

AIRPORT PERFORMANCE AND DEVELOPMENTS

- 2.25 pm 5. **Chief Executive Officer's Report** (Pages 19 - 30)
- To consider the commentary by Stewart Wingate, Chief Executive Officer, GAL on activities at the airport since the last meeting.

- 2.40 pm 6. **Members Questions**
- Members are encouraged to submit written questions to GATCOMSecretariat@westussex.gov.uk by 9am on Tuesday 19 November 2024 so that, where possible, a response can be provided at the meeting.

Questions are not restricted to agenda items. The total time allowed for Member Questions is 15 minutes with a time limit of 3 minutes per question (to include the response). 1 question per member.

Supplementary questions will be allowed at the discretion of the Chairman but must relate to the original question.

If more than 5 questions are received, the Chairman has the final decision on what questions should be taken to the meeting.

If the Chairman decides that the question received is one for another Forum, it may be that it cannot be fully answered at GATCOM and would need to be referred to that Forum. For example, PAG, NaTMAG or the NMB.

Any questions about noise disturbance, events and concerns should be submitted via the airport's WebTrak system. This ensure that all complaints are registered, logged and investigated.

Any questions about statutory process, such as planning, should be directed via the appropriate agency.

AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES

- 2.55 pm 7. **Consultation on plans for a UK Airspace Design Service (UKADS)**

The Department for Transport (DfT) and the UK Civil Aviation Authority (CAA) have launched a public consultation on plans for a UK Airspace Design Service (UKADS), previously termed the Single Design Entity (SDE), to deliver holistic and modernised airspace design for the UK.

The proposals cover the role, scope and funding model for the UKADS as well as other policy and regulatory considerations.

The consultation seeks views on the overall concept of a UKADS, including its responsibilities, governance and how it can be held to account for delivering modernisation.

Full details of the proposals, including how to respond to the consultation, can be accessed on the [CAA's dedicated consultation page](#).

The consultation closes on 17 December 2024.

Stuart Lindsey, Head of Airspace Modernisation at the CAA, will be in attendance and provide GATCOM with a briefing on this consultation.

Following the meeting and members comments we will formulate a GATCOM response to the consultation.

If members have any comments or specific questions for Stuart Lindsay, please let the Secretariat know prior to the meeting.

3.10 pm 8. **Consultation on the Future Direction of the UK Aviation Environmental Review (AER)** (Pages 31 - 36)

The CAA has launched a consultation on the Future Direction of the UK Aviation Environmental Review (AER).

The CAA is seeking views on the future AER with the aim of developing it into a comprehensive and robust tool that can be used by Government, industry and other interested stakeholders to inform and drive positive environmental change.

The full consultation document can be found on the [CAA's website](#).

The closing date for responses is 10 December 2024.

GATCOM Member have been asked for comments to be included in the consultation and attached is a draft suggested response for discussion and approval.

3.25 pm 9. **Airspace Update**

Andy Sinclair, Head of Airspace Strategy and Engagement, GAL to give updates on progress and issues on Airspace and Noise.

3.35 pm 10. **Noise Management Board** (Pages 37 - 52)

Cara Mulholland, Chair of the new NMB Community Assembly, to provide an update on the Noise Management Board (NMB).

3.45 pm 11. **Noise and Track Monitoring Advisory Group (NATMAG)**
(Pages 53 - 56)

To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG held on 8 August 2024. A verbal update from the meeting held on 14 November 2024 will also be provided.

3.55 pm 12. **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 - Thursday 30 January 2025 at 2.00pm in person

GATCOM Steering Group - Thursday 16 January 2025
10.00am virtual

Passenger Advisory Group - Thursday 12 December 2024 in person

b) To note that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NaTMAG) will take place on Thursday 13 February 2025 10.00am virtual.

c) Members are also reminded that the GATCOM Away Day takes place on Monday 25 November.

Anticipated finish time of meeting: 4.00pm.

To all members and nominated substitutes of Gatwick Airport Consultative Committee

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Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 16 July 2024.

Present:	
Tom Crowley	Chairman
Cllr Alan Jones	Burstow Parish Council
Cllr Philip Lunn	East Sussex County Council
Cllr Helyn Clack	Surrey County Council
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Margot McArthur	Kent County Council
Cllr Mike George	Horley Town Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Cllr Nicholas White	Tandridge District Council
Cllr Margaret Cooksey	Mole Valley District Council
Ed Winter	Environmental and Amenity Groups
Colin Stewart	BAR UK
Hugh McConnellogue	Gatwick Airline Operators Committee
Fran Downton	Tourism South East
Chris Larkman	Which?
Rory Lillington	Airlines UK
Jonathan Drew	Co-Chair, Noise Management Board
James Watkins	London Chamber
Samantha Williams	Passenger Advisory Group
Robin Clarke	NATS

Also in attendance:	
Stewart Wingate	Chief Executive Officer, GAL
Tim Norwood	Chief Planning Officer, GAL
Andy Sinclair	Head of Noise & Airspace Strategy, GAL
Sam Fulton	Director of Communications and External Affairs, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Monique Smart	GATCOM Secretariat
Graham Lake	GATCOM Technical Advisor

1. Apologies for absence were received from:

Stephen Jones (London Chamber of Commerce and Industry), Angie Hills (ABTA), Cllr Steve Waight (West Sussex County Council), Cllr Bob Bowdler (East Sussex County Council), Brett North (Gatwick Diamond), Ana Christie (Sussex Chamber of Commerce).

2. Membership and Appointments

2.1 The Chairman welcomed new members and substitutes to the committee, including Cllr Nicholas White (Tandridge District Council), Cllr Christopher Phillips (Mid Sussex District Council) and Cllr Margaret Cooksey (Mole Valley District Council). New substitute members were also noted as Cllr Ian Gibson (Mid Sussex District Council) and Cllr Jo Farrah-Astrop (Mole Valley District Council)

2.2 The Secretariat introduced the previously circulated report updating on membership and setting out for approval the appointments to be made to GATCOM's sub-groups and Vice Chair.

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2.3 In respect of membership it was noted that following a decision by Which, the consumer association, to withdraw their membership of all ACCs, that this seat would become vacant in September 2024. The Chairman thanked Chris Larkman for his commitment and contributions to GATCOM over the many years he had been a member.

2.4 The Secretariat confirmed that one nomination was received for the Vice Chair role in respect of Helyn Clack, Surrey County Council.

2.5 Resolved – That GATCOM:

- 1) Appoint Helyn Clack as GATCOM Vice Chair for a further year.
- 2) Appoints members to the GATCOM Steering Group as set out in paragraphs 3.2 to 3.4 of the report including continuing with 3 Surrey District Council members and making the lead member for noise a permanent member of the Steering Group.
- 3) Appoints members to the Passenger Advisory Group as set out paragraph 3.5 of the report;

3. Minutes Of The Last Meeting

3.1 Resolved: That the minutes of the meeting of GATCOM held on 16 May 2024 be approved and signed by the Chairman.

4. GATCOM Steering Group – Chairman’s Report

4.1 The Chair of GATCOM introduced his report (copies attached to the signed minutes) of the last Steering Group Meeting that took place on 24 June 2024.

4.2 GATCOM agreed the following recommendation from the Steering Group:

- 1) Noted the [Annual Air Quality Monitoring Report 2023](#)
- 2) Noted the [GATCOM Work Programme](#)

5. Passenger Advisory Group

5.1 The Chair of PAG introduced the report (copies attached to the signed minutes) of the last PAG meeting that took place on 13 June 2024 and activities during the last quarter.

5.2 The PAG Chair echoed the GATCOM Chairs thanks to Chris Larkman for his service to PAG over the years. The PAG Chair also reported that PAG had met the new Gatwick Airport COO, Mark Johnston, and they looked forward to building good relations with him. The new seating project was concluding and PAG felt this had made a positive impact to the look and feel of the airport. Other projects the PAG team continue to be involved in include the Next Generation Security, the refurbishment of the South Terminal, car parks and the expansion plans for both terminals.

5.3 GATCOM noted:

- 1) the work of PAG and its engagement with GAL as the ‘critical friend’ and support its role as advocate on behalf of passengers.

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- 2) If GATCOM members or the public, see or experience poor standards to report this at the airport or via the Airport Community App (for those who have been granted access to this) to allow rapid rectification.

6. Chief Executive Officer's Report

6.1 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). The key points to note are:

- GATCOM welcomed London Gatwick's new Director of Communications and External Affairs, Sam Fulton. Sam joined London Gatwick's executive team in June and will focus on the airport's strategic communications, community outreach and external affairs as well as airspace.
- Belén Llamas had also recently joined London Gatwick as General Counsel and Company Secretary.
- This summer passengers will have the choice of 223 destinations from 56 airlines at London Gatwick with 14 new services launching ahead of the UK school summer holidays. The long-haul routes now serve 57 destinations with a variety of Chinese routes having been added.
- The first half of the year has seen all Core Service Standards targets being met.
- Stewart confirmed that NATS, who operate the London Gatwick air traffic control tower, have successfully increased the number of air traffic controllers over recent months. NATS have given assurance that there will be the required resources to deliver this year's busy summer schedules for airlines and passengers. It was acknowledged that a recent short notice sickness had resulted in a small period of disruption, but NATS are confident in their people and systems and have improved staffing capacity and resilience and have more controllers this summer than last. GAL continue to meet with NATS on a biweekly basis.
- The possibility of industrial action by ICTS and Wilson James has been postponed while they are balloted on a new pay offer that have been recommended for approval. There are still a number of other pay agreements to be concluded across the airport services.
- GAL continue their investment programme with the completion of the North Terminal departure lounge refurbishment, new seating across both terminals and the construction of a new multi-story car park adjacent to the North Terminal that is nearing completion and will be available for passenger use in the autumn. The Next Generation Security project will pause over the busy summer period.
- The Northern Runway Project continues to progress through the Examination stage. A number of Public Hearings have been held and a final round will take place at the end of July. The Examination will close on 27 August. The

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Development Consent Order then moves into the 'determination' period, where the Inspectors have 3 months to prepare their report and submit this to the Secretary of State for Transport, who then has up to 3 months to review and make a decision.

- In respect of sustainability the airport has retained its Airport Carbon Accreditation level 4+ for the second year.
- The Department for Transport has announced details of the UK SAF (sustainable aviation fuels) mandate which will come into force from 1 January 2025 and requires that 10% of total jet fuel supplied in the UK must be SAF by 2030. Stewart confirmed that Gatwick is developing a programme to accelerate the take-up of SAF and engaging with airlines.
- Regarding the threats from protest groups, who have in recent months targeted other UK airports, GAL works with the relevant agencies to share intelligence and sends reminders to ensure that all GAL staff remain vigilant across the campus.
- A number of community events have taken place including Run Gatwick, a 10K event in partnership with Gatwick Airport which takes place along the perimeter road of the airport. Stewart also thanked the GATCOM members who had personally supported the sponsored bike ride by GAL employees from Gatwick to Paris that raised over £37,000 for the airport charities.

7. S106 Annual Monitoring report

7.1 Tim Norwood, Chief Planning Officer, GAL, updated GATCOM on the [Annual S106 Monitoring Report](#). The S106 Legal Agreement includes an Obligation for the Airport and the two lead Local Authorities, West Sussex County Council and Crawley Borough Council, to report on their respective progress in meeting the Obligations in the Agreement in an Annual Monitoring Report.

7.2 GAL reported that all 22 obligations are progressing well and are on track. In addition, Tim explained that a sample of 10 obligations are selected for independent verification and also confirmed as 'on track'. More detail on those is included in the report, linked above and available on the London Gatwick website.

7.3 GATCOM welcomed the report. It was noted that other Local Authorities are kept up to date on the S106 agreement by the lead authorities and have regular meetings at which this is reviewed.

8. Decade of Change Performance Summary

8.1 GATCOM welcomed Mark Edwards, Head of Sustainability, GAL, who gave a [presentation](#) that provided an overview of GALs sustainability activity and performance linked to the annual Decade of Change Performance Summary for 2023. The summary report can be found [here](#).

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6.1 One question was received in advance of the meeting from Cllr Malcolm Fillmore. The question was split into three with responses from GAL included below:

Q1) It is apparent from my monthly analyses of night arrivals that there is an increasing number of flights arriving between 0000 and 0400 (and significantly more than pre-pandemic). The majority are EasyJet and Tui.

A) GAL continues to work closely with our airlines - meeting on a weekly basis - to review night flight usage and is operating within the Department for Transport night flight restrictions cap. Full details of our night flight performance is reported through NaTMAG and can be found in the quarterly and annual Airspace Office Reports.

Q2) As a percentage, how many of these flights are actually scheduled to arrive during these hours?

A) So far in 2024 between 0000-0400(I), 80% of all of the arrival flights have been scheduled to do so. This is similar to 2019 (pre-pandemic) where 83% of all arrival flights operating in these hours were planned to do so.

Q3) Are any actions taking place to reduce the number of late arrivals?

A) We meet with our airlines on a weekly basis specifically to review night flight scheduling performance. Actions taken by airlines to resolve issues, or forecast issues, in night flight performance are normally through scheduling or by addressing the operational factors giving rise to the delays.

10. Noise Management Board (NMB) Update

10.1 Andy Sinclair, Head of Noise and Airspace Strategy, GAL, provided an update on the NMB. The [presentation](#) confirmed the review project timeline and proposed structure of the revised NMB.

10.2 A number of 'touchpoint' meetings have been held with second term NMB members where the NMB third term proposals were shared and discussed. The next steps include a Community Concerns workshop on 14 August, that will help to shape the start of the new NMB Work Programme. An NMB 3rd term launch event will take place on 12 September.

10.3 It was confirmed that Jonathan Drew had been appointed as Chair of the Oversight Board. A process to appoint an independent Chair of the Community Assembly and an independent Secretariat was underway.

10.4 Some GATCOM members raised concerns about Community and Environment representatives not being directly appointed to the Oversight Board. GAL confirmed that the independent Chair of the Community Assembly would be on the Oversight Board and the new role had been explicitly recast to act as a community champion. The Oversight Board would include elected representatives from local councils and meetings would be open to the public (including all community representatives) who would be able to pose questions during meetings.

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10.5 Jonathan Drew introduced the NMB Workplan Implementation Report (copies attached to the signed minutes) that included updates on progress of the ongoing NMB projects. Jonathan provided a specific update on the Fair and Equitable Distribution (FED) report stating that the CAA have reviewed the final draft, and a CAA meeting was taking place on 12 August when it was hoped the report could be finalised. It was agreed that if the FED report was not published shortly after 12 August the NMB and GATCOM Chairs would jointly write to the CAA.

11. Airspace Update

11.1 Andy Sinclair, Head of Noise and Airspace Strategy provided a number of updates in relation to Airspace and Noise.

Route 4 Airspace Change

11.2 This Route 4 airspace change is now anticipated to reach the Stage 3 Gateway in early 2025 and a public consultation to follow in Quarter 1 2025, a similar timeline as London Airspace South (LAS). Given the external factors that may influence the timing of the LAS airspace change, GAL will consider the potential for overlap of the 2 airspace change schedules and aim to deconflict the 2 consultations (Route 4 and LAS) as more becomes known about the timelines for both.

Airspace Modernisation - London Gatwick FASI-South

11.3 Stage 3 of the airspace change process for all FASI airspace change is paused pending the outcome of the CAA-led, DfT commissioned, review on the concept of a single design entity (SDE) for airspace change.

11.4 A consultation on the SDE is now anticipated to commence in the autumn 2024.

Airspace Modernisation - London Airspace South (LAS)

11.5 GAL, jointly with NATS and the Airspace Change Organising Group (ACOG), has put forward a proposal for initial deployment of the FASI route structures to the south of the airport, called London Airspace South (LAS).

11.6 Although Iteration 3 of the UK Airspace Change Masterplan was delayed due to the general election, the CAA have issued a 'minded to' position to enable work to continue on the project.

11.7 Assuming the CAA is able to assess the submission according to the agreed timeline, the Stage 3 Gateway decision can be expected early Quarter 1 2025. Subject to a decision to proceed, the public consultation would commence later that Quarter.

11.8 A question was asked as to whether routes 8 and 9 are included in the LAS airspace change. Mr Sinclair confirmed that route 9 is not in the scope of LAS. Route 8 and the other southerly departure routes will be included, with any potential changes based on achieving the airspace modernisation vision of making flights quicker, quieter and cleaner.

Reduced Night Noise (RNN) Trial

11.9 The aim of the trial was to establish whether modern aircraft navigation procedures can be used to reduce noise by both keeping aircraft higher for longer and by reducing engine thrust. A six-month RNN trial started in January 2024 during which

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over 400 flights took part. Data from the reports published each month during the period is showing that the trial completely eliminated low attitude outliers, however, the correlated noise monitor data is still to be fully assessed. A full report is expected soon.

12. Noise and Track Monitoring Advisory Group (NATMAG)

12.1 Mike George, GATCOM's lead member for noise, introduced his report (copies attached to the signed minutes) that summarised the key messages and recommendations arising from recent NaTMAG meetings.

12.2 GATCOM noted the report and NATMAG's key messages.

- Odour reporting is now under the remit of the GAL Sustainability Team.
- ANNE (Aviation Night Noise Effects Study) reporting will be provided in 2025.

12.3 Mr George also added that NaTMAG were expecting to finalise their monitoring of the NAP Round 3 at their next meeting and will move on to the new NAP Round 4 in the coming months. It was noted that the NAP Round 4 had still not been formally adopted by the Defra but it was agreed that airports could publish draft plans.

13. Date of Next Meeting of GATCOM and its Sub-Groups

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

GATCOM Steering Group - Thursday 10 October 2024

Passenger Advisory Group - Thursday 19 September 2024

GATCOM - Thursday 21 November 2024 at 2.00pm.

Noise and Track Monitoring Advisory Group (NaTMAG) - Thursday 8 August at 10.00am.

Chairman

The meeting concluded at 11.45am.

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GATCOM NOVEMBER 2024

GATCOM STEERING GROUP - REPORT BY CHAIRMAN

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 10 October 2024 and includes any recommendations for GATCOM at the end of the report.

1. BUSINESS & OPERATIONS UPDATE

1.2 GAL provided an update on current operations, traffic levels, airlines and routes at the airport over the last quarter. The most up to date detail will be provided in the CEO report to GATCOM.

2. AIRSPACE & NOISE UPDATES

2.1 GAL provided updates on Airspace Modernisation including FASI-South, London Airspace South (LAS) and Route 4 as well as updates on the new Noise Management Board (NMB) and the Annual Airspace and Noise Public meeting.

2.2 All FASI-S sponsors' airspace changes have reached Stage 3 of the airspace change process. Next steps on this project - except for London Airspace South - are pending the outcome of the CAA-led, DfT commissioned, review on the concept of a UK Airspace Design Service (UKADS). Consultation on the UKADS was launched on 22 October, after Steering Group had met. It was agreed that the CAA would attend and brief GATCOM on the proposal for a UKADS at the GATCOM meeting on 21 November.

2.3 London Gatwick, jointly with NATS and the Airspace Change Organising Group (ACOG), has put forward a proposal for initial deployment of the FASI route structures to the south of the airport, called London Airspace South (LAS). The Stage 3 Gateway assessment by the CAA is anticipated for January 2025 and public consultation is currently planned to commence in March 2025 for 12 weeks.

2.4 The Route 4 airspace change is on track and timelines have been adjusted to deconflict from the LAS public consultation. The Route 4 airspace change public consultation is currently planned to commence in May 2025 for 12 weeks.

2.5 GAL confirmed that both consultations would involve face to face events as well as online information.

2.6 Members were informed that registration for the Noise Management Board was now open to all community members local to London Gatwick and details of how to register are on the new NMB webpage.

3. CONSULTATION RESPONSES

3.1 Steering Group noted the following consultation responses that GATCOM had agreed and submitted since the last meeting:

- [MHCLG Consultation: Proposed reforms to the National Planning Policy Framework and other changes to the planning system.](#)
- [CAA Consultation: Economic Regulation of GAL](#)

3.2 Steering Group considered a [letter of support](#) in regard to the CAA consultation on the draft principles for aviation consumer environmental information. As the letter stated, GATCOM did not respond to the call for evidence on this, so it agreed that a full consultation response was not appropriate, but the letter of support was agreed.

3.3 Finally Steering Group were informed that the CAA was seeking views on the future [Aviation Environmental Review \(AER\)](#) with the aim of developing it into a tool that can be used by Government, industry and other stakeholders to inform and drive positive environmental change. The Secretariat explained that there are several questions relating to the reporting on climate change, noise and air quality and each section specifically asks whether data should be broken down from national level to either airport clusters or airport levels. It was noted that the consultation detail had been circulated to all GATCOM members and comments or suggested responses to the questions should be sent to the Secretariat by Friday 1st November in order for a draft GATCOM response to be prepared ahead of it being discussed at GATCOM on 21 November.

4. GATCOM AWAY DAY

4.1 Steering Group considered and agreed the draft programme for the GATCOM Away Day scheduled for 25 November 2024. It was noted that as well as representatives from GAL, the DfT and CAA will attend for the afternoon slot to discuss upcoming consultations that may help shape our future work programme.

4.2 It was confirmed the away day is open to substitutes as well as GATCOM Members, PAG and support officers.

5. DATE OF THE NEXT MEETING

5.1 It was confirmed that the date of the next Steering Group meeting was Thursday 16 January 2025.

RECOMMENDATIONS

That GATCOM:

- 1) Contribute to discussions and submit comments for GATCOM to respond to the CAA consultation on the future Aviation Environmental Review (AER)
- 2) Contribute to discussions and submit comments for GATCOM to respond to the CAA consultation on Airspace Modernisation: A proposed UK Airspace Design Service

TOM CROWLEY
CHAIRMAN

GATCOM November 2024

PASSENGER ADVISORY GROUP (PAG)

REPORT BY THE CHAIR OF THE PASSENGER ADVISORY GROUP

1. INTRODUCTION AND OVERVIEW

1.1 PAG's work has been ongoing, and I am grateful to all the PAG volunteer members who have been busy reviewing and monitoring the airport environment and experience on behalf of Gatwick's passengers and users and highlighting to GAL areas where additional focus is needed.

1.2 I am pleased to report that following a great response to our recent advert for additional PAG members we have successfully recruited three new volunteers. Following a period of induction, we hope they will be able to join the next PAG meeting in December. One of the successful applicants is Chris Larkman, whom GATCOM will recall was previously the Which representative on GATCOM and PAG. Following the decision by Which to withdraw representation from all Airport Consultative Committees, Chris was keen to continue his involvement so alongside all the other applicants he applied for the volunteer role.

1.3 The withdrawal of Which does leave a vacancy on GATCOM. PAG is looking forward to contributing to the discussions at the upcoming away day about options for ensuring the passenger view continues to be represented at GATCOM.

1.4 PAG met on 19 September 2024 and the key issues discussed at that meeting are highlighted in this report. In the month leading up to the PAG meeting there was a full round of Working Group meetings where PAG members received full updates from GAL on each specific group topic. There were also a number of additional meetings attended by me and PAG colleagues including the Independent Accessibility Panel (IGAP) and The Gatwick Innovation Forum. We also had the chance to learn about the early stages of the South Terminal IDL refurbishment and we submitted our comments on the Capital Investment Programme. PAG is grateful to GAL for the continued engagement and support.

1.5 Prior to the main PAG meeting in September, members had a hosted visit to the baggage area including a behind the scenes tour to help better there understanding of the process.



1.6 PAG also undertook a Terminal Review Visit in October. These visits, accompanied by a Gatwick member of staff, allow PAG to walk through the airport and highlight and follow up on any issues of concern such as wayfinding and signage, cleanliness and safety.

2. EXECUTIVE UPDATE AND OPERATIONAL PERFORMANCE

2.1 GAL continues to meet its Core Service Standards (CSS) with 99.5% pass rate so far in 2024. It was explained that the two failures had been linked to Pier 3 bridge closure. It was noted with some disappointment that the score for seating had remained the same despite the new and additional seating that had been installed over the summer.

2.3 Special Assistance performance was good, and it was noted that a week in September was a record day with 3500 SA passengers in one day. Airline notification rate fell in July but there is a continued focus on improving this through the Airline Operators Committee (AOC). GAL also provided a summary of the CAA Airport Accessibility Report for 2023-24 that highlighted London Gatwick as 'Needs Improvement'. It was explained that the concern in the report focused on data reporting and instances of excess waiting times. GAL is committed to work with Wilson James and other stakeholders to improve the passenger experience. The CAA have since noted, in the early months of this reporting year (2024-25), that these concerns have been addressed and they have seen improvements.

2.4 PAG were reassured that work continues with NATs to ensure that resilience in the ATC Tower is strong but also that it increases with further resource for the future. Given the critical nature of this issue and impact it can and does have on the resilience of the airport, this is an area we ask GAL to keep PAG and GATCOM closely updated on.

2.5 PAG received an update on car parking, including the new car parking strategy for London Gatwick. It was noted that this summer has been the busiest ever for car parks at London Gatwick with 24 August at 92% occupancy across all car parks. It is hoped the new car park seven and other improvement plans will ease this pressure. GAL highlighted the customer experience initiatives that included a fix for the ANPR software, maintenance, improved look and feel including uplifting lifts and stair areas, and improved products including space guidance and zone management.

3. PASSENGER ENQUIRIES AND FEEDBACK

3.1 GAL reported that in Quarter 3 of 2024 there were 110,196 contacts from customers with 70% of those being via self-service and 94% of those contacts being about a paid service such as parking, fast track and airport lounges. Complaints have decreased by 2% compared to this time in 2023 and positive feedback has increased by 39%.

3.2 PAG received a presentation on the Airport Service Quality (ASQ) Customer Research. ASQ is a departing passenger satisfaction survey, conducted by ACI, that is used by 315 airports. London Gatwick has selected fifteen other airports to form a custom panel that allows benchmark comparisons and provides a ranking. Against the custom panel, London Gatwick is generally ranked in the top half, with the highest ranked attributes being arrival at the airport, security screening, food and beverage offer and ease of finding your way. Despite a decline in scores around wait times for check in and security since Q1, both remain London Gatwick's highest scoring areas.

RECOMMENDATIONS TO GATCOM

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.
- If GATCOM members or the public, see or experience poor standards to report this at the airport or via the Airport Community App (for those who have been granted access to this) to allow rapid rectification.

SAMANTHA WILLIAMS
PAG CHAIR

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CEO REPORT FOR GATCOM

July – September 2024

Gatwick Airport Limited
Stewart Wingate, CEO



LONDON GATWICK

POWERED BY VINCI AIRPORTS | GLOBAL INFRASTRUCTURE PARTNERS

Airport & Operations

With the increasing demand for travel, this summer was one of London Gatwick's busiest. Meticulous planning and strong collaboration with partners ensured a successful start to 2024, resulting in a reliable and enjoyable experience for our passengers. We announced our **half year financial results** in August, showing a strong start to the year, with a 90% recovery on passenger numbers compared to 2019. **19.9 million** passengers travelled through the airport, an increase of 7.7% compared to the same period in 2023. Revenue at £488 million, is up 15.3% compared to 2023. This includes £239 million from aeronautical income and £249 million from non-aeronautical sources, such as retail and parking. EBITDA at £268 million, is up 13.9% compared to 2023, with net profit for the period at £106 million, up 33.8%.

A focus on developing new **long-haul routes** across the Middle East, Asia and North America is attracting a wider range of passengers and continues to build on the airport's vision to be the airport for everyone. Recent new services include the June introduction of Singapore Airlines flights from London Gatwick and new routes by flag carriers to key cities across China and India.

Passengers enjoyed a reliable airport experience this summer, with operational performance meeting 100% of the 276 agreed **service measures**. This includes 96.6% of passengers passing through security in five minutes or less, and working in partnership with our special assistance provider Wilson James, meeting all requirements to help passengers needing assistance. Continued collaboration with air traffic control provider, NATS, ensured the tower operated well with the required resources to deliver this year's busy summer schedule for airlines and passengers.

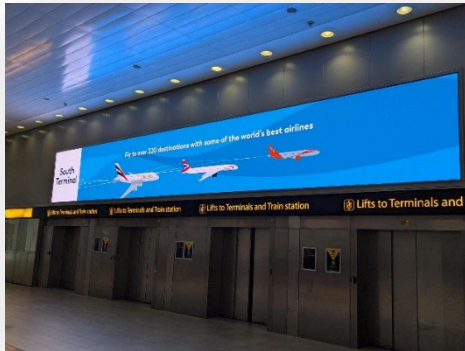
London Gatwick has become the first UK airport to receive an accreditation that recognises commitment to accessibility services through its strategy, policies and projects. The airport has received the **Airports Council International's (ACI) Level 1 Accessibility Enhancement Accreditation (AEA)** – the only international assessment or accreditation programme dedicated to airport accessibility for passengers with disabilities. It is designed to help airports measure, evaluate and improve their accessibility management and culture, and forms part of a wider programme that provides a continuous path of improvement for all airports' accessibility.

London Gatwick is committed to ensuring that passengers who require additional assistance are provided with the best possible service while travelling through the airport. In partnership with **AccessAble** we have introduced detailed access guides for passengers who may need help navigating the airport. The free guides cover 30 different areas, from the car park to the departure gates. They provide helpful detail, such as the signage available, flooring type and accessible toilets.

The Civil Aviation Authority (CAA) carried out audits of London Gatwick's Special Assistance Service in September and October 2023 and advised we would receive a rating of 'Needs Improvement' in the **UK Civil Aviation Authority's Annual Airport Accessibility Report**. The previous year Gatwick was rated as 'Very Good'. We work hard to ensure we comply with all the requirements to meet the "very good" standard and were disappointed to have been rated "needs improvement" due to some enhancements needed to our data capture processes which have now been completed. Working closely with the CAA and our service provider, we are confident we have made the necessary changes to improve our rating for 2024 to better reflect the quality of the service that we deliver. We are proud to have helped more than 650,000 passengers needing assistance

through the airport in 2023, with plans to support even more this year in partnership with our provider, Wilson James.

Following receipt of police intelligence over protest plans, a **High Court injunction** was secured to stop would-be environmental activists trespassing at the airport. The injunction seeks to protect the safe and secure operation of the airport. It covers individuals who intend to protest about fossil fuels or the environment without prior consent. These individuals are prevented from entering, occupying, or remaining upon any part of the airport. This includes individuals who are protesting on behalf of organisations such as Just Stop Oil or Extinction Rebellion.



We continue to improve the brand experience for passengers and have installed 5 new **digital screens** at key points of entry to the airport to create a wow factor which welcomes passengers. These additions conclude a programme of replacing nearly 50 advertising screens across the airport campus since our rebrand.

The second **major closure of the M25** as part of the ongoing upgrade works at Junction 10 took place over the weekend of 12-15 July. London Gatwick was closely involved in the planning of this closure and collaborated with National Highways' communications team to ensure timely communications to passengers and staff. Our social media posts had a significant reach, being the most viewed posts on Facebook and Instagram. Despite the significance of the closures, minimal disruption was experienced and National Highways recognised London Gatwick for our clear messaging. There are currently no further full M25 carriageway closures planned in 2024.

On 31 August, **Metrobus** launched service enhancements to the 420 service, part-funded by London Gatwick. The changes mean the airport now has direct public transport connections to Sutton, Tadworth and Banstead for the first time, as well as increasing the number of fast buses from the airport to Reigate and Redhill, which have been a key issue for local stakeholders since the end of the pandemic. To help promote the service and the other initiatives supported by London Gatwick's Sustainable Transport Fund, the Surface Access and Communications teams worked together to produce a new animation, which was shared widely on social media. The new direct service to Sutton was also welcomed by officers from the London Borough of Sutton, who the team met in August to discuss public transport services. Discussions are underway with Metrobus to explore options for improved services in 2025, which will focus mainly on addressing gaps in timetables and services for airport staff.

As part of our ongoing proactive awareness messaging to passengers around rogue meet-and-greet parting operators, we stepped up our communications ahead of the summer.

London Gatwick joined a meeting convened by Surrey County Council to discuss the challenges posed by taxi and **Private Hire Vehicle (PHV) driver behaviours** in the local area, notably Povey Cross Road. In addition to the signage installed earlier this year, the team has also produced leaflets for the Surrey County Council Parking Enforcement and Mole Valley Anti-Social Behaviour teams to hand out to drivers on their rounds. The leaflets have been well-received by the teams and more have been ordered. The Gatwick team also attended a meeting of the Heathrow Area Transport Forum's Special Interest Group on parking issues, where we provided a summary of the issues local to Gatwick and work undertaken to date and heard about the challenges in the Heathrow area. Many of the reported issues are similar across the two airports, however, councils near Heathrow have started to implement Public Space Protection Orders (PSPOs) as a new way to manage and mitigate the issues, which appears to be having a positive impact. A further PSPO is currently under consultation, and we will continue to engage with Heathrow to understand the impact such measures have.

On 19th July a global **Microsoft IT outage (CrowdStrike)** affected airports, railways, and many other industries across the country. Whilst the London Gatwick airfield was able to operate as normal and all critical airport systems remained operational, issues were experienced with IT systems affecting the WiFi network, baggage, security eGates and airline check-in.

Investment & Growth

The refurbishment of London Gatwick **North Terminal International Departure Lounge** is a transformation to a modern, bright and airy environment that puts passengers at the heart of the experience. New finishes compliment the countryside that surrounds Gatwick with touches of oak wood, live plants and a new floor design creating zones and clear walkways. There is completely new seating throughout that achieves volume with comfort; from picnic tables to leather loungers - all with USB charging points within easy reach.



Information is now always accessible with a centralised **orientation zone** for help getting around, together with a new airline desk and new flight information screens resembling trees throughout.

London Gatwick hosted its first ever **Innovation Summit** in September. Local and regional businesses joined universities, the CAA, Innovate UK, Chambers of Commerce and representatives from over 50 organisations for the inaugural event. The theme of the day was Future Airports. London Gatwick's Head of Innovation spoke about the airport's innovation approach and collaboration with airlines and technology partners to drive new ideas, along with industry professionals from VINCI, easyJet and IAG. Businesses across the region learnt about future opportunities for working with London Gatwick as the airport looks for innovative ways to create a more seamless passenger experience and other opportunities to shape the future of aviation.

In relation to economic regulation, the CAA consulted on its initial views regarding our proposal to extend the '**contracts and commitments**' regulatory framework to March 2029. Our proposal will see a real reduction in our price ceiling together with a substantial increase in our capital programme and enhancements to Core Service Standards. We are pleased that the CAA's initial view is that the proposal is likely to be in the consumer interest. The CAA is reviewing consultation responses and expects to publish its decision on the way forward for our economic regulation by the end of the year.

The examination phase of the planning application to bring the **Northern Runway** into routine use has now concluded, with a decision expected to follow in early 2025. The low-impact plan will improve resilience, reduce delays, and provide a significant boost to the national and regional economy by supporting trade, tourism, and new jobs. The examination has provided transparency and detailed scrutiny of our plans and allowed any member of the community or interested groups to have their say. Following the conclusion of the examination on 28th August, the Planning Inspectorate has three months to present its report and recommendation to the Secretary of State for Transport.

Airlines and Routes

A focus on developing new long-haul routes across the Middle East, Asia and North America is attracting a wider range of passengers and continues to build on the airport's vision to be the airport for everyone. **British Airways** have launched two new long-haul routes for the Winter 2024 season. **Bangkok** returns to the airline's network for the first time since it was suspended due to the pandemic. The route will be served three times a week from the 28th October. Bangkok is one of London Gatwick's largest unserved markets.

British Airways have moved their **Islamabad** route from Heathrow to London Gatwick on the 27th October, and is operated three times weekly.

Low-cost long-haul airline, **Norse**, commenced its new **Cape Town** service from London Gatwick on the 28th October. The new three times weekly operation will fly throughout the winter season, until the end of the Easter holidays in April.



Wizz has announced the arrival of their new Airbus A321XLR from March next year. It's a new extra-long-range aircraft that's due in service later this year and can serve flight routes of up to eight hours.

This addition means that the airline can start offering long-haul travel, with a direct daily service between London Gatwick and **Jeddah, Saudi Arabia.**

From the start of the winter '24 season, Air India have moved it's five weekly Bangalore service to Heathrow to compete directly with British Airways and Virgin Atlantic, both of whom fly direct to Bangalore from Heathrow. In its place, Air India will add two additional Ahmedabad weekly frequencies and one additional Goa frequency, taking them to five weekly and four weekly respectively. Along with the three weekly flights to both Cochin and Amritsar, Air India will operate 15 flights a week to India this winter.

More than 250 flights a week to **15 ski destinations** will operate from London Gatwick this winter. The French ski gateways of Chambéry, Lyon and Grenoble will be served by more than 50 flights a week in the peak season. Ski services will also run to Italy, Switzerland, Germany, Austria, Finland and Bulgaria. Airlines offering flights to winter sports destinations include British Airways, EasyJet, Norwegian, SkyAlps, Swiss and Tui Airways.

Sustainability

London Gatwick, alongside Airbus, EasyJet, and Air Products, one of the world's largest hydrogen producers, have formed the **London Gatwick Hydrogen Hub**. The partners are working together to establish how infrastructure to supply hydrogen, including to fuel new types of aircraft, could be introduced across the airport in an important first step toward possible zero-carbon flights from London Gatwick. Airbus launched the 'Hydrogen Hub at Airports' programme to jumpstart research into infrastructure requirements and low-carbon airport operations. The programme is a prerequisite to support the widespread scale-up and adoption of zero emission hydrogen-powered aircraft, which Airbus aims to bring into commercial service from 2035.

As part of a **Business Unit Sustainability Action Plan (BUSAP)** initiative, the Security team launched a charity uniform sale to rehome a notable amount of unbranded and unused old uniform, raising over £300 for our charity partners and donating the remaining clothing to various charities which assist in return to work and finding employment. This initiative fosters a creative approach to sustainability and reducing wastage, creating both a positive social and environmental impact.

In September, we were proud to see three of our projects making the **UK shortlist at the VINCI Environment Awards**. The VINCI Environment Awards started in 2020 to celebrate the top eco-friendly ideas from VINCI's global network. Out of over 65 entries, all three of our projects made it through to the UK finals, with the team behind our innovative approach to runway resurfacing, taking home a win. The project required close

collaboration between the Engineering and Construction teams in order to be successfully implemented, and the project helped avoid 6,000 tonnes of wasted asphalt and 2,000 tonnes of carbon being produced.

Also recognised in the Awards was the work completed by our Senior Ecologist for our Biodiversity Action Plan, which has led to an increase in butterflies (over 31 species have been recorded), reptiles and bats in our biodiversity areas. The areas under our management are continuing to improve, with a comprehensive River Condition Assessment being completed, which will provide a baseline for the health of our rivers and help us to target key areas for improvement. This will help steer our biodiversity enhancements that are planned for the coming years.

Working in partnership with **South East Rivers Trust (SERT)**, the airport has funded £100,000 towards natural flood management for the Upper River Mole. Due to the nature of the river, it is prone to flooding, so this investment will help to naturally manage and reduce this risk. Additionally, water quality, biodiversity and drought resistance will all be improved. Working with partners to provide improvements for the river and support local communities aligns with our Second Decade of Change goals and aims to meet our ambitious water targets.

As we enter the colder months, the work in our biodiversity areas shifts from surveys and species recording, to more ‘hands on’ maintenance (footpath repairs and pond clearing) and tree works (including coppicing and managing ash-dieback) – to ensure that it continues to be a safe and biodiverse area to enjoy. A new Biodiversity Action Plan has been developed, outlining our priority areas and species for the next five years. This plan has been informed by the comprehensive surveys and reports completed earlier this year.



We are pleased to report that Platlife, a charity committed to conserving wild plants and fungi, have published a case study on our road verge management on their website. A great opportunity to showcase our work and share learning.

We are looking forward to working with them more in the future to enhance some of our other grassland habitats.

Gatwick's **biodiversity areas have increased in size to 91.9 ha**, with an additional 7.1 ha of road verges and the Westfield stream, being used to promote biodiversity. We have also progressed with our plans to trial various methods of reducing our herbicide usage (where regulations allow). We are looking at a number of alternative methods of managing weeds (such as sweepers and steamers), which have a lower impact on our local environment. These alternative methods will be ready to deploy in 2025.

Airspace & Noise

The airspace above London and the South East of England is some of the busiest in the world. Most of it was designed in the 1950s when there were far fewer aircraft in the skies.

Today, aircraft can fly using satellite navigation, yet still follow these outdated routes, often relying on air traffic controllers to give directions. With modern technology, these aircraft could climb more quickly and take more direct routes. There could be less noise from aircraft and lower carbon emissions per flight, as well as fewer delays caused by congestion in the sky.

To address the problems of the UK’s aging airspace infrastructure the Government and the Civil Aviation Authority (CAA) are co-sponsoring a **national programme to modernise the UK’s airspace**. London Airspace South (LAS) is the first phase of airspace modernisation proposed in the South East of England. LAS covers the region of UK airspace that extends south from London Gatwick, beyond the south coast to the boundary with French airspace.



All **Future Airspace Strategy Implementation - South (FASI-S)** sponsors in the London airspace have reached Stage 3 of the airspace change process. Further work is pending the outcome of the CAA-led, DfT commissioned, review on the concept of a UK Airspace Design Service (UKADS), formerly known as the Single Design Entity (SDE). A consultation on the UKADS will run from 22 October to 17 December 2024.

Jointly with NATS and working with the Airspace Change Organising Group (ACOG), we have continued to progress a proposal for initial deployment of the FASI route structures - some departure routes and all of the arrivals procedures - to the south of the airport, called **London Airspace South (LAS)**.

The LAS deployment will assume the Airspace Change Proposal (ACP) designator ACP-2018-60. The remaining portion of the GAL FASI airspace change project will be issued a new ACP number. Subject to a decision to proceed with the UKADS, following the public consultation, the remaining portion of the GAL FASI project will be handed over to the UKADS for development. The LAS deployment aims to produce materials for review by the CAA to facilitate a Stage 3 Gateway regulatory decision to proceed with consultation in Q1 2025. The public consultation is currently scheduled to commence Q1 / 2 2025.

The Standard Instrument Departure **Route 4 ACP** (ACP-2018-86) is progressing through the early part of Stage 3 of the airspace change process, with ACP target dates replanned to deconflict from the LAS ACP consultation and deployment. The Route 4 ACP is now scheduled for a CAA regulatory decision at the Stage 3 Gateway (to allow it to progress to a public consultation) in March 2025, with public consultation planned to commence at the end of Q2 2025.

The **London Gatwick Annual Public Noise Meeting** was held on 25 September and attended by around 60 people. Presentations included an overview of the airport's year to date, community engagement initiatives, an update on the completed Reduced Night Noise trial and Airline Noise Performance Table, as well as shared insights from some of our airline colleagues. The event ended with a positive panel discussion, which included the new Noise Management Board team.

Registration for **Noise Management Board (NMB)** membership is now open. Forms and how to register can be found on the new NMB webpage. Membership in this new term is open to all community members local to London Gatwick. There is a new team of independent expert advisers, with wide-ranging knowledge across aviation and aircraft noise, as well as arrangements for tighter alignment and collaboration with GATCOM. Jonathan Drew is the NMB Oversight Board Chair and Cara Mulholland has been appointed Chair of the Community Forum.

The **Reduced Night Noise trial** (an NMB Project) trial was completed, as planned, on 11 July; 4-weekly reports have been circulated and can be found on the website. The trial yielded data and positive insights on the operation of performance-based navigation arrival procedures that will inform airspace modernisation. A summary report has been published setting out the trial results and next steps. The **Low Noise Arrival Metric** is now coded into London Gatwick's Noise and Track Keeping system and data is being gathered. A dashboard is in the final stages of being built and tested so that the data can be analysed to understand current airline performance against the metric. Once the dashboard is finalised, airline engagement and production of quarterly reports will begin.

The **Noise and Track Monitoring Advisory Group (NaTMAG)** was held on 8 August. Topics discussed included an update on the status of the Noise Action Plan (Round 4: 2024-28), which was published in draft (following DEFRA advice) pending formal adoption by the Secretary of State. A Standard Instrument Departure (SID) Route 4 track keeping version of the Airline Noise Performance Table was presented; it was agreed to continue to monitor internally within the group. The DfT shared an update on the Night Flights Consultation (c.2,000 responses had been received) and introduced the proposed reforms to the National Planning Policy Framework. The NMB update included the format of the new NMB structure, Reduced Night Noise trial, Departure Noise Limits and progress on the Fair and Equitable Distribution (FED) project. Airspace updates included progress on the FASI-S and SID Route 4 airspace changes.

Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q3 2024	Q2 2024
Track keeping conformance (% on track)	88.39%	90.18%
Core Night CDO (% achievement)	90.20%	90.70%
Day/Shoulder CDO (% achievement)	88.84%	89.48%
24 Hour CDO (% achievement)	89.02%	89.59%
1000ft Infringements (No.)	0	1
1000ft Infringements (No. below 900ft)	0	0
Departure Noise Infringements (Day)	0	0
Departure Noise Infringements (Night/Shoulder)	0	0
West/East Runway Split (%)	75/25	71/29

Community

Following the success of the series of Discover Gatwick engagement events for **local authority councillors**, an additional event was held in September. This provided an opportunity to share an update on operations and sustainability at Gatwick, followed by an airside tour led by our Airfield Operations Manager.

The **Gatwick Airport Community Trust** has been providing support through grants to local groups and charities for more than two decades. This year, through funding from London Gatwick, they have been able to share £250,000 across more than 100 worthy causes in West Sussex, East Sussex, parts of Surrey and Kent. One of the groups receiving a share of the funding is City Gate Community Project, which runs FareShare Sussex & Surrey. The food poverty charity received £5,000 which will help them continue supporting 16,560 people with food donations every week. The 2025 grant programme opens for applications on 1 November 2024.

London Gatwick welcomed 13 graduates to the **2024 graduate programme** in September. They spend the next part of their two or three-year programme gaining hands-on experience in Finance, Construction, Aerodrome, Sustainability and more. Applications are open until 7 November 2024 for at least nine graduate roles starting in September 2025. Departments include Construction, Commercial, Corporate Affairs, Development, Engineering, IT, and Sales and Operations Planning.

A group of 28 students from eight local secondary schools (Crawley and Horley) took part in **work experience** on site at London Gatwick for the very first time in July. Every student completed the programme and for some, with personal challenges and obstacles, it was a significant achievement.



The students' week was focused on understanding early career opportunities at the airport, recognising the importance of essential skills in the workplace and learning how to contribute towards a more sustainable future. The students enjoyed airside tours and a biodiversity session in our green spaces.

The week was supported by more than 100 colleagues involved in the planning and hosting of activities. A diverse and skilled pipeline of local talent is critical to a healthy labour market and London Gatwick's future growth. It's imperative that we promote the opportunities the airport has to offer from a young age. This work experience week is just one of the many ways we are engaging with schools, which includes a regular flow of activities at our STEM centre and an extensive package of career-related support and outreach in local schools.

Excellent engagement continues with our last three **Learn Live Career Live broadcasts** amassing almost 40,000 live views. Topics included the journey of baggage (featuring Gatwick Ground Handling), our special assistance provision (featuring Wilson James) and local environment. The latter is the first of our three-part series focused on sustainability and our Decade of Change.

Our colleagues' volunteering efforts play a crucial role in supporting our education outreach initiatives. By dedicating their time and expertise, they help inspire and mentor students, making learning more engaging and accessible. Their involvement not only enhances educational experiences but also fosters a sense of community and shared purpose. Through these efforts, we can reach more students and create lasting, positive impacts on their educational journeys. To mark their support over the last academic year, an **education volunteering celebration event** was hosted in the STEM Centre in September.

The **Gatwick Greenspace Partnership (GGP)** has celebrated its 30 year anniversary. An event was hosted at Tilgate Park in Crawley to mark the occasion and as a founding member we contributed cake and refreshments for attendees. This partnership with the Sussex Wildlife Trust has helped London Gatwick to achieve and retain the prestigious Biodiversity Benchmark Award for the past 10 years. Since 1994, the GGP has worked to preserve our natural environment, promote biodiversity, and foster a sense of belonging among local residents and employees alike.

Crawley High Street Live in September was sponsored once again by London Gatwick as part of the Crawley Festival. It is an all-day music event, free for members of the public to attend.

Our charity partner, **Air Ambulance Charity Kent Surrey Sussex**, were the beneficiaries (together with the Fire Fighters Charity) of an Airport Fire Service challenge of ascending and descending the South Terminal International Departure Lounge stairs. The team climbed the equivalent of 110 floors of a high-rise building, while wearing 23kg of full firefighting kit.

Local Economy

Economic engagement continued with regional and national stakeholders, and colleagues attended a range of events including the Develop Croydon Investor Tour, the London Real Estate Forum, and Horsham District Council's Sussex Six workshop.

London Gatwick participated in the Surrey Business Leaders Forum and One Surrey Growth Board workshop, the Crawley Innovation Centre Project Board meetings, the East Sussex Brighton & Hove and West Sussex Local Visitor Economy Partnership Interim Board meeting.

An update on our current operation and future outlook was presented to members of Kent Invicta Chamber of Commerce in West Kent, and the airport hosted a workshop with the Gateway Gatwick partnership of visitor economy representatives to explore future opportunities to collaboratively promote our region to inbound international tourists.

GATCOM Draft Response to CAA consultation on the Future Direction of the UK Aviation Environmental Review (AER):

Ambition and Aims

Q8: Please tell us to what extent you agree with the CAA's ambition and aims for the AER. (required)

X Strongly agree.

- Agree.
- Neither agree nor disagree.
- Disagree.
- Strongly disagree.

Please explain your reasoning.

Overall GATCOM members support the CAA's ambitions and aims for the AER. There is a need for performance monitoring data to be made simple, similar to that used for the CAA's accessibility reporting, so that comparisons can be readily made between airports, and with other causes of environmental impacts on communities. It is important that performance reporting identifies what good performance looks like and encourages airports to maintain and improve performance.

One comment is that the title and the topics are all framed as being "Environmental" but the impacts and the monitoring, particularly for Noise and Air Quality, are also about the public health of the community. Could this possibly be incorporated into the ambitions and aims?

Climate Change

Q9: In addition to reporting greenhouse gas emissions from domestic flights within the UK and international flights departing the UK, are there any other relevant areas we should consider reporting on with respect to climate change in future updates to the AER?

Examples of what we could consider reporting on with respect to climate change in future updates to the AER include:

- Greenhouse gas emissions emitted from additional sources, such as aircraft support vehicles and airport terminal generators;
- Greenhouse gas emissions emitted from aircraft manufacturing processes;
- Greenhouse gas emissions emitted from the production and use of new and emerging fuels, such as sustainable aviation fuels (SAF);
- The impact of offsetting and carbon removal initiatives on global greenhouse gas emissions.

X Yes

No

Please identify the additional relevant area(s) we should consider reporting on with respect to climate change in future updates to the AER and explain why this would be useful to you.

If known, please provide examples of any relevant data sources and/or methodologies we could consider to inform your suggestion(s).

All four of the examples listed above should be included as each contributes to reducing Greenhouse gas emissions.

Q10: There are various ways we can present climate change data in future updates of the AER. Please tell us how useful each of the following options would be to you. Note these options are not mutually exclusive and may be used in combination. (required)

	Not useful	Slightly useful	Useful	Very useful	Extremely useful
Option 1: National Total					X
Option 2: Airport Cluster			X		
Option 3: Airport					X
Option 4: Airline				X	

Please explain the reasons for your selections. (required)

National level is important but in addition Airport level should be added so that work undertaken by individual airports can be recognised and easily compared.

Q11: Are there any other ways we could present climate change data which you think would be useful to include in future updates of the AER, outside of those already suggested?

Yes

X No

Noise

Q12: In addition to reporting the number of people exposed to aviation noise in the UK, are there any other relevant areas we should consider reporting on with respect to noise in future updates to the AER? Examples of what we could consider reporting on with respect to noise in future updates to the AER include:

- The potential health impacts associated with noise exposure from aviation activities; and

- The effectiveness of noise abatement/reduction initiatives.

X Yes

No

Please identify the additional relevant area(s) we should consider reporting on with respect to noise in future updates to the AER and explain why this would be useful to you.

If known, please provide examples of any relevant data sources and/or methodologies we could consider to inform your suggestion(s).

Yes, to include both examples listed above.

Additional prime metrics, in addition to LAEQ's. N above and sleep disturbance contours. These additional metrics could indicate potential sleep disturbance and associated health impacts.

Q13: There are various ways we can present noise data in future updates of the AER. Please tell us how useful each of the following options would be to you. Note these options are not mutually exclusive and may be used in combination. (required)

	Not useful	Slightly useful	Useful	Very useful	Extremely useful
Option 1: National Total					X
Option 2: Airport Cluster			X		
Option 3: Airport					X

Please explain the reasons for your selections. (required)

At individual airports so to demonstrate the impact on local communities and for comparative purposes. National total is also still an important measure.

Q14: Are there any other ways we could present noise data which you think would be useful to include in future updates of the AER, outside of those already suggested?

Yes

X No

Air Quality

Q15: In addition to reporting emissions from civil aviation flights and airport support machinery for the five damaging air pollutants outlined, are there any other relevant areas we should consider reporting on with respect to air quality in future updates to the AER?

Examples of what we could consider reporting on with respect to air quality in future updates to the AER include:

- Reporting emissions from additional sources, such as airport terminal generators and airport-related road traffic;
- Widening the scope of air pollutants captured by our reporting; and
- Reporting air quality concentrations of air pollution around airports and assessing this against legal air quality standards.

X Yes

No

Please identify the additional relevant area(s) we should consider reporting on with respect to air quality in future updates to the AER and explain why this would be useful to you.

If known, please provide examples of any relevant data sources and/or methodologies we could consider to inform your suggestion(s).

Yes, to include all examples listed above.

This should include all on-airport infrastructure/equipment which creates air pollutants, including surface access.

GATCOM also supports including reporting of Ultra fine particles.

Q16: There are various ways we can present air quality data in future updates of the AER. Please tell us how useful each of the following options would be to you. Note these options are not mutually exclusive and may be used in combination. (required)

	Not useful	Slightly useful	Useful	Very useful	Extremely useful
Option 1: National Total					X
Option 2: Airport Cluster			X		
Option 3: Airport					X

Please explain the reasons for your selections. (required)

Both the effect of and the ability to change are at airport and national level so both are important.

Q17: Are there any other ways we could present air quality data which you think would be useful to include in future updates of the AER, outside of those already suggested?

Yes

X No

Q18: Not including climate change, noise and air quality, would you like to suggest any additional environmental topic(s) that the AER could report on?

If yes, please select from the options below:

X The UK aviation industry's impact upon biodiversity

X The UK aviation industry's impact upon tranquillity

X The UK aviation industry's impact upon water quality

Other environmental reporting topic(s): Please specify.

Please explain why the environmental topic(s) selected would be useful to you.

Please provide examples of data sources and/or methodologies we could consider to inform the environmental topic(s) suggested.

No

X Yes to all listed above.

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GATCOM

Noise Management Board (NMB) report, 7 November 2024

The new Noise Management Board was publicly launched at the annual Gatwick Airspace & Noise Meeting on 12 September (a full briefing on the revamped Noise Management Board was already briefed to GATCOM members by Gatwick Airport Ltd in July). As GATCOM members will recall, the new NMB structure strengthens the ties between GATCOM and the NMB, with the GATCOM Chair, the GATCOM Lead Member for Noise and the GATCOM Technical Adviser all having membership of the Oversight Board.

Oversight Board members met on 12 September to be introduced to one another. Community Assembly inductions have taken place on 6 and 7 November. A Programme Steering Group meeting was held on 11 November to absorb *initial* thoughts on a new NMB programme, including those received from stakeholders during the NMB review and at the end of the term of the previous iteration of the NMB. The programme will continue to remain flexible.

The first Community Assembly and Noise Oversight Board meetings will take place on 10 and 11 December respectively. These will spend time considering aspects of the NMB Programme in order to ensure community concerns and industry expertise are both taken into account.

GATCOM members may wish to note the following leadership positions and names for the Noise Management Board:

Chair, Noise Management Oversight Board: Jonathan Drew

Independent Community Representative: Cara Mulholland

Programme Steering Group Lead: Rebecca Mian (Gatwick Airport Ltd)

Gatwick Airport Ltd has pledged to finish those projects that were not yet completed at the time of the end of the previous iteration of the Noise Management Board. I attach their latest project update.

Jonathan Drew, Chair, Noise Management Oversight Board

11 November 2024

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Gatwick Airport Noise Management Board

Workplan Implementation Report

November 2024

The information provided in these slides specifically refers to London Gatwick's Workplan Implementation Report, and should strictly not be re-purposed, taken out of context, or misused.

Introduction

This report summarises the status of NMB activities captured within the NMB currently adopted Workplan. The 12 priority activities to improve the aircraft noise environment in and around Gatwick, and included within this report, are:

	Workplan Activity	Status
Procedural changes	1. Reduced night flight noise	➔
	2. Landing gear deployment	➔
	3. New departure noise limits & fines	➔
	4. Improve departure continuous climb	✓
	5. Review of noise abatement procedure for the Instrument Landing System (ILS) minimum joining point during the night	✓
Procedural influences	6. Implement Airline Noise Table	🔄
	7. Deliver & incentivise Low Noise Arrivals Metric	➔
	8. Agree & routinely use noise metrics	🔄
Strategic change influencing	9. Engagement with FASI-S	🔄
	10. Examine Fair & Equitable Distribution	➔
Noise-related information for decision making	11. Planning & Noise	➔
	12. Growth & Noise	➔

Status Key	
Complete or achieved	✓
In progress ¹	➔
Ongoing ²	🔄
Paused	
Stopped/Not started	○

¹ In progress - An activity that is actively being progressed and hasn't yet been implemented.

² Ongoing - An activity that has been implemented and is carried out as a matter of routine.



Procedural Change

ACTIVITY 2: LANDING GEAR DEPLOYMENT

Overview: The aim of this activity is to determine whether noise reductions can be achieved at Gatwick Airport through optimisation of landing gear deployment by arriving aircraft at the airport.

Status: →

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021						2022						2023																							
	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D						
Project milestones																																				
Desktop review of other airports' trials	◆																																			
Field study completion and development of a report.			◆								◆																									
Engagement with airlines to determine whether optimisation is feasible						◆																														
Development of a landing gear deployment optimisation procedure, and engagement with stakeholders																																				
Report and recommendations																																				

Progress update:

- A pilot survey was undertaken in September 2021, The findings were used to inform planning of the main survey.
- Initial engagement with airlines to discuss the findings of the pilot study was undertaken in October 2021. Data was requested to allow further analysis.
- The main survey was completed in May 2022 and measured data for over 150 aircraft flown by various airlines. The data was combined with the Pilot Survey data, concluding that deployed landing gear increases L_{max} and SEL noise levels by approximately 2.5dB in Lingfield.
- A workshop with industry stakeholders was held on 20th March 2023 to determine next steps.
- A mechanism to monitor the effectiveness of the revised guidance has yet to be agreed.
- **Complete:** A proposed optimised guidance for Gatwick's Operator Briefing Pack was published on 3 November 2023. The guidance has also been published in the UK Aeronautical Information Publications on 28 December.

Procedural Change

ACTIVITY 4: IMPROVE DEPARTURE CONTINUOUS CLIMB

Overview: The aim of this activity is to compare the noise environment (i.e. noise contours) of a range of CCO and non-CCO departure climb profiles for a range of aircraft types, to understand the noise impacts of each, and to feed the findings of the study into FASI-S options development work for future airspace design consideration.

Status: ✓

Project milestones:

Key: Not started Ongoing Complete

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Data analysis and report development	◆																														
CCO industry workshop to determine how the outputs of the study might inform FASI-S planning				◆																											
Revised report, taking into account feedback received, approval by GAL						◆																									
Report findings to the NMB							◆																								
Report findings to the FASI-S options development team											◆																				

Progress update:

- Analysis was undertaken in Q2 2021 and a report presenting the findings was prepared. Following further engagement through a CCO industry workshop in September 2021, which sought determine how the outputs might inform FASI-S planning, additional analysis for a large aircraft type performance was required and subsequently completed.
- Study findings were reported through NCF-6 on 26 Jan 2022.
- A further workshop held on 5 April 2022 with industry stakeholders, including the CAA and FASI-S future airspace design options development team, to determine how the results of the study could be applied to FASI-S options development.
- **Complete:** The CCO study output will contribute to the Gatwick FASI-S ACP evidence base and will be factored into the design of the vertical profiles for departure route options. The study output has also been shared with the Airspace Change Organising Group (ACOG) as part of a wider activity to assess how CCO can be applied across the UK airspace modernisation programme.

Procedural Change

ACTIVITY 5: REVIEW OF NOISE ABATEMENT PROCEDURE FOR THE INSTRUMENT LANDING SYSTEM (ILS) MINIMUM JOINING POINT DURING THE NIGHT

Overview: The aim of this review is to perform a study of the noise abatement procedure for the ILS minimum joining point during the night, and to identify theoretical but realistic alternatives to the current minimum night joining point. The study will include an assessment of the associated noise impact of each option, including identification of suitable metrics to assess impacts. Study findings will be used to inform FASI-S planning.

Status: ✓

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Establishment of the tSG and approval of tSG ToR	◆																														
Commission an independent delivery partner				◆																											
Undertake NMB ILS Workshop						◆																									
Data analysis and report development by independent delivery partner. Briefing of study findings to the NMB							◆																								
Report to FASI-S options development team							◆																								

Progress update:

- An independent delivery partner was appointed in September 2021 and work commenced in October. The first NMB ILS workshop took place on 23 November 2021.
- Technical Steering Group meetings were held on; 21st October; 17th November, and 16th December 2021.
- The final report was presented at an NMB briefing on 24 January 2022. The report was published in February 2022 and was shared with the FASI-S Options development team marking the closure of this activity.
- **Complete:** The ILS study output will contribute to the Gatwick FASI-S ACP evidence base and will be factored into the development process for arrival route options during the night.

Procedural Influence

ACTIVITY 6: IMPLEMENT AIRLINE NOISE PERFORMANCE TABLE

Overview: The aim of this activity is to construct metrics and trial and implement the Airline Noise Performance Table (already achieved). Next steps involve a review of how the table is working, including a review of existing metrics and integration of new metrics if required.

Status:

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19/ low traffic) ◆ Revised target date (due to other reasons)

Year	2021						2022						2023																	
Month	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																														
Review and update the Airline Noise Performance Table						◆							◆ Part 1																◆ Part 2	

Progress update:

- The Airline Noise Performance Table (ANPT) has been included in GAL’s Noise Reports since Q4 2020. It is updated quarterly and reported through the Airspace Office’s Quarterly/Annual Reports.
- The review and updates to the Table was conducted in two parts: Part 1 focused on streamlining the backend data analysis process and improving the user interface.
- Engagement with communities took place in Q1 2023 via NCF, NEX, FLOPSC and NaTMAG during which a demonstration was given.
- **Complete:** The table is now adapted to PowerBI capability and published to the GAL website in the new interactive format. Updates will be published quarterly and annually. The ANPT can be found via the link: <https://www.gatwickairport.com/company/noise-reports.html>

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Procedural Influence

ACTIVITY 7: DELIVER & INCENTIVISE LOW NOISE ARRIVALS METRIC

Overview: The aim of this activity is to conduct desktop validation of the Low Noise Arrivals metric at Gatwick using measured noise data and arrival flight trajectories (already achieved). Next steps include a briefing and discussion on the new Low Noise Arrivals Metric to the NCF or NEX, and to adopt the metric following roll out by Sustainable Aviation (SA).

Status: ➔

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021								2022								2023														
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Metric briefing provided to the NMB	◆																														
CAA CAP publication				◆																											
Development of operational roll out plan by SA sub-group				◆																											
LNAM operational – in shadow mode – use within GAL NTK system							◆																								

*Implementation phase: embedding into system use, no monitoring function available
 **Monitoring phase begins, lasting for 12-24 months

Progress update:

- Metric validation concluded in Q4 2020.
- A briefing on the new metric was provided to the NEX in Q2 2021, and the CAA CAP document was published on 13th January 2022.
- NATS have developed a dashboard, which will be used to monitor performance for ANSPs and UK airlines.
- Integration of the metric into GAL’s Noise and Track Keeping system was completed at the end of May, and the initial familiarisation phase completed in September.
- **Latest:** GAL has now begun monitoring the data throughout a 12–24-month shadow mode period. The LNAM Monitoring Group has built a Power BI dashboard from which to collate and analyse the data. Regular reports will be produced and published from Q1 2025.

Procedural Influence

ACTIVITY 8: AGREE & ROUTINELY USE NOISE METRICS

Overview: The aim of this activity is to agree and trial the use of >N60 and >N65 metrics (already achieved), and to consider noise metrics and communications protocol to be drafted by CNG representatives as the basis for future discussion.

Status: ↻

Key: Not started Ongoing Complete

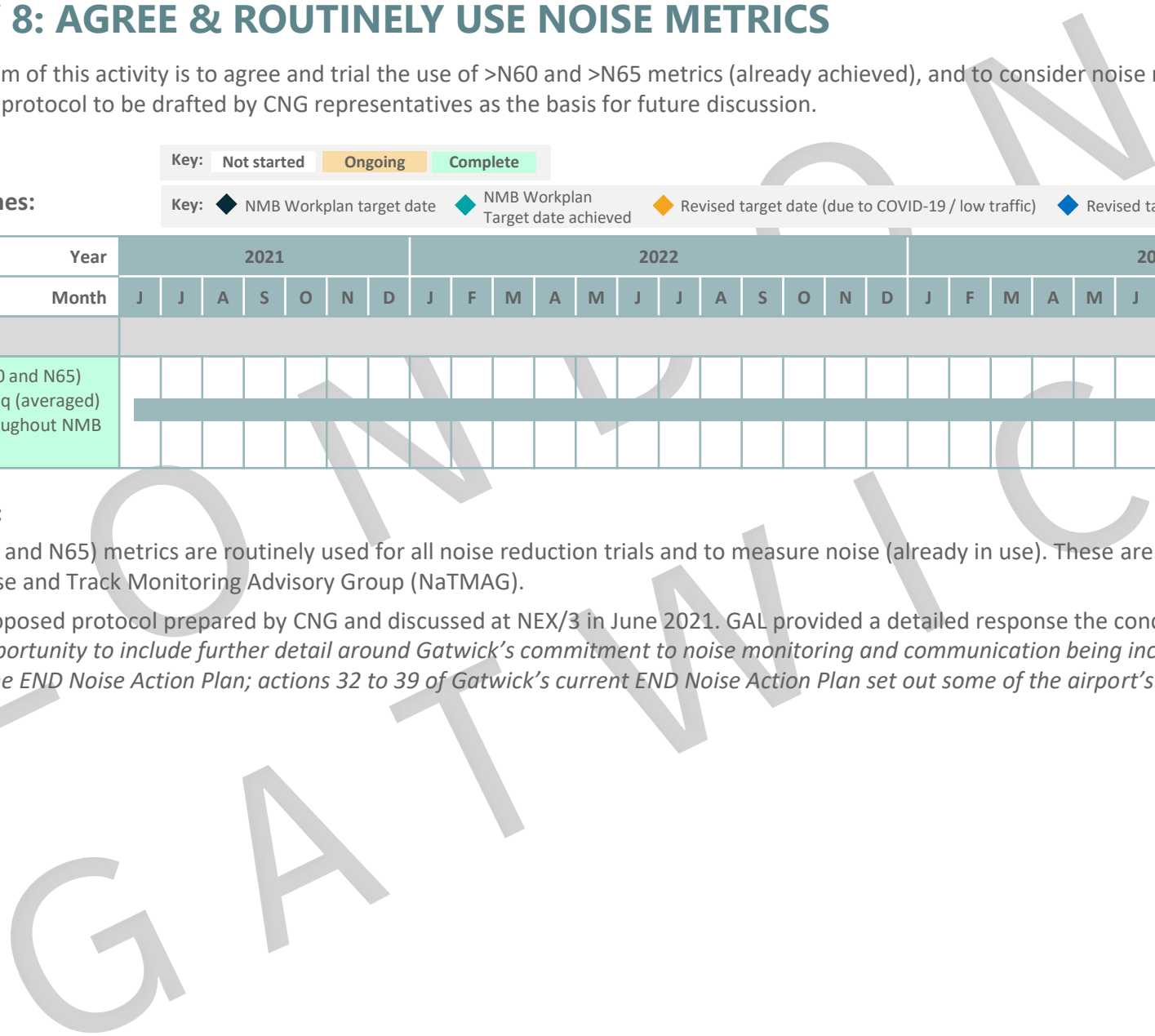
Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Use of N/above (N60 and N65) metrics alongside Leq (averaged) noise contours (throughout NMB second term)																															

Progress update:

- N/above (N60 and N65) metrics are routinely used for all noise reduction trials and to measure noise (already in use). These are monitored by Gatwick’s Noise and Track Monitoring Advisory Group (NaTMAG).
- Complete:** Proposed protocol prepared by CNG and discussed at NEX/3 in June 2021. GAL provided a detailed response the conclusion in which; ‘GAL can see an opportunity to include further detail around Gatwick’s commitment to noise monitoring and communication being included in the next iteration on the END Noise Action Plan; actions 32 to 39 of Gatwick’s current END Noise Action Plan set out some of the airport’s noise monitoring activity’.



Strategic Change Influence





ACTIVITY 9: ENGAGEMENT WITH FASI-S

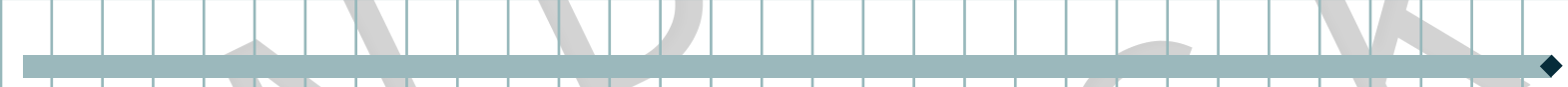
Overview: The aim of this activity is to undertake FASI-South workshops for NMB stakeholders to develop participants knowledge on FASI-S and implications/possible advantages for noise reduction around Gatwick.

Status: 

Key: Not started Ongoing Complete

Project milestones:

Key:  NMB Workplan target date  NMB Workplan Target date achieved  Revised target date (due to COVID-19 / low traffic)  Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
FASI-South airspace change process is properly informed on Gatwick noise issues (throughout NMB Second Term)																															

Progress update:

- A virtual workshop was held on 24 June 2021 for NMB and NATMAG members
- Subsequent workshops took place with stakeholders, arranged by the FASI-S team:
 - 2021 - 2 & 3 Sep; 7 & 9 Dec
 - 2022 - 15, 17 & 23 Feb; 18 Mar
- Drop-in Q&A sessions were held: 17 & 23 Mar 2022
- Options appraisal engagement workshops in 2022:
 - 23, 24 & 28 Jun 2022
 - Feb 2023
- Additional Stakeholder engagement sessions:
 - 28, 31 July, & 2 August 2023 – this shared results of the IOA analysis ahead of Stage 2 submission

Strategic Change Influence

ACTIVITY 10: EXAMINE FAIR & EQUITABLE DISTRIBUTION

Overview: The aim of this activity is to define and quantify Fair and Equitable Distribution (FED) of aircraft, in order that FED concepts may be used to inform Option Development for FASI-S as regards aircraft using Gatwick, whether arriving or departing. The study includes an independent assessment of how FED concepts could be achieved, as well as identification of suitable metrics to measure and report distribution of traffic and noise disturbance.

Status: ➔

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Establishment of the tSG and approval of tSG ToR	◆																														
Commission an independent delivery partner					◆																										
Undertake NMB FED Workshop							◆																								
Data analysis and report development by independent delivery partner. Briefing of study findings to the NMB.							◆																								
Report to FASI-S Options development team																															

Progress update:

- **Latest:** Final report is now complete and in review. The report will be issued into a CAP by the CAA once review is complete, and a briefing will be scheduled.



Noise Related Information for Decision Making

ACTIVITY 11: PLANNING & NOISE

Overview: The aim of this activity is to develop a proposal, following engagement with local planning authorities represented at NATMAG, and NMB stakeholders, to Councils and a separate one to Sustainable Aviation on need for greater consideration of aviation noise in residential land use planning decisions, to include identifying what additional information could be provided by airports to support planning authorities.

Status: →

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023															
	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N
Project milestones																														
Scoping of Action Plan						◆																								
Engagement with local planning authorities and Councils							◆																							
Report & recommendations																														

Progress update:

- Scoping of action plan undertaken in Q3 2021 for briefing to the NEX in Q4 2021.
- A questionnaire was circulated to local planning authorities in March and July 2022. Responses have been collated and reviewed.
- A Local Authorities workshop was held on 29 November 2022.
- A letter was sent to the DfT setting out Gatwick’s position seeking stronger measures for Land Use Planning in noise-sensitive zones around the airport.
- Following the July briefing to the SASIG (Strategic Aviation Special Interest Group) the participants acknowledged the LUP issues raised and their associated challenges within both local and national government. Meanwhile GATCOM wrote to DfT, DEFRA and DLUHC setting out their views that further government guidance is needed.
- The topic was discussed at the Jan 2024 meeting of DfT’s Airspace and Noise Engagement Group (ANEG) where SASIG explained that a further workshop is planned in Q1 2024 to gather more evidence of the need for additional Planning Policy Guidance.
- **Latest:** Work has been carried out by SASIG. NMB awaiting next steps from SASIG.

Noise Related Information for Decision Making

ACTIVITY 12: GROWTH & NOISE

Overview: Discussions on growth and noise, dependent on flight growth post-COVID.

Status: ➔

Key: Not started Ongoing Complete

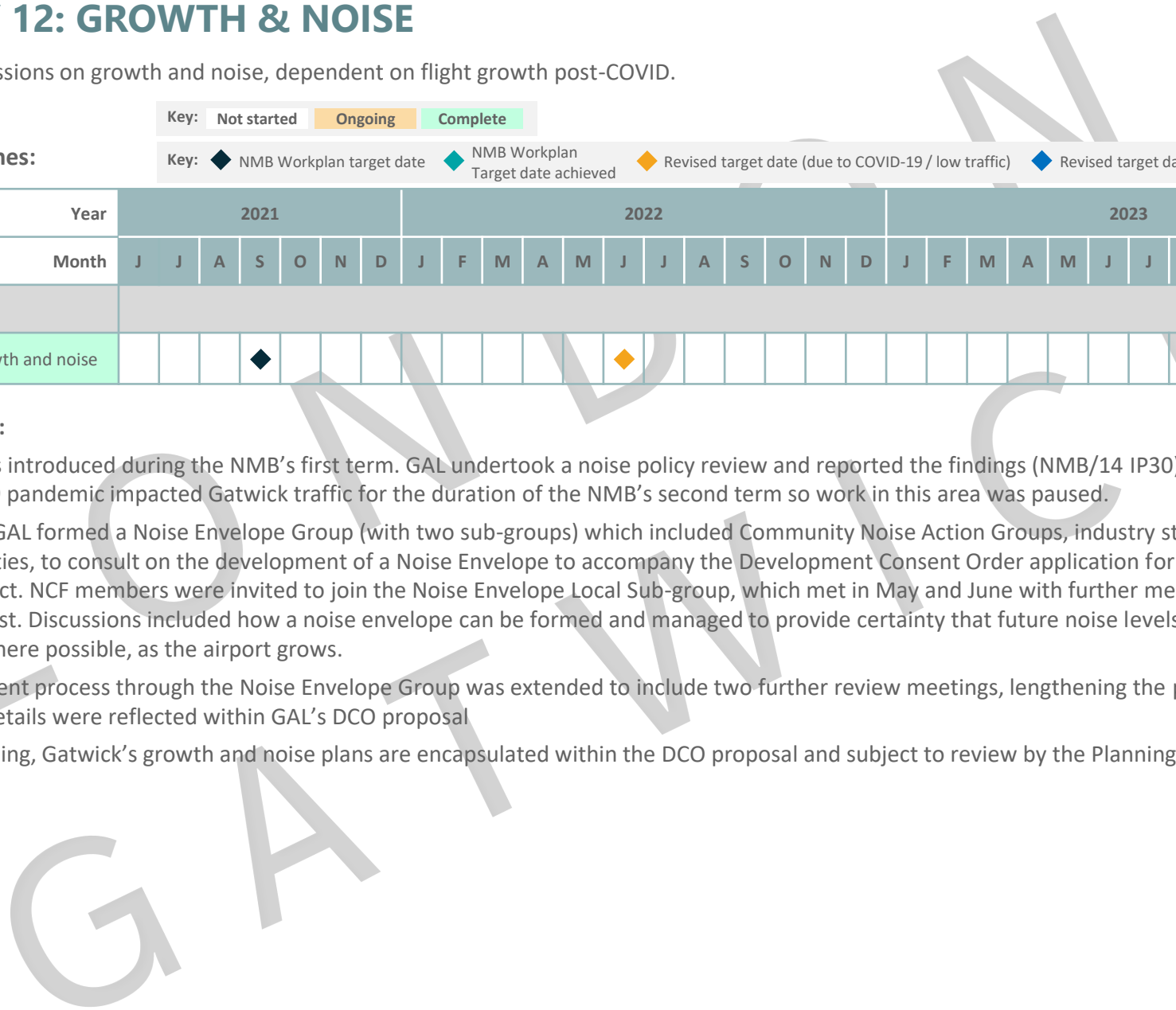
Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Review airport growth and noise				◆									◆																		

Progress update:

- This topic was introduced during the NMB’s first term. GAL undertook a noise policy review and reported the findings (NMB/14 IP30) in January 2019. The COVID-19 pandemic impacted Gatwick traffic for the duration of the NMB’s second term so work in this area was paused.
- In May 2022 GAL formed a Noise Envelope Group (with two sub-groups) which included Community Noise Action Groups, industry stakeholders and Local Authorities, to consult on the development of a Noise Envelope to accompany the Development Consent Order application for the Northern Runway Project. NCF members were invited to join the Noise Envelope Local Sub-group, which met in May and June with further meetings planned for July and August. Discussions included how a noise envelope can be formed and managed to provide certainty that future noise levels will be limited and will reduce where possible, as the airport grows.
- The engagement process through the Noise Envelope Group was extended to include two further review meetings, lengthening the process into November. Details were reflected within GAL’s DCO proposal
- **Latest:** On-Going, Gatwick’s growth and noise plans are encapsulated within the DCO proposal and subject to review by the Planning Inspectorate.



GATCOM November 2024

NaTMAG - SUMMARY OF ISSUES DISCUSSED

REPORT BY LEAD MEMBER FOR NOISE

1. Introduction

1.1 The last meeting of NaTMAG took place on 8 August 2024. The unconfirmed minutes of the NaTMAG meeting are available on [GAL's website](#) with the key points being summarised in this report.

1.2 The key messages from that meeting of NaTMAG to GATCOM were:

- Airspace and Noise Annual Public Meeting will be on 25 September at Gatwick.

2. Membership Update

2.1 Cllr Bob Bowdler, GATCOM representative for East Sussex County Council, was welcomed to his first meeting on NaTMAG.

3. NAP Round 4 Update

3.1 DEFRA have confirmed that they have reviewed the Round 4 NAP that was submitted by GAL and have confirmed that no changes are required. The submission now awaits review and official sign off by Government ministers. A delay should be expected in this process due to the change in Government. Suitably caveated, NAPs can be published ahead of formal adoption. GAL stated that they will begin working on the Round 4 NAP actions.

3.2 Members were asked whether they still want to be included in the future NAP review process. Members agreed that the mid-term and full-term review processes work well, and that they support keeping the process as it is. Members suggested that they should wait for the Round 4 NAP to be adopted, at which point Members will agree a list of actions for focus which they will then submit to the Chair for discussion.

3.3 Members expressed concern that items discussed during NaTMAG's NAP review often repeats conversations that have happened at the NMB (Noise Management Board), and so it was suggested that a process is implemented to prevent repetition. A balance needs to be struck between NaTMAG and the NMB, and who discusses which topics. NaTMAG need only a high-level review of what the NMB are working on and vice-versa.

4. Airspace Office Quarterly Report (Q2 2024)

4.1 The airport's flight operations performance over Q2 2024 was considered, and the complaints analysis reviewed. The quarterly reports are available on [GAL's website](#). In summary:

- Traffic movements increased by 3% in Q2 2024 vs Q2 2023. This reflects 93% of Q2 2019.
- Chapter 14 aircraft usage increased slightly in Q2 2024 vs Q2 2023 by 1.35%. Chapter 4 aircraft usage remained at the same level as in Q2 2023.

Agenda Item 11

- The total use of newer generation aircraft including the A320neo and B738 MAX increased to 22% compared to 19% in Q2 2023. Airlines are continuing to retire older aircraft and replacing them with newer, quieter aircraft.
- CDO (Continuous Descent Operations) performance improved slightly by 0.37% in Q2 2024 versus Q2 2023. Several new airlines who had not operated at Gatwick previously started operating in June, so this could have contributed to the slight reduction in performance. Crews unfamiliar with the airspace around Gatwick tend to have lower CDO performance initially as those who fly to Gatwick regularly. CDO performance on westerly operations remained in line with the LTA (Long Term Average), whilst easterly operations saw a slight drop due to several days of rain and strong winds during June. Members stated that Pilots being unfamiliar with the airspace, should only explain poorer CDO performance for newer airlines who do not operate in the UK. Members expressed concern that some longer standing airlines are, in their view, still underperforming.
- The Airline Noise Performance Table had 36 airlines in Q2 2024 which accounts for 98% of all movements at Gatwick in the quarter. Communication with some of the poorer CDO performing airlines remains an issue, especially when there is a language barrier. The Airspace Office are continuing to investigate how to have better communication with those airlines. In addition, it was noted that some airlines use wet leased operations which means a flight may be operated through a third-party carrier which adds another layer of difficulty in communication as the airline responsible does not always pass on the information.
- GALs Airspace Office met with 9 airlines in Q2. This was a mixture of both new and existing airlines at Gatwick. They will continue to engage with poor performing airlines to help drive continuous improvement. Wizz Air's CDO performance has vastly improved, and thanks were given to the Airspace Office for their efforts in driving this improvement.
- The Airspace Office confirmed there were no penalties for poor CDO performing airlines. GAL only issues penalties for breaching the departure noise limits, which are currently under review.
- Track Keeping conformance fell in Q2 2024 vs Q2 2023 by 1.8%. There was a small decrease of 1.1% versus Q1 2024. Total levels remained above 99% conformance for easterly operations and averaged 86% for westerly operations in Q2. All routes, except Route 4 (D26LAM) and Route 6 (08DTY) had a conformance of over 99%.
- Crawley overflights for arrivals in Q2 2024 were largely due weather avoidance. Horley overflights in Q2, 43% of departures were due to ATC vectoring with the remaining 57% due to weather avoidance.
- There were 219 dispensations in the summer season up until the end of Q2 2024. The majority of these were due to thunderstorms. Other reasons included French ATC staffing issues, closure of the Main Runway due to a technical safety problem with an aircraft and 5 Government-granted dispensations.

- Members expressed concern that the number of dispensations granted, and the number of night movements are rising. The Airspace Office stated that compared to 2019, the number of dispensations is lower. Members were also reminded that Gatwick has a night flight quota that they are allowed to use. Members stated that Gatwick also has an additional buffer on the night flight limit that rolls over from winter each year.
- The new RET (Rapid Exit Taxiway) is working well for reducing the number of go-arounds, although members were concerned that a quarter of the total number of go-arounds are due to "slow to roll" aircraft. This concern has been raised at FLOPSC (Flight Operations Performance and Safety Committee). Members noted that flights that go around twice, and then eventually divert elsewhere are not recorded as go-arounds, as they are not classed as Gatwick movements. Members asked if the number of these go-arounds could be recorded in future report, also explanations of the reasons for go-arounds from NATS.
- There was an increased number of go-arounds in Q2 2024 compared to 2023, especially in the first two months. Total number of go-arounds remains low at 0.6% in comparison to the number of movements, with the majority being due to an occupied runway.

Complaints

- Complaints increased in Q2 2024 vs Q1 2024 which is expected due to the increase in movements. Complaints raised in May 2024 decreased compared to April 2024, however there was an increase in the number of complainants which was also the case in June 2024. The online web form remains the most used channel for submitting complaints, accounting for 80%. The 'app' was used for 16% of the submissions.
- Areas with the majority of complaints recorded in Q2 2024 were Tonbridge, Tunbridge Wells and Broadbridge Heath (Horsham). Complaints received from Broadbridge Heath are from a single individual who raised 341 complaints, the majority were about easterly arriving aircraft. 86.5% of the complaints were linked to flights operating during the day, and 13.5% for flights operating in the night/shoulder periods.
- Referring to the number of new complainants, members asked whether there were any new hotspots, or areas of concern. The Airspace Office explained that the new complainants were not in one specific area.

5. Other meetings and issues

5.1 The DfT provided the following updates:

- The DfT expect to brief the Aviation Minister on aviation noise in September, after which Ministers would make a decision on night flights.
- Nearly 2,000 responses had been received to the night flights consultation. DfT hope to provide a more in-depth briefing at the next NaTMAG meeting.
- DfT provided a link to the proposed reforms within the National Planning Policy Framework.

Agenda Item 11

- Members raised a point regarding the Government wanting to reduce the number of people affected by aviation noise, yet they want to drive the development of more houses in the South- East, so there is a clash of agendas. GATCOM are considering a response to the consultation.
- The Airspace Office added that as part of the NAP, GAL must review areas as part of the noise contours, and any developments within the noise contours.

5.2 The following updates on the NMB were provided:

- An updated NMB has now been formed, which includes an Oversight Board to supersede the previous Executive Board. The Oversight Board will include members of Industry, government, regulator, and GATCOM. The NMB will also be made up of a Community Assembly, and Programme Steering Group. The Community Assembly is now open to all community members who wish to join; they do not need to belong to, or be represented by, a Community Noise Action Group. These members will also have the opportunity attend and speak at the Oversight Board as a Community Member Attendee.
- FED report – it was hoped the report would be published in the Autumn.
- Departure Noise Limits – Project is currently delayed. Once rolled out, there must be a trial period which will last 6 months before going to the Secretary of State for sign off. It is expected that this will be deployed next year, but the date is still to be confirmed.
- RNN Trial - Trial has now ended. Reports have been circulated. Once the results have been fully analysed, a summary report will be produced, and briefing scheduled.
- Landing gear deployment – Details are still being worked on for next steps.

5.4 On 24 September a NATMAG representative attended a meeting of Flight Operations Performance and Safety Committee (FLOPSC). The Lead Member for Noise also attended the introductory meeting of the new Noise Management Board Oversight Board on 25 September and he and many other NaTMAG members also attended the Airspace and Noise Annual Public Meeting on 25 September.

6. Next Meeting

6.1 The next NaTMAG meeting is scheduled for 14 November 2024. As this is prior to GATCOM the Lead Member for Noise will provide a verbal update on any key issues.

6.2 GATCOM members should email the Secretariat if they have any new issues affecting their communities that need to be brought to the attention of GATCOM's NaTMAG.

MIKE GEORGE
GATCOM Lead Member for Noise