

Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 21 July 2022 at the Sofitel, Gatwick Airport.

Present:	
Tom Crowley	Chairman
Cllr Helyn Clack	Surrey County Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Jonathan Drew	Chair, Noise Management Executive Board
Cllr Carolyn Evans	Charlwood Parish Council
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Matt Furniss (substitute)	Surrey County Council
Cllr Mike George	Horley Town Council
Eddie Lord (substitute)	Burstow Parish Council
Angie Hills	ABTA
Cllr. Liz Kitchen	Horsham District Council
Chris Larkman	Which? representative
Rory Lillington (substitute)	Airlines UK
Cllr. Liz Lockwood	Tandridge District Council
Cllr. Caroline Salmon	Mole Valley District Council
Richard Streatfield	Environmental and Amenity Groups
Cllr. Steve Waight	West Sussex County Council
Samantha Williams	Chair, Passenger Advisory Group
Cllr Margot McArthur	Kent County Council
Sally Brown (substitute)	Gatwick Diamond Business

Also in attendance:	
Stewart Wingate	Chief Executive Officer, GAL
Tim Norwood	Director of Corporate Affairs, Planning & Sustainability, GAL
Andy Sinclair	Head of Noise & Airspace Strategy, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Melanie Wrightson	Stakeholder Engagement Manager, GAL
Vicki Hughes	ANS
Monique Smart	GATCOM Secretariat

Apologies for absence were received from:

1. Cllr Rupert Simmons (East Sussex CC), Cllr Stephen Hiller (Mid Sussex DC), Anthony Middleton (C2C LEP), Fran Downton (Tourism South East), Ana Christie (Sussex Chamber of Commerce), Alan Jones (Burstow Parish Council), Chris Carter (Airlines UK), Hugh McConnellogue (Gatwick AOC) Brett North (Gatwick Diamond Business) Cllr Atif Nawaz (Crawley Borough Council) Robin Clarke (NATs), Tim May (DfT) and Colin Stewart (BAR UK).

2. The Chairman stated that Tim May from the DfT was due to attend this meeting and provide an update on policy development including the newly published Jet Zero Policy but he was unfortunately unwell so unable to attend. However, the DfT have confirmed they will attend the next meeting where it was hoped they could provide a full update on this new policy.

CURRENT MEMBERSHIP LIST AND REPRESENTATIVES

3. The Chairman welcomed new members and substitutes to the committee including Rory Lillington (Airlines UK sub), Cllr Margot McArthur (Kent County Council) Cllr Rosemary Hobbs (Mole Valley District Council sub), Cllr Eddie Lord (Burstow Parish Council sub) and Sally Brown (Gatwick Diamond Business).

4. GATCOM noted its membership.

APPOINTMENT OF VICE CHAIRMAN

5. One nomination was received in respect of Helyn Clack, Surrey County Council. Helyn Clack was duly appointed as Vice-Chair of GATCOM for the ensuing year.

MINUTES OF THE LAST MEETING

6. Resolved - That the minutes of the meeting of GATCOM held on 28 April 2022 be approved and signed by the Chairman.

7. The environment and amenity groups' representative referred to minute 130 that stated the CAA's CAP 1129 was not guidance or policy and asked for confirmation of its status. GAL confirmed that it considered the minutes were accurate and it was not guidance or policy, but it was a study, and could be checked against the actual wording in CAP1129.

REPORTS FROM SUB-GROUP AND OTHER MEETINGS

8. GATCOM received and considered reports summarising the key messages and recommendations arising from the meetings of the GATCOM Steering Group, Passenger Advisory Group (PAG), GAL's Noise and Track Monitoring Advisory Group (NATMAG), and the Gatwick Noise Management Board (copies attached to the signed minutes).

GATCOM Steering Group – Chairman's Report

9. The Chairman of GATCOM introduced his report and stated that much of what was detailed in the report was covered on the agenda today.

10. The report was noted.

Passenger Advisory Group (PAG) – Chair's Report

11. The Chair of PAG introduced her report and added that in addition to the areas and issues covered, GAL are helping PAG to understand the breakdown of issues affecting the passenger journey at the moment including cancellations, queues, baggage and cleanliness. There is a lot of work by PAG around these issues.

12. The Chair of PAG also mentioned that PAG were involved in discussions around the North Terminal Refurbishment Project, Pier 6 Project and the Contracts and Commitments Framework extension consultation.

13. Resolved:

- (1) That GATCOM commends GAL's decision to declare a temporary reduction in capacity for the peak summer period;

- (2) That GATCOM supports GAL's initiatives put in place to reward good performance and to help drive up service standards for passengers;
- (3) That GATCOM shares PAG's concern about the severe lack of resource many airport companies continue to face which has impacted on the passenger experience at Gatwick; and
- (4) That GATCOM notes the work of PAG and its engagement with GAL as the 'critical friend' and support its role as advocate on behalf of passengers.

Noise and Track Monitoring Advisory Group (NATMAG) Summary Report

14. GATCOM's Lead Member for Noise introduced his report.

15. The Lead Member confirmed that Air Traffic Movements are up, but noise complaints are not significantly up. NATMAG continues to monitor complaints, particularly the location of new complaints.

16. Regarding Ground Noise, NATMAG have queried the suspension of monitoring FEGP Core Service Standard for the remote stands. GAL have agreed to review this at the November NATMAG meeting.

17. The KENET track changes review for winter produced sizable savings in CO2 for those flights that were able to use this route. It is hoped that the Airspace Modernisation programme will review this through FASI-South.

18. DfT hopes to publish its response to the Stage 1 night flights consultation at the end of next year.

19. Members noted NATMAG's key messages to GATCOM.

Noise Management Board (NMB) – Chair of NMB Executive Board (NEX)

20. The report of the NMB Co-Chairs was received.

21. The NEX Chair thanked GAL for the annual engagement with communities on noise charges. He also welcomed that GAL had begun the noise envelope group process.

22. The Low Noise Arrival Metric (LNAM), proposed by communities, was now being adopted at Gatwick, nationally and internationally. The NEX Chair thanked everyone involved in taking that forward.

23. Unfortunately, GAL's project bid for funds to develop FED-2 was not approved by the Airspace Modernisation Fund. It was hoped that stakeholders will work together to ensure a revised bid is approved.

24. The NEX Chair went on to report that some stakeholder's behaviour and tone in meetings was falling short of how they should address colleagues. He hoped this could improve so the NMB could continue effectively. It was suggested that the GATCOM [code of conduct](#) be recirculated to all members as a reminder of how to behave.

25. The environment and amenity groups' representative asked for a position paper from the Tunbridge Wells Aircraft Noise Study Group be circulated to GATCOM members to highlight frustrations around the process. It was agreed this would be checked with the NMB Co-Chairs before being circulated. (Post meeting note – it was

agreed by the NEX Co-Chairs that the papers had some inaccuracies so would not be circulated until these were resolved)

26. There were no matters that GATCOM wished to refer to the NMB for further consideration.

CHIEF EXECUTIVE OFFICER'S REPORT

27. GATCOM received a report from Stewart Wingate, Chief Executive Officer, GAL on activity at the airport over the past quarter (copy attached to the signed minutes). He then highlighted the key points from his quarterly report as follows:

- **Traffic** – Over 13 million passengers in the first 6 months of 2022, already surpassing the total of 10.2 million passengers for the whole of 2020.
- **Airlines** – rapidly recovering. In June there were on average 116,000 passengers per day, operating just under 800 runway movements.
- **Recruitment** – as detailed in a [GAL press release](#) 400 new security staff have been recruited for the summer season. With this additional resource it is expected to be back to 95% of the time queues being less than 5 minutes. Currently 90% of passengers are getting through security in under 10 minutes.
- **Declared Capacity** - During the Jubilee holiday period there were a number of operational challenges and higher than expected last minute flight cancellations. As a consequence, GAL and the Airlines worked together to agree a capacity declaration for July and August to put stability and resilience in the system and avoid late cancellations.
- **Cancellations** – GAL confirmed that they are working with airlines to eliminate last minute cancellations and they understand the stress these cause to passengers and staff. They reassured GATCOM that GAL staff support ground handling teams and passengers when last minute cancellations happen. The ABTA representative suggested Gatwick could link to their website – 'ready steady travel' that gives customer information for such events.
- **Night Flights** – Some concern was raised about the number of night flights. It was noted this data is included in the NATMAG reports and would be monitored.
- **Data** – GATCOM asked if future data could include flights per hour alongside flights per day.
- **Incidents** – GAL has been in contact with the families and staff involved in the recent sad and tragic incident when an elderly passenger fell on an escalator and was fatally injured. The incident is under investigation. The CEO had also spoken to the passenger who had to wait 90 minutes for special assistance. Wilson James acknowledged this was below expected standards and are working hard to ensure better standards, including bringing in additional resources.
- **Investment & Growth** – GAL are in conversations with Airlines and PAG to extend the Contracts and Commitments Framework for a further 4 years to 2029.
- **Main Runway resurfacing project** – completion expected by the end of August but weather dependent.
- **Section 106 agreement** – extended to cover the period until the end of 2024.
- **Community** – GAL are supporting a number of community events over the summer period, including Horley carnival and the Crawley Community Awards.

Air Quality – GATCOM highlighted that ultrafine particles were high in Horley and need some work to improve and reduce. GATCOM urged GAL to work with Local Authorities on this issue going forward.

NORTHERN RUNWAY PROJECT - UPDATE

Engagement with Stakeholders

28. GAL provided [a presentation](#) and update on the new summer 2022 consultation that was launched on 14 June and focused on updated highways improvements designs and other updates to the Northern Runway project. The closing date for responses to the consultation is 27 July.

29. Engagement with statutory stakeholders will continue as GAL consider the consultation responses and further refine the DCO prior to submission in 2023. There was some debate about the topic working groups with Local Authorities suggesting that not enough time or information had been provided. Particular mention was made about the proposed changes to highways, and it was suggested that National Highways had been consulted prior to the new consultation being published but that Local Highways Authorities had not. GAL confirmed they would follow up on that concern and that all the topic working groups had had good representation from Local Authority officers and thanked them for their engagement and attendance to date. That process had started in April 2022 and would continue throughout the year.

30. The environment and amenity groups' representative reiterated their concerns with the process stating that the time allowed for the consultation and process was inadequate and that GAL had not responded to requests for metrics and additional data. GAL responded stating these requests were being looked into, 70 different modelling scenarios had already been shared along with a requested alternative metric which had been shared in the Noise Envelope Local Sub-Group, but the request for 900 modelled scenarios was not viable. GAL confirmed a response to the community groups request would be communicated to the Noise Envelope Group representatives.

31. GATCOM asked how confident GAL were in understanding passenger behaviour post pandemic, particularly in relation to travel to and from the airport and therefore the number of car parking spaces needed. GAL confirmed this would be a long-term project using long term forecasts and if successful this was an area that would be kept under review, with facilities being developed according to demand and that the aim was to increase use of public transport as well as provide sufficient car parking.

GATCOM response to the consultation

32. The Chairman referred to the GATCOM draft response to the consultation (attached to the signed minutes). He explained that the need for a GATCOM response was agreed by the GATCOM Steering Group on 30 June and an initial draft was circulated, via email, to all members and support officers asking for comments by 11 July. All responses received have been considered and incorporated into the draft response attached to the agenda.

33. The Chairman also referred to some additional comments from the environment and amenity groups that were received after the GATCOM agenda had been published and were circulated via email to all members on 18 July for discussion at GATCOM. The Chairman invited the environment and amenity groups representative to discuss these amendments. The representative stated he had nothing to add unless the Committee had questions. He stated that he hoped the comments made were reflective of GATCOMs previous response. There were no questions or comments.

34. GATCOM did agree that the wording around car parking should be looked at again and strengthened to include concern about unauthorised off airport parking and

that the final number of car parking spaces should consider evidence of passengers changed behaviours.

35. The Vice Chairman reminded members that the GATCOM response was a consensus, and she encouraged individuals and organisations to also respond to the consultation to ensure all issues and views are considered by GAL.

36. It was agreed that the final version of the GATCOM response would be approved by the Chairman and Vice Chairman and the Secretariat would submit the final version to GAL and circulate to all members.

GATWICK'S ACTIVITY TO SUPPORT THE LOCAL ECONOMY

37. GAL provided a [presentation](#) and economic partnerships update, the key points of which were:

- GAL is committed to supporting and growing the local economy, working with local partners and supporting local communities.
- Think local, act local. From June 2022 the catchment area for businesses to register their interest in working with Gatwick will be expanded to reflect the Five Authorities region.
- The [Airport Economic Zone](#) research was due to be published. Commissioned by GAL and produced by Coast to Capital LEP. This will provide an evidenced baseline for future consideration and a common approach.
- Following regular round tables with stakeholders GAL will host an Economic Summit in the Autumn.

38. GATCOM welcomed the update and GALs widened relationships with local suppliers and businesses.

39. Members also raised the following points:

- Asked if Gatwick is signed up to the armed forces covenant. GAL confirmed they were not, but it is something they have and continue to explore.
- Will the apprenticeship schemes continue? GAL confirmed they would continue and in fact this year's Engineering Apprentice intake has increased due to the quality of candidates. A graduate scheme was also commencing for 2023.

GATWICK AIRPORT NOISE EXPOSURES CONTOURS 2022

40. GATCOM considered the secretariats report that summarised the main points arising from the results of the noise modelling at Gatwick Airport for the summer period of 2021.

41. It was noted that due to the pandemic, aircraft movements were low, but the report provided transparency. GATCOM noted the report.

APPOINTMENT OF SUB-GROUPS

42. GATCOM received the Secretariat's report setting out for approval the appointments to be made to GATCOM's sub-groups and other bodies (copy attached to the signed minutes).

43. Resolved – That GATCOM:

- 1) Appoints members to the GATCOM Steering Group and Passenger Advisory Group as set out paragraph 2.1 of the report;
- 2) Appoints members to the Passenger Advisory Group as set out in paragraph 2.2 of the report.

DATE OF NEXT MEETING OF GATCOM AND ITS SUB-GROUPS

44. GATCOM noted the next meetings of GATCOM and its sub-groups as follows:

- GATCOM Steering Group - Thursday 22 September 2022 at 10:00am. (post meeting note – this has subsequently been moved to start at 2pm and the Annual Tour of Gatwick will take place in the morning)
- Passenger Advisory Group – Thursday 29 September 2022 at 1:30pm
- GATCOM – Thursday 20 October 2022 at 2:00pm.

45. The Chairman confirmed that following a survey of members and a recommendation from the GATCOM Steering group, it is proposed that GATCOM and GATCOM Steering Groups rotate between being in person and virtual. So the next GATCOM Steering group will be in person and the next GATCOM will be virtual.

46. GATCOM also noted that the next meeting of GAL's Noise and Track Monitoring Advisory Group (NATMAG) is scheduled to take place on Thursday 4 August 2022 at 10:00am; and the next meeting of the Noise Management Executive Board is scheduled to take place on Wednesday 2 November 2022.

47. It was also noted that the postponed GATCOM Awayday was being rescheduled for the Autumn. Confirmation of the date and venue would be circulated as soon as possible.

Chairman

The meeting concluded at 4.25 pm.