strike	Skylark found on mid-point of runway.
14/02/2026	FOD (Runway)	Heli-crew reported FOD on RWY – Air Ops inspection found a small length of aircraft seal which was recovered.

25/02/2026	Bird Strike	KLM E175 reported a bird strike. Runway inspection found remains of a gull.
05/03/2026	Near Miss – Wildlife	H175 reported birds on runway at 400 feet and made a manoeuvre to avoid.
12/03/2026	ATC Equipment	ATCO reported a fault relating to an alarm on control position.
25/03/2026	Local Standby (PAN)	RAF A400 diverted to NWI having declared a PAN due to fumes in cockpit.

Phil Langley
Operations Director
April 2026

5.1 Review of Complaints Register.

Complaint logs reviewed and noted.

6) Offshore Helicopter Activity

It was a relatively slow start to 2026 due to weather conditions during January/February being challenging for the operators; however, traffic levels are now increasing as to be expected for this time of year.

The operators are seeing a decrease in traffic to the oil/gas fields, however a steady increase in traffic for renewable energy as there are currently lots of offshore wind farms under construction.

KLM Engineering reported a busy winter period but as we now enter the summer season, their activity levels will reduce as the majority of aircraft will be being utilised to fulfil the summer operations.

7) AOB

No other business cited.

8) Date of next meeting

22 July 2026 – to be held at SaxonAir