**Newcastle Airport Consultative Committee**

**Minutes of Meeting**

**12th September 2023**

**Present Representing**

David Haley (DH) Chair

Fiona Raje (FR) Consumer Representative

Stephen Phelps (SP) Dinnington Parish Council

Sheila Barbour (SB) Hazlerigg Parish Council

Gordon Ferguson (GF) Woodlands Park Residents Association

Alan Varley (AV) Ponteland Town Council

Cllr Richard Dodd (RD) Northumberland County Council

Emma Vierira Woolsington Residents Association

Scott Savin Darras Hall Estates

**For Newcastle International Airport (NIAL)**

Graeme Mason (GM) Planning and Corporate Affairs Director

Kate Hall (KH) Marketing and communications Manager

1. **Welcome from the Chair**

The Chair welcomed attendees to the meeting.

1. **Apologies for Absence**

John Littleton (JL) Deputy Chair/Woolsington Parish Council

Mick Henry (MH) Consumer Representative

Cllr John Usher (JU) Sunderland City Council

Cllr Sarah Burtenshaw (SB) North Tyneside Council

Cllr Linda Wright Newcastle City Council

Eric Mackinlay Brunswick Parish Council

Cllr Elizabeth Scott (ES) Durham County Council

Cllr Alex Geddes Gateshead Council

Cllr Alan Turnbull Heddon-on-the-Wall Parish Council

Alistair Ruffman Norseman Travel

1. **Election of Chair, Deputy Chair and Appointment of Secretariat**

GM welcomed the Committee to the annual AGM. GM asked for any other candidates for the position of Chair and Deputy Chair. No other candidates were put forward, DH and JL were re-elected Chair and Deputy Chair by unanimous vote.

KH, representing the Airport, was re-elected Secretariat by unanimous vote.

1. **Minutes of last meeting and matters arising**

The Committee agreed the minutes of the last meeting were an accurate representation.

The matters arising from the previous meeting had all been completed. GM thanked the Committee for their comments on the Noise Action Plan, which has now been submitted to Defra.

**4. Chairman’s Business**

DH was deeply saddened to hear of the passing of John Scott. John was previously a very active member of the Committee and its Deputy Chair, and representative of the Darras Hall Estates Committee.

DH shared that in the recent CAA Accessibility Report the Airport performed extremely well, ranking 'Good' in the first three months of the period and then 'Very Good' for the other nine months of the report.

DH reported that the CAP 1616 review has recently been released, having last been reviewed in January 2016 he recommended that members of the Committee took the time to read the report.

**5. Secretary’s Business**

GM shared the news that Jayne Oswald (JO), the Airport’s Environmental and Sustainability Advisor will be leaving the business shortly. The Committee agreed that JO had done an excellent job as the Committee’s Secretary and passed on their thanks.

GM shared that the Airport’s Planner recently attended a meeting regarding the local bus service provision. He set out the concerns of the Committee and the Airport on the lack of local bus routes servicing the Airport. GM advised the Committee that he would keep them updated with any further information on this.

AV asked what would ‘good’ look like in terms of bus routes?

GM and DH confirmed that there used to be a route that ran through the Airport towards Kingston Park. They also confirmed that the reintroduction of a route, especially during the night, would provide a well needed public transport option for passengers and staff looking to get to the Airport in the early hours.

**6. Airport Company Report**

GM took the Committee through the Airport Company Report. GM highlighted that the business continues to perform strongly and has seen well over 90% of pre-pandemic passenger numbers year to date, with passenger numbers this summer higher than forecast.

There have been some operational challenges over the last few weeks, most noticeably the fires on the island of Rhodes and the NATS outage. GM reported that during the NATS outage team members performed extremely well and managed the incident swiftly and effectively. There was a lot of media interest throughout the Monday and Tuesday following the incident.

In terms of airline updates, GM shared that AEGEAN has added additional frequencies over the Christmas and New Year period, KLM has added a 5th daily frequency and SunExpress has announced that it will continue to operate flights from the Airport next summer.

GM shared that the Airport was one of the top ranked UK Airports in the recent Which? report.

He went on to explain that security continues to perform well, despite high numbers of passengers, with 97% of passengers being processed through security in 6 minutes or less. The first of the next generation security scanners is now in place, and staff are using it for training. The rest of the next generation security scanners will be put in place over the winter period, ready for next summer.

RD suggested that there could be more seating for passengers putting shoes back on. GM said he would feed that back in.

GM highlighted that the Passenger Assistance team had helped over 38,000 passengers year to date. This is a 34% increase compared to 2022 however a similar number compared to 2019.

SB mentioned that on her recent journey through Newcastle Airport she had to travel downstairs to her gate which caused some difficulty for other passengers on her flight.

GM said he would feed that back into the business and see if signage could be improved.

GM advised that KH had been promoted to Head of Marketing and Communications and that the Airport continues to be market leading in terms of its communications and social media activity.

GM explained that an important part of the Airport’s agenda is diversity and inclusion and a new Diversity and Inclusion Group has been set up to help drive the initiative and provide feedback to the business on areas for improvement.

GM continued that the Airport has been resuming some sponsorship activity in the region, which has included the sponsorship of Northern Pride, Sunderland AFC and the Shaun the Sheep Art Trail for St Oswald’s Hospice.

The Airport has also been communicating the additional flights that are being provided for Newcastle United’s Champions League fixtures.

GM confirmed that the Airport welcomed the Shadow Aviation Minister on a recent visit and will soon welcome Baroness Vere, Parliamentary Under-Secretary of State in the Department for Transport.

Moving onto environment, GM shared that the solar panels generated 35% of the Airport’s energy demand between April to July.

GM explained that the number of noise complaints seem to have peaked and are now going down. To the end of August, the Airport received 749 complaints from 59 complainants, this is compared to 1,250 complaints from 90 complainants for the same period in 2022.

The Committee discussed the reasons for the complaints and DH encouraged members to read the minutes from recent Noise Sub Group meetings.

The Airport shared the newly proposed Noise Complaint Form, which will sit on the Airport’s website.

SP asked if the form could link to WebTrak. GM said that the Airport would investigate this as WebTrak is a separate website it may be difficult to integrate.

GM updated the Committee that the planning application for the EV Charging Station at Callerton Parkway has been submitted to Newcastle County Council.

GF asked if the taxi waiting area is still available. GM said it was and that the Airport had contacted the local taxi companies on three separate occasions this year to remind them of the facility.

EV raised the issue of disruptive parking in the local area. GM said that the Airport was reviewing its Masterplan to ensure that there is enough parking capacity for future growth. He also said that the Airport is in discussion with the local council about putting some control measures in place to stop anti-social parking.

SS suggested putting signage in the layby on the A696 to promote the free parking available in the Short Stay 2 car park. GM said he would feed this back to the business.

SP asked if the Airport could share any information on the NHS drone trial.

**ACTION:** Airport to arrange a presentation from Air Traffic in the next Consultative Committee meeting about the drone trial.

**7. Website Presentation**

KH took the Committee through a presentation on the Airport website.

**8. Date of next meeting**

The Chair informed the members the next meeting would be held on **Tuesday 12th December at 10:00.**