

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
16 AUGUST 2017 AT 1.30 PM**

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Present: Mrs Rosemary Tyler – Vice-Chairman

In attendance from Birmingham Airport:

David Winstanley	-	Chief Operating Officer
Kirstin Kane	-	Head of Sustainability
Andy Holding	-	Corporate Responsibility Manager
Tom Redfern	-	Environmental Specialist
Deane Arnold	-	Contract Manager
Stefanie Bowes	-	Travel Trade and Corporate Relationship Manager
John McCorry	-	Head of BHX Fire & Rescue

In attendance from Solihull Metropolitan Borough Council:

Mr J Bright	-	Representing the ACC Secretariat
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ABTA	-	Mrs S Foxall
Balsall Common Village Residents Association	-	Mr D Ellis
Berkswell Parish Council	-	Cllr R Lloyd
Birmingham City Council	-	Cllr R Alden
Birmingham City Council	-	Cllr M Ward
Castle Bromwich Parish Council	-	Cllr J MacDonald
Catherine de Barnes Residents Association	-	Mr D Cuthbert
Consumers Association	-	Mr P Orton
Fordbridge Town Council	-	Cllr L A Sorrell
The Greater Birmingham and Solihull Local Enterprise Partnership	-	Mr P Edwards
Hampton-in-Arden Parish Council	-	Cllr D Sandells
Hampton Society	-	Mr M Blomer
The Knowle Society	-	Mrs E Baker
Marston Green Residents Association	-	Mr J W Fox
North Warwickshire Borough Council and Warwickshire County Council	-	Cllr D Reilly

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Sandwell Metropolitan Borough Council	- Cllr T Crumpton
Smith's Wood Parish Council	- Cllr J Wilson
Solihull Metropolitan Borough Council	- Cllr D Bell
Solihull Metropolitan Borough Council	- Ms B Hill
Solihull Metropolitan Borough Council	- Cllr A Rolf
Staffordshire County Council	- Cllr M Deaville
Warwick District Council	- Cllr G Illingworth

Apologies were received on behalf of: -

Chairman	- Mr C Flack
Balsall Parish Council	- Mr M Tattum
Birmingham City Council	- Cllr D Donaldson
Bickenhill Parish Council	- Cllr C Hill
The Greater Birmingham and Solihull Local Enterprise Partnership	- Mr M Lyons
Shard End Communities	- Mrs M Ball
Sheldon Residents Association	- Mrs M Kennett
The Wychwood Club	- Mr G Heaps

1. WELCOME AND INTRODUCTIONS BY THE CHAIRMAN

Introductions

The Chairman welcomed Members of the Committee and representatives from the Airport Company. All those in attendance were invited to introduce themselves to the meeting.

For the following Members in particular, this was their first meeting:

- Cllr D Reilly – North Warwickshire Borough Council and Warwickshire County Council
- Mr P Edwards – Greater Birmingham and Solihull Local Enterprise Partnership

2. MINUTES OF THE LAST MEETING & MATTERS ARISING

The Minutes of the meeting of the Airport Consultative Committee, held on 17 May 2017, were submitted.

The Airport Company (Tom Redfern) highlighted that, on the day of the previous meeting, Barston Parish Council had submitted a detailed question in respect of the independent noise monitoring undertaken in the area last summer, relating to the airspace change proposals. He detailed how they had previously reviewed 2 departure procedures in the area and, in order to obtain further evidence, were looking to get further operators engaged, as part of an on-going trial. Tom Redfern detailed how they were looking to develop the methodology for this trial, which they intended to share with the Airspace Change Focus Group.

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3. PRE-SUBMITTED QUESTIONS FROM MEMBERS OF THE COMMITTEE & MATTERS ARISING

There were no pre-submitted questions.

4. AIRPORT ACTIVITIES REPORT

The Airport Company (David Winstanley) - presented the Airport Activities report for the period April to June 2017. The report set out updates on the following matters:

- Aircraft & Passenger Statistics.
- Aviation Development.
- Marketing.
- Commercial Development.
- Operations.
- Planning, Development & Transportation.

In presenting the report, David Winstanley noted the growth recorded in passenger numbers – he emphasised the Airport Company also recognised the significant problems that had been experienced in regards to baggage handling. David Winstanley explained how the Airport recorded a 19.2% increase in passenger numbers over the reporting period, year on year. It was also noted they had experienced 28 consecutive months of growth and, in each of the last 3 months, had in excess of 1 million passengers using the terminals. David Winstanley emphasised this level of growth was not anticipated – he detailed how it stemmed from high levels of competition within the aviation sector, with airlines reducing prices in order to increase passenger numbers. He detailed how the Airport Company was looking to improve its physical infrastructure and customer services, in order to help manage high levels of demand in future.

Discussion Points

Hampton in Arden Parish Council (Cllr D Sandells) highlighted how Birmingham Airport offered slots based upon the applications made by the airline companies. He questioned why, as a consequence, it had not been possible for the Airport Company to ensure sufficient baggage handling capacity was in place, during peak periods. The Airport Company (David Winstanley) agreed they did offer slots based upon this basis – however, he emphasised the actual passenger load factor was much greater than projected levels. He also noted that he had previously advised how the Airport Company was looking to improve its physical infrastructure in order to help manage high passenger numbers in future. It was also noted the Airport Company had released staff in order to provide the ground handler, Swissport, greater support. David Winstanley also confirmed the Airport Company was continuing to flag these issues up with Swissport and the Airline companies.

Hampton in Arden Parish Council (Cllr D Sandells) queried why the Airport Company hadn't established a service level agreement with the Airline Companies, which specified they had to develop contractual agreements with any baggage handling company, in order to cope with demand. The Airport Company (David Winstanley) explained how this contractual agreement was an arrangement between the Airlines and baggage handling companies – it was emphasised the role of the Airport Company was to provide the infrastructure.

Consumers Association (Paul Orton) raised the issues experienced in regards to luggage delays, noting the volume of baggage handling companies operating at the Airport had declined from 3 to 1. He also highlighted the problems the baggage handling companies experienced in regards to recruitment, particularly due to length of time taken in respect of security clearances and obtaining references. Paul Orton detailed how the length of these delays meant many of the applicants may get jobs elsewhere. He questioned whether the security clearances and references could be sought at the interview stage, to reduce this delay.

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The Airport Company (David Winstanley) explained they recognised the luggage delays were a significant issue, which impacted on many passengers. It was emphasised the Airline and baggage handling companies determined their contractual agreements themselves, independently from the Airport Company, whose role was to provide the infrastructure – it was noted this was the same approach adopted at all Airports in the UK. David Winstanley explained that, in his opinion, the Airport was too small for 3 baggage handling companies, but too big for 1 – he emphasised it was a challenging market and difficult for companies to establish a business model that was economically viable. David Winstanley detailed how they were looking to work with the Airlines and baggage handling companies to remove as many barriers to the market as possible.

The Airport Company (David Winstanley) explained that, in order to obtain a security clearance, applicants had to provide 5 years of accountable history and references – it was emphasised this could prove very challenging. He detailed how such clearance was essential, as the baggage handling staff had access to some of the most secure areas of the Airport site. David Winstanley also explained how it was a Department of Transport requirement that all such staff had to have completed all security clearances prior to starting any security training.

Catherine de Barnes Residents Association (Mr D Cuthbert) requested for the Committee to receive an update in respect of Solihull Council's Masterplan and potential developments at Arden Cross. The Airport Company (David Winstanley) explained how they had held a meeting with relevant shareholders that Monday, in order to discuss the Masterplan and potential areas for development. He also detailed that they had held discussions with representatives from the Arden Cross Consortium, Department of Transport and HS2 Ltd, where they had looked at the potential of establishing airport facilities at HS2 sites. David Winstanley confirmed that, if any proposals were established, they would be subject to public consultation, as part of the Airport Company Masterplan.

RESOLVED

That the contents of the Airport Activities Report for the period April to June 2017 be noted.

5. SUSTAINABILITY REPORT

The Airport Company (Tom Redfern) provided an update on proposed flight path changes for Runway 15. He explained how the Civil Aviation Authority (CAA) had previously released a document detailing their decision in respect of proposed changes to the departure route – it was noted the CAA's decision to approve Option 6 was conditional upon the Airport conducting some further trials and research in respect of Option 5 and to report the conclusions back to the CAA within agreed time frames. Tom Redfern explained they hoped to be able to report on a final decision by the CAA by the next ACC meeting.

The Airport Company (Kirstin Kane) presented the Sustainability Report for the period April to June 2017. As agreed previously, there was no detailed Airport Company presentation on the data graphs which allowed the Committee more time for discussion and questions. The contents of the report, on the following topics, were taken as read:

- Sustainability Update.
- Noise Violations.
- Night Flying Policy.
- Engine Ground Running.
- Air Traffic.
- Aircraft Activity Complaints.
- Air Quality.
- Waste (Recycled).
- Energy.

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The Airport Company (Kirstin Kane), in presenting the report, provided an update in regards to proposed changes to flight paths for airlines departing Runway 33, as part of a national programme to modernise UK airspace. She explained how the Airport Company was conducting a public consultation, as well as a series of engagement events, in regards to these proposals. It was detailed how, following the consultation, the Airport Company would consider the feedback and submit an Airspace Change Proposal to the CAA.

Discussion Points

The Knowle Society (Mrs E Baker) highlighted that the Mosun flight path went over a densely populated area. She emphasised the need to raise awareness of this amongst local residents. The Airport Company (Kirstin Kane) explained how this route was already used, but was not a formalised flight path. She detailed how, on this flight path, the aircraft flew over an industrial area and rose to a higher level when flying over the densely populated area. Kirstin Kane also drew attention to the engagement and public consultation events the Airport Company was undertaking to raise awareness.

RESOLVED

That the contents of the Sustainability Report for the period April to June 2017 be noted.

6. NIGHT FLYING POLICY REVIEW – VERBAL UPDATE

The Vice-Chairman (Mrs R Tyler) noted how the ACC had previously agreed to establish a Sub-Committee, in order to consider the review of the Night Flying Policy. She detailed how the Sub-Committee had held several meetings and, whilst progress was made towards reaching an agreed proposal, some issues were identified for the Airport Company to consider further. Mrs Tyler explained that the Airport Company was due to report to Solihull Council on the review of the Night Flying Policy at a meeting of the Airport Working Party on 11th September. She detailed how this didn't allow sufficient time for the Airport Company to report back to the Sub-Committee on the matters raised. Mrs Tyler also explained that it was intended for any final proposals to be reported to and endorsed at an ACC meeting. As a consequence, it was proposed for the Vice-Chairman to write on behalf of the ACC to Solihull Council, requesting a further deferment of the review. It was noted it was hoped that a draft agreement would be established, ready to go to the ACC at its next meeting on 15th November.

Discussion Points

Airport Company (David Winstanley) took the opportunity to thank the Sub-Committee Members for the work they had undertaken and the approach they had adopted in engaging with the Airport. He also detailed how they were close to establishing a draft agreement that would be the most stringent Night Flying Policy in the UK. David Winstanley requested for the ACC to have trust in the process and recognise that both parties were committed to reaching an agreement that was in the best interests of the local community and Airport.

The Knowle Society (Mrs E Baker) explained how she agreed with the proposals in respect of the Night Flying Policy Review. She proposed a vote of confidence in respect of the work being undertaken by the Sub-Committee – all members of the ACC present voted in favour.

RESOLVED

The ACC agreed for the Vice-Chairman to write to Solihull MBC, on behalf of the Committee, requesting for an extension of the review of the Night Flying Policy, for a further six months. (See Appendix 1)

7. PASSENGER SERVICES REPORT

The Airport Company (Deane Arnold and Andy Holding) – presented the Passenger Services Report for the period April to June 2017. The report set out updates on the following matters:

- Oracle RightNow (CRM System).
- Operational Performance.
- Cleaning Audit Scores.
- PRM's.
- Security Queue Time Performance.

Discussion Points

The Airport Company (Deane Arnold) explained how the Airport Company was looking to ensure all its employees undertook training, to act as Dementia friends. He drew Committee Members attention to how Birmingham Airport had been named an Autism Friendly airport by the National Autistic Society – he detailed how they were continuing to work with Autism West Midlands, to ensure they offered a friendly environment for passengers with autism. Deane Arnold explained how the Airport Company was looking to establish a disability forum for passengers with a range of disabilities, in order to continue this work further.

Deane Arnold also detailed how the Airport had introduced a new scheme to help passengers with hidden disabilities. He explained how the Airport offered passengers with hidden disabilities the option of wearing a lanyard, to provide a discreet sign to Airport staff they may require additional help.

Staffordshire County Council (Cllr M Deaville) explained how he welcomed the scheme to help passengers with conditions such as dementia and autism – he questioned how the Airport Company identified these passengers to begin with. The Airport Company (Deane Arnold) explained how the option for passengers with hidden disabilities to wear these lanyards would be advertised throughout the Airport site. He also emphasised that passengers would be able to access the required help via the OCS desk.

RESOLVED

That the contents of the Passenger Services Report for the period April to June 2017 be noted.

8. PRESENTATION – AIRPORT GURUS

The Airport Company (Stefanie Bowes) conducted a presentation on the Airport Marketing Gurus. She detailed how the marketing undertaken by the Airport Company included the following:

- A bi-monthly newsletter, which was circulated to a trade database of over 300 recipients.
- A dedicated team to promote the awareness of Birmingham Airport services and facilities.
- Events to promote airline products and services
- Corporate partnerships with local major businesses, including Jaguar Landrover
- Promotion of in-bound tourism. This included work with organisations, such as Visit Britain and Visit Birmingham.
- Work undertaken with local Universities, Schools and Colleges, as well as work with international students.

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- Attendance at Corporate events, as well as sponsorship at exhibitions and conferences.
- Visits to 150 travel agents per month, to promote the airline routes available from Birmingham Airport.

Discussion Points

The Consumer's Association (Paul Orton) highlighted how river cruising holidays were increasingly popular. He expressed concern that it was not widely known that airlines from Birmingham flew directly to Nuremberg, where many river cruises commenced – he questioned whether there was potential to raise awareness further.

ABTA (Mrs S Foxall) emphasised that the Airport Gurus did a brilliant job and explained how they were made aware of all new airlines and flights. She detailed how all travel agents would be aware of how existing airline routes linked with available river cruises.

RESOLVED

That the ACC noted the presentation on the work undertaken by the Airport Marketing Gurus.

9. PRESENTATION – BHX FIRE & RESCUE

The Airport Company (John McCorry) conducted a presentation on BHX Fire and Rescue, the main points included the following:

- A Fire Service station was situated on the Airport site and was responsible for covering a range of incident types within its boundaries.
- The Airport Company was required to adhere to regulations and safety standards set by a range of organisations, including the International Civil Aviation Organisation (ICAO) and the Civil Aviation Authority (CAA), as well as those set by the Department of Transport.
- The definition was provided of a range of emergencies the service responded to, which included aircraft accident imminent, full emergency, airport ground incident and medical emergency (it was explained BHX Fire and Rescue had a memo of understanding to provide ambulance services on the Airport site).
- BHX Fire and Rescue held exercises and practice scenarios of a range of incidents, to ensure they had effective working practices with other partners and agencies.
- BHX Fire and Rescue also offered commercial training in regards to emergency response and first aid to a range of organisations.

Discussion Points

The Knowle Society (Mrs E Baker) highlighted the issue of major disaster planning and requested confirmation the Airport Company was engaged in this with other local partners. The Airport Company (John McCorry) detailed how they had recently developed a revised aerodrome emergency plan. He also explained how they worked with local partners, including the Police and Emergency Services, to ensure they were able to respond in partnership to any major disasters. John McCorry also explained that, at any one time, they were required to employ a minimum of 9 staff members, to respond to incidents. He detailed how they regularly employed 10 members of staff, in case anyone was subject to injury – it was explained that, if the Fire and Rescue service went below the minimum level, the Airport was required to reduce the volume of flights. The Airport Company (David Winstanley) also detailed how they offered support to other Airport sites in cases of major incident, such as the attack at Brussels Airport.

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Berkswell Parish Council (Cllr R Lloyd) highlighted an incident at Leipzig Airport, where there was a failure to adhere to the ICAO emergency response time of 3 minutes. He queried whether there was any learning from this for the Airport Company, to ensure robust response times. The Airport Company (John McCorry) detailed how they now had a BHX Fire and Rescue Officer located in the Airport Control room. He explained that, previously, it had taken 30 to 40 seconds to relay the information from the Air traffic team to the BHX Fire and Rescue team – now any such information was relayed to the team at the same time it was received at the Airport Control room. John McCorry also confirmed that they reviewed any significant incidents at other Airport sites, in order to identify any potential learning.

RESOLVED

The ACC noted the presentation on the work undertaken by BHX Fire and Rescue.

10. UKACC'S ANNUAL MEETING – CHAIRMAN'S FEEDBACK

The Vice-Chairman (Mrs R Tyler) explained that the report on the UKACC's Annual Meeting had not yet been received. As a consequence, it was agreed for this item to be deferred to the next meeting.

11. ANY OTHER BUSINESS

No further business was raised.

12. DATES OF FUTURE MEETING

The Committee noted that the next two scheduled meetings would be held on 15 November 2017 and 14 February 2018, both at 1.30pm, at Diamond House, Birmingham Airport.