

**BIRMINGHAM AIRPORT – AIRPORT CONSULTATIVE COMMITTEE
16 AUGUST 2018 AT 13:30**

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Present: Mr Colin Flack – Chairman
Mrs Rosemary Tyler – Vice-Chairman and Passenger Representative

In attendance from Birmingham Airport:

Tom Screen	-	Acting Aviation Director
Kirstin Kane	-	Head of Sustainability
Tom Redfern	-	Environment Manager
Andy Holding	-	Corporate Responsibility Manager
Rosie Bishop	-	Environment Executive
ABTA	-	Mrs S Foxall
Airport Chaplaincy	-	Mrs T Arroba
Balsall Parish Council	-	Cllr M Tattum
Barston Parish Council	-	Mr D Elliott
Berkswell Parish Council	-	Cllr D Hitchcock (sub. Cllr R Lloyd)
Bickenhill & Marston Green PC	-	Cllr J Horton
Birmingham City Council	-	Cllr M Ward
Castle Bromwich Parish Council	-	Cllr J Macdonald
Catherine de Barnes Resident's Assoc'	-	Mr D Cuthbert
Catherine de Barnes Resident's Assoc'	-	Mr B Lewis
Consumers Association	-	Mr P Orton
Hampton Society	-	Mr M Blomer
Kingshurst Parish Council	-	Cllr M Dawson
Knowle Society	-	Mrs E Baker
Marston Green Residents Association	-	Mr J Fox
Sandwell Metropolitan Borough Council	-	Cllr T Crumpton
Sheldon Residents Association	-	Mrs M Kennett
Solihull Metropolitan Borough Council	-	Cllr R Sleigh (sub. Cllr 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

Apologies were received on behalf of: -

Dave Ellis	-	Balsall Common Resident's Association
Cllr Terry Waters	-	North Warks Borough Council
Cllr Lyn Sorrell	-	Fordbridge Town Council
Cllr Alison Rolf	-	SMBC (substituted by Cllr R Sleigh)
L Stevenson	-	ACC
Cllr R Lloyd	-	Berkswell PC (substituted by Cllr D Hitchcock)
Cllr Sheila Tomkins	-	Chelmsley Wood Town Council
Cllr McNicholas	-	Coventry City Council
M Ball	-	Shard End Communities
Cllr Suzanne Webb	-	BCC
Cllr R Alden	-	BCC
Cllr D Donaldson	-	BCC
E Tarpey	-	Bromford HLB
G Heaps	-	The Wychwood Club
Cllr M Deaville	-	Staffs County Council

1. WELCOME, INTRODUCTION AND APOLOGIES 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.

The Committee also welcomed Mr Tom Screen, Acting Aviation Director.

RESOLVED

That the welcomes and introductions for this meeting be noted.

2. MINUTES OF THE LAST MEETING & MATTERS ARISING

The Minutes of the meeting of the Airport Consultative Committee, held on 17th May 2018 were submitted.

Discussion Points

The Airport Company (Andy Holding) drew the Committee's attention to the following points:

Reference minute 5, Sustainability Report, continued overflights of Balsall Common on the northbound turn: it was confirmed that the Chairman had written to the CAA to express the Committee's wish that the matter be expedited and the matter would be further covered in Agenda Item 4.

Reference minute 7, Passenger Services Report, security queue time performance figures: Committee was advised that BAL was continuing to review how it presented data in order to provide enhanced data and improved understanding.

Reference minute 8, Annual Complaints Report, investigation of the issue of a recent press article quoting figures from the report. The Committee was advised that no reference to the press report could be found. BAL wished to reassure the Committee that it would always be the first body to receive the Annual Complaints Report.

Reference minute 10, General Data Protection Regulation: the Committee was advised that a Privacy Notice had been drawn up and would be presented later in the meeting.

Castle Bromwich Parish Council (Cllr J Macdonald) asked if there had been any further feedback from West Midlands Police regarding the thefts detailed in the post meeting note. The Airport Company (Andy Holding) advised that no further information had been received.

RESOLVED

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

3. AIRPORT ACTIVITIES REPORT

The Airport Company (Tom Screen) presented the Airport Activities report for the period April to June 2018. The report set out updates on the following matters:

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

Discussion Points

Consumers Association (Mr P Orton) expressed concerns over the Airport's performance in recent months, noting the number of airlines that had ceased operating from Birmingham or which had cut routes. He expressed the opinion that the Company's financial performance had been disappointing and that the delay in appointing a new CEO had gone on too long. The Airport Company (Tom Screen) acknowledged that the past few months had been difficult but explained that the dip in profits was in part due to the Airport's commitment to invest in new facilities to address the shortcomings in customer service that were evident during the very busy summer of 2017. He noted that growth at Birmingham in recent years had been considerably ahead of many other UK airports but that the management and board recognised that recent passenger numbers and route developments were disappointing. He advised that it was his understanding that the appointment of a new CEO was close to being finalised.

Catherine de Barnes Resident's Association (Mr D Cuthbert) observed that the issues Mr Orton had raised demonstrated the difficulties that Birmingham faced in relation to its location between the much larger airports of Heathrow and Manchester and that the future would lie in identifying the right partners, being innovative and finding its own niche in the market.

ABTA (Mrs S Foxall) noted that the 'one stop' solution, whereby Birmingham offered flights anywhere in the world via hubs, remained a viable option, although she recognised the trend for point-to-point operations had reduced the attractiveness of this somewhat. She argued that the travel industry in the region had always pushed this option and that maybe there

should be a return to this strategy. The Airport Company (Mr T Screen) agreed and advised that a recent promotional campaign for North American routes had made exactly this point, highlighting option through airports such as Dublin, Madrid and Paris CDG. He pointed out that more people flying to America via these airports strengthens the case for direct routes, as airlines are interested primarily in passengers' ultimate destinations.

Castle Bromwich Parish Council (Cllr J Macdonald) commented that he was aware that delays at Dublin had caused some passengers from Birmingham to miss their connecting flights to US destinations. The Airport Company (Mr T Screen) advised that the airline group IAG had grown capacity at Dublin with the result that the airport was close to capacity, but that he was not aware of serious delays as a regular feature of this option.

RESOLVED

That the contents of the Airport Activities Report for the period April to June 2018 be received.

4. SUSTAINABILITY REPORT

The Airport Company (Tom Redfern) presented the Sustainability Report for the period April to June 2018. 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
- Energy
- Waste (tabled)

In presenting the report, the Airport Company (Tom Redfern) drew the Committee's attention to a likely delay to the implementation of the Runway 15 Airspace Change (Northbound Turn) and provided an update on current progress with both the Runway 33 Airspace Change and the Noise Action Plan. He also advised the Committee that an error had been identified in figures relating to Night Air Transport Movements whereby since the start of the new night flying year (29th October 2017), 136 aircraft had not been accounted for. Mr Redfern proposed that in response to members suggestions, Table 3.2 covering this area, would be redesigned and that a draft would be sent to members of the Night Flying sub-group for comment ahead of the redesigned table being made available for the full Committee at the November 2018 meeting.

Discussion Points

Knowle Society (Mrs E Baker) referring to the delay in implementing the northbound turn from Runway 15 expressed disappointment that the process was taking so long and asked how accountable the CAA was. The Airport Company (Tom Redfern) responded that the CAA was under-resourced and that the specialist staff required to validate and approve the new procedure were in short supply. The Airport Company (Kirstin Kane) also advised that many other UK airports were in the process of airspace changes and that this, coupled with staff retirements and an office relocation at the CAA, was contributing to the delay.

Catherine de Barnes Resident's Association (Mr D Cuthbert) queried whether the Committee should write to local MP's to try to enlist their support in pressing Birmingham's case with the

CAA. The Chairman commented that the problems with available skills at the CAA had been developing for some years.

Castle Bromwich Parish Council (Cllr J Macdonald) asked if Birmingham was being disadvantaged by the prioritisation of other airport's airspace changes ahead of its own. The Airport Company (Kirstin Kane) felt this was not the case and that the lack of resource at the CAA was an issue for many UK airports.

Solihull MBC (Cllr R Sleigh) argued that the CAA should consider Birmingham as a special case because of the urban location of the Airport, where significant numbers of people were affected by aircraft noise. He agreed that it was important for pressure to be exerted on the CAA at all levels, to expedite the decision on the northbound turn and said he would take up the matter with the West Midlands Mayor and with MPs to ask for their support in doing so.

Castle Bromwich Parish Council (Cllr J Macdonald), in reference to the Airport Company's update on the Noise Action Plan, where it had been advised that errors in the data had contributed to delays in the process, asked for clarification as to where the errors had originated. The Airport Company (Tom Redfern) advised that the errors were in data supplied by the CAA and that the Airport Company would be writing to the CAA to ask questions about their quality assurance processes.

Catherine de Barnes Resident's Association (Mr D Cuthbert) asked how many responses to the Noise Action Plan consultation had been received. The Airport Company (Tom Redfern) advised that around 14 responses had been received. He noted that all responses had been summarised and incorporated into the Plan and that the Company believed it had been a productive process.

Knowle Society (Mrs E Baker) requested that it be noted that the drop-in sessions for the Noise Action Plan consultation had been very useful.

Marston Green Resident's Association (Mr J Fox) commented on the reference to the Airport Company's explanation that an engine recall on B787 aircraft meant that Monarch Aircraft Engineering Limited (MAEL) had carried out an increased number of engine ground runs on Taxiway Tango - the only suitable location for this aircraft type. He observed that the increase had been noted in Marston Green and asked how long this increase in activity was likely to last. He suggested that it would be helpful to residents if MAEL could plan to conduct these engine ground runs during the middle of the day when they were likely to cause least disturbance. The Airport Company (Tom Redfern) agreed to take this as an action and explore the options with MAEL.

Catherine de Barnes Resident's Association (Mr D Cuthbert) referred to track-keeping figures and observed that back in 2013, figures had shown 99% accuracy. He asked if this level of accuracy would be seen again through the life of the Noise Action Plan and argued that the plan should be more ambitious in its targets for track-keeping accuracy. The Airport Company (Kirstin Kane) explained that with the introduction of RNAV procedures on Runway 33 departures, the figure should increase. She noted however, that once RNAV procedures were in place (assuming CAA approval of the current Runway 33 Airspace Change Proposal), there was little that the Airport Company or the airlines could additionally do to influence an improvement, because the aircraft Flight Management System rather than individual pilots would be flying the departure procedure to the extent that if the procedure was correctly designed, 100% accuracy should, theoretically, be achieved.

Warwick District Council (Cllr G Illingworth) asked why first quarter track-keeping performance always appeared to be better. The Airport Company (Tom Redfern) suggested it may be related to the fact that this time of year sees less holiday traffic than at other times of the year and with holiday traffic primarily using the southbound route from Runway 33, this reduces overall performance during the other three quarters because the southbound route

is the least accurately flown. However, he noted that BAL would have to conduct some analysis to confirm the reason.

Catherine de Barnes Resident's Association (Mr D Cuthbert) referred to the presentation of initial figures obtained from the Noise Abatement Departure Procedure trial and asked if the results of the trial would inform the intention to reduce the night noise violation limit down to 81dB(A) from 85dB(A). The Airport Company (Tom Redfern) confirmed that it would. The Chairman asked if this reduction would be perceptible. The Airport Company (Tom Redfern) stated that 3dB is generally considered to be the smallest difference perceptible to the human ear and observed that noise reductions now were about small incremental gains as the 'big wins' had already been achieved.

RESOLVED

That the contents of the Sustainability Report for the period April to June 2018 be noted.

5. CORPORATE RESPONSIBILITY REPORT 2017-2018

The Airport Company (Andy Holding) presented the latest Corporate Responsibility Report, covering the financial year 2017-18 and providing a snapshot of the Company's activities in this area.

Discussion Points

Berkswell Parish Council (Cllr D Hitchcock) recalled his involvement as former Chair of the Trustees and expressed his satisfaction that the Trust was continuing some of the practices he had introduced at that time.

RESOLVED

That the contents of the Corporate Responsibility Report for the financial year 2017-2018 be noted.

6. PASSENGER SERVICES REPORT

This item was dealt with under Agenda Item 9

7. PRE-SUBMITTED QUESTIONS AND MATTERS ARISING

Pre-submitted questions were received from Berkswell Parish Council, from Balsall Parish Council and from Fordbridge Town Council and are presented here alongside responses from BAL:

From Berkswell Parish Council:

Q: The Parish Council has again received representations about the high level of disturbance experienced by residents in the north-east quarter of Balsall Common due to the northbound turn following a Runway 15 departure. We are concerned and disappointed at the length of time it has taken to develop a track that can be flown consistently by all aircraft. Please can you provide an update on when the new SID will be approved and put into use by all aircraft, and can the Airport Company give an assurance that the target date will be achieved?

A: Refer to Agenda Item 4, Sustainability Report.

Q: It's understood the noise contours are calculated, rather than measured. Please could the Airport Company confirm that the calculation method takes account of the aircraft bank angle, climb rate, and power setting during manoeuvres such as the Runway 15 "North Turn".

A: BAL acknowledges that due to the nature of noise contours averaging sound over a given period, it will not identify the noise generated by individual movements. However, for the mapping of the noise contours, BAL provided actual radar data which included the climb profile and track flown by aircraft on departure from Birmingham Airport, including those using the northbound turn from runway 15. As a result, this would have been included.

Q: In relation to the re-development of the Terminal buildings, the Parish Council is aware that preliminary designs have been prepared of the "People Mover" which would link the HS2 station at Middle Bickenhill with the Airport. There is concern that travel distances within the Terminal will be increased over those experienced by users of the current funicular, and this will disadvantage Persons with Reduced Mobility. Section 20 of the Equality Act 2010 requires reasonable adjustments to accommodate those with the protected characteristics of age or disability. Please can you indicate when it will be possible to review the People Mover design and give an assurance that the scheme will provide better accessibility from train platform to departure gate than the present arrangements?

A: Potentially, travel distances within the terminal could be increased, but BAL is aware of its obligations to provide reasonable adjustments and will ensure the needs of PRMs will be fully considered as part of the design of the system. The designs are currently under consideration though the Committee should be aware that nothing has yet been finalised. BAL undertakes to share proposals with the Committee at the earliest opportunity.

Q: Please could you comment on the possibility of coordinating assistance for PRMs at the Airport with assistance at the NEC and at the Station, so as to provide end-to-end help. This would become more important when HS2 arrives.

A: The seamless journey between the NEC and airport is currently being reviewed with OCS who provides the assistance service here and very recently obtained the NEC assistance operation. There are some complexities about transfer of information (for example we wouldn't know who was arriving to attend an NEC event) but once we have a process, the website will be updated accordingly. There is already a documented process for assisting customers between the airport and train station which also involves the station assistance staff.

From Balsall Parish Council:

Q: With reference to the complaint 3 August 2018 sent by Victoria Knowles, a resident of the north of Balsall Common, regarding persistent complaints made over a three-year period concerning "intolerable noise pollution" caused by the Runway 15 Northbound turn departure flight path, introduced in May 2014 following completion of the runway extension. Please would the Airport Company give an update on the implementation of the Runway 15 Northern turn replacement departure flight path?

A: Refer to Agenda Item 4, Sustainability Report.

Q: Please would the Airport Company give an update on the trial of Noise abatement procedures from runway 15 and undertake to provide details of any potential mitigation to current noise levels experienced in the North of Balsall Common?

A: Refer to Agenda Item 4, Sustainability Report.

Q: Please would the Airport Company place a noise monitor within this area of Balsall Common to monitor the "noise pollution" from Runway 15 Northern turn departure aircraft?

A: BAL is not able to locate a noise monitor as requested at this point. Now that the NADP trial has concluded, the available equipment will shortly be located in Harborne under a commitment made during the R33 ACP consultation. BAL will also be drafting a policy ahead of the next ACC meeting which will bring forward a more formalised process for requesting the location of a noise monitor

Balsall Parish Council (Cllr M Tattum) asked whether, in view of the delay in implementing the northbound turn until May of 2019, was there an opportunity to locate a portable noise monitor in the north part of Balsall Common in order to gain some baseline data ahead of the implementation of the redesigned northbound turn. This would enable a meaningful comparison pre and post-implementation to be made. The Airport Company (Tom Redfern) agreed it would be useful to have this data and suggested that a noise monitor could be located here in the New Year, once the workload associated with current noise-related projects had reduced.

From Fordbridge Town Council:

Q: In light of the Heathrow Airport decision supporting a third runway, is there any further potential that Birmingham Airport may yet gain a second runway?

A: The Master Plan currently in preparation, which considers developments to 2033, does not provide for a second runway at Birmingham

8. AIRPORT HEALTH FORUM – MINUTES OF THE LAST MEETING

The Airport Company (Andy Holding) presented the minutes of the latest meeting of the Airport Health Forum held on 19th July 2018. It was noted that no major new initiatives had been discussed and that the group had agreed to meet again in six months time, or earlier if any major developments in the health arena arose.

RESOLVED

That the Minutes of the Airport Health Forum meeting on 19th July 2018 be received.

9. PRESENTATION – THE PASSENGER EXPERIENCE

The Airport Company (Stuart Haseley-Nerjup) presented a series of slides providing members with an update on recent developments as well as proposals under consideration to improve the passenger experience at the Airport. In examining the ASQ scores, it was explained that the survey, which involves 329 airports worldwide, has limitations as to how useful it is in understanding the customer experience at Birmingham. BAL was considering alternative methods of understanding customer perceptions and expectations.

It was noted that the Airport scored well in those categories rating the efficiency, courtesy and friendliness of staff, but some were identified as requiring immediate attention and members were advised that a number of improvement projects were currently underway including:

- Installation of 5G throughout terminal.
- Opening of new Lounge Gate 1
- Opening of Club Premium Lounge in September 2018
- Installation of new signage to help wayfinding to the Air Rail Link.
- Trialling of Electric Buses.

- Installation of signage indicating distances to gates.
- Realtime knowledge in toilets.

Mr Haseley-Nerjup also spoke about the need to acquire accurate information about how customers perceived the service they received at Birmingham, and advised that innovative new technological solutions to gathering that data were under consideration.

Turning to recent adverse publicity about PRM performance at Birmingham, resulting from the recent CAA survey which rated service as poor, Mr Haseley-Nerjup advised Members that there was unhappiness about the survey, even among high-scoring airports, owing to concerns about the integrity of the data. He cautioned that next year's survey was likely to yield similarly disappointing results because data would again be collected in the same way, even though this did not provide an accurate reflection of the real performance of PRM services at Birmingham and many other UK airports. However, he went on to detail a range of improvements that meant he was confident that the situation would improve.

Members were also provided with details of the improved 'Skyzone' facility for children, noting that Birmingham had recently been awarded the title of most family-friendly airport in the UK. Mr Haseley-Nerjup concluded by advising members of the recent opening of 'The Hub', a new facility designed to improve communication, not only between BAL and its partner companies but between teams within the organisation, and of proposals for a new staff uniform incorporating the same branding as that used at the new entrance to the security screening area.

Discussion Points

Solihull Metropolitan Borough Council (Mrs B Hill) asked if the new 5G service would be free to passengers. The Airport Company (Mr Haseley-Nerjup) confirmed that it would and that the new service was aimed at eliminating current 'blind spots' in service.

Berkswell Parish Council (Cllr D Hitchcock) observed that the Assisted Travel Service was excellent outbound, but that there were still issues inbound where he had, on occasion, found that his personal wheelchair has not been left at the aircraft but had instead been removed to the terminal with the rest of the hold baggage. The Airport Company (Mr E Kibblewhite) commented that this was an issue on which he was focussing and that while there had been fewer instances of this recently, it still did happen. He noted the difficulties involved when baggage was containerised on wide-bodied aircraft such as Emirates A380 operations.

The Consumers Association (Mr P Orton) noted that the time taken to get the aircraft door open on arrival appeared to be increasing. The Airport Company (Mr Haseley-Nerjup) advised that he was having weekly meetings with ground handling agents to push for improvements in issues such as this.

Warwick District Council (Cllr G Illingworth) observed that 'customers' were not just passengers. The Airport Company (Mr Haseley-Nerjup) agreed and that BAL was intent on improving service to all users of the Airport.

RESOLVED

That the contents of the Customer Experience presentation be noted.

10. PRESENTATION – PROPOSED TERMINAL DEVELOPMENT

The Airport Company (Nikki Bains) presented plans for the proposed 10,000 m² infill development to the terminal. The proposed development would be over three levels and would include baggage handling facilities, food and beverage facilities, retail units and an

outdoor terrace. She explained that the development would not in itself increase passenger numbers but was rather intended to address shortcomings in providing a good customer experience. She advised that a Planning Application had been submitted to Solihull MBC which would, it was hoped, approve the proposals. A site visit was offered and members were requested to contact Andy Holding to express their interest in attending. The Airport Company (Nikki Bains) also advised that BAL expected the Elmdon Building to be listed by Historic England shortly and that the Company would embrace the listing and work with relevant parties to explore the future for the building.

Discussion Points

Marston Green Resident's Association (Mr J Fox) asked about construction timescales and working hours, expressing a desire that construction noise be managed to minimise disruption to residents of Marston Green. The Airport Company (Nikki Bains) advised that details of the construction programme had not yet been finalised but that it was likely that planning conditions would be applied to address concerns in this area. A comprehensive Construction Management Plan to limit the impact of noise, dust and light pollution would be put in place once contractors had been engaged.

Berkswell Parish Council (Cllr D Hitchcock) asked if an environmental assessment had been part of the Planning Application. The Airport Company (Nikki Bains) responded that an Environmental Impact Assessment was not required for this development.

Smith's Wood Parish Council (Cllr J Wilson) requested more details of the outdoor terrace proposal. The Airport Company (Tom Screen) advised that detailed plans had not yet been finalised but that the proposed terrace would likely be associated with one of the food and beverage outlets and would incorporate an outdoor smoking area.

Catherine de Barnes Resident's Association (Mr D Cuthbert) asked when the development was likely to begin. The Airport Company (Nikki Bains) suggested this would be at the end of 2018, subject to planning approval and discharge of any planning conditions. The Airport Company (Tom Screen) added that it was planned that the development should be open by Summer 2020. Although the details were still to be finalised as advised, BAL was acutely aware that the additional facilities were required and that the additional baggage handling facilities were essential.

RESOLVED

That the contents of the presentation be noted and that those members wishing to be included in the proposed site visit contact Andy Holding as advised.

11. AIRPORT MASTER PLAN – UPDATE AND NEXT STEPS

The Airport Company (Nikki Bains) drew the Committee's attention to the fact that development work on the Airport Company's Master Plan was continuing but that the Company was still proposing to have it ready for public consultation at the end of September 2018.

Discussion Points

Catherine de Barnes Resident's Association (Mr D Cuthbert) asked how BAL expected the public consultation to operate. The Airport Company (Nikki Bains) said that the details of the consultation were still being finalised but that it was expected that community organisations would be included and engaged in the process.

The Vice-Chair advised members that the Steering Group had considered the Airport Company's commitment to engage with the Committee before any public consultation began and had agreed that, because this would likely be before the next scheduled meeting of the

Committee in November, it would be necessary to convene an extraordinary ACC meeting - possibly at short notice. She therefore requested that members be prepared to attend such a meeting on 'stand-by', as and when advised by the Secretary.

RESOLVED

That the contents of the update be noted and that an extraordinary meeting of the Committee would be convened to consider the Airport Master Plan ahead of any Public Consultation.

12. ANY OTHER BUSINESS

The Airport Company (Andy Holding) referred members to the Airport Company's obligations to them under the General Data Protection Regulation. To that end, Members received a copy of the Airport's Privacy Notice in respect of the data collected and processed by the Airport Company in connection with their role as Committee members.

He advised that, where appropriate and strictly in connection with Committee matters, BAL planned to provide correspondents with Members contact details and that, through the Secretary, he would be requesting them to provide those details by which they would prefer to be contacted, be this e-mail or postal address.

13. DATES OF FUTURE MEETINGS

Thursday 15th November 2018
Thursday 14th February 2019