MINUTES OF A MEETING OF THE
BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT,
ON WEDNESDAY, 25TH APRIL 2012 AT 2.30 PM

Present:

Peter Lacey	Chairman
Robert Sinclair	Chief Executive, Bristol Airport
Simon Spooner	CBI
Stephen Grove	GTMC/ABTA
Peter Taplin	SW Region and Bristol TUC
Councillor Colin Smith	Bristol City Council
Councillor Peter Edwards	Bath and North East Somerset Council
Councillor Annabel Tall	North Somerset Council
Councillor Basil Bucknell	Backwell Parish Council
Councillor Tony Heaford	Chew Valley Cluster of Parishes
Councillor Hilary Burn	Cleeve Parish Council
Councillor Roz Willis	Weston-super-Mare Town Council
Councillor Gill Patch	Winford Parish Council
Councillor Jane Bollen	Yatton Parish Council

Also in attendance:

Alan Davies, Planning and Environment Director, Bristol Airport
Jacqui Mills, Public Relations Manager, Bristol Airport
Mike Littleton, Community Relations Manager, Bristol Airport
Chris Ware, Head of Security, Bristol Airport
Phil Brockwell, Centreline Aviation
Inspector Barney Gardom, Avon and Somerset Police
Margaret Thornton, Secretary

1350. APOLOGIES FOR ABSENCE

Apologies for absence were received from Robert Durie, GWE Business West, Councillor Christine Turton, Wrington Parish Council, James Gore, Head of Communications, Bristol Airport, and Richard Kent, Head of Development Management, North Somerset Council

1351. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS

No declarations of interest were submitted by local authority elected members at this meeting.

1352. MEMBERSHIP OF THE COMMITTEE

Members were advised that Councillor Colin Timson had resigned as the representative

of the Chew Valley Cluster of Parishes on the Committee and Councillor Tony Heaford had been appointed as his replacement.

The Chairman welcomed Councillor Heaford to the meeting.

RESOLVED - that the information be noted,

1353. MINUTES - 25TH APRIL 2012

The Minutes of the meeting of the Airport Consultative Committee held on 25th January 2012, copies of which had been previously circulated, were submitted for approval and adoption.

RESOLVED - that the Minutes of the meeting held on 25th January 2012 be confirmed as a correct record and signed by the Chairman.

1354. PRESENTATION - PHIL BROCKWELL, CENTRELINE AVIATION

The Committee received a presentation from Phil Brockwell, Centerline Aviation.

Phil Brockwell advised that -

(a) Bristol Flying Centre comprised a group of companies and he hoped his presentation would dispel some of the myths that surrounded the activities at the Flying Centre.

(b) Centreline Aviation was a charter jet operator with seven private jets maintained and based at Bristol Airport. The Company also had aircraft based at Biggin Hill, Manchester, Luton and Stansted.

(c) the Company's operation was audited three times a year by the CAA and it operated in accordance with its Air Operator's Licence.

(d) its aircraft flew at 41,000 feet, above commercial commuter traffic.

(e) the majority of its work comprised business travel. Business travellers were buying time in using the services of Centreline Aviation as the check-in times were only 10 minutes before take off.

(f) Bristol Flying Centre, the parent company, was established in 1986 and started life as a flight training organisation for commercial pilots.

(g) the Company now handled all incoming private jets to the Airport.

(h) its maintenance facility was built seven years ago.

(i) in addition to its normal service Centreline Aviation also participated in the carriage of donor organs for transplants and supporting surgical teams if aircraft and crews were available. So far 19 organs had been delivered to recipients this year.

(j) he was also the Chief Executive Officer of the Flying Centre. This was a fixed base operation offering training for professional pilots on the type of jet aircraft it operated which are currently a Beech 200 and Cessna Citation Jet. The Centre had its own handling facility and engineering set up.

(k) Centreline Aviation had recently received the Baltic Air Charter Award for the best European Aviation Operator 2011.

Mr. Taplin enquired whether private individuals could still learn to fly from the Airport.

Phil Brockwell indicated that this was still possible through the Bristol and Wessex Flying Club.

Councillor Willis asked how many flights Centreline Aviation made in a week/month for the transportation of transplant organs.

Phil Brockwell advised that the number of flights varied. They had performed six flights so far this year and that number could double over the course of a 12 month period.

Councillor Willis enquired whether the commercial airlines could help the transport of organs and promotion of donor cards given the acute shortage of transplant organs.

Phil Brockwell indicated that donor transplantation was operated through one NHS Trust. Different modes of transport were used, depending on the time scale, in securing the delivery of the organs.

Chris Ware advised that easyJet carried organ parts on average 2 to 3 times a week.

Councillor Burn enquired whether Centreline Aviation worked within the Airport's night noise quota.

Phil Brockwell indicated that their aircraft were exempt.

Alan Davies explained that the movements counted but not against the night noise quota.

Councillor Heaford enquired which category Centreline Aviation's aircraft came under.

In response Alan Davies advised that they fell within the non commercial private

category.

Mr. Spooner asked what competition Centreline Aviation had in the South West and was advised by Phil Brockwell that there was a base at Gloucester. Private jet services operated over a wide catchment area. Nowhere in the UK was more than 30 minutes away from a private jet operation. However the number of competitors had reduced in recent times from 19 to 11.

Robert Sinclair enquired what impact the Olympics was likely to have on Centreline Aviation's operation.

Phil Brockwell indicated that as far as possible Centreline Aviation would steer well clear of London during the Olympics by using smaller airfields such as Cambridge. The Company was not anticipating that the Olympics would generate a significant amount of additional work.

Councillor Edwards enquired how many of the Company's employees lived in the local catchment area.

Phil Brockwell advised that the Flying Centre employed 53 people in total and many of these lived locally. It was the Centre's policy to train its own staff. His own office employed nine people and only two of those came from outside the Bristol area.

Councillor Smith asked of the range of the aircraft operated by Centreline Aviation.

Phil Brockwell explained that the range of the aircraft was payload specific. The CJ1 jet with four passengers could fly as far Nice and the CJ2 jet with four passengers could fly as far as Marrakech. Centreline Aviation had links with other private jet operations throughout Europe and was able to offer a quality service.

The Chairman thanked Phil Brockwell for his presentation and answering Members' questions.

RESOLVED - that the information be noted.

1355. QUESTIONS TO THE AIRPORT MANAGEMENT AND THE REPLIES THERETO
Questions from Councillor Hilary Burn

The Committee received questions to the Airport Management submitted by Councillor Burn, and the replies thereto, a copy of which is inserted in the Minute Book.

Alan Davies pointed out that the Airport had sought legal advice on the interpretation of the wording used in the Section 106 Agreement when listing the parishes defined as the local community. The advice given was that where a term (in this case 'include') was not

defined, the ordinary meaning applied. This would imply that the list was not exclusive and that the use of the Fund outside the six named parishes would be allowable provided the objective of the Fund was still met.

There had been a good local response to the fund and he did not envisage the situations highlighted in the questions arising in the first place or the Section 106 Agreement being called into question. However, if they did he suggested that this should be taken up with the Management Committee and the Airport Consultative Committee.

Councillor Tall indicated that she had spoken with Richard Kent about this matter and he concurred with the interpretation contained in the response to the questions.

Councillor Burn enquired whether there was an Ombudsman residents/parishes could complain to if they were unhappy with the way the fund was being used.

Alan Davies explained that the Section 106 Agreement was a legal agreement and any redress would have to be through the courts. There was a Local Government Ombudsman members of the public could complain to in respect of matters relating to North Somerset Council.

Councillor Burn asked whether the term 'parishes' included Weston-super-Mare Town Council.

Councillor Willis pointed out that Weston-super-Mare Town Council had the same status as a Parish Council. As far as she was aware the Town Council had never applied for funding from the Airport. She had applied for assistance in a personal capacity as a member of an outside organisation.

Councillor Burn indicated that Kingston Seymour was a similar distance from the Airport as Weston-super-Mare.

The Chairman emphasised that the Bristol Airport Local Community Fund Committee had agreed that priority would be given to funding projects in the named parishes in the Section 106 Agreement but that consideration would be given to projects in an outer area, broadly defined by the parishes represented on the Airport Consultative Committee. Projects from the wider area would have to meet the eligibility criteria closely.

Mr. Taplin suggested that there was no guarantee that the press would use all information contained in press releases issued by the Airport.

RESOLVED - that the questions from Councillor Burn and the replies thereto be noted.

1356. OPERATIONS MONITORING REPORT 2011

Alan Davies explained that the charts contained in the Operations Monitoring Report 2011, circulated with the papers for the meeting, were very faint and some of the tables showed percentage differences between 2009 and 2010 not 2010 and 2011. An updated version of the report, a copy of which is inserted in the Minute Book, had, therefore, been tabled for Members‘ consideration.

He then gave a brief overview of the contents of the report, which followed the same format as in previous years, and identified operational and environmental performance in 2011 compared with 2010.

(a) Aircraft Movements

The report showed the number of aircraft movements since the Terminal Building opened in 2000. The total aircraft movements in 2011 were lower than in 2001; the number of commercial aircraft movements had reduced for the fourth consecutive year and remained below 2004 levels; the number of non-commercial movements were approximately 50% of the number of movements handled by the Airport in 2001; and the number of positioning flights was the lowest recorded in the past 10 years reflecting an increased proportion of aircraft based at the Airport.

(b) Passenger Numbers

The total number of passengers had increased by 0.8% compared with 2010. Scheduled passengers had increased by 2.4% and EU international services had increased by 4.20%. The average number of passengers per flight was 109.4. The 10 most popular routes remained the same although there had been some movement within the top ten destinations and there had been a growth in passenger numbers on all routes. The top five destinations for 2011 were Dublin, Amsterdam, Edinburgh, Alicante and Malaga.

(c) Aircraft Noise

There was no overall change in the noise climate. The figures for the Felton monitor showed higher than normal levels of noise in December which could not be attributed to any aircraft movements and given that the monitor also picked up ground noise in the vicinity it could only be assumed that these anomalies related to activity at ground level.

The top 20 noisiest departing aircraft was similar to 2010.

2011 was the first year that a complete set of annual data was available for the Littleton Hill monitor.

The summer of 2011 saw the third lowest summer season night quota use on record.

(d) Noise Contours

The daytime noise contours forecast for the summer of 2012 had been calculated by overlaying general aviation movements onto the commercial aircraft movements based on an assumption that the movements will be as recorded in the summer period of 2011.

Parts of Lulsgate Bottom, Felton and Winford fell within the 57dB(A) contour. However most of Cleeve remained outside of this contour.

The Government's Guidance identified 63 dB(A) as the level at which noise insulation should be provided. The noise insulation scheme introduced in connection with the granting of planning permission for the Terminal Building and the diversion of the A38 had been extended beyond that contour to incorporate parts of Winford and Felton that lie within the 57dB(A) contour.

(e) Noise Complaints

There had been a 47% reduction in complaints in 2011 compared with 2010, and a reduction in the overall number of complaints received from Pensford and Cleeve.

It was thought that the spike in the number of complaints received in May 2011 may be attributable to the weather.

Whilst a number of complaints were received citing noise as the nuisance it was not always possible to correlate the event with an aircraft movement and this resulted in the majority of complaints being registered in the 'general' category.

(f) Surface Access

Bristol Flyer passenger numbers had increased by 14.4% in 2011 and 9.3% of passengers used public transport for their journey to and from the Airport.

(g) Traffic

Unfortunately it had not been possible to incorporate the total 2011 traffic figures in the report as some of this information had been mislaid.

The information which had been retrieved indicated that there had been no change in the two way 24 hour flow on the North Side of the Airport. Traffic coming in to the Airport in 2011 was 10% lower than 2008 and September 2011 traffic was 7% lower than 2008.

(h) Air Quality

The overall figures for 2011 for the Airport showed a reduction in NO2 concentrations. A new air quality programme was being introduced for 2012, which included the use of a new testing laboratory, as the Bristol City Council laboratory was no longer able to undertake the testing.

(i) Waste Management

Waste recycling and recovery was up to 29% of overall waste. The amount of waste to landfill had reduced by 10% and it was hoped that this figure might reduce to close to zero in future years as arrangements had been made to take the waste to a plant at Avonmouth to be created into energy.

(j) Utilities and Energy Management

Total airport-wide energy use had reduced in 2011.

(k) Employment

Employment numbers were down in 2011 to 2,564 compared with 2,672 in 2010.

(l) Community Relations

The Community Investment Fund was replaced by the Bristol Airport Local Community Fund in 2011 in accordance with the planning obligation in the Section 106 Agreement accompanying the 2011 planning permission for the development of Bristol Airport.

(m) General Issues

Councillor Edwards expressed concern regarding the number of noise complaints received in 2011 from Bath and enquired whether these complaints were founded.

Officers from the Airport advised that the complaints were predominantly from one person and that several related to aircraft transiting through Bristol Airport's airspace.

Councillor Burn pointed out that the Leq noise level had increased compared to 2006/2007.

Alan Davies explained that this was attributable to a change in noise events. The level of increase would be undetectable to the human ear as it required an increase of 10 dB(A) before it became noticeable.

Councillor Burn indicated that the noise levels had increased despite changes in the fleet and less aircraft movements which suggested that noise events were getting

louder.

Robert Sinclair concurred that there was marginally more noise as an average, but stressed that there were less noise events.

Alan Davies explained that the readings reflected all noise not just that from aircraft.

Councillor Burn suggested that the figures averaged out at over 60.6 Leq and properties in Cleeve Hill Road and Chapel Lane were being subjected to that continuous sound level.

Alan Davies pointed out that the noise monitor was positioned on the runway centre line.

Councillor Tall indicated that it was a statutory requirement to monitor NO2 emissions.

Alan Davies concurred and advised that the Airport had engaged the services of another laboratory to undertake air quality testing.

Mr. Taplin enquired whether employee numbers would increase in the next few months with the onset of the summer season.

Robert Sinclair confirmed this to be the case.

RESOLVED - that the Operations Monitoring Report 2011 be noted.

1357. CHIEF EXECUTIVE'S REPORT

(a) Overview of Current Activities

Robert Sinclair advised that -

(a) based on the Euro at almost 1.23 to the £, the Olympics, the poor weather, and a double bank holiday in early June all the indicators suggested that, in line with expectations, passenger numbers would be incrementally up on last year.

(b) the Bristol and South-West market was reasonably positive and the Airport was cautiously optimistic about the forthcoming summer season.

(c) however, the high fuel price may result in capacity reductions over the forthcoming winter.

(d) overall, another year of incremental growth was anticipated with positive implications for the Airport, as a business, and its employees.

(b) Current Status of Planning Approvals/Applications

The Committee received a report, a copy of which is inserted in the Minute Book, identifying the current status of the Airport's recent planning approvals and proposed applications. This included the report on the 2011/12 winter season night quota use.

(c) Noise Action Plan 2010-2015

Alan Davies advised that the Airport's Noise Action Plan had now been adopted by the Secretary of State and had been published on the Airport's website.

(d) Capital Projects - Update

Robert Sinclair advised that -

(a) a number of developments were proceeding around the Airport.

(b) work on the new aircraft stands was well advanced and scheduled to be completed in about a month.

(c) the construction of the new base to house the snow equipment was under way and would be completed in a few months time.

(d) the primary radar was in the process of being replaced.

(e) within the Terminal Building the passenger security search area was being extended; a new immigration channel was being developed; and key retail and catering outlets and the toilets were being upgraded.

(f) work was being undertaken in the North Side Car Park to delineate the parking bays.

(e) New Routes 2012

Robert Sinclair advised that -

(a) easyJet was introducing a new route to Copenhagen four times a week from the end of September 2012. This was seen as a good business route as well as a popular destination to visit. The Danish people are also well travelled and it was hoped that the introduction of this service would encourage in-bound tourism to the region.

(b) Ryanair was introducing a new route to Warsaw three times a week from the end of October 2012.

(c) Bristol now served 13 European capital cities.

(f) Routes Conference

Robert Sinclair explained that a team from Bristol Airport would be visiting Tallinn in Estonia shortly for the annual European Route Development Conference. He would report further on the outcome of the Conference to the next meeting of the Committee.

(g) Bristol Flyer Service

Robert Sinclair advised that the timetable for the Flyer service had been extended to provide a service throughout the night. 45 people had taken up concessionary fares to date and a further five applications were being processed.

Alan Davies indicated that arrangements were in hand to create a new Flyer stop at Hobbs Lane, Barrow Gurney. The proposal had been agreed with First Bus and was currently with the Traffic Commissioner. It was hoped that the new stop would be in place in July.

(h) Seasonal Recruitment

Robert Sinclair indicated that seasonal recruitment was now under way and 25 people had been hired recently in a wide variety of roles. The majority of recruits were local people.

Jacqui Mills advised that Servisair was seeking to recruit 80 people for the summer period and was working with local colleges to fill the vacancies.

Councillor Smith enquired of the outcome of the Chief Executive's approach to the First Minister for Wales.

Robert Sinclair confirmed that he had written to the Welsh First Minister seeking a meeting but had not yet received a response. About 12% to 13% of passengers using the Airport came from Wales and so the Welsh market was an important one for the Airport and the Airport could do a lot to provide air connectivity for people and businesses in Wales. The Welsh Assembly was thinking hard about the future of Cardiff Airport. There were a number of airports, in addition to Bristol, involved in providing services to people living in Wales. It was important to view this matter pragmatically and not just within national borders. The Airport would be keeping a close eye on developments.

Councillor Edwards referred to the fact that when Continental Airlines had withdrawn their service to the USA the Airport had intimated that it was seeking to open negotiations with other airlines with a view to securing a replacement service and enquired whether there had been any progress in this matter.

Robert Sinclair explained that the Airport kept an open dialogue with United Airlines (formerly Continental) and other airlines with a view to securing a replacement service. However, in the current economic environment, the likelihood of securing a replacement service in the short term was low. Continental had been extremely complimentary about the support they had received during the five years they had operated to and from the Airport and the Airport had maintained a good relationship with the Airline. The service had been withdrawn as a result of a number of factors including aviation tax, fuel prices, currency cross rate and a reduction in business class passengers due to the recession. Mr. Sinclair believed that, given the right conditions, United would look at reintroducing a service from the Airport in the future.

Mr. Taplin enquired whether, given the increasing problems of water shortage, the Airport collected surface water for its own use.

Alan Davies explained that surface water from site drained into soakaways and thence into the underground aquifer. To store an adequate supply of water would necessitate the construction of a large reservoir and such a development was not economically viable at the present time. There was a network of boreholes around the site for testing purposes which could be used to supply water if necessary.

Councillor Patch enquired whether there had been any developments with regard to the hotel on site.

Robert Sinclair indicated that this was an ongoing project but that there were no new developments to report at this stage.

RESOLVED - that the report and information be noted.

1358. POLICING AT THE AIRPORT

Inspector Barney Gardom advised that -

(a) the total number of arrests for the year 2011/2012 was 140, a reduction of 8% over the previous year.

(b) the number of reported crimes for the same period was 93 compared with 105 in the previous year.

(c) 2011 saw the introduction of the of the Public Service Agreement between the Police and the Airport. Policing at the Airport had changed considerably as a result of this contract and it was not possible to make a perfect comparison between the statistics for 2011/2012 and the previous year. The Public Service Agreement was working well.

(d) in February an incident had occurred when a passenger had been verbally racially abusive to a member of staff. The Police had taken a strong line on this unacceptable behaviour and charged the individual concerned.

(e) as a result of the Airport's CCTV it had been possible to detect or rule out a number of reported thefts particularly in the area of the search cones. During February an IPad had been stolen. With the assistance of the CCTV it had been possible to trace the thief onto a flight to Poland and with the cooperation of other agencies it had subsequently been possible to recover the IPad.

(f) the number plate recognition cameras in use at the Airport had identified a disqualified driver on two occasions. As he was disqualified he was also driving without insurance. Driving whilst disqualified and without insurance were criminal offences.

(g) the Airport had been the subject of a number of anti-vivisection protests in recent months. The protestors comprised two groups. One group maintained a peaceful protest whilst the other was more disruptive. During a recent protest by the second group six people had been arrested. The cases were now with the Crown Prosecution Service.

Mr. Taplin enquired why security on the Administration Building had been relaxed.

Chris Ware explained that security on the Administration Building had not been changed. The entrance was monitored by CCTV and visitors were required to report to the security desk and sign in although allowances were made to the signing in process for known visitors such as Members of the Consultative Committee.

RESOLVED - that the information be noted.

1359. STATISTICS

(a) Passenger

The Committee received a report, a copy of which is inserted in the Minute Book, setting out comparable passenger statistics for the three months period 1st January to 31st March 2011 and 2012.

(b) Aircraft Movements

The Committee received a report, a copy of which is inserted in the Minute Book, setting out comparable aircraft movements for the three months period 1st January to 31st March 2011 and 2012.

(c) Flyer Volumes

The Committee received a graph, a copy of which is inserted in the Minute Book, setting out the total passenger volumes for the Bristol Flyer Service for the period January 2003 to March 2012.

RESOLVED - that the reports and graph be noted.

1360. NOISE MANAGEMENT

The Committee received a report, a copy of which is inserted in the Minute Book, identifying the number of complaints relating to noise received on a monthly basis for the period 1st January to 31st March 2012; the number of aircraft movements during the same period; the reasons for the complaints; and the locations the complaints had emanated from.

Mike Littleton pointed out that the report contained a new map consolidating the locations complaints had emanated for the three month period. The map was very much an embryonic version. He thought it was likely that the Airport would revert to producing maps on a monthly basis for the next meeting.

Councillor Burn indicated that she had submitted a noise complaint about a Thomson flight which had taken off from runway 27 because runway 09 was in use and immediately turned back towards the Airport. The aircraft, which she had followed via the Tracker, flew over Cleeve at about 1,300 feet and was incredibly loud. She questioned the safety and environmental aspects of such a manoeuvre and enquired how the Airport could compensate for the noise.

Mike Littleton indicated that the Airport could not compensate for the noise. The wind was light from a northerly direction on the day in question and the Thomson flight had taken off from runway 27. The use of runway 09 would have increased the distance flown by 10 - 15 miles with additional fuel burn and emissions. It was normal practice for aircraft to request the most expeditious runway direction to suit their departure route.

Councillor Burn asked why

(a) aircraft could not take off in one direction and land in the opposite direction.

(b) the noise impact on local residents could not also be factored in.

Alan Davies explained that the direction of take offs and landings averaged out over the course of a year.

After a further exchange of views the Chairman suggested that it would not be possible to resolve the difference in opinion in this matter at this meeting.

RESOLVED - that the report and presentation be noted.

1361. SERVICE QUALITY REPORT

The Committee received a report, a copy of which is inserted in the Minute Book, identifying customer feedback and complaints on services provided by the Airport for the period 1st January to 31st March 2012.

Jacqui Mills advised that -

(a) the high level of baggage complaints in January had resulted from delays which had occurred because some baggage and skis had been containerised on a particular airline service and had taken longer to unload.

(b) the increase in passengers with reduced mobility requiring assistance in February was largely as a result of passengers incurring injuries whilst on holiday.

(c) the lack of baggage delivery times for the last quarter was solely attributable to an upgrade of the system and figures would be available for the next meeting

RESOLVED - that the report be noted.

1362. PASSENGER EXPERIENCE

The Committee received a report, a copy of which is inserted in the Minute Book, advising that a member of the public had asked that Members' attention be drawn to the following areas of customer service at the Airport, where he feels, from personal experience, there is a need for improvement -

(a) the complaints website, which he feels is very unfriendly and does not allow anyone using it to have a two-way dialogue with the Airport to resolve issues.

(b) the way in which complaints are dealt with. He is concerned that there appears to be a lack of centralised governance over complaints, and shortcomings in the training of staff to deal with members of the public.

The Chairman explained that the member of the public concerned had not asked for his individual complaint to be looked at by the Committee but two areas of customer service where he felt there was a need for improvement.

Jacqui Mills indicated that the complaint had related to alleged damage to a vehicle whilst it was parked at the Airport. All vehicles entering the Silver Zone car park were photographed to enable the Airport to confirm whether any reported damage had

occurred whilst in the car park. Any damage to a vehicle must be reported before the vehicle left the car park. Each complaint was assigned to an appropriate Manager to deal with. Unfortunately the Manager in this instance had been away sick for a period of time which had resulted in a delay in dealing with the complaint. The Airport acknowledged that this was not satisfactory and steps had now been taken to avoid such a situation arising in the future. The complaint had now been resolved.

Robert Sinclair advised that -

(a) the Airport received approximately one complaint per 10,000 passengers which was relatively low.

(b) complaints were received in many ways including via the Airport's website, email, letter, telephone and in person. From time to time he also received complaints direct.

(c) during the last six months the Airport had reviewed its complaints handling arrangements and consolidated its previous arrangements into a centralised system overseen and managed by the Public Relations Manager.

(d) it was important that complaints were dealt with in a consistent manner and responded to promptly and bringing all complaints together under one Manager should help to achieve this.

(e) no system was 100% fool-proof and there had been occasions in the past when people had not always received a response to their complaint.

Councillor Willis explained that other organisations, such as the Police Authority, undertook a system of auditing of complaints such a dip sampling. Members of the Police Authority would select complaints on a random basis and check that they had been dealt with in accordance with the Authority's Complaints Procedure. If there were concerns around the handling of complaints she suggested it might be worth considering a system of external auditing on a six monthly basis perhaps using Members of the Consultative Committee.

Robert Sinclair advised that all complaints reviewed by senior employees at the Airport on a monthly basis. The Airport treated all complaints it received very seriously.

Mr. Taplin indicated that he would like the Committee to record its support for Jacqui Mills.

Councillor Smith suggested that consideration might be given to Members of the Consultative Committee shadowing nominated employees in the Airport for half a day.

The Chairman thanked Members for their suggestions.

RESOLVED - that the report and the response from the Airport Management be noted, and that Airport Management consider the suggestions put forward by Members.

1363. PEOPLE - UPDATE

The Committee received a report, a copy of which is inserted in the Minute Book, advising of current developments.

RESOLVED - that the report be noted.

1364. BRISTOL AIRPORT LOCAL COMMUNITY FUND

The Committee received a report, a copy of which is inserted in the Minute Book, setting out the projects assisted by the fund in February 2012; the dates of meetings and deadlines for the submission of applications for the remainder of 2012, together with the draft Minutes of the meeting held on 24th February 2012.

Councillor Burn indicated that Cleeve Parish Council and the Parish Councils Airports Association had expressed concern that the title 'Bristol Airport Local Community Fund' did not reflect the fund's purpose.

Robert Sinclair expressed the view that the name 'Bristol Airport Local Community Fund' was appropriate. It was a balanced description of the fund which was focused on the local community and founded in the Section 106 Agreement. He did not feel that it would give rise to any ambiguity as to its purpose in the local community.

The Chairman pointed out that the name did not affect anything contained in the Section 106 Agreement relating to its establishment.

Councillor Bucknell indicated that Backwell Parish Council had been trying to secure a pedestrian crossing on the A370 for some considerable time. It had been thought that agreement had been secured with North Somerset Council around the funding of the crossing but they had come back seeking a larger contribution. Backwell Parish Council had increased its contribution but the added donation from the Bristol Airport Local Community Fund had made all the difference in securing the crossing.

Robert Sinclair said that the Airport was pleased to be able to make a grant towards the cost of providing a Puffin road crossing on the A370 in Backwell. Safety was paramount to the Airport and this was the sort of project the fund should be focusing on.

The Chairman drew attention to the closing date for applications to the fund to be considered on 15th June 2012.

Councillor Burn pointed out that parts of Cleeve fell between the 57 and 63dB(A) noise contours and enquired whether properties within this area would be eligible to apply to the fund for noise insulation grants.

Alan Davies advised that each application for a noise insulation grant would be considered on its individual merits having regard to the prevailing noise levels, the Government's Guidance on noise insulation and available funds.

The Chairman stressed that it was important that all applicants completed the application form correctly and provided as much information about their cause as possible. Failure to answer all the questions on the form could result in an application being deferred or refused.

Alan Davies explained that when planning permission had been granted for the Terminal Building and the diversion of the A38 a generous noise insulation scheme, administered by North Somerset Council, had been introduced with boundaries which had extended beyond the noise insulation levels identified in the Government's Guidance.

In response to a comment from Councillor Burn, Robert Sinclair indicated that the fund was not intended to address only noise mitigation. Applications for noise insulation would be considered on their individual merits, in accordance with the criteria adopted by the Committee.

RESOLVED - that the report be noted.

1365. BRS PRESS RELEASES

The Committee received copies of BRS press releases issued during the period 3rd January to 20th March 2012, copies of which are inserted in the Minute Book.

Mr. Spooner sought further information with regard to the plans for a 'business-friendly' boarding gate for use by airlines serving key business routes.

Jacqui Mills confirmed that it was proposed that Gate 10 should become dedicated for use by airlines serving key business routes.

Robert Sinclair explained that this was one of a number of enhancements, including premium car parking and fast tracking through security, which the Airport was seeking to introduce to make it more attractive to business travellers.

RESOLVED - that the BRS press releases be noted.

1366. MINUTES - ENVIRONMENTAL EFFECTS WORKING PARTY

The Committee received the Minutes of the last meeting of the Environmental Effects Working Party held on 11th April 2012, a copy of which is inserted in the Minute Book.

RESOLVED - that the Minutes of the Environmental Effects Working Party held on 11th April 2012 be noted.

1367. ITEMS OF GENERAL INTEREST

(a) CAA Passenger Portal of Advice and Support for Passengers

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the CAA had launched a new dedicated passenger portal of advice and support, helping people to access information about air travel during the UK's peak season for travel bookings and beyond.

RESOLVED - that the report be noted.

(b) CAA Policy and Guidelines on Wind Turbines (CAP 764)

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the CAA had published a CAP setting out its policy and guidelines on wind turbines.

RESOLVED - that the report be noted.

(c) Airport Charges Regulations Policy on the Designation and De-Designation of Airports with more than 5 Million Passengers

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the Department for Transport had issued the Government's Airport Charges Regulations Policy on the designation and de-designation of airports with more than 5 million passengers.

RESOLVED - that the report be noted.

(d) Civil Aviation Bill

The Committee received a report, a copy of which is inserted in the Minute Book, advising that a number of changes had been made to the Civil Aviation Bill between publication of the draft in November 2011 and its introduction on 19th January 2012 and highlighting one of the main changes relating to the Air Travel Organisers' Licensing (ATOL).

RESOLVED - that the report be noted.

(e) Aviation All Party Group

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the All-Party Parliamentary Group for Aviation had launched an inquiry into how Government policy can help to maintain and enhance the UK aviation industry's international competitiveness.

RESOLVED - that the report be noted.

(f) Committee on Climate Change - Inclusion of International Aviation and Shipping Emissions in Carbon Budgets

The Committee received a report, a copy of which is inserted in the Minute Book, summarising the findings of the Committee on Climate Change's report - 'Scope of carbon budgets - Statutory advice on inclusion of international aviation and shipping'.

RESOLVED - that the report be noted.

1368. ANY OTHER BUSINESS

(a) Flooding - A38 at Lulsgate Bottom

Councillor Patch referred to the flooding of the A38 at Lulsgate Bottom that morning, with all its attendant difficulties, and asked Robert Sinclair whether the Airport could bring pressure to bear on North Somerset Council to resolve this recurring problem. She indicated that there had been discussions, in the past, about flood relief works in this area but nothing had come to fruition.

Robert Sinclair advised that he had been in contact with North Somerset Council that morning regarding the severe flooding of the A38 at Lulsgate Bottom and the disruption it was causing to people trying to access the Airport. The Airport would continue to apply pressure for a resolution of this problem.

The Chairman concurred that it was not helpful if access to the Airport became an issue every time the area experienced heavy rainfall.

Councillor Patch indicated that it would be nice to know if there were any proposals to relieve the flooding in this area.

Councillor Willis explained that Richard Kent had been unable to attend the meeting because it clashed with a meeting of North Somerset Council's Planning and Regulatory Committee which, in his capacity of Head of Development Management to the Council, he was required to attend. Meetings of the Consultative Committee frequently clashed with meetings of the Planning and Regulatory Committee and she suggested that the dates of future meetings of this Committee be reviewed at the Annual General Meeting

to see whether this clash could be avoided for the future.

The Chairman indicated that he was aware of this problem and due consideration would be given to avoiding potential clashes when recommending dates for meetings of the Consultative Committee for 2012/2013.

(b) Secretary to the Consultative Committee

The Chairman explained that Margaret Thornton was standing down as Secretary to the Consultative Committee at the Annual General Meeting and that Vicky Brice had been appointed as her successor.

1369. DATE OF NEXT MEETING

The Chairman advised that the next meeting of the Committee, which was the Annual General Meeting, would be held at 2.30 pm on Wednesday, 25th July 2012.

There being no further business the meeting was declared closed.