

**Minutes of the Norwich Airport Consultative Committee  
held on Wednesday 22<sup>nd</sup> October 2025 @ 1400hrs  
Hellesdon Parish Council**

<b>1) Present:</b>	S Gurney	Norfolk County Council (Chairperson) & Hellesdon PC
	R Pace	Norwich Airport Ltd
	P Langley	Norwich Airport Ltd
	J Dewing	Saxonair Charter Ltd
	C Quinton	Horsham & Newton St Faith PC
	J Anderson	Drayton PC
	K Clarke	Horsford PC
	P Daly	Spixworth PC
	M Booth	Broadland District Council & Sprowston TC
	J Latchford	Taverham PC
	J Wright	NHV

**Apologies:**

G Hegarty	Horsham & Newton St Faith PC
S Sands	Norwich City Council
D Holmes	KLM Engineering
L Rogers	Hainford PC
A Tipple	Broadland District Council

**2) Minutes of the previous meeting held 23<sup>rd</sup> July 2025 and any matters arising:**

The minutes of the previous meeting held on the 23<sup>rd</sup> July 2025 were agreed by those present at the meeting, proposed by JA and seconded by JL and duly signed by the Chairman as a true and accurate record of that meeting.

Matters Arising: None cited.

**3) Review of DfT guidance**

The DfT guidance details the purpose and legislative requirements of the ACC. SG confirms that this group is compliant and encourages committee members to review the guidelines.

RP adds this committee effectively covers a variety of topics but advises that better passenger representation should be considered following the loss of NAPAG and invites committee members to the airport to actively engage with passengers.

SG asked for volunteers to visit the airport on agreed dates to speak with and survey passengers. Volunteers agreed are Shelagh Gurney, Janet Latchford, Jeff Anderson and Kathy Clarke.

**ACTION:** RP to provide operational schedule and suggested times. SG to coordinate volunteers and agree dates to visit.

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

Regional & City Airports (RCA) the operator of Norwich, Bournemouth and Exeter Airports and owner and operator of XLR Executive Jet Centres has announced that it has entered into an agreement to partner with global alternative asset manager, ICG, after more than a decade of successful collaboration with Rigby Group.

The new partnership will see ICG's European Infrastructure team support RCA's continued growth, with RCA set to expand its airports, cargo and executive aviation operations. ICG is also focused on working with RCA to further accelerate sustainable aviation practices across its operations. RCA is poised to enter an ambitious new phase, with its strategic priorities remaining unchanged. ICG will work closely with the Company's leadership and talented workforce through this new cycle. The strategic partnership with ICG includes the neighbouring Imperial Park Norwich, a 115-acre development site with planning permission for more than 1.2m sq ft of new workspace.

The strategic partnership with ICG marks a significant milestone for Norwich Airport. Over the past decade, Norwich Airport has made tremendous progress, expanding the route network and strengthening our role as a regional gateway. With the support of ICG, we now have an exciting opportunity to build on that success and unlock even more potential for our airport, our passengers, our workforce and the wider community. There is no change to the management structure.

Passenger numbers to the end of September were 289,000 which is a 6% year on year increase. Passenger numbers to Amsterdam increased by 7%, domestic reduced by 4%, offshore passengers increased by 13% and holiday passengers increased by 2% and GA charter passengers decreased by 23%.

We warmly welcomed Ryanair's decision to continue the Malta service into Winter 25 providing Ryanair customers in the East Anglia region with even more choice and regular connections. We are pleased to see Ryanair extend the Malta service into this Winter, adding to Alicante which became year-round last year. Having two year-round destinations introduced so quickly after launching from Norwich is a real boost for the airport and for our passengers, giving them more choice and convenience, alongside Faro which continues through the summer months. In addition to this, Ryanair have confirmed flights for summer 26 with Alicante, Malta and Faro retained.

Norwich Airport has been named among the UK's top six airports in a national survey by consumer champion Which? earning the coveted 'Recommended Provider' status. With a customer score of 72%, the airport performed strongly in areas such as customer service, security and check-in. Its sister airports Exeter and Bournemouth, which are all part of the Regional & City Airports group, are also in the top six, with Exeter ranked number one. The survey, which gathered feedback from almost 6,000 passengers, rated airports across categories including customer service, security queues, bag drop and seating.

Norwich's balance of convenience, accessibility and strong customer service earned it one of the highest ratings nationwide. Passengers praised its efficient operations, shorter queues and relaxed atmosphere compared with larger hubs, highlighting Norwich as a convenient and welcoming gateway for the region.

We are very proud to be recognised once again by Which? as one of the best airports in the UK. This result recognises the dedication of our team who work tirelessly to deliver a smooth, efficient, and enjoyable experience for our passengers. To be recommended directly by those who use our services is especially meaningful and reinforces our focus on quality, regional connectivity, and customer care.

Blue Islands has announced up to three weekly services to Guernsey and Jersey for its summer 2026 schedule, providing more choice for those travelling from East Anglia, increasing its flights from Norwich to Jersey and Guernsey next year in response to strong demand for holidays and short breaks.

The Channel Islands are a popular destination from Norwich and it's great to see Blue Islands adding extra capacity to Jersey and Guernsey for next summer, giving people across East Anglia even more choice direct from their local airport.

Blue Islands will increase from two, to up to three flights a week to the Channel Islands from Norwich. Services will operate from 9 May 2026 with two direct flights to Jersey with connections to Guernsey, and one weekly direct flight to Guernsey per week, with connections to Jersey.

RCA has appointed a Sustainability and Assurance Manager based at Norwich Airport who will drive the ESG agenda including publishing the 2025 sustainability report and updating the carbon reduction plan.

Work continues on the Airport's Surface Access Strategy (ASAS). The final draft was submitted to the local planning authority in October for adoption.

Richard Pace  
Managing Director  
22 10 25

SG suggested that ICG may wish to attend the ACC or meet with representatives. RP will liaise with ICG to see if this is a possibility when attending Norwich Airport in the future.

JA commented that TUI have just launched Summer 2027 but disappointingly no additional services have been added. RP confirmed that the airport is keen to see growth and that the RCA Route Development Team are actively in regular communications with airlines and operators.

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## **5) Operations and ATS Report**

Social Mobility Business Partnership (SMBP) – around 20 students visited the Airport on 17 July as part of the SMBP programme – feedback was very positive.

Project works for new bus route commenced.

Airfield line marking completed.

Security equipment updates completed.

Terminal Apron Floodlights replaced.

Runway survey project completed.

Planning continues for Exercise Hawk 2 to be held in Nov. PL extends an invite to ACC members to attend the emergency exercise on 11<sup>th</sup> November. If anybody wishes to attend, contact PL to arrange.

Winter Operations preparation completed.

Mandatory Occurrence reports filed:

Date	Category	Details
27/07/2025	Bird Strike	On taxi, pilot spotted a dead kestrel on the side of the runway; it had no visible signs of impact.
28/07/2025	Airspace Infringement	Airspace infringement near Shipdham – light aircraft.
02/08/2025	Laser Attack	Arriving KLM reported a laser attack; aircraft landed safely police informed.
08/08/2025	Aircraft Accident	Beech Bonanza crashed onto the runway after losing power on take-off. The owner was on the aircraft and permission to use Norfolk Recovery to move the aircraft was obtained. RFFS raised the aircraft with air bags and Norfolk Recovery attended the incident approximately 1 hour after the incident. The aircraft was winched onto the Norfolk Recovery trailer and moved to the Northern Apron, escorted by Ops 2. Ops 1 remained on the runway to complete a full inspection.
08/08/2025	Airspace Infringement	Aircraft did not follow correct procedure when instructed to join controlled airspace for Felthorpe.
13/08/2025	Laser Attack	Helimed reported a laser attack from approximately 3 miles west of the aerodrome.
14/08/2025	Laser Attack	Inbound TUI reported a laser attack in the vicinity of Lowestoft.

14/08/2025	Laser Attack	Inbound KLM reported a laser attack in the vicinity of Caister.
29/08/2025	Bird Strike	Swallow carcass found on the runway; no reports of a bird strike or near miss from aircraft operators.
10/09/2025	Confirmed Bird Strike	Ryanair - Bird Strike with Wood Pigeon.
22/09/2025	Airspace Infringement	Norwich Class D Airspace Infringement by Microlight G-EOSM
27/09/2025	Confirmed Bird Strike	Wood Pigeon found on runway – aircraft involved not confirmed.

Phil Langley  
Operations Director  
October 2025

**5.1 Review of Complaints Register.**

Complaint logs reviewed and noted.

**6) Offshore Helicopter Activity**

JW & JD confirmed the summer season was very busy with traffic volumes expected to remain this way through to end November. It is anticipated activity will drop over the winter months of Dec-Jan, but continued growth is expected throughout next year.

**7) AOB**

No other business cited.

**8) Date of next meeting**

27 January 2026 at SaxonAir