

**MINUTES OF THE MEETING OF THE
BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT
ON WEDNESDAY 24th JANUARY 2018**

Meeting commenced: 2.30pm

Meeting concluded: 4.35 pm

Present:

Barry Hamblin	Chairman
Janis Kong	Chairman of Bristol Airport
Rachel Seward	AOC (for the majority of the meeting)
Hugh Kirkbride	TUC - Bristol & South West region
Councillor Steven Mitchell	Backwell Parish Council
Councillor Liz Richardson	Bath and North East Somerset Council
Councillor Barry Clark	Bristol City Council
Simon Spooner	CBI South Western Region
Councillor Hilary Burn	Cleeve Parish Council
Councillor Peter Bryant	North Somerset Council
Councillor Ian Porter	Weston-super-Mare Town Council
Councillor Gill Patch	Winford Parish Council
Councillor David Glynn	Wrington Parish Council
Councillor Roger Wood	Yatton Parish Council
Mr Richard Kent	Head of Development Management, North Somerset Council

Also in attendance:-

Simon Earles, Planning and Sustainability Director, Bristol Airport
James Gore, Head of Government and Stakeholder Relations, Bristol Airport
Liz Higgins, Planning Manager, Bristol Airport
Tom McEwen, Customer Service Delivery Manager, Bristol Airport
Jacqui Mills, Public Relations and Community Manager, Bristol Airport
James Shearman, Head of Sustainability, Bristol Airport
Inspector Barney Gardom, Avon and Somerset Police (until minute 1829)
Duncan Woods, Senior Ports Officer, South West Counter Terrorism Intelligence Unit (until minute 1829)
Vicky Brice, Secretary

1824. Apologies for Absence

Apologies were received from Councillor Tony Heaford (Chew Valley Cluster of Parishes).

1825. Declarations of Interest for Local Authority Elected Members

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

1826. Minutes – 1st November 2017

a) Confirmation of Accuracy

RESOLVED: that the minutes of the meeting held on 1st November 2017 be confirmed as a correct record and be signed by the Chairman subject to the heading of minute 1809 (d) being amended to read “New Routes for 2017/2018” and the addition of a sentence in the Planning Update (minute

1814 refers) to state that “Liz Higgins confirmed that the new aircraft stand was additional to the 33 granted under planning consent of 2011”.

b) Matters Arising

Airport Management had tabled a note regarding the Department for Transport Aviation Forecasts 2017 Yearly Airport Data report, which provided background to the forecasts. At the request of Councillor Burn, the link to the document would be circulated to members. It was noted that the projections for Bristol Airport assume the current 10mppa planning cap is in place, hence the reason why growth beyond this point is not shown.

1827. Bristol Airport Report

The Chairman gave her report on the following subjects:

a) Overview of Current Activities

The appointment of the Chief Executive Officer was imminent and it was hoped that the successful candidate would be in post by the Summer. The Committee welcomed James Shearman as the Head of Sustainability. She referred to three separate events which had occurred towards the end of last year, which had affected the operation of the Airport for short periods of time, but thanked the teams for their hard work in resolving the matters. 2017 had been a landmark year, with the Airport celebrating its 60th Anniversary, exceeding 8 million passengers, the return of British Airways and the introduction of the 787 dreamliner with flights to Florida and Mexico. 2017 had also welcomed the British Airway flights to Ibiza, Palma and Malaga and easyJet flights to Stockholm and Athens.

Looking ahead to 2018, the Airport was likely to receive over 8.5m passengers and would be considering future development. The Chairman welcomed the feedback being received on the Master Plan and referred to Brexit.

b) Passenger Experience Improvements

The airport had good inbound records, being part of Destination Bristol, an on-site hotel which had proved very popular, 10 new e-passport gates and a self-drop baggage system with easyJet, all of which had helped improve passenger experience. The new A320 neo aircraft introduced as part of the easyJet fleet was also 50% quieter. The airport had worked hard to improve services for passengers with reduced mobility with its “Changes Places” programme and had taken steps to make the airport autism and dementia friendly.

She was proud of the recent ASQ results (see minute 1835) and advised members that the Airport would be establishing a new fund of £60,000 for community projects. Details were being finalised, but it would enable some projects and locations which didn’t meet the existing community fund criteria to be considered.

c) Capital Projects

Work had commenced in November 2017 on the construction of the multi-storey car park.

d) New Routes for 2018

Bmi regional had announced new routes to Gothenburg, and easyJet would commence flights to Genoa and Seville in the summer. TUI had extended its route network to Iceland, Marrakesh and Boa Vista. Ryanair had added a Valencia route to its network.

1828. Policing at the Airport

Inspector Barney Gardom provided an update on the crime statistics relating to Bristol Airport. The national security threat remained at severe. He emphasised that the Police were in every part of the airport, as demonstrated on twitter feeds, giving examples of tackling crime – from stolen goods to vehicles without insurance. His team had also supported the National Crime Agency. In response to a question, Inspector Gardom confirmed that they sometimes tackled unauthorised parking outside of the Airport grounds, but their primary focus was the safety and security of the airport.

1829. Questions to Airport Management

Councillor Burn had raised an informal question regarding the Airspace and Noise Engagement Group, which the Chairman would address later on in the meeting (minute 1839 refers).

1830. Presentation – Duncan Woods, Senior Ports Officer for Special Branch

Mr Duncan Woods, Senior Ports Officer for South West Counter Terrorism Intelligence Unit (SWCTIU) gave a presentation outlining the work of the unit, an explanation of the different threat levels and examples of the flexible response to threats, including insider threats. He answered several questions raised by members.

1831. Preparing a New Master Plan – Community Engagement

Members received an update on the consultation engagement process to date. The public consultation closed on the 26th January 2018. Airport Management drew attention to the five pillars and three scenarios demonstrating what a 20m passenger airport could look like in 2045. The scenarios illustrated different ways in which the airport could be developed. Officers responded to questions regarding on-site maintenance facilities and the level of ambition within the plan - which was considered to be ambitious in terms of service delivery and sensible in terms of infrastructure and growth.

It was reiterated that the consultation document included three illustrative scenarios. A set of options was being worked on which would include sustainability criteria. The next steps would become clearer through the draft Master Plan process. Local Parishes and Committee members would be contacted should any further decisions be reached on how Airport Management may proceed in the short-term if this occurred in advance of the next quarterly meeting of the Airport Consultative Committee.

1832. Planning Update

Liz Higgins, Planning Manager, updated members on recent planning matters. A permitted development submission had been made for a second storey extension to the existing Airline Services building. A planning application for a Change of Use, erection of a three metre high security fence, removal of an existing hedgerow and re-grading of land had been submitted to North

Somerset Council. Members expressed concern at the proposed removal of the existing hedge and Airport Management agreed to investigate whether the hedge could be retained. Liz also updated the committee on forthcoming planning applications in 2018, advising that the 2011 planning permission included the second phase of work to the west and east terminals. After further consideration, it had been agreed that it would be better to extend the terminal to the south rather than the east – this would be subject to a separate planning application later in the year. Outstanding reserved matters were being prepared including the car hire consolidation centre, the South Side taxi way, aircraft stands on the site of the existing Old Terminal Building and associated acoustic wall. A “look ahead” paper would be prepared for the next meeting to show how these matters would be taken forward.

1833. Statistics

a) Passenger

The Committee received a report setting out comparable passenger statistics for 1st January 2017 to 31st December 2017 against the same period last year.

b) Aircraft Movements

The Committee received a report setting out comparable aircraft movements for 1st January 2017 to 31st December 2017.

c) Flyer Volumes

The Committee received a graph setting out the total passenger volumes for the Bristol Flyer service for the period April 2011 – December 2017. It was noted that the new Weston service had not been included in the graph. There had been a slight fall in the flyer passenger numbers which may be attributed to changes in passenger profile and the increased use of the Bath service. A new fleet of vehicles was being introduced in 2018 which would see further improvements. It was also intended to appoint a manager to further improve the use of sustainable travel. Airport Management offered to present a report on bus services to the next meeting.

RESOLVED: that the report be noted.

1834. Environmental Effects Working Party and Environmental Monitoring Report

Members received the Environmental Monitoring Report for October - December 2017 together with the draft minutes of the meeting of the Environmental Effects Working Party held on 9th January 2018. The Operations Monitoring Report would be submitted to the next meeting and Airport Management would endeavour to provide information on plastics as part of this report.

1835. Service Quality Report and ASQ results

The Committee received a report identifying customer feedback and complaints for the period October to December 2017, with some comparisons for the same period last year. The events towards the end of the year had impacted on the level of some complaints (i.e. flight disruption). Airport Management had been delighted that the Airport had been rated 1st in the UK for overall satisfaction and 10th out of 108 airports in Europe during Q4 of 2017. A summary was circulated at the meeting. It was noted that the Airport had been rated either 1st or 2nd for customer satisfaction for six consecutive quarters. Simon Earles, Planning and Sustainability Director, reiterated that this

was an outstanding set of results, congratulated the team, and suggested that the Committee may wish to place further emphasis on the consumer and passengers within its meetings.

A Customer Charter had been agreed by the Airport in conjunction with several Business Partners and would go live in March 2018. This contained four pledges geared to providing excellent customer service across the airport. Airport Management answered several questions on training, funding, alcohol licensing hours and recycling of plastics.

RESOLVED: that the report be noted.

1836. People – Update

The Committee received a report updating on various initiatives including recruitment, learning and development and work experience, placements and apprenticeships.

RESOLVED: that the report be noted.

1837. Bristol Airport Local Community Fund

The draft minutes of the meeting held on 1st December 2017 were tabled at the meeting. A total of £25,866 had been donated or pledged, bringing the total since the fund was set up in 2012 to £705,357. Airport Management answered questions relating to this fund and noted that the new fund being established would give wider discretion as to the types of projects which could be considered over a wider area. Litter along the A38 and Brockley Combe was an issue and officers would consider this. Members noted several charity initiatives including two Santa flights which had been enjoyed by 300 young children and funding raising for the hospice and the Royal British Legion Poppy Appeal. Engagement had also taken place with a local school looking at travel and geography.

1838. BRS Press Releases

The Committee received a summary of media releases issued by Bristol Airport and Business Partners.

RESOLVED: that the media releases be noted.

1839. Items of General Interest

The Committee received an item of interest report including the CAA consultation on Guidance for airlines assisting people with hidden disabilities. The Airport had continued to work hard to improve this service and was doing well. Correspondence had also been circulated to members following the Airspace and Noise Engagement Group (ANEG) meeting held on 13th October 2017 and in preparation for the meeting to be held on 5th March 2018. The Chairman updated members on its aim to quantify the effects of aviation noise and referred to guidance and best practice. The Airspace Change guidance had been issued with effect from 2nd January 2018 and two events would be held to explain the new process. He also referred to increased tourism and economy benefits achieved through the “Visit Somerset” initiative. The Chairman then drew members attention to several items of interest within the UKACC’s bulletin.

In response to a question, Airport Management agreed to take investigate why the lighting on the sculpture was not working.

RESOLVED: that the report be noted

1840. Notification of Items of Business for the Next Agenda

Several items had been referred to earlier in the meeting.

1841. Any Other Business

The next meeting would be held at 2.30pm in the Bristol Room on Wednesday 25th April 2018. The Secretary would need to receive any questions for Airport management by 4th April 2018.

There being no further business, the Chairman declared the meeting closed.