

## **UNCONFIRMED MINUTES**

### GATWICK AIRPORT CONSULTATIVE COMMITTEE

Minutes of the meeting of the Consultative Committee held on 11th October, 2007.

Present: Dr. J. Godfrey (Chairman)

Mr. W. Acraman	-	West Sussex County Council
Mr. P. Barclay	-	Environmental and Amenities Group
Mr. K. Blake	-	Crawley Borough Council
Mr. G. Blundell-Pound	-	International Air Carriers' Association
Mrs. C. Denman	-	Crawley Borough Council
Mrs. S. Gray (substitute)	-	Horsham District Council
Mr. P. Hall	-	Passenger Representative
Mr. C. Hersey	-	Mid Sussex District Council
Mr. M. Hudson (substitute)	-	London Chamber of Commerce and Industry
Mr. R. Jones	-	Tandridge District Council
Mr. G. Larcombe	-	Horley and District Chamber of Commerce
Mrs. M. Myland	-	Surrey County Council
Dr. R. Olliver	-	Horley Town Council
Ms. S. Parsons (substitute)	-	ABTA
Mrs. D. Ross-Tomlin	-	Surrey County Council
Mrs. H. Sewill	-	Charlwood Parish Council
Mr. J. Taylor	-	CADIA
Mr. R. Thomas	-	East Sussex County Council
Mr. D. Webb (substitute)	-	Mole Valley District Council

Also present:

Mr. A. Flower – Managing Director, BAA Gatwick  
Mr. T. Lockwood – Head of Corporate Responsibility, BAA Gatwick  
Mr. R. Norman – Environmental Strategy and Stakeholder Manager  
Mr. F. Evans – Department for Transport  
Mrs. R. Howell – Technical Adviser  
Mrs. P. Street – Assistant Secretary

Apologies for absence were received from: Mr. Brockwell, Mr. Dodsworth, Mrs. Kitchen, Ms. Knox, Mr. Maltby, Mr. Miller, Lt. Col. Pemberton, Mr. Redfern and Mr. Woodward-Nutt.

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35. Resolved – That the minutes of the meeting held on 19th July, 2007 be approved as a correct record and that they be signed by the Chairman.

36. Reference was made to minute no.12 regarding the problems some people had in downloading the software needed to access BAA Gatwick's noise website. Mr. Norman advised that the consultants had been advised of the problem and would look at ways to improve access to the site.

### GENERAL PURPOSES SUB-COMMITTEE

37. The Committee noted the unconfirmed minutes of the meeting of the General Purposes Sub-Committee held on 20<sup>th</sup> September, 2007 (copy attached to the signed minutes).

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### POLICING AT GATWICK

38. Superintendent Robin Smith, Gatwick Commander, Sussex Police gave a presentation on the nature of the policing operation at Gatwick Airport. He explained that there were 167 officers based at Gatwick working in partnership with BAA Gatwick and a number of other agencies at the airport in countering terrorism, responding to incidents, emergency planning and neighbourhood management and partnerships. He was pleased to report that the crime statistics for Gatwick were 6% down on the previous year and, given the significant passenger throughput at the airport, there was a small level of crime.

39. The level of threat for the UK was defined as 'severe' which he described as the 'new normality'. Security measures were increased in July 2007 following the terrorist attack at Glasgow Airport, a consequence of which resulted in a higher visibility policing presence at Gatwick including vehicle check points being set up at the airport.

40. Members were reassured that the police were alert to various threats of an attack from a man portable air defence system (MANPADS), and were pleased to note that a number of sites around Gatwick were patrolled daily by a specialist team.

41. In terms of funding, members noted that the Police Services Agreement now required under the Civil Aviation Act has meant that for the first time all parties could agree on the nature of the policing operation needed at Gatwick and what was needed to mitigate any threat.

42. Members enquired about the role of the Police in addressing immigration. Superintendent Smith confirmed that there was a joint police and immigration team that worked very closely with the Metropolitan Police Service and other agencies in intelligence gathering and operations.

43. Mr. Flower paid tribute to the policing arrangements in place at the airport and confirmed that the multi-agency risk assessment partnership work greatly assisted in identifying the support and resources needed for Gatwick. Members welcomed this positive working relationship and were impressed by the nature and extent of the policing task at Gatwick.

44. The Chairman thanked Superintendent Smith for his presentation.

### REVIEW OF CONSULTATIVE COMMITTEE

45. The Committee considered a joint report by BAA Gatwick and the Honorary Secretary outlining the proposed scope of the review of the Committee's structure, membership, format of meetings and corporate identity (copy attached to the signed minutes). The Chairman explained that a comprehensive review of the Committee had not been undertaken for a great many years and it was timely for such a review to take place. The Committee was also informed that the results of the review and any proposals for change would be reported to the next meeting of the Committee.

46. Members noted the aims of the review and commented that in considering the membership of the Committee it would be useful to compare the committee's membership with other airport consultative committees. It was also highlighted that Gatwick was very important to London and it was suggested that consideration be given to involving other London organisations in the work of the Committee.

47. Resolved – That the scope and approach of the review be endorsed.

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### AIRPORT COMMENTARY

48. The Committee received the Managing Director's commentary on activity at the airport since the date of the last meeting (copy attached to the signed minutes).

### BAA Ltd. Simplification Programme

49. Mr. Flower reported that the BAA simplification programme aimed to create a more efficient company focusing on putting the passenger first. There were 12 review workstreams with local co-ordination to ensure that individual airports' needs were met. Ferrovial wished to see its airports run more efficiently with more centrally shared services. He assured members however operational areas were not within the scope of the simplification programme. The Chairman advised that the focus of the simplification programme was on a selective part of the organisation and that the concern of the Consultative Committee was about the ability of BAA Gatwick to sustain support and resources to those areas directly linked to the work of the Committee. The environment and community in particular was a key element of the Committee's work and assurances were sought from BAA Gatwick that these issues would continue to be handled locally. Mr. Flower confirmed that it was not BAA's intention to undermine the success of the business or stakeholder relationships. He advised that he had been invited to join BAA's Corporate Responsibility Board and would ensure that the concerns of the Committee would be taken to that forum. He added however that there would be many competing requests for resources from other airports but reassured members that he was aware of what was needed for Gatwick.

### Customer Service

50. Mr. Flower explained that customer service remained a key focus for BAA Gatwick with particular emphasis on reducing the overall time passengers had to queue at the airport. Members noted that BAA Gatwick continued to find ways to improve the security process and that security queuing was better than expected with 80% of passengers queuing for less than 10 minutes. He also explained that there was still a need to educate the passenger in security requirements as this affected passenger flow rates and transaction times. Mrs Parsons, ABTA, advised that travel agents and tour operators were endeavouring to ensure passengers arrived at airports prepared. However there was much inconsistency between airports in what passengers were permitted to take through security. It was also highlighted that there was renewed pressure from a number of airlines to allow two items of hand luggage. Mr. Flower advised that BAA Ltd. wished to see a standard approach across its UK airports. There were particular problems for passengers transferring flights at UK airports and BAA was working with the DfT and the industry to identify improvements. Trials were being conducted at Glasgow Airport that enabled laptops to be scanned while still in their bag. If this proved successful and improved passenger flow rates, Mr. Flower advised that BAA would invest in the new technology. Members were also pleased to note that BAA Gatwick had started an additional recruitment campaign and was looking to recruit a further 330 security officers.

51. A number of members commented that they had noticed an improvement in the appearance and cleanliness at the airport and congratulated BAA Gatwick on the positive impact this had.

### Gatwick Station

52. Members enquired about the progress made by Network Rail on taking forward the options for Gatwick Railway Station. Mr. Flower advised that BAA Gatwick was working closely with Network Rail on the possible options and once Network Rail had gained funding approval it was likely that negotiations would commence with other

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partners. The Chairman added that arrangements had been made for Network Rail to attend the next meeting of the Consultative Committee. Network Rail was also to attend BAA Gatwick's Transport Forum on 30<sup>th</sup> October. The Vice-Chairmen of the Committee and Passenger Services Sub-Committee would be in attendance and would take the opportunity to confirm the Committee's strong support for the Gatwick station project

### PASSENGER SERVICES SUB-COMMITTEE

53. The Committee received a report from the Chairman of the Passenger Services Sub-Committee (PSSC) on the key issues discussed at its meeting on 27<sup>th</sup> September, 2007 (copy attached to the signed minutes). Mr. Hall highlighted that passenger queuing times remained a key area of concern to the Sub-Committee. Check-in queues were the responsibility of the airlines and their handling agents and the Sub-Committee was pressing for new innovation and some form of continuous flow between arriving at check-in and boarding the aircraft.

54. Queuing at immigration had been a particular problem since the summer mainly due to the introduction of new government policy requiring more through checks for EU passengers. The Chairman added that he had also met the Head of Borders and Immigration Agency (BIA) at Gatwick to discuss the PSSC's concerns. In the light of those discussions, he suggested that to assist the Committee in its monitoring role that performance indicators relating to queuing at immigration at Gatwick should be agreed and published, so that all concerned were aware of the standards which BIA are seeking to achieve. Mr. Hall advised that the PSSC had welcomed the positive partnership working between BIA and BAA Gatwick to address the current deterioration in passenger queuing times, but it had recommended that the matter needed to be addressed by the Home Office as it was unlikely that significant improvements could be made within BIA's current resourcing levels.

55. Resolved – That the Honorary Secretary writes to Minister for Immigration to express concern about the current situation and to urge a review of the impact of the implementation of the new policy and procedures on the BIA's current funding and resource levels at Gatwick.

56. Reference was made to BAA Gatwick's coin-operated trolley project and the PSSC's concerns about the need for the scheme and the additional problems it would cause passengers when arriving at Gatwick. A number of members endorsed the views of the PSSC and agreed that the Sub-Committee should continue to monitor the implementation and impact of this scheme.

### COMPETITION COMMISSION – BAA AIRPORTS MARKET INVESTIGATION – ISSUES STATEMENT

57. The Committee noted that following consideration by the General Purposes Sub-Committee the Honorary Secretary had sent a further letter to the Competition Commission to emphasise the need to examine as part of its investigation the level of service provided directly to passengers by other organisations at the airport that were outside of the control of BAA (copy attached to the signed minutes).

### AIRPORT MASTER PLAN – COMMITMENTS REVIEW

58. The Committee received a paper by BAA Gatwick outlining the progress made with the Gatwick local authorities on the derivation of a new set of commitments to sit alongside the airport master plan (copy attached to the signed minutes). Mr. Lockwood advised that the negotiations on the final list of commitments were now close to conclusion. He explained the new approach to the commitments in that they would be 'smart' so that it would be easier to track performance and, for most areas, there would be action plans that would be reviewed at least every three years.

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59. Members welcomed the progress that had been made but there was concern that local parish and town councils and other interests not party to the Memorandum of Understanding with the local authorities would not have an opportunity to comment on the draft list of commitments. Mr. Lockwood advised that BAA Gatwick would liaise with its airlines customers direct but that discussions still needed to take place with local authorities to determine how best to communicate the draft list with other interests. He would however circulate a copy of the final draft list to all members of the Committee when it was available.

60. It was highlighted that the list of topic areas outlined in BAA Gatwick's paper did not have any particular reference to climate change or carbon emission targets or action plans. Mr Lockwood advised that climate change issues were being addressed at BAA Group level as previously reported to the Committee. He assured members however that BAA Gatwick had initiatives to reduce emissions and these would be addressed in the Air Quality Section and climate change (to an extent) in the Utility Management Section of the commitments document. Members felt however that it was important to raise the profile of climate change issues and it was suggested that BAA Gatwick provide a clear statement in the document with its aspirations on the contribution it makes to the wider climate change debate.

### BAA GATWICK NOISE INSULATION SCHEME FOR RESIDENTIAL PROPERTIES

61. The Committee received a paper outlining the details of the agreed noise insulation scheme for residential properties and how it differed from the consultation draft scheme (copy attached to the signed minutes). Members noted that in respect of the night time ground noise boundary, properties from both Options A and B would be included within the scheme. Members were pleased to note that it was now the intention to deliver the majority of the scheme over a period of two years.

62. Mr. Norman advised that the next step would be to inform all local residents within the boundaries of the scheme of the terms of the scheme and to provide an application form.

### GROUND RUN PEN

63. The Committee considered a paper by BAA Gatwick providing an update on the proposed ground run pen (GRP) (copy attached to the signed minutes). Members noted that BAA Gatwick had notified West Sussex County Council and Crawley Borough Council that there was a need to review whether a GRP should still be provided in the light of changed circumstances. It was also noted that BAA Gatwick instead favoured a continuation of current arrangements for engine testing. Mr. Lockwood assured members that more discussions with the County and Borough Council would ensue, as there was a need to agree a process for discussion and for engaging with other local authorities and stakeholders, including the consultative committee.

64. Members acknowledged the current position and that this was the beginning of the process on the way forward. There was concern about possible changes in circumstances in the future and the need to mitigate noise disturbance from ground running operations. Members felt it important therefore that BAA Gatwick retained a commitment to provide a GRP in the future should this become necessary. Members also emphasised the importance of consulting town and parish councils on the way forward and the development of a new commitment. BAA Gatwick was asked to keep the Committee informed.

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### NOISE EXPOSURE CONTOURS FOR GATWICK AIRPORT 2006

65. The Committee considered a report by West Sussex County Council's Director for Environment and Development summarising the results of the DfT's noise monitoring results for a period of summer 2006 (copy attached to the signed minutes). Members noted that the results of the noise monitoring showed a broadly similar noise exposure position to that of 2005.

66. Reference was made to the use of the 57dBA leq noise contour as the identified measure for the on-set of significant community annoyance. Some members highlighted that local communities not falling within that noise contour still suffered significant noise disturbance. The outcome of the ANASE study was therefore awaited with interest. Mr. Evans, DfT, advised that it was hoped to publish the study in the near future. Once published, it was likely that the DfT would present the results to the Aircraft Noise Monitoring Advisory Committee (ANMAC) and key airport consultative committees.

67. Resolved – That:

- (1) The new noise monitoring information be noted;
- (2) BAA Gatwick and the airlines operating from the airport be urged to increase the use of quieter rather than noisier aircraft; and
- (3) The DfT be asked to ensure the prompt publication of the noise exposure contours for Gatwick Airport 2007.

### FLIGHT EVALUATION UNIT COMMENTARY

68. The Committee considered the commentary by the Flight Evaluation Unit on the work of the Unit, headline statistics and the key points arising from the Noise and Track Monitoring Advisory Group (NATMAG) and the Ground Noise Committee meetings held on 4<sup>th</sup> September, 2007 (copy attached to the signed minutes).

### ARRIVALS PROCEDURES

69. The Committee noted a paper by BAA Gatwick setting out the policy and procedures in place for arriving aircraft at Gatwick (copy attached to the signed minutes). Mr. Norman explained that the paper had been prepared in the light of the discussions that had taken place recently at NATMAG, the Sub-Committee and Consultative Committee meetings about the arrivals procedures.

70. BAA Gatwick was thanked for producing such an informative paper. Members acknowledged that the disturbance being caused over Hever and Marsh Green had given the Committee the opportunity to look at the disturbance caused by arriving aircraft from both the east and west of the airport. The Committee also considered the comments of the General Purposes Sub-Committee in that there were significant benefits of the CDA procedure for the wider community in terms of noise reduction but that it appeared that for those communities close to the ILS and glide slope there was less benefit. In view of this and the number of organisations involved in design, management and monitoring of arrivals procedures and policy, the Committee endorsed the recommendations of the Sub-Committee which suggested that the impact of implementing of the policy be subject to review.

71. Resolved – That:

- (1) That BAA Gatwick be thanked for providing an explanation of the policy and procedures for arriving aircraft;

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- (2) That BAA Gatwick be asked to report back on the results of the analysis being undertaken on the distribution of aircraft by the establishment of gates along the centre line of arrivals from both the east and west of the airport; and
- (3) That, as the responsibility for developing and implementing the arrivals policy lies with NATS, the CAA and the Government, the DfT's Aircraft Noise and Monitoring Advisory Committee (ANMAC) be asked to undertake a review of the impact of the implementation of the policy.

### CRAWLEY BOROUGH COUNCIL DIRECTOR FOR ENVIRONMENT AND HOUSING'S REPORT

72. The Committee noted a report by Crawley Borough Council's Director for Environment and Housing on planning applications determined in respect of Gatwick since the date of the last meeting (copy attached to the signed minutes).

### CALENDAR OF MEETINGS FOR 2008

73. The Committee noted the proposed calendar of meetings for 2008/09 as follows:

#### Passenger Services Sub-Committee

Wednesday 5<sup>th</sup> December 2007 at 2.00 p.m.  
Thursday 3<sup>rd</sup> April, 2008 at 2.00 p.m.  
Wednesday 9<sup>th</sup> July, 2008 at 2.00 p.m.  
Thursday 2<sup>nd</sup> October, 2008 at 2.00 p.m.  
Thursday 15<sup>th</sup> January, 2009 at 2.00 p.m.

#### General Purposes Sub-Committee

Thursday 10th January 2008 at 10.00 a.m.  
Thursday 20th March 2008 at 10.00 a.m.  
Thursday 26th June 2008 at 10.00 a.m.  
Thursday 18th September 2008 at 10.00 a.m.  
Thursday 8th January 2009 at 10.00 a.m.

#### Consultative Committee

Thursday 31st January 2008 at 2.00 p.m.  
Thursday 24th April 2008 at 2.00 p.m.  
Thursday 24th July 2008 at 2.00 p.m.  
Thursday 16th October 2008 at 2.00 p.m.  
Thursday 29th January 2009 at 2.00 p.m.

CHAIRMAN