

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
15 NOVEMBER 2017 AT 1.30 PM**

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
17 NOVEMBER 2017 AT 1.30 PM**

(ANNUAL GENERAL MEETING)

Present: Mr Colin Flack – Chairman

In attendance from Birmingham Airport:

Jo Lloyd	-	Commercial Director
Kirstin Kane	-	Head of Sustainability
Andy Holding	-	Corporate Responsibility Manager
Tom Redfern	-	Environmental Specialist
Deane Arnold	-	Contract Manager

In attendance from Solihull Metropolitan Borough Council:

Mr L Stevenson	-	Representing the ACC Secretariat
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Balsall Common Village Residents Association	-	Mr D Ellis
Balsall Parish Council	-	Cllr M Tattum
Barston Parish Council	-	Mr D Elliott
Berkswell Parish Council	-	Cllr R Lloyd
Birmingham City Council	-	Cllr M Ward
Castle Bromwich Parish Council	-	Cllr J MacDonald
Catherine de Barnes Residents Association	-	Mr D Cuthbert
Chelmsley Wood Town Council	-	Cllr E Tomkins
Consumers Association	-	Mr P Orton
Fordbridge Town Council	-	Cllr L A Sorrell
Hampton Society	-	Mrs S Read
Hampton in Arden Parish Council	-	Cllr D Sandells
Kingshurst Parish Council	-	Cllr M Dawson
Knowle Society	-	Mrs E Baker
Marston Green Residents Association	-	Mr J W Fox
North Warwickshire Borough Council	-	Cllr T Waters
Sandwell Metropolitan Borough Council	-	Cllr T Crumpton
Sheldon Residents Association	-	Mrs M Kennett

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Shard End Communities	- Mrs M Ball
Solihull Metropolitan Borough Council	- Cllr D Bell
Solihull Metropolitan Borough Council	- Mrs B Hill
Smith's Wood Parish Council	- Cllr J Wilson
Warwick District Council	- Cllr G Illingworth
Warwickshire County Council	- Cllr R Habgood

Apologies were received on behalf of: -

ABTA	- Mrs S Foxall
Bickenhill & Marston Green Parish Council	- Cllr C Hill
Birmingham Airport	- David Winstanley
Birmingham City Council	- Cllr D Donaldson
Bromford & Hodge Hill HLB	- Mrs E Tarpey
Greater Birmingham & Solihull LEP	- Mr M Lyons
Hampton Society	- Mr M Blomer
Passengers Representative	- Mrs R Tyler
Solihull Metropolitan Borough Council	- Cllr Mrs A Rolf
Staffordshire County Council	- Cllr M Deaville
Warwickshire County Council	- Cllr D Reilly
Wychwood Club	- Mr G A 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.

Newer Members of the Committee highlighted the number of acronyms within the reports and stated that it would be useful for a glossary to be circulated. The Airport Company stated that the Members Information Pack could be updated and re-issued.

RESOLVED

That the Members Information Pack be updated and re-issued with the next agenda.

2. ANNUAL APPOINTMENT OF VICE-CHAIRMAN

In accordance with the Committee's Constitution, the Committee was invited to appoint a Vice-Chairman for 2017/18, to hold office until the next Annual General Meeting.

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RESOLVED

That Mrs Rosemary Tyler (Passengers Representative) be appointed Vice-Chairman of the ACC for 2017/18 (uncontested).

3. ANNUAL APPOINTMENT OF STEERING GROUP MEMBERS

In accordance with the Committee's Constitution, the Committee was invited to appoint Members to its Steering Group for 2017/18, to hold office until the next Annual General Meeting.

Discussion Points

Warwick District Council (Cllr G Illingworth) – suggested that to maintain flexibility, the Steering Group might wish to have the option to co-opt.

RESOLVED

- (i) That the following Members be appointed to the ACC Steering Group for 2017/18:
- Mrs E Baker - Knowle Society
 - Mr P Orton - Consumers Association
 - Mr D Cuthbert - Catherine de Barnes Residents Association
 - Cllr J MacDonald - Castle Bromwich Parish Council
- (ii) That the Steering Group reserve the right to co-opt additional Members.

4. COMMUNITY TRUST FUND

The Committee was invited to nominate from its membership, appointees to the Community Trust Fund for 2017/18.

RESOLVED

That the following Members be appointed to the Community Trust Fund for 2017/18:

- Mr P Orton - Consumers Association
- Mr D Cuthbert - Catherine de Barnes Residents Association
- Mrs M Kennett – Sheldon Residents Association

5. CONSTITUTION AND TERMS OF REFERENCE ANNUAL REVIEW

In accordance with the Committee's Constitution, the Committee was invited to review its Constitution and Terms of Reference for 2017/18.

A copy of the Constitution and Terms of Reference (November 2016 revision) was submitted, together with draft suggestion revisions to Section 7 - Appointment of an Independent Chairman.

The Committee was advised that at its meeting on 17th May 2017, the Committee resolved that the Chairman, Colin Flack, should be re-appointed for a further 12 month period, which was at variance with 7.3 of the Constitution. The Steering Group had discussed a revision which recognised the current situation and struck a balance between providing continuity and the opportunity for change. The Steering Group recommended that the Committee approved the proposed revision to Section 7 of the Constitution.

The following revisions, in italics, were proposed:

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Proposed Revision to Section 7 of the Committee's Constitution

7.1 Birmingham Airport shall appoint, as Chairman of the Committee, a person who they consider to be independent of interests represented on the Committee.

7.2 The position of Chairman of the Committee shall be advertised and the Committee will be represented during the shortlisting and interview stages of the process. *It is envisaged that normally the Committee would be represented by the Vice Chair or another member of the steering group should the Vice-Chair be unavailable.*

7.3 The Chairman's term of office shall be up to a period of three years from the date of appointment. *This is renewable for a further two terms, serving a total of 9 years. After this time the post of Independent Chair would be re-advertised by the Airport Company.*

7.4 The Chairman shall have all the rights of representatives as provided by the Constitution.

7.5 If any vacancy occurs to the office of Chairman, the Vice-Chairman shall preside until the vacancy is filled in accordance with paragraph 7.1

RESOLVED

That the Committee's Constitution and Terms of Reference, as amended, be approved for 2017/18.

6. COMMITTEE MEMBERSHIP: NON-ATTENDANCE AT MEETINGS

At its meeting on 18th October, the Steering Group had discussed the issue of non-attendance at meetings, where it was felt that in order for the Committee to fully achieve its mission, active participation by all groups represented on the Committee was essential.

Members were made aware of clause 5.10 of the Committee's Constitution which stated:

If a representative of an organisation on the Membership Register fails to attend three consecutive meetings of the Committee, then the continuation of that membership shall be considered by the Committee, unless the absence was due to some reason approved by the Committee before the conclusion of the third meeting. The Committee may revoke entitlement to membership and authorise the Committee Secretariat to write to the organisation having power to appoint a representative and seek a new nomination.

Likewise, Members were made aware of Clause 5.9 which recognised that attendance was not always possible and made provision that:

Where a representative is unable to attend a meeting of the Committee, he or she shall be permitted to send a substitute originating from the same organisation. The name of the substitute must be notified to the Committee Secretariat before the meeting.

The Committee Secretary maintained an attendance register for each meeting and was in a position to identify those organisations whose representatives had not been in attendance for three or more meetings.

It was the view of the Steering Group that the Committee take active steps to promote regular attendance at its meetings and was seeking the Committee's support to instruct the Secretary to continue to write to both the individual Committee member and the

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organisations they represented to remind them of Committee's expectations and the provisions of Clauses 5.9 and 5.10 of the Constitution.

The Steering Group was also seeking the Committee's support in enforcing the provisions of Clause 5.10 in relation to revoking entitlement to membership should the Secretary's letter prove ineffective in encouraging regular attendance.

RESOLVED

That the Steering Group's recommendations that authorise the Secretary to continue to undertake the actions detailed above, be approved.

7. MINUTES OF THE LAST MEETING & MATTERS ARISING

The Minutes of the meeting of the Airport Consultative Committee, held on 16 August 2017, were submitted.

Discussion Points

Chelmsley Wood Town Council (Cllr E Tomkins) – drew the Committee's attention to the fact that she had given apologies for this meeting and they had not been recorded.

RESOLVED

The Minutes of the last meeting be agreed as a correct record and Cllr E Tomkins be added to the apologies given for that meeting.

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

On this occasion, there were no pre-submitted questions from Members of the Committee.

RESOLVED

That the contents of the report be noted.

9. AIRPORT ACTIVITIES REPORT

The Airport Company (Jo Lloyd) - presented the Airport Activities report for the period July to September 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, particular attention was drawn to recent events in which Monarch Airlines had gone into administration and ceased trading with immediate effect on 2nd October 2017. Reference was also made to the new Premium Set Down and free Drop Off facilities.

Discussion Points

Balsall Parish Council (Cllr M Tattum) – highlighted that Primera Air had announced the opening of another North America destination from its new base in Birmingham. Cllr Tattum sought further information about flights to Newark and this was provided by the Airport Company.

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Warwick District Council (Cllr G Illingworth) – sought further clarity on taxi parking provision within the Airport site. The Airport Company provided additional detail in regards to private hire vehicles, hackney carriages and their particular operating conditions. They also suggested that any operators that were unsure should contact NCP for further clarity on access and parking provision in and around the Airport site.

Sandwell Metropolitan Borough Council (Cllr T Crumpton) – asked the Airport Company if there were any future commercial opportunities being explored with the taxi operators and was advised that a tender for a pre-bookable service was coming forward in the next few months.

RESOLVED

That the contents of the Airport Activities Report for the period July to September 2017 be noted.

10. SUSTAINABILITY REPORT

The Airport Company (Kirstin Kane) presented the Sustainability Report for the period July to September 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.

In presenting the report, The Airport Company provided a verbal update of the work of the Airspace Change Stakeholder Forum. The Committee was advised that the Forum, through the Committee Chairman, would now be making a written submission to the CAA to outline the results achieved by the Airspace Change Stakeholder Forum and to stress its support for the adoption of the redesigned northbound turn.

Discussion Points

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted the Night Air Transport Movements and Quota Count Data Summary and questioned if the calculated Quota Count (Limit=4000) (Oct 2016 to Oct 2017) was correct? The Airport Company confirmed that there was indeed an error in that individual calculation and a correction was given.

Mr Cuthbert also requested an explanation of the reported increase in food waste (Waste Recycled), measured in tonnage. The Airport Company attributed the reported increase to more robust methods of data collection.

RESOLVED

That the contents of the Sustainability Report for the period July to September 2017 and the update from the Airspace Change Stakeholder Forum be noted.

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11. PASSENGER SERVICES REPORT

The Airport Company (Deane Arnold and Andy Holding) – presented the Passenger Services Report for the period July to September 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.

RESOLVED

That the contents of the Passenger Services Report for the period July to September 2017 be noted.

12. NIGHT FLYING POLICY REVIEW - VERBAL UPDATE

The Airport Company provided an update to the Committee on the Night Flying Policy Review. It was envisaged that a full report would be considered by ACC in February 2018, and the proposals submitted to Solihull MBC shortly thereafter.

The Chairman - commended the work of the Airport Company and the Committee's recently established Working Group to discuss and work through the finer detail of this particular matter.

RESOLVED

That the contents of the update be noted.

13. PRESENTATION - CUSTOMER SERVICES STRATEGY 2017/18

The Airport Company presented their "Customer Services Strategy" for the period 2017/18. In doing so, they acknowledged the reported problems during the summer of 2017 and stated that they intended to make improvements in key areas to avoid a repeat in 2018.

It was noted that for 2017, the Airport Company had needed to provide additional staff support to the handling agents.

Discussion Points

Balsall Common Village Residents Association (Mr D Ellis) – stated that he continued to feel very unhappy with the fact that baggage trolleys still carried a hire fee. The Airport Company noted the concerns but emphasised that the particular fee was not about income generation and it was a significant business decision to change to new equipment and a revised trolley infrastructure. The Airport Company added that they would be happy to feed back these comments.

On an additional point, Mr Ellis also highlighted the poor condition and cleanliness of the Airports public toilet provision.

Balsall Parish Council (Cllr M Tattum) – in response to his question, the Airport Company provided further detail on service standards.

Castle Bromwich Parish Council (Cllr J MacDonald) – highlighted the use of lanyards for disabled passengers. Cllr MacDonald also questioned whether there was still only one ground handling agent working at Birmingham Airport. The Airport Company confirmed that this was still the case and that it was the intention to get a second agent in place.

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Warwickshire County Council (Cllr R Habgood) – drew the Committee’s attention to the significance of good customer service and “branding”, being that Birmingham Airport was seen as the gateway to the Midlands.

North Warwickshire Borough Council (Cllr T Waters) – asked what impact HS2 would have on customer service at Birmingham Airport. The Airport Company did not envisage any impact this side of 2026, if at all. The Committee was advised that the main contributor to any impact on passenger movements would be how competitive train fares would eventually be.

Berkswell Parish Council (Cllr R Lloyd) – queried the stakeholder aspect to customer service and stated that airlines and other agents needed to “buy-in” to the same ethos. The Airport Company agreed and stated that they were investing in more collaborative working.

Sandwell Metropolitan Borough Council (Cllr T Crumpton) – clarified that in regards to performance standards for handling agents, contracts were between the handling agent and the airlines, not with the Airport Company, which added to some of the frustrations and accountability.

Hampton in Arden Parish Council (Cllr D Sandells) – stated that the Airport Company had in-house Air Traffic Control and questioned why ground handling agents could not be managed with a similar arrangement. The Airport Company explained that there were currently different legislative requirements for each service.

RESOLVED

That the contents of the presentation be noted.

14. UKACC'S ANNUAL MEETING - CHAIRMAN'S FEEDBACK

Following the deferral of this item from the last meeting, the Chairman will report on his attendance at this year's UKACCs Annual Meeting, which was hosted by Glasgow International Airport on 7 & 8 June 2017.

<http://ukaccs.org/2017-glasgow.php>

RESOLVED

That the contents of the Chairman’s report be noted.

15. BICKENHILL (CLOCK LANE) NOISE AND OVERFLIGHTS STUDY

The Airport Company reported on the Bickenhill (Clock Lane) Noise and Overflights Study that was conducted between 25 July and 14 August 2017.

The request for the Portable Noise Monitor (PNM) had been made by an Airport Consultative Committee (ACC) member on behalf of a Clock Lane resident. It had been agreed at the meeting held on 17 May 2017 that PNM should be deployed at this location.

The noise and overflights study had identified that Clock Lane was affected by noise and overflights from aircraft departing from runway 15 and arriving on to runway 33, from which 96% of operations registered noise levels above the 65 dB(A) threshold set up for the PNM. The results were reported as being unsurprising given its close location to the end of the runway.

The Committee was advised that Birmingham Airport was committed to working with stakeholders, including the local community and industry partners to adopt the best practicable means to assess, manage and minimise the impact of aircraft noise, both now and in the future.

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RESOLVED

That the contents of the report be noted.

16. AIRPORT HEALTH FORUM

The Committee received the Minutes of the Birmingham Airport Health Forum that took place on 13 October 2017.

In doing so, Solihull MBC (Mrs B Hill) recalled the "update from partners" and drew attention to a more robust programme of air quality monitoring. Mrs Hill invited the Committee to contact her directly if they required any specific additional information.

Discussion Points

Balsall Parish Council (Cllr M Tattum) – wished to clarify the preamble to Minute 4. Night Flying Policy Review 4.2 "As a member of the sub-group, RT commented" and specifically "there was an appreciation that the Airport had moved its position significantly during the course of the dialogue". Cllr Tattum felt that this statement was misleading and pointed out to the meeting that Mrs Rosemary Tyler was not technically a member of the sub-group.

He recalled that the membership had been established with named representatives of community organisations that represented residents affected by noise by resolution of the ACC at the meeting of 17 May 2017. Mrs Tyler did attend some of the sub-group meetings and members of the sub-group were advised that this was to facilitate her role as Vice Chair of the ACC standing in for the Chairman Colin Flack in his absence at the August meeting. At no point were members of the sub-group advised that Rosemary would be representing the collective views of the sub-group at the Health Forum meeting.

The Airport Company acknowledged the point that Cllr Tattum had raised.

[post meeting note - following the meeting and further correspondence between Cllr Tattum and the Airport Company, the Minutes of the Airport Health Forum meeting were amended to the satisfaction of both parties.]

Catherine de Barnes Residents Association (Mr D Cuthbert) – commented that reductions in noise and disturbance levels could still have an impact on residents. Mr Cuthbert questioned whether the review of air quality measuring systems included the ability to measure PM 2.5's or better. Additionally, Mr Cuthbert asked if the next noise action plan intended to look at reviewing the noise footprint contours as other airports had done so, namely Manchester.

RESOLVED

That the contents of the minutes be noted.

17. ANY OTHER BUSINESS

Castle Bromwich Airport Forum

The Airport Company (Andy Holding) drew the Committee's attention to a letter that had been from Caroline Spelman MP (Meriden) requesting membership of the above group to the ACC. Mr Holding highlighted that the Castle Bromwich area was already represented on ACC by its Parish Council and by two representatives of the local authority (Solihull MBC). It was suggested that the newly formed Forum could work with the current members of the Committee. It was also unclear as to what the purpose of the Forum was. Mr Holding emphasised to the Committee that an ACC membership role was much wider than just single local issues of concern. The Committee acknowledged this.

Balsall Common Village Residents Association (Mr D Ellis) – stated that CBAF, in the absence of any further information, appeared to be a local pressure group. Mr Ellis also highlighted poor attendance from that area at recent community engagement events.

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Balsall Parish Council (Cllr M Tattum) – asked if there was an Airspace Change Forum for the north of the Airport as that arrangement for south had worked really well.

Warwickshire County Council (Cllr R Habgood) – observed that North Warwickshire Borough Council was made up by a number of parishes. Cllr Habgood highlighted that the Committee currently appeared to be under-represented by communities from the north of the Airport to feed into the Airspace Change processes.

Castle Bromwich Parish Council (Cllr J MacDonald) – invited the Airport Company to recap the details as to why the request was not likely to be supported as he was willing to feed this back to the CBAF on behalf of his nominating body; Castle Bromwich Parish Council.

RESOLVED

- (i) That the contents of the report be noted; and
- (ii) That the request for membership to ACC by the CBAF be declined on the grounds that the area of Castle Bromwich is already well represented on ACC.

18. DATES OF FUTURE MEETING

The date of the next meeting would be Wednesday 14 February 2018 at 1.30pm, Diamond House, Birmingham Airport. Future meeting dates thereafter will be:

Thursday 17th May 2018

Thursday 16th August 2018

Thursday 15th November 2018

Thursday 14th February 2019

RESOLVED

That the contents of the report be noted.