

**Minutes of the Annual General Meeting of the  
Norwich Airport Consultative Committee**

**held on Wednesday 23<sup>rd</sup> July 2025 @ 1400 hrs  
SaxonAir, Norwich Airport**

|                    |             |                                           |
|--------------------|-------------|-------------------------------------------|
| <b>1) Present:</b> | 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   |

Shelagh Gurney – Chairman opened the meeting.

**2) Minutes of the previous Annual General Meeting – 24<sup>th</sup> July 2024**

The minutes of the previous Annual General Meeting held on 24<sup>th</sup> July 2024 were agreed by those present at the meeting and duly signed by the Chairman as a true and accurate record of that meeting. This was seconded and agreed.

**3) Matters Arising from the Minutes of 24<sup>th</sup> July 2024**

No matters arising.

#### **4) Election of Chairman and Vice Chairman**

Shelagh Gurney was proposed, seconded, and appointed as the Chairperson of the ACC.  
Janet Latchford was proposed, seconded, and appointed as the Vice Chairperson of the ACC

#### **5) Chairman's Annual Report**

Once again it has been a busy and fruitful year for Norwich Airport, and we have seen passenger numbers steadily grow to be nearer pre-covid statistics.

We have had four meetings in the last year and attendance has improved but could be better! You will see the attendance record with this agenda.

I am grateful for those who have taken the time to attend our meetings, which are valuable and constructive. The level of question and debate has been very appropriate and diligent, and we continue to act within the Terms of Reference for this committee and Government regulations and advice. I would like to thank the management of Norwich Airport for the opportunity to discuss within this forum many operational issues which affect the day-to-day running of the business, for their openness and transparency on sensitive matters and for the high level of explanation that we sometimes require.

Of concern three important issues remain to our surrounding communities and parishes.

1. The level of perceived helicopter activity and running up times, especially in the winter period (Old Catton end).
2. The over-flying of homes and houses on take-off from 09/27 appears to encroach more towards the houses and needs to be reviewed to overfly the surrounding fields more. (Hellesdon end).
3. Disabled facilities for those using the Ryanair routes.

I am aware that ongoing work is taking place to resolve some of those local concerns.

I would also like to thank SaxonAir for hosting some of our meetings, as we do today, and for the after-meeting tours of their building which have been interesting and educational.

I would also like to thank you as members for your continued dialogue and support during the last year.

Cllr Shelagh Gurney  
Chairman. NCC Representative.

#### **6) Managing Director's Annual 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 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.

The airport has also supported Break this year by sponsoring one of the large sculptures on the GoGoSafari Trail, you can find Bling in the Forum, we also sponsored a Mini G for a local school enabling them to take part in this year's event.

In addition to the above, the airport recently hosted the Social Mobility Business Partnership Day welcoming 24 individuals from disadvantaged backgrounds to the airport for an airport tour and lunch with the management team enabling them to learn more about the airport operation.

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.

RCA has recently appointed a Sustainability & Assurance Manager who will be based at Norwich Airport to continue the airport's journey towards NetZero.

I would like to thank the committee members and Chair for their support throughout the year.

NAL  
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RS asks why it is necessary to charge a drop off charge. SG confirms this matter has been discussed fully previously. RP advises that the charge became necessary to help regulate flow through the car park to ease safety concerns and congestion. Unfortunately, the situation with drop off/pedestrians is exacerbated this summer due to the ongoing roadworks taking place. RP adds that the airport is considering the option of enforcement action around the airport roadways and approach, but this is still under review.

**7) Constitution**

Cllr Gurney has reviewed the current constitution. SG asks if DfT has updated their guidance regarding the committee.

Action: RP will review DfT guidance and update at the next meeting.

**8) Members Attendance Record**

Members attendance record was noted. SG requests that all members appoint substitutes to attend the ACC if the nominated member is unable to attend.

**9) AOB**

No other business was cited.

**10) Date of next AGM**

Wednesday 22<sup>nd</sup> July 2026 at 1400.