

**Minutes of the Norwich Airport Consultative Committee  
held on Wednesday 23<sup>rd</sup> October 2024 @ 1400hrs  
SaxonAir, Norwich Airport.**

<b>1) Present:</b>	S Gurney	Norfolk County Council (Chairman)
	R Pace	Norwich Airport Ltd
	P Langley	Norwich Airport Ltd
	J Dewing	Saxonair Charter Ltd
	R Fisher	Frettenham PC
	J Anderson	Drayton PC
	K Clarke	Horsford PC
	M Booth	Broadland District Council & Sprowston TC
	J Latchford	Taverham PC
	G Hegarty	Horsham & Newton St Faith PC
	L Rogers	Hainford PC

**Apologies:**

C Smith	Norwich City Council
B Leggett	Old Catton PC
D Holmes	KLMUK Engineering
A Tipple	Broadland District Council

**2) Minutes of the previous meeting held 24<sup>th</sup> July 2024 and any matters arising:**

The minutes of the previous meeting held on the 24<sup>th</sup> July 2024 were agreed by those present at the meeting and duly signed by the Chairman as a true and accurate record of that meeting.

Matters Arising: None cited.

**3) Managing Director's Report**

Passenger numbers for the half year ended 30 September 2024 were 273,000 which was 22% more than last. Amsterdam, domestic passengers, and Offshore passengers are below expectation. The new Ryanair routes have performed very well since their launch in April carrying 53,000 passengers to Alicante, Malta, and Faro. The Alicante route will continue through the winter. Ryanair have confirmed that the three routes will continue in summer 2025. We expect passenger numbers to increase towards 434,000 in the coming year but may be the following year (FY26) before passenger numbers recover back to 2019 levels.

Norwich Airport has been rated one of the top three airports in the UK for customer experience and has received 'Recommended Provider' status by consumer champion Which? The prestigious recognition comes as part of Which?'s annual airport survey of its members, seeking their feedback on a variety of airport experiences. A customer score is calculated based on a combination of overall satisfaction and likeliness to recommend to others. Norwich Airport had a customer score of 78%, ranking it third in the UK overall. Norwich's sister airport Exeter Airport was ranked fourth with 77%, with London City taking second place (80%) and Liverpool (John Lennon) Airport ranked number one with a score of 81%.

We have recently gained Airport Carbon Accreditation Level 2 which means we have demonstrated we are reducing our scope 1 and 2 emissions within the airport's control. Work will shortly start on achieving Level 3+ status which will include scope 3 emissions

Work continues the Airport's Surface Access Strategy (ASAS) and we are in discussion with the Local Planning Authorities to agree the final text. Revised targets will shortly be submitted to the Local Planning Authority.

The project to upgrade the Terminal power supply continues and the project is expected to be complete by February 2025 which will provide greater resilience and capacity for future power requirements. Once in place the airport will have capability to install EV charge points both for the public and airside.

Richard Pace  
Managing Director  
23 10 24

JL queried drop off fee in the car park, RP explained this fee helps to regulate traffic flow through the car park and is a valuable income stream for the airport.

GH praised the introduction of Ryanair flights but queried the use of the holding area. The operational requirements were explained and that the operational team would be reviewing plans for summer 2025.

#### **4) Operations and ATS Report**

There has been a reduction in the number of late movements throughout the summer season and only one flight diversion. TUI's new airline Air Explore and Ryanair operations have both been well received.

New Security Manager appointed along with a Deputy.

Work Experience Week conducted with local teenagers.

IT Failure on 19 July – manual contingency procedures applied.

Social Mobility Business Partnership Work Insight and Skills Day held on 25 July.

New security equipment installation completed in Central Search.

Survey of the airfield completed in Sep as part of AGL project to replace cabling for airfield lighting.

Winter Operations preparation and training completed.

Complaints log, noise complaints and out of hours log reviewed. Three noise complaints highlighted: Horsham St Faith, Old Catton and Taverham – all discussed, where necessary the airport has engaged with relevant operators, responses sent direct to complainants.

Mandatory Occurrence reports filed:

Date	Category	Details
07/07/2024	Bird Strike	Confirmed bird strike on PA28 on runway 27, whole Kestrel remains found on the runway.
14/07/2024	Bird Strike	KLM E175 departing runway 27 reported a bird strike during rotation. Kestrel was found abeam the tower.
16/07/2024	Runway Incursion	Grass cutter under escort by Air Ops entered the strip without permission from ATC.
19/07/2024	FOD	During routine inspection, a handheld radio was found on the Western Apron.
20/07/2024	Bird Strike	Kestrel carcass discovered on the runway during a routine Runway Inspection.
26/07/2024	Laser Attack	KLM E175 reported a green laser attack on 20 mile final for ILS27. No harm to pilots. Police informed.
26/07/2024	Bird Strike	During a routine inspection of runway 27 a woodpigeon carcass was found.
27/07/2024	AIRPROX	RAF A400M reported an AIRPROX whilst under a Traffic Service from Norwich Radar.
02/08/2024	Bird Strike	KLM737 reported possible bird strike on take-off. Remains of Herring Gull found on the runway.
31/08/2024	Bird Strike	During a routine runway inspection following a B757 arrival, a Kestrel carcass was found on the runway.

Phil Langley  
Operations Director  
October 2024

**5) Offshore Helicopter Activity**

The offshore industry is much more volatile than passenger traffic with many outside influences effecting demand. Offshore traffic remains lower than expected and there is a currently a downward trend and this is not expected to alter over the coming months.

**6) AOB**

None cited.

**7) Date of next meeting**

22<sup>nd</sup> January 2025