

AIRPORT PERFORMANCE AND DEVELOPMENTS

- 2.30 pm 6. **Chief Executive Officer's Report** (Pages 31 - 42)
- To consider the commentary by Stewart Wingate, Chief Executive Officer, GAL on activities at the airport since the last meeting.

- 2.45 pm 7. **Members Questions**
- Members are encouraged to submit written questions to GATCOMSecretariat@westussex.gov.uk by 9am on Tuesday 28 January 2025 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 directly to [Gatwick Airport Limited Airspace Office](#) or 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.

- 3.00 pm 8. **Biodiversity Management at London Gatwick**
- George Vernon-Hunt, Environment Manager and Darcey Haldar, Senior Ecologist from the London Gatwick team to provide an update on biodiversity management at London Gatwick.

PASSENGER ISSUES

- 3.20 pm 9. **Gatwick TravelCare**
- A representative from Gatwick TravelCare, will provide a presentation about the service provided by them at Gatwick Airport.

AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES

- 3.40 pm 10. **Airspace Update**
- Andy Sinclair, Head of Airspace Strategy and Engagement, GAL to give updates on progress and issues in respect of:
- a) Airspace Modernisation – London Airspace South (LAS), FASI-South and the UK Airspace Design Services (UKADS)
 - b) Airspace Change - Departure Route 4
- 3.55 pm 11. **Noise Management Board** (Pages 43 - 58)
- Report attached from Jonathan Drew, Chair of the Noise Management Oversight Board that provides an update and progress following the most recent round of NMB meetings.
- 4.05 pm 12. **Noise and Track Monitoring Advisory Group (NATMAG)** (Pages 59 - 62)
- To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG.
- 4.15 pm 13. **Dates of next meetings of GATCOM and its sub-groups**
- a) To note the next meetings of GATCOM and its sub-groups as follows:
 - GATCOM Steering Group - Thursday 3 April 2025
 - Passenger Advisory Group - Thursday 20 March 2025
 - GATCOM - Thursday 24 April 2025
 - 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.

Anticipated finish time of meeting: 4.25pm.

To all members and nominated substitutes of Gatwick Airport Consultative Committee

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UNCONFIRMED**Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 21 November 2024.**

Present:	
Tom Crowley	Chairman
Cllr Alan Jones	Burstow Parish 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
Peter Barclay	Environmental and Amenity Groups
Cara Mulholland	Chair, NMB Community Assembly
Stuart Pick	London Chamber
Samantha Williams	Passenger Advisory Group
Cllr Steve Waight	West Sussex County Council
Angie Hills	ABTA
Cllr Bob Bowdler	East Sussex County Council
Cllr Ian Gibson	Mid Sussex District Council
Jo Rettie	Airline Operators Committee
Ana Christie	Sussex Chamber of Commerce

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

1. Apologies for absence were received from:

Cllr Margaret Cooksey (Mole Valley District Council), Jonathan Drew (Chair NMOB), Cllr Chris Phillips (Mid Sussex District Council), Ed Winter (GACC).

2. Minutes Of The Last Meeting

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

3. GATCOM Steering Group – Chairman’s Report

3.1 The Chair of GATCOM introduced his report (copies attached to the signed minutes) of the last Steering Group Meeting that took place on 10 October 2024.

3.2 The consultations responded to since the last GATCOM were noted.

3.3 The Chair reminded members that the GATCOM Away Day was taking place next week and the final programme for that had been circulated this week.

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3.4 GATCOM agreed the following recommendation from the Steering Group:

- 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.

4. Passenger Advisory Group

4.1 The Chair of PAG, Samantha Williams, introduced the report (copies attached to the signed minutes) of the last PAG meeting that took place on 19 September 2024 and activities during the last quarter.

4.2 Samantha was delighted to report that PAG had successfully recruited three new members. Firstly, Chris Larkman would be moving from the Which representative to a full independent member of PAG. The other two new members are currently going through the induction process.

4.3 PAG continue to work closely with GAL and IGAP around Special Assistance and with GAL in relation to the Capital Investment Programme, as well as security, terminal refurbishment and expansions.

4.4 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.
- 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 resolution.

5. Chief Executive Officer's Report

5.1 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:

- Stewart thanked PAG for all the work and support they provide to GAL.
- As outlined in GALs half year results 19.9 million passengers travelled through the airport in the first half of 2024, an increase of 7.7% compared to the same period in 2023 and 90% compared to 2019 passenger numbers. It is expected that the 2024 total number of passengers will be around 43 million.
- A number of new routes have been added including an announcement at yesterday's Economic Summit that Singapore Airlines will be increasing to daily services from the end of March next year.
- Core Service Standards relating to Customer Satisfaction for the first 6 months of the year have all been achieved and the second half of the year continues to see strong performance across all areas.
- London Gatwick has become the first UK airport to receive an accreditation that recognises commitment to accessibility services. The airport has received the

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Airports Council International's (ACI) Level 1 Accessibility Enhancement Accreditation (AEA). Also working with the CAA, London Gatwick is hoping to score highly in next year's Annual Airport Accessibility Report.

- Most noticeable disruption this summer was in July as a result of the global IT outage (CrowdStrike). Although many services were unaffected, a small number of airlines at Gatwick were affected so this did have an impact on some passengers.
- Performance of NATS at Gatwick continues to improve. It was acknowledged that there had been two short periods of flow rate restrictions that led to a small amount of disruption. GAL continues to work very closely with NATS to monitor and improve service levels.
- The refurbishment of the North Terminal Departure Lounge has been completed and there has been good feedback from passengers on those improvements. A similar project is planned for the South Terminal.
- The new multi-story car park at the North Terminal is close to completion.
- The Next Generation Security project continues and is expected to be completed by March 2025.
- The Northern Runway project examination closed on 27 August 2024 and the Planning Inspectorate is expected to put forward their recommendation to the Secretary of State next week. That recommendation is not published by the Planning Inspectorate, but all interested parties will be informed when it happens. A final decision is expected to follow in early 2025.
- The London Gatwick Hydrogen Hub has been formed with London Gatwick alongside Airbus, EasyJet, and Air Products to research what infrastructure requirements will be required.
- The Gatwick Community Trust continues to invest and support local groups and charities.
- The graduate programme continues, and another 9 graduates are expected to start roles in September 2025.
- The STEM Centre continues to be well used by all areas of education.
- Gatwick Airport Limited has recently been recognised by the best companies' survey as being one of the top large employers to work for in the UK.

5.2 Questions from members as a result of the CEO report, and the responses given, included the following:

- It was noted that the number of movements in the last few weeks of October were up on 2019 levels but then dropped down in November and Stewart Wingate stated this was normal and down to seasonal travel patterns.
- When asked if Virgin Atlantic would return to Gatwick, Stewart Wingate said that he would very much welcome them back to Gatwick.
- The reason for the CAA Annual Accessibility Report stating Gatwick as 'needs improvement' was for procedures for arriving flights. This was identified in 2023 and has since been fully corrected.
- Regarding the High Court Injunction referred to in the report, Stewart was asked if a local environment group wanted to simply hand out leaflets about the impact of air travel, would this be permitted? Stewart said that requests would be considered through the normal processes.

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- The previous car park that was on the site of the new multi-story car park had about fifty cycle spaces and it was asked if these would be replaced anywhere else on the site. Stewart Wingate responded stating the team would look into this and respond directly to Cllr Lisa Scott of Charlwood Parish Council. Cllr Scott also offered to meet and walk around to show the perspective of a local cyclist using the airport.

6. Member's Questions

6.1 Two written question were received in advance of the meeting. The questions and responses from GAL are included below:

Question 1 from Cllr Helyn Clack

I would like to ask whether GAL have signed the Care Leavers Covenant in Surrey and Sussex?

If not, would they be prepared to do so and pledge to support a number of care leavers in the near future.

Response from Gatwick Airport Limited

Our vision is to be the airport for everyone – whatever your journey – in part reflecting our aim to be an inclusive and thoughtful organisation.

Our processes and policies are designed to provide all people and groups, with the right information and support in order for them to access opportunities at the airport. Our teams work with individuals to adapt support where possible and to ensure that there are open channels of communication to provide support and advice across a wide and diverse range of matters.

Question 2 from Cllr Mike George

Recognising Gatwick's commitment, through the DCO & the Round 4 Noise Action Plan (NAP) to introduce a Noise Envelope once a decision on the DCO application is known could I request the following.

- 1] That post decision the work on designing a noise envelope proceeds without delay.
- 2] To facilitate that could I ask Gatwick in the period between now & the DCO decision they give consideration as to the process/structure on how this will be taken forward.

Response from Gatwick Airport Limited

During the Northern Runway DCO process GAL put forward a detailed noise envelope proposal. Full details of the proposed noise envelope can be found in the Environmental Statement Appendix 14.9.7: The Noise Envelope ([here](#)). This document sets out all of the necessary elements of the noise envelope including the limits to be applied and the compliance monitoring process.

The commitment to comply and review the noise envelope are set out in Schedule 2 of the draft Development Consent Order (DCO) - specifically Requirements 15 and 16 of the DCO (on doc pages 65 and 66 [here](#)).

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No further work is therefore required to develop the proposal.

When questioned further on this issue, GAL stated that it would be premature to consider the SoS's decision and would therefore wait until the decision on the DCO is published.

7. Consultation on plans for a UK Airspace Design Services (UKADS)

7.1 GATCOM welcomed Stuart Lindsay, Head of Airspace Modernisation at the CAA, who provided a presentation on the plans for a UK Airspace Design Service.

7.2 Stuart provided the same presentation as was given at a webinar for all stakeholders this week. The presentation and recording of that webinar can be found [here](#).

7.3 Stuart also announced a complementary consultation, that had been launched today, providing illustrative information on changes to NERL air traffic service licence obligations, costs and charges that might be needed to implement the UK Airspace Design Service proposals. Details of that consultation can be found [here](#) and the deadline for submission was 9 January 2025. Stuart encouraged all to respond to this in addition to the original consultation which closes on 17 December 2024.

7.4 Questions asked and responses given after the presentation included the following:

- The Advisory Board mentioned in the consultation will be a technical body and no decision has been made on its membership. Any specific suggestions and reasons why should be included in consultation responses.
- Will funding extend to community groups for advice on the impact of proposed changes. It was confirmed this was not the intent of the funding.
- It was confirmed this was a public consultation for any individual, group or organisation to respond to and that any future consultations on specific airspace change will also be subject to public consultations.

7.5 The Chair thanked Stuart and reminded members to email the Secretariat with any further or specific issues they wish to be included in the GATCOM response to this consultation. It was confirmed that a draft response will now be circulated in the next few weeks for members to comment and the Chair to then agree prior to submission on 17 December.

8. Consultation on the Future Direction of the UK Aviation Environmental Review (AER)

8.1 The Chair introduced this item stating that the CAA is seeking views on the future Aviation Environmental Review 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.

8.2 Comments from GATCOM members on the consultation had been sought and received by the Secretariat, and in consultation with the GATCOM Technical Advisor, the previously circulated draft (pages 31-36 of the agenda pack) had been prepared.

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8.3 It was asked if it would be possible to include consideration of ground noise in the noise section. Also in the climate change section, it was requested if the flow of the river could be considered. It was agreed that Graham Lake would look into this further and if appropriate a revised version could be recirculated prior to submission on 10 December.

9. Airspace Update

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

Airspace Modernisation - FASI-South

9.2 All FASI-S airspace changes have reached Stage 3 of the airspace change process. The UKADS consultation states that it would be at this stage that in the future an UKADS would take over. This does mean a large proportion of Gatwick's Airspace Change programme is paused pending the outcome of the UKADS.

9.3 Andy also notified GATCOM of a further CAA consultation, launched last week, to upgrade Performance Based Navigation (PBN) legislation in the UK by consolidating assimilated UK Reg (EU) 2018/1048 (the UK PBN Regulation) and the PBN elements contained within assimilated UK Reg (EU) 716/2014 (the UK PCP regulation) into a single, revised regulation. The consultation started on 14 November and closes on 16 January 2025.

Airspace Change - Route 4 and London Airspace South

9.4 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). This split deployment process will be described in the Iteration 3 of the UK Airspace Change Masterplan.

9.5 A full public consultation on LAS is expected in early 2025 but the timeline may be delayed as the full options appraisal is taking longer than anticipated. As well as meeting the appraisal requirements of the CAP1616 *Airspace Change Process*, the GAL team were taking into account additional World Health Organisation (WHO) metrics and metrics from the recently published Fair and Equitable Distribution (FED) report.

9.6 The Route 4 airspace change is on track; timelines have been adjusted to deconflict from the LAS public consultation. In the next couple of months, the consultation strategy and material and background data will be shared with the CAA ahead of a public consultation. A gateway decision is expected in Quarter 2 of 2025

9.7 With regard to the FED report, it was asked if Gatwick would consider a discussion on the conclusions of the report outside of the NMB and NaTMAG, through the airspace change engagement process, so that all communities can be involved in the discussions. Andy responded a presentation on the FED report was in the process of being scheduled for early in the New Year but as it was an NMB sponsored project any presentation would be under the auspices of that group in some form. The NMB is now open to all and so any community member could be involved. However, it was asked if it could not be restricted to NMB members and whether it would be advertised via community groups and local councils for people to join the presentation. Andy agreed to consider this as part of the planning for the presentation.

Noise Management Board

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9.7 Registration for Noise Management Board (NMB) membership is now open. Forms and how to register can be found on the new NMB webpage. There is a new team of Chairs and independent expert advisers, covering a wide-ranging knowledge across aviation and aircraft noise, as well as tighter alignment and collaboration with GATCOM. Jonathan Drew is the NMB Oversight Board Chair. Membership is now open to all community members local to London Gatwick.

Annual Public Meeting

9.8 London Gatwick Annual Public Meeting was held on 25 September and attended by about sixty people. Presentations included an update on the completed Reduced Night Noise trial and Airline Noise Performance Table, as well as insights from some of our airline colleagues. The event ended with a challenging yet positive panel discussion, which included the new NMB team.

10. Noise Management Board

10.1 GATCOM welcomed Cara Mulholland, Lead Independent Community Representative of the new NMB, to her first GATCOM meeting. Cara introduced herself and the update report and work programme (copies attached to the signed minutes).

10.2 The NMB welcome the publication of the FED report, especially following the joint letter from the NMB and GATCOM to the CAA, chasing its publication.

10.3 Cara confirmed that some induction sessions with new Community Assembly members had taken place, but more were expected prior to the first meeting in December. There was a comment that the paperwork required to join the NMB was very bureaucratic, and it was hoped this was not deterring people from signing up. Cara explained that everything put in place was to get expectations set from the start, but the induction sessions do explain this.

10.4 GATCOM's Environment representative from GACC wished to make comment on the NMB. GACC stated that Gatwick have ignored their feedback. The community groups, majority of whom who GACC said they represent, engaged extensively with Gatwick on these new arrangements and had three central asks for a new NMB, all of which they said have been ignored. Those being:

- first that the board should have leadership in whom we could have confidence, who were able and willing to hold the airport to account.
- secondly that the board's work should centre on defining and achieving a set of noise reduction outcomes, rather than a series of indefinitely delayed projects with uncertain results.
- finally, that the community groups, who have been by far the most active participants in all NMB work to date, should be directly represented at all levels of the board.

GACC went on to state that the new NMB has either the same leadership, whose appointment they did not support, or a new community representative who has been imposed with no community participation. GACC called on GATCOM to support them in calling all out.

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10.5 Andy Sinclair responded to GACC's comments stating that the review of the NMB was wide ranging, public and thorough and all feedback was considered as part of the review process before plans were confirmed. Andy reminded everyone of the important work that had been delivered via the NMB, such as the FED report but that a response to their specific points on the constitution of the NMB should be addressed directly to Jonathan Drew as Chair of the NMB Oversight Board.

11. Noise and Track Monitoring Advisory Group (NATMAG)

11.1 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.

11.2 Mike George explained that his report was from the August meeting of NaTMAG but another meeting of NaTMAG had taken place last week. Further updates from that included the following:

- The new Noise Action Plan (NAP) Round 4 had been agreed by the Secretary of State.
- NaTMAG's role in reviewing NAP would continue but this year Gatwick had proposed the rolling 12-month plan of which actions to review at each meeting as they are best placed to say when a report on each would be optimal. NaTMAG members agree to this new approach.

11.3 Mike George also reported that as the lead member for noise he had recently been appointed to a new Community Information Forum set up by the CAA and he attended the first meeting of that last week. The NMB also have a seat on that forum.

11.4 It was noted that some dispensations had been granted by Government for night flights in relation to the Champions League Final. It was stated by Mike George that this seemed an unusual reason for a dispensation and the GACC member asked if this could be taken forward as a query to the DfT through NaTMAG.

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

12.1 GATCOM noted 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

Passenger Advisory Group - Thursday 12 December 2024

NaTMAG Thursday 13 February 2025 Chairman

The meeting concluded at 3.45pm.

GATCOM STEERING GROUP - REPORT BY CHAIRMAN, JANUARY 2025

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 16 January 2025 and includes any recommendations for GATCOM at the end of the report.

1. BUSINESS & OPERATIONS UPDATE

1.1 GAL provided an update on current operations, traffic levels, airlines and routes at the airport over the last quarter. Details regarding recent issues affecting the airport including weather conditions and closures of the Gatwick train station were also provided.

1.2 GAL also provided a brief update on the progress of the Northern Runway project. It was confirmed that a decision from the Secretary of State for transport was still expected by 27 February 2025.

1.3 The most up to date information will be provided in the CEO report to GATCOM along with an opportunity for members to ask questions.

2. AIRSPACE & NOISE UPDATES

2.1 GAL provided updates on Airspace Modernisation including FASI-South, London Airspace South (LAS) and the UK Airspace Design Service, Route 4 and an update on the Noise Management Board (NMB).

2.2 Again, the most up to date information will be provided at GATCOM on 30 January but the following key points were discussed at Steering Group:

- Work is underway to incorporate the outcomes of the Fair and Equitable Distribution (FED) report as well as other additional assessments, into the London Airspace South project. This will result in a delay to this project and public consultation was now not expected until the end of 2025, although this has yet to be confirmed.
- Route 4 Airspace Change was on track and public consultation is expected by the end of Q2 2025. It was confirmed by GAL that Route 4 Airspace Change would not be assessed against FED because of the limited geographical spread within the Noise Preferential Route, but a number of options, with a full range of impacts, would be included in the public consultation.
- Members and communities are encouraged to sign up for the upcoming briefings on FED and Reduced Night Noise (RNN).

3. GATCOM AWAY DAY

3.1 Steering Group reviewed the outcomes of the recent GATCOM Away Day and considered the recommendations to go forward to GATCOM.

3.2 Paper 1 from the away day was in relation to the current vacancies on GATCOM that have been created as a result of the decision by Which? to withdraw from all ACCs and the transfer of functions from the Local Enterprise Partnership (LEP).

3.3 For the Consumer/Passenger vacancy, the following were put forward for discussion:

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- [Gatwick TravelCare](#) are a team of duty managers and volunteers helping people in difficulty at Gatwick Airport. They work with airlines, handling agents, consulates, embassies, social services and the police to provide passengers with the best possible service. They assist any passenger whether it is someone who is a victim of crime, scam, modern day slavery, forced marriage, mental health issues or is having problems outside the scope of normal services provided by the airport.
- Another [Passenger Advisory Group \(PAG\)](#) member. PAG is currently represented on GATCOM by the PAG Chair. There are 15 other volunteer members on PAG so GATCOM could consider asking another nominated PAG volunteer to represent passenger/consumer interests at GATCOM. All PAG members are committed to help make the airport a seamless, user-friendly and relaxed experience for passengers. They monitor services and facilities at the airport and acts as a critical friend to GAL. PAG is made up of a cross section of regular and occasional air travellers, and all bring some knowledge of, and a genuine interest in the way the airport's services and facilities interface with passengers. PAG consider everyone's needs whether travelling as a family, those with disabilities or needing special assistance, on business, as well as others who drop off or collect travellers.

3.4 Comments from the Away Day on the above options were as follow:

- Should TravelCare be members of PAG rather than GATCOM or in addition to GATCOM?
- No matter what the outcome, invite TravelCare along to GATCOM to give presentation of what they do.
- What added value would another PAG member bring – two voices but possibly the same views?
- PAG has a wider remit than TravelCare so could contribute to more discussions at GATCOM.

3.5 Steering Group reviewed the comments and supported TravelCare being invited to GATCOM to provide a presentation about their organisation and work and then a further review of this vacancy could be discussed at the next Steering Group in April 2025.

3.6 For the Economic/Skills/Business Interests vacancy, the following were put forward for discussion:

- [Gatwick Diamond Initiative](#) is a business-led partnership that provides an inward investment platform. Gatwick Diamond Initiative focuses on key strategic issues to advance the growth of new and established companies in the region and to grow the region's existing jobs base. Gatwick Diamond Initiative strongly believe that becoming an additional member alongside Gatwick Diamond Business would be highly beneficial—not only for GATCOM but also for local businesses and the broader community. There is an equivalence between the Gatwick Diamond Initiative's work and the LEP's activities. They say that their close connection with local enterprises and focus on regional economic development aligns well with GATCOM's objectives. GDI could provide valuable insights, particularly in business growth and skills development.
- [Horley & District Chamber of Commerce](#) was founded in July 1945 and has been supporting Local Businesses for over Seventy Years. Their aim is to provide a unified voice of the business community and support the development of new and established businesses in the area. They meet monthly to discuss and share

thoughts on issues that impact business and work to action change and improvement for the businesses of Horley.

3.6 Comments from the Away Day on the above options were as follow:

- Hold until outcome of DCO is known.
- County Councils have taken on responsibilities of LEP, and they are already represented on GATCOM. Alongside other current members of GATCOM it was felt no additional members were required at this time.
- Do we want local view from Horley Chamber or wider views from Gatwick Diamond– what is more benefit to GATCOM.
- GATCOM currently represented by Sussex and London Chambers so Horley could represent (local) Surrey views. (When approached previously Surrey Chamber have not been able to support Gatwick ACC as well as Heathrow ACC)
- Should we consider a different representative such as University or College – a faculty leader? Both options would cover the 'skills' area and also could represent views of younger people.
- Any new member or organisation should bring added value not just to make up numbers or fill vacancies.

3.7 Steering Group were supportive of looking at options for a University or College representative and agreed that should be investigated and considered at a later date, alongside the above options.

3.8 Paper 2 from the away day was in relation to issues that had come out of discussions at the last few UKACCs annual meetings about whether there is scope for UKACCs to adopt a standard for best practice across a range of ACC activities to sit alongside the DfT Guidelines. Many of the suggestions arising from UKACCs are things that GATCOM already does, and many were acknowledged in the UKACCs survey that was undertaken last year. However, it was agreed that there is always room for improvement and at the GATCOM away day members discussed some areas that could be beneficial for GATCOM to consider.

3.9 Steering Group reviewed the comments from the away day and the updated GATCOM Factsheet and Members Handbook. Steering Group were supportive of GATCOM Factsheet and Members Handbook being published. They were also supportive of including an article about GATCOM in the next Gatwick 'In Touch' community newsletter.

3.10 In relation to any review of GATCOM membership Steering Group agreed that the Government published [white paper on devolution](#) is likely to result in the reorganisation of Local Government across the GATCOM membership area. It was agreed to await the outcome of that review before undertaking any comprehensive review of GATCOM membership.

4. CONSULTATION RESPONSES

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

- [Response to the CAA consultation on a UK Airspace Design Service](#)
- [Response to CAA consultation on the Future Direction of the UK Aviation Environmental Review \(AER\)](#)

- [Response to the CAA Survey reviewing the process for developing and implementing Noise Action Plans.](#) 4.2 Steering Group also noted the GATCOM response to the CAA consultation on proposed amendments to the UK Performance Based Navigation Regulation. It was noted that further comments from GACC would be included in a final response. That has since been added and the consultation has been submitted and added to the GATCOM website [here](#).

5. UKACCs ANNUAL MEETING

5.1 Myself and the Secretariat attended the UKACCs 2024 Annual Meeting on 14 and 15 November in Leeds, hosted by Leeds Bradford Airport. The meeting was attended by Chairs and Secretaries from 16 airport consultative committees (ACCs) from across the UK and was a good opportunity to share information and best practise as well as receive updates from UKACCs and representatives from the DfT and CAA.

5.2 The main discussion at this year's meeting was around best practise for ACCs and as members know this has already been discussed at the away day. When the minutes and the draft report is circulated by UKACCs we will share this before providing comments back to UKACCs.

6. DATE OF THE NEXT MEETING

6.1 It was confirmed that the date of the next Steering Group meeting was Thursday 3 April 2025.

RECOMMENDATIONS

That GATCOM agree:

1. For Steering Group and GATCOM to further review the options for the Passenger/Consumer vacancy after the presentation from TravelCare to GATCOM.
2. GATCOM Secretariat to follow up on the suggestion of a possible University or College representative for GATCOM and bring the detail of that to a future Steering Group for discussion prior to any recommendation to GATCOM.
3. Include a feature on GATCOM in the next Gatwick 'In Touch' community newsletter.
4. Agree and publish the revised GATCOM Factsheet (appendix A)
5. Agree the Members handbook and issue to all GATCOM members (appendix B)
6. Await the outcome of Local Government reorganisation before undertaking any further GATCOM membership review.

TOM CROWLEY CHAIRMAN

Appendix A – GATCOM Factsheet

Appendix B – GATCOM Members Handbook



FACT SHEET

What is an ACC?

An Airport Consultative Committee (ACC) is a structured forum that provides an opportunity for the exchange of information between airports and a wide range of interested parties. There is a statutory requirement for airports to provide a forum for consultation as set out by section 35 of the Civil Aviation Act 1982.

What is an ACC's role?

All UK airports need "to provide adequate facilities for consultation with respect to any matter concerning the management or administration of the airport which affects the interests of users of the airport, local authorities and any other organisation representing the interests of persons concerned with the locality in which the airport is situated."

What are the aims of an ACC?

- Foster communication and build understanding between the airport and its users, local authorities, local residents, the business community and interest groups.
- Consider and comment upon the impacts of the airport's administration, operation and development in relation to: the environment, the passenger experience, surface access issues associated with the airport, the local, regional and national economy and the circumstances of local communities and their residents.
- Influence decisions through scrutiny, performance monitoring, mediation, and constructive advice.
- Consider and if appropriate, respond to any factual or consultative reports from Government or other sources, which are material to the operation or development of the airport.
- To be open and transparent, approachable, and accessible to all stakeholders and the public.

What is GATCOM?

GATCOM is the Gatwick Airport Consultative Committee.

GATCOM is an independently chaired body and is responsible for ensuring constructive and effective engagement between Gatwick Airport and those impacted by it.

GATCOM has an independent chairperson and secretariat and 28 committee members representing a wide range of interests including local communities, aviation, passenger services, business development, tourism and environmental issues.

GATCOM meets 4 times a year. GATCOM also has a Steering Group and a Passenger Advisory Group and is actively involved in a number of Gatwick led groups such as the Noise Management Board (NMB) and the Noise and Track Monitoring Advisory Group (NaTMAG).





FREQUENTLY ASKED QUESTIONS

Who funds GATCOM?

The majority of Airport Consultative Committees are funded by their respective airports. Gatwick Airport fully funds GATCOM operations including funding West Sussex County Council to provide the independent secretariat function for GATCOM.

Are all ACC's the same?

All ACCs are encouraged to follow the [Department of Transport's guidelines for ACCs](#). However, each ACC is unique and varies depending on the size and complexity of the airport.

Does GATCOM have any powers?

ACCs, including GATCOM, do not have executive powers. They are a “critical friend” and undertake an advisory role. ACCs should use powers of persuasion to encourage the airport to act on its advice and recommendations by pointing out things that are working well, as well as being objectively critical of areas and issues of concern to a wide range of interests, where the airport could make improvements.

How do I get involved?

To find out more about GATCOM, including our membership, visit our website www.gatcom.org.uk. GATCOM's main meetings are open to the public to attend and observe. If you have a question for the committee or a topic you'd like to see on the agenda, reach out to your local GATCOM representative or contact the secretariat by email secretary@gatcom.org.uk

What is the UK Airport Consultative Committees (UKACCs)?

UKACCs is a liaison group of Airport Consultative Committees (ACC) from across the UK. Although UKACCs meets annually, member ACCs continue to discuss and share issues of common interest throughout the year via the UKACCs Secretariat. UKACCs engage with the Department for Transport (DfT) and Civil Aviation Authority (CAA) to aid with policy and strategy development providing the ACC community with a concerted and coordinated voice at a variety of important and influential national fora and with stakeholder bodies. More information can be found on UKACCs website www.ukaccs.org





GATCOM Member Handbook

2025

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GATWICK AIRPORT CONSULTATIVE COMMITTEE - GATCOM

Information for Members

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1. INTRODUCTION AND TERMS OF REFERENCE

1.1 Introduction

The Government expects all airports to communicate openly and effectively with their local communities and users of the airport about the impact of their operations and future development. Airport Consultative Committees (ACCs) are a well-established way in which airports can engage with key stakeholders in the local area and beyond.

The Department for Transport has produced [Guidelines](#) to assist airports and those involved in establishing, running and participating in the work of ACCs.

Like all airports, Gatwick affects people's lives in many different ways. On the one hand it offers a wide range of jobs and brings economic benefits and prosperity to the area. But on the other hand it can cause a number of problems and concerns to local communities, particularly on issues such as aircraft noise both in the air and on the ground, pollution, development demands, traffic and parking. Also, the traveller's experience of the airport, as well as the needs of the airlines, are very important elements in the consideration of the airport's future.

The purpose of GATCOM is to advise the Airport's Chief Executive Officer and his management team about issues which concern the local communities, travellers, businesses and other users of the airport and to stimulate interest both within the airport community and local people. Seeking a balance between these wide and conflicting interests is a challenging role. Our primary objective is to ensure the future success of Gatwick providing high quality services to passengers and airlines, having particular regard to the impact this has on the surrounding communities and the environment.

1.2 GATCOMs Mission Statement and Terms of Reference.

- In January 2020 GATCOM agreed the following mission statement:

"Working constructively with the Airport we seek to reach a common understanding across a wide range of different interests enabling us to give a balanced view to the Airport, the Government, and/or the Civil Aviation Authority on economic, social, environmental, and passenger matters arising from the Airport's operation and future development plans"
- GATCOMs Terms of Reference are:
 - To stimulate local interest in the airport.
 - To foster communication and build understanding between the airport and its users, local residents and the business community.
 - To consider and comment upon the impacts of the airport's administration, operation and development in relation to:

- The environment
 - Surface access issues associated with the airport
 - Employment
 - The local, regional and national economy
 - The circumstances of local communities and their residents
- To advise Gatwick Airport Limited on the preparation of sustainable development strategies and to help raise awareness of those strategies across all airport communities.
 - To protect and enhance the interests of the users of the airport, with passenger related issues being considered through the appointment of a Passenger Advisory Group.
 - To consider any matter referred to the Committee by Gatwick Airport Limited or any member of the Committee with the prior consent of the Chair.
 - To consider and, if appropriate, comment upon any factual and consultative reports, from Governmental and other sources, that are material to the future character, operation and development of the airport.
 - To nominate representatives of the Committee to serve its interests on Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NaTMAG), Gatwick's Noise Management Board, and any other Group or outside body in respect of the work of the Consultative Committee.

2. MEMBERSHIP

- 2.1** GATCOM consists of 28 Members comprising a balance of interests including local authorities, civil aviation, passenger, business, tourism and community and environmental groups. Representatives from the Department for Transport, NATS, and Gatwick's Air Traffic Control are also invited to attend some meetings, together with Gatwick Airport Limited's Chief Executive Officer and his senior management team who attend all meetings. Membership consists of:

Chairman – independent

Local Authorities x 14 seats

County Councils - Kent, Surrey, East and West Sussex

Borough/District Councils – Crawley, Mole Valley, Reigate and Banstead, Tandridge, Mid Sussex and Horsham

Town/Parish Councils – Horley, Charlwood, Burstow, Ruspur

Environmental Interests x2 seats

Environmental and Amenities Groups - Gatwick Area Conservation Campaign (GACC)

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

Economic/Business Interests x 5 seats
Tourism South East, Gatwick Diamond Business, London Chamber of
Commerce, Sussex Chamber of Commerce, 1 Vacancy

Airlines x 4 seats
BAR UK, Airlines UK, ABTA, Gatwick Airline Operators' Committee

Airport Employees x 1 seat
Trades Union Congress SE

Consumers/Passengers x 2 seats
Independent Passenger Representative, 1 Vacancy

2.2 GATCOM Member Code Of Conduct

GATCOM has adopted the Code of Conduct set out in the Department for Transport's Guidelines for Airport Consultative Committees

- **Respect:** Committee members should treat each other with respect and courtesy at all times.
- **Commitment:** Committee members should dedicate sufficient time to prepare for and attend meetings, including seeking advice and views from others in their organisation where appropriate.
- **Conflicts of Interest:** Members should identify and declare any conflicts of interest (actual, potential or perceived), particularly where members do not represent an organisation.
- **Participation:** Members should participate fully in meetings. They should listen to what others have to say and keep an open mind while contributing constructively to discussions. Actions assigned to members should be fulfilled in a timely manner and progress reported back at the next meeting.
- **Openness and Accountability:** Members should be open and accountable to each other and the organisations and communities they represent about their work on the committee.
- **Confidentiality:** Members should respect the status of any confidential issues they discuss.

In addition to the above, the use of inappropriate language or racist, sexist or homophobic comments will not be tolerated.

2.3 CHAIR

GATCOM has an independent Chair, appointed for a minimum of period of four years.

The current Chair is Tom Crowley who was appointed in September 2018. Tom has over forty years' experience in Local Government the bulk of which time was spent with district councils in West Sussex and Surrey. A Chartered Town Planner by profession Tom has substantial experience of working to balance the conflicting demands and expectations of individuals and organisations in relation to the social, environmental and economic impacts of development.

2.4 VICE CHAIR

GATCOM appoints a Vice Chair from within the membership of GATCOM on an annual basis. The Vice Chair is currently Helyn Clack from Surrey County Council.

3. MEETINGS

GATCOM meets quarterly. The [calendar of meeting](#) can be found on the GATCOM website. Meetings rotate between being in person at Gatwick Airport to being virtual via MS Teams.

The agenda for the quarterly meeting is dispatched to members one week in advance of the meeting.

GATCOM meetings are open to the public to attend and observe.

Prior to each in person GATCOM meeting, an informal lunch is arranged for members.

GATCOM Steering Group and the Passenger Advisory Group also meet quarterly. The dates for those meetings can also be found on the GATCOM website. These meetings do not meet in public, but they do report into the main GATCOM meeting.

GATCOM has a workplan that is reviewed regularly and includes details of what subjects will be discussed at meetings throughout the year.

4. MEMBERS ROLE

Members have an important role in gathering views of their organisation prior to meetings and then feeding back to their organisation and wider communities after meetings. The minutes of GATCOM, including 'key messages' is produced quickly after each GATCOM meeting for the purpose of members being able to feed back to their organisations and the wider community.

A GATCOM newsletter is circulated via email to all on a weekly basis. The purpose of GATCOM's newsletter is to help GATCOM member organisations and other interested parties keep up to date with the latest news articles, publications and innovations relating to Gatwick Airport and the wider aviation industry.

5 SUB GROUPS and OTHER MEETINGS

GATCOM has two Sub Groups.

- 5.1 **GATCOM Steering Group** is composed of the Chair and Vice-Chair and ten other members of GATCOM reflecting the composition of interests of the main Committee. The role of the Steering Group is to give preliminary consideration to new or detailed matters to be dealt with by GATCOM and to identify the facts and major issues, and to make recommendations to GATCOM. The Steering Group also deals with urgent matters on behalf of GATCOM. The Steering Group usually meets about a month prior to the

main GATCOM meeting and a report from the Steering Group is presented to every GATCOM meeting.

5.2 GATCOMs Passenger Advisory Group (PAG) is made up of 6 GATCOM appointed member. This includes the Chairman and Vice-Chairman and representatives from the Association of British Travel Agents (ABTA) and Gatwick Airline Consultative Committee (ACC). PAG has an independent Chairman who is one of 16 volunteers recruited by GATCOM and Gatwick Airport. PAGs role is:

- To monitor the procedures and facilities available to passengers and to make recommendations for their improvement.
- To identify any issues arising from passenger experiences and make recommendations.
- To identify any gaps in services available to passengers.
- To consider procedures for handling and responding to passenger complaints.
- To provide a passenger overview on airport developments at the design stage.
- To establish and maintain a positive working relationship with relevant Gatwick Airport Limited managers and airline contacts, including consultation in respect of key developments for passenger services and facilities.
- To report regularly to GATCOM and to make recommendations in respect of its conclusions and concerns about the provision of passenger facilities and service quality at Gatwick.

PAG also reports into every GATCOM meeting.

5.3 Noise And Track Monitoring Advisory Group (NaTMAG)

GATCOM appoints up to 6 representatives to Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NaTMAG). The aims of NaTMAG are:

- To oversee the operation of the Gatwick Airport Limited's Flight Evaluation Unit's system to ensure that the requirements of the local community are taken into account in respect of the production of statistics, information and complaint handling.
- To advise Gatwick Airport Limited on issues relating to noise and track monitoring which derive from the results obtained from the monitoring equipment.
- To assist Gatwick Airport Limited in seeking improvements to the noise climate and track-keeping performance around Gatwick.
- To provide information and recommendations regarding noise and track monitoring to the GATCOM via the GATCOM Steering Group.

NaTMAG reports can be found [here](#). An update report from NaTMAG is included on every GATCOM agenda.

- 5.4 Appointments to the sub groups and NaTMAG as well as the appointment of the Vice Chairman are made at the Annual meeting of GATCOM which usually takes place in July.

5.5 Gatwick Noise Management Board (NMB)

The NMB connects all stakeholders who manage and mitigate aircraft noise. Board membership comprises representatives from across the aviation industry, the DfT, elected public delegates, and local community noise action groups. The purpose of the NMB is to develop, agree, oversee and maintain a coordinated noise management vision and consequent strategies for Gatwick. To find out more about the work of the NMB click [here](#).

The Chair of GATCOM represents GATCOM on Gatwick's NMB Oversight Board. The Lead Member for Noise and GATCOM's Technical Advisor also sit on the NMB Oversight Board.

The Chair of the NMB Oversight Board sits on GATCOM and provides an update report at every GATCOM meeting.

6. SECRETARIAT AND ADMINISTRATION

- 6.1 The Secretariat is funded by Gatwick Airport Limited and delivered by West Sussex County Council. The Secretariat provide all administrative functions including arranging all meetings, producing the agenda and notes of GATCOM, Steering Group and PAG, managing membership, support to the lead members of GATCOM, keeps all members up to date with briefing emails, as well as providing a weekly newsletter.

The Secretariat details are:

Monique Smart – GATCOM Secretariat

Email: secretary@gatcom.org.uk Tel: 033 022 22543

Website – www.gatcom.org.uk

- 6.2 Email is used to communicate between Members, GAL, and the GATCOM Secretariat. Members are expected to access their email at least weekly. Members are expected to read the weekly GATCOM newsletter.

7. GATWICK AIRPORT LIMITED

- 7.1 Gatwick Airport Limited's Chief Executive Officer and his senior management team attend every GATCOM meeting. They provide regular updates on issues such as Business, Performance, Airspace and Noise, Economy and Sustainability.

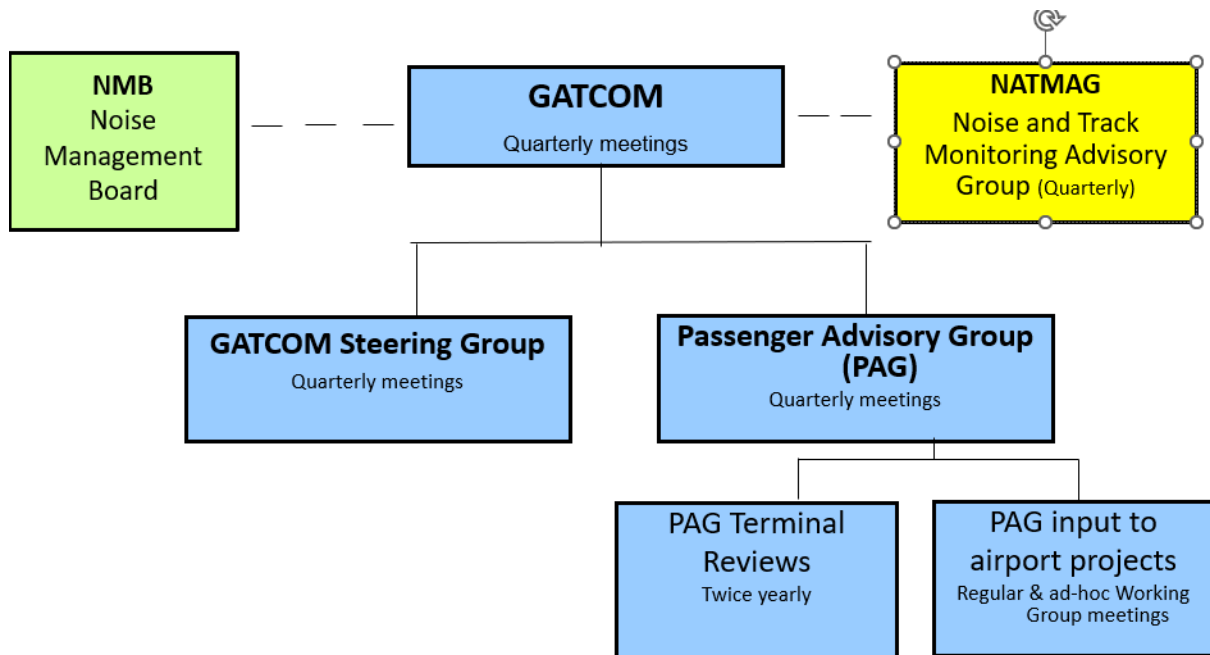
- 7.2 To see the current Leadership Team please follow this link: [Gatwick Senior Leadership Team](#)

8. Sources of Information about Gatwick Airport

Listed below are links to webpages and websites which contain further information:-

GATCOM

- GATCOM <http://www.gatcom.org.uk>
- GATCOM Structure:



Gatwick Airport

- Gatwick Airport website www.gatwickairport.com

Gatwick's performance figures against targets for Core Service Standards (CSS)

- <http://www.gatwickairport.com/business-community/about-gatwick/performance-reports/>

GALs community commitments

- <https://www.gatwickairport.com/company/community.html>

Sign up to Gatwick Community Newsletter 'in touch'

- <https://www.gatwickairport.com/company/newsletter.html>

Noise and Airspace

- <https://www.gatwickairport.com/company/noise-airspace.html>

Future Plans

- <https://www.gatwickairport.com/company/future-plans.html>

PASSENGER ADVISORY GROUP (PAG)

REPORT BY THE CHAIR OF PAG – January 2025

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 the successful recruitment for new volunteers, Cinzia D'Amico and Margot McArthur have both started their roles and hope to attend the next round of working group meetings.

1.3 PAG met on 12 December 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), the GATCOM Away Day, the Gatwick Transport Forum and the Economic Summit. We also had the chance to learn about the early stages of the South Terminal IDL refurbishment and Pier 6 improvements.

1.4 After the main PAG meeting in December, members had a hosted Christmas lunch with key Gatwick staff who support PAG on a regular basis and this was a great opportunity for PAG and GAL to meet informally and thank each other for the continued engagement and support.

2. EXECUTIVE UPDATE AND OPERATIONAL PERFORMANCE

2.1 GAL continues to meet its Core Service Standards (CSS) with 503 of the 506 measures passing in 2024. It was explained that the three failures had been linked to Pier 3 bridge closure and a runway penalty. The latest performance reports from GAL are available on their website [here](#).

2.2 Special Assistance performance is good. Following the CAA Airport Accessibility Report for 2023-24 that highlighted London Gatwick as 'Needs Improvement', PAG were pleased that CAA audits in September and October 2024 had all successfully passed. PAG continues to support GAL who work with Wilson James and other stakeholders to improve the passenger experience.

2.3 PAG were reassured that work continues with NATs to ensure that resilience in the ATC Tower is strong ahead of the summer period. Given the impact on passengers and the resilience of the airport, this is an area we ask GAL to keep PAG and GATCOM closely updated on.

2.4 PAG were informed that the Security Regulation Change project (Next Generation Security Checkpoint) to install new security lanes and scanners is on track to complete by the end of March 2025. PAG are aware that further work on these has resulted in some additional queuing at security but hopefully doing this work at non peak times does limit this.

Agenda Item 5

2.5 PAG are pleased to see progress with the maintenance and decoration of the car parks as this is something we have been campaigning for for some time.

2.6 PAG were provided with a detailed briefing on the security incident that took place before Christmas. PAG were pleased that vulnerable passengers were identified, and that one of the on-airport hotels were used to accommodate those passengers. Although PAG understood the focus to communicate to passengers via social media, it was felt that the GAL website should have had a banner or information on the front page at a much earlier stage of the incident. GAL has acknowledged this.

2.7 Myself and the GATCOM Chair have requested that high level briefings be provided when such incidents occur in the future, so they can be distributed to GATCOM and PAG Members.

3. PASSENGER ENQUIRIES AND FEEDBACK

3.1 PAG continue to work closely with GALs Customer Service team and in the last period PAG undertook a review of ten random customer contacts. PAG are pleased that all met the timescales for responding. A few points did need following up on regarding accuracy of information.

3.2 One of the roles of PAG is to consider Gatwick's procedures for handling and responding to passenger complaints. GATCOM or PAG is not a complaints resolution forum but will look at Gatwick's process and time taken to respond to complaints; the mechanisms in place for the airport to review and investigate feedback and act to remedy service failure; and the content and language used in Gatwick's responses to passengers. During the period since the last two referrals from customers have been received and PAG have concluded one and are currently reviewing the second. Feedback from users of the airport is valuable to both GAL and GATCOM as it helps to identify trends and areas where improvements need to be made.

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

CEO REPORT FOR GATCOM

October – December 2024

Gatwick Airport Limited
Stewart Wingate, CEO



LONDON GATWICK



Airport & Operations

Increased travel demand, airline growth, and enhanced connectivity were the main factors behind London Gatwick's strong performance in 2024. From January to December, **passenger numbers rose to over 43 million** in 2024, reaching 93% of 2019 levels. The airport continues to expand its network, offering passengers a wide range of choices and competition. This winter, 11 new services were launched, bringing the total to 227 destinations from 55 airlines, including new routes to Norway, France, Egypt, and the Dominican Republic.

With the commitment and hard work from our frontline colleagues, we achieved robust service standard metrics throughout the year. Safety and security underpin everything we do and the passenger experience in our security areas was fast and efficient, with **93% of passengers passing through in five minutes** or less in October and 95% of passengers in November across both terminals.

The busiest day over the Christmas break was 22nd December **with 759 flights**. On Christmas Day, the airport operated 228 flights. The most popular Christmas destinations included Dubai, Shanghai, Cancun (long-haul), Geneva, Barcelona, and Milan (short haul).

After a successful proof of concept, London Gatwick, in collaboration with easyJet, is trialing **new innovative Smart Stand technology** that could transform aircraft turnaround management at the airport. The ambitious, first-of-its-kind trial will run until Summer 2025. It allows a Turn Coordinator (TCO) to oversee aircraft turns from a control room, automatically record turn events, and utilise Artificial Intelligence (AI) to forecast when a plane is ready for departure. Currently, these activities are conducted manually by ground staff who must move between different stands. The implementation of Smart Stand technology aims to enhance the airport's operational efficiency and support timely performance. Gatwick currently manages up to **55 movements per hour**, and efficient aircraft turnaround is crucial for maintaining on-time departure performance.



To ensure winter resilience, around 200 airport staff, primarily from the security and passenger operations teams, have volunteered to be trained as 'Polar Bears' – ready to operate the airport's extensive fleet of winter vehicles, including tractors and snow ploughs, in the event of snow. The 'Polar Bears' are just one of several proactive plans London Gatwick has in place to ensure the airport can run smoothly and safely throughout winter. Other preparations include landside volunteers – known as 'Yetis' – on standby to grit 27 miles of the airport's road network, alongside its car parks and bus routes. London Gatwick has committed to **investing a further £17m in its winter fleet over the next six years**

To improve check-in speed and enhance the overall passenger experience, the Gatwick innovation team has been testing new technology. A new **"Drop and Go" system**, has been introduced that can automatically

recognise and process bags in under 8 seconds without any user intervention. This trial began in December 2024 and will continue throughout 2025. Additionally, in collaboration with Airware Solutions, new technology now enables Ryanair passengers to check in and drop off their bags using only their smartphones, reducing long queues and minimising reliance on self-service kiosks.

In 2024 passenger numbers rose to over 43 million, reaching 93% of 2019 levels

Investment & Growth

As part of our ongoing **£2 billion capital investment programme**, several key projects were completed in 2024. These include the refurbishment of the North Terminal departure lounge, significant improvements to our airfield with a new rapid exit taxiway, upgrades to the train station entrance and concourse, and the introduction of a new multi-storey car park with 3,200 spaces. Looking ahead to 2025, we will continue the construction of the Pier 6 expansion, refurbish the South Terminal departure lounge, and complete the upgrade of all 19 security lanes across both terminals with the installation of next-generation security scanners.

The Examination phase of London Gatwick's Development Consent Order application to bring the Northern Runway into routine use concluded on 27 August, following six months of detailed scrutiny by a panel of independent planning experts. The Planning Inspectorate submitted their report and recommendation to Government on 27 November. Following this, the Secretary of State for Transport has three months to make her determination. Based on those timings, we anticipate the **Transport Secretary's decision by 27 February**.

22 new retail and food and beverage outlets opened across both terminals in 2024. **Sussex House Kitchen and Bar and White Stuff** are the latest stores available for passengers to enjoy. White Stuff, the British fashion retailer, launched its first airport store in November in the North Terminal Departure Lounge. Following that, Sussex House in December in the South Terminal, Landside showcasing a menu that includes 15 local Sussex products, including regional beers, cheeses, and chutneys. This brings the total number of local products on sale across the airport to 27.

The **Annual Transport Forum** was held at the Hilton Hotel, London Gatwick, on November 14. It focused on airports as multi-modal and integrated transport hubs. Keynotes and panel sessions from the Department for Transport, Network Rail, Govia Thameslink Railway, and Transport for London explored how London Gatwick can support regional transport networks. Discussions included progress on the airport's surface access strategy, our ongoing **partnership with Metrobus** and their expansion of the hydrogen bus fleet. The forum's highlight was the new partnership between London Gatwick and Great Western Railway, aiming to increase passenger numbers on the North Downs Line and improve rail services. The partnership aligns with London Gatwick's Decade of Change Goal 7 – to work with transport providers to increase passenger and colleague use of public transport and zero and ultra-low emission journeys to 60% by 2030.

In relation to **economic regulation**, the CAA consulted on its initial views regarding London Gatwick's 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 shortly.

22 new retail and food and beverage outlets opened across both terminals in 2024

Airlines and Routes

More airlines operated from the airport in 2024 than ever before. During the year, **several major new carriers** launched services from the airport including Singapore Airlines, Azerbaijan Airlines, Turkmenistan Airlines, Uzbekistan Airways and ITA Airways. The airport also welcomed back several regional carriers, including Azores Airlines operating flights to Ponta Delgada, and Atlantic Airlines launching services to the Faroe Islands.

In 2024, the 5 top short-haul destinations from London Gatwick were Barcelona and Malaga in Spain, Dublin in Ireland, Rome in Italy, and Faro in Portugal. For long-haul travel, the 5 most **popular destinations** included Dubai in the UAE, New York and Orlando in the USA, Shanghai in China, and Doha in Qatar.

New routes have been introduced, enhancing travel options for passengers. British Airways relocated its Islamabad, Pakistan service from Heathrow, with three weekly flights on 27th October. This was followed by the launch of three weekly flights to Bangkok (Thailand) on 28th October. On the same date, the low-cost long-haul carrier Norse commenced a new route to Cape Town (South Africa) also operating three times a week.



Norwegian began a weekly flight to Evenes (Norway) on 2nd November. Additionally, Volotea initiated operations to Brest (Spain) on 7th November, with two flights per week. TUI Airways celebrated its inaugural flights to Luxor (Egypt), on 8th November and to La Romana (Dominican Republic) on 24th December.

Starting in the winter '24 season, Air India shifted its five weekly Bangalore service to Heathrow to directly compete with British Airways and Virgin Atlantic, which also offer direct flights to Bangalore. In place of this service, Air India added two more weekly flights to Ahmedabad and one more to Goa, increasing their

frequencies to five and four-weekly, respectively. Alongside three weekly flights to both Cochin and Amritsar, Air India will operate a total of 15 flights per week to India this winter.

Additionally, London Gatwick will see over **250 flights per week to 15 ski destinations** during the winter season. The French ski resorts of Chambéry, Lyon, and Grenoble will be served by more than 50 flights weekly at peak times. Ski services will also be available to Italy, Switzerland, Germany, Austria, Finland, and Bulgaria. Airlines providing flights to these winter sports destinations include British Airways, EasyJet, Norwegian, SkyAlps, Swiss, and TUI Airways.

Looking ahead to 2025, London Gatwick will continue **expanding** its route portfolio:

- Singapore Airlines will enhance its Singapore route from five times weekly to daily starting 30th March 2025.
- Wizz Air will launch its first long-haul route from London Gatwick to Jeddah (Saudi Arabia) starting 31st March 2025. This daily service will be operated with their new Airbus A321XLR.
- easyJet will introduce new services to Düsseldorf (Germany) Sal (Cape Verde) and Rimini (Italy). Additionally, from May 2025, BA Euroflyer will join easyJet in operating flights to Salerno (Italy)
- Norse will increase frequencies on its routes to Cape Town (South Africa) and Miami (USA) in April 2025 to meet the expected demand during Easter
- Kenya Airways will start a four-weekly service connecting London Gatwick to Nairobi (Egypt) from July , 2025.

These additions reflect a focus on developing new long-haul routes across the Middle East, Asia, and Africa, aiming to attract a broader range of passengers and support London Gatwick's vision of being the airport for everyone whatever their journey.

250 flights per week to 15 ski destinations during the winter season

Sustainability

London Gatwick has secured The **Wildlife Trust's Biodiversity Benchmark** award for the 10th year in a row. This award highlights our dedication to protecting and enhancing the 91 hectares of land surrounding the airport, supporting more than 3,000 species of plants, animals, and fungi. This award places London Gatwick among just 16 organisations to hold the certification and is currently the only recognised standard that certifies business for wildlife enhancement.



Over the past decade, more than **23,000 volunteers**, local schools, and community groups have participated in our biodiversity initiatives. Our collaboration with the Gatwick Greenspace Partnership has been crucial in protecting surrounding ecosystems, including vital habitats for rare and threatened species such as nightingales and great crested newts, while enhancing grasslands, woodlands, hedgerows, and wetland areas.

December concludes our **annual ecology surveys**, focusing on winter bird populations. During this period, we also receive data from the year's monitoring surveys within our Biodiversity Areas, as part of our Biodiversity Action Plan. Notably, 2024 recorded an increase in Nightingale breeding territories, with six territories identified. This was the second year of targeted surveys for this species, aimed at monitoring the growing local breeding population.

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.

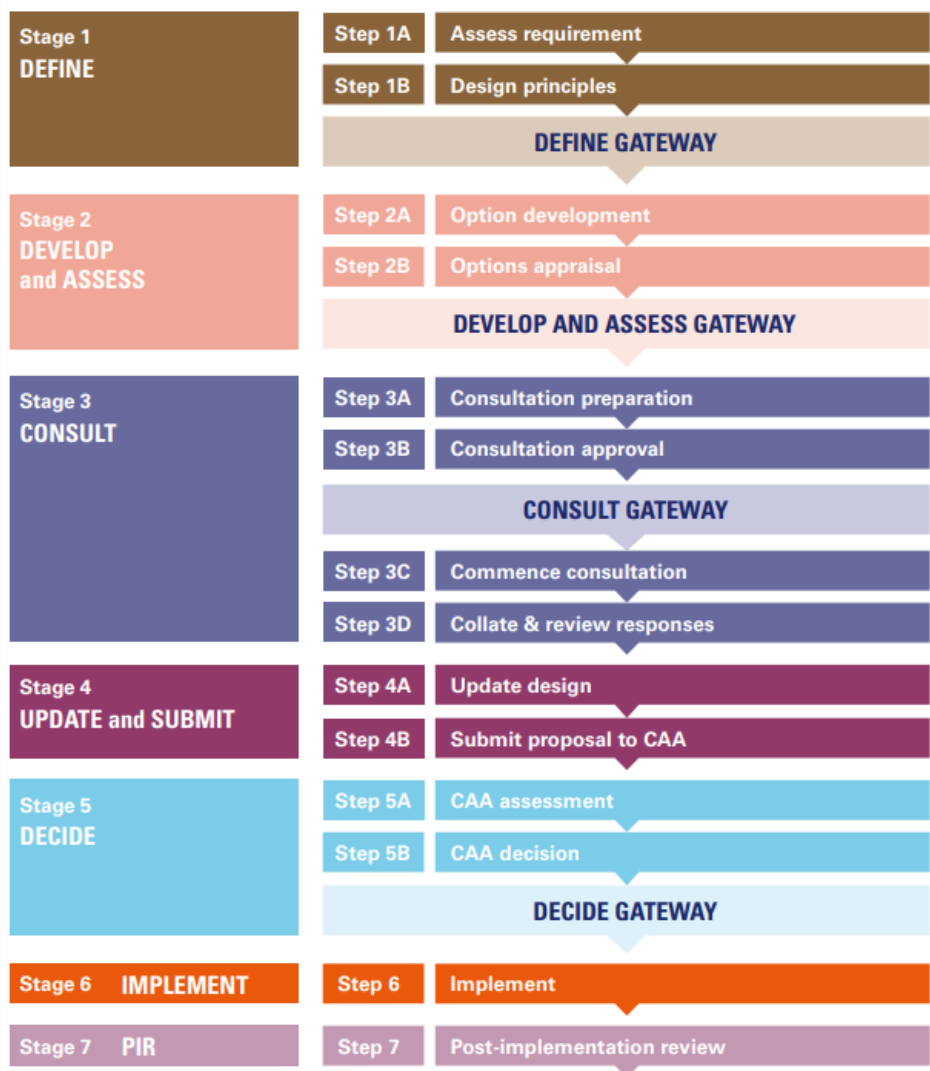
Working in partnership with South East Rivers Trust (SERT), the airport has **funded £100,000 towards natural flood management** for the Upper River Mole. Due to the nature of the river, it is prone to flooding, so this investment will help to naturally manage and reduce this risk. Additionally, water 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.

**23,000 volunteers, local schools, and community groups
have participated in our biodiversity initiatives**

Airspace & Noise

To address the UK's outdated airspace infrastructure the Government and the Civil Aviation Authority (CAA) are co-sponsoring a national programme to modernise the UK's airspace. All Future Airspace Strategy Implementation - South (FASI-S) sponsors involved with airspace changes in the London airspace, have reached Stage 3 of the CAA change process. Sponsors include London Gatwick along with other UK airports and NATS En-Route PLC (NERL) which manages upper airspace and its design.

Figure 1: Overview of the airspace change process



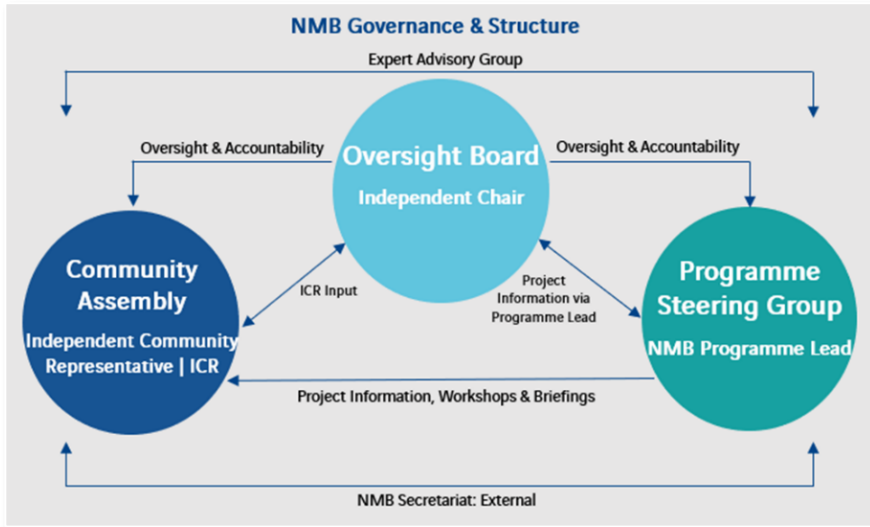
Working with NATS and the Airspace Change Organising Group (ACOG), London Gatwick have continued to advance a proposal for the initial deployment of the FASI route structures. This proposal encompasses some departure routes and all arrival procedures to the south of the airport, referred to as London Airspace South (LAS).

The integration of various appraisal requirements, including the voluntary inclusion of those related to the Fair and Equitable Distribution of air traffic study, has been challenging. This complexity has delayed the comprehensive options appraisal for this airspace change, necessitating a review of the LAS deployment submission timeline.

The Standard Instrument Departure Route 4 Airspace Change Proposal (ACP-2018-86) is advancing through Stage 3 of the airspace change process and remains on schedule. A CAA regulatory decision at the Stage 3 Gateway is expected in March 2025, allowing for public consultation to begin by the end of Q2 2025.

Further work is pending on the outcome of the CAA-led, DfT commissioned, review on the concept of a UK Airspace Design Service (UKADS). The consultation on the UKADS concluded in December, and London Gatwick has submitted a response. While we view the initiative as broadly positive, we believe it requires further work and clarification, particularly regarding airport engagement, community engagement, and governance arrangements.

Regarding the **Noise Management Board (NMB)**, the first Community Assembly took place on December 10th. The group comprised both former NMB members and 10 new members who joined after last year's recruitment phase



The Oversight Board meeting followed on 11th December in which 6 new noise management projects were discussed. The meeting also included an update on Airspace Modernisation, along with a summary of key points from the Community Assembly, presented by the Independent Community Representative.

The final reports for the **Reduced Night Noise** trial and **Fair and Equitable Distribution** project are now available on the Noise Management Board page of London Gatwick’s website. Briefings for each report will be held on 20th, 23rd and 27th January.

The Noise and Track Monitoring Advisory Group (NaTMAG) meeting was held on November 14th. Key topics included an update on the **Noise Action Plan (NAP) 2024-28**, which was formally adopted by the Secretary of State on October 18th. NaTMAG agreed on a plan for the rolling review of the NAP, involving GAL selecting the 12 most relevant actions for focus each year, as previously proposed by NaTMAG members.

The 2023 noise exposure contour report was shared and discussed, along with various versions of the Airline Noise Performance Table (ANPT), including the standard ANPT, Route 4 specific ANPT, and a comparison ANPT. A positive update was given on the significant improvement in Air China's continuous descent approach (CDA) performance.

Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q4 2024	Q3 2024
Track keeping conformance (% on track)	92.76%	88.39%
Core Night CDO (% achievement)	90.41%	90.20%
Day/Shoulder CDO (% achievement)	90.36%	88.84%
24 Hour CDO (% achievement)	90.37%	89.02%
1000ft Infringements (No.)	1	0
1000ft Infringements (No. below 900ft)	1	0
Departure Noise Infringements (Day)	0	0

Departure Noise Infringements (Night/Shoulder)	0	0
West/East Runway Split (%)	63/37	75/25

It is encouraging to note that both track keeping and Continuous Descent Operations (CDO) performance have shown improvement in Q4 compared to Q3, despite challenges posed by strong winds during this period. The 1000ft infringement incident was attributed to a wet lease aircraft, which is no longer operating at Gatwick. The airline responsible indicated that their performance software had been optimised to include variable acceleration altitude, which may have contributed to the infringement.

Community

In November, the **Gatwick Airport Community Trust (GACT)** opened applications for its next funding round, which will remain open until March 31st. GACT is an independent charity funded exclusively by London Gatwick and has been supporting local organisations and charities for over two decades. In 2024, £218,757 was awarded to 106 applicants across Surrey, Sussex, and Kent, with grants typically ranging from £1,000 to £5,000. Previous recipients include FareShare Sussex and Surrey, Stripey Stork in Reigate, Jigsaw Southeast, and St Catherine’s Hospice in Crawley.



Thanks to the Poppy Appeal fundraising efforts spearheaded by colleagues at London Gatwick, a record-breaking total of **£86,339 was raised for the Royal British Legion (RBL)** through fundraising across the airport. This contribution will greatly assist the RBL in supporting our armed forces and their families. Additionally, London Gatwick participated in Great Western Railway’s (GWR) "Poppies for Paddington" event.

On Remembrance Day, Hannah Godfrey, Surface Access Lead, Eleanor Wills, Regional Development Manager at GWR, and Cllr Sharmila Sivarajah, Crawley Mayor, met at Gatwick Airport Station before transporting poppy wreaths to Paddington via Reading. Wreaths collected from across the GWR network were brought by train to London to be laid at the War Memorial on Platform 1 during a remembrance service.

London Gatwick has also contributed **£13,990 to assist families** facing financial difficulties through its partnership with the charity FreeShop Crawley. Thanks to a London Gatwick colleague, £8,990 was secured from the London Gatwick Foundation Fund and £5,000 from the VINCI UK Foundation. FreeShop supports over 600 people weekly, providing food, mental health support, professional services, and community engagement—essential resources that help families overcome poverty.

In October, London Gatwick was proud to be the lead regional sponsor at the first **TeenTech festival** to be held in Sussex. Colleagues from across the business had the opportunity to present the diverse STEM roles at Gatwick to over 300 students. TeenTech, an industry-led initiative, aims to inspire young people to explore

careers in science, technology, engineering, and mathematics (STEM). 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.

We also saw excellent engagement with our last three 'Learn Live' career broadcasts, which amassed a total of over 30,000 live views. The broadcasts delved into careers in Construction, Sustainability and Net Zero, as well as our 'People and Communities' Decade of Change theme, featuring interviews with colleagues from various parts of the business.

In December, the airport welcomed a new work experience participant through the **Surrey Choices programme**, Surrey County Council's disability employment service. This programme empowers disabled and neurodivergent adults by building independence and confidence, connecting them to local paid or volunteering roles with personalised support. This placement included work experience with Gatwick Travelcare and forms part of a broader outreach initiative led by our Employment and Skills Lead, partnering with local organisations and companies across the airport campus to help connect more adults with disabilities to roles across at Gatwick.

On the announcement of the King's New Year Honours List 2025, London Gatwick Chair **Baroness Margaret Ford of Cunninghame O.B.E.** has been named a Lieutenant of the Royal Victorian Order (LVO), for her work as former Chair of the Buckingham Palace Reservicing Programme Challenge Board.

23,000 volunteers, local schools, and community groups have participated in our biodiversity initiatives

Local Economy

The third **London Gatwick Economic Summit** took place in November with over 200 delegates including senior leaders and decision-makers from across the region in attendance. The Summit explored three key themes: regional promotion, international trade and regenerative tourism.

The programme included keynotes and panel sessions exploring how the local economy can benefit from one unified regional voice. 16 local authorities were represented, with CEOs and Leaders joining a working lunch hosted by London Gatwick Chair, Baroness Ford.



London Gatwick announced the formation of a taskforce to progress **the Airport Economic Zone** concept, with the aim to achieve long-term, sustained economic development across a region surrounding the airport which will benefit the people and businesses in its connected communities as well as the wider UK economy. GAL hosted the inaugural Gatwick Region Airport Economic Zone (AEZ) taskforce meeting in December.

The taskforce, appointed by GAL, will progress and make recommendations to formalise the Gatwick Region AEZ initiative over a twelve-month period in an advisory capacity. **Taskforce members** include senior economic development officers from the six authority areas that the Gatwick Region AEZ will sit within, plus influential stakeholders providing expertise and insights on key pillars of economic development

Economic engagement continued with local, regional and national stakeholders. This included London Gatwick hosting and participating in a meeting of the East Sussex, Brighton & Hove and West Sussex Local Visitor Economy Partnership interim board, participating in the Crawley Innovation Centre Project Board, and joining both the West Sussex Economic Growth Board and the Transport for South East Business Advisory Group.

We have also announced that we will lead a second **regional public-private sector delegation** to the UK Real Estate Investment and Infrastructure Forum (UKREiiF) in Leeds in May 2025, with new partners already signed up including Invest Chichester and West Sussex County Council.

A reception was held at the Sussex House Kitchen & Bar to celebrate the opening on the new unit and London Gatwick's support for the **Natural Partnerships CIC's Sussex Six campaign**. Supported by Horsham District Council, the campaign encourages local shops, restaurants, pubs and cafes to showcase six or more local products. Guests, including local authorities, local producers, and concessionaires, had the opportunity to sample wonderful local produce from across the region. Our partnership with the Sussex Six campaign contributes to our Decade of Change goal, *to be a partner and advocate for a thriving and resilient economy*.

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GATCOM

Noise Management Board (NMB) report, 21 January 2025

The first Community Assembly and Oversight Board meetings were held on 10 and 11 December 2024 respectively. Both meetings were well attended, although there were some administrative teething problems for a small number of attendees, where participants had not been able to sign up to the new ground rules as they found it hard to print and sign them. At the in-person Oversight Board meeting attendees were given the opportunity to sign a paper form. The NMB will remain open to any new members who wish to join at any time.

The meetings were largely focused on setting up the process of how the meetings would work and in considering the workstreams of the NMB Programme. Whilst there was a general welcome at both meetings on the content of the programme workstreams, there were some questions about how the workstreams had been narrowed to those chosen and this will be further outlined at the next set of meetings. In addition, workshops on legacy projects (RNN trial, FED) from the previous NMB which will have taken place in January, before GATCOM meets.

GATCOM members can see agendas, documents and key points of the Community Assembly and Oversight Board meetings at the NMB pages which can be found at this link: [Noise Management Board | NMB | London Gatwick Airport](#)

The next set of meetings will be held on the following dates:

- Community Assembly: 12 March 2025
- Oversight Board: 26 March 2025

The Programme Steering Group (PSG) holds project workstream-specific meetings and so those are not recorded here. The PSG reports to each Oversight Board meeting for discussion, so there is full transparency and oversight.

GATCOM members may wish to recall 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 continues, in line with their pledge, 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

21 January 2025

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Gatwick Airport Noise Management Board

Workplan Implementation Report

January 2025

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.

GATWICK

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 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

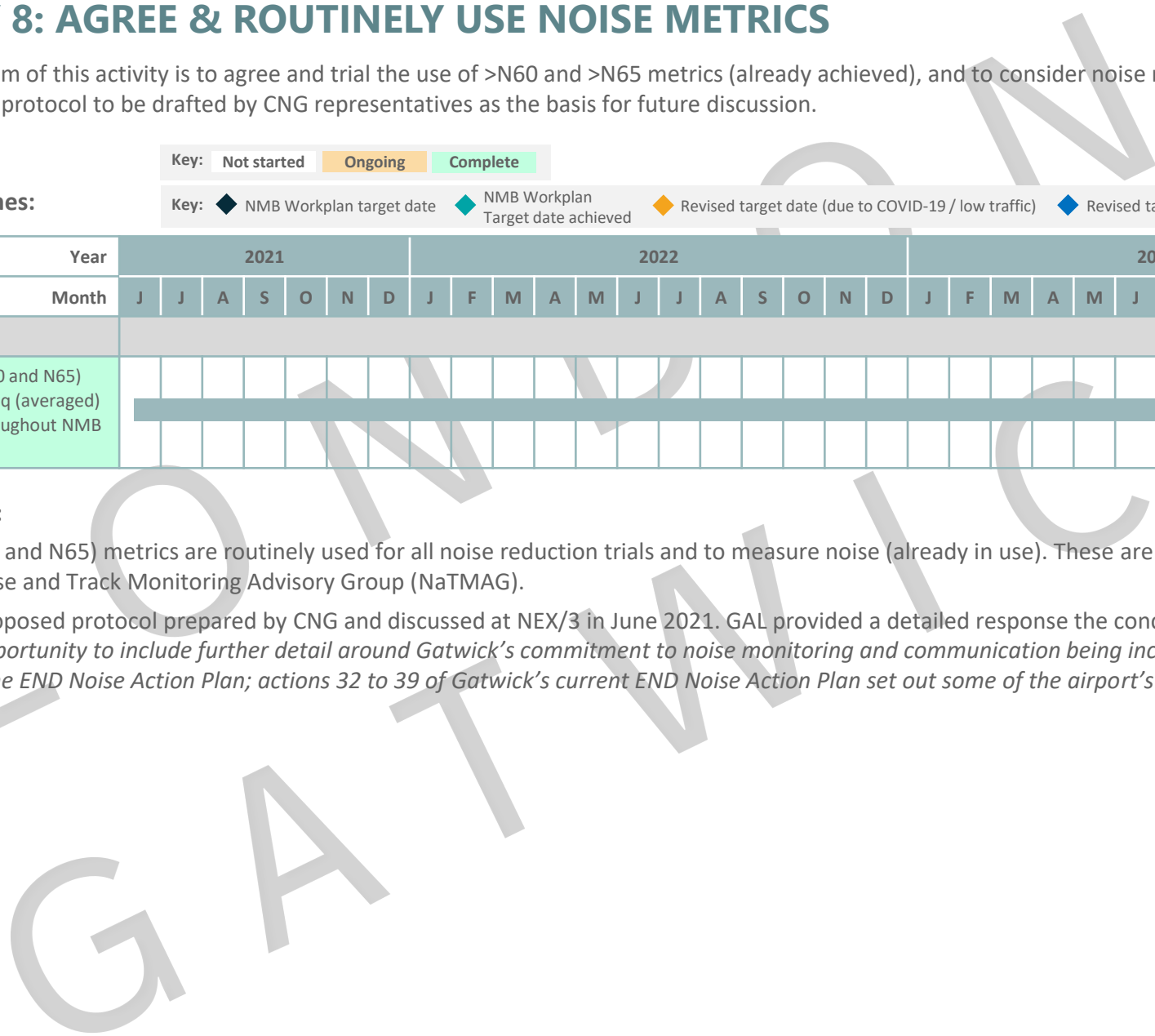
Project milestones:

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 published. Briefings are scheduled for 23 and 27 January.



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																
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																															
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 paused whilst Government update NPPF – due to be published Q1 2025.

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

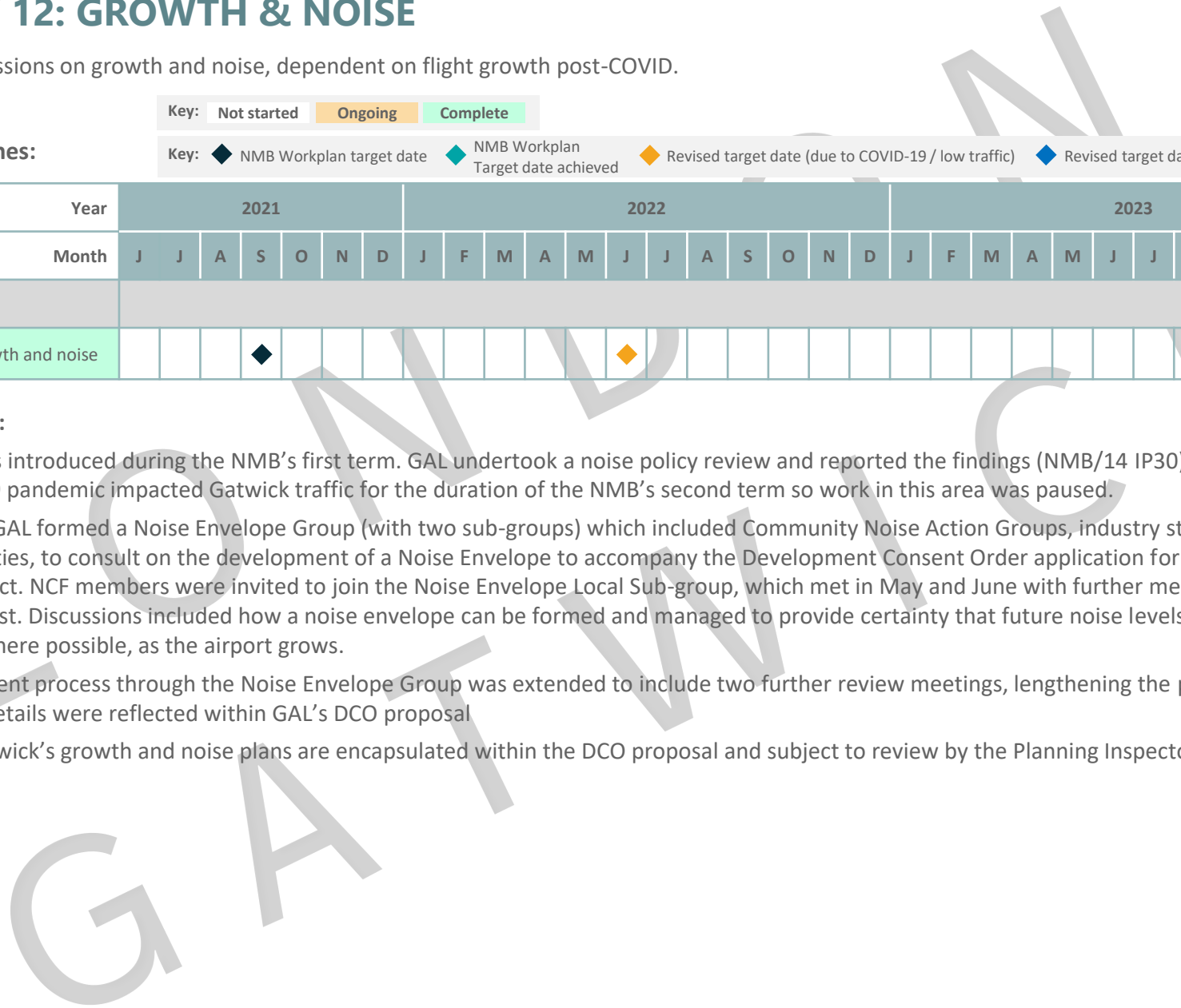
Project milestones:

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																
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																															
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
- **Ongoing:** Gatwick’s growth and noise plans are encapsulated within the DCO proposal and subject to review by the Planning Inspectorate.



NaTMAG - SUMMARY OF ISSUES DISCUSSED

REPORT BY LEAD MEMBER FOR NOISE – January 2025

1. INTRODUCTION

1.1 The last meeting of NaTMAG took place on 14 November 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:

- DEFRA has formally adopted the Round 4 Noise Action Plan.
- The Airspace Office's airline engagement programme is having a positive impact on CDA performance. A fine example is the improvement of Air China improving from 19% in October 2023 to 98% in September 2024.

2. MEMBERSHIP UPDATE

2.1 Cllr Bob Bowdler, GATCOM representative for East Sussex County Council has confirmed that due to other commitments he is unable to commit to attending NaTMAG. His appointed substitute on GATCOM, Cllr Phillip Lunn, has indicated he would be willing to attend and participate.

2.2 Appointments of GATCOM members or substitutes to NaTMAG require approval by GATCOM. GATCOM is therefore asked to agree the appointment of Cllr Philip Lunn to NaTMAG until 31 July 2025.

3. NOISE ACTION PLAN (NAP) ROUND 4 UPDATE

3.1 NaTMAG received an update in the Round 4 NAP. It was confirmed that DEFRA officially adopted the NAP on 18 October. It has now been added to the GAL website and can be viewed in full [here](#).

3.2 For 2025 GAL will be nominating the NAP actions to be reviewed at the quarterly NATMAG meetings but with the addition that members would have the opportunity to bring an action review forward, should there be any concerns. These have been published to members.

3.3 A draft Noise Action Plan Annual Progress Report for 2024 has now been circulated to NaTMAG members. Feedback on this report will be sought at the upcoming NaTMAG meeting, prior to it being published.

4. NOISE EXPOSURE CONTOURS 2023

4.1 Each year the Environmental Research and Consultancy Department (ERCD) of the Civil Aviation Authority (CAA) calculates the noise exposure around London. Gatwick Airport. Up until 2015, this work was carried out on behalf of the Department for Transport (DfT). Since the 2016 study, ERCD has been

commissioned directly by Gatwick Airport Ltd (GAL). The Noise Exposure Contours for Gatwick Airport 2023 report has now been added to the website and can be found [here](#).

4.3 The report presents the 2023 average summer day and night noise exposure contours. The contours in 2023 reflect the return of air traffic to near pre-COVID-19 levels (93% of 2019 levels for daytime, and 98% for night-time). Key points to note include:

- The area of the 2023 summer day actual modal split for 51dB LAeq, 16-hour contour increased by 28% to 112.8km² (2022: 88km²). Population counts within this contour increased by 29% to 16,300 (2022: 12,600).
- The areas of the 2023 summer night actual modal split for 45dB LAeq, 8-hour contour increased by 21% to 128.1km² (2022: 105.8km²). Population counts within this contour increased by 29% to 17,300 (2022: 13,400)
- The 2023 contours are smaller than those for 2019, but traffic levels are still slightly lower than summer 2019. Traffic in 2023 increased compared to 2022 hence the contour area increases compared to the previous year. The location of additional noise monitors further away from the airport, in support of the Reduced Night Noise (RNN) trial, added additional data which is factored into the 2023 noise model.

5. AIRSPACE OFFICE QUARTERLY REPORT (Q3 2024)

5.1 The airport's flight operations performance over Q3 2024 was considered, and the complaints analysis reviewed. The quarterly report is available on [GAL's website here](#). In summary:

- The Airspace Office engaged with four airlines in Q3 2024 including newcomers to London Gatwick, Uganda Airlines. The total number of airlines engaged with in 2024 currently stands at 31.
- The recent performance improvement of Air China on the Continuous Descent Approach (CDA) noise abatement procedure was noted. Historically, Air China has been one of the lower performers, however since April 2024, CDA performance has continually improved hitting a high of 90% in August. This has continued to improve into September and beyond.
- There has also been engagement with Air Mauritius, another airline that has been a lower performer on CDA. Air Mauritius were disappointed to hear of their poor adherence to CDA and gave assurances that there will be improvement over time.
- The lower CDA performance of Wizz Air Hungary and Malta, compared to Wizz Air UK was again highlighted. The Airspace Office met with all three airlines in January 2024 and significant initial improvements were seen with the Hungarian and Maltese subsidiaries.
- 24hr and day & shoulder period CDA performance largely improved in Q3 2024 against Q3 2023.
- CDA performance during the core night period was higher in Q3 2024 against Q3 2023 which can be partially attributed to the decline in the total number of night arrivals in 2024 compared to 2023.

- The total use of newer generation aircraft including the A320neo and B738 MAX increased to 26% compared to 22% in Q3 2023. Airlines are continuing to retire older aircraft and replace them with newer, quieter aircraft.
- Track keeping conformance improved by 2.6% in Q3 2024 vs Q3 2023.
- The most utilised departure routes in 2024 are 26LAM (Route 4), 26SAM (Route 1) and 26BOG (Route 7). Track keeping conformance remained above 98.9% for most routes, except Route 9 (85.2%) and Route 4 (68.1%). Route 4 has an ongoing flyability issue which will be rectified as part of the Route 4 airspace change.
- There were 89 go-arounds in September, the highest number of 2024 so far. The total number of go-arounds remained low in Q3 2024, averaging 0.6% of arrivals into Gatwick in the quarter.
- The majority of go-arounds were caused by an occupied runway. Members expressed concern about the number of go-arounds still being caused by the runway being occupied, post the Rapid Exit Taxiway (RET) works completing. As a result, it was agreed that a member of the Runway Performance Improvement Group (RPIG) team will attend the next NaTMAG meeting to give an overview of RPIG.
- There were 958 dispensations in the summer season up until the end of Q3 2024. The majority of these were due to thunderstorms across Europe and in the LTMA (London Terminal Control Area). Other reasons included French ATC staffing issues, the global Microsoft IT outage, closure of the Main Runway due to a technical safety problem with an aircraft and 5 Government-granted dispensations.

Complaints

- There was an increase in complaints in Q3 2024 versus Q2 2024 as traffic levels increased into the peak summer season. However, there was a 4% decrease in complaints received in Q3 2024 vs Q3 2023. The number of new complainants in a rolling 12-month period also decreased in Q3 2024.
- Areas with the most complaints recorded in Q3 2024 were Tonbridge, Tunbridge Wells and Broadbridge Heath (Horsham). Complaints received from Broadbridge Heath are from a single individual. This is a long-term trend.
- The Airspace Office confirmed that all complaints are investigated, and full responses are provided in line with the Complaints Handling Policy.
- Most of the complaints received are from residents living under the arrival swathe. These account for 97% of the total number of complaints. Other complaint categories were related to start of roll and for flights not arriving/departing at Gatwick.

6. ROUTE 4

6.1 NaTMAG received a demonstration of the Route 4 Performance table which looks at Route 4 in isolation. This ANPT will be used internally by the Airspace Office to perform analysis and identify any trends.

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6.2 Members asked why aircraft are struggling to conform to the Route 4 NPR. It was stated that residents who do not live under the Route 4 NPR can be overflowed due to the ballooning of aircraft to the north-west of the NPR. EasyJet explained that the breaching of the NPR is not down to the aircraft itself, but the departure procedure being flown. GAL reiterated that the Route 4 airspace change, as part of the wider airspace modernisation process will rectify the issue with flying this departure.

6.3 GAL reported on the project and timelines for the Route 4 Airspace Change. An updated report on this will be provided at the GATCOM meeting.

5. OTHER MEETINGS AND ISSUES

5.1 The DfT attended NaTMAG provided an update on consultations and were hopeful that the Night Flights regime decision would be published before the end of 2024, which it now has.

5.2 An update was provided on the Noise Management Board (NMB) including on the Reduced Night Noise Trail and the NMB Programme of Work. More detail on that can be found in the NMB report to GATCOM.

5.3 GAL also provided NaTMAG with updates on FASI-S and London Airspace South (LAS). Again more up to date briefings on these will be provided at GATCOM.

5.4 Members expressed their gratitude to the Airspace Office for the level of reporting provided to NaTMAG, and the extra transparency that this provides.

6. NEXT MEETING

6.1 The next NaTMAG meeting is scheduled for 6 February 2025.

RECOMMENDATIONS

1. 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.
2. GATCOM is asked to agree that Cllr Philip Lunn take the place of Cllr Bob Bowdler on NaTMAG until 31 July 2025.

MIKE GEORGE
GATCOM Lead Member for Noise