

**Minutes of the Norwich Airport Consultative Committee
held on Wednesday 13th July 2022 @ 1400hrs
Hellesdon Parish Council Office**

1) Present:	S Gurney	Norfolk County Council (Chairman)
	R Pace	Norwich Airport Ltd
	K Clarke	Horsford PC
	B Leggett	Old Catton PC
	P Daly	Spixworth PC
	J Anderson	Drayton PC
	A Giles	Norwich City Council
	P Langley	Norwich Airport Ltd
	J Dewing	Saxonair Charter Ltd

Apologies:

M Gislam	NHV
R Fisher	Frettenham PC
N Shaw	Broadland District Council
L Rogers	Hainford PC
G Hegarty	Horsham & Newton St Faiths PC
M Gee	Norwich Airport Aviation Group
R Sear	Hellesdon PC

2) Minutes of the previous meeting held 13th April 2022 and any matters arising:

The minutes of the previous meeting held on 13th April 2022 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:

Air Ambulance data on operations – PL advises that EAAA will collate and provide a report monthly. This will be shared at the next meeting.

Lighting in ATC compound – PL confirms lighting reviewed on site and no issues.

ACTION: PL to contact GH to arrange a suitable time to visit her residence to identify the cause.

3) Managing Director Report

The last period covers the end of the most significant impacts of Covid and the beginning of the post Covid recovery. Traffic levels started to increase slowly from the Spring and now we are in a more normal summer season. Total passenger numbers to the year ending 31 March 2022 were 148,000 v 80,000 in 2021 and 504,000 in 2019. There was some holiday traffic and international traffic in late summer 2021. The Aberdeen service has continued all through the pandemic. Offshore helicopter passengers were ahead of prior year.

Financial performance continued to be adversely impacted with significant lost revenue, but the year ended in a much-improved position compared to the previous year. Insourcing of aircraft refueling and Parking services contributed to the improved financial performance. The Airport is expected to return to profit in FY23. The airport continued to make use of the furlough scheme until the scheme ended in September 2021. A further grant equivalent to 6 months business rates was also received from the Government. The number of parked aircraft which peaked at close to 50 aircraft has now diminished significantly as aircraft are returned to service.

Now turning to the post covid recovery which is well underway. The Airport held a Jobs Fair back in early February 2022 and we have successfully recruited circa 80 staff to support the return to normal operations. Holiday passengers are now in line with the performance April-June 2019, and we expect this performance to continue. Helicopter passengers are performing ahead of last year but still circa 10% below 2019 levels. The KLM hub service is continuing to improve with increased frequencies and passenger numbers; however, Amsterdam passengers are still less than 50% of 2019 levels when there were 4 flights per day operating. Domestic services are under pressure too. The Edinburgh service has been cancelled until at least summer 2023. The Exeter service was operating on 3 days per week, the frequency has now been reduced to 2 days per week. The Aberdeen service is operating at circa 30% less than 2019.

There have been more extended flights so far in 2022 than there were in 2019. This is mainly due to Air Traffic Control restrictions in Europe. There has been one exceptional delay of over 40 hours which was due to an aircraft technical issue. One flight from Dalaman recently diverted as the arrival time would have been well beyond the operating hours and capability of the airport.

A Net Zero 2050 policy has been adopted and the policy statement is on the Airport's website. The Airport also achieved Airport Carbon Accreditation Level 1 status in January 2022 following a carbon mapping exercise. The next step is to develop a carbon reduction plan to demonstrate the steps that will need to be taken to reach Net Zero for airport operations within its control by 2050. The Airport is also in the process of developing a Surface Access Strategy. A framework has been agreed with the Local Planning Authority and a survey is currently in progress to determine the current modes of travel to and from the Airport for both passengers and staff. The output from the survey will be reflected in the final Surface Access Strategy.

In conclusion, it is good that the recovery is finally here, and pent-up demand is being seen for holiday travel. However, there are challenges ahead due to the price of fuel and the cost-of-living crisis.

SG commented it was disappointing to see the loss of the Edinburgh service. RP advises this is partly impacted via loss of business travelers, but it is hoped that the planned reduction in APD

next year may have a positive impact on domestic flying.

JA asked when planning commences for 2023 TUI holiday flights – RP confirms 2023 is on sale now with a flying program similar to this year and discussions are currently ongoing for 2024.

JA comments that the number of late flights has increased and asks for the reason. RP explains this has been caused by European Air Traffic issues.

4) Operations and ATS Report

Summer season commenced on 01 May and is now well underway. Sufficient staff have been recruited and trained to meet the operational requirement. Most flights have run to schedule; however, there have been delays to a few flights, most of which resulted in extended opening hours. These delays have all been attributable to the airline or route congestion.

COVID 19 protocols continue to follow Government guidelines and have gradually been relaxed across the business. Passenger COVID-19 testing continues in the old TNAL offices in the Main Terminal. The process is working well, and the facility has been busy on most days.

Security compliance and training protocols continue with SES due to the resignation of the Security Manager – a replacement Security Manager has now been appointed and is due to start in September.

Wellbeing in the Workplace training provided by the NHS to management and supervisory teams.

Net Zero Steering Group Meeting held on 17 June.

Risk Advisory Group Meeting held with CAA and local authorities.

CAA ANSP Audit of both ATC and ATE, no major issues.

CAA Security Audit conducted, no areas of concern.

Mandatory Occurrence reports filed:

Date	Category	Details
02/04/2022	FOD	During first light inspection, a metal ring was found on the alpha taxiway.
09/04/2022	Local Standby	After departure from Norwich, a student pilot experienced some electrical issues with the light aircraft and so returned to the airfield where an uneventful landing was made.
16/04/2022	FOD	During a routine airfield inspection, a black cased iPad was found at the D1 holding point.

18/04/2022	Full Emergency	Light aircraft with control restriction - landed safely.
18/04/2022	Radio Failure	RT contact was lost with a light aircraft that was on route to Ludham – the pilot subsequently contacted ATC from the ground to advise they had landed safely.
19/04/2022	Runway Excursion	A landing Cessna 172, with a student solo pilot, veered off the northern edge of the runway 09. Pilot partially entered the grass area off the runway edge, which was confirmed by visual indication of dust and debris kicked off the airplane wheels. Pilot regained control of the aircraft and re-entered the runway and taxied to the appropriate parking without further issues.
14/05/2022	AIRPROX	Pilot of light aircraft filed airprox – both aircraft were under service from Norwich Radar and traffic information had been passed.
18/05/2022	PAN – Rough Running Engine	A Spitfire was operating overhead Felthorpe and declared a rough running engine – landed safely.
21/05/2022	TCAS RA	TCAS RA declared by helicopter outbound from Norwich against a light aircraft.
21/05/2022	Bird Strike	During a routine runway inspection following arrival of Sunwings B737, remains of a Kestrel were recovered.
20/06/2022	Bird Strike	KLM reported bird strike on nose of aircraft on approach to RW 27.
21/06/2022	FOD	While conducting a runway inspection, Ops found a cable tie on the runway between Charlie and Bravo intersection and masking tape on the 27-touchdown zone.
23/06/2022	Bird Strike	During a routine inspection of runway 09, Air Ops discovered one Swift carcass at the stop end of the runway.
30/06/2022	Airspace Incursion	An aircraft entered the Norwich CTA without clearance and continued to track in a NE direction until it exited the CTA.

5) Offshore Helicopter Activity

The sector is relatively strong with helicopter traffic currently 10% less than 2019 levels.

The 5-year mandatory environmental noise survey has been completed. A noise footprint will be produced and will be published on the airport's website.

An additional survey has been commissioned to review helicopter ground-noise. Once this has been completed the results of the survey will be reviewed and shared with the committee.

6) Operating Framework Agreement

Norwich City Council have now reviewed and accepted with just one alteration requested, which does not alter the agreement. RP advises that the document will be updated with NCC planning contact and a final version will be circulated.

7) AOB

BL asked if there are any plans for passenger arrivals to prevent queues outside the building? RP advises that during Covid, the indoor space was altered to allow more people to queue inside the building. The airport has not been made aware of any issues thus far in 2022 and requests that if someone does experience a problem to send in a formal complaint for the matter to be investigated and addressed.

BL queried who owned the airport. RP confirmed that the airport is solely owned by Rigby Group.

PD asked what year the Airport Development Fee was introduced. RP advises that the fee was introduced in 2007.

PD asks if the airport could have done anything better with PR following the introduction of the drop off fee? RP advises that the fee was introduced Pre-Covid in response to safety issues in and around the car park. The charge helps to regulate the flow of traffic into the car park as people do not have such a limited timeframe. RP adds the airport has also added Red Line marking to the airport roadways to prevent roadside parking.

8) Date of next meeting

12 October 2022

11 January 2023

12 April 2023

12 July 2023 (AGM)