

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
7 MARCH 2024 AT 1.30 PM**

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MINUTES

Present: Mr Colin Flack OBE – Chairman

In attendance from Birmingham Airport Company:

- Simon Richards - Chief Finance & Sustainability Officer
- Andy Holding - Corporate Responsibility Manager
- Rosie George - Sustainability Manager
- Sam Parkes - Sustainability Assistant
- Nikki Bains - Head of Planning, Transport & Strategy
- Tom Denton - Head of Sustainability

In attendance from Solihull Metropolitan Borough Council:

- Mr L Stevenson - Representing the ACC Secretariat
- Balsall Common Village Residents Association - Mr R Sargeant
- 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
- Castle Bromwich Parish Council - Cllr J Macdonald
- Catherine de Barnes Residents Association - Mr D Cuthbert
- Chelmsley Wood Town Council - Cllr S MacDonald
- Consumers Association - Mr T Baker
- Fordbridge Town Council - Cllr D Cole
- Hampton in Arden Society - Mrs J Hilton
- Kingshurst Parish Council - Cllr D Cole
- Knowle Society - Mrs E Baker
- North Warwickshire Area Committee of Parish Councils - Cllr R Habgood
- Solihull Metropolitan Borough Council - Cllr D Cole
- Solihull Metropolitan Borough Council - Amanda Clover

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Tile Cross Residents Neighbourhood Forum	- Mr P Kelsey
Passengers Representative	- Mrs R Tyler
Warwick District Council	- Cllr K Aizlewood
Wychwood Club	- Mr G Heaps

Apologies were received on behalf of: -

Airport Company	- Mr N Barton
ABTA	- Mrs S Foxall
Coventry City Council	- Cllr C Miks
Hampton in Arden Parish Council	- Cllr D Sandells
North Warwickshire Borough Council	- Cllr S Smith
Sandwell Metropolitan Borough Council	- Cllr P Hughes
Sheldon Residents Association	- Mrs M Kennett
Staffordshire County Council	- Cllr M Deaville
Warwickshire County Council	- Cllr M Watson
Wolverhampton City Council	- Cllr Milkinderpal 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 7 December 2023, were submitted. There were no matters arising.

RESOLVED

That, the Minutes of the last meeting be agreed as a correct record.

3. CHAIRMAN'S UPDATE

The Chairman provided his regular update to the Committee on current industry issues and his role as Chairman of UKACC's. Headline issues this time included:

- Land Use Planning - ongoing work with the DfT to bring about changes to dissuade new housing estates from being built under existing flight paths.
- Chairman's local review of a number of key areas: the Airport's compliance with the Civil Aviation Act 1982 (and 2018) to review the context in which the ACC exists; an

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evaluation of the DfT Guidelines for ACC's and the way in which Birmingham ACC interprets them; geographical/demographic and competence review of membership to ensure the Committee has the fullest representation and expertise; ACC Members Code of Conduct refresh; and the production of a best practice guide to enable Members to better explain the role of the ACC to the "outside world". Finally, an anonymised benchmarking exercise would also be undertaken against a number of other airports to develop and support best practice.

Catherine de Barnes Residents Association (Mr D Cuthbert) – welcomed the proposed review and highlighted that any work the help disseminate the topics discussed at ACC meetings to individual local communities would be very beneficial. Other Members of the Committee supported this suggestion to help improve the flow of information on key issues to their local communities, going forwards.

Additionally, during the consideration of the pre-submitted questions for this meeting, Members highlighted concerns around pressure groups being represented on the ACC, and in fact the ACC was not the correct route for those groups to hold a dialogue with the Airport Company. It was concluded that communication and publicity was important for key issues and the Chairmans review should look at how improvements could be made to strengthen this.

RESOLVED

That, the Chairman's quarterly update be received and noted.

4. AIRPORT ACTIVITIES REPORT

The Airport Company (Simon Richards) - presented the Airport Activities report for the period October to December 2023. The report set out updates on the following matters:

- Passenger Statistics.
- ATM's.
- Aviation Development.
- Key Stakeholder Engagement.
- Complaints Statistics.
- PRM Performance.
- Customer Satisfaction.
- Social Media.
- Security Wait Times.
- Immigration Performance.
- Baggage Delivery Performance.
- Cleaning Performance.
- On-time Turnaround Performance.

Mr Richards also highlighted that the published report within the agenda would be reissued as the current version featured some anomalies and missing data.

General Updates

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

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- Passenger volumes were at 9.4M in December 2023, which represented an increase of 12.4% for the same period in 2022. For the end of March 2024, it was estimated that passenger volumes would be circa 11.8M.
- Passenger forecasts for 2024/25 were expected to increase and be in the region of circa 13M.
- Report correction - ATM's were "6.3%" higher.
- More passengers were now being carried on fewer (larger) aircraft by yearly comparison.
- EasyJet's new base at BHX would be operational from 18 March 2024.
- Other than for assisted travel, general passenger satisfaction was currently behind target levels. This may be attributable to the ongoing building works in the terminal building.
- The construction of the new Security Hall and other associated works were progressing well and nearing completion. The new facility would be phased in from 18 March 2024, in advance of the DfT deadline of 1 June 2024.
- On-time turnaround performance was improving in comparison with last year although still behind target. It was noted that there were many operational and industry factors that affected this performance measure.
- The Code C Stands project - £8M investment to bring them up to a new technical standard was progressing well.
- The construction of the 6.8MW Solar PV facility was nearing completion despite challenging weather and ground conditions. 30% of the facility would be energised in June 2024 with the remainder by the end of July 2024 to provide 20% of the Airport's overall energy consumption.
- New route development to connect BHX directly to the east coast of America was still work in progress. Positive discussions had taken place with airlines to potentially fly that route for the 2025 season.

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

- Surface access – work continued with HS2 regarding the land directly acquired outside of the south terminal.
- Buses – the extension of the number 72 route to the Airport was still being explored. Additionally, the number 97 route was also under review to explore the feasibility of that route being reintroduced and part-funded by the Airport Company.
- Rail and cycling usage – since the publication of the Airport's Surface Access Strategy, an increase in the usage of rail travel and cycling into the Airport had been seen throughout 2023.

Discussion Points

Catherine de Barnes Residents Association (Mr D Cuthbert) – asked if the Airport had prior notification of which aircraft would be used when an airline either added a new route or increased frequency. The Airport Company (Simon Richards) confirmed this did occur and highlighted the operational schedules which gave them advance notice. The use of newer, quieter aircraft was also discussed.

Consumers Association (Mr T Baker) – asked if the Airport Company would need more staff resources to operate the new generation of security scanners. The Airport Company (Simon

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Richards) advised that they had been looking at London City Airport (and their data) where the new scanners had already been trialled. This would inform passenger communication and the new security processes. Mr Richards outlined the preparatory work that had been undertaken, to date, in readiness for the phasing in of the new security lanes on 18 March 2024. It was also noted that some UK airports would not meet the DfT deadline of 1 June 2024.

Castle Bromwich Parish Council (Cllr J Macdonald) – asked if airlines were still experiencing delays with the delivery of new aircraft and if this was hindering route development. The Airport Company (Simon Richards) advised that e.g., Ryanair had already been affected by the delays in the delivery of new aircraft for the 2024 season. Based on the information coming forwards from the airlines themselves, these delays had been factored into the forecasted growth for Birmingham Airport in 2024.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted a recent UKACC's news article which reported that not all UK airports would be ready to implement the new DfT security arrangements by 1 June 2024. The Airport Company (Simon Richards) advised that this was the case and that dependant on which airport you were flying from, different security rules for departing passengers might be in operation. Airlines, in the first instance, would need clear advance communication with their passengers to avoid delays through security at those airports who had not been able to meet the 1 June 2024, implementation deadline.

Balsall Parish Council (Cllr K Tindall) – recalled his own recent experiences of using Birmingham Airport whilst the site was undergoing major building works and advised that all processes had worked extremely well and his experience as a passenger had been positive. Cllr Tindall asked what negative passenger comments and areas of dissatisfaction were currently being seen. The Airport Company (Simon Richards) advised that the headline issues were security, the inbound border, lost baggage, isolated incidents of passenger and staff behaviours, and a growing demand for airport lounge capacity.

Warwick District Council (Cllr K Aizlewood) – highlighted the importance of tackling poor behaviour towards staff and welcomed future work towards addressing this.

RESOLVED

That, the contents of the Airport Activities Report for the period October to December 2023, be received and noted.

5. SUSTAINABILITY REPORT (INCLUDING COMMUNITY NOISE REPORT)

The Airport Company (Tom Denton and Rosie George presented the Sustainability Report for the period October to December 2023. 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.

Noise Sub-Group

Three meetings of the Noise Sub-Group had taken place, with the most recent on 20 February 2024. Meetings were continuing to prove an effective medium for detailed Night Flying discussions, and work was ongoing to explore how the Night Flying Policy Review can

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best be taken forward. The Group had put forward a list of questions and aspirations to the Airport Company, which were being answered and explored with significant ongoing data analysis. A further meeting was timetabled for 28 March 2024, to continue progress.

Community Noise Report

The Committee was presented with the Community Noise Report which incorporated track keeping, complaints (including complaints by area), airline noise performance, runway usage and departures performance (noise violations), arrivals performance (continuous descent approaches) and helicopter statistics for Quarter 4/2023. The Airport Company (Rosie George) advised that, for transparency, within the complaint's section of the report a complainant had erroneously been placed in the Stage 3 Category (therefore excluding those complaints from the report). After undertaking a review, and with the complainant's knowledge, those complaints had now been added back into the Community Noise Report for Qtr 3 and Qtr 4. As a result of that re-addition, Figure 15 (Complaints by Area: YTD), now showed that Warwick was the area with the highest number of complaints, this being attributable to one complainant.

The Airport Company (Andy Holding) highlighted the Airport's Complaints Policy which stated that where a situation had been reached with an individual complainant where ongoing correspondence was not making any progress and there was no prospect of a resolution, then the complainant would be informed that the Airport Company would no longer investigate and respond to their complaints. Complaints were still, however, recorded and treated as valid complaints but were not included in the complaints statistics as they provided a distorted view of complaint trends. Specifically for the Warwick complainant, the Committee was advised that there was very little prospect of any resolution, moving forwards, and over 100 complaints had been received from the individual concerned. The Airport Company highlighted all the work and engagement with the complainant in an attempt to address their areas of concern and advised that, in line with the Complaints Policy, they would now formally write to the complainant to advise that their complaints would still be recorded, but no longer investigated and responded to. Again, in line with the Complaints Policy, this matter was being drawn to the attention of the Committee to allow for any comments and discussion.

Discussion Points

Warwick District Council (Cllr K Aizlewood) – highlighted the Waste to Energy performance as detailed within the report and asked for further detail on this. The Airport Company (Rosie George) advised that this was comprised of the non-recyclable elements of general waste which would be sent to an energy from waste facility. Future intentions were to reduce that component of waste and move it further up the waste hierarchy and begin to recycle or reuse that waste where permissible.

Solihull Metropolitan Borough Council, Fordbridge Town Council and Kingshurst Parish Council (Cllr D Cole) – asked if the Airport Company had any known problems with fly tipping around the Airport site. The Airport Company (Rosie George) advised that fly tipping was seen, and the Committee's attention was drawn to the Airport Company's Environmental Management System which facilitated environmental audits across the site and would pinpoint areas most likely to have incidents of fly tipping/identify owners of waste where fly tipping had occurred.

Barston Parish Council (Mr D Elliott) – asked if the ongoing data analysis in regard to the work of the Noise Sub-Group would be ready in good time for them to consider. The Airport Company (Tom Denton) advised that there was a good level of confidence that sufficient data would be available to enable the Group to have a detailed discussion on the issues they had raised.

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Vice-Chairman and Passengers Representative (Mrs R Tyler) – highlighted that she had hoped that at the next meeting of the Noise Sub-Group on 28 March 2024, the Group would receive the answers to the questions that had been asked at their previous meetings.

Warwick District Council (Cllr K Aizlewood) – highlighted air transport movements against the night flying policy and asked if there was a concern that the limit might be reached or exceeded this year. The Vice-Chairman and Passengers Representative (Mrs R Tyler) advised that this scenario was forming part of the discussion for the Noise Sub-Group.

Knowle Society (Mrs E Baker) – highlighted and supported the Committee’s discussion from a previous meeting regarding complainants making multiple complaints and how the Airport Company would record and investigate those to ensure accurate (but not distorted) reporting of the specific issues being raised.

Barston Parish Council (Mr D Elliott) – sought further information on the nature of the complaints being made by the individual complainant from Warwick. The Airport Company (Andy Holding) advised that the complaints related to Runway 33 arrivals. The complainant’s property was situated on the centreline for arrivals and aircraft were usually at 5000-6000ft at that geographical location.

Chelmsley Wood Town Council (Cllr S MacDonald) – also sought further information on the nature of the Warwick complaints and asked if any airport operational procedures had changed recently to trigger that number of new complaints. The Airport Company (Andy Holding) advised that all complaints were taken seriously and thoroughly investigated in case they highlighted something that the Airport Company were not aware of or something that had not previously been noted in terms of aircraft operational procedures. To date, the Airport Company confirmed that nothing had changed in terms of operating procedures.

Warwick District Council (Cllr K Aizlewood) – sought confirmation from the Airport Company that any future correspondence with the Warwick complainant would also be copied to himself. Cllr Aizlewood also sought examples of the resources needed and length of time to investigate multiple complaints from one individual which the Airport Company described as significant.

The Chairman – confirmed his knowledge and oversight of the complaints under discussion and highlighted how seriously the areas of concern had been taken and investigated by the Airport Company before proposing the course of action to no longer investigate and respond to the complaints.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted the Air Quality Report and noted that there had been no air quality exceedances within the reporting period. Mr Cuthbert stated that the graph within the report was confusing as it was not obvious to the report reader at which point it would be deemed that an exceedance had occurred. The Airport Company (Tom Denton) acknowledged the comment made and undertook to clarify this aspect of reporting for future meetings.

RESOLVED

- (i) That, the contents of the Sustainability Report for the period October to December 2023, be received and noted; and
- (ii) That the Airport Company’s proposed course of action for the Warwick complainant, in line with their Complaint’s Policy, be endorsed.

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6. HEALTH FORUM UPDATE – VERBAL REPORT

The Vice-Chairman and Passengers Representative (Mrs R Tyler) updated the Committee on the recent work of the Health Forum that had met on 5 March 2024.

This meeting had focused on the topic of education and employment, and it was agreed that the Forum would create a new action plan covering their key areas of focus: Noise and Pollution; Education and Employment; and Health and Social Wellbeing. This would enable the Forum to measure achievements going forwards.

Further updates would be presented at future ACC meetings.

Discussion Points

Solihull Metropolitan Borough Council (Officer) (Amanda Clover) – welcomed the opportunity to be involved in the future work of the Forum.

RESOLVED

That, the update on the recent work of the Health Forum, be received and noted.

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

A number of pre-submitted questions were considered as follows, sponsored by Warwick District Council (Cllr K Aizlewood) on behalf of a local resident from the Warwick area:

1. Noise complaint form

Birmingham airport responded to my question that they disagreed the noise complaint form was difficult to find. In their response, the airport referenced 'one click' that takes you to a menu which is easy to navigate. Unfortunately, this click is 'about us - corporate information'. I would ask the ACC for their opinion on whether they think it is more reasonable that a member of the community would think the noise complaint form is under 'about us - corporate information' or, the adjacent, 'contact us' tab? To highlight the difficulty of accessing the form, if someone clicked 'contact us', they would then click 'feedback' then 'for all other feedback, please click here' then 'aircraft noise' then 'how do I complain about aircraft noise?' then 'raise a complaint' then, after clicking submit, you must click 'finish submitting'. A total of 8 clicks from the home page to actually completing the complaint. If you do choose 'about us - corporate information', I agree it is more clearly signposted however I assume that, like me, most people would go to contact us. I therefore ask the ACC to ask Birmingham airport to make the noise complaint form more clearly signposted from the homepage.

BAL Response:

“Although BAL observes that it has not received another similar complaint about this issue and that an internet search of ‘Birmingham Airport Noise Complaint’ brings up the form as the number one result, this is a helpful suggestion and we acknowledge the merit of signposting the form directly from the ‘Contact Us’ section on the homepage. We will therefore be happy to make this change. The BAL website is currently being redesigned, with data migration beginning this month ahead of the launch of the new site which is expected in May. The requested change will be therefore implemented on the new site in due course.”

2 To have the opportunity to attend the Consultative Committee to present evidence.

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I previously commented that I am concerned Birmingham airport's noise complaint collection policy could be discriminatory. My question included a request to be present at the meeting to present my evidence, I'm not sure how that line got deleted. I therefore repeat my request to be allowed to present my evidence in person.

BAL Response:

“We have previously advised that it is the view of both the Company and the Committee that representation should be made through an individual’s representative on the Committee rather than in person and we restate this position here. However, BAL views an allegation of discriminatory behaviour as a very serious matter and invites the individual to prepare a paper, in agreement with her Committee representative, to detail their concerns and provide evidence to substantiate the allegation of discrimination. This would then be circulated with the papers for the next meeting (June 2024), allowing members to consider the matter in advance of the meeting, which would be the subject of a formal discussion as an agenda item, the contents of that discussion and any resulting resolution being recorded in the minutes.”

3. Carbon neutral

I am thrilled to see that the airport will be carbon neutral by 2033. This would also be the year that 24,000 additional planes are expected to be flying over the west midlands. Please could the ACC explain how carbon neutrality will be achieved given this? Where will this carbon be logged, is it with Solihull council who is also aiming for net carbon zero by 2030? Furthermore, given the shocking news that last year was 1.5 degrees warmer, much higher than expected, and the fact that the airport has committed to playing their part in limiting warming to below 2 degrees, what adjustments will you make?

BAL Response:

“BAL’s commitment to becoming a net zero carbon airport by 2033 relates specifically to its Scope 1 and 2 emissions – those over which it has direct or indirect control. Emissions from aircraft fall under Scope 3 - those over which the BAL does not have control and therefore outside its net zero commitment. That said, we work closely with airlines to reduce aircraft emissions by means of operational enhancements at BHX and with the wider industry to develop policies which will reduce emissions. It is also worth reiterating that next generation aircraft which are now coming online mean that aircraft flying tomorrow will be much quieter and cleaner in terms of carbon emissions than today.”

“These measures and the transparent recording of their impact are detailed in publicly available documents including our Greenhouse Gas Emissions Report, produced in accordance with the requirements of the UK’s Streamlined Energy and Carbon Reporting (SECR) policy and the benchmarking of our carbon reduction efforts against international standards, signified by the securing of Level 3 (Optimisation) Airport Carbon Accreditation from Airports Council International. We also have a clear and published net zero carbon road map that details our journey towards 2033. This is available on our website. We expect our plans to become net zero carbon by 2033 will evolve and develop with changing circumstances.”

4. Environmental impacts

When the 2018 master plan was presented for consultation, 74% of people thought more could be done to minimise the environmental impacts of an expanded airport. What adjustments did the airport make to acknowledge the concerns of the community?

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BAL Response:

“At the time the Master Plan was developed, BAL had not published its Sustainability Strategy and had not made the commitment to become a net zero carbon airport by 2033. We would argue that the adoption of the strategy and the policies which have been developed under its framework since then, including those outlined in the previous answer, constitute a clear acknowledgement of community concerns about the environmental impacts of aviation and a determined effort to address them.”

5. Access to the Consultative Committee

The ACC guidelines state that 'the third category of Section 35 refers to any other organisation representing the interests of persons concerned with the locality in which the aerodrome is situated...this category would include community organisations such as local environmental groups and residents associations, local business and enterprise groups as well as tourism and consumer bodies'. There are many environmental groups such as friends of the earth Birmingham who are keen to be part of the committee, I ask that one of them be allowed to be.

BAL Response:

“BAL agrees with the Chairman’s view, previously provided to the constituent in correspondence and in person, that the Committee contains a wealth of experience in matters relating to local environmental concerns. We invite Committee members to share their views on this issue.”

6. BHX expansion plans - historical

Birmingham airport is disproportionately noisy, for example it affects more people than Stansted and Gatwick combined; were the relative issues taken into account by the expansion, ie that airports in such population dense areas should not expand compared to those in much less inhabited areas?

BAL Response:

“BAL does not agree that Birmingham is ‘disproportionately’ noisy by this comparison. It is not possible to make like for like comparisons between airports, where sensitive receptors are not identical and airport operating procedures and influences vary. Each Airport within the UK is governed by land use policies and constraints contained within the LPA’s statutory Development Plan specific to that Airport. When BAL received planning permission for the runway extension in 2009 (our largest single development to date) it was demonstrated that the development complied with national and local planning policy. Any future major development plans, would require planning permission and would need to demonstrate compliance with both national and local planning policy.”

Post meeting additional note:

“At the meeting, Dave Cuthbert (Catherine de Barnes Residents’ Association) argued that it was possible to make like for like comparisons between airports in terms of the comparative size of population within specific noise contours. BAL accepts this is the case, but notes that comparisons can still be somewhat misleading. In considering the relative sizes of specific noise contours at Gatwick, Stansted and Birmingham, at the former the area contained within a specific noise contour is significantly larger than the equivalent at Birmingham, as might be expected owing to the much larger number of movements at these airports. However, these are much less densely populated than the equivalent at Birmingham. Were

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they to be populated at the same density as at Birmingham, then the number of residents within them would be considerably larger than at Birmingham. BAL would again stress that all previous planning applications have been compliant with national and local planning policy.”

7. BHX expansion plan – future dates

Is there a date set yet for an up to date master plan, as it was supposed to be published in 2023? And are you going ahead with the 40% terminal expansion, described on the web-site? And when is the night-flying policy is to be reviewed?

BAL Response:

“Government guidance suggests airport Master Plans be reviewed at ten-year intervals, meaning a potential 2028 or sooner review date. BAL currently has consent to extend the terminal building and a 40% extension to the departure lounge was indicated in the 2018 Master Plan. Planning permission was most recently granted for a small extension to the front of the terminal. This was required to facilitate the new security extension, a legislative requirement. Any further major development or extension to the terminal building will require planning permission.”

RESOLVED

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

8. PERSISTENT COMPLAINANTS – VERBAL REPORT

The Airport Company (Andy Holding) provided an update on its proposals to periodically review cases of persistent complainants as part of the work to prepare the quarterly Community Noise Reports. The Committee was advised that during each quarter, the Airport Company would review all complaints that fell within the Stage 3 Category to establish if any circumstances had changed in either operating procedures or the nature of the complaints themselves. If it was discovered that there had been a material change in circumstances, then the Airport Company would re-engage with the complainant.

A review of the previous quarter had now been undertaken which covered six complainants. Members were advised that no material changes were evident, and it was proposed that the Stage 3 Category remained for each. All six complainants would be advised that the review had taken place.

Discussion Points

Catherine de Barnes Residents Association (Mr D Cuthbert) – asked if it would be appropriate for the ACC itself to contribute to the quarterly review of Stage 3 Category complaints to give greater transparency to the Airport Company’s recommendations.

Balsall Parish Council (Cllr K Tindall) – stated that the Committee had confidence in the Airport Company’s judgment and was satisfied that the periodic review of Stage 3 Category complaints could be undertaken by them without any reference to the Committee.

Vice-Chairman and Passengers Representative (Mrs R Tyler) – suggested that, if necessary, consultation could be undertaken with the Committee’s Steering Group.

North Warwickshire Area Committee of Parish Councils (Cllr R Habgood) – supported the periodic reviews being undertaken by the Airport Company without the need for any additional oversight by the Committee or its Steering Group.

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The Chairman – highlighted that the key consideration for the Committee was that the Airport Company was giving due diligence to its agreed processes regarding the handling and reviewing of complaints. On balance, the Committee was satisfied that this was the case. However, in light of the comments made, the Chairman undertook to consult with the Airport Company and report back to the next Steering Group to ensure the quarter review process was as robust as possible.

RESOLVED

That, the agenda item be noted and the suggested course of action by the Chairman that the process of the Airport Company undertaking periodic reviews of the six Stage 3 Category complaints, be considered at the next Steering Group.

9. PROPOSED AMENDMENT TO THE CONSTITUTION

The Committee was invited to agree the Steering Group's recommendation that the Health Forum should be included in the list of standing agenda items included in section 10.6 of the Constitution.

RESOLVED

That, the Constitution be amended to include the Health Forum within section 10.6.

10. ANY OTHER BUSINESS

There was no other business to consider on this occasion.

11. DATES FOR FUTURE MEETINGS

The Airport Company highlighted the follow dates as the 2024 calendar of meetings. All meetings would take place within Diamond House and commence at 13.30hrs.

For the June 2024 meeting, it was suggested that the date be moved to avoid any conflict with Members of the Committee wishing to participate in any D-Day 80 events.

- Thursday 6 June 2024 – **moved to 13 June 2024.**
- Thursday 5 September 2024.
- Thursday 5 December 2024.

RESOLVED

That, the remaining calendar of meetings for 2024 be agreed and noted.