

Public Document Pack

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16 January 2020

Gatwick Airport Consultative Committee

A meeting of GATCOM will be held in the at **Ascot Suite, Hilton Hotel, South Terminal, Gatwick Airport** commencing at **2.00 pm** on **Thursday, 23 January 2020**.

Agenda

SPECIAL NOTE TO MEMBERS

Members' Buffet Lunch

A sandwich buffet lunch will be provided by Gatwick Airport Limited (GAL) for members and nominated substitutes of GATCOM from 12:45 in the foyer, Ascot Suite, Hilton Hotel, South Terminal, Gatwick Airport.

- 2.00 pm
1. **Apologies for Absence**
 2. **Minutes of the last meeting** (Pages 5 - 14)

To confirm the minutes of the meeting of GATCOM held on 17 October 2019.
 3. **Chair's Update on Activities** (Verbal Report)

Chair to update on activities since the last meeting of GATCOM.
 4. **GATCOM Steering Group - Chair's Report** (Pages 15 - 24)

To consider the report of the Chair summarising the matters considered by the GATCOM Steering Group on 19 December 2019.
- AIRPORT PERFORMANCE AND DEVELOPMENTS**
- 2.20 pm
5. **Chief Executive Officer's Report** (Pages 25 - 36)

To consider the commentary by Stewart Wingate, Chief Executive Officer, GAL on activities at the airport since the last meeting.

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- 2.35 pm 6. **GAL's Plans for Growth**
- (a) **Progress update on the DCO application for the proposed Northern Runway** (Verbal Report)

Tim Norwood, Director of Corporate Affairs, Planning and Sustainability, to provide an update on progress preparing the application for the Development Consent Order for Gatwick's Northern Runway proposal.

- (b) **GAL's response to GACC** (Pages 37 - 40) To Follow

To discuss GAL's response to the points raised in the presentation given by the Gatwick Area Conservation Campaign (GACC) at the last meeting, to follow. The correspondence in December 2019 between GAL and the Gatwick's Big Enough campaign is also attached.

- 3.00 pm 7. **Gatwick Airport Station Redevelopment Project** (Verbal Report)

David Amaku - Network Rail Stakeholder Manager, Paul Codd - GTR Senior Stakeholder Manager, and Michelle Stanton - Project Interface Manager GAL, to give a presentation on the station redevelopment project.

AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES

- 3.20 pm 8. **Noise Management Board** (Pages 41 - 44)

Tim Norwood, Director of Corporate Affairs, Planning and Sustainability, GAL to provide an update on reconstituting the Noise Management Board (NMB) and the appointment of independent chairs for the NMB Executive and the NMB Community Forum. GAL's press release is attached for information.

9. **Airspace Update** (Verbal Report)

Andy Sinclair, Head of Airspace Strategy and Engagement, GAL to give updates on progress and issues in respect of:

- a) Departure Route 4
- b) FASI South
- c) Reduced Night Noise Trial

10. **Noise and Track Monitoring Advisory Group (NATMAG)** (Pages 45 - 48)

To receive from GATCOM's Deputy Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG

held on 7 November 2019.

11. **DfT Noise Management meetings** (Verbal Report)

To receive an update on the last meetings of the DfT's Aircraft Noise Management Advisory Committee (ANMAC) and Aviation Noise Engagement Group (ANEG).

PASSENGER ISSUES

4.00 pm 12. **Passenger Advisory Group (PAG)** (Pages 49 - 54)

To consider the report of the Chair of the Passenger Advisory Group (PAG) in respect of the activities of the Group since the last meeting and its recommendations to GATCOM.

INTERNAL MATTERS

4.20 pm 13. **Review of GATCOM** (Pages 55 - 66)

To consider the report by the Secretariat summarising the discussions from the GATCOM Away Day held on 24 October 2020, which explored ideas and suggestions on GATCOM's way of working and membership, and sets out the recommendations of the GATCOM Steering Group.

14. **Dates of next meetings of GATCOM and its sub-groups**

- a) To note the next meetings of GATCOM and its sub-groups as follows:
GATCOM Steering Group - Thursday 26 March 2020 at 10.00am.
Passenger Advisory Group - Thursday 2 April 2020 at 1.30pm.
GATCOM - Thursday 23 April 2020 at 2.00pm.
- b) To note that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) will take place on Thursday 6 February 2020 at 10.00am.

Anticipated finish time of meeting: 4.45pm.

To all members and nominated substitutes of Gatwick Airport Consultative Committee

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GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 17 October 2019 at the Hilton Hotel, Gatwick Airport.

Present:	Tom Crowley (Chair)
Alun Adler	Airlines UK
Jeff Alexander	Gatwick Diamond Business
Peter Barclay	Environmental and Amenity Groups
Helyn Clack	Surrey County Council
Simon Dishman	London Chamber of Commerce and Industry
Roger Elkins	West Sussex County Council
Carolyn Evans	Charlwood Parish Council
Malcolm Fillmore	Rusper Parish Council
Mike George	Horley Town Council
Peter Hall	Passenger Representative
Stephen Hillier	Mid Sussex District Council
Angie Hills	ABTA
Alan Jones	Burstow Parish Council
Liz Kitchen	Horsham District Council
Liz Lockwood	Tandridge District Council
Douglas Moule	Gatwick Airline Operators Committee
Caroline Salmon (substitute)	Mole Valley District Council
Jonathan Sharrock (substitute)	Coast to Capital Local Economic Partnership*
Rupert Simmons	East Sussex County Council
Geraint Thomas	Crawley Borough Council

**Attended for Local Industrial Strategy item only*

Also present:

Stewart Wingate	Chief Executive Officer, GAL
Andy Sinclair	Head of Airspace Strategy & Engagement, GAL
Alison Addy	Head of Community Engagement, GAL
Tim May	Department for Transport
Robin Clarke	NATS
Sally Frank	ANS
Brian Cox	Independent Technical Adviser
Paula Street	Assistant Secretary
Lisa Sampson	Secretariat

Apologies for absence were received from:

Alex Horwood (Reigate and Banstead Borough Council), Chris Larkman (Which?), Michael Payne (Kent County Council), Katie Nurcombe (Coast to Capital LEP), Nigel Smith (Tourism South East) and Tim Norwood (GAL).

MINUTES OF THE LAST MEETING

67. The Committee received the minutes of the last meeting. Reference was made to the last bullet point of minute no. 33 relating to the locations of GAL's public exhibitions for the draft Master Plan consultation and it was clarified that members had suggested that locations nearer the airport and under flight paths be considered by GAL as part of the DCO consultation process. It was agreed to amend the wording of the minute. The reference to "Burstow Borough Council" in the list of attendees would also be amended to read "Burstow Parish Council".

68. Resolved – That the minutes of the meeting held on 18 July be approved subject to the above amendments, and that they be signed by the Chair.

LOCAL INDUSTRIAL STRATEGY (LIS)

69. Jonathan Sharrock, Chief Executive of Coast to Capital Local Economic Partnership (LEP), gave a [presentation](#) on the details of the LEP's consultation on the Economic Profile of the Coast to Capital area (copy attached to the signed minutes). He explained that the consultation presented the biggest piece of research undertaken into the economy and area's potential and that the analysis will inform Coast to Capital's Local Industrial Strategy (LIS) which will be negotiated with Government in the New Year and, when published, will prioritise investment in the Coast to Capital area.

70. Mr Sharrock outlined the challenges the region faced in the matters of economy, population, business environment, place, and infrastructure innovation. He concluded that the chance of future growth in the South East region was concerning, and that these concerns needed to be highlighted to Government for increased investment in order for the region to be ambitious, to promote opportunities for growth, and to create a vision for sustainable growth in order to reach the Government's set targets. GATCOM noted the challenges for the region as set out in the presentation and the need for these to be addressed to help ensure the future prosperity of the region.

71. The consultation closed on 31 October and Mr Sharrock encouraged feedback from the Committee. The LEP will then compile the report of evidence for the LIS bid for submission to Government to begin discussion.

72. GATCOM made the following comments:

- The presentation was eye-opening in respect of how the region is falling behind on employment and business growth.
- Recognised that other areas had extracted more local and regional value from their airports compared with the South East region from Gatwick, and commented that GATCOM should address this in their future work planning.
- Acknowledged that there are no centres of business excellence in the Gatwick Diamond area, and that the lack of high-quality office and industrial space is a barrier to attracting higher value businesses.
- There was a need for keyworker housing schemes in the region which could help encourage graduates and young professionals to settle in the area after completing studies in the South East.
- The need for the area to attract the right type of growth and investment and for GATCOM to have an understanding of the role the airport in attracting growth was highlighted. It was felt that the GATCOM Steering Group should consider this as part of GATCOM's future work programme.

73. The Chair thank Mr Sharrock for his presentation and encouraged all member organisations to respond to the Coast to Capital LEP's consultation. The Secretariat will seek comments from members for consideration as part of a GATCOM response.

74. Resolved - That the Secretariat to seek comments from members for consideration as part of a GATCOM's response to the consultation which will be agreed with the Chair and Vice-Chair.

GATCOM CHAIR'S UPDATE ON ACTIVITIES

75. The Chair thanked GAL for hosting the Annual GATCOM Tour of areas of the airport. He also outlined his activities since the last meeting which included a meeting with Jeremy Quinn MP, a meeting with representatives from Heathrow Community Engagement Board and new GATCOM members.

CHIEF EXECUTIVE OFFICER'S REPORT

76. The Chief Executive Officer's [commentary](#) on activity and performance at the airport over the previous quarter was received (copy attached to the signed minutes).

Traffic Growth

77. The airport handled 14.1 million passengers between July and September with an aircraft load factor of 89.9%. It is anticipated 47m passengers will travel through GAL this year.

Service Quality

78. Overall service quality performance for the quarter was good against a background of growth and disruptive events. GAL continues to achieve its regulatory core service standards and passenger satisfaction scores for both arriving and departing passengers remain high.

Brexit

79. GATCOM noted that GAL continues to work with the Government and local authorities on planning for Brexit and to ensure passengers are prepared for any new travel arrangements. The EU has agreed that no changes will be made to border arrangements until October 2020 and aircraft will continue to fly in the event of a no deal Brexit.

Thomas Cook Repatriation

80. GAL received around 12-14 Thomas Cook repatriation flights per day, and felt the repatriation operation (known as Operation Matterhorn) worked very well. Around a third of Thomas Cook's slots would go back into the pool of slots for the slot co-ordinator, ACL, to allocate in the next round of slot allocation available for all airlines to apply to use the slot. The remainder of the slots will be sold by the liquidator, KPMG.

Hold Baggage Screening

81. Mr Wingate reported that Gatwick is the first major UK airport to become fully compliant with the DfT regulations for explosive device detection systems for hold baggage. GAL's upgrade project is nearing completion. The Committee will be kept informed of progress.

Capital Investment Programme

82. GATCOM noted that GAL's new rolling 5 years Capital Investment Programme (CIP) had been published in June and GAL's commitment to invest £1.11 billion over the next five years, with £274 million planned for 2019/20. The biggest project as part of the CIP is the western extension of Pier 6.

Noise Management Board

83. Recruitment of independent Chairs for the Noise Management Board (NMB) Executive and the Noise Community Forum is underway with the first-round interviews completed. GAL hopes to announce the outcome of the interview process in the coming weeks. Mr Wingate was pleased to report that in the meantime good progress is being made on the taking forward the NMB Work Programme.

Annual Airspace and Noise Meeting

84. The Annual Airspace and Noise Meeting is taking place on 3 December 2019 at 2.00 p.m. at the Hilton Hotel, South Terminal, Gatwick and all members are invited to attend. Members were also encouraged to forward details of the event to others in their organisation/wider communities.

Decarbonisation Road Map

85. GAL is participating in Sustainable Aviation's update of the 2016 Decarbonisation Road Map for UK aircraft emissions due for publication in December 2019. Sustainable Aviation would be invited to a future meeting to give details of its Road Map.

Extinction Rebellion

86. Members commented on the actions that day at the airport by Extinction Rebellion and whether this had impacted airport operations or service to passengers. Mr Wingate confirmed that the peaceful protest events are ongoing in South Terminal and that GAL is maintaining operations as normal.

Peter Hall, Chair Passenger Advisory Group

87. On behalf of GAL, Mr Wingate paid tribute and thanks to the work and commitment of Peter Hall who was standing down from the Committee at the end of 2019 and for his outstanding contribution on behalf of Gatwick's passengers over the past 29 years.

GAL's PLANS FOR GROWTH

Chair's Report on the Special Meeting of GATCOM Steering Group

88. The Chair presented his [report](#) on the special meeting of the GATCOM Steering Group held on 19 September to which all GATCOM members and supporting officers had been invited to attend (copy attached to the signed minutes). He advised that the special meeting had considered the incremental growth from the use of the main runway and also the process for the Development Consent Order (DCO) application for GAL's proposed use of the standby/northern runway for some aircraft departures. GATCOM noted the proposed indicative timeline for GATCOM's consideration at various stages of the DCO pre-application process.

89. The Chair advised that since the special meeting he had written to Crawley Borough Council and West Sussex County Council to remind them of GATCOM's ideas and suggestions in respect of Gatwick's growth plans. West Sussex County Council's response was positive and indicated that it would do all that it could to ensure that GAL fully addresses matters as it develops the Standby Runway scheme (known as the Northern Runway application) and will press GAL to unilaterally include commitments that are necessary to give reassurance to local communities and businesses. The County Council will continue to liaise with GATCOM as and when things move forward. GATCOM continues to engage with local authorities as there is much common ground, for example securing the infrastructure required for growth.

90. In respect of the DCO process, GATCOM noted that members would be asked for suggestions for GAL to consider in the development of the Statement of Community Consultation (SOCC) that GAL is required to prepare as part of the pre-application process, so that the Secretariat could collate ideas on behalf of GATCOM for submission to GAL.

91. GATCOM agreed the proposed approach set out in the Chair's report and commented that building an understanding of the issues of Gatwick's growth plans was important and agreed that it be built into the work planning and be discussed at the GATCOM Away Day scheduled to take place on 24 October.

92. Resolved – That:

- 1) The suggested indicative timeline for GATCOM to be updated and given the opportunity to input and/or build understanding on issues as set out in Appendix 2 of the Chair's report be noted;
- 2) Members views and ideas for consideration in the development of the SOCC be sought by the Secretariat to enable feedback to be given to GAL;
- 3) A representative of the local authorities be invited to give a regular update to GATCOM on the work of local authorities throughout the DCO process; and
- 4) The GATCOM Steering Group be asked to start to explore how the progress made by GAL over the past few years on its sustainability targets and commitments can be taken forward in the future.

Impacts on the Local Communities

93. Peter Barclay, Chairman of the Gatwick Area Conservation Campaign (GACC), and Charles Lloyd, GACC Analyst, [presented](#) the local communities groups' perspective on Gatwick's plans for growth and issues to be addressed.

94. Mr Barclay explained that GACC, together with a number of other community groups across a wide area around Gatwick, were actively campaigning against GAL's growth plans under the campaign banner "Gatwick's Big Enough". Mr Lloyd highlighted the following key points:

- No sustainable growth – GAL's growth plans would lead to an estimated additional 1m tons of CO2 emissions per annum from new flights, would increase local congestion and would have severe noise impacts for local communities and those under flight paths. The master plan made no mention of those additional emissions and noise impacts metric used did not relate to the way people would experience additional noise.
- Growth without scrutiny – it was highlighted that approximately 60% of the growth proposed by GAL would come from more intensive use of its main runway. Only 40% would come from routine use of the emergency runway. There was concern that the very substantial growth in passenger and flight numbers on local communities was not subject to the same independent scrutiny as that being considered through the DCO process for the emergency/standby runway proposal. They were calling for all Gatwick's proposed growth to be brought within a robust, independent, planning process.
- They wished to see GAL reconsider its position and re-scope the DCO process it has initiated.
- They invited community representatives on GATCOM to support this.

95. Mr Wingate thanked GACC for the information and concerns highlighted in the presentation which raised a number of important points for GAL to consider. He gave a commitment to consider these points in more detail and would report back at the next meeting of GATCOM.

96. Tim May, DfT, advised that the Government's policy supports airports making best use of existing runways and that as airports look to grow it is important the adverse impacts such as noise are mitigated. The current Aviation Strategy sets out guidance on sustainable development including the need for airports to have noise reduction plans, carbon emissions limits (although these are currently under much scrutiny nationally), and other measures to reduce adverse impacts.

97. Resolved – That GAL's response to the points highlighted in GACC's presentation be reported at the next meeting.

TRANSPORT FOR THE SOUTH EAST

98. Rupert Clubb, Chief Officer, Transport for the South East (TfSE), gave a [presentation](#) on its work as the new regional transport body bringing together local authorities, business groups, and the transport industry. An overview was given of the draft Regional Transport Strategy and priorities which was currently the subject of public consultation.

99. Mr Clubb explained that TfSE's approach to developing the strategy is "plan and provide" through scenario forecasting rather than the previous approach of "predict and provide". The draft strategy sets out a thirty-year framework to guide decisions about where, when and how money is invested in the South East's transport network, along with a range of policy changes and other initiatives to make sustainable travel easier and more attractive to people and businesses. The strategy is centered on 6 journey types – radial journeys; orbital and coastal journeys; inter-urban; local journeys; international gateways and freight journeys and future journeys. There would be further orbital and radial studies

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to highlight the deficit in infrastructure capacity. The region was heavily reliant on private car travel which was no longer sustainable in the long term. Four priorities have been identified to strategically plan for the region, including: creating sustainable routes to economic growth, addressing youth concerns regarding transport options, the need for an holistic approach to reliability and resilience and accessibility.

100. Mr Wingate advised that GAL welcomed TfSE's strategic approach and highlighted that a key focus in terms of the rail infrastructure was securing improvement to the Windmill Bridge junction at Croydon to eliminate one of the bottlenecks in the Brighton Main Line. GAL is also continuing its efforts to seek improvements in rail connectivity to areas in Kent, Redhill and Reading.

101. GATCOM welcomed the principles of and the key focus of the draft Transport Strategy. Issues highlighted by members included:

- The need to encourage an holistic approach to the region's challenges, and commented that regional strategic approach to land use planning was also needed to mitigate transport issues and to get the best from the areas development.
- Walking, cycling and use of public transport should be encouraged but recognised that this faced the challenge of providing suitable and reliable infrastructure.
- The impact of the airport's growth on rural roads is increasing needs to be acknowledged and there is a need to tackle the increased traffic congestion on local roads. As part of that effects of rail level crossings with increased rail services and ability to ease local traffic congestion must be addressed.
- The need for improved rail services on the North Downs Line.
- The capacity constraints on the Brighton Main Line and the Motorway network to accommodate the significant growth at Gatwick were highlighted and needed to be addressed.

102. The Chair acknowledged the deficit in current transport infrastructure capacity and encouraged members to engage with the draft Regional Transport Strategy consultation. Given the deadline for responses to the consultation was before the next GATCOM meeting, the Committee's response would be considered and agreed by the GATCOM Steering at its next meeting on 19 December.

103. Resolved – That the GATCOM Steering Group be asked to consider and agree GATCOM's response to the consultation at its meeting on 19 December.

PASSENGER ADVISORY GROUP (PAG)

104. Peter Hall, PAG Chair, presented his [report](#) in respect of the activities of PAG since the date of the last meeting (copy attached to signed minutes).

105. Mr Hall highlighted that it had been a busy summer for the airport and that there had been a few disruptive events including air traffic control systems outage, reduced air traffic flow rates into and out of Gatwick, ATC industrial action in Europe, and outages to GAL's baggage system which had impacted on passenger's journeys. He was pleased to report that GAL's handling of disruptive events had been managed well.

106. PAG acknowledges that the loss of Thomas Cook had a number of implications for Gatwick and had commended the management of the repatriation exercise which had been handled efficiently and collaboratively by the CAA.

107. Mr Hall also advised that that PAG has been invited to participate in GAL's new Independent Gatwick Accessibility Group as 'observer' status on the group which will help ensure that the work of PAG and the new Group is complementary to seeking improvement to GAL's accessibility service standards and facilities and to avoid duplication of effort.

108. GATCOM noted that PAG had elected a new Vice-Chair Designate, Claire Booth to succeed the current Vice-Chair Samantha Williams when she takes up her position as the new PAG Chair on 1st January 2020. PAG was also in the process of appointing two new volunteer passenger representatives to fill the two vacancies on the Group.

109 Reference was made to the difficulties in recruiting air traffic controllers and the global shortage of trained controllers. Mr Wingate commented that GAL works with ANS, the airport's air traffic control, in training programmes and promoting ATC careers through GAL's 2"Learn Live" broadcasts which are available on GAL's website.

110. Mr Hall was standing down from the PAG and GATCOM at the end of 2019. The Chair expressed the Committee's gratitude and sincere thanks to Mr Hall for his outstanding contribution to the work of PAG since 1990. PAG work with GAL and a wide range of stakeholders at the airport had changed under his chairmanship creating a much more meaningful and effective dialogue with GAL and is often the envy of other Airport Consultative Committees around the UK. It was noted by Ed Balls at the recent Transport Forum that Mr Hall received the loudest applause of the day, and Mr Hall is commended as a champion of GAL's passengers.

111. Resolved – That:

- 1) the Committee write to Dame Deidre Hutton, Chair of the CAA, to commend the way in which the CAA, working with GAL and other industry partners, had managed the Thomas Cook repatriation exercise;
- 2) PAG's suggestion about the need to better
- 3) PAG's involvement in a wide range of consultations, projects and operational matters be noted; and
- 4) That GATCOM paid tribute to Peter Hall, PAG Chair who is standing down from PAG at the end of 2019 after 28 years of volunteering his time championing the interests of Gatwick's passengers.

GATWICK'S COMMUNITY ENGAGEMENT ACTIVITIES

112. GATCOM received a [presentation](#) from Alison Addy, Head of Community Engagement, detailing GAL's recent community engagement activities, sponsorships and funding support (copy attached to the signed minutes). GAL's community programmes are designed to share the benefits that the airport generates among local people and communities who may not directly benefit from the economic contributions that Gatwick brings to the region.

113. GAL was advertising for a new charity partner for a two year period from March 2020 to benefit the local community. The Learn Live broadcast in November would focus on careers in Air Traffic Control, and 50 schools are expected to engage. The Big Bang Festival which GAL sponsored has reached 16,000 young people, however this sponsorship is now due to end and the focus will move to engage with schools directly and promote the Airport to the wider community. GAL also worked with several economic partnerships and participates in and supports a number of events and activities across South London, Sussex, Surrey and Kent. A recent new initiative is GAL's 'Meet the Local Producer' event to showcase and celebrate local food and beverage suppliers to help buyers discover local products. This has already resulted in some on-airport companies buying from local producers.

114. GATCOM noted that GAL was due to publish its [Community Engagement Highlights](#) document on its website in the coming weeks. Printed copies were provided to members at the meeting.

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115. The Committee thanked Alison for the update, and commended GAL's community work in the local area and across the wider region.

AIRSPACE UPDATE

116. Andy Sinclair, Head of Airspace Strategy and Engagement, GAL, gave [updates](#) on progress and issues in respect of:

FASI South

117. Following two rounds of engagement earlier in the year, GAL's submitted design principles had been approved by the CAA and agreement given for GAL to proceed to the next stage in the process. The next stage will involve two steps – options development and options appraisal. This will involve the iterative development of options with a wide range of existing stakeholders and the introduction of parish councils and similar organisations as and when appropriate. The objective is to develop a shortlist of options for the airspace change on which to formally consult (at Stage 3 in the process) possibly in 2021.

118. GATCOM also noted that the Government had introduced its Air Traffic Management and Unmanned Aircraft Bill into the House of Lords on 22 October which included provision for greater enforcement powers to better enable the police to effectively tackle unlawful use of unmanned aircraft (drones).

Route 4

119. The CAA had approved GAL's design principles and given agreement for GAL to proceed to Stage 2: Develop and Assess. GAL is hosting the first workshop with local authorities and parish councils on 30 October.

Reduced Night Noise (RNN) Trial

120. Mr Sinclair presented details about the proposed RNN Trial (copy attached to the signed minutes). The aim of the trial is to increase the height of low flying arrivals aircraft so that the noise they make on the ground below is reduced at the sensitive period during the night. The trial will run for six months in total, planned to start in March 2020. He explained that the trial would run from 01:30 – 05:00 (local time) and once the trial is completed it would cease. GATCOM noted that not all aircraft would be required to fly the trial routes and that it was expected that the trial would involve one aircraft per night in the less busy season to around 21 aircraft per night in the busier traffic months, although it would be difficult to predict the exact numbers that would fly the procedure each night.

121. Mobile noise monitors are being used to capture aircraft noise before and during the trial in order to assess noise performance. These are placed in locations under some of the RNN routes. He assured GATCOM that the trial would not enable any more aircraft to fly at night than is currently allowed and nobody will be newly overflown. In planning the trial GAL has considered and addressed some of the concerns expressed by community noise groups and a number of safeguards will be put in place to ensure that if the trial does not perform as expected, for example if it does not deliver the expected noise reductions, the trial can be suspended.

122. GATCOM also noted that the results of the trial will be used to inform future airspace designs.

123. GATCOM highlighted the need for GAL to effectively communicate the trial with local communities and suggested that ahead of any trial letters be sent to parish councils, with an emphasis on what the trial seeks to achieve and reassurance on what will not happen and why the trial needs to occur at night. There was also a need for GAL to make it clear that the trial is not linked to the review of the night flights regime. GAL has taken a note of these points.

NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

124. The Committee received a [summary report](#) from Alan Jones, Lead Member for Noise, on the deliberations of NATMAG at the meeting on 8 August 2019 (copy attached to the signed minutes).

125. Mr Jones highlighted issues with track keeping performance over the previous quarter. NATMAG had been updated on the Rapid Exit Taxiway scheme and that one of the aims of the scheme was to reduce the need for aircraft go-arounds as arriving aircraft would be able to leave the runway more quickly.

126. There was one departure noise infringement on 11 May which has been addressed with the airline concerned and has been fined £500 for infringing the noise limit. NATMAG has asked GAL to review the level of fines for infringements through the work of the Noise Management Board.

127. The key message for GATCOM was that NATMAG members have been very involved on the development of GAL's new noise and track monitoring system, and a further workshop is planned for 6 November to provide feedback on phase 2 of the project.

DATE OF NEXT MEETING

128. Members noted the forward calendar of meetings for 2020/21, and noted the next meetings of GATCOM as follows:

GATCOM Steering Group – Thursday 19 December 2019 at 10.00am

Passenger Advisory Group – Thursday 9 January 2020 at 1.30pm

GATCOM - Thursday 23 January 2020 at 2.00pm

129. Members also noted the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) on Thursday 7 November 2019.

Chair

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GATCOM

23 JANUARY 2020

GATCOM STEERING GROUP – MATTERS CONSIDERED

REPORT BY CHAIR

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 19 December 2019.

1. Review of GATCOM

1.1 GATCOM's membership and ways of working has been considered in detail at GATCOM's first ever Away Day held on 24 October, with the key outcomes being discussed initially with GAL and then by the GATCOM Steering Group. The review has looked in detail at GATCOM's membership and the balance of interests represented, the committee's operating structure, business considered at our meetings, how we communicate and share information both within GATCOM and to the wider communities, and whether GATCOM should have a Mission Statement and Work Programme so that we can easily assess GATCOM's effectiveness, successes and where more needs to be done.

1.2 The Steering Group views on the suggestions and ideas flowing from the GATCOM Away Day were:

- **Mission Statement** – there was a mix of views expressed at the Away Day as to whether a Mission Statement was needed given the DfT Guidelines for Airport Consultative Committees clearly set out the role and purpose of a consultative committee. This was a view also shared by GAL. The Steering Group agreed that the wording of the suggested Mission Statement needed to align with the DfT guidelines and should be presented to GATCOM for consideration.
- **Membership** – the balance of interests, the current vacancies for the airlines' interests and business/economic interests, and the request for membership from the CPRE were considered in detail. The Steering Group felt that the size of the Committee's membership was already large and that there was a need to ensure that the careful balance between the various interest groups was maintained to ensure a constructive and balanced debate. The Steering Group has suggested that:
 - Alternative organisations to fill the current vacancies for airlines' interests and business/economic interests (a gap in business representation from the Brighton and Hove area was highlighted) be explored
 - There is a need for an additional seat for environmental interests and that an organisation that could offer local, evidence based technical expertise and views rather than seeking membership of another campaign group, could add value to GATCOM's deliberations. The majority of the Steering Group suggested that the membership request from the CPRE should be declined.
 - Given the highly sensitive and complex topic of aircraft overflight, noise reduction and mitigation, a topic frequently discussed at GATCOM meetings, there is a need for GATCOM to formalise its linkages to the re-constituted Noise Management Board (NMB) so that the collective views of local communities and the work being undertaken by GAL and the industry are fed into GATCOM's deliberations. The Steering Group suggested that, if an

additional environmental seat is agreed by GATCOM, then the seat should be offered to the Chair of the NMB.

- Whilst the local authority membership and criteria for membership remained appropriate, an area that should be explored was ways to engage with a wider number of parish councils in GATCOM's deliberations. The Steering Group has suggested that through encouraging GATCOM member parish councils to establish their own local network with their neighbouring parish councils this could help facilitate a more regular two-way flow of information, enabling them to discuss airport related matters collectively and in helping to identify issues that needed to be brought to the attention of GATCOM.
- **Meetings management** – developing a GATCOM Work Programme which takes into account the key topics of interest expressed by members at the GATCOM Away Day was supported. There is a large number of topics to be explored over the coming year, some which will require a more in-depth discussion. Initial consideration has been given to the suggested draft programme and the Steering Group emphasised the importance of the programme being viewed as a living document that would evolve over time. The opportunity for public questions at GATCOM meetings has also been considered. However, it was felt that this suggestion should not be explored further given GATCOM was not a decision-making body and that the amount of resource needed to manage an effective process before, during and after meetings in a way that would add value to GATCOM's work and deliberations, could prove disproportionate compared with the core work of the Secretariat. It was also highlighted that GATCOM is one of many communication and engagement channels provided by GAL to the wider community.
- **Social Media** – consideration has again been given to the scope for GATCOM to introduce a social media presence within current Secretariat resources. Whilst it is accepted that social media is an efficient way to communicate information quickly to a wide audience and is used widely as a business marketing tool, its use also offers greater ease of response access by those wishing to comment directly on information circulated which could divert the Secretariat's resource to handling social media feedback rather than the Secretariat's core research and administrative business. The Steering Group has therefore suggested that the use of social media should not be explored further at this time.

1.3 The Steering Group's recommendations and suggestions are detailed in the Secretariat's report on the Review of GATCOM considered at item 13.

2. TfSE Draft Transport Strategy

2.1 As requested at the last GATCOM meeting, the Steering Group considered and agreed on behalf of GATCOM, a response to Transport for the South East's (TfSE) consultation on its draft Transport Strategy. The Secretariat's suggested draft response, which took into account those comments raised at the last meeting as well as other comments received from members, was circulated to all GATCOM members for comment prior to the Steering Group's consideration. The additional comments received from members were reported to the Steering Group and subsequently reflected where appropriate in the final response. A copy of the submitted response is given in Appendix 1.

3. GAL's Growth Proposals

Northern Runway Proposal

3.1 GAL gave an update on its work as part of the pre-application stage of the Development Consent (DCO) application process.

3.2 In response to GAL's scoping report the Planning Inspectorate issued its Scoping Opinion in October. This identifies matters that GAL needs to give due consideration to in preparing its Environment Statement. GAL advised that amongst the additional matters that need to be considered in the Environmental Statement include:

- a description of the baseline scenario with and without implementation of the development and should clearly define the 'future baseline'
- consideration of the FASI-South airspace changes
- consideration of cumulative impacts such as the Homes England's proposed West of Ifield development and the proposed Horley business park
- consideration of the potential cumulative temporary traffic effects of the Heathrow R3 construction proposals.

3.3 GAL's pre-application assessment work continues and has commenced preparation of the Preliminary Environmental Information Report (PEIR), similar to a "draft Environmental Statement", which provides an overview of the likely significant effects of the proposed development. GAL will continue to engage with the local authorities during the preparation of the Report. Members sought clarification on whether GAL's assessment work would include an assessment of construction activities, times and traffic routeings, surface water run-off and supply and impacts on public safety zones. GAL has confirmed that all these points would be addressed as part of the DCO process.

3.4 Preparation of the Statement of Community Consultation (SOCC) is also underway and GAL is engaging with the host local authorities to seek initial thoughts on the nature and extent of the formal consultation and what they believe should be included in the SOCC. The GATCOM Secretariat has sought ideas and suggestions from GATCOM members to input to the SOCC preparation process a summary of which has been forwarded to GAL for consideration.

3.5 GAL is continuing to engage with local authorities throughout the preparation process. GAL also confirmed it had initiated the formal Airspace Change Process (under CAP 1616) for the northern runway proposals and more information could be found on the CAA's Airspace portal.

Main Runway Incremental Growth

3.6 GAL confirmed that arrangements have been made to meet the Gatwick Area Conservation Campaign (GACC) to discuss the points raised in both their letter to GAL and the [presentation](#) given to the last GATCOM meeting. GAL confirmed that a response to the letter had been sent. GAL's response to the presentation will be considered at agenda item 6(b).

3.7 The Steering Group discussed the ways in which GAL currently manages the impacts of growth and the commitments it has given. GAL reiterated that since 2001 it had entered into a suite of environmental management measures and other obligations contained in binding legal agreements with Crawley Borough Council and West Sussex County Council (and most recently renewed by an agreement dated 30 April 2019). That agreement sets out obligations covering climate change, air quality, aircraft noise, surface access, water management, waste management and energy management as

well as obligations to make a positive contribution to the economy and quality of life across a wide area around Gatwick. Performance against these obligations is independently verified each year and reported via GATCOM in the Section 106 Annual Monitoring Report. In addition to this GAL has also set itself challenging sustainability targets in its Decade of Change Strategy, has a range of action plans required under the terms of the agreement, a range of challenging modal split targets set out in the Airport Surface Access Strategy which are agreed with a wide range of stakeholders and local authorities and provides funding for a number of community projects and events.

4. Decade of Change Strategy

4.1 GAL gave an overview of the Strategy's aims, targets and the progress made against its targets over the past 10 years covering the key themes of local community, economy and the environment. The Steering Group was encouraged by the focus and progress made by GAL and commended many of GAL's initiatives. GAL is in the process of looking ahead to the next decade to further its work which will need to take account of the Government's new aviation policy when issued and other new policies that emerge from the Government.

4.2 GAL's intention is to retain a strong and simple focus to its next Strategy of ten goals over ten years to deliver a clear message on GAL's priorities for sustainable growth which builds on reducing the airport's impacts through a collaborative working partnership across the airport and wider community. The key challenges will include addressing noise, emissions, climate change and air quality and surface transport.

4.3 The Steering Group highlighted possible areas for GAL to consider in the development of its new strategy including exploring how the airport further embrace growth in electric vehicles and the infrastructure needed both on airport and off airport to support that growth, its intentions in addressing further reductions in aircraft emissions beyond the airport boundary, including ultrafine particles (UFP) pollution both on and off-airport. GAL has noted these points and advised that it is collaborating with other airports and industry partners to develop a research project on aviation-derived UFPs for which there are presently no legal standards against which to monitor. This will be a multi-year research project that will include on-airport monitoring research and analysis including possible development of monitoring and modelling guidelines.

5. Airspace Updates

FASI-South

5.1 GAL's engagement continues on this important project. Two workshops have been held with local authority officers to help develop a series of options upon which GAL will formally consult. Similar discussions have also been conducted with a number of Gatwick's major airlines, who affirmed both: their ability to climb at rates in excess of today's designs and a strong desire to design arrival procedures that improved the extent of continuous descent profiles.

5.2 The Steering Group was also pleased to note that GAL's work with neighbouring airports is ongoing and together they are also working with the Airspace Change Organising Group (ACOG) which is giving the oversight management of this project. GAL is also specifically engaged with ACOG on the development of the deployment

schedule; the current assumption is that the first of five deployments will take place over the winter of 2022/3 (not involving Gatwick) with each subsequent deployment separated by 12 months. GAL's future engagement plans will depend on which deployments Gatwick is scheduled to be part of. A further report will be given to GATCOM.

Route 4

5.3 As GATCOM is aware this route has a complex history involving two separate airspace change proposals. For the 2018 proposal, GAL is now at stage 2a - Develop and Assess - of the airspace change process. Two, very well attended, workshops with local authorities and parish councils have been held at which a route design envelope and design options were shared. On the basis of the workshop and the feedback, GAL is now developing a Design Principles Evaluation document for submission to the CAA in early 2020.

6. Noise Management Board

6.1 Two new independent Chairs - Jonathan Drew and Warren Morgan - have been appointed to lead the newly created NMB Executive Board (NEX) and NMB Community Forum (NCF), respectively. Both were appointed following a full and open recruitment process which also involved an ICCAN Commissioner.

6.2 As GATCOM is aware, the new structure will allow for more community groups and locally elected representatives to be included in, and contribute to, NMB proceedings.

6.3 The first NCF meeting is due to be held on 26 February 20 ahead of the first NEX meeting on 18 March. In the meantime, a number of Chair induction meetings have taken place through November and December, and further meetings are planned in January to discuss outstanding matters and to introduce the Chairs to key stakeholders. The Chairs plan to hold a surgery for bi-lateral discussions on 17 January ahead of the formal NMB members induction session which is scheduled to take place on 30 January, to which I have been invited to attend.

Annual Airspace and NMB public meeting

6.4 A number of GATCOM members attended the Annual Airspace and NMB public meeting on 3 December. The feedback given at the event and the nature of the questions raised by attendees will be a matter for GAL to consider with the NMB Chairs. The Steering Group took the opportunity to feedback to GAL ideas and suggestions on how the event could be improved for the future. The general view was that the event is valued and enabled a wide range of community representatives not usually involved with GAL or the NMB to engage directly with industry representatives including ICCAN and NATS. It was suggested that GAL give consideration to holding the "market place" event first so that attendees could then have a more informed question and answer session following the progress and update presentations.

Tom Crowley
Chair
GATCOM

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Tony Kershaw
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Gatwick Airport Consultative Committee

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10 January 2020

Dear Sir/Madam,

TRANSPORT FOR THE SOUTH EAST – DRAFT TRANSPORT STRATEGY

GATCOM supports TfSE's partnership working bringing together the transport authorities, local authorities and LEPs to directly influence strategic investment decisions with the Department for Transport, Highways England and Network Rail. The opportunity to comment on TfSE's first draft Transport Strategy for the South East is therefore welcomed.

GATCOM, the Gatwick Airport Consultative Committee, is the statutory advisory body for Gatwick Airport and comprises representatives from local authorities, the aviation industry, passengers, business, tourism, environmental interests and other users of the airport. We provide a forum for informed discussion leading to the provision of advice to the Government, Gatwick Airport Ltd and other organisations on a range of matters concerning the operation and future development of Gatwick. One of our key aims is to ensure that the future growth and development of Gatwick Airport has particular regard to the impact this has on the surrounding local communities, the environment and local economy. The way in which passengers, staff and users access the airport is therefore a key issue for the Committee.

Having efficient, effective, high quality and resilient surface transport to Gatwick benefits not just air passengers and airport staff but also the local population and is an integral part of the sustainable growth of the airport. A Transport Strategy that aims to provide a high quality, reliable, safe and accessible transport network offering seamless door to door journeys enabling businesses to compete and trade more effectively in the global market place and giving residents and visitors the highest quality of life, is supported and viewed as vital in supporting sustainable growth at Gatwick, one of the South East region's international gateways. To secure an holistic approach to the region's transport and development challenges a strategic approach to land use planning is needed.

GATCOM therefore welcomes the fresh approach TfSE has taken in developing the Strategy and supports the move away from the "predict and provide" approach to the "plan and provide" approach through scenario forecasting. The Strategic Goals – Economic, Social and Environmental, Strategic Priorities and key principles for achieving the 'Vision' are also supported. GATCOM is surprised however about the absence of carbon targets within the draft Strategy.

Cont'd...

BY EMAIL

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Agenda Item 4

Appendix 1

As TfSE is aware, Gatwick Airport has announced expansion plans which will bring a number of challenges for the region given the capacity constraints on the transport networks in the region. GATCOM is pleased to note however that the draft Strategy recognises that Gatwick's expansion will bring significant challenges for both passengers, airport staff and freight flows on the corridors serving the airport. Although plans to expand Gatwick are in the early stages of development and are not guaranteed to come forward, they could do so within the lifetime of the Strategy. Whilst it is appreciated that at the present time only limited information is available about specific initiatives that will be needed as part of Gatwick's expansion plans and vision for growth, it is felt that the Strategy should set out an ambition for access to international gateways which matches the scale of the vision and highlights that the additional passenger and employee journeys as a result of airport expansion should be mitigated entirely by increasing the sustainable transport mode share through a combination of infrastructure and service improvements.

Addressing the challenges identified in the draft Strategy for the high capacity links between M20, M23/A23 and the A3, the east – west Gatwick connectivity gap, the potential future of Gatwick, Medway and Ashford rail services and the need to improve the orbital connectivity between Gatwick, Hampshire and Kent are priorities to be welcomed as are initiatives to improve public transport to Gatwick, particularly from areas in Kent. In respect of the improvements to orbital rail connections between Gatwick Airport, Hampshire and Kent to enable direct access to/from Gatwick Airport, avoiding the need to travel via London, is a matter to also be considered to improve journey times and the journey experience from those areas.

Whilst acknowledging that the Strategy sets a high-level strategic approach it is felt that there should be recognition and focus on improving the major road network in the vicinity of Gatwick, in particular the importance of the A24. The congestion experienced on the major roads around Gatwick exacerbates the problem of traffic congestion on other local roads and increased use of rural roads through villages both of which are likely to increase further as the airport grows and housing supply across the region increases. The effects of rail level crossings on local road congestion coupled with the increase in rail services, is also a particular area that needs to be explored further and initiatives put in place to manage traffic congestion.

It is noted that one of the main messages through the draft Strategy is the ability to balance economic and environmental growth, a common view shared by GATCOM. It is acknowledged that as the Strategy is regional in scope it will naturally focus on main road and rail corridors. However there is an opportunity for TfSE to strengthen its support for more local journeys to be made by non-motorised modes, or "active travel". The role cycling and walking can play in quality of life and travel to work has been acknowledged in the area around Gatwick, with the airport and local communities taking steps to both improve accessibility and increase the use of local networks, including National Cycle Route 21, which serves the airport. GATCOM expects this to be continued as Gatwick seeks to grow. However it is felt that greater emphasis should be made for active travel in the Strategy.

GATCOM also supports sustainable commuting, which not only includes use of public transport, cycling and walking but also reducing the need for travel and the distance travelled, particularly during congested peak periods. The Strategy needs to support measures that create opportunities for employment within the region, close to existing centres, where shorter journeys to work by public transport and active travel modes becomes easier.

The future programme of 'Area' and 'Thematic' studies to provide greater depth and details to inform future priorities and investment programmes are supported and GATCOM welcomes the opportunity to be consulted further on their results and recommendations.

As regards the Strategy's dependencies on other public policy areas such as energy generation and land-use planning, it would be beneficial if this was more fully explored and a more active role adopted in the Strategy as to where the energy will come from. It is recognised that transport planning needs to be undertaken in parallel with other public policy areas, for example Local Industrial Strategies and housing plans (Local Plans and Homes England),

where these dependencies exist to ensure that the Strategy can be implemented and will be effective.

GATCOM trusts its comments can be taken into account in finalising TfSE's first Transport Strategy.

Yours faithfully,



Paula Street
GATCOM Secretariat

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CEO REPORT FOR GATCOM



OCTOBER – DECEMBER 2020

Gatwick Airport Limited
Stewart Wingate, CEO

YOUR LONDON AIRPORT
Gatwick

Airport & Operations

In November, Gatwick's **interim financial results** were announced, the first set of results since Vinci Airports purchased a 50.1% stake in the airport. New routes and retail success resulted in EBITDA +7.9% year-on-year. One in five passengers from Gatwick are now flying long-haul, with new direct routes to Brazil and Argentina contributing +2.13% growth in long haul passengers. The new links also contributed to year-on-year growth of 39% for cargo between Gatwick and South America.

As the first London airport to fully deploy and meet the DfT's deadline for the **screening of all hold baggage** through standard 3 explosive detection system x-ray technology, we have sought to refine and develop the process by seeking out and utilizing all available security and process efficiencies and upgrades. This includes the potential ability to operate a remote rescreening reconciliation product. In very broad terms, this means that in future we may be able to recall the image of a bag whose owner has not made the flight; conduct a risk assessment in light of all the information and advanced image definition technology available to the operator and if all is deemed safe, the aircraft may depart without the bag being offloaded and the flight being delayed. It's still early days and only conceptual, however operating protocols and the associated assurance processes are being designed in order to meet DfT and CAA approval to operate a small trial.



The **Passenger Verification Integration programme** which will see the implementation of biometric and auto-boarding technologies has begun, known as Pax-VI. This project will replace and connect the existing e-gates within the Security zones to new e-gates on the Pier6 Western extension. This builds on from the successful biometric trials conducted in 2018 and will create a blueprint that can be applied to boarding gates across the airport.

The **Boarding by Seat Number trial** – dubbed 'Bingo Boarding' – saw boarding times reduce by up to 10%. Passengers were asked to board in a specific order, displayed on screens in the gate room. This allowed time to prepare to board and removed queuing in the jetty bridge. Feedback from passengers and the media was overwhelmingly positive, and further trials are planned with alternative 'family friendly' boarding sequences.

Reduced demand on Local Fire Service - Gatwick has been trialling a new approach to responding to Aircraft Ground Incidents (AGIs) which are incidents involving aircraft not relating to take-off or landing, for example contact with other vehicles, smoke and fire events. Historically, any event considered an AGI by ATC would require a full response from our own airport fire service and create the need for 3 local fire service fire appliances and one officer to attend Gatwick. AGIs required 13 fire fighters, each taking around an hour. Over 99% of the AGI demand for local fire service attendance were stood down without any involvement.

Since August 2019 the trial has seen our own fire service respond to each AGI and make an assessment of the severity of the event and whether the local fire service is required. In the 59 AGIs since August 2019 our Airport Fire Service have assessed no need for local fire service attendance, managing the incident internally and avoiding 767 hours of fire fighter time and resource. As our fire service are able to attend any AGI in minutes, their ability to assess the risk and then call on the local service if required means that the adequacy of response will not be impaired. This innovative initiative has had input from ATC, Local Authorities and our Airport Fire Service, the benefits are generating interest and enquiries from other UK airports

Following the public announcement of the **Gatwick Station Redevelopment Project** in July, works have started on site to get ready for full construction starting in May 2020. Welfare facilities and other site infrastructure have been set up, with further work to do in the coming months. Detailed design is underway with workshops being held on all elements of the final design, with engagement from the airport, GTR and Network Rail and their delivery partners. Planning is also ongoing to ensure all parties are fully integrated operationally, to ensure disruption to passengers is minimised through construction.

The 2019 **Gatwick Transport Forum** was held on 11 October and was attended by over 120 stakeholders from local government, community groups, transport providers and government agencies. Attendees had the opportunity to ask questions of Gatwick's new Chief Technical Officer, Cedric Laurier and CEO, Stewart Wingate, before hearing an update on Gatwick's Decade of Change and Surface Access Strategy. During the coffee break, the audience could interact with various organisations at stands highlighting their work at Gatwick and the broader local area, including Metrobus, the M23 Smart Motorway Project Team, Evans Cycles and coach operators National Express and Megabus. The second session of the morning began with an update from Tim Norwood, Chief Planning Officer on Gatwick's Master Plan and proposals for bringing the Northern Runway into routine use. This session also featured a presentation on how Gatwick works with stakeholders to manage and mitigate the impact of major projects, such as the M23 Smart Motorway and the upcoming station redevelopment. Finally, the day closed with an energetic and entertaining keynote speech from former Shadow Chancellor, Ed Balls, who regaled the audience with stories of his political career and life after Strictly.

We have now concluded the majority of work on the **Bus and Coach Strategy** with our consultants. The outputs include a report and a strategy document. We have shared the findings with our key stakeholders in the Transport Forum Steering Group and will now work with Metrobus, National Express and other transport providers to develop proposals for new services, marketing opportunities and other service enhancements.

Peter Hall retired from the Passenger Advisory Group (PAG) on 31st December celebrating nearly 30 years of service, 14 years of which were as Chairman. Sam Williams replaces his as Chair and Claire Booth takes on the role of Deputy Chair from 1st January 2020.

We launched our **Travel to Work Survey** in October to gather up-to-date information on current staff travel behaviour and understand staff attitudes towards various modes of transport. This has been shared across the Gatwick Family. Analysis will take place in the New Year and the survey's findings will support the development of future staff travel initiatives.

After 3 months of operation, **Zeelo** drew their service trial to a close. The route between Gatwick and Crawley failed to attract sufficient numbers to make the service sustainable over the long-term. Although the service has now been withdrawn, both GAL and Zeelo have taken valuable lessons from the trial which the teams will use to explore further opportunities and other staff travel initiatives.

The traffic management switch to allow works in the central reservation of the **M23 Smart Motorway Project** were completed in mid-December. Significant progress is being made, with work taking place 24 hours a day. Kier have developed an accelerated programme of works as they complete construction on the project in the spring; as a result, there will be overnight road closures Monday to Friday throughout the winter. There are also 5 full weekend closures planned, starting on Friday 28 February. Either the southbound or northbound carriageway will be closed from Friday night to Monday morning. A full communications plan is being developed by the project team and Highways England, which Gatwick will support. Traffic management is due to be removed in Spring 2020, leaving four permanent running lanes at a reduced speed limit of 60mph. There will be a reduced programme of overnight closures and lane closures for a few months while the team commission the smart motorway technology.



Our **Accessibility Day** in November welcomed over 100 guests, giving them the chance to visit the airport for a relaxed “trial run”. Guests were able to relax in an airline lounge, visit some of the airport vehicles such as fire engines and police cars and meet the friendly Border Force dogs, before finishing with some time on board an aircraft to experience the cabin. Feedback from the day was really positive and guests tell us that this familiarisation exercise helps to remove some of the fear and worry around their travel plans.

To encourage people with a **disability** to travel, Gatwick has published [new videos](#) that show the journey through the airport from the perspective of someone in a wheelchair and someone who is partially sighted. The films are designed to inspire confidence by demonstrating the possibilities for independent or semi-independent travel – and show what travelling through Gatwick Airport is like from the perspective of two frequent flyers.

On 19th December Gatwick held its first **Independent Gatwick Accessibility Panel (IGAP)** Forum which considered accessibility provision and services at the airport, including setting new service standards and reviewing the airport’s performance against them. The event proved to be successful with the next one scheduled for the spring.

In October we issued a proposal to update and extend our **Commitments** to our airlines and GATCOM’s Passenger Advisory Group. This followed an extensive review of the service standards, as well as a programme of passenger research. Gatwick will analyse the response to the consultation and issue an update to the community in January.

Investment & Growth

The construction of the cabins for the new **Robotic Car Parking product** have been completed. Stanley Robotics are now working on setting up the IT systems to enable the system to be tested in early 2020.



The construction of the new mezzanine level in the North Terminal departures lounge – known as '**Project Bobcat**' – is now complete. Two retail units 'the Bookshop by WH Smiths' and a Rayban store located beneath the new floor slab, have opened and the final unit will open in the Spring. The first retail unit on the upper level is now open – Warren's Bakery. Work to fit out the second unit is underway and will open in early 2020.

Following completion of the airfield work to realign and widen the **Quebec taxiway** in the autumn, the new A380 stand on Pier 5 went into operational use in November. The new Stand 103 also went operational at the start of October, creating an additional stand on Pier 6. Relocation of the A380 stand was the final enabling project to allow the Pier 6 Western Extension project to commence.

Construction sites have been established in the airfield, airside at the end of the current **Pier 6**, and landside in the North Terminal Summer Special car park. The landside space will be used to construct the four modules that will comprise the Pier 6 building before they are manoeuvred into place within the airfield site. The former A380 gate room and stand are now being demolished in preparation for the western extension.

In the previous period it was reported that enabling works for a new **Rapid Exit Taxiway** (RET) had commenced. These works are now complete in readiness for the construction of the new taxiway which begins in February.

Refurbishment of the Airfield Fire Station is continuing and will complete in early 2020. The project has been challenging due to the condition of the existing building, however work has progressed well and allowed the fire team to have their Christmas lunch in their new facility!

A General Permitted Development Order (GPDO) consultation for the development of **Multi-Storey Car Park 7** (NT) was submitted to Crawley Borough Council in December. We are also involved in a number of other submissions relating to Gatwick which include a screening request for a new easyJet Hangar; the discharge of planning conditions for the Boeing Hangar; and a planning application relating to the Bloc Hotel in the South Terminal. This application is for an extension to the existing hotel and will increase the current number of rooms available to our passengers.

The **Northern Runway Development Consent Order** (DCO) detailed work is underway. The team are engaging a wide range of stakeholders and are working towards a consultation on the scheme later this year.

Airlines & Routes

Thomas Cook's portfolio at Gatwick was split into two sections; the smaller part of approximately 38 slots per week was returned to the slot pool and allocated to a variety of airlines including easyJet. The larger part approximately 140 slots per week were purchased by easyJet. easyJet will continue to operate solely from the North Terminal and will start to assimilate some of these slots into their winter schedule from February half term, the remainder will commence during the summer period. Some, but not all, of the slots are now on sale to various destinations including Turkey, Tunisia, Albania and Greece.

In October Gatwick welcomed **Jazeera Airways** and a brand-new service to Kuwait City. The now daily service is the first Jazeera have operated to Western Europe and offers passengers an alternative connection point to destinations in the Middle East and Central/South/South East Asia.



November saw the launch of Air China's new service to **Shanghai**. This 4 a week service in addition to China Eastern's means that Gatwick now offers 11 services a week to the city, further cementing Gatwick as a great option for Chinese travellers wishing to visit London and the South East. UK visitors to Shanghai can look forward to taking in the Lujiazui skyline and exploring the cities many historic buildings alongside extensive modern attractions.

During November Gatwick also saw the launch of TUI's service to **San Jose Del Cabo**. This is another new destination for the airport, with the twice weekly flight facilitating access to the Mexican city's sandy beaches and rich history.

The new service to Memmingen with TUI mentioned in the last GATCOM update has since been moved to **Innsbruck** and is now in operation.

Sustainability

Gatwick recently secured the **Wildlife Trust's Biodiversity Benchmark Award** for the 6th consecutive year. An important target in our Decade of Change programme, achieving the Biodiversity Benchmark Award shows we have a leading approach to biodiversity and ecological management and awareness. Only 13 organisations in the whole of the UK can lay claim to meeting the rigorous assessment standards, making this a great achievement for Gatwick. This year we achieved zero non-conformances and zero negative observations being raised and/or applying to the site. This is only the second time in the history of the award this has been achieved. This achievement is made possible by the many airport and local volunteers, 87 of whom braved the elements to help us manage our woodland from Oct to Dec.

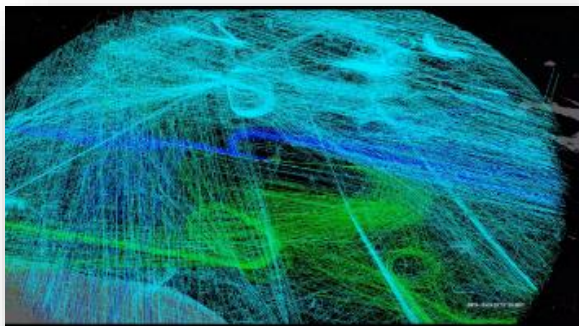
Preparation of the **2019 Decade of Change report**, and of the **2019 S106 Annual Monitoring Report (AMR)**, has commenced. The Decade of Change report will be published in May 2020. The S106 AMR will, following verification of 10 selected items in April-May, be finalised in July 2020.

The annual meeting of the **Joint Local Authorities Group on Air Quality** was held in December 2019 at Crawley Town Hall. Gatwick's report covered airport air quality monitoring and initiatives including aircraft NOx classification metrics, Fixed Electrical Ground Power usage, and electric vehicles infrastructure investments.

Gatwick has provided Crawley Borough Council with funding to replace their existing permanent Air Quality monitoring equipment near the airport's eastern boundary. We are also discussing a joint event next year to promote electric vehicles with SMEs in Crawley and Manor Royal.

Gatwick is collaborating with several other airports and aviation industry partners to develop a research project on **aviation-derived ultra-fine particles (UFP)**. As there are presently no legal standards on UFP, this will be a multi-year research project that will include airport monitoring research, analysis of sustainable fuel blends, and development of monitoring and modelling guidelines.

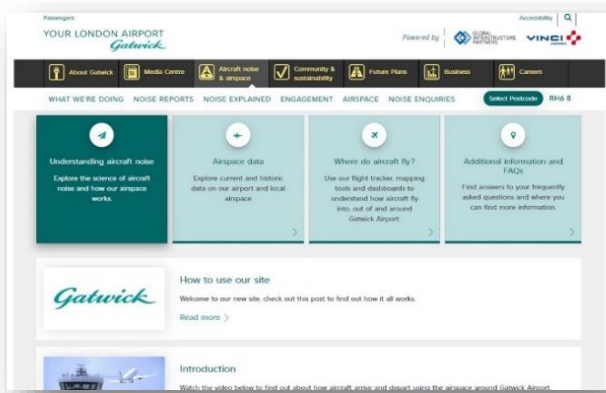
Airspace & Noise



Future Airspace Strategy Implementation South (FASI(S)): Engagement and option assessment continues, including a series of workshops which were held with county and borough council staff over October and November. Similar discussions were conducted with many of Gatwick's major airlines, who affirmed their ability to climb at rates in excess of today's designs. There was also a strong desire to design arrival procedures that improved continuous

descent profiles. Work with our neighbouring airports is ongoing, and we are working with them, in conjunction with the Airspace Change Organising Group (ACOG). We are also engaged with ACOG on the development of the deployment schedule; the first of five deployments is currently scheduled to take place over the winter of 2022/3. Our future engagement plans will depend on which deployments Gatwick is scheduled to be part of, we hope to be able to publish further details in Q1 2020. In the interim, we are working closely with NATS en Route Plc (NERL) to understand how airport options could integrate efficiently and effectively with the first draft of the network design (that is the airspace above 7000ft); further workshops are scheduled to take place in the New Year.

Following the CAA approval at the Stage 1 Define Gateway on 27 September. Gatwick is now progressing stage 2a Develop and Assess of the **Route 4** airspace change process (ACP-2018-86). Gatwick held two very well attended workshops with local authorities and parish councils on 30 October and 21 November at which a route design envelope and design options within the design envelope were shared. On the basis of the workshop and the feedback that we continue to receive we are developing a Design Principles Evaluation document for submission to the CAA in early 2020. We are continuing to assess the route 4 airspace change timeline.



Further to the successful deployment of the second phase of the **Noise and Track Keeping (NTK) system** update project, a workshop was held with members of the Noise and Track Monitoring Advisory Group (NaTMAG) to review the delivery of the project, provide community feedback to the airport on the NTK system and to identify potential future enhancements to the system.

In less than a year, the airport has delivered a step change in the level of data that it collects, has significantly enhanced its analytical and reporting capabilities and substantially improved the availability of noise data for members of the public. Gatwick Airport has also installed an additional 13 noise monitoring terminals in the local area, bringing the total to 23. In addition, the implementation of the new NTK system, along with the wider improvement activities to the Airspace Office has supported 11 actions included in Gatwick Airport's 2019-2024 Environmental Noise Directive Noise Action Plan.

The outputs of the workshop have been circulated to members of GATCOM and will be used to develop short, medium, and long-term enhancements to the NTK system and will be implemented in consultation with the NaTMAG.

Good progress with the **Noise Management Board (NMB)** workplan activities has been made in this reporting period. The Reduced Night Noise trial for arriving aircraft, is one of two national cross-industry initiatives which aim to increase the height of low flying aircraft so that the noise they make on the ground below is reduced. Planning has continued to advance through 2019 and a Trial Submission Pack was submitted to the CAA in September for review and approval. The CAA has since informed Gatwick that, due to re-prioritisation of their

work by the Department for Transport, a decision on the RNN Trial will be delayed. The second initiative is the development of a Low Noise Arrival Metric, designed to complement the current CDA definition and the effectiveness of the CDA procedure in reducing noise. This initiative has been progressed at the request of the NMB and via Gatwick Airport by the CAA's Environmental Research Consultancy Department and NATS through 2019. Delivery of the final report is expected in early 2020, with planned validation of the metric using actual noise data and flight track trajectories planned for 2020.

The new Noise Management Board will comprise three groups: the NMB Executive Board (NEX); the NMB Community Forum (NCF); and, the NMB Delivery Group (NDG). Seven candidates were interviewed for the two new independent Chair positions during October by a Selection Panel comprised of industry and community members, and a commissioner from the Independent Commission for Civil Aviation Noise (ICCAN). Two new Independent Chairs were appointed in November to lead the NCF and the NEX; Warren Morgan and Jonathan Drew respectively. This structure will be a more effective means of drawing together all of the appropriate stakeholders, both local and industry, to collaborate on practical measures to reduce noise, and Gatwick looks forward to establishing this new structure and continuing to reduce noise at the Airport.

A number of Chair induction meetings were undertaken through November and December 2019, and further meetings are planned in January 2020 to discuss outstanding matters around the establishment of the two Boards and to introduce the Chairs to key stakeholders.

Gatwick's annual **Airspace and Noise Management Board public meeting** was held on 3 December and followed the same successful format as the past two years using the popular interactive booth session to allow attendees to hear direct from the experts about specific aviation issues. The meeting was an important milestone for the NMB as it marked the end of its first phase and the transition to the new structure following a recommendation from the recent review of the NMB's first three-year term; the two new independent Chairs were announced at the meeting.

Community

We are delighted to share that the **Gatwick Foundation Fund** has hit the £1million mark supporting over 100,000 people and 200 charities and projects across Sussex, Surrey and Kent since being established in 2016. Grants have gone to local charities, groups and projects that help the vulnerable, young and elderly in the three surrounding counties to Gatwick. To be considered in the next rounds of grants, please see the different Community Foundation pages for [Sussex](#), [Surrey](#) and [Kent](#) (please note application deadlines vary by county).

The Gatwick Airport Community Trust 2020 grants programme opened this autumn for applications from deserving community projects. The deadline for applications is 16 March with grants being awarded by the end of May 2020.

Gatwick is seeking a new **charity partner** to replace the outgoing charity St Catherine’s Hospice in April 2020 who will have enjoyed a four-year term with the airport. Following a highly successful press and social media campaign nearly 100 applications have been received which will be shortlisted and put to a staff vote in January. The successful local charity is set to secure a unique opportunity to increase its profile and fund-raising possibilities.

This quarter saw us celebrate the official re-opening of the Girl Guide hall in Salford’s – our first **Community Big Build Project**. The 1950 Hall needed major refurbishment and was not fit for community use. Working collaboratively with Construction, Procurement and 15 of our framework contractors, who gave over 500 hours and all resources in kind, the hall was transformed into a space that both the Girl Guides and the local community can now use and be proud of into the future.

Our programme of engagement with local community representatives continues with Discover Gatwick taking place in October, November and December. These events continue to provide a positive opportunity to share information, listen to feedback and build relationships with parish councils, neighbourhood groups and other local stakeholders.

Education

On 5th November 40+ colleagues took a range of exciting interactive challenges at Gatwick to Hailsham Community College, as part of our **“Bringing the Airport to…”** STEM careers programme. The aim of these roadshows is to give students across the region a more hands-on experience of STEM-related careers to encourage them to consider working in the industry, particularly jobs that students might not be aware of, such as airfield engineers and external security staff.



Gatwick’s sponsorship of the **Eco, Young and Engaged (EYE) conference** brought 200 pupils from across Crawley and Horsham together in November. The event, part of the wider [EYE](#) campaign, had a number of workshops to help students gain an understanding of the environment and the importance of sustainability. Our sponsorship is part of Gatwick’s wider community engagement programme which aims to make lasting and positive impacts to local communities and young people.

Local Economy

Around 40 producers from across Kent, Surrey, East and West Sussex showcased their food and drink products to buyers from local businesses at the **Meet the Local Producer** organised by Gatwick Airport. Feedback from producers and buyers indicates that orders are already being placed with connections made for future sales. This is an important example of how Gatwick can play a positive role in the local economy, opening up the airport supply chain to local businesses and using our influence to bring together local companies to access new business opportunities.

Our partnership with local tourism partners continues with the **Discover Local campaign** highlighting the many vibrant and historical attractions in the areas close to Gatwick. As part of this campaign, we have launched an 'Instagrammable Moments' competition to find the perfect image that captures the true nature of our stunning countryside, landscapes and buildings in one of our four surrounding counties. The competition is planned to continue to run for the whole of 2020 – encouraging photographers to capture the four seasons whilst out and about and win a prize, including tickets to a local tourism attraction.

In support of our partnership with **Develop Croydon**, Stewart Wingate was the keynote speaker at their annual conference, sharing our growth plans and the strategic importance for Croydon's future success. The conference focused on Croydon's £5.2bn regeneration over the past decade and looked forward to the next 10 years.

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Stewart Wingate,
Chief Executive Officer
Gatwick Airport Limited
Destinations Place
Gatwick Airport
West Sussex
RH6 0NP

5 December 2019

Dear Stewart

You will be aware from the last GATCOM meeting that many people impacted by the airport's operations, or concerned about its wider environmental impacts, believe it is wholly unacceptable that Gatwick's proposed main runway growth, which accounts for some 60% of total growth envisaged by the master plan, may not be subject to the same rigorous planning scrutiny and consultation that will apply to proposed growth arising from routine use of the airport's emergency runway.

Substantial concerns about this issue were also widely aired at the GATCOM "awayday" in early November, and we have recently written to all Gatwick's Host and Neighbouring local authorities regarding it.

Gatwick's proposed main runway growth is well above the 10 million passengers per annum threshold, set out in the Planning Act 2008 and the Government's Making Best Use of Existing Runways policy, at which a project is deemed to be of national significance and therefore requires Development Consent.

As a matter of policy and, we believe, law, it must therefore be subject to thorough scrutiny including a detailed assessment of, and consultation on, the impacts on local people, those under flight paths, and on the environment. It would clearly be perverse for 40% of Gatwick's proposed growth to be robustly scrutinized through a Development Consent Order process but for the other 60% to escape scrutiny altogether.

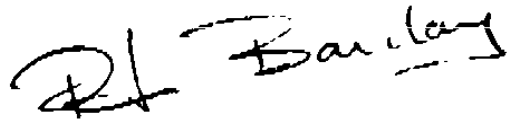
We are therefore writing to request that you re-scope the Development Consent Order process GAL has initiated, or propose an alternative robust, independent, scrutiny process that unequivocally includes all the airport's proposed growth, including growth deriving from more intensive use of the airport's main runway. Any such process would need to have the authority to deny permission for main runway growth.

We would appreciate an update from the airport on this critical matter at the GATCOM Steering Group on 19 December.

Agenda Item 6b

The airport has always asserted that it seeks to be a good neighbour. Your current intention to impose very substantial growth without scrutiny or consultation because you believe the planning system does not oblige you to seek consent for it is plainly not consistent with that position.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Peter Barclay". The signature is written in a cursive style with a large initial "P" and a long horizontal stroke extending to the right.

Peter Barclay, Chairman, Gatwick's Big Enough coalition

cc:

Tom Crowley, Chair GATCOM
Jonathan Drew, Chair, NMB Executive Board
Warren Morgan, Chair NMB Community Forum

YOUR LONDON AIRPORT

Gatwick

18 DECEMBER 2019

Dear Peter

Thank you for your letter to Stewart dated 5 December 2019. Stewart has asked that I respond.

When we launched our Master Plan earlier this year, I reaffirmed our position that as we have done over the years, we will continue to recognise the importance of ensuring that all growth in capacity at Gatwick is appropriately managed and mitigated.

As you are aware, the number of flights and passengers using Gatwick airport is not restricted by any planning permission. However, since 2001 we have voluntarily committed to a suite of environmental management measures and other obligations contained in legal agreements with Crawley Borough Council and West Sussex County Council (and most recently renewed by an agreement dated 30 April 2019). This agreement sets out our objectives covering climate change, air quality, aircraft noise, surface access, water management, waste management and energy management. Importantly, the agreement also contains objectives to make a positive contribution to the economy and quality of life in the Gatwick Diamond area and beyond and the establishment of a Trust for the benefit of local communities – ensuring that the economic benefits of the airport are shared widely both locally and across the region. Furthermore, our performance against these obligations is independently verified each year and reported via GATCOM.

Government policy is clear in supporting airports increasing their capacity. The Airports Commission's Final Report recognised the need for an additional runway in the South East by 2030 but also noted that there would be a need for other airports to make more intensive use of their existing infrastructure. As recently as June 2018 the Government set out in its document 'The future of UK aviation: making the best use of existing runways' that: "*government believes there is a case for airports making best of their existing runways across the whole of the UK*" (paragraph 1.25).

In terms of the law, Section 23(1)(b) of the Planning Act 2008 requires development consent to be obtained for any "alteration" of an airport which is expected to have the effect of increasing by at least 10 million per year the number of passengers for whom the airport is capable of providing air passenger transport services. The developments which we propose in order to bring the northern runway into routine operational use would meet this test and as such we propose to apply for development consent for those proposals.

The continued use of our existing runway, by contrast, does not require any further approval, either by means of development consent or planning permission. Like any airport operator, we may from

YOUR LONDON AIRPORT

Gatwick

time to time carry out operational improvements to the airport under the Town and Country Planning Act's 'permitted development' regime, or through applications to Crawley Borough Council for planning permission. These applications are subject to the full scrutiny of the local authority. However, our traffic forecasts in Chapter 5 of the Masterplan showing passenger numbers growing from 45.7m passengers a year (actual) in 2017/2018 to between 57 and 61mppa by 2032/33, are based largely on operational efficiencies through various technology and process initiatives as well as increases in aircraft size and average number of passengers per flight rather than by any "development works" we may carry out during this period.

Gatwick has been, and will remain, vigilant in complying with its legal obligations and in following all relevant statutory processes in seeking consent to increase capacity at the airport. Our application for development consent for the northern runway proposals will be subject to full pre-application consultation and environmental impact assessment which will assess the impacts of the operation of the airport as a whole (both the main runway and the northern runway). The scoping opinion issued by the Planning Inspectorate endorses the approach put forward in our scoping report, and the requirement to assess the full environmental impacts of the airport operating with 74 mppa in 2038 with the northern runway in routine operation.

Any development consent granted for the northern runway proposals will be subject to a package of conditions and planning obligations which will govern and control the operation of the airport as a whole. This could include means of controlling the airport's impacts through noise contours and other control mechanisms, building on those obligations already in place under the 30 April 2019 legal agreement. These will be matters which will be fully explored and debated by the Planning Inspectorate through the development consent order examination process.

We hope that this clarifies why Gatwick's forecast growth on the main runway is lawful without need for further authorisation, and provides you with reassurance that in seeking development consent to bring the northern runway into routine operational use there will be opportunities for full public consultation and scrutiny of all Gatwick's growth.

Yours sincerely,

Tim Norwood
Chief Planning Officer
Gatwick Airport Limited

cc:
Tom Crowley, Chair GATCOM
Jonathan Drew, Chair, NMB Executive Board
Warren Morgan, Chair NMB Community Forum

GAL PRESS RELEASE:

Two new independent Chairs for Gatwick's Noise Management Board announced – 02.12.19

- NMB brings community groups and industry together to manage and mitigate aircraft noise
- New NMB structure has two Chairs – one to lead the NMB Executive Board and the other to lead the newly created NMB Community Forum
- New structure also allows for more community groups and locally elected representatives to be included

Following a public recruitment process, two new independent Chairs for Gatwick's Noise Management Board (NMB) were announced yesterday (3 December) at the Board's fourth annual public meeting.

The new Chair of the NMB's Executive Board is Jonathan Drew and the Chair of the NMB Community Forum is Warren Morgan.

Jonathan Drew is a career civil servant and diplomat with extensive experience working in the Foreign Office on a variety of challenging international issues. He has served as British High Commissioner to Mauritius and Ambassador to the Union of the Comoros. Most recently Jonathan headed up the Foreign Office's Trade Diplomacy Department in London.

Warren Morgan has over 15 years' experience in local government as a councillor and has an excellent reputation for representing the views of constituents, including ten years leading a forum where local residents could have their say on the construction of the new £450 million regional trauma centre at the Royal Sussex County Hospital. He brings with him a wealth of knowledge from his three-year leadership of Brighton and Hove City Council and work with businesses and local authorities across the South East of England.

Two chairs have been appointed – and two separate Boards formed – in a dual track structure for the first time following a recommendation of the NMB Review Committee. The Review Committee was established in August 2018 to consider the future of the NMB as it transitioned into a second three-year term (*See Notes*).

The new structure will support the inclusion of a greater number of both community groups and locally elected representatives on the NMB.

The Executive Board is responsible for developing noise reduction workplans and overseeing their delivery, while also balancing the interests of communities negatively affected by aircraft noise with those of passengers and airlines that rely on Gatwick Airport.

The Community Forum is responsible for facilitating effective engagement across all community groups impacted by Gatwick noise and for ensuring that noise issues are suitably documented and understood. The Community Forum will engage closely with the NMB Executive Board to facilitate the establishment of a community-wide noise reduction strategy and to agree noise reduction initiatives.

Both positions were advertised widely, and the successful applicants were interviewed by a panel that was structured to include a balance of industry and local stakeholders, including two local council members, an airline representative, and Gatwick's Head of Airspace. A commissioner from the newly established Independent Commission on Civil Aviation Noise also joined the panel to observe the process and provide advice and feedback (*See Notes*).

Tim Norwood, Director of Corporate Affairs, Planning and Sustainability, Gatwick Airport, said: *"I am delighted to announce that Jonathan and Warren will be leading the NMB into its second three-year term. Both bring a wealth of experience and I look forward to working with them in the new NMB structure, which is expected to expand the scope for representation from, and engagement with, our local communities and councils."*

"I would also like to take this opportunity to thank the outgoing Chair, Bo Redeborn, for leading the Arrivals Review and the work of the NMB to date. During his tenure, NMB initiatives including the modification of the A320 family of aircraft, have helped to significantly improve noise impacts at the airport."

Jonathan Drew, new Chair of the NMB Executive Board, said: *"I'm honoured to have been appointed Chair of the NMB's Executive Board. I look forward to working with communities and other parties, alongside Warren, to agree together further real actions to mitigate noise in the Gatwick area"*

Warren Morgan, new Chair of the NMB Community Forum, said: *"I'm delighted to be taking up this challenging new role helping to ensure the voices of residents across Kent, Surrey and Sussex impacted by aircraft noise are heard and acted upon. I look forward to working with Jonathan and other members of the Noise Management Board team, and to continue the good work of Bo Redeborn in finding practical solutions to noise issues around London Gatwick Airport."*

An [annual report](#) is also available to look back at the progress of the NMB over the previous year.

NOTES TO EDITOR

Recruitment: The Selection Panel for the two NMB Chair posts comprised representatives from:

- Surrey County Council (Vice-Chair of GATCOM)
- Horley Town Council (GATCOM Deputy Lead, Noise)
- Airline Operators Committee (GATCOM Member)
- Gatwick Head of Airspace Strategy and Engagement

The Executive Board and Community Forum roles were advertised on Gatwick's Careers webpage and through social media platforms through August 2019. In early September, the Selection Panel met to review the applications received and to shortlist applicants for interview. Interviews took place through September and October 2019. A decision was made by the panel and appointments were offered to the successful candidates in early November.

NMB Review Committee and NMB second term: The NMB established a Review Sub-Committee, comprising five NMB members, to undertake an impartial review of the NMB, with the full and proper consideration of all pertinent topics, to reflect the views of all NMB Members and to make recommendations based on its findings. The goal of the Review Sub-Committee was to consider the purpose, objectives, governance, structure, membership, balance, legitimacy, outcomes, leadership and administration of the NMB.

The Review Committee undertook to develop proposals for revised NMB governance that reflected the findings of their review. Following significant engagement with the NMB, the Review Committee submitted draft Terms of Reference (ToRs) to the NMB for adoption in May 2019. The NMB discussed the proposed ToRs but was not able to reach a position on the adoption of the Committee's recommendations.

The meeting was closed by the NMB Chair without a formal plan to move forwards or a mandate for a second term, handing the decision on how to proceed further with the NMB to Gatwick. In effect, the NMB was paused to allow Gatwick to consider how to proceed.

In considering our plans, Gatwick also took time to meet with the Head Commissioner and Secretariat of ICCAN and the Chair of GATCOM to seek their feedback and suggestions on the NMB and discuss the relationship between Airport Consultative Committees and noise management bodies more generally.

Based on feedback received during the review, a dual structure will be introduced to the NMB - an Executive Board and a Community Forum. This structure will support the inclusion of a greater number of community action groups as well as representation from local elected representatives.

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GATCOM**23 JANUARY 2020****NATMAG - SUMMARY OF ISSUES DISCUSSED****REPORT BY DEPUTY LEAD MEMBER FOR NOISE**

1. The last meeting of Gatwick Airport Limited's (GAL) Noise and Track Monitoring Advisory Group (NATMAG) took place on 7 November 2019.

2. The unconfirmed minutes of the meeting are available on GAL's website at: <https://www.gatwickairport.com/globalassets/business--community/new-sub-category-landing-pages/aircraft-noise--airspace/natmag-2019/natmag-minutes-draft-november-2019.pdf>

3. The key points to note are as follows:

FPT Q3 report - covering the period 1 July to 30 September 2019

4. The airport's flight operations performance over Q3 was considered and the complaints analysis reviewed. The report is available on GAL's website at: <https://www.gatwickairport.com/globalassets/business--community/new-sub-category-landing-pages/aircraft-noise--airspace/fpt-reports/ao-qrt-3-2019-final.pdf>

5. NATMAG was presented with a new format for the quarterly report which aims to streamline the processes that are used to generate the report. NATMAG has been asked for feedback on the design and content.

Noise Complaints

6. There has been an increase in noise complaints from Tunbridge Wells with the largest number of individual complainants during Q3. The combination of local noise group activism and a busy summer period for air traffic movements was the likely reason for this.

7. As part of discussions at the NTK Workshop (see details below) concerns have been expressed about noise complaint response times and the associated backlog of correspondence. GATCOM's NATMAG members are concerned that GAL's Airspace Office is under resourced. Although we have been given reassurance that the backlog in correspondence was a result of GAL starting 'afresh' with the introduction of the new NTK system whereby all complaints, regardless of the status of previous correspondence in the previous NTK system, would receive a tailored and personalised response to all issues raised in their complaint, it is a matter that needs to be monitored.

Night Flights Regime

8. The Summer 2019 Night Jet season concluded with a total usage of 10,796 movements and 3,991.875 QC points. This was 404 movements and 1,158.125 QC points below their respective limits set by the DfT. This is a decrease in utilisation compared to the Summer 2018 season of 0.8% for movements and 5% for QC Points. It should be noted that this season saw the collapse of Thomas Cook Airlines in week 26 of the season (there were 30 weeks in the 2019 summer season). In the following weeks, 319 repatriation flights were operated to and from Gatwick as part of Operation Matterhorn by the Civil Aviation Authority (CAA) carrying a total of 28,000 passengers. 63 of these flights operated during the night quota period but were not granted dispensation. Following liaison with the DfT, repatriation flights occurring in the night quota period were

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netted off against Thomas Cook flights already scheduled to operate during the night quota period.

Go-arounds

9. NATMAG continues to monitor the number of go-arounds. ANS, the airport's control tower service provider, has been working with GAL and airlines to identify reasons for the increased number of go-arounds, particularly those that occur for unknown reasons. GATCOM's NATMAG members have highlighted concern that the number of go-arounds appears to be increasing as the year-to-date figure for 2019 is 0.58% of all arrivals whereas 2017 and 2018 was 0.43% and 0.49% respectively. A further report will be given by ANS at the next NATMAG meeting.

10. Airspace modernisation is likely to provide a potential solution to reducing go-arounds as it will improve the sequencing of aircraft for NATS Swanwick. In addition, the new rapid exit taxiway will provide a faster exit for arriving aircraft which will reduce the number of runway occupancies.

ILS Joining Point

11. NATMAG discussed the 1% increase in the number of aircraft joining the ILS below 8NM, particularly during easterly operations. NATS has been requested to give a report on performance and reasons at the next meeting.

Horley Overflight

12. The lack of reasoning for peaks in Horley overflight was discussed. GAL is monitoring and liaising with NATS on a weekly basis to improve overflight levels and to understand the reasons why aircraft are directed over the town by air traffic control.

END Noise Action Plan

13. Monitoring progress on delivering the actions of the END Noise Action Plan is a standing item at NATMAG meetings.

14. As regards Action 15 - the adoption of a low noise arrival, NATMAG had a demonstration to illustrate how the metric would be used in practise. Progress on this action is however delayed for a year due to CAA resourcing issues, however the final report is expected to be delivered in January 2020. The new metric will complement the Continuous Descent Operation (CDO) definition and provide a new target to reduce arrival noise. Validation of the metric using actual noise data and flight track trajectories is planned for 2020.

15. GAL has met DfT to discuss a process for changes to noise abatement procedures which are published in the Aeronautical Information Publication (AIP) to ensure that any change would be appropriately consulted on before submission for inclusion in the AIP. It is hoped that the DfT will publish guidance on Noise Abatement Procedures in the coming months.

Noise Insulation Scheme (NIS)

16. The NIS review is ongoing (this is an action in the END Noise Action Plan) with feedback being received from 20% of the beneficiaries of the scheme who were sent a survey, which is considered a good response rate. Newer technologies are being considered as part of this review. More sustainable options may be considered for future reviews, taking into account technological advancements.

New Noise and Track Keeping System (NTK)

17. A workshop was held on 6 November 2019 to review the new system and moving forward to phase 3 of the upgrade to the system. A few suggestions have been

highlighted which include changes to the internal classification of complaints and additional features such as XPlane1 which provides the public with greater levels of overflight information than is currently available with WebTrak2.

18. Members will be pleased to note that GAL's new dedicated noise and airspace information portal was launched as part of Phase 2 of this project where statistical data dashboards on community noise reports and complaints statistics can be viewed. It also gives greater transparency to the public as postcodes can be inputted and information can be tailored to a specific area. A suite of information videos has also been created. Members are encouraged to visit the portal so that they are aware of the information provided - <https://aircraftnoise.gatwickairport.com/>

Noise Monitors

19. Members will be pleased to note that 23 new 'real time' noise monitors have now been deployed.

Community Issues Raised by GATCOM

20. Issues raised by members of the public and GATCOM members with the GATCOM Secretariat have been brought to the attention of NATMAG. An extract from the draft minutes of NATMAG is appended to this report giving details of the issues raised and how they have been addressed. Members will note that the comments regarding the new NTK system will be considered as part of a potential Phase 3 upgrade to the system and that an analysis of gate data has been requested for the village of Slinfold who believe that overflight has increased in recent years.

Ground Noise Report

21. GAL's quarterly ground noise monitoring report was considered. There were no matters that needed to be brought to the attention of GATCOM.

NATMAG's key messages to GATCOM are:

- An NTK Workshop was held on 6 November and further discussion at the NATMAG meeting on 7 November regarding potential Phase 3 NTK upgrades.
- NATMAG is concerned about the difficulties with the response times for complaints and the associated backlog in the Airspace Office and questions the validity of the response KPI.
- ANS presented an update on the go-around activity during 2019 and a further presentation was requested for NATMAG for the February meeting.
- The Airspace Office quarterly report is in the process of being reviewed by NATMAG.

MIKE GEORGE
DEPUTY LEAD MEMBER FOR NOISE
GATCOM

EXTRACT FROM THE DRAFT MINUTES OF NATMAG HELD ON 7 NOVEMBER 2019

CORRESPONDENCE RECEIVED VIA GATCOM

o It was noted that the current voice on the telephone voicemail service is unfavourable and should be replaced with a more local female accent to make it easier to understand. Post-meeting note: During quarter 3 of 2019, less than 1% of noise complaints were received via the telephone voicemail service.

o The online complaints submission form contains zip code as opposed to postcode. It was agreed to change both of these points as part of the Phase 3 NTK upgrade.

o Post-meeting notes on correspondence:

- The comment regarding the different features of the XPlane8 system that Heathrow Airport currently utilises compared to the noise and airspace information portal⁹ in place at Gatwick will be taken on board for the potential Phase 3 NTK upgrade and was discussed at the NTK Focus Group on 6 November 2019.
- A complaint was received by the Secretary of GATCOM via GACC from a resident who could not use WebTrak to submit retrospective complaints older than 7 days. This is a feature that Gatwick has introduced, however it may be useful to highlight this on WebTrak. The reason for this restriction is that people were submitting complaints some weeks and months after that complaints period had been reported and this was creating inconsistencies in the figures that were reported.
- One noise complaint from the Westvale Park area in Horley was received in 2019.
- The 25 minute time delay on the WebTrak flight tracker is essential for accurately recording track data of all aircraft. The reason for this delay was mentioned at the NTK Workshop on 6 December. As part of a potential Phase 3 NTK upgrade, this delay will be highlighted on the WebTrak flight tracker for reference.
- There is a request for gate analysis to be undertaken in response to the complaint that overflight of Slinfold has worsened. A report from Anderson Acoustics on noise monitoring is due in 2020 once a full year of noise data has been captured, however the Airspace Office will include gate analysis of Slinfold for NaTMAG at the next meeting.

GATCOM**23 OCTOBER 2019****PASSENGER ADVISORY GROUP (PAG) - Report for the period October 2019 to 15 January 2020****REPORT BY CHAIR OF THE PASSENGER ADVISORY GROUP****1. OVERALL PASSENGER EXPERIENCE AND PERFORMANCE**

1.1 The general trend of this Autumn saw a return to normal performance following the disruption over the summer. However, key disruptive events in the autumn and winter included rail disruption, power loss to the railway station, and adverse weather affecting the area between 18 – 22 December. PAG was pleased to see that GAL had appropriately managed these events and minimised disruption for passengers as far as possible.

1.2 Overall growth in passenger numbers in the last quarter and year to date is slightly down on 2018 levels, which mirrors the softening of demand being seen across Europe outside of the main summer holidays. At Gatwick, this is probably attributable to consumer confidence surrounding Brexit and the Thomas Cook collapse.

2. DISRUPTIVE EVENTS

2.1 Despite challenges in this quarter the occurrence of incidents for the year to date remains below expected levels. PAG was pleased that GAL's adverse weather exercise was successful and identified potential improvements.

Extinction Rebellion Protester Activity

2.2 On 17 October a small number of protestors congregated in the South Terminal arrivals concourse and engaged in a peaceful leafleting campaign. Police and GAL duty teams were present throughout the event which caused very little overall disruption.

North Terminal HBS Screening Matrix failure

2.3 On 21 October a failure was experienced with the North Terminal hold baggage screening matrix which impacted on the check-in area; the operation was switched to the local screening contingency and the Incident Management Team provided support to passengers. PAG were pleased to hear the contingency arrangements worked well until business as usual resumed on 6 November.

Rail Disruption, Power Loss and Adverse Weather

2.4 On 18 December a rail signalling loss occurred in the East Croydon area, resulting in no northbound trains on the Brighton to London line and limited southbound services. This was shortly followed by Gatwick Railway Station suffering a loss of power, however backup power was in operation and the service continued to operate. On 19 December the emergency lighting failed, and the station had to be closed until generators could be installed to restore the rail service. On the following day passenger travel was impacted by the closure of M23 junctions 10/10A due to flooding across both carriageways, and no trains operated between Brighton and Haywards Heath due to the flooding. These incidents posed a number of challenges for GAL which were effectively and efficiently managed through collaborative working across the airport community.

3. OPERATIONAL MATTERS

3.1 There has been a strong and stable performance over the quarter. The latest performance figures for the year show 7 out of 12 months with the highest ever passenger advocacy. We were particularly pleased that there has been improvement in the lounge seating availability scores in the customer service survey. Further replacement seating is due to arrive in March.

On-Time Departure Performance (OTD)

3.2 Despite challenges caused by industrial action in France, staffing shortage at NATS Swanwick, and adverse weather, operational performance for the last three months of 2019 (Oct-Dec) has improved year on year in all key metrics with on-time departures and arrivals performance both up by 2%.

South Terminal Entrance

3.3 PAG members were very pleased to note the South Terminal welcome arch has been refurbished providing an improved impression to those arriving by car.

Surface Access Road Condition

3.4 Potholes at the entrances and exits of car parks remain an issue and the group are concerned it gives a poor impression to passengers. The group will monitor GAL's resurfacing schedule over the next few weeks to ensure these areas are improved.

Car Park Success

3.5 PAG were pleased to note that complaints about car parking continue to reduce. Positive changes are expected over the next two years including robotic car parking which will begin live testing in February, new space counting equipment will be installed and should greatly assist passengers, and a planning consultation has been submitted for a new car park 7 at North Terminal which will have wider parking spaces. GAL commended the hard work by PAG's Car Parks working group who have positively influenced the contractor's design for the car park.

3.6 PAG highlighted the need for GAL to continue to seek to reduce the complaints about block parking.

Check-in and baggage staffing

3.7 PAG highlighted that check-in has been short staffed on occasion resulting in undesired queuing, and some arrivals baggage delays have also been experienced. GAL reassured the group that on average check-in times have reduced and, following issues with one of the airlines' ground handlers over last summer, a new baggage handling agent has been appointed by a major airline which will hopefully address this issue ahead of summer 2020.

International Departures Lounges (IDL)

3.8 Warren's Bakery has opened, as has Shake Shack which provides electronic tabletop ordering.

Refurbished North Terminal Children's Play Area

3.9 PAG continues to encourage GAL to ensure that the refurbished play area in the North Terminal is installed and fully open in advance of the February school holidays. GAL has given assurance this project is on schedule for completion by the end of January.

4. PASSENGER COMMUNICATIONS/FEEDBACK

4.1 The last quarter saw a continued downward trend for complaints, receiving an average of 11 per 100,000 customers which is a positive trend considering the disruptive

incidents in the summer. Notable areas of complaint were the special assistance service and security staff.

4.2 PAG is pleased that the response time for complaints has come down to 8 days, the complaint handling resolution time is on target, and that whilst the team remains one staff member short, a new team member has recently joined. As regards handling feedback from social media platforms, GAL has been rated in the top 50 companies for social media customer service for the fourth year running.

4.3 There have been four passenger complaint referrals to GATCOM between October 2019 and January 2020, which are currently under consideration by the communications working group. The complaints focus upon the special assistance service, theft in airport car parks, baggage failure, and check-in. Any recommendations made to GAL will be reported to the next meeting of GATCOM.

5. SPECIAL ASSISTANCE SERVICE

5.1 In November the Civil Aviation Authority (CAA) indicated that GAL is on course to deliver a "very good" rating in all measurable aspects of the special assistance service. We have commended the focus by GAL in seeking improvements to the service following the CAA's monitoring results of 2017/18. GAL also paid tribute to PAG's PRM service working group for their dedication and close working with GAL to help improve the service.

5.2 In January PAG responded to a CAA call for evidence on recognised assistance dogs.

6. SURFACE TRANSPORT

6.1 Contractors are on site and work has begun on redeveloping the Gatwick Railway Station. Some disruption is expected as the project progresses but GAL is working with Network Rail on managing and minimising the effects on passengers.

7. NEW ROUTES AND SERVICES

7.1 PAG welcomed the new Air China service to Shanghai and the TUI service to Sharm El Sheikh. The Virgin service to Cuba and BA's service to Limoges are expected to cease operations in March.

7.2 easyJet have acquired all of the previous Thomas Cook slots at Gatwick; this presents some stand capacity challenges until the extension to Pier 6 is finished and a coaching operation will need to be put in place to transfer passengers to aircraft that are parked on remote stands in the interim. We have highlighted concerns around the coaching of passengers to aircraft, the extra capacity needed in the North Terminal IDL for increased passenger numbers, and reiterated concerns about the capacity of the Inter Terminal Transit System. PAG will continue to monitor potential effects on passengers.

8. REVIEW OF CONTRACTS AND COMMITMENTS 2021-25 RESPONSE

8.1 GAL operates under a set of 'Commitments', a legally binding contractual undertaking between GAL and its airline customers which was put in place in April 2014 and runs until March 2021, which is underpinned by an economic licence granted by the UK Civil Aviation Authority (CAA). As part of the CAA's regulatory economic review of Gatwick's licence,

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GAL has sought views from PAG and those of the airlines, on its new extended term for Commitments from 1 April 2021 to 31 March 2025.

8.2 In December PAG welcomed the opportunity to comment on the proposed new extended term. The group agreed with the change to reporting on a Moving Quarterly Total basis for the customer survey measures within GAL's Core Service Standards scheme, welcomed many of the suggested new targets, and made recommendations on the measures used and levels of aspired attainment. PAG's input will be considered in this proposed extension to GAL's Core Service Standards.

9. CAPITAL INVESTMENT PROGRAMME (CIP)

9.1 As reported to GATCOM at its last meeting, PAG has now forwarded to GAL its views on passenger facing projects that it feels should be included in GAL's review of its five year rolling CIP. The need to address the capacity of the inter terminal transit system to accommodate growth in passenger numbers has been highlighted as one of the key concerns.

10. MASTER PLAN

10.1 PAG received a high-level overview of the Development Consent Order (DCO) process, timeline and consultation for GAL's Northern Runway Project. PAG will input feedback to GATCOM on GAL's consultation at the appropriate time.

11. PROJECTS

Wayfinding

11.1 New signage is operational for international flight connections in both terminals, including a telephone number for the connections bus service and a wayfinding map with walking times. New signage has also gone up in the terminals in Chinese, and digital signage is operational under the mezzanine in the North Terminal departure lounge which will aid dynamic communication with passengers during disruption incidents.

Branding

11.2 GAL has commenced a branding, signage and website review following the acquisition of Gatwick by VINCI. The project will be undertaken in three stages as it touches all areas of GAL's operation, internally, externally and within terminals. It is expected the new parking website will launch at the end of April, and the new passenger website will launch in July which will be disability compliant and screen reader friendly. PAG highlighted the need to have one person acting as a gatekeeper with total oversight of wayfinding across the airport in order to get the best benefit from rebranding.

Pier 6 and Refurbishment Projects

11.3 The pier 6 extension is the biggest current construction project. It was approved prior to Christmas and the contractors have already started work on the site. New electronic boarding gates have been installed in the North Terminal domestic gateroom to reduce queueing and increase throughput rates. The A380 stand was successfully moved to pier 5 in November.

12. PAG MEMBER EDUCATION – AIRSPACE MODERNISATION

12.1 As part of PAG's programme of familiarisation topics GAL gave an overview of the Airspace Modernisation programme and Future Airspace Strategy Implementation – South (FASI-South), and the potential benefits for passengers that the airspace modernisation programme will bring.

12.2 Whilst acknowledging this is a very complex project involving many stakeholders and a wide range of interests, PAG recognises the need to reorganise the way airspace is currently used to improve safety, reduce CO2 emissions, secure environmental improvements, and to address disturbance from aircraft overflight and noise for communities, as well as reducing flight times and delays which will benefit passengers and the industry.

13. PAG MATTERS

13.1 Following the retirement of Peter Hall at the end of December 2019, this is my first report to GATCOM as the Chair of PAG on the activities of the Group over the past quarter. Together with the new PAG Vice-Chair, Claire Booth, we are reflecting on the aims, energy, enthusiasm and influence of the group, and the desire to be pro-active for GAL as well as reactive where necessary.

13.2 We welcomed Keith Frimley and Tanya Sephton to their first meeting as new members of PAG.

13.3 Ann Bates, volunteer passenger representative and PAG's Lead member for accessibility, is due to step down from the group at the end of January 2020. PAG and GAL paid tribute to her outstanding commitment to the work of PAG over the past 10 years championing the needs of disabled passengers and accessibility.

RECOMMENDATIONS TO GATCOM

The PAG therefore recommends to GATCOM that:

- 1) The way in which GAL have planned for, managed and recovered from operational incidents and challenges be recognised and commended;
- 2) That GAL's continued performance improvement be commended;
- 3) That PAG's involvement in a wide range of consultations, projects and operational matters be noted; and
- 4) That thanks be offered for Ann Bates' valued and outstanding contribution to the Passenger Advisory Group and to disabled accessibility at Gatwick Airport.

SAMANTHA WILLIAMS
CHAIR

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GATCOM**23 JANUARY 2020****REVIEW OF GATCOM****REPORT BY SECRETARIAT****SUMMARY**

This paper summarises the key messages from the GATCOM Away Day held on 24 October, explores the ideas and suggestions on GATCOM's way of working and membership, and the recommendations of GATCOM Steering Group on proposals for change and a suggested GATCOM work programme for 2020/21. GATCOM is asked to agree the recommendations set out at the end of this paper and the suggested Work Plan for 2020/21 set out in Appendix 2.

1. INTRODUCTION

1.1 As agreed at the GATCOM meeting on 18 July, an Away Day for GATCOM members and support officers was held on 24 October. This was the first time that GATCOM had held an event of this kind to enable the Committee to take an inward look at its ways of working and membership. Gatwick Airport Limited (GAL) was not invited to participate in the event but it should be noted that airport's executive management had indicated their wish to be involved but appreciated the wishes of the Chair, Vice-Chair and Secretariat for the event to be for members and their support officers only.

1.2 In advance of the Away Day session the following background reading material was given to members to help them prepare for discussions at the event.

- [Chair's Report to GATCOM](#)¹ - Reflections and Suggestions The First Six Months
- [Report to GATCOM](#)² - which summarised the results of the GATCOM member survey undertaken in February 2018 and other matters to be reviewed and explored further
- DfT [Guidelines](#) for Airport Consultative Committees³

1.3 The event was a combination of presentations from the Chair, Vice-Chair, the Secretariat and Independent Technical Adviser and workshop discussion groups giving members the opportunity to have an in depth discussion on:

- GATCOM's purpose and aims – including its terms of reference, whether the expectations of the DfT's guidelines were being fulfilled, member input at meetings and how they feedback to their organisations, how GATCOM communicates to the wider communities around the airport
- Whether GATCOM needed a Mission/Ambition Statement
- GATCOM's membership, requests for membership, and whether there were gaps in representation.
- How GATCOM operates and whether the current way of working enabled the Committee to address the challenges of the future
- Developing a work programme and the key priorities for GATCOM to address.

1.4 The key messages from the Away Day included:

¹ <http://www2.westsussex.gov.uk/ds/cttee/gat/gat180719i5.pdf>

² <http://www2.westsussex.gov.uk/ds/cttee/gat/gat260418i17.pdf>

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/618544/guidelines-airport-consultative-committees.pdf

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- **Membership** – the need to fill the vacant seats in respect of the business interests, and airline interests, the need to address frequent non-attendance by some members, to consider the scope for an additional environmental interest seat, the need to establish a formal link between GATCOM and the re-constituted Noise Management Board, and ways to involve wider local representation through parish councils were also highlighted.
- **GATCOM Structure** – to consider the possibility of a sub-group encompassing wider environmental issues rather than just aircraft overflight and noise. And/or the establishment of an ad hoc group looking at particular topic areas on a "task and finish" basis.
- **Meetings Management** – the need to have fewer agenda items/presentations, more detailed discussion on topic areas, greater time in advance of meetings to consider papers and different meeting room layout. Consideration to also be given to accepting public questions in advance of meetings for GATCOM to consider.
- **Information Provision and Communication** – the need to improve information flows between members and their organisations, the way information is cascaded within member organisations and their wider communities, more press releases about GATCOM's work on key topic areas and consider the use of social media.
- **Mission Statement** – there were mixed views on whether GATCOM should have a mission statement.
- **Work Programme** – the need to have a work programme to assess GATCOM's effectiveness, successes and where more needs to be done.

1.5 The Chair, Vice-Chair and Secretariat have had initial discussions with Gatwick Airport Limited (GAL) on the key messages flowing from the event and the GATCOM Steering Group has given initial consideration to suggestions and ideas put forward at the Away Day and the discussions with GAL. The views and recommendations of the Steering Group have been taken into account in this paper.

1.6 GATCOM is asked to consider and agree the recommendations set out at the end of this paper and the draft Work Programme set out in Appendix 2.

2. MISSION STATEMENT

2.1 The purpose of the Committee is defined in the [DfT's guidelines for airport consultative committees](#). However in order to raise public awareness and give context to GATCOM's work, consideration was given at the Away Day as to whether GATCOM should have a Mission Statement. While there were mixed views about the need for this, it was generally felt that having a Mission Statement would help to convey in a clear and concise message GATCOM's purpose of existence. Having considered possible examples for a Mission Statement put forward at the Away Day, the Steering Group agreed that the wording of the suggested Mission Statement needed to align with the DfT guidelines and should be presented to GATCOM for consideration. The suggested statement is set out below for GATCOM's consideration:

"Working constructively with the airport we seek to reach a common understanding across a wide range of different interests enabling us to give a balanced view to the airport, the Government and/or the Civil Aviation Authority on economic, social and environmental matters arising from the airport's operation and future development plans"

2.2 GATCOM is asked to consider and agree the wording for a Mission Statement.

3. MEMBERSHIP AND BALANCE OF INTERESTS

3.1 GATCOM has a membership of 28 comprising representation from a broad range of interests. GATCOM's current membership structure is set out in Appendix 1. As can be seen local authority representation comprises half of GATCOM's membership. The general view expressed at the GATCOM Away Day and further considered by the GATCOM Steering Group was that the size of the Committee's membership was already large and there was a need to ensure that the careful balance between the various interest groups was maintained to ensure a constructive and balanced debate.

3.2 There are currently two vacancies on the Committee - one for an economic/business group representative (originally held by South London Business which is no longer in existence) and one for an airline/industry representative (Airlines International Representation in Europe (AIRE) gave up its seat given the commitment needed to attend and participate in GATCOM's work). At the Away Day there was general agreement that the seats should continue to be held by those interest groups as there was a need to maintain an appropriate balance of interests on the Committee. This view has been endorsed by the GATCOM Steering Group who has given detailed consideration to potential alternative organisations with which to explore GATCOM membership.

3.3 A request for membership of GATCOM from the [CPRE](#) (Campaign to Protect Rural England) was highlighted at the Away Day and this was considered as part of the overall review of membership by the GATCOM Steering Group. This request is discussed further below.

3.4 **Local Authority representation** - The criteria used for local authority membership are:

The local authorities (Town/Parish, District/Borough, County) whose administrative area abuts the airport boundary or the M23 spur. The only exceptions are East Sussex and Kent County Councils due to the importance of Gatwick and the impact the airport has on the wider local/regional economy, the strategic highways/transportation network, as well as the disturbance suffered by some their communities under the Gatwick flight paths where there is no town/parish or borough/district representation on GATCOM.

3.5 There was full support from members both at the Away Day and at the Steering Group meeting for the application of these criteria to be continued as they provide a sound basis on which to consider future requests for membership from other local authorities.

3.6 An area for consideration highlighted at the Away Day was the need to try and reach out and communicate GATCOM's work to the wider communities. The Steering Group considered ways in which this could be achieved without increasing the size of membership of the Committee.

3.7 As members are aware GAL already hosts regular "Discover Gatwick" events for local authority members, including parish councillors which provide elected representatives with the opportunity to engage and raise issues direct with GAL. Given the success of GAL's events and the opportunities provided for parish councils to engage direct with GAL, the Steering Group felt that an area to be explored was through encouraging existing GATCOM member parish councils acting as a conduit for information amongst their neighbouring parish councils, assisted by way of the GATCOM information service being provided for parish councils' groupings that might be established. Encouraging parish councils to establish their own local network with their neighbouring parish councils would help facilitate a more regular two-way flow of information, enabling them to discuss airport related matters collectively and in helping to identify issues that needed to be brought to

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the attention of GATCOM. The Secretariat is therefore currently exploring the potential of such an arrangement and will report back to a future meeting.

3.8 Business Interests – As part of GATCOM’s comprehensive review of its membership in 2007, the need to seek broader representation by chambers of commerce and businesses from a wide area around the airport was addressed. As a result of the review local district chambers of commerce’s membership of GATCOM changed to enable umbrella business/economic organisations to be represented resulting in a much wider geographic area around Gatwick having representation on GATCOM. The geographic areas covered by GATCOM’s current business/economic representation has been reviewed along with members’ comments raised at the Away Day when it was highlighted that there is an absence of representation from the Brighton and Hove area.

3.9 The vacant business interest seat was previously held by South London Business which is no longer in existence. The London Chamber of Commerce and Industry (LCCI) is already a member of GATCOM and its geographic area extends to Croydon and the Croydon Chamber’s membership has been consolidated with that of LCCI.

3.10 The Steering Group considered the geographic areas covered by GATCOM’s current business/economic representation along with the need to reach out to a wider geographic area including areas such as Hastings, Eastbourne, and Brighton and Hove, and there was general agreement that an alternative organisation should be sought from the Brighton and Hove area. The Steering Group has therefore asked the Secretariat, working with GAL, to explore the possibility of a business/economic organisation from the Brighton and Hove area being offered membership of GATCOM. Once this has been explored with possible organisations, a further report will be made to GATCOM.

3.11 Airlines Interest – In 2019 Airlines International Representation in Europe (AIRE) gave up its membership of GATCOM as it was unable to find a local representative who could commit the time needed to attend and participate in GATCOM’s work. The Steering Group has been advised of other airlines/industry umbrella organisations which could potentially be approached for membership. The Secretariat, working with GAL, has therefore been asked to explore the offer of membership with an alternative airlines/industry umbrella organisation that represents the interests of a wide range of airlines operating in the UK.

3.12 Environmental Interest – Over the years, GATCOM has considered whether an additional seat should be granted to another environmental interest to complement the seat held by the Gatwick Area Conservation Campaign (GACC) who represents the environmental and amenity groups’ around Gatwick. In 2009 when this issue was last revisited GATCOM agreed that the Committee was working effectively and had a good balance of representation and concluded that GACC was most effective in representing the concerns of the environmental and local amenity groups across the Gatwick area. GACC remains a highly effective member of GATCOM bringing to the Committee’s attention a range of environmental concerns, a recent example being the presentation given at the last GATCOM meeting highlighting concerns about Gatwick’s growth plans (see item 6(b) considered elsewhere on the agenda).

3.13 However since the 2009 review, GATCOM has received several requests for membership from the Sussex, Surrey and Kent branches of the [CPRE](#) which need to be considered. It is understood that some members have received a letter direct from CPRE about their request for membership. The CPRE’s request was highlighted at the Away Day which was considered as part of the overall review of membership.

3.14 In addition to this, the GATCOM Away Day also considered the need for GATCOM to establish a formal link with the re-constituted Noise Management Board (NMB).

3.15 Considering whether or not to increase GATCOM's membership to accommodate an additional environmental interest warrants detailed consideration to ensure that any shift in balance of membership interests complements and adds value to the wider work of GATCOM and does not hinder constructive discussion.

3.16 As highlighted in the DfT guidelines for airport consultative committees, local authority members have an important representational role on behalf of their constituents, and also represent the full range of issues relevant to their authority including planning, economic and environmental interests. The Gatwick Area Conservation Campaign represents a number of environmental and amenity groups around Gatwick and is very proactive in bringing to GATCOM issues of concern to their member groups on a range of environmental issues. In addition to this, local authorities have a duty to protect and enhance the local environment and as such this strengthens the environmental interests serving on GATCOM.

3.17 Given the highly sensitive and complex topic of aircraft overflight, noise reduction and mitigation, a topic frequently discussed at GATCOM meetings, it is understandable that local community groups wish to have a greater voice at GATCOM meetings on this important environmental impact of Gatwick's operation. The NMB was set up specifically to fulfil the purpose of ensuring local community noise groups were able to input and be party to discussions on aircraft noise management with all GAL and industry partners. Under the new NMB structure with the NMB Executive Committee, supported by a new NMB Community Forum giving more local community groups a voice in noise reduction and mitigation strategies, there is a need for GATCOM to formalise its linkages to the reconstituted NMB so that the collective views of local communities are fed into GATCOM's deliberations.

3.18 The Steering Group has carefully considered both the CPRE's request for membership, the need to formalise GATCOM's relationship with the re-constituted NMB alongside other suggestions put forward by members. The general view was that, given Gatwick's growth plans, airspace modernisation, the increased focus locally, nationally and globally on the impacts of aircraft noise and aircraft overflight on communities, public health and the environment, the time was right to review the environmental interests represented on GATCOM. Members emphasised the importance maintaining the balance of interests and keeping the size of the Committee manageable but agreed that the possible addition of an organisation that could offer local, evidence based technical expertise and views rather than seeking membership of another campaign group, could add value to GATCOM's deliberations.

3.19 The majority of the Steering Group felt that the CPRE's request for membership should be declined but supported the need to formalise GATCOM's links with the NMB. Whilst it is acknowledged that aircraft noise and overflight was not the only environmental impact arising from Gatwick's operation and future development, aircraft noise and aircraft overflight was viewed as the environmental impact of greatest concern to local communities and a topic of frequent discussion at GATCOM meetings.

3.20 The Steering Group therefore recommends that an additional seat be created for an environmental interest and that this additional seat be offered to the Chair of the NMB Executive. The benefit of this proposal is that the Chair of the NMB Executive would give an informed, evidence based, perspective of local communities' concerns from across a wide area around Gatwick on aircraft noise and overflight issues.

3.21 **Member Non-Attendance** - The need to address frequent non-attendance at meetings by some members was highlighted at the Away Day. The Secretariat has followed up non-attendance and lack of participation in GATCOM's work with those organisations that frequently do not have a representative in attendance at meetings to establish the reason for non-attendance and whether they wished to remain a member of GATCOM. Members will be pleased to note that the organisations concerned have confirmed their wish to continue to be involved with the work of GATCOM and have given a commitment to regularly attend and participate going forward. The Secretariat will continue to monitor member attendance and will follow up with the organisation's Chief Executive if non-attendance becomes evident again.

4. MEETINGS MANAGEMENT

4.1 A number of suggestions were put forward by members at the Away Day to help ensure GATCOM's meetings remain constructive, effective and of value to their organisation, other GATCOM members and GAL. Member feedback on the amount of business on the agenda for GATCOM meetings, the meeting room layout and the need for members to have more time to discuss issues within their organisation so that they come prepared for meetings, have been taken into account.

4.2 There was a general view at the Away Day that developing a GATCOM work programme would help to better manage GATCOM's business and would enable priorities to be identified for the year against which GATCOM could measure its effectiveness. The added benefit of having a published work programme is that it would give an advance indication to members and their organisations of the topics to be discussed at each meeting enabling them to explore issues and views within their own organisations prior to the quarterly meetings.

4.3 Initial views expressed on the topics of key interest and concern to members have been worked up into the draft work programme set out in Appendix 2. The GATCOM Steering Group has given initial consideration to the draft programme and has emphasised the importance of the programme being viewed as a living document that would evolve over time. As can be seen there is a large number of topics to be explored, some which will require a more in-depth discussion. The draft work programme therefore identifies those topics where more understanding and detailed consideration may be needed outside of the routine GATCOM or GATCOM Steering Group meetings either by way of workshop events or task and finish groups.

4.4 GATCOM is asked to consider and agree the draft work programme.

4.5 As regards the layout of the meeting room for the quarterly GATCOM meetings, over the coming year alternative layouts and seating arrangements will be explored.

5. INFORMATION PROVISION AND COMMUNICATION

External Communications

5.1 One of the roles of an airport consultative committee as highlighted by the DfT Guidelines is that Committees should promote greater understanding both to the surrounding community about airport operations and to the airport operator; should be open and transparent as possible about the issues they discuss and the conclusions they come to; and ensure that the wider local community and airport users are aware of the existence of the committee and its role. Following consideration of the GATCOM member survey in 2018, GATCOM agreed that an issue to be explored was the way in which GATCOM communicated directly with other groups beyond its membership.

5.2 The GATCOM website has been relied on over many years to provide information about GATCOM's work and is the main mechanism through which to communicate GATCOM's work to a wider audience. The Secretariat also circulates the GATCOM agenda papers to a wide range of organisations, groups and individuals who have requested to be on the mailing list to receive GATCOM meeting papers. In addition to this, the Chair publishes an Annual Review of GATCOM's work which is widely circulated. The next Annual Review is due for publication in the coming weeks.

5.3 However, GATCOM does not at present have a social media presence and this was an issue highlighted in feedback to the member survey in 2018 and more recently at the Away Day. The Steering Group has again considered the scope for GATCOM to introduce a social media presence within current Secretariat resources.

5.4 It is widely acknowledged that social media is an efficient way to communicate information quickly to a wide audience and is used widely as a business marketing tool. However, its use also offers greater ease of response access by those wishing to comment directly on information circulated which could divert the Secretariat team's resource to handling social media feedback rather than the Secretariat's core research and administrative business. The Steering Group, whilst acknowledging the advantages, has concerns about the resource implications for the Secretariat and recommends that the use of social media should not be explored further at this time.

Internal communication and information sharing within member organisations

5.5 There is an expectation that all member organisations use their own internal communication networks to cascade GATCOM's work, deliberations and recommendations within their organisations as well as to other interested parties in their community.

5.6 The Secretariat's "Key Messages" from GATCOM meetings and the "GATCOM Weekly News and Updates" is well received and members and support officers are encouraged to further cascade that information within their organisations. However at the Away Day it was highlighted that in addition to the information that GATCOM issues, there is a need for member organisations to also feedback their views to GATCOM to ensure a two-way communication flow is maintained. It was felt that this was vitally important over the coming months as Gatwick takes forward its growth plans particularly in respect of the key outcomes from local authority meetings. The Secretariat will therefore liaise with member organisations to establish a more effective two-way communication flow.

RECOMMENDED

- (1) That the review of the GATCOM's membership and ways of working be welcomed;
- (2) That the suggested Mission Statement set out in paragraph 2.1 be agreed;
- (3) That, in terms of GATCOM's membership,
 - a. The vacancies in respect of the business/economic interests and the airlines interests be filled by alternative organisations representing those interest groups and that the the Secretariat, working with GAL, explore the possibility of offering membership to:
 - i. a business/economic organisation from the Brighton and Hove area
 - ii. an airline interest representing the interests of a wide range of airlines operating in the UK
 and to report back to GATCOM on the outcome of discussions with alternative organisations;

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- b. An additional seat to increase the environmental interests on the Committee be agreed but that:
 - i. the CPRE's request for membership be declined; and
 - ii. the Chair and Secretariat formally approach the Chair NMB Executive to offer membership of GATCOM; and
 - iii. the Secretariat report back on the potential for establishing a local information sharing network between neighbouring parish councils to help facilitate a more regular information flow between neighbouring parish councils and GATCOM.
- (4) The draft Work Programme set out in Appendix 2 be agreed as a living document and be further developed following discussions with GAL; and
- (5) The Secretariat reports progress on implementing the outcomes of this review to a future meeting, including the updated work programme.

PAULA STREET
GATCOM Secretariat

APPENDIX 1

CURRENT MEMBERSHIP STRUCTURE AND VACANCIES

Chair – independent

Local Authorities x 14 seats

- **County Councils** - Kent, Surrey, East and West Sussex
- **Borough/District Councils** – Crawley, Mole Valley, Reigate and Banstead, Tandridge, Mid Sussex and Horsham
- **Town/Parish Councils** – Horley, Charlwood, Burstow, Ruspur

Environmental and Amenities Groups x 1 seat

Gatwick Area Conservation Campaign (GACC)

Economic/Business Interests x 5 seats

Coast to Capital LEP, Tourism South East, Gatwick Diamond Business, London Chamber of Commerce, (x1 vacancy)

Airlines/Industry x 4 seats

Airlines UK, ABTA, Gatwick Airline Operators' Committee (x1 vacancy)

Airport Employees x 1 seat

Trades Union Congress representative (seat held by Unite South East Region)

Consumers/Passengers x 2 seats

Which? member, Passenger representative

SUGGESTED GATCOM WORK PROGRAMME 2020/21**Master Plan Growth Scenario 1 – Main Runway Managing Incremental Growth**

Objective	Comments	Date/Status
1. Review outcomes of annual monitoring of GAL's current commitments, legal obligations and action plans on strategies and targets to manage the impacts of growth	(a) Review S106 annual monitoring report to assess progress and identify if further attention is needed (b) Review 2018 Decade of Change Progress Report and identify if further attention is needed (c) Review END Noise Action Plan Progress report and identify if further attention is needed (d) Review annual Air Quality Monitoring Report and identify if further attention is needed	Sep 2020 Jul 2020 Mar 2020 Jun 2020
2. Identify new areas of focus for possible inclusion in GAL's review of its Decade of Change Strategy	(a) Review current aims and targets and highlight areas where improvements to environmental performance could be targeted (b) Review management of: <ul style="list-style-type: none"> • Carbon Emissions • Sources of light pollution • Sources of air pollution including UFPs both on airport and off airport • Noise reduction measures • Community support • Public transport initiatives • Labour markets and skills gap 	Possible workshop topic
3. Contribute to GAL's review of Noise Insulation Scheme	(a) Consider emerging Government aviation policy requirements (b) Ensure consideration of alternative means of ventilation and additional insulation measures (c) Review consultation and communication plan	
4. Consider GAL's Capital Investment Plan (CIP) - this is a rolling five year plan	(a) Review the published CIP and identify whether there are areas for GAL to consider in its next review of the Plan in terms of investment in environmental mitigation measures and surface access improvements (b) submit views to GAL for consideration	Jul 2020

Master Plan Growth Scenario 2 – Northern Runway DCO Process

Objective	Comments	Date/Status
5. Input to GAL's preparation of the draft Statement of Community Consultation (SOCC)	(a) seek views and ideas from member organisations on the general direction and principles on GAL's initial thoughts for the Secretariat to submit to GAL for consideration before the draft SOCC is issued for consultation with the local authorities	Jan 2020

	(b) review how the formal responses from the local authorities have been taken into account by GAL before the finalisation of the SOCC	
6. Develop understanding of where there are common issues to be addressed as part of the DCO process	(a) seek to better understand the issues of concern to host local authorities and other GATCOM members and to identify issues of common interest/concern (b) continue dialogue with GAL on GATCOM's collective common issues of interest/concern	
7. Respond to GAL's S42 consultation	(a) review key areas of concern and develop understanding of areas that may require further assessment (b) identify areas of common ground and where commitments from GAL to manage the impact of growth need to be sought (c) submit response to GAL (d) Register as an interested with PINS	Possible workshop topic

DfT Review of Night Flights Regime

Objective	Comments	Date/Status
8. Respond to DfT Call for Evidence on the Review of the Night Flights regime	(a) Review current regime and identify were improvements/changes need to be made to include: <ul style="list-style-type: none"> • Departures Noise Limits • Noise Quota Period • Night Period • Movements Limit • Dispensations • Carry over between seasons • QC4 voluntary operating ban • Implications of night flights ban at Heathrow as a result of its 3rd runway (b) Consider and submit response	Feb - Apr 2020 Possible workshop topic

Airspace Modernisation and airspace change

Objective	Comments	Date/Status
9. Participate in the FASI-South airspace modernisation process	(a) Review and input to GAL's communication plan (b) Participate in GAL's stakeholder workshops (c) Encourage member organisations to engage in the process (d) Review implications of changes to Heathrow's airspace	
10. Review, engage and advise on the Departures Route 4 airspace change process	(a) Review and input to GAL's communication plan (b) Participate in GAL's stakeholder workshops (c) Encourage member organisations in the vicinity of Route 4 to engage in the process	
11. Review the implementation and outcomes of the Reduced Night Noise Trial (RNN)	(a) Review and input to GAL's communication plan (b) Review trial progress and issues raised	

Agenda Item 13

	(c) Review feedback from the trial and how the data will be used in future use of airspace and design	
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Noise Management

Objective	Comments	Date/Status
12. Establish formal link between GATCOM and the reconstituted Noise Management Board		June 2020