



a time limit of 3 minutes per question (to include the response). 1 question per member. Supplementary questions will be allowed at the discretion of the Chairman but must relate to the original question. If more than 5 questions are received, the Chairman has the final decision on what questions should be taken to the meeting.

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

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

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

### **SURFACE ACCESS**

- 2.45 pm 6. **Great British Railways Transition Team**
- Emily James, Stakeholder Engagement Lead, Great British Railways Transition Team, will provide GATCOM with an overview of their work and plans for rail reform.
- 3.05 pm 7. **Railway Services update**
- Tim Aveline and Paul Codd from Govia Thameslink Railway will provide an update on rail services at Gatwick.

### **AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES**

- 3.25 pm 8. **Airspace Update**
- Andy Sinclair, Head of Airspace Strategy and Engagement, GAL to give updates on progress and current Airspace issues.
- 3.40 pm 9. **Noise Management Board** (Pages 29 - 46)
- To receive a report by NMB Co-Chairs including workplan progress
- 3.50 pm 10. **Noise and Track Monitoring Advisory Group (NaTMAG)** (Pages 47 - 50)
- To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG held on 3 August 2023

### **PASSENGER ISSUES**

4.00 pm 11. **Passenger Advisory Group (PAG)** (Pages 51 - 54)

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

**INTERNAL MATTERS**

4.10 pm 12. **Appointment of Sub-Groups** (Pages 55 - 56)

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 11 January 2024 at 10.00am via MS Teams

Passenger Advisory Group - Thursday 7 December 2023.

GATCOM - Thursday 25 January 2024 2020 at 2.00pm in person at Gatwick Airport.

b) To note that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) is 9 November 2023.

**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 20 July 2023 at the Sofitel, Gatwick Airport .**

<b>Present:</b>	
Tom Crowley	Chairman
Cllr Helyn Clack	Surrey County Council
Jonathan Drew	Chair, Noise Management Executive Board
Samantha Williams	Chair, Passenger Advisory Group
Cllr Alan Jones	Burstow Parish Council
Angie Hills	ABTA
Cllr. Liz Kitchen	Horsham District Council
Cllr Richard Smith	Tandridge District Council
Cllr Mike George	Horley Town Council
Cllr Margot McArthur	Kent County Council
Ed Winter	Environmental and Amenity Groups
Cllr. Steve Waight	West Sussex County Council
Colin Stewart	BAR UK
Stuart Pick	London Chamber of Commerce and Industry
Hugh McConnellogue	Gatwick AOC
Cllr. Carolyn Evans	Charlwood Parish Council
Brett North	Gatwick Diamond Business
Rory Lillington	Airlines UK
Cllr. Rosemary Hobbs	Mole Valley District Council
Cllr. Bob Bowdler	East Sussex County Council
Cllr. Michael Jones	Crawley Borough Council
Ana Christie	Sussex Chamber of Commerce
Chris Larkman	Which?

<b>Also in attendance:</b>	
Stewart Wingate	Chief Executive Officer, GAL
Tim Norwood	Director of Corporate Affairs, Planning & Sustainability, GAL
Andy Sinclair	Head of Noise & Airspace Strategy, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Melanie Wrightson	Stakeholder Engagement Manager, GAL
Kathy Coffin	Noise Compliance and Reporting Manager, GAL
Will Martin	Technical Director, Noise Consultants
Simon Brady	Head of Marketing, GAL
Monique Smart	GATCOM Secretariat
Graham Lake	GATCOM Technical Advisor

**1. Apologies for absence were received from:**

Cllr Richard Biggs (Reigate and Banstead Borough Council), Cllr Malcolm Fillmore (Rusper Parish Council) Anthony Middleton (C2C LEP), Fran Downton (Tourism SouthEast), Dominic Rothwell (Unite), Rory Lillington (Airlines UK), David McCorquodale (Charlwood Parish Council), Robin Clarke (NATS), Cllr Bob Noyce (Crawley Borough Council)

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## **2. Current Membership List And Representatives**

2.1. The Chairman welcomed new members and substitutes to the committee, including Bob Bowdler (East Sussex County Council), Bob Noyce (Crawley Borough Council), Richard Smith (Tandridge District Council), David McCorquodale (Charlwood Parish Council), Victoria Chester (Reigate and Banstead Borough Council substitute), Fenella Maitland Smith (Rusper Parish Council substitute) and Taylor O'Driscoll (Tandridge District Council substitute).

2.2 GATCOM noted the updated membership list.

## **3. Appointment Of Vice Chairman**

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

## **4. Minutes Of The Last Meeting**

4.1 Resolved: That the minutes of the meeting of GATCOM held on 27 April 2023 be approved and signed by the Chairman.

4.2 Cllr Hobbs queried minute 10 of the previous meeting in relation to Noise Preferential Routes (NPRs) and that it stated that no flight path had changed as a result of the redefinition of the NPR. Cllr Hobbs queried this as residents in her ward (Holmwoods and Beare Green) have raised concern about the flight path stating that departures on this route are flying more northwards than before as they circle to make the turn to fly east and many residents in the area now find themselves newly overflown. GAL responded explaining that the information in the minutes was correct and there was no change in the flight path as a result of the redefinition of the NPR.

## **5. GATCOM Steering Group – Chairman's Report**

5.1 The Chairman of GATCOM introduced his report (copies attached to the signed minutes) of the last Steering Group Meeting on 7 July 2023:

5.2 GATCOM agreed the following recommendations as detailed in the report:

- That a full review of the GATCOM Work Programme takes place at the GATCOM Away Day scheduled for November 2023.
- That Members note the rules/guidelines for GATCOM Member Questions as detailed in section 6.2.

The following recommendations was omitted from the report, but GATCOM agreed to:

- Note the Annual Air Quality Report, attached as an appendix to the Steering group report and that it should be added to the GATCOM website.

## **6. Passenger Advisory Group (PAG) – Chair's Report**

6.1 The Chair of PAG introduced her report (copies attached to the signed minutes) of the last PAG meeting that took place on 16 June 2023 and activities during the last quarter. In addition, the PAG Chairman highlighted the following:

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- PAG members Claire and Sheila have been involved in the recent PRM tender assisting with scoring. It is hoped the result of the tender process will be known soon.
- PAG have also been involved in North Terminal Departure Lounge expansion and refurbishment projects.

GATCOM agreed the following recommendation from PAG:

- 1) 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.
- 2) That GATCOM notes the vacancies on PAG and assists GATCOM in circulating the advert to recruit later in the summer.

## **7. Noise and Track Monitoring Advisory Group (NATMAG)**

7.1 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 meetings.

7.2 It was highlighted that as well as their usual meeting, NaTMAG have also had an extraordinary meeting to specifically discuss the NAP Round 4. This was ahead of the circulation of a draft plan so comments and views were based on the current NAP. The main comment was that the plan should be target driven and understandable to the public. NaTMAG were expecting a draft of the Round 4 NAP ahead of their next meeting in August where more specific comments could be made.

7.2 GATCOM noted the report and NATMAG's key messages as detailed below:

- 1) The Gatwick Noise Insulation Scheme grant has increased to £4,300 plus VAT from 1 May 2023 for eligible properties.
- 2) The CAA has published the DfT-commissioned 'Aircraft Noise and Health Effects: A six-month update (September 2022 – March 2023)', also known as CAP2519, along with CAP2517 on 'The Effects of Aircraft Noise on Biodiversity'.
- 3) Work is progressing well on the Landing Gear Deployment study, which is nearing completion, the Reduced Night Noise Trial, due to begin in September 2023 and the Low Noise Arrivals Metric, expected to be delivered into the NTK system at the end of May 2023.

## **8. Noise Management Board (NMB) – Executive Board (NEX) Report**

8.1 Jonathan Drew, Co-Chair of the NMB, introduced his report (copies attached to The signed minutes) that summarised the key messages and recommendations arising from recent meetings. The NMB Chairman welcomed GATCOM having specific updates on Departure Noise Limits and Fines and on the NMB Review. He encouraged all interested to provide feedback and respond to the planned survey on the NMB review.

8.2 A question was asked about progress on the issue of land use planning. The Co-Chair responded referred to the item in his report and said that the DfT and SASIG need specific examples so if any GATCOM member is aware of specific cases where houses built under flightpaths have resulted in noise complaints, they are encouraged to feed those in via the NMB.

8.3 GATCOM noted the report.

## **9. Chief Executive Officer's Report**

9.1 Stewart Wingate, Chief Executive Officer, GAL, introduced his quarterly report. (copy attached to the signed minutes) and highlighted the key points and activity at the airport over the past quarter:

- Gatwick have increased resources again for this summer. This includes more than 700 security staff and working closely with baggage handlers, retail operators, and airlines to ensure they are well resourced. Gatwick has also worked closely with the DWP to deliver local recruitment fairs with 4 events this year.
- National rail strikes continued to impact services to and from Gatwick throughout the quarter. Transport partners have worked hard during the recent action to provide enhanced services and additional capacity to support passengers to access Gatwick and travel to their onward destinations.
- Gatwick Airport have helped fund a pioneering fleet of 20 hydrogen fuel cell buses that have been deployed on routes in the Crawley, Horley and Gatwick Airport area by The Go-Ahead Group. A further 34 vehicles will join the fleet over the next 18 months to create one of Britain's largest hydrogen bus fleets.
- Following engagement with GATCOM, airlines and passenger representatives, Gatwick has listened to feedback and proposed an extension to the current commitments until 31 March 2029 which incorporates several important enhancements. The CAA are now consulting on GALs proposals.
- The North Terminal refurbishment project is now underway that will include new seating, flooring, signage and planting.
- A new solution for self-bag drop is being trialled with Ryan Air in July. This solution from a start-up called "Airware" will allow passengers to use their airline app to print tags and drop bag, while they are at the bag drop zone. It is expected that this solution will reduce queues and improve the passenger experience.

9.2 Cllr Bob Bowdler asked if any specific job fairs or targeted advertising takes place in East Sussex for Gatwick jobs. GAL responded stating that most advertising is done via the internet and social media, but they would be happy to look at any opportunities for job fairs in East Sussex ahead of next year's summer season.

9.3 A member asked if GAL provide travel advise to those travelling to those European countries currently experiencing extremely high temperatures. GAL responded stating that Airlines hold the details of passengers so are best placed to offer advise on specific issues for those travelling to those destinations. Government advise would come via the Foreign and Commonwealth Office. It was also noted that ABTA provide consumer advise via their website.

9.4 Gatwick Diamond Business asked GAL to work with them to further explore engaging with local businesses to bring in more local contractors as a result of the many new routes opening up from Gatwick. GAL confirmed they would be happy to follow this up via Gatwick Diamond Business.

## **10. Member's Questions**

10.1 One question was received in advance from Angie Hills, ABTA. The question was:

In regard to the strikes announced. We understand that the exact timing of each strike varies depending on the individual company's shift patterns, but all strikes will begin in the early hours of the morning on the 28 July and 4 August and end in the early hours

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of the morning on 1 and 8 August. The airlines affected include British Airways, Easyjet, Ryanair, TUI, Westjet and Wizz air. What contingency measures are GAL putting in place to try and minimise disruption and will their website be updated to provide a statement about the strikes in the media centre are and will they publish advise for passengers?

The response from Stewart Wingate was:

GAL are working closely with the airlines and ground handlers to ensure contingencies and resources are in place. Unite are still in discussion with ground handling companies and it remains a fast-moving issue. If strikes do go ahead, then airlines will need to communicate with passengers directly, but information will be available on GALs website to direct passengers to their airlines as well as useful information on other sites such as ABTA.

**11. Northern Runway Project – Update**

11.1 Tim Norwood, Director of Corporate Affairs, Planning & Sustainability, GAL an update on the DCO Process. The key points to note were:

- GAL confirmed that the Development Consent Order (DCO) application for the Northern Runway, had been submitted to the Planning Inspectorate (PINS) on 6 July.
- PINS will assess the information submitted and have 28 days to decide whether the application can be accepted for examination.
- Members are encouraged to sign up to alerts from PINS to ensure they get notified as the application progresses. This can be done on the [PINS website](#).
- If accepted the Pre-Examination stage would then begin.

11.2 The Secretariat confirmed that during the pre-examination period GATCOM will be able to register as an interested party and submit a relevant representation. At this stage, a special GATCOM meeting may need to be arranged to agree that relevant representation. That meeting would be virtual, via MS Teams.

**12. Brand Identity And Refreshed Vision**

12.1 Simon Brady, Head of Marketing, GAL, provided a [presentation](#) on GAL's new brand identity and refreshed vision and how this aligns with GAL's values and strategic priorities. Members welcomed the new look and refreshed branding.

**13. Airspace Update****Airspace Modernisation: FASI-South**

13.1 Andy Sinclair, Head of Noise and Airspace Strategy provided an update on the FASI-South Project. He explained that GAL have completed the Initial Options Appraisal and the CAA Stage 2 Gateway assessment is planned for September 2023.

13.2 Further stakeholder engagement is planned for July and August, to inform stakeholders of the outcomes of the Initial Options Appraisal.

13.3 The timeline for the further development of the Gatwick FASI airspace change proposal may now be impacted by a review, initiated by the Aviation Council, to understand how the process for the development of interdependent airspace changes may best be managed.

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**Noise Management Board (NMB) Review**

13.4 GAL provided an update on progress with conducting a review of the NMB second term and setting out plans for the NMB third term. The presentation included a timeline for the review and detailed the engagement that will take place including an independent survey, as suggested by GATCOM.

13.5 It was confirmed that NMB workplan activity would continue in parallel to the review.

**14. Departure Noise Limits and Fines**

14.1 Andy Sinclair, Head of Noise and Airspace Strategy provided a short presentation detailing the GAL review of Departure Noise Limits and Fines. He explained that these are part of a set of statutory noise controls defined by the DfT that GAL are responsible for administering. Through the NMB, GAL have conducted a review.

14.2 The proposed regime results in aircraft being clustered into groups - based on their assigned noise certification / Quota Count (QC) value for departure and arrival - and differential noise limits applied to different groups. This allows for a more targeted system better suited to the airline fleets operated from Gatwick. 'Fixed' noise monitors positioned at the end of each runway pick up when there is a breach. The associated fines - which would go directly to the Gatwick Airport Community Trust - had been increased and structured to be more punitive in the sensitive night period.

14.3 Some final engagement is taking place with airlines prior to a transition period expected to start in late 2023. The proposed scheme will then be submitted to the DfT for approval. It is hoped the new scheme will be in place by Quarter 3 of 2024. When introduced it is anticipated to be one of the most innovative and challenging schemes in the UK.

14.4 A question was asked about why GAL have proposed lower fines than some other airports and that some other airports have decided on fines that increase further depending on how far above the limit they exceed. GAL explained that the proposals for Gatwick are designed around the lighter fleet mix operated at Gatwick the more stringent noise limits and it is related to the extent of the impact.

14.5 It was confirmed that this departure noise limits proposal would operate alongside the existing air traffic movement and culminative QC caps that limited noise in the core night period (2330-0600). Beyond this scheme for the monitoring of departure noise breaches GAL will continue to assess noise via a fleet of noise monitors positioned up to 20 miles from the airport. Separately the DfT will be undertaking a consultation on the night flights regime for the designated airports later this year.

**15. Noise Action Plan – Round 4**

15.1 Andy Sinclair, Head of Noise and Airspace Strategy provided a short presentation that updated on GAL's work to date and plans for engagement related to their Round 4 Noise Action Plan.

15.2 It was noted that NaTMAG is fulfilling the role as primary consultee on behalf of GATCOM, for the purposes of the regulations. NaTMAG had fed back initial thoughts at a meeting in May and are expecting a skeleton of the revised plan for review ahead of their August meeting. Engagement has also taken place via GATCOM and the NMB.

15.3 The draft plan will be submitted to Defra by 1<sup>st</sup> September 2023.

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15.4 There was discussion about the Noise Management Board Workplan and how that is reflected in the NAP. It is suggested, and has been discussed with NMB Co-Chairs, to have a fairly generic item in the NAP about this to enable changes to be made by the NMB. If the NAP is too prescriptive, then changes cannot be made to it without full consultation and re-submission to Defra. It was agreed that during the period of the NAP it must be able to bring in issues more dynamically to improve on noise performance and therefore the wording needs to be sufficiently flexible to allow this.

A presentation covering all the Airspace updates above can be found [here](#)

**16. CAA Consultation on GAL's Proposal to Extend Current Commitments**

16.1 GATCOM considered the draft response (copy appended to the signed minutes) to the CAA consultation seeking views on GAL's proposal to extend the current contracts and commitments by four years.

16.2 There was debate between Airlines and Community representatives on the wording in relation to its implication that the pricing of airport charges has environmental consequences. It was hoped that an agreed form of words could be found but if not, the response would simply state the differing views.

16.3 The deadline for submission of responses was Friday 28 July and a final version would be emailed out to all GATCOM members prior to submission.

**17. Appointment to Sub Groups**

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

17.2 The Secretariat drew members attention to paragraph 2.3 that had a request from Surrey District Councils to all be members of the Steering Group for the coming year due to the significance of the DCO process. It was therefore recommended for GATCOM to approve this and offer the same to West Sussex District Councils once Mid Sussex District Council have appointed members to GATCOM.

17.3 A question was asked as to why East Sussex County Council was not represented on the Steering Group. It was agreed that the Chairman and Secretariat would look into the history and membership of the Steering Group and report back.

17.4 Resolved – That GATCOM:

- 1) Appoints members to the GATCOM Steering Group and Passenger Advisory Group as set out paragraph 2.3 and 2.4 of the report;
- 2) Appoints members to GALs NaTMAG for a period of 2 years as set out in paragraph 2.7 of the report and note that 2 vacancies remain.
- 3) That the secretariat be asked to seek nominations for the position of GATCOMs Lead Member for Noise and Deputy Lead Member for Noise from those members appointed to NaTMAG.

**18. Date of Next Meeting of GATCOM and its Sub-Groups**

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

- The next meeting of GATCOM will take place on Thursday 2 November 2023 at 2.00pm via MS Teams
- The next meeting of the GATCOM Steering Group will take place on Thursday 12 October at 2.00pm – in person at Gatwick Airport.
- The next meeting of PAG will take place on Thursday 28 September 2023 at 2.00pm at Gatwick Airport

Chairman

The meeting concluded at 3.45pm.

## **GATCOM**

**November 2023**

### **GATCOM STEERING GROUP**

#### **REPORT BY CHAIRMAN**

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 12 October 2023.

#### **1. BUSINESS & OPERATIONS UPDATE**

1.1 GAL provided an update on current operations and traffic levels at the airport over the last quarter. Movements overall were at 90% of pre-pandemic levels.

1.2 The airport would be serving 212 destinations by the end of 2023. All three major Chinese airlines would once more be serving Gatwick. Ethiopian Airlines, Air Mauritius and Air Algérie would shortly be commencing operations.

1.3 Air Traffic issues across Europe including a large-scale no-fly-zone due to the ongoing war in Ukraine had constrained upper-level airspace movements in this region. The NATS technical issue at the end-August caused delays and cancellations. The CAA has commissioned an independent review. Also, sickness (both short and long-term) among the NATS staff at the Gatwick ATC tower caused movements to be limited to 800 per day at the end of September.

1.4 Industrial action on the rail network was ongoing. GAL reported that the airport was becoming accustomed to the disruption, with smarter use of taxis becoming routine, and additional bus services being laid on by operators. The airport continued to work closely with Metrobus, which was introducing hydrogen buses on two Fastway routes. A Network Rail connectivity survey, looking at the demand for improved services between the airport and passengers in Kent found insufficient demand to justify the cost. It was confirmed that Gatwick Express and the Great British Railway transition team are due to present and update GATCOM at the November meeting.

1.5 [The 2023 Capital Investment Programme](#) had been published in July, setting out capital projects worth £2bn, out till 2029. This includes capital schemes to help achieve net zero by 2030, Pier 6 improvements and £10m for improvements to the North Terminal departure lounge.

1.6 The CAA published its [2022/23 accessibility report](#) in July and GAL had been rated as very good. Encouragingly, increasing numbers of passengers with mobility issues were using the airport.

#### **2. NORTHERN RUNWAY PROJECT UPDATE**

2.1 The DCO application for the Northern Runway proposals had been submitted to the Planning Inspectorate on 6 July and accepted for examination in early August. GATCOM were pleased that their request for a longer relevant representation period had been taken on board by GAL with the time period for parties to register running from 5<sup>th</sup> September through to 29<sup>th</sup> October. GAL had also prepared issues trackers for the local

authorities capturing matters raised at topic working groups. The Chair was also thankful to GAL for producing an issues tracker for GATCOM.

2.2 Work to prepare statements of common ground and principal areas of disagreement statements was underway. The Planning Inspectorate will provide a list of principal issues and publish a preliminary timetable for the DCO process following the close of the relevant representation period. The date for the preliminary meeting would be set by the Planning Inspectorate and is likely to take place at the end of the year / early next year. This would mark the start of the six-month examination period.

2.3 GATCOM's draft Relevant Representation submission had been circulated to members, and would be revised to reflect any feedback received before the special GATCOM meeting.

### **3. AIRSPACE UPDATES**

#### **Noise Action Plan (NAP)**

3.1 GAL reported that a review had been undertaken, including benchmarking against other airports' Noise Action Plans. A revised Noise Action Plan, including a number of new actions and a forecast of what noise might look like in 2028, had been submitted to DEFRA on 1 September. NaTMAG had been involved in the review with updates also being provided to GATCOM and Steering Group. The Secretary of State will make a decision in February.

#### **Noise Management Board (NMB) Review**

3.2 A survey is underway, including one-to-one interviews with NaTMAG, GATCOM and Noise Management Board (NMB) members. Feedback and recommendations will be presented to a briefing in December, to shape the future of the NMB. The work and membership of the existing NMB would continue during the transition process.

#### **Airspace Modernisation**

3.3 Stage 2 documents had been submitted to CAA in early September. Some feedback had been received, and the submission had been revised to address this, and resubmitted. It was expected approval to proceed to Stage 3 would be received in due course.

3.4 The Department for Transport and the CAA are proposing a different way of taking the programme forward, replacing multiple sponsors responsible for their own airspace projects with a programme drawing all individual projects together, taken forward by a single organisation. As a result, there was a possibility that the Gatwick airspace change to be split, with a portion of the proposed changes to the south being taken forward independently. The methodology of the change process would deliver evidence that would allow unworkable options to be discarded.

### **4. DECADE OF CHANGE**

4.1 Steering Group received a presentation from GAL, on recently published [Sustainability Roadmaps](#) to achieving net zero by 2030. Business Unit Sustainability Action Plans had been launched in parallel.

4.2 There were ten topics, each having a lead, and a theme lead for each of the three themes.

- Opportunity and Accessibility involved ambitions around workforce diversity, accessibility and opportunity and accessibility for the disabled.
- Workplace Safety aimed to deliver shifts in risk and safety management systems, to make them more business-led, and to develop health and wellbeing portals for staff.
- Local Communities involved in particular engaging in local education opportunities.
- Noise involved working with partners and communities to create the most noise efficient operation.

4.3 As part of Local Economy, GAL had partnered with a local organisation, MNAI, to identify locally based businesses for key projects & supply of goods.

## **5. NEXT GATCOM AWAYDAY**

5.1 The programme for the next GATCOM Away day, scheduled for 13 November, was noted. This would be shared with the wider membership and support officers ahead of the away day.

## **6. UKACCs RESEARCH OF ACCs**

6.1 Steering Group noted the [Secretariats report](#) detailing the UKACCs research following the DfT Information Gathering Exercise of ACCs. The UKACCs research looked for information available to the wider public about ACCs' such as contact details, membership, constitution, calendar of meetings, agenda papers and minutes of meetings. The Chair was pleased to report that GATCOM was rated as fully compliant and meets all the DfT expectations and was one of only a few ACCs to be fully compliant.

6.2 Consideration was being given to how examples of good practice could be shared with other ACCs. The Chair thanked GAL staff for their support. It was agreed that GATCOM should produce a press release to publicise the outcome.

## **7. DATE OF THE NEXT MEETING**

7.1 It was confirmed that the date of the next Steering Group meeting was Thursday 11 January 2024 at 2.00pm via MS Teams.

## **RECOMMENDATIONS**

- 1) That GATCOM note the outcomes of the UKAACs research of ACCs and Gatwick positive position and agree to produce a press release the publicise the outcome.

**TOM CROWLEY**  
**CHAIRMAN**

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# CEO REPORT FOR GATCOM

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July – October 2023

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Gatwick Airport Limited  
Stewart Wingate, CEO



**LONDON GATWICK**

POWERED BY **VINCI AIRPORTS** | **GLOBAL INFRASTRUCTURE PARTNERS**

## Airport & Operations

London Gatwick has appointed a new chair who will work with VINCI Airports, Global Infrastructure Partners and the executive team on the airport's future. **Baroness Margaret Ford of Cuninghame** will take over the role from our current chair Sir David Higgins. Baroness Ford has chaired four public companies and acted as senior director on a further four. She has chaired several privately owned businesses and government bodies, including in the infrastructure sector. Sir David will continue on the Board as a non-executive Director.

Strong demand for travel has continued in the first half of 2023, with passenger numbers up 41% compared with 2022. This is reflective of the travel industry bouncing back in peak periods but also demand still building outside of those periods. Despite a challenging operational environment, we continued to meet our high service standards in the first half of 2023, demonstrated by hitting all but one of our **Core Service Standard targets**. This has been a direct result of working alongside our airport partners to be well resourced ahead of the summer.

During the first six months of 2023, **18.5 million passengers** travelled through the airport compared to 13.1 million in 2022. Our half year results saw £423.3 million in revenue, with an EBITDA of £235.7m, up 59% on 2022.

Operationally, while air traffic movements remain below pre-pandemic levels at 86%, heavier than normal **air traffic restrictions** across large swathes of Europe impacted on time performance. We continue working closely with EUROCONTROL, NATS and our airlines to minimise disruption. European air traffic control ("ATC") strikes, en route ATC staffing issues and air space restrictions have led to some cancellations and delays. Also, the ongoing conflict in Ukraine continues to cause restrictions on the use of large volumes of airspace. We are working closely with NATS and the airlines to improve areas of performance within our control. This includes ensuring aircraft leave London Gatwick on time during the first wave of departures early in the morning and turn per schedule throughout the rest of the day.

A **NATS technical issue** made global headlines after flights across the UK were grounded by a system outage on 28<sup>th</sup> August. NATS preliminary investigation identified the root cause in a report submitted to the CAA as an issue with a flight plan processing sub-system. Over 2,000 flights across Europe were cancelled on Monday's bank holiday and into Wednesday. We initiated our Gold incident response and prioritised passenger welfare. We worked closely with our airlines to make quick decisions and give passengers as much certainty as possible.

On 25 September we implemented a temporary **limit on daily flight movements** until 1<sup>st</sup> October to prevent delays and last-minute cancellations for passengers. The decision was made alongside NATS, who run the London Gatwick air traffic control tower who were experiencing 30% of their staff being unavailable for a variety of medical reasons including COVID. Whilst this was a difficult decision, we wanted our airlines to fly reliable flight programmes to give passengers more certainty that they would not face last minute cancellations. We are working closely with NATS to build resilience in the control tower and prevent as much disruption as possible. Following further discussions with NATS and the airlines, the temporary limit on daily flight movements has been extended to 15<sup>th</sup> October as a precautionary measure and will allow NATS to work through challenges driven by sickness and staffing constraints. As the overall flight schedule has reduced with the summer season coming to an end, on many days it is expected that there will be no impact to the operation.

*The airport took proactive action to prevent ground handling industrial action this summer, ensuring flights could continue as normal.*

On 11 July 2023, we published the 2023 five-year **Capital Investment Programme** (“CIP”). This programme sets out our ambition to invest over £2 billion in facilities and services for our passengers and airline customers through to 31 March 2029 (see below).

We are pleased to be rated as ‘Very Good’ in the CAA’s latest **accessibility report**. We will continue to work closely with our airline partners and our assistance provider, Wilson James, to provide passengers with the high level of service they expect. We take accessibility extremely seriously and launched our first Accessibility Strategy earlier this year as part of our Second Decade of Change sustainability policy.

Following engagement with GATCOM, airlines and passenger representatives, Gatwick listened to feedback and proposed an extension to the **current commitments** until 31 March 2029. The proposal incorporates several important enhancements, including a lower price ceiling, enhanced core service standards and a significant increase in capital investment. The extension will benefit passengers and provide a more stable, predictable environment to assist recovery from the pandemic. Over this period, Gatwick will provide confidence to airlines and passengers by striving for outstanding service and continuing to invest in facilities.

The CAA consulted on the proposal from 6 June to 28 July 2023. Gatwick welcomes GATCOM’s consultation response which noted that the contracts and commitments style licence regime has worked well over the last 7 years and that the development of Gatwick’s commitments has been a key consideration for the Passenger Advisory Group in helping to ensure the passenger experience and perspective is fully embraced, particularly in respect of setting core service standards for passenger facing facilities. GATCOM also confirmed that it was content on the proposed extension term and the reasons for it and welcomed Gatwick’s commitment to funding all future capacity related investment through the extension period.

The CAA will now review consultation responses and consider next steps. We look forward to continuing to engage with GATCOM on economic regulation matters through the Steering Group and Passenger Advisory Group, including on the 2023 review of core service standards. They praised the quality of our data and internal auditing from October 2022 to March 2023.

Whilst **reinforced autoclaved aerated concrete (RAAC)** is being widely reported, the presence of it at the airport has been known for some time. We have a register of locations containing RAAC on the airport campus, which are closely monitored through a regular comprehensive structural inspection regime. Our most recent inspection in June 2023 did not present any concerns and we will continue to monitor on a regular basis with detailed and robust checks led by independent structural engineers. We recognise factors that may contribute to the failure of RAAC systems (water ingress, overloading, penetrations) and work to mitigate these at all times.



London Gatwick recently showed support for ex-forces colleagues by signing **the Armed Forces Covenant**. Around 5% of our workforce is made up of current or ex-forces colleagues and we are committed to giving fair support to members of the armed forces, veterans and their families whilst recognising and remembering the sacrifices they have made.

**Industrial action** on the national rail network continued to impact services to and from Gatwick through the summer. Between 1 July and 30 September there were 5 days of RMT strikes, 30 days of ASLEF action short of strike (when drivers do not undertake any voluntary overtime) and 2 ASLEF strike dates. Some action was coordinated to take place on the same or consecutive days. Although the strikes continue to impact services and timetables, the level of disruption has declined significantly as GTR have increased the level of service available. On the ASLEF strike on 1 September, GTR ran a limited, half-hourly shuttle service between London Victoria and Gatwick Airport. This was very successful, providing vital connectivity to London, particularly for passengers arriving into the UK and freeing up other transport options for passengers travelling elsewhere. GTR have confirmed they will continue to run a similar operation for future strikes.

**Network Rail's Strategic Planning Team** has spent the summer undertaking stakeholder engagement on its Kent to Gatwick Connectivity Study. The study was seeking to understand if there is a 'rail case' to reinstate direct rail services between Kent and Gatwick. Gatwick provided data and insights to support Network Rail's analysis earlier this year. The study found that there may be a rail case for an hourly direct service, though the forecast passenger numbers were not significant. Beyond Tonbridge, the strategic benefits of services from an economic, connectivity and mode shift perspective were clear, but there are significant operational challenges and costs which the study found were likely to be disproportionate. While it is unlikely that a new service will be delivered in the short-term it is positive to see a new piece of strategic analysis for this key connectivity gap and London Gatwick will continue to raise this with the rail industry and government.

London Gatwick has had a long-standing collaborative relationship with **Metrobus**, who offer airport staff discounts on their bus travel via the Gatwick Travelcard. From 19 September, airport staff are now able to apply for their Gatwick Travelcard via the Metrobus app for 1 and 4-week tickets. The simple in-app verification process means that staff will no longer have to go to the Metrobus Travel Shop at Crawley or Redhill, saving them time and effort. We have also continued to provide funding support for Metrobus services throughout 2023 from the Sustainable Transport Fund and are working with Metrobus to plan further enhancements for 2024.

**Flixbus** launched their first route from Gatwick in August 2023, serving South Wales via Heathrow, Reading and Bristol. Flixbus are a well-known coach operator in Europe and have ambitious expansion plans for the UK, with airports a key target market. Unfortunately, megabus have stopped their service to Canterbury due to low uptake. We will continue to work with operators to identify opportunities for public transport access to Kent.

## Airlines and Routes

We'll continue to see new destinations and airlines being introduced throughout the rest of 2023. We expect to reach **210 destinations** by the end of 2023, including several not previously served from London Gatwick.

**China Southern**, China's largest and one of the world's biggest airlines, has announced that it will start its first ever route from London Gatwick to the city of Zhengzhou. The airline will fly twice weekly from 12<sup>th</sup> December with its 787-8 aircraft. Zhengzhou has a population of over 10 million and is also home to the world's largest iPhone facility. Along with Air China and China Eastern, London Gatwick now has services operated by all the big three Chinese airlines.

To enable it to grow its London capacity, **Air Mauritius** will move its existing Heathrow-Mauritius service to London Gatwick from 30<sup>th</sup> October. Operating a mix of A350-900 and A330-900 aircraft. The national carrier will serve the Indian Ocean island daily.

**Ethiopian Airlines** will launch direct services to their hub in Addis Ababa on 21<sup>st</sup> November. Africa's largest airline will serve the Ethiopian capital three times weekly with its 343 seat A350-900 aircraft, providing connections to destinations across Africa.

**Air Algerie** will begin services between London Gatwick and Algiers. The airline will service the Algerian capital twice week from 29<sup>th</sup> October.

**Volotea** have announced that they will operate a twice weekly service to Strasbourg. This service will start on the 9<sup>th</sup> November and will be flown with an A320 aircraft.

## Investment & Growth

We have published a six-year [Capital Investment Programme](#) setting out significant improvements to develop and enhance airport infrastructure and facilities, while also meeting the airport's sustainability goals. The programme has been consulted on and agreed with airlines, and includes:

- Investing over £250 million to meet our commitment to become a [net zero airport by 2030](#) (for Scope 1 and 2 emissions), including replacing over 100 gas boilers
- A £120 million-plus extension to the existing Pier 6 in the North Terminal to provide eight new pier-served aircraft stands
- A £70 million programme to rehabilitate airport taxiways, with airfield resilience improved further with a new Rapid Exit Taxiway, reducing aircraft taxi times
- A new £44.2 million, 3,250 space new multi storey car park in the North Terminal, due to open in Autumn 2024
- A £10-million pound plus [redevelopment of the North Terminal departure lounge](#) due to complete in 2024

A project to automatically measure queue times at North Terminal and South Terminal Immigration went live in August. Queue times are published on screens on the arrivals routes to inform passengers of waiting times and are also published on the Airport Community App.

Work to upgrade the **North Terminal domestic arrivals route** has been completed, utilising a new, wider corridor to improve access, with new flooring and lighting along its length.

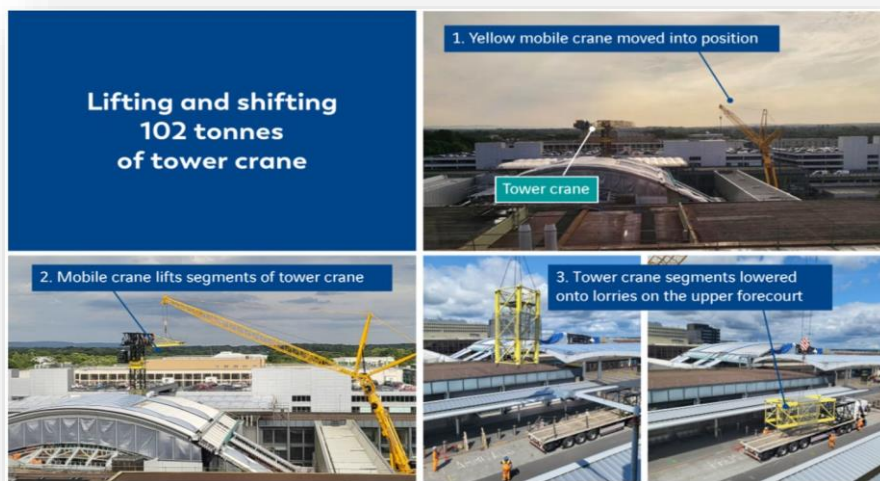
A project to replace all Gatwick's streetlights with energy efficient **LED fittings** has been completed. Over 800 lights have been changed across the campus, reducing energy consumption by 65%. Local wildlife, specifically bats and bugs, have also benefited from reduced light levels on low usage roads, adoption of shields and downlights to reduce light pollution and enhanced switch on/switch off regimes to minimise impact on nocturnal species behaviour.

Contracts have been placed for the replacement of over **6,000 terminal seats** across the campus, including the South Terminal departure lounge, Pier 1, Pier 2 and Pier 5 gaterooms, South Terminal landside, including PRM waiting areas. The first deliveries are expected in November and a phased roll-out will complete in Spring 2024.

Contracts have been let to resume work on replacing the **South Terminal check-in ceiling** in Zones J and K. Work is due to complete before next summer.

Approval has also been given to install **18 water bottle refill stations**. 8 will replace existing water fountains, and 10 new sites will be added on piers and arrivals routes.

The **Gatwick Rail Station** project has entered its final phase of construction. The project hit a major milestone with a complex effort on 18-20 July to dismantle and remove Tower Crane 1 from the construction site. The dismantle required a huge amount of collaboration between Network Rail, Costain and a host of Gatwick teams to ensure the work could be completed safely and successfully. The work required a temporary crane to be maneuvered into position, which lifted the crane piece by piece onto lorries waiting on the upper forecourt.



The final pieces were lifted through the new station building. To complete the dismantle safely, exclusion zones were required on the upper and lower forecourts, resulting in changes to operations for several bus companies, Airport Cars and the long-stay car park buses and diversions for passengers.

Despite the challenges and complexity of dismantling a crane while maintaining an operational airport and train station, disruption to airport operations and passengers were kept to a minimum.

Since then, the new station concourse has come on leaps and bounds, with the completion of the roof and final cladding of the exit to the upper forecourt. Inside, lighting and customer information screens have been installed and the flooring is complete. As of 19 September the main period of construction is complete and the project is now in its authorisation period, when the regulator undertakes a series of safety and quality assurance checks ahead of entry into service on 21 November 2023.

London Gatwick's planning application to bring the airport's existing **Northern Runway** into routine use, alongside its Main Runway, was accepted on 3 August for detailed examination by the Planning Inspectorate (PINS). The planning application - known as a Development Consent Order (DCO) - was submitted on 6 July and sets out the airport's plans to make best use of its existing infrastructure to unlock new capacity and improve airport resilience, in line with government policy. By accepting London Gatwick's application, the Planning Inspectorate – acting on behalf of the Government - has demonstrated it is satisfied that the airport's consultation was conducted properly and that the application can progress to the examination phase. A period of detailed and rigorous examination of the proposals by a panel of independent experts will follow, at a date set by the Planning Inspectorate. This process is likely to take approximately 18 months, including six months of examination, which will include written submissions and public hearings.

Ahead of the examination, the public – including residents in local communities and other stakeholders - will be able to register with the Planning Inspectorate to become an 'interested party'. This will enable them to participate and provide their views and feedback on the proposals during examination. More information on the DCO planning process and how to engage with it can be [found here](#). London Gatwick's DCO application is now available on the [Planning Inspectorate's website](#).

## Sustainability

On 22<sup>nd</sup> September we celebrated **VINCI Environment Day**. The agenda included a “bin safari” led by our Senior Commercial Operations Manager, two biodiversity walks hosted by our Biodiversity Advisor, and a presentation by our electric vehicle supplier, Tusker, on the Gatwick EV car scheme available to all Gatwick employees. We also tuned in to hear the CEO of VINCI Concessions, and VINCI's Environment and Sustainability Director, give an update on progress against the three VINCI environmental priorities: Net Zero, Circular Economy and Natural Environments.

Following endorsement at Executive Management Board, we are catalysing our **sustainability engagement programme**, making sustainability part of everyone's job. The strategy will launch with a series of roadshows in January next year.

We published the [Decade of Change Roadmaps](#) on our website in August 2023. These roadmaps add definition to our strategic goals and lay out key performance indicators for 2030, which will be included in our Decade of Change Performance Reports going forward.

Alongside the publication of the roadmaps, we launched a **digital sustainability campaign** across LinkedIn, Instagram, Facebook and YouTube to raise awareness with local residents and stakeholders. The campaign consisted of 12 films highlighting the aims of our Decade of Change. The campaign concluded with a total of 394,593 views across the videos, 1.18 million social media impressions, and 2,915 clicks onto the Gatwick website.

Increasing airport passenger and staff use of public transport is key to reducing our surface access emissions, and so we continue to invest in our public transport facilities. In addition to the redevelopment of the train station, we have contributed financially to 20 **zero emission hydrogen busses** which are now being deployed in the Crawley, Horley and Gatwick Airport area. The route this new fleet serves operates 24/7 and is vital for passengers and airport staff travelling to and from work.

We were delighted to accept an invitation for our Head of Sustainability to join the **ACI World Environment Standing Committee (WEnSC)**. Key focus areas of the WEnSC include aircraft engine emissions, air quality at airports, aircraft noise, airport decarbonisation, resource management, sustainable energy, and wildlife management.



In July a new team member joined the Gatwick biodiversity project; Barry is now our resident **Gatwick Greenspace Partnership Project Officer**. Barry has previous experience as a Countryside and Access Ranger and a Green Health Officer for Crawley. In addition to conservation and biodiversity management, he will be leading guided walks and corporate volunteering days in our biodiversity areas in the near future.

We are nearly at the completion of our **summer ecological survey program** and highlights have included a very exciting new species of moth to be recorded at the airport – the Clifden Nonpareil, aka the Blue Underwing moth. Not only is this one of the largest moth species we have ever recorded (with a wingspan of up to 12cm), it also used to be exceedingly rare, having previously become extinct in the UK during the 1960s. It has been recently re-colonising from Europe and this one may have winged its way from far overseas to reach us at Gatwick.

Gatwick's **bird ringing programme** for 2023 has already surpassed last year's total number of birds, at just over 500 individuals measured, ringed and released. Species of interest to be logged on our sites have included Willow Warbler, Meadow Pipit, Wheatear and Nightingale.

# Airspace & Noise



The Design Principle Evaluation (DPE) and the Initial Options Appraisal (IOA) have been completed and were submitted to the Civil Aviation Authority (CAA) for review at the **Future Airspace Strategy Implementation - South (FASI-S) for Gatwick (ACP-2018-60) project** Stage 2 Gateway. A CAA decision is anticipated by the end of September but at the time of writing no formal decision had been notified. If approval to progress is received the project will resume with Stage 3 planning; programme level developments will define the pace of future progress and the timeline.

The initial research for the community focused project, sponsored by GAL, on the Fair and Equitable Distribution (FED) of air traffic, is now complete. The report on engagement and framework development is being drafted for review and sign-off by London Gatwick and the CAA Airspace Modernisation Strategy Support Fund Board. The project has received a timeline extension to carry

out application testing to London Gatwick's FASI-S Stage 3 options appraisal in real time. A final report of these findings will be produced at the end of February 2024.

**The Noise Management Board (NMB) Executive Board (NEX) 9** on 12 July included a debrief and discussion on the Outcomes Workshop, topics gathered by the NMB Delivery Group (NDG) Chair for consideration in the third term, and updates on the Reduced Night Noise (RNN) trial, Landing Gear Deployment, and Low Noise Arrival Metric (LNAM) projects. A briefing on the NMB Review was given, before Noise Consultants Limited presented on the Noise Action Plan (NAP) Round 4 proposal. NEX-10 (the final meeting of the second term) is scheduled for 1 November.

The **Noise Management Board Community Forum (NCF) 11** (final of the second term) took place on 27 September. Briefings were provided on the new Departure Noise Limits scheme, which is finalised and awaiting confirmation from the CAA, and the next stages of London Gatwick's Review of the NMB's second term. Feedback interviews to inform the review are scheduled to take place in the first few weeks of October, with a final briefing on the NMB Review scheduled for December 2023 to present observations and recommendations to take into the next term. A 6-month transition period into the new term will begin in January 2024. An update was also provided on the RNN trial, which has now completed simulator validation, the trial document pack had been submitted to the CAA for approval. The date of 6 December was confirmed for London Gatwick's Airspace and Noise Annual Public Meeting.

Following consultation with GATCOM, the NMB and Noise and Track Monitoring Advisory Group (NaTMAG), Gatwick's Round 4 review of the **Noise Action Plan (NAP)** was submitted to DEFRA in accordance with the requirements at the start of September. Following submission an additional briefing session was held with DEFRA representatives that allowed for a more detailed discussion about the approach taken to develop the plan. If accepted, formal adoption of the plan is expected in February 2024.

The **Noise and Track Monitoring Advisory Group (NaTMAG)** was held on 3 August with a focus mainly on the Round 4 NAP, along with the standard updates from the Airspace Office Quarterly Report and Round 3 NAP focused actions. The primary objective of the meeting was to gather feedback from NaTMAG members on the Round 4 draft NAP itself. The feedback from NaTMAG members before and during the meeting was included in the process of the NAP review prior to submission to DEFRA.

### Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q3 2023	Q2 2023
Track keeping conformance (% on track)	85.76%	91.94%
Core Night CDO (% achievement)	87.30%	87.81%
Day/Shoulder CDO (% achievement)	88.38%	89.43%
24 Hour CDO (% achievement)	88.21%	89.22%
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 (%)	83/17	42/58

Track Keeping conformance reduced in Q3 2023 when compared to the Q2 2023 due to the dominantly westerly operations and the revised route 4 noise monitoring swathe introduced in April 2023 into our noise and track keeping system. The revised route 4 monitoring swathe conformance is lower when compared to the previous Route 4 swathe used in our NTK system. It is worth noting that this does not affect the track over the ground of the aircraft, just how we monitor violations in the NTK system.

The predominantly westerly winds brought with them a number of days of strong winds and adverse weather such as thunderstorms in the London TMA which had the effect of slightly lower CDO performance in Q3.

We had 1 1000ft infringement, which was also below 900ft. A contributing factor for this is the measurement being changed in our NTK system from 6.5km from the displaced threshold on 26L, to 6.225KM to account for the distance from the beginning the runway. This was done on the request of the CAA ERCD to measure the distance of 6.5km from the start of roll.

# Community

Social inclusion charities have received over £220k from **Vinci UK Foundation** of which Gatwick is a partner funder. Three local charities supported by Gatwick colleague sponsors have each secured grants of approximately £5,000 and include: SASH our charity partner (grant towards construction of a summer house), Crawley Open House (funding towards the purchase of a vehicle) and Crawley based dementia support charity, Forget Me Nots (purchase of defibs).



As headline sponsor of **Crawley Pride**, London Gatwick led the Parade with an impactful aeroplane balloon structure. Colleagues from across the business came together in support of our community and to celebrate the diversity, equality and vibrancy of the LGBTQ+ community in Crawley and beyond. Ahead of the event, Crawley Pride Committee and some special guests were on the South Terminal forecourt in a Pride-themed Metrobus in July.

**University graduates** joined London Gatwick in September following the relaunch of a career training programme that was put on hold during the pandemic. Seven graduates have been recruited to the programme from a pool of 1,500 and a further 12 places are to be offered to graduates for 2024. Applications for next year open this month. The five female and two male graduates will be working across seven different departments including construction, IT, HR, security, operational planning, commercial, and corporate affairs. Each of the graduates has been given a two-year contract except construction, which is a three-year placement.

More than 70,000 school children across Surrey, Sussex and Kent have benefitted from London Gatwick's **education programmes** over the last academic year, with the airport supporting pathways into the workplace. Recognising the importance of Science, Technology, Engineering and Maths (STEM) subjects, Gatwick provides an extensive package of career-related support, steered by colleagues from engineering, alongside IT, cyber security, innovation and construction teams. Throughout the past academic year, Gatwick's STEM education delivery team have led on virtual events, airport visits and in-school talks, workshops, and practical labs.

Gatwick has also developed key partnerships with organisations, including Engineering Tomorrow, Gatwick Greenspace Partnership and EVERFI from Blackbaud, creating learning opportunities to inspire the next generation of scientists, engineers, technologists, and mathematicians.

EVERFI's Endeavour schools programme, offered at no cost to schools, has allowed Gatwick to deliver a Solar Electric Vehicle workshop for year 10 students at Sackville School, East Grinstead, and a careers talk at St Wilfrid's,

Crawley for 30 mixed-aged students in their STEM club, during the summer term. Alongside leading social provider, Everfi we have delivered further career sessions at Leigh Academy, Tonbridge and Willingdon School enabling students to practise and develop core STEM skills while exploring real-world careers.

Once again, Gawick has partnered with Love Local Jobs Foundation on their **Dare to Dream programme**. Five volunteer colleagues joined the Dare to Dream team at our partner school The Gatwick School for the first day of this year's in-school mentoring programme. All of the Yr. 9 cohort attended an hour-long assembly focused on the themes of self-awareness and self-belief, after which 15 nominated mentees took part in small group workshops and 1:1 mentoring with their London Gatwick mentors.

In September our **Learn Live Careers Live broadcast** focused on the role of Construction Document Control Manager, following the journey of documents through the multiple stages of new projects and refurbishments. The broadcast generated 7,391 live views.

## Local Economy

Our programme of economic engagement continued with a wide range of local and regional stakeholders including local authorities, education partners, business membership organisations and economic partnerships. Updates were presented at the Tourism South East AGM and Conference, the Gatwick Diamond Business (gdb) AGM, and to the Burgess Hill Business Parks Association. We participated in the Invest Crawley Investor Tour, the Sussex Six campaign launch workshop, and the Project Board of the Crawley Innovation Centre. We also attended SussExport at Wilton Park, and Eastbourne Digifest. In July we also hosted the second Discover Gatwick tour for economic stakeholders, including local businesses, business membership organisations, economic partnerships and education providers.

## GATCOM

**November 2023**

**Noise Management Board (NMB) report: 14 July to 23 October**

### **PLEASE NOTE THERE IS A RECOMMENDATION TO GATCOM MEMBERS ON LAND USE PLANNING AT THE END OF THIS REPORT**

Since the last GATCOM, the NMB Community Forum (NCF) has met on 27 September, the NMB Executive Board (NEX) has not met and the NMB Delivery Group (NDG) has met on 19 July, 30 August and 18 October. The NCF has now met for the final time of this NMB term, whilst the NEX will have met for the final time by the time of GATCOM (on 1 November) and the NDG will meet on 29 November.

Key points and actions from the regular NCF and NEX meetings, once finalised after member comments, can be found at:

<https://www.gatwickairport.com/business-community/aircraft-noise-airspace/engagement/noise-management-board/key-documents/>

GATCOM members can also find a copy of the progress report attached to the GATCOM papers. In due course a final NDG progress report, which is first being made available to the NEX will also be sent to GATCOM members.

As a reminder, in line with the progress report being attached with the extra detail of projects, the NMB Co-Chairs have shortened their report to GATCOM. The Co-Chairs wish to highlight the following points:

**The NMB workplan:** The NMB's agreed workplan is mostly complete. All workplan items, bar growth and noise (which CNGs had agreed to pause until traffic levels reached pre-Covid levels) have either been achieved and passed into business as usual, been achieved and absorbed into FASI-S or other national level projects or are on their way to being achieved. The achievements of this term show the value of collaboration between communities, industry, regulators and policy makers, facilitated by the NMB.

### **Reduced Night Noise (RNN) Trial**

The RNN trial, which begins on 28 December, will measure and assess actual noise performance of arriving aircraft using **Performance Based**

**Navigation** procedures versus the existing mechanisms for the first time in the UK.

### **Planning and Noise (Land Use Planning)**

Following a fruitful discussion with the Strategic Aviation Special Interest Group (SASIG) where members welcomed the initiative and agreed with it, efforts continue to influence DfT's noise policy statement by the end of 2023 and **the wider DLHUC review of the capstone Noise Planning Policy Framework (NPPF) which is due to complete in 2024**. This could be achieved with a new Policy section on Land Use Planning, adding reference to available guidance to help planning authorities exercise the policy requirement to use Land Use Planning as a noise control measure, in compliance with the Noise Policy Statement for England (NPSE). Please see the recommendation to GATCOM members on this important issue.

### **Departure Noise Limits and Fines**

This review of this regime has now concluded and is due to be data-tested by Gatwick for 6 months, starting this quarter. The regime itself is both more effective and a first-time UK innovation, in that it has different fining regimes for different aircraft classes. The aim is for the new regime to start next year.

### **Learning from this NMB term**

The Co-Chairs have fed their views and those that they heard over the course of this term into the GAL review of the NMB. In particular, there have been suggestions around:

- Secretariat governance
- Councillor members of the NMB and the representation of different government tiers
- How Councillors can gain technical advice from experts
- The membership criteria of Community Noise Groups
- An even stronger interaction between GATCOM, NaTMaG and the NMB
- Clearer expectations around NMB work
- Regular communications on NMB work for all stakeholders
- Funding mechanisms for projects
- How industry can coordinate even better
- Lobbying by NMB Co-Chairs
- Joining up better with other NMB equivalents in the UK

**Recommendation to GATCOM members**

The NMB Co-Chairs recommend that GATCOM writes a short note to the Department for Transport, copied to the Department for Levelling Up, Communities and Housing, asking senior officials to incorporate a policy on aviation noise and land use planning in the Noise Policy Statement for England. If GATCOM members agree to this, the Co-Chairs will supply appropriate wording to the GATCOM Chair & Secretariat.

NMB Co-Chairs  
23 October 2023

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# **Gatwick Airport Noise Management Board**

## **Workplan Implementation Report**

**NEX-10**  
**1<sup>st</sup> November 2023**

# 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 <sup>1</sup>	➔
Ongoing <sup>2</sup>	↻
Paused	
Stopped/Not started	○

<sup>1</sup> In progress - An activity that is actively being progressed, and hasn't yet been implemented.

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

The following slides provide a summary of progress, key milestones, interdependencies and current timelines for each workplan activity. **Revised target milestone dates** have been presented where activities have been paused due to the COVID-19 pandemic (resulting low traffic), and where progress doesn't align with target milestone dates as presented in the NMB Workplan.



# Procedural Change

## ACTIVITY 2: LANDING GEAR DEPLOYMENT

**Overview:** The aim of this study 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																		
Month	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	
<b>Project milestones</b>																															
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; due to low traffic levels this only assessed a small number of aircraft. The results of the pilot survey informed 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.
- Further engagement with easyJet in October 2022 confirmed that their Flight Data Recorder data on landing gear deployment would require a manual flight by flight extraction process and would be subject to complex union and security protocols, so unfortunately was not practicably possible for this study.
- A workshop with industry stakeholders was held on 20<sup>th</sup> March 2023
- Latest:** A proposed optimised guidance has been approved for Gatwick's Operator Briefing Pack and should be published on 3 November. The guidance will also be submitted to AIRAC cycle 13 and should be published in the AIP on 28 December.



# Procedural Change

## ACTIVITY 4: IMPROVE DEPARTURE CONTINUOUS CLIMB

**Overview:** The aim of this study 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 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
<b>Project milestones</b>																															
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 study findings was prepared. Following further engagement through a CCO industry workshop in September 2021, which discussed the findings of the study and looked to determine how the outputs might inform FASI-S planning, it was agreed that further analysis for a large aircraft type was required. Analysis for the large aircraft type was completed in December 2021.
- Due to the requirement for further analysis in Q3/Q4 2021, the workplan target date for the final report (Q2 2021) was extended by 6 months.
- Study findings were reported to the NMB through NCF-6 on 26 Jan 2022.
- A workshop with industry stakeholders, including CAA and FASI-S options development team, was held on 5 April 2022 to determine what the results of the study mean for FASI-S options development and future airspace design. The report has been shared with the FASI-S options development team marking the closure of this activity.
- The CCO study output will contribute to the Gatwick FASI-S ACP evidence base and will be factored into the design of the vertical profile 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 airspace modernisation programme. Future FASI-S ACP progress will be captured through the FASI-S engagement activity.

## 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
<b>Project milestones</b>																															
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:

- The technical Steering Group (tSG) ToRs were adopted in July 2021 and an independent delivery partner was appointed in September and work commenced October 2021. 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 to NMB members during 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.
- 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. Future FASI-S ACP progress will be captured through the FASI-S engagement activity.



# 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
<b>Project milestones</b>																															
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							◆																								
LNAM NATS Dashboard in operational use within airlines and ANSPs – TBC																															

**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 13<sup>th</sup> 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.
- **Unchanged:** GAL has now begun monitoring the data throughout a 12–24-month shadow mode period. During this time, the LNAM monitoring group will report on data once a quarter, which will track how the metric performs in day-to-day airport operations, in terms of airline response, adaptation, and benefit.

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

# 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
<b>Project milestones</b>																															
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).
- 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 10: EXAMINE FAIR & EQUITABLE DISTRIBUTION

**Overview:** The aim of this study is to define and quantify Fair and Equitable Distribution (FED) of aircraft, in order that FED concepts may be used to inform Options 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															
	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
<b>Project milestones</b>																														
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:

- The technical Steering Group (tSG) ToRs were adopted in August 2021 and an independent delivery partner was appointed in October 2021.
- Following a series of workshops, technical steering groups and NMB briefings spanning December 2021 – January 2022, a 4<sup>th</sup> tSG meeting took place in February 2022 with the final report being presented to members at an NMB briefing and published in March 2022. The final report has been shared with the FASI-S ACP team.
- Funding from the UK CAA AMS Support Fund was confirmed in September 2022, allowing Gatwick to contract a new project team and begin a new FED project in October. The project duration will be 12 months, and within the full timeline of the project, key milestones are built in, to feed into the ongoing FASI-S process.
- The Expert Review Group (ERG) and Stakeholder Focus Group (SFG) took place in November 2022, with 4 rounds of the Community Fundamentals Workshop taking place February 2023.
- A draft interim report was produced and presented at the NCF in May 2023. The ERG and SFG had their second meetings in May to sign off progress so far following initial findings from the CFWs. A FED/FASI group now meets every 2 weeks, working towards integrating the results in to the FASI project. 8 rounds of focus groups are taking place throughout June and July.
- Latest:** Full analysis of all focus groups is now complete, and the interim report is in draft, awaiting sign-off from the CAA. An all-day workshop with the FASI-S team took place on 12 September focusing on developing the framework and testing of the application on the next stages of FASI-S following an extension granted by the CAA, to allow for the test of application to be conducted in real time aligning with the next stage of FASI-S.
- Following sign-off of the interim report, the FED team will be hosting engagement sessions with community members.

# 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 – the report of which is being drafted and will be fed back to workshop attendees in February.
- A letter was sent to the DfT setting out Gatwick’s position on stronger measures for Land Use Planning in noise-sensitive zones around the airport.
- **Latest:** Following the July briefing to the SASIG (Strategic Aviation Special Interest Group) the participants acknowledged the LUP issues raised and the associated challenges within both local and national government. Next steps are expected in Q4 2023.

# 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. The engagement process is now complete. A report of the process and stakeholder feedback on the Noise Envelope proposal has been finalised and disseminated and will be submitted along with all feedback documents received to the Planning Inspectorate as part of the DCO at the end of Q1 2023.

**GATCOM****2 November 2023****NaTMAG - SUMMARY OF ISSUES DISCUSSED****REPORT BY LEAD MEMBER FOR NOISE****1. Introduction**

1.1 The last meeting of NaTMAG took place on 3 August 2023. The unconfirmed minutes of the NaTMAG meeting are available on [GAL's website](#) with the key points being summarised in this report.

**2. Membership Update**

2.1 Victoria Chester, the substitute GATCOM representative from Reigate and Banstead, attended the meeting to observe ahead of her official nomination to NatMAG at GATCOM.

2.2 Richard Lipscomb was welcomed as the new Secretary to NaTMAG.

**3. Noise Action Plan – Progress Monitoring**

3.1 As part of GAL's progress monitoring process for tracking the delivery of the Noise Action Plan (NAP) actions (as endorsed by GATCOM in January 2021), the following NAP actions were reviewed:

*Action 39a. We will aim to reach a measure of consensus with community groups on future airport utilisation relative to noise impacts.*

GAL undertook a noise policy review and reported findings in January 2019. The COVID-19 pandemic impacted Gatwick traffic for the bulk of the NMB's second term so work in this area was paused. It had been agreed by the NEX that this would be raised when Gatwick's traffic levels returned to historical levels after the pandemic.

*Action 51. We will continue to engage with local planning authorities in order to ensure they are well informed about noise issues at Gatwick, and to provide information on the airport and its operation.*

GAL continued to engage with local planning authorities during 2022-23. For example, local authorities were provided GIS shapefiles of the Gatwick Noise Exposure Contours and were engaged on the Section 61 planning application approval for the Main Runway works to be completed during summer 2022. Engagement on the Northern Runway Project was through a series of meetings under auspices of the NMB Noise Envelope Group and a noise specific Topic Working Group in which the local authorities were involved.

**4. Noise Action Plan Round 4 Planning & Timeline of Activities**

4.1 The majority of the August meeting focussed on an update on progress and engagement on the Fourth Round of the Noise Action Plan. It was confirmed that the final draft NAP would be produced during the week of 14 August, and the deadline for submission of the final document to Defra was 1 September.

4.2 Members welcomed the presentation and provided feedback on each action. Each individual NaTMAG member was encouraged to provide any additional feedback once the draft was circulated and prior to it being submitted to Defra.

## **5. Airspace Office Quarterly Report (Q2 2023)**

5.1 The airport's flight operations performance over Q2 covering the period 1st April – 30<sup>th</sup> June 2023 was considered, and the complaints analysis reviewed. The quarterly report is available on [GAL's website](#). Members are asked to note that during Q2 2023 Gatwick Airport had an 8.44% increase in movements when compared to the same quarter in 2022, with 64,645 movements recorded. Movements increased on a month-on-month basis. As the summer season started and the build up to peak summer months.

5.2 CDO performance for all arrivals in Q2 saw an increase to 89.22%. Track keeping conformance followed a similar slightly downward trend at 91.94% compared to Q1 2023.

5.3 The Airline Noise Performance Table is detailed on page 1 of the [quarterly report](#). GAL's airline engagement programme uses this ANPT as a guide to target poorer performing airlines. Airlines listed are those with ten or more movements per week. It should be noted that Route 4 is not included in the track keeping statistics in this table but is reported elsewhere. There are thirty-three airlines qualified to be included on this quarter's table which is eight more than the previous quarter.

5.4 The Airspace Office has continued to highlight the importance of noise abatement procedures to airlines, working together where aircraft performance and compliance could be improved, monitoring and investigating possible instances of non-compliance with crews and air traffic controllers and closely monitoring the usage of movements in the sensitive night period. The Airspace Office engaged with six airlines during Q2 2023 including new and returning operators to Gatwick.

### **Noise Complaints**

5.5 There was a 117% reduction in the number of complaints recorded and a 5% reduction in the number of individual complainants during Q2 2023, when compared to Q2 2022. The majority of complaints received in Q2 were from under the arrival swathe for westerly and easterly operations which follows the same trend from Q1 2023.

## **6. DFT Updates**

6.1 424 responses were received in response to the consultation on night-time noise abatement objectives. A proposed regime is being developed and it is expected to go out for consultation in December 2023.

6.2 Consultants are looking at the results of the Aviation Night Noise Effects (ANNE) study and work is expected to start on the main objective study later this year.

## **7. Airspace Updates**

### **FASI-South**

7.1 All of stage 2B work has been complete. Stage 2 gateway will be at the end of September. Airspace Modernisation Strategy is being further developed with potential amendments to process at stage 3.

### **Route 4**

7.2 Commencement of Stage 3 has been delayed to September 2023. Stage 3 gateway will now be March 2024 with the public consultation likely to take place in mid – 2024.

**NaTMAG's key messages to GATCOM are:**

- The discussion from NCL presenting on the Round 4 NAP actions and skeleton plan was found to be very useful.

**MIKE GEORGE**

**GATCOM Lead Member for Noise**

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## GATCOM

2 November 2023

### PASSENGER ADVISORY GROUP (PAG) - REPORT FOR THE PERIOD AUGUST - NOVEMBER 2023

#### REPORT BY THE CHAIR OF THE PASSENGER ADVISORY GROUP

##### 1. INTRODUCTION AND OVERVIEW

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

1.2 PAG met on 28 September 2023 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. In addition, PAG have been involved with an independent organisation, appointed by the airport, to look at how Gatwick approaches their customer experience analysis and provision. The Chair and a few other PAG Members, representing all working groups, will contribute to this project.

1.3 Immediately prior to the PAG meeting on 28 September, members attended a familiarisation session. This included a presentation on water management and a visit to the Gatwick reservoirs and pumping stations. It was a very insightful session learning how Gatwick manage water and PAG would recommend it for a future GATCOM tour.





1.4 At the PAG meeting the election process for both Chair and Vice Chair took place, and I am pleased to say I was re-elected as Chair for a further 4 years and Claire Booth was re-elected Vice-Chair for a further 2 years.

1.5 The process to recruit up to the four vacancies on PAG is progressing. The advert went live in early October and interviews are taking place in the next few weeks. It is hoped that new recruits will be in post for the December meeting of PAG.

## **2. EXECUTIVE UPDATE AND OPERATIONAL PERFORMANCE**

2.1 GAL continues to meet the vast majority of its Core Service Standards (CSS) with 99.5% pass rate for the year to August 2023. On Time Performance has been a challenge over the summer period and GAL are working with all airlines, their ground handlers and other 3<sup>rd</sup> parties to improve their performance.

### **Response to Recent Issues**

2.2 The most significant recent issue affecting passengers has been Air Traffic Control (ATC). GAL reassured PAG that the issues both nationally and locally with NATS, the airport's ATC provider, are being addressed at the most senior level and plans are in place to improve performance. A temporary, 2 week, cap on the number of flights per day was put in place to allow airlines to plan and manage a period of short term sickness in advance and avoid last minute cancellations for passengers.

### **Special Assistance Service**

2.3 Special Assistance passenger volumes have increased with some of the new routes at Gatwick being from/to destinations with known high numbers of passengers with reduced mobility. However, as reported by the CAA, Gatwick has improved to a "very good" level of performance in this area. The contract negotiations for this service, in which PAG was involved, were put on hold during the incumbent provider's pay negotiations but it is hoped that a new contract will be signed and announced very soon.

### **Capital Investment Planning**

2.4 Gatwick railway station redevelopment is on track for completion with a ribbon cutting planned for early next year. The North Terminal IDL refurbishment has begun, and the works being undertaken can be clearly seen. Also, the capital expenditure for the Next Generation Security project has been released. PAG have expressed concern about the tight timeframe for the Next Generation Security Project. GAL acknowledge this and have

shared these concerns with the DFT and assured PAG that the project would be managed closely.

### **New Routes and Airlines**

2.5 PAG welcomed a presentation and update from Stephanie Wear, Head of Aviation Development, GAL. Stephanie explained how her team work with incumbent carriers to utilise runway slots and suggest new destinations. She confirmed that thirty-six new routes had been introduced in 2023. She also explained the support given to airlines once they come to Gatwick to help make the new routes a success.

## **3. PASSENGER ENQUIRIES AND FEEDBACK**

3.1 GAL reported eleven complaints per every 100k passengers. Airport feedback was down 13% compared to the same period in 2019. Parking feedback was up 45% compared to the same period in 2019. GAL currently has 535 open customer service cases with an average response rate of 14 days. The ATC issues have contributed to the backlog from the summer. Also, there is a damage claims backlog due to GAL's car parks operator, NCP, experiencing operational difficulties during the August national ATC issues. PAG continues to monitor the complaints data carefully via the passenger communications and car parks working groups.

3.2 PAG continue to have concerns about the cleanliness of car parks and have raised this with GAL to be actioned. PAG and GAL would encourage anyone who sees poor standards of cleanliness to report this at the airport or via the Community App to allow for reactive cleaning.

3.3 The PAG Communication Group have been involved in an audit of customer contacts to try and spot trends. They are also continuing to feed into the website review to ensure the customer journey is clear and the language being used is understandable.

3.4 It was reported that one referral is currently being considered by the PAG Communications Group since the last GATCOM meeting. The complaint is regarding signage and the clarity of options and payments for short stay pickup parking.

## **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.

**SAMANTHA WILLIAMS**  
**PAG CHAIR**

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**GATCOM****NOVEMBER 2023****APPOINTMENTS OF SUB-GROUPS AND MEMBERS TO SERVE ON OTHER GROUPS****REPORT BY SECRETARIAT****1. Introduction**

1.1 GATCOM appoints 7 members to serve on Gatwick Airport Limited's (GAL) Noise and Track Monitoring Advisory Group (NaTMAG) for a term of two years. This Group also meets in private, but its minutes are available on GAL's website.

1.2 5 appointments were made at the annual meeting of GATCOM in July 2023, leaving 2 vacancies. Since that meeting a nomination has been received in respect of Cllr Victoria Chester, substitute member for Reigate and Banstead Borough Council. GATCOM are asked to approve this as per the recommendation at the end of the report.

**2. Appointments****NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)**

2.1 GATCOM will recall that the appointing process for members to serve on NATMAG and the appointment of a Lead and Deputy Lead Member for Noise was agreed by GATCOM in April 2013. Appointments are now made for a term of two years in view of the need for continuity of representation on NATMAG and the retention of members' knowledge and technical expertise.

2.2 In appointing members, GATCOM is asked to endeavour to seek a geographical balance of representation around the airport from the nominations received where this is possible although retaining a degree of members' knowledge, understanding and interest in the issues (aircraft noise, track-keeping and airport ground noise) are of greater importance to help ensure that GATCOM's representation and input to NaTMAG is appropriate, effective and constructive.

2.3 The nominations below were approved in July 2023.

<b>NATMAG</b>	<b>Seats held x7</b>	<b>Nominations received</b>
Chair/Vice-Chair of GATCOM	X1	The Chair has indicated his wish for a local authority member to occupy his seat for the two-year term.
Environmental & Amenity Groups	X1	Ed Winter (GACC)
Local Authority	X5	Cllr Malcolm Fillmore (Rusper Parish Council) Cllr Mike George (Horley Town Council) Alan Jones (Burstow Parish Council representative) Cllr Liz Kitchen (Horsham District Council)

## Agenda Item 12

2.8 The appointment of Lead Member and Deputy Lead Member for Noise (as agreed by GATCOM in July 2017) was made following the annual meeting when the Secretariat sought nominations for the positions of both positions from those members appointed to serve on NaTMAG following the meeting via email for the Chair's endorsement. That has since been confirmed as Mike George as Lead Member and Alan Jones as Deputy Lead Member.

### **RECOMMENDED**

- (1) That GATCOM appoints Cllr Victoria Chester, substitute member for Reigate and Banstead Borough Council, to serve on Gatwick Airport Limited's NATMAG for a period of two years.

**MONIQUE SMART**  
**GATCOM Secretariat**