

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
15 NOVEMBER 2018 AT 1.30 PM - AGM**

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ANNUAL GENERAL MEETING**

Present: Mr Colin Flack – Chairman

In attendance from Birmingham Airport:

Tim Clarke	- Birmingham Airport Chairman
Simon Richards	- Acting Managing Director
Kirstin Kane	- Head of Sustainability
Andy Holding	- Corporate Responsibility Manager
Tom Redfern	- Environment Manager
Dean Arnold	- Terminal Operations Manager
Ed Kibblewhite	- PRM Manager

In attendance from Solihull Metropolitan Borough Council:

Mr L Stevenson	- Representing the ACC Secretariat
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Balsall Parish Council	- Cllr M Tattum
Barston Parish Council	- Mr D Elliott
Berkswell Parish Council	- Cllr R Lloyd
Bickenhill & Marston Green Parish Council	- Cllr J Horton
Birmingham City Council	- Cllr D Donaldson
Castle Bromwich Parish Council	- Cllr J MacDonald
Catherine de Barnes Residents Association	- Mr B Lewis (sub)
Consumers Association	- Mr P Orton
Fordbridge Town Council	- Cllr L Sorrell
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
Sandwell Metropolitan Borough Council	- Cllr T Crumpton

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Shard End Communities	- Mrs M Ball
Sheldon Residents Association	- Mrs M Kennett
Solihull Metropolitan Borough Council	- Cllr Mrs A Rolf
Solihull Metropolitan Borough Council	- Cllr D Bell
Solihull Metropolitan Borough Council	- Mrs B Hill
Smith's Wood Parish Council	- Cllr J Wilson
Staffordshire County Council	- Cllr M Deaville
Vice-Chairman and Passengers Representative	- Mrs R Tyler
Walsall Metropolitan Borough Council	- Cllr J Murray
Warwick District Council	- Cllr G Illingworth
Warwickshire County Council	- Cllr R Habgood (sub)
Wolverhampton City Council	- Cllr C Hibbert
Wychwood Club	- Mr G A Heaps

In attendance for part of the meeting:

Member of Parliament (Meriden)	- Caroline Spelman MP
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Apologies were received on behalf of: -

ABTA	- Mrs S Foxall
Balsall Common Village Residents Association	- Mr D Ellis
Birmingham City Council	- Cllr M Ward
Catherine de Barnes Residents Association	- Mr D Cuthbert
Chelmsley Wood Town Council	- Cllr E Tomkins
Coventry City Council	- Cllr J McNicholas
Warwickshire County Council	- Cllr D Reilly

1. WELCOME AND INTRODUCTIONS BY THE CHAIRMAN

The Chairman welcomed Members of the Committee and representatives from the Airport Company.

The Committee welcomed Mr Tim Clarke, Birmingham Airport Chairman. Mr Clarke took the opportunity to reaffirm the Airport Company's commitment to have a positive and effective relationship with the Committee. Mr Clarke also summarised the new draft Master Plan that had been launched on 6th November 2018. The Committee welcomed the opportunity to have been able to preview the draft Master Plan (on 5th November 2018) ahead of its formal launch.

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Also in attendance for part of the meeting, and with the agreement of the Committee, was Caroline Spelman MP.

RESOLVED

That the welcomes and introductions for this meeting be noted.

2. ANNUAL APPOINTMENT OF VICE-CHAIRMAN

In accordance with the Committee's Constitution, the Committee was invited to appoint a Vice-Chairman for 2018/19, to hold office until the next Annual General Meeting.

RESOLVED

That Mrs Rosemary Tyler (Passengers Representative) be appointed Vice-Chairman of the ACC for 2018/19 (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 2018/19, to hold office until the next Annual General Meeting.

The Chairman asked the Committee to note that Mrs E Baker - Knowle Society, would be standing down from the Steering Group this year and a vote of thanks is recorded.

Subject to the existing three additional Members still being willing to serve for a further 12 months, one vacancy had now arisen.

RESOLVED

(i) That, in addition to the Chairman, Vice-Chairman, Secretary and Airport Company representative, the following four Members be appointed to the ACC Steering Group for 2018/19:

- **Mr J Fox** - Marston Green Residents Association [*new appointment*]
- **Mr P Orton** - Consumers Association
- **Mr D Cuthbert** - Catherine de Barnes Residents Association
- **Cllr J MacDonald** - Castle Bromwich Parish Council

(ii) That the Committee's appreciation be placed on record for Mrs E Baker's service as a Member of the Committee's Steering Group.

4. 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 2018/19.

A copy of the Constitution and Terms of Reference (November 2017 revision) was submitted, together with a draft suggested addition to Section 10 to formalise the procedure for establishing ad-hoc working groups.

The Steering Group had discussed and supported a potential revision at its last meeting held on 17th October 2018.

The following addition was proposed:

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Proposed Revision to Section 10 of the Committee's Constitution

New paragraph 10.11

"The Committee may, by resolution, appoint a Working Group to consider an individual item of business in greater depth. Such business may be identified either through regular debate at ACC meetings or by advance suggestion by Birmingham Airport Limited. The membership, chairmanship, terms of reference and lifespan of any Working Group shall be agreed by the ACC at the time of establishment. The minutes of any Working Group shall be reported to ACC on a regular basis and the recommendations from any Working Group shall be reported to ACC for formal consideration as soon as practicable following completion. Where the establishment of a Working Group is considered urgent and falls outside the normal calendar of ACC meetings, the Chairman and Vice-Chairman, in consultation with the ACC Steering Group and BAL be authorised to approve any establishment. Any Working Group shall be supported by Birmingham Airport Limited. Any Working Group established under the ACC will conduct itself in accordance with all aspects of the Committee's Constitution where applicable."

RESOLVED

That the Committee's Constitution and Terms of Reference, as amended, be approved for 2018/19.

5. MINUTES OF THE LAST MEETING & MATTERS ARISING

The Minutes of the meeting of the Airport Consultative Committee, held on 16 August 2018, were submitted.

RESOLVED

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

6. 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:

Chelmsley Wood Town Council submitted the following question(s):

Question 1: Does the Airport Company provide translation services for passengers who have limited English?

Airport Company response: "Yes. First level of service is staff members with other language skills, but if there is an unusual language or there is no-one on duty who can speak that language, we have access to commercial interpreters, as do the airlines and Border Force."

Question 2: Do airlines that traditionally carry such passengers provide translators to assist their clients and their families?

Airport Company response: "Overseas airlines will invariably have crew on board who speak the main language of the country of origin, although with UK based airlines the situation may be less consistent".

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Question 3: Do assisted passengers in need of the above get help from the Airport Company or from the airlines?

Airport Company response: "Passengers are advised to contact their airline in advance, but the Airport will always endeavour to assist."

Question 4: Which faith chaplains are available for the Chapel at the Airport?

Airport Company response: on behalf of Tanya Arroba, Airport Chaplain. "I am in the process of recruiting advisers from other faiths as we do need to be a representative chaplaincy team. So far there are two Muslim Imams willing to work alongside us and an orthodox rabbi. The idea is that we will have our core Christian Chaplaincy Team but be supported by advisers from other faiths who will both be on call when needed but also act as a presence at the airport."

QUESTIONS:

Catherine de Barnes Residents Association submitted the following question(s):

Question 1: Sustainability Update - should the ACC write and put on record our concerns over the continuing delays in putting this project to bed - from July 17. Perhaps we should also use the resources of our MP?

Airport Company response: "As noted in paragraph 1 on page 38 of the agenda, the Chairman did write to CAA as resolved. We are now in the hands of the CAA."

Question 2: Noise violations - can BAL confirm the future night time noise level will be 83dba, as per new NFP?

Airport Company response: "Confirmed."

Question 3: Under 3/3.1 page 43, BAL need to measure/report night flights up until 5.00am to monitor them against the limit agreed in the NFP.

Airport Company response: "As noted by Tom Redfern in matters arising, it was agreed that the next meeting's report will introduce this as the first full report after the introduction of the new NFP."

Question 4: Track-keeping - can BAL explain why tracking performance is dropping over last 2 quarters?

Airport Company response: "Largely due to the increased use of the southbound routeing during the holiday period, where track-keeping is typically not as accurate as other routes. The introduction of new RNAV procedures - assuming they are approved - should address this."

Question 5: Trends - have BAL any thoughts on why low flying reports have substantially increased this quarter?

Airport Company response: "Essentially, the figures have been skewed by a large volume of complaints from two correspondents which cite 'low' on the complaint form."

Question 6: Recycling - what does MRF stand for and what are the reasons/implications from moving from W2E to MRF?

Airport Company response: "MRF is Mixed Recycling Facility. The use of the MRF should increase recycling rates."

RESOLVED

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

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7. AIRPORT ACTIVITIES REPORT

The Airport Company (Simon Richards) - presented the Airport Activities report for the period July to September 2018. The report set out updates on the following matters:

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

In introducing the report, Mr Richard's drew the Committee's attention to the fact that on 14th November, the budget airline, Flybe had put itself up for sale. The Committee was advised that although this announcement was very recent, the Airport were now contingency planning and awaiting further information.

Discussion Points

Warwick District Council (Cllr G Illingworth) – stated that surface access to the airport, especially when travelling by car, could be perceived as being overly complicated by some road users. Cllr Illingworth gave examples of his own recent experiences whereby he had missed a turn and the journey back had not been as simple as it could have been.

Cllr Illingworth specifically used the example of new passengers travelling to the airport for the first time who had a right to expect clear signage and simple routing into the airport from main roads such as the A45 and M42 Junction 6. Cllr Illingworth suggested this topic could be a suitable agenda item for a future meeting.

The Airport Company (Simon Richards) – acknowledged the concerns raised and stated that the Airport Company was aware of the issues associated with gantry signage on some of the local major routes toward the airport site. Mr Richards highlighted that with the new draft Master Plan and HS2, the Airport Company would seek to work very closely with all parties to ensure that traffic was kept moving, especially during the construction phases.

Knowle Society (Mrs E Baker) – echoed the concerns that had been raised by Cllr Illingworth and supported a request that the Committee should consider surface access issues at a future meeting. Mrs Baker added that some signage within the airport site, e.g. to the short-stay and drop-off car parks, could be perceived as confusing to passengers who were visiting the airport for the first time and these should be made more obvious and visible.

Vice-Chairman and Passengers Representative (Mrs R Tyler) – added that the background colour of the signage and the colour of the lettering should be reviewed to make them more conspicuous. The Airport Company welcomed all the feedback.

Consumers Association (Mr P Orton) – referred to the Flybe announcement and requested further information from the Airport Company as to what would happen if Flybe did not find a buyer and ceased trading. The Airport Company (Simon Richards) informed the Committee of the typical approach to business resilience insofar as the most profitable routes would be picked up by other operators or for those routes to be provided from other airports such as East Midlands. Most importantly, from the consumers point of view, the vast majority of routes currently flown by Flybe, would still continue to be available.

Mr Orton welcomed the news for the continuation of the most profitable routes but stated that it would be regretful that consumers would have less choice if some of the least profitable routes were to disappear if Flybe were unable to find a buyer and did cease trading.

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Solihull Metropolitan Borough Council (Cllr Mrs A Rolf) – highlighted and welcomed the recent news that the Elmdon Terminal Building had been given Grade II Listed status by Historic England in August 2018 and enquired if there was any early indication as to the intended future use of the building would be? The Airport Company (Simon Richards) stated that the Airport Company fully supported the listing <https://historicengland.org.uk/listing/the-list/list-entry/1458322> and was now considering the best long term future use of the building. In terms of funding for building repair and future renovation, the Committee was advised that costs would be partly met by the Airport Company and partly by their insurers.

Berkswell Parish Council (Cllr R Lloyd) – sought an update on the relocation of the former tenants from the Elmdon Terminal Building who had been required to move following the flood damage that the building had suffered in February/March 2018. The Airport Company (Simon Richards) confirmed that those tenants had been temporarily relocated into porta-cabins situated inside a hanger on the airport site.

Castle Bromwich Parish Council (Cllr J MacDonald) – asked if the Airport Company had contacted the CAA for any advice in a “no deal” Brexit scenario and how that might affect air traffic movements. Cllr MacDonald was specifically concerned about passengers that might have booked flights in advance and if their rights to compensation might be affected if their flights were cancelled at short notice in March 2019.

The Airport Company (Simon Richards) stated that although such a scenario was likely to be an unfortunate timing issue for passengers, the Airport Company were unable to offer any specific advice at this stage. They acknowledged the uncertainty for everyone, especially airlines and passengers and added that passenger insurance was likely to cover late cancellations, if any. The Chairman (Colin Flack) informed the Committee that he was hoping for more clarity around the complex regulations in early 2019 and that would be reported to the Committee once anything was known with more certainty.

RESOLVED

- (i) That the contents of the Airport Activities Report for the period July to September 2018 be received; and
- (ii) In light of the comments raised at this meeting, the Committee consider an appraisal of surface access provision at its next meeting.

8. SUSTAINABILITY REPORT

The Airport Company (Tom Redfern) presented the Sustainability Report for the period July to September 2018. The report set out updates on the following matters:

- 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 (Tom Redfern) drew the Committee’s attention to the fact that an earlier planned working group meeting to provide some preliminary results of the Noise Abatement Departure Procedure trials which had taken place over the summer

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had been cancelled. Only three members had indicated they would attend and given that the analysis was at a very early stage, it was considered sensible to postpone until the next working group meeting on 23rd January 2019 and report back to ACC on 14th February 2019.

Discussion Points

Balsall Parish Council (Cllr M Tattum) – referred to aircraft noise and drew the Committee’s attention to Solihull’s Local Plan Review consultation. Cllr Tattum stated that, as a local planning authority, Solihull Council should not identify future housing sites which would conflict with future Airport growth and expansion (i.e. building new homes under flight paths). Cllr Tattum highlighted that such a scenario would result in an increased number of people being affected by aircraft noise and he asked the Airport Company to consider this.

In response, the Airport Company (Kirstin Kane) stated that airport noise data and future noise projection data was shared with Solihull Council. The most recent noise data was also contained within the new draft Master Plan. Solihull Council, as a Local Planning Authority, would be expected to take that data into account in identifying and planning future housing sites.

Cllr Tattum urged the Airport Company to respond to Solihull’s Local Plan Review consultation to ensure that “good” future planning decisions were made and that new homes were built in the right place. The Chairman (Colin Flack) recommended that such a submission might be sent from the Committee to reinforce the concerns expressed at the meeting. The Committee supported this suggestion.

Hampton in Arden Parish Council (Cllr D Sandells) – raised a technical point in relation to track keeping and ground based navigation. Cllr Sandells also referred to the delay in implementing the northbound turn from Runway 15 and expressed disappointment that the process was taking so long and asked if the CAA could make an “interim” decision. It was confirmed that, following the last meeting, the Chairman had written to the CAA to express the Committee’s wish that the matter be expedited. The Airport Company (Kirstin Kane) responded that the CAA was under-resourced and that the specialist staff required to validate and approve the new procedure were in short supply.

RESOLVED

- (i) That the contents of the Sustainability Report for the period July to September 2018 be noted; and
- (ii) That, on the Committee’s behalf, the Chairman write to Solihull Council, in response to their Local Plan Review consultation to highlight that careful consideration should be given so as not to identify future new housing sites which would conflict with future Airport growth and expansion.

9. PASSENGER SERVICES REPORT

The Airport Company (Andy Holding and Dean Arnold) – presented the Passenger Services Report for the period July to September 2018.

The report, which was being presented for the first time in a new monthly format, would be consolidated for future meetings into a quarterly report. The report set out updates on the following matters:

- Security Performance.
- Baggage Performance.
- On-Time Departure Performance.
- Stand Availability.

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- Immigration Performance.
- PRM performance.

The Airport Company stated that they would welcome any additional feedback from the Committee to improve the format and content of the quarterly performance report.

Discussion Points

Warwickshire County Council (Cllr R Habgood) – welcomed the new report format and highlighted the benefits of league tables to benchmark and compare performance between airports. The Airport Company (Dean Arnold) explained how BHX data was used for benchmarking with other airports and a direct reference was made to the ASQ results as set out in the papers.

Hampton in Arden Parish Council (Cllr D Sandells) – highlighted that for future reports, a glossary of abbreviations would be beneficial. The Airport Company agreed to provide this within future versions of the report.

Berkswell Parish Council (Cllr R Lloyd) – asked if any specific problems, trends or issues could be drawn out of the data. The Airport Company (Dean Arnold) informed the Committee that the data allowed the Airport Company to monitor and push forward with KPI's where areas of performance needed improvement. Examples and scenarios from the report data were discussed to demonstrate to the Committee how the collected performance data would trigger performance interventions.

Wolverhampton City Council (Cllr C Hibbert) – asked if any performance data originated directly from customer feedback or from frequent flyers. The Airport Company (Dean Arnold) advised that all the data presented within the reports was real-time “terminal data” and not ad-hoc customer feedback.

Vice-Chairman and Passengers Representative (Mrs R Tyler) – highlighted that the narrow body airline target performance (baggage) for Thomas Cook and TUI was concerning. The Airport Company (Dean Arnold) explained that on-time arrival performance had a knock-on effect on handling agent performance and subsequent baggage return performance; and this could be seen in the collected performance data for those airlines.

Mr Arnold asked the Committee to note that with the current baggage hall infrastructure, some targets were not achievable; such as unloading some of the larger aircraft and presenting all baggage in the baggage hall for collection within 35 minutes.

RESOLVED

That the contents of the Passenger Services Report for the period July to September 2018 be noted.

10. AIRSPACE CHANGE PROPOSAL – VERBAL UPDATE

The Airport Company (Kirstin Kane) – gave a PowerPoint presentation which updated the Committee on the latest position regarding airspace change for Runway 33 and Runway 15. During the presentation, two references were made to external websites:

CAA Portal:

<https://www.caa.co.uk/Commercial-industry/Airspace/Airspace-change/Decisions/Birmingham-Airport-Runway-33-standard-instrument-departures/>

Modernisation Strategy:

<https://www.caa.co.uk/Commercial-industry/Airspace/Future-airspace-strategy/Future-airspace-strategy/>

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As part of the presentation, the delay in implementing the northbound turn from Runway 15 was again referred to, attributable to the CAA approval mechanism.

Discussion Points

Castle Bromwich Parish Council (Cllr J MacDonald) – questioned to origin of funding for the airspace changes. The Airport Company (Kirstin Kane) – advised that the changes would be industry funded and not borne by the taxpayer.

Hampton in Arden Parish Council (Cllr D Sandells) – referenced higher climb gradients and sought further information as to the criteria for that type of departure. The Airport Company (Kirstin Kane) advised that higher climb gradients generated more noise nearer to the airport but caused less noise further away as departing airport climbed to a higher altitude, more quickly. Fully loaded aircraft would also generate more noise, on take-off, than part-loaded aircraft aiming for the same departure flight gradient.

Knowle Society (Mrs E Baker) – highlighted the revised timeframe for the Runway 15 northbound turn and noted that the Airport Company were hopeful for an anticipated decision in early (January) 2019. The Committee noted that should a decision be announced beyond May 2019, then the implementation of the airspace change could be significantly delayed. Mrs Baker reiterated that the lack of resources at the CAA was concerning.

Warwick District Council (Cllr G Illingworth) – drew the Committee's attention to future runway capacity and current ATMs and sought advice on whether or not there were any limitations to increase ATMs to utilise that capacity. The Airport Company (Kirstin Kane) stated that the airspace modernisation was key. BHX had current constraints with congested airspace locally and further afield.

RESOLVED

That the latest position regarding airspace change for Runway 33 and Runway 15 be noted.

11. NOISE ABATEMENT DEPARTURE PROFILE TRIAL FINDINGS – VERBAL UPDATE

This agenda item was consolidated into the Sustainability Report – Minute 8.

RESOLVED

[Not applicable - see preamble.]

12. ANY OTHER BUSINESS

No specific or new AOB business was submitted, other than references to discussions that had taken place during the course of the meeting.

RESOLVED

That the contents of the AOB item be noted.

13. DATES OF FUTURE MEETING

The date of the next meeting would be **Thursday 14th February 2019** at 1.30pm, Diamond House, Birmingham Airport. Future meeting dates thereafter were to be arranged.

RESOLVED

That the future date for ACC be noted.