

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
13 MARCH 2025 AT 1.30 PM**

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MINUTES

Present: Mr Colin Flack OBE – Chairman

In attendance from Birmingham Airport Company:

Nick Barton	- Chief Executive Officer
Andy Holding	- Corporate Responsibility Manager
Sam Parkes	- Sustainability Assistant
Nikki Bains	- Head of Planning, Transport & Strategy
Tom Denton	- Head of Sustainability
Stuart Haseley-Nejrup	- Head of Customer Experience
Andy Harrington	- Sustainability Manager (interim)

In attendance from Solihull Metropolitan Borough Council:

Mr L Stevenson	- Representing the ACC Secretariat
Balsall Parish Council	- Cllr K Tindall
Barston Parish Council	- Mr D Elliott
Berkswell Parish Council	- Cllr R Lloyd
Bickenhill & Marston Green Parish Council	- Cllr M Kay
Catherine de Barnes Residents Association	- Mr D Cuthbert
Chelmsley Wood Town Council	- Cllr S MacDonald
Fordbridge Town Council	- Cllr D Cole
Hampton in Arden Parish Council	- Cllr D Sandells
Hampton Society	- Mrs J Hilton
Kingshurst Parish Council	- Cllr D Cole
North Warwickshire Area Committee of Parish Councils	- Cllr R Habgood
Solihull Metropolitan Borough Council	- Cllr D Cole
Solihull Metropolitan Borough Council	- Cllr A Rolf
Passengers Representative (and Vice-Chair)	- Mrs R Tyler
Warwick District Council	- Cllr K Aizlewood

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Warwickshire County Council	- Cllr M Watson
Wychwood Club	- Mr G Heaps

Apologies were received on behalf of: -

Knowle Society	- Mrs E Baker
Sandwell Metropolitan Borough Council	- Cllr P Moore
Solihull Metropolitan Borough Council	- Amanda Clover
Tile Cross Residents Neighbourhood Forum	- Mr P Kelsey
Wolverhampton City Council	- Cllr M Jaspal

1. WELCOME AND INTRODUCTIONS BY THE CHAIRMAN

The Chairman welcomed Members of the Committee and representatives from the Airport Company. Apologies were as noted by the Secretary and the Airport Company.

RESOLVED

That, the Chairman's welcome and recorded apologies be noted.

2. MINUTES OF THE LAST MEETING & MATTERS ARISING

The minutes of the last meeting of the Committee (AGM), held on 5 December 2024, were submitted.

The Chairman - highlighted that it had been expected that the first meeting of the Noise Sub-Group would be attended by the Airport Company's noise consultants, Suono, regarding the findings of the Barston Noise Study. On reflection, that had been deemed to be premature in terms of the work programme for the Sub-Group and that invitation had now been rescheduled to their next meeting, or a later date as appropriate.

The Committee was also advised of the wider ACC membership on the Noise Sub-Group which was now known (in addition to the Chairman and Vice-Chairman of the ACC):

- Cllr R Habgood (North Warwickshire Area Committee of Parish Councils).
- Mr D Elliott (Barston Parish Council).
- Mr D Cuthbert (Catherine de Barnes Residents Association).
- Cllr D Sandells (Hampton in Arden Parish Council).
- Mrs J Hilton (Hampton Society).
- Cllr R Lloyd (Berkswell Parish Council).
- Amanda Clover (Solihull MBC).

The Chairman and Vice-Chairman both emphasised the holistic approach of the Sub-Group in representing all communities surrounding the airfield. They highlighted that the Sub-Group would still welcome added representation from ACC membership representing communities to the north, which may potentially include co-opted individuals from appropriate communities. Any further expressions of interest should be made via the Secretary or directly to the Airport Company.

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RESOLVED

- (i) That, the minutes of the last meeting be agreed as a correct record; and
- (ii) That, the Membership Framework of the Noise Sub-Group be endorsed.

3. CHAIRMAN'S UPDATE

The Chairman provided a headline summary of his regular update to the Committee on current industry issues and his role as Chairman of UKACC's. In summary, this included:

- UKACCs had recently updated their research of what information about member ACC's was available to the wider public. That second round of research had repeated a similar exercise undertaken in 2023, to ensure ACC's remained open and transparent in their work. A summary of the 2025 findings would be circulated with the draft minutes.
- GDPR questionnaires/updated information sharing consent forms for ACC Members would be undertaken soon to ensure compliance was maintained.
- Recent announcements regarding the potential future expansion of both London Heathrow and London Gatwick Airport's.

RESOLVED

- (i) That, the Chairman's quarterly update be received and noted; and
- (ii) That, the UKACCs updated 2025 research relating to the visibility of ACC's, be circulated with the draft minutes.

4. AIRPORT ACTIVITIES REPORT

The Airport Company (Nick Barton) - presented the Airport Activities report for the period October to December 2024. The report set out updates on the following matters:

- Passenger Statistics.
- ATM's.
- Aviation Development.
- Key Stakeholder Engagement.
- Complaints Statistics.
- PRM Performance.
- Customer Satisfaction (a revised agenda - page 34 - was tabled).
- Social Media.
- Security Wait Times.
- Immigration Performance.
- Baggage Delivery Performance.
- Cleaning Performance.
- On-time Turnaround Performance.

Specific Updates

When introducing the report, Mr Barton drew the Committee's attention to several additional headline issues. In summary, these included:

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- Since the last meeting, the Airport had experienced a settled period with no areas of concern across the business.
- Growth, in comparison with the same period last year, was estimated to be in the region of +11%.
- All airlines were reporting good performance, especially Emirates, Jet2, easyJet and Ryanair.
- 6% in passenger growth was now forecast over the next 12-month period.
- Overnight aircraft parking was nearing capacity, that being another indicator of strong performance.
- Temporary passenger security restrictions remained in force and further updates from the DfT as to when those restrictions could be lifted was still awaited.
- Two additional passenger security lanes had been installed to give added resilience, taking the total number of lanes to nine. That also gave a 20% uplift in passenger throughput capacity.
- Customer satisfaction performance was steadily improving.
- Capital investment for future development amounted to £75M per year for the next four years.
- The operational side of the baggage make-up carousels (MUC) would see new investment, as would the passenger side of the carousels.
- The Immigration Hall (south) would see new investment.
- Washroom and ceiling areas within the ground floor (landside) areas would be refurbished.
- De-carbonisation works would continue across the business.

As part of this item, the Airport Company (Nikki Bains) also gave an update on planning policy matters, which included:

- Solihull Local Plan “Call for Sites” Exercise - Solihull Council was preparing a new Local Plan. As part of that process, the Council needed to know if there were any potential sites which may be able to help meet the Borough’s development needs in the future.
- The Planning & Infrastructure Bill - The Bill, currently passing through the House of Commons, was a new piece of legislation which sought to speed up and streamline the delivery of new homes and critical infrastructure.

Discussion Points

Balsall Parish Council (Cllr K Tindall) – reiterated his concerns that on return from some trips, baggage reclamation times at Birmingham Airport had been quite slow. Cllr Tindall welcomed the reported capital investment into that operation. The Airport Company (Nick Barton) drew the Committee’s attention to the many factors affecting the speed of baggage reclamation. Some of those examples included delayed or diverted flights which caused regrettable pressure on that operation during peak times, together with a passenger’s perception of a baggage delay if their disembarking from the aircraft and throughput at border control had been particularly speedy. Cllr Tindall also sought an update as to when new North Atlantic routes might become available. The Airport Company (Nick Barton) advised that the progress on that area of new route development continued to be slow, with those delays being attributable to the protracted delivery times of new aircraft to airlines.

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Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that not all passengers, including herself, felt comfortable using the new passenger terminal lifts and asked if there were any plans as part of the annual capital investment to provide new escalators or stairways. The Airport Company (Nick Barton) confirmed that there were no plans to reinstate the passenger escalators given the poor safety record of their users, and that passenger lifts had a much better safety record. In terms of stairways, they were still available within the passenger terminal for those preferring to use them, the most obvious being the stairway located adjacent to the Jet2 check-in area.

Bickenhill & Marston Green Parish Council (Cllr M Kay) – highlighted that he was aware that some Airport Company owned properties within Bickenhill Village were due to be sold at auction. This was welcomed given their current state of repair. The Airport Company (Nick Barton) confirmed that some residential properties that were owned by the Airport Company were being sold and he highlighted the community benefits of those properties, suitable for family homes, coming to market.

RESOLVED

That, the contents of the Airport Activities Report for the period October to December 2024, be welcomed, received and noted.

5. SUSTAINABILITY REPORT (INCLUDING COMMUNITY NOISE REPORT)

The Airport Company (Andy Harrington) presented the Sustainability Report for the period October to December 2024. The report set out updates on the following matters:

- Sustainability Update (including the Community Noise Report).
- Night Flying Policy.
- Engine Ground Running.
- Wake Vortex Strikes.
- Air Quality.
- Waste (Recycled).
- Energy.

Of note from the report, was the positive improvements for terminal recycling, as reported for Q4 2024, in comparison with Q4 2023. Reference was also made to the total tonnes split by recycling, energy from waste and re-use. It was agreed that an additional graph would be circulated with the minutes for Members information.

Discussion Points

Hampton in Arden Parish Council (Cllr D Sandells) – highlighted the importance of minimising waste at source, particularly minimising waste generated through the Airport's retail concessions. The Airport Company (Andy Harrington) advised of the current approach with those outlets to minimise retail waste and encourage them to operate more sustainably.

RESOLVED

That, the contents of the Sustainability Report for the period October to December 2024, be welcomed, received and noted.

6. NOISE SUB-GROUP – VERBAL REPORT AND UPDATE

The Airport Company (Tom Denton) provided a detailed update on the recent work of the Noise Sub-Group. The Chairmans comments from earlier in the meeting were also reiterated in that it had been expected that the first meeting of the Noise Sub-Group would be attended

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by the Airport Company's noise consultants, Suono, regarding the findings of the Barston Noise Study. On reflection, that had been deemed to be premature in terms of the work programme for the Sub-Group and that invitation had now been rescheduled to their next meeting, or a later date as appropriate.

The Chairman - highlighted that the Sub-Group would still welcome added representation from ACC membership representing communities to the north of the airfield. Any further expressions of interest should be made via the Secretary or directly to the Airport Company.

In summary, the business of the first meeting had included:

- Night Flying.
- Track-keeping.
- Continuous Descent Approach (CDA).
- Noise and Track-keeping Violations.
- 79dB(A) Nighttime Noise Limit at LTN.
- Noise Abatement Departure Procedures (NADP).
- Respite/Quiet Period.
- Daytime Noise Limit.
- Scheduling of QC1 Aircraft at Night.
- Impact of Aircraft Noise on Health.
- Representation of Communities to the North of the Airfield.
- Role of Solihull MBC.
- Definition of the Night Period.
- Mobile Noise Monitors.
- Forecasts and Scheduling.
- ACC Reporting.

Discussion Points

Warwick District Council (Cllr K Aizlewood) – sought further information on compensation schemes for residents affected by aircraft noise. The Airport Company (Tom Denton) drew the Committee's attention to the current Sound Insulation Scheme that provided sound-reducing glazing to properties in local areas most affected by aircraft noise. The current scheme of works had been finished, and the Airport Company had insulated every property that had been eligible.

Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that when planning consent had been granted (January 2025) for the new Night Flying Policy, Solihull MBC had resolved to establish a Planning Sub-Group, to meet on a quarterly basis, to oversee the introduction and working of the new Policy. Cllr Rolf sought further information on the progress of that Sub-Group. The Airport Company (Nikki Bains) advised that the first meeting was not going to be held until June and no Terms of Reference had yet been seen. Cllr Rolf expressed concern that the Council's Sub-Group had not met and undertook to contact the Chairman of Solihull MBC Planning Committee and the Council's Head of Planning, Design and Engagement Services to seek an urgent update on progress.

Vice-Chairman and Passengers Representative (Mrs R Tyler) – echoed the concerns raised in relation to the progress of the Council's Planning Sub-Group. Mrs Tyler also highlighted

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the importance of the working relationship of the Council's Sub-Group and the ACC Noise Sub-Group itself.

Bickenhill & Marston Green Parish Council (Cllr M Kay) – added his support to the concerns raised in relation to the progress of the Council's Planning Sub-Group.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted that, historically, Solihull MBC had established an Airport Working Party as a means for the Airport Company to meet with the Council, as and when required, to consult on current and future business. Mr Cuthbert stated that he felt that Working Party had clear value in the past.

Hampton in Arden Parish Council (Cllr D Sandells) – supported the Vice-Chairman's earlier comments in that it was important that the work of the Planning Sub-Group was dovetailed with the ACC and, potentially, an ACC Noise Sub-Group representative should be part of the membership framework.

RESOLVED

That, the update on the recent work of the Noise Sub-Group, be welcomed, received and noted.

7. HEALTH & WELLBEING FORUM - VERBAL REPORT AND UPDATE

The Chairman highlighted that there was no report and update for this standing agenda item on this occasion.

8. CUSTOMER EXPERIENCE – VERBAL REPORT

The Airport Company (Stuart Haseley-Nejrup) provided a detailed update on the work, performance and future initiatives for Airport Terminal Customer Service.

In summary, the presentation and accompanying video highlighted several performance scores (both NPS and CSAT), together with a number of customer service improvements and general refresh to:

- Terminal Improvements.
- Washrooms.
- Assisted Travel.
- Gates 57-60.
- Water Fountains.
- Wayfinding.
- BHX Brand Site.
- International Pier Arrivals.
- Hoarding Appearance.
- Bus Stops.
- Air Rail Link.
- Future use of AI (Connected Personal Experiences).

Discussion Points

Chelmsley Wood Town Council (Cllr S MacDonald) – highlighted concerns over the genuine use of Assisted Travel and asked what safeguards were in place to ensure its provision was not open to abuse. The Airport Company (Stuart Haseley-Nejrup) acknowledged the

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concerns and advised the Committee that it was extremely difficult to identify those passengers that were abusing the system. Assisted Travel was available to passengers with both physical and hidden disabilities. The area of concern was also evident at all UK airports and not just limited to Birmingham.

Barston Parish Council (Mr D Elliott) – drew the Committee’s attention to the baggage reclamation performance, citing the experience of a family member who had an unacceptable delay in receiving their luggage upon arrival. The Airport Company (Nick Barton) drew the Committee’s attention to the many factors affecting the speed of baggage reclamation. Some of those examples included delayed or diverted flights which caused regrettable pressure on that operation during peak times.

North Warwickshire Area Committee of Parish Councils - (Cllr R Habgood) – welcomed the refresh of the Airport branding within the terminal, especially the passenger arrival areas. Cllr Habgood also drew the Committee’s attention to future local planned events to mark the Mercian history of Tamworth and suggested that the Airport Company might want to publicise local history campaigns in its refresh of those areas. The Airport Company (Stuart Haseley-Nejrup) welcomed that suggestion.

Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that the new HS2 automated driverless trains (Automated People Movers - AMP's) would not stop inside Birmingham Airport (in comparison with the existing monorail). The Airport Company (Nikki Bains) provided the Committee with an update on the works in progress and confirmed that HS2 would provide a covered walkway from the APM stop to the terminal building.

RESOLVED

That, the update on Customer Experience performance and future initiatives, be welcomed, received and noted.

9. PRE-SUBMITTED QUESTIONS FROM MEMBERS OF THE COMMITTEE & MATTERS ARISING

The following pre-submitted question was submitted:

Warwick District Council (Cllr K Aizlewood):

“I refer to items 13, 15 and 16 on the next Agenda.” *[post-meeting secretarial clarification – numerical references for Agenda Items within the Minutes of the last meeting on 5 December 2025 – printed agenda pages 11, 12 and 13].*

“Item 13: “Owing to Solihull MBC Planning Committee’s deferment of the determination of the Night Flying Policy Review until 8 January 2025, there was no detailed progress update in regard to this agenda item.”

“Item 15: “A resident of Shard End. Their concerns related particularly to night noise and the fact that the complainant reported being woken many times each night by aircraft noise.”

“Item 16: “(Mrs R Tyler) – echoed that the data in the Study appeared to confirm that the impact on residents at night had increased due to longer periods of disturbance (specifically for arrivals at night). Mr Holcombe confirmed that the 2024 Study did show that there were now more arrivals during the night-time period.”

“Although I wasn’t present, I understand that the Solihull MBC Planning Committee supported the Airport Authority’s proposal to increase the cap on night-flying by over 40%. There were numerous concerns raised about this, mostly from local residents.”

Question:

“Could the Airport Authority clarify whether, and if so how, it proposes to address the points of concern raised by local residents, through its planning application, particular given that the

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problems of night-time noise and the impact on local residents are now likely to materially worsen?"

Answers:

"On the 8th of January 2025, Solihull MBC's Planning Committee resolved to grant approval for the Airport's Section 106A application, which sought to vary the existing Section 106 Agreement for the runway extension and increase night flights within the defined Night Period. Members of the Planning Committee were presented the proposals by their Planning Officers, who recommended that consent be granted for the variation of the Section 106 Agreement and the new iteration of the Night Flying Policy."

"The approved Night Flying Policy is effective from 27th October 2024 to 30th October 2027 and includes numerous restrictions, such as annual movement limits, annual quota limits, limits on the number of aircraft scheduled to depart between 2330 to 0500 (877) and limits on the number of aircraft departing between 2330 and 0500 (1162). There are also limits on the use of Taxiway Tango and surcharges for any departing aircraft registering more than 81 dB(A) during the defined Night Period."

"As part of the planning process, the Airport submitted a Noise Impact Assessment to SMBC and the assessment compared the actual night movements in 2023, against the proposed night movements in 2027, within the defined Night Period. The assessment concluded that the increase in night movements would not result in an increase in noise levels, due to the increased use of next generation aircraft."

"The Airport have agreed to keep the Night Flying Policy under review and will do this in consultation with the ACC Noise Subgroup, the wider ACC and SMBC's recently formed Birmingham Airport Night Flying Policy Planning Sub Committee (Terms of Reference to follow)."

Discussion Points

There was no other discussion on this item.

RESOLVED

That, the contents of the pre-submitted questions and answers given be received and noted.

10. ANY OTHER BUSINESS

The was no other business to consider on this occasion.

11. DATES FOR FUTURE MEETINGS

The following dates for remaining calendar of meetings in 2025 were highlighted. All meetings would take place at Diamond House, Birmingham Airport and commence at 13.30hrs:

- Thursday 5 June 2025.
- Thursday 4 September 2025.
- Thursday 4 December 2025 (AGM).

RESOLVED

That, the remaining calendar of meetings for 2025 be noted.