

**Minutes of the Norwich Airport Consultative Committee
held on Wednesday 23rd July 2025 @ 1400hrs
SaxonAir, Business Aviation Centre, NR6 6JT**

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

Apologies:

G Hegarty	Horsham & Newton St Faith PC
T Broadbent	Bristow Helicopters
A Tipple	Broadland District Council

2) Minutes of the previous meeting held 23rd April 2025 and any matters arising:

The minutes of the previous meeting held on the 23rd April 2025 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:

Review with Norwich City Council and Broadland District Council why the Airport Surface Access Strategy draft took six months to review and provide feedback as this ultimately impacts/delays future plans. **RP confirms that since the last meeting the airport has had positive engagement and that the airport responded to queries raised and is now in the process of finalising an updated document before sending it back to the councils. The airport remains hopeful this will be completed and adopted in the autumn.**

3) Managing Director's Report

The Airport handled circa 430,000 passengers in the last financial year, an increase of 23% on the previous year. The increase is mainly due to the introduction of Ryanair's 3 new routes to Alicante, Faro & Malta which carried an additional 75,000 passengers. Alicante and Malta now offer a year-round service and additional capacity on the Alicante service has been added this summer.

The new routes have complemented TUI's nine very popular sunshine destinations from Norwich, and it's also encouraging to see demand for KLM flights to Amsterdam grow year-on-year, providing our passengers with connections to 155 global destinations via Schiphol Airport. We're looking forward to a busy 2025 and continuing to offer passengers great choice with the ease and convenience of flying from their local airport.

Holiday passengers increased by 1% and the Amsterdam service increased by 4%. Offshore and domestic passengers were both 4% lower than last year. Passenger numbers are expected to increase to over 450,000 in the coming year but maybe the following year (FY27) before passenger numbers recover back to 2019 levels.

Norwich Airport has been rated one of the top three airports in the UK for customer experience and has received 'Recommended Provider' status by consumer champion Which? The prestigious recognition comes as part of Which?'s annual airport survey of its members, seeking their feedback on a variety of airport experiences. A customer score is calculated based on a combination of overall satisfaction and likeliness to recommend to others. Norwich Airport had a customer score of 78%, ranking it third in the UK overall. Norwich's sister airport Exeter Airport was ranked fourth with 77%, with London City taking second place (80%) and Liverpool (John Lennon) Airport ranked number one with a score of 81%.

Norwich Airport has chosen East Anglia's Children's Hospices (EACH) as its adopted charity of the year, starting from 1st April. The airport will work closely with EACH over the next 12 months to raise funds and awareness for the charity's invaluable work supporting children, young people, and families facing life-threatening conditions. Recently eleven siblings of children who have had or are receiving care from East Anglia's Children's Hospices (EACH) have enjoyed a special behind-the-scenes visit to Norwich Airport, organised as part of the airport's new charity partnership with EACH. Hosted by airport staff and supported by EACH staff and volunteers, the visit included hands-on activities in the terminal, a guided airfield tour, a stop at the airport's fire station, and lunch. The event formed part of EACH's ongoing work to support siblings, offering them unique experiences, resources, and the opportunity to connect with others in similar situations.

A significant project to replace terminal power infrastructure was completed and work has begun on an airfield ground lighting project.

The Net Zero work continues as the Airport works attained Airport Carbon Accreditation Level 2 status. Work continues on the Airport's Surface Access Strategy (ASAS) and is close to being finalised before being submitted to the Local Planning Authorities for endorsement.

4) Operations and ATS Report

Ryanair summer operations commenced on 01 April 2025.

Summer season for TUI commenced on 01 May – they are using a new operator – Fly 4.

Airfield Remarking undertaken during May – will be completed in July.

CAA ANSP Audit in June – no issues raised.

Mandatory Occurrence reports filed:

Date	Category	Details
08/04/2025	Taxiway Excursion	Cessna 152 third in line for departure undertook 2 x PA28 to become number 1 for departure; the airfield markings were faded and have since been repainted.
17/04/2025	Laser Attack	PA28 reported being attacked by a green laser, originating from the vicinity of Great Yarmouth Heliport.
18/04/2025	Laser Attack	KLM reported a green laser attack coming from about 6-7 miles south of the airfield.
23/04/2025	Airspace Infringement	Aircraft infringed Class D airspace. The aircraft was under the control of Boulmer (RAF) and operating on a military exercise.
24/04/2025	Full Emergency	DA42 returned due to technical issue. During taxi, one of the tyres caught fire.
24/04/2025	Airprox (Drone)	C42 reported an Airprox with a drone.
25/04/2025	Taxiway Excursion	Q300 was observed taxiing on the disused portion of the delta taxiway.
27/04/2025	Full Emergency	S205 called ATC with an undercarriage problem, requesting to land at NWI. Full Emergency initiated. On making an approach to RW27 the aircraft belly landed. Pilot and passenger vacated the aircraft and emergency services attended. Airfield closed – reported to AAIB.
16/05/2025	Wildlife Strike (Confirmed)	Piece of tyre reported on the runway by landing PA28. On investigation, it was identified as a carcass of a swift.
19/05/2025	TCAS RA	During Traffic Service to an EC75 inbound to Norwich, pilot reported responding to a TC RA with another aircraft on frequency.
23/05/2025	Full Emergency	PA22 declared MAYDAY to Norwich Radar; the aircraft was a few miles north of Old Buckenham Airfield where it returned and landed safely.

30/05/2025	Laser Attack	P28A reported they had been subject to a laser attack IVO Thorpe Roundabout VRP.
02/06/2025	ATZ Infringement	Light aircraft infringed Norwich Control Zone without calling ATC for permission to enter.
16/06/2025	Ground Handling	TUI report submitted by flight deck crew: incorrect loading procedures during baggage loading of departing TUI flight.
21/06/2025	ATZ Infringement	Two aircraft approached Norwich controlled airspace to land; comms were established with only one of the aircraft.
25/06/2025	Security Breach	87 Passengers were being held in the Passenger Holding Area as part of the pre-boarding process for Ryanair flight to ALC. When the arriving aircraft landed and the inbound passengers disembarked, two of them made their way into the Holding Area mixing with departing passengers. All passengers were returned to the terminal for re-screening before boarding.

Phil Langley
Operations Director
July 2025

4.1 Review of Complaints Register

Complaints log reviewed.

5) Offshore Helicopter Activity

RP confirms activity has increased year on year but is still well below the peak of 2012. ON confirms activity increases over the summer months but levels remain fairly consistent in line with customer and offshore requirements. It is anticipated that work levels will remain consistent moving forward.

6) AOB

No other business cited.

7) Date of next meeting

22nd October 2025