

**Minutes of the Norwich Airport Consultative Committee  
held on Wednesday 12<sup>th</sup> April 2023 @ 1400hrs  
Hellesdon Parish Council Office**

<b>Present:</b>	S Gurney	Norfolk County Council (Chairman)
	R Pace	Norwich Airport Ltd
	G Hegarty	Horsham & Newton St Faiths PC
	J Copplesstone	Broadland District Council
	B Leggett	Old Catton PC
	P Daly	Spixworth PC
	K Clarke	Horsford PC
	J Anderson	Drayton PC
	R Fisher	Frettenham PC
	R Sear	Hellesdon PC

**Apologies:**

P Langley	Norwich Airport Ltd
A Giles	Norwich City Council
J Dewing	Saxonair Charter Ltd
J P Williams	KLM Engineering
L Rogers	Hainford PC
J Latchford	Taverham PC

**1) Minutes of the previous meeting held 11 January 2023 and any matters arising:**

The minutes of the previous meeting held on 11<sup>th</sup> January 2023 were agreed by those present at the meeting and duly signed by the chairman as a true and accurate record of the meetings.

**Matters Arising:**

A visit to Saxonair for the committee members to view the electric aircraft is still to be arranged. **Action: JD/PL to arrange a convenient date for the visit.**

**2) Managing Director Report**

Passenger numbers for the year ending 31<sup>st</sup> March 2023 are circa 345,000 which is circa 70% of pre-pandemic passengers. International passengers are broadly in line with expectation while domestic passengers are below expectation due to the Edinburgh service not resuming. Offshore passengers are stronger than expected because of the Ukraine war and the effect on international energy supply and the need to secure more domestic production. We expect passenger numbers to increase to over 400,000 in the coming year but may be FY26 before passenger numbers recover back to 2019 levels.

Sustainable Aviation Fuel (SAF) is now available for sale to our customers since the beginning of March.

A new bus service linking the Nest, airport, Norwich city centre, the train station and Carrow Road will commence on 16<sup>th</sup> April. The scheme is Government funded for the next three years and single fares are still capped at £2 per journey.

Work continues the Airport's Surface Access Strategy (ASAS) following a recent round of stakeholder engagement. Further engagement is planned with key stakeholders including relevant councilors together with a series of Joint Working Group meetings with the Local Planning Authorities. The ASAS is planned to be adopted in the summer and implementation to begin later in the autumn.

KLM launched extra flights to Amsterdam's Schiphol Airport on 27th March 2023, putting over 270 worldwide destinations within even easier reach. The airline will be operating up to four return flights a day between Norwich and Amsterdam for the first time since the pandemic as demand for air travel continues to recover.

Amsterdam is among the year-round destinations available from Norwich, which also include Tenerife with TUI and Aberdeen with Loganair, which is especially popular with business travellers.

The airport's full summer season gets underway in May with TUI offering a full schedule of eight sunshine destinations in Cyprus, Greece, Spain, and Turkey. Blue Islands also makes a welcome return with a twice-weekly service to Jersey, providing short breaks closer to home.

Norwich Airport has teamed up with Norfolk and Waveney Mind as its chosen charity of the year. Airport staff will be organising a series of events and fundraising activities over the coming months to help people in need of mental health support. Norfolk and Waveney Mind supports people in crisis, as well as those looking for general advice and information about dealing with mental health issues. Plans include a spring raffle, bake sale and even a 'onesie Wednesday, where staff can come to work in their all-in-one outfit and donate. The team at Norfolk and Waveney Mind believes no one should have to face a mental health problem alone. Expert staff there offer urgent help to people worried about themselves, or a member of their family or a friend. They also help to signpost people to relevant organisations, including community support groups and well-being activities that can help in the longer term.

Richard Pace  
Managing Director

JA asks how the airport expects passenger numbers to increase in the following year. RP advises that it will be as a result of slow and steady growth on existing routes, economic recovery, along with the hope of returning flights/new routes commencing in the future.

JC asks if the airports Masterplan will be reviewed following the pandemic, fuel increases, Net Zero policies etc. RP confirms that the Masterplan best practice is to review every 5 years. However, the priority at the moment is to complete the Airport Surface Access Strategy. A review of the current Masterplan may take place at a later date.

### 3) Operations and ATS Report

The Adverse Weather Season has now ended, Adverse Weather operations were in force for a cold spell during the reporting period.

The now annual Jobs Fair was held in early Feb as part of summer recruitment strategy – attendance was lower than last year, but there was significant interest in all departments and vacancies on offer.

Annual CAP 1732 Airfield Survey was conducted on 20 Feb.

Summer 23 planning meeting held, summer recruitment now completed with most positions filled, airfield opening hours agreed and published.

Business Continuity Tabletop Exercise held – loss of IT.

Sustainable Aviation Fuel now available and on sale.

Mandatory Occurrence reports filed:

Date	Category	Details
03/01/2023	FOD	Large pile of rubbish identified on the traveller site which is a high risk of causing FOD on the airfield.
07/01/2023	Process / Non-Conformance (Security)	A hatch was left open on an EMB175, closed through instruction from KLM UKE.
10/01/2023	ATC Equipment	Radar configuration required resetting to ensure that the Safety Nets were automatically selected.
11/01/2023	Process Non-Conformance (Engine Running)	Engine run may have gone over the 15 min approved. The crew called for start at 1225 and closed 1253.
11/01/2023	Process Non-Conformance (Security)	EMB 175 found with Nose Hatch open on Northern Apron. KLM foreman informed and hatch closed by KLM UKE.
12/01/2023	Equipment Failure (KLM UKE)	Smoke coming from the engine of the tug whilst towing an aircraft, so came to stop. KLM UKE arranged a replacement to continue with the tow.
14/01/2023	ATC Equipment	Issue with the land line volume selection on the new voice switch in ATC – under investigation by ATC Engineering.
18/01/2023	Fuel Services Equipment	Electronic Water Detection System Warning Level Activation whilst carrying out pressure refuelling.
19/01/2023	Fuel Services Equipment	Electronic Water Detection System Warning Level Activation whilst carrying out pressure refuelling.
20/01/2023	Fuel Services Equipment	Over fuel on helicopter caused by operator error during vehicle reset procedure.

20/01/2023	Damage to Infrastructure (Runway)	A surface defect was observed on the centre line, the runway was closed whilst repair completed.
20/01/2023	Fuel Services Equipment	Electronic Water Detection System Alarm Level Activation whilst carrying out pressure refuelling.
23/01/2023	Process Non-Conformance	The Fire Watch Room was advised as closed and crew could not be contacted for a period.
25/01/2023	Equipment Failure	De-icing vehicle pump failed during de-icing operations causing it to leak.
26/01/2023	Fuel Services Equipment	Electronic Water Detection System Warning level activation at completion of refuelling.
27/01/2023	Fuel Services Equipment	Electronic Water Detection System Alarm activation whilst carrying on a pressure refuelling.
27/01/2023	Process Non-Conformance	Air Ops informed ramp they were not able to accommodate a marshalling request.
04/02/2023	Non-Standard Departure	Aircraft departed Felthorpe Airfield and did not follow the standard departure profile as cleared by ATC.
08/02/2023	Unconfirmed Bird Strike	Potential bird strike on landing roll out on runway 27. Ops commenced runway inspection. Nothing found.
09/02/2023	Unconfirmed Bird Strike	Embraer 145 reported a suspected bird strike over the runway 27 threshold during landing.
02/03/2023	Non-Standard Departure	Embraer 145 deviated from departure clearance as issued by ATC.
08/03/2023	TCAS RA	A139 was transiting out to the North Sea, conflicting traffic was called and the pilot responded to a TCAS RA.
10/03/2023	Aircraft Pushback Procedures	Aircraft chock was left in place after pushback, the chock was removed from the nose wheel and the aircraft taxied safely away.
13/03/2023	Local Standby: Rough Running Engine	An M20T light aircraft diverted into Norwich with a rough running engine and landed safely.
15/03/2023	Full Emergency	Helicopter returning from the North Sea with a gearbox chip warning; aircraft landed safely.
18/03/2023	Local Standby	Departing DA40 reported alternator failure and returned to land.
18/03/2023	Process Non-Conformance	OPS reported to ATC that an aircraft was moving without permission; visiting pilots, who were debriefed accordingly.
19/03/2023	Non-Standard Departure	A Microlight, departed Felthorpe without radio, deviated from clearance as issued as they were avoiding an equestrian event.

23/03/2023	FOD	On a routine inspection, a piece of FOD was found abeam the tower which appeared to be a small aircraft part.
29/03/2023	Airspace Infringement	Aircraft descended into Norwich CAS without permission.

The increased level of noise complaints from the Taverham area was raised, RP confirms that they have all been received from a small number of residents. The airport has been in contact and engaged extensively with the complainants in Taverham.

JA adds that he is also receiving complaints regarding aircraft noise from residents in the Drayton area.

RP confirms that the airport is required to produce noise contours. Directive 2002/49/EC relates to the assessment and management of environmental noise and is referred to as the Environmental Noise Directive or END. The Environmental Noise (England) Regulations 2006, as amended, transpose this Directive into English law. The Regulations require that strategic noise maps be produced for the main sources of environmental noise (major roads, major railways, and major airports) and for agglomerations in England. Strategic noise mapping of the airports affected by the Regulations was completed and Norwich Airport was not required to produce a noise action plan.

RP advises that the airport is more than happy to attend a meeting organised and chaired by the parish council to help address the issues. SG adds that she would be happy to chair a joint meeting for Drayton and Taverham residents if required. The airport can also provide Community Information Leaflet which includes a lot of information regarding helicopter operations.

#### 4) Offshore Helicopter Activity

Helicopter activity has increased back to normal levels and this is expected to be maintained throughout the year.

SG asks if the airport can provide the findings of the noise survey which took place last year.

**Action: PL to arrange a meeting with SG to discuss the findings.**

#### 5) AOB

KC raised an issue with regards to the usage of Drones in the new Broadland Country Park. RP advised that there had been no reports of any unauthorised drone usage.

RP confirms that there is a restricted usage zone, however permission can be sought to operate in the area, however if there are any concerns please do report to the airport.

**ACTION: PL to liaise with Broadland Council regarding guidance and appropriate signage.**

#### 6) Date of next meeting

12 July 2023 (AGM)