

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE  
14 FEBRUARY 2018 AT 1.30 PM**

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Present: Mr Colin Flack – 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
Ed Kibblewhite	-	PRM 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
Barston Parish Council	-	Mr D Elliott
Berkswell Parish Council	-	Cllr R Lloyd
Bickenhill & Marston Green Parish Council	-	Cllr C Hill
Bickenhill & Marston Green Parish Council	-	Cllr J Horton
Birmingham City Council	-	Cllr M Ward
Birmingham City Council	-	R Smith
Castle Bromwich Parish Council	-	Cllr J MacDonald
Catherine de Barnes Residents Association	-	Mr D Cuthbert
Consumers Association	-	Mr P Orton
Coventry City Council	-	Cllr D Walsh
Greater Birmingham & Solihull LEP	-	Mr M Lyons
Hampton Society	-	Mr M Blomer
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

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE  
14 FEBRUARY 2018 AT 1.30 PM**

---

Passengers Representative (and V-Ch)	- Mrs R Tyler
Sheldon Residents Association	- Mrs M Kennett
Shard End Communities	- Mrs M Ball
Solihull Metropolitan Borough Council	- Cllr Mrs A Rolf
Solihull Metropolitan Borough Council	- Mrs B Hill
Smith's Wood Parish Council	- Cllr J Wilson
Walsall Metropolitan Borough Council	- Cllr J Murray
Warwick District Council	- Cllr G Illingworth
Warwickshire County Council	- Cllr R Habgood (substitute)
Warwickshire County Council	- Cllr D Reilly

Apologies were received on behalf of: -

ABTA	- Mrs S Foxall
Balsall Parish Council	- Cllr M Tattum
Birmingham City Council	- Cllr R Alden
Chelmsley Wood Town Council	- Cllr E Tomkins
Fordbridge Town Council	- Cllr L Sorrell
Sandwell Metropolitan Borough Council	- Cllr T Crumpton
Solihull Metropolitan Borough Council	- Cllr D Bell
Staffordshire County Council	- Cllr M Deaville
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.

Cllr D Walsh (Coventry City Council) disclosed that he was a local authority shareholder representative appointed to the Airport Board.

The Chairman also highlighted his priorities and suggested areas of interest for the Committee during the coming year:

- Customer experience improvements.
- Infrastructure investment.
- Master Plan engagement.
- Implementation of Runway 33 Airspace Change Process.
- Review of Noise Action Plan.
- UKACC's – assisting the wider audience and responding to consultations.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**14 FEBRUARY 2018 AT 1.30 PM**

---

- Technical visits to key parts of the Airport site.
- Individual contact with Committee Members to gain feedback and input.

**RESOLVED**

That the welcomes and introductions be noted.

**2. MINUTES OF THE LAST MEETING & MATTERS ARISING**

The Minutes of the meeting of the Airport Consultative Committee, held on 15 November 2017, were submitted.

**Discussion Points**

Balsall Common Village Residents Association (Mr D Ellis) – referred to the Chairman's feedback from the UKACC's Annual meeting. In doing so, Mr Ellis stated that he understood that the CAA had attended that event and had provided advance details around public consultation on aircraft noise. Mr Ellis stated that he was surprised that neither Birmingham nor Manchester had been highlighted as having noise issues. The Chairman undertook to clarify this for the Committee and report back.

**RESOLVED**

The Minutes of the last meeting be agreed as a correct record.

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

In accordance with the agreed changes to meeting procedures, Members of the Committee were encouraged to submit questions prior to the meeting. The follow questions had been submitted:

**QUESTIONS:**

**Catherine de Barnes Residents Association** submitted the following question(s) detailed in *italic*:

***Question 1: Page 12 Item 15 (refers to noise monitoring in Clock Lane). Does this resident qualify for sound insulation – are we aware of they have it?***

Airport Company response: Resident does not qualify as the property lies outside the current scheme boundary. They may have qualified in the past – when the scheme installed secondary glazing – but the scheme boundary has shrunk since then so they do not qualify for the scheme as it currently operates.

***Question 2: Page 23 – Investment (refers to planned runway run in aid of Acorns. Are the public invited to this event?***

Airport Company response: Regrettably not. Given the security implications of large numbers of people on the runway, the event is limited to BAL staff, their friends and family (limited numbers owing to escorting requirements) and members of staff of other on-site companies.

***Question 3: Page 25 – Section 2 (refers to daytime noise limit violations). When will the daytime noise limit be reviewed?***

Airport Company response: There is no requirement to review the daytime noise limit in the same way as the night time limit, but this will be considered as part of the review of the Noise Action Plan.

**Question 4: Page 26 – Section 3.1 (refers to night time and quota count analysis). Why don't these reflect the figures in the table at 3.1?**

Airport Company response: The figures in 3.1 are for the full calendar quarter, whereas the figures at 3.2 refer to the night flying year. The two do not align because the night flying year only starts on October, and therefore there is only one month's worth of data, compared to three in 3.1. This is an issue which has arisen before and BAL will review this once the new night flying policy is approved. We propose presenting a draft set of proposals as to how the data could be better presented at August's ACC, which will allow the Committee to comment and have an input into how the figures are presented in future.

**Question 5: Page 30 – Section 6.2 (refers to Types of Concerns). What are the major two items making up the category of 'other'?**

Airport Company response: The major category here is flight path changes, referring to the recent consultation for departures from runway 33. Members will also recall that since the introduction of the new complaints system, complainants assign their own category to what is concerning them from a drop-down menu of available choices. Sometimes they assign a complaint to 'other' when in fact it might be better assigned to another category (noise, off-track etc). Unfortunately, BAL staff cannot reassign to a more appropriate category once it has been assigned.

**Question 6: Page 37 – Section 1.4 (refers to Top Ten Complaints by Type). What are the major two items making up the category of 'other'?**

Airport Company response: Firstly, following the demise of Monarch, a large number of questions have been received regarding whether ex-Monarch routes would be picked up by other airlines. Secondly, where a complainant makes multiple complaints about different subjects during the one contact, these are often assigned as 'other'.

**Question 7: Page 38 – Section 2.2 (refers to Handling Agent Performance). What are 'Ground Handling Events'?**

Airport Company response: Deane Arnold explained these are any events which will have an impact on performance – accidents, incidents etc.

**Question 8: Page 40 – Section 5 (refers to Security Queue Time Performance) Data is confusing - would a bar chart be more appropriate?**

Airport Company response: Agreed. BAL will be looking at how best to present this and other content of the Customer Services Report ahead of the next ACC meeting. A new format report will be presented for comment and discussion.

## **RESOLVED**

That the responses to the pre-submitted questions be noted.

## **4. AIRPORT ACTIVITIES REPORT**

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

- Aircraft & Passenger Statistics.
- Aviation Development.
- Marketing.
- Commercial Development.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**14 FEBRUARY 2018 AT 1.30 PM**

---

- Operations.
- Planning, Development & Transportation.

**Discussion Points**

Castle Bromwich Parish Council (Cllr J MacDonald) – a view from the Airport Company was sought on the resilience of the Airport’s snow clearance fleet, which in contrast to the Airport Fire Service vehicles was much older. The Airport Company (David Winstanley) stated that the fleet stood up well to the snowfall in early December although he acknowledged that sustained snowfall over a longer period could begin to highlight weaknesses in the Airport’s current fleet of vehicles.

Balsall Common Village Residents Association (Mr D Ellis) – asked the Airport Company whether a second runway was likely to feature in the 2018-2033 Master Plan. The Airport Company (David Winstanley) responded at length regarding existing runway capacity, best-placed future investment, the current market and airport infrastructure considerations. It was intended to publish the Master Plan for consultation during the spring/early summer. In addition, the BHX Surface Access Strategy would be published for consultation alongside the Master Plan.

Knowle Society (Mrs E Baker) – sought an update on the drop & go car park project, noting that local approach signage was still reading “10 minutes walk to terminal buildings”. The Airport Company (David Winstanley) confirmed to the Committee that the project was nearing completion and would be fully operational by June 2018\*. [\*post-meeting confirmation].

Warwickshire County Council (Cllr D Reilly) – spoke at length regarding UK Central (a 140 hectare mixed-use development, laid out on contemporary garden city principles, on land between the NEC/Birmingham Airport campus and the HS2 interchange) and the High Speed Rail interchange. Cllr Reilly encouraged Members of the Committee to look at the ambition and proposals, particularly the Hub element, in light of the planned changes to the local area. [post meeting note – Solihull UKC web link <https://www.investinukcentral.com/> ].

Consumers Association (Mr P Orton) – a view from the Airport Company was sought on current (BHX) capacity and current operational usage (perceived to be only 50% on average). The Airport Company (David Winstanley) explained that it was typical that peaks and troughs would be seen on usage profiles. During certain times of the day, some elements of the airports operational business would be running at 95% capacity. The Airport was now classified as a Level 3 Business which necessitated airlines to book in advance. Mr Winstanley stressed that, at busy times, BHX was near close to its maximum operational capacity.

The Chairman - having listened to the discussion on the areas of strategic interest at today’s meeting, suggested inviting Tim Clarke, the newly appointed Airport Company Chairman to the next meeting. The Committee and the Airport Company welcomed the suggestion.

**RESOLVED**

- (i) That the contents of the Airport Activities Report for the period October to December 2017 be noted; and
- (ii) That Tim Clarke be invited to the next meeting.

**5. SUSTAINABILITY REPORT**

The Airport Company (Kirstin Kane) presented the Sustainability Report for the period October to December 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:

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**14 FEBRUARY 2018 AT 1.30 PM**

---

- 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 (Kirstin Kane) also delivered a PowerPoint presentation which set out the outcomes to the consultation exercise for the Airspace Change Process for Runway 33 which took place between July and November 2017.

**Discussion Points**

North Warwickshire Borough Council (Cllr T Waters) – noted that as an effect of the ACP, some direct overflying would be moved and that would have benefit on noise for some communities located in North Warwickshire.

Castle Bromwich Parish Council (Cllr J MacDonald) – recalled that the Castle Bromwich Airport Forum had been in discussion with BAL regarding their proposal for an alternative flight path to be consulted on. BAL had rejected the proposal as it did not meet their design criteria. By contrast, the flight path in the vicinity of Curdworth had been amended because the change could be made without contravening BAL's design criteria.

Warwickshire County Council (Cllr D Reilly) – acknowledged the efforts of BAL to hold engagement events in the affected communities but pointed out that only 514 (total) responses was very disappointing given the density of the population in affected communities.

The Airport Company (David Winstanley) – highlighted that a lot of lessons had been learnt from the previous ACP (Runway 15) which had helped shape the approach for the consultation exercise for the Airspace Change Process for Runway 33.

Hampton in Arden Parish Council (Cllr D Sandells) – questioned the mechanism for policing flight paths and the imposition of penalties to airlines. The Airport Company (Kirstin Kane) explained that the current system was based on airline interpretation and various flight codes. The new system would utilise single flight code use and that would avoid take off flight path discrepancies.

Warwick District Council (Cllr G Illingworth) – highlighted that noise issues for landing aircraft were obviously more concentrated toward their arrival destination in comparison with noise from departing aircraft which was spread over a wider area.

Balsall Common Village Residents Association (Mr D Ellis) – drew the Committee's attention to the London Heathrow "Slightly Steeper Approach" 2016 trial in order to investigate the effect of a slightly steeper 3.2° approach angle for arriving aircraft. The trial sought to better understand how an increased glide slope would affect that airport operationally, whilst at the same time endeavour to measure the benefit in noise reduction that could be achieved. [https://www.heathrow.com/file\\_source/HeathrowNoise/Static/Heathrow\\_Slightly\\_Steeper\\_Approach\\_Trial\\_Report.pdf](https://www.heathrow.com/file_source/HeathrowNoise/Static/Heathrow_Slightly_Steeper_Approach_Trial_Report.pdf)

**RESOLVED**

That the contents of the Sustainability Report for the period October to December 2017 be noted.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**14 FEBRUARY 2018 AT 1.30 PM**

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**6. PASSENGER SERVICES REPORT**

The Airport Company (Deane Arnold and Andy Holding) – presented the Passenger Services Report for the period October to December 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**

Hampton in Arden Parish Council (Cllr D Sandells) – referred to “security queue time performance” and welcomed a simplified reporting structure at future meetings in light of the pre-submitted question put by Catherine de Barnes Residents Association.

Passengers Representative and Vice-Chairman (Mrs R Tyler) – highlighted that “first bag punctuality” was poor for some operators. The Airport Company (David Winstanley) gave the Committee an overview of the current performance standards and operational performance measures. The Committee was also reassured over the efforts being made to improve performance with airline operators, giving a better customer experience.

Castle Bromwich Parish Council (Cllr J MacDonald) – highlighted the importance of publicity to draw attention to the (PRM) assisted passenger services in operation at the airport. The Airport Company (Deane Arnold) outlined the work of a newly appointed Forum to address matters such as that, together with on-going work to re-brand and simplify that aspect of customer service.

Knowle Society (Mrs E Baker) – echoed the importance of PRM services being visible and well publicised to passengers.

Consumers Association (Mr P Orton) – sought an update on the number of handling agents at the airport. This was reported as three, with one being a sole airline operator.

**RESOLVED**

That the contents of the Passenger Services Report for the period October to December 2017 be noted.

**7. NIGHT FLYING POLICY REVIEW**

The Committee was advised that the ACC sub-group, established in February 2017, had now worked with the Airport Company to understand the challenges around the night flying policy in greater detail. The outcomes from that work were now reported to the Committee for consideration, in advance of the new Night Flying Policy being presented to Solihull MBC.

**Discussion Points**

Balsall Common Village Residents Association (Mr D Ellis) – stated that the work of the sub-group had arrived at a good compromise in terms of environmental mitigation. Mr Ellis stated that he was not 100% happy with the overall proposal, but felt it was the best that could have been achieved. Mr Ellis also acknowledged the value of a sub-group for detailed topics such as this.

Passengers Representative and Vice-Chairman (Mrs R Tyler) – echoed the value of the sub-group and agreed that their input had arrived at a good compromise.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**14 FEBRUARY 2018 AT 1.30 PM**

---

Berkswell Parish Council (Cllr R Lloyd) – welcomed the work of the sub-group and stated that he looked forward to future work towards a target for departing aircraft registering 81dB(A) as the upper noise limit.

Barston Parish Council (Mr D Elliott) – highlighted that, despite the work of the sub-group, a noise limit of 74dB(A) was considered to be damaging to health. Mr Elliot stated that he looked forward to seeing future noise data for the community of Eastcote, Barston, who were directly affected by overflying aircraft.

**RESOLVED**

- (i) That the ACC support the new Night Flying Policy, as proposed in the report, to be presented to Solihull MBC; and
- (ii) That the Night Flying Policy continues to be reviewed every three years in line with the requirements of the Section 106 Agreement.

**8. PRESENTATION – AIRPORT HEALTH & SAFETY STRATEGY**

The Airport Company (Kirstin Kane) presented their Health & Safety Strategy which sought to demonstrate assurance of health and safety management of the airport site.

Members were also given an overview of a recent incident involving a child and a baggage carousel. The Airport Company (Kirstin Kane) shared, confidentially, a full verbal account of the judgement for that incident.

**Discussion Points**

Consumers Association (Mr P Orton) – stated that he perceived that insurance claims against the Airport Company appeared to be substantial. In response, the Airport Company stated that the value of insurance claims were stable, year on year.

Catherine de Barnes Residents Association (Mr D Cuthbert) – asked for assurances that risk assessments were carried out from a child's perspective too. The Airport Company confirmed that this did happen as an integral part of the Airports health and safety risk assessment framework.

Warwickshire County Council (Cllr R Habgood) – welcomed the fact that all health & safety incidents were recorded internally, rather than just being based on the reportable incidents framework alone.

Berkswell Parish Council (Cllr R Lloyd) – sought further information of airside health and safety responsibilities. In response, the Airport Company highlighted the fact that this aspect of the airport was highly regulated by the CAA. Specific examples as to how this worked in practice was shared with the Committee.

**RESOLVED**

That the contents of the presentation be noted.

**9. ANY OTHER BUSINESS**

**Members Information Pack**

The Airport Company (Andy Holding) drew the Committee's attention to the Members Information Pack that had been circulated with the agenda for this meeting and confirmed that a Glossary of Terms and the Committee's Constitution and Terms of Reference would also be reissued.

**RESOLVED**



**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE  
14 FEBRUARY 2018 AT 1.30 PM**

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That the contents of the AOB item be noted.

**10. DATES OF FUTURE MEETING**

The date of the next meeting would be Thursday 17<sup>th</sup> May 2018 at 1.30pm, Diamond House, Birmingham Airport. Future meeting dates thereafter will be:

Thursday 16<sup>th</sup> August 2018

Thursday 15<sup>th</sup> November 2018

Thursday 14<sup>th</sup> February 2019