



## **NOTES OF THE SOLENT AIRPORT CONSULTATIVE COMMITTEE MEETING**

**Date:** 26 July 2021

**Venue:** Council Chamber – Fareham Borough Council

**Present:** **Fareham Borough Council**

Councillor Sean Woodward  
Councillor Trevor Cartwright  
Councillor Tiffany Harper  
Councillor Jim Forrest  
Councillor Stephen Dugan

Sarah Ward  
Richard Jolley

**Hampshire County Council**

Councillor Pal Hayre

**Gosport Borough Council**

Councillor John Beavis – (left during item 5)

**Aerodrome**

Heather Hall – Britten-Norman Ltd  
Paul Coppin – Solent Microlights Ltd

**Community**

Peter Turner – Hill Head Residents Association  
Rose Christopherson – Ranvilles Residents Community Group (RRCG)

**Regional and City Airports (RCA)**

Marshall Barrand, Projects Director  
Martyn Francis, Airport Manager  
Cathy Hicks, Communications and Stakeholder Liaison Officer

## **1. Welcome and Apologies**

The Chairman welcomed Members to the first in-person meeting of the Solent Airport Consultative Committee and asked those in the room to introduce themselves.

The Chairman also welcomed Members of the Daedalus Scrutiny Panel, who had been invited by the Chairman to observe the meeting.

Apologies were received from Lee-On-Solent Residents Association.

## **2. Notes of the Previous Meeting/Matters Arising**

The notes of the meeting held on 25 March 2021 were received and agreed as a correct record.

## **3. Consultative Committee Matters**

Sarah Ward, Daedalus Strategic Lead at Fareham Borough Council, explained that this was a standard item on the agenda providing Members of the Committee to discuss any matters pertaining to the Committee itself.

*Question* – How is the Membership of the Daedalus Scrutiny Panel agreed?

*Answer* – The Panel is made up from Fareham Borough Council Councillors and its Membership agreed at Annual Council. The Panel forms part of the Council's Committee Structure and is governed by the Council's Constitution.

## **4. Airport Management Matters**

Members of the RCA Management Team delivered a presentation on various Airport Management Matters:

### **a) Airport Operations**

Martyn Francis, RCA began by updating the Committee on the general Airport Operations, including; new tenants, managed hangarage, Search and Rescue, staff and training. Martyn also highlighted the work of the Technical Steering Group reviewing the circuit pattern, which has met twice since the last meeting of the Committee.

*Question* – The gliders were back recently. Is that a permanent development?

*Answer* – This is planned as an annual training event

*Question* – Do drones pose any safety concerns?

*Answer* – There were issues to start with, but now a permit is required to fly a drone within the airport's airspace and media communication has been issued to help highlight the dangers of drones to the airport they are no longer as big a problem.

*Question* – Regarding the Aerodrome Traffic Zone (ATZ) discussions with Fleetlands, hasn't it always been the case planes join the circuit from the North?

*Answer* – Yes. We are looking to introduce further joins from the North at 2000ft to improve safety.

## **b) Performance**

Marshall Barrand continued the Operator's presentation and provided an overview of the Airports performance, including budget information. He highlighted that, even with the impact of the Covid-19 pandemic, the airport was still in a positive position due to strict cost control and assistance from the Government's Furlough Scheme.

*Question* – Is all the anticipated increase in flight movements in 2022 likely to be from flight schools? Do the figures include additional rotary movements?

*Answer* – It is very difficult to say as the trend changes throughout the year. It will be a mix of corporate, general aviation, rotary and flying schools but it is hard to predict the mix.

*Question* – How much financial support for aviation users is provided by funds received by local businesses and the Fareham Borough Council?

*Answer* – None

## **c) Complaints**

Martyn Francis provided the Committee with an overview of the complaints that have been received and the complaints monitoring that is in place. The presentation explained the complaints monitoring procedure and provided data on the types of complaints that had been received over the past 12 months.

*Question* – Am I right in understanding that the airspace is Class G and that aircraft can operate anywhere as long as they are above 1000 ft? If you get a complaint, how do you assess the aircraft's height?

*Answer* – Yes. We use software packages like FlightAware to assess the aircraft's height, although we accept that these are never completely accurate. The Noise Sensitive Areas were introduced as a voluntary measure to further highlight residential areas to pilots. We understand the importance of continuing to remind pilots to be sensitive to the people who live near the airport and we are in regular contact with the flying schools on this matter. Where we identify aircraft

transgressions as a result of a complaint, we report them to the Civil Aviation Authority.

*Question* – What has the new noise contour data shown about the impact of the airport on residents?

*Answer* – It shows that the decibel levels are within the accepted tolerances for the airport.

*Question* – There is a large volume of complaints from one specific area. Are these genuine or vexatious? How many are from the same people?

*Answer* – Where a transgression is reported we do ask for the complainant's details, although they are not always provided. We can include data at future meetings which can narrow down the types of complaints in more detail.

*Question* – Would it also be possible to have a breakdown of the types of aircraft that are causing complaints? Some are always going to be louder than others and not necessarily due to them flying too low or overflight, just due to the type of craft?

*Answer* – Yes, we can also provide this data at the next meeting.

*Question* – I often have residents phoning me to complain, mostly about aircraft doing circuits and landing. I understand that feedback is provided to residents reporting incidents on request, but this is often several days later. Sometimes a faster response is required if something is affecting them at a particular time. How can residents get feedback about aircraft complaints in real time? A 48 hour response time isn't quick enough when aircraft are causing issues every 20 minutes. Can the responses be fast-tracked?

*Answer* – Emergency calls will always be referred immediately to the Control Tower. There is an 'on day' incident log and the Flight Information Service Officer (FISO) team, who have been in place since May 2020, will make contact with the pilot. Feedback is usually provided but not every caller provides contact details. We will let the complainant know if action has been taken as a result of their complaint, but we will not provide any details.

The Committee agreed that feedback and responses to complaints, where possible, is very important to ensure that residents know that they are being heard and that action, where applicable, is being taken. Marshall Barrand agreed to look again at how to provide feedback to complaints more quickly.

*Question* – How many complaints are upheld?

*Answer* – About 1% of complaints are upheld.

*Question* – Are Environmental Health able to install noise monitoring centres to help monitor the noise levels around the airport?

*Answer* – Environmental Health are not able to take any action as aircraft noise is not classed as a statutory nuisance. There is no organisation responsible for regulating aircraft noise in the UK.

The Chairman advised the Committee that it is important for residents to better understand what reasonable noise is expected from the aircraft that use the airport as this in turn should ensure that any complaints that are made are reasonable and upheld .

*Question* – Has the circuit path changed since 2019?

*Answer* – The circuit path was altered some time ago to create a different turning pattern but there has been no change since 2019. Safety is the main concern when alterations of this kind are made. The Technical Steering Group have recently been trialling slight alternations to the published circuit to try to improve the impact on residents. The current circuit is considered to be the best practice, and this is supported by the CAA. We will provide further information on the circuit to a future meeting of the committee.

*Question* – Why are Ranvilles residents not able to make complaints?

*Answer* – Ranvilles residents are able to make complaints. The RRCG as a group are also able to make complaints about individual aircraft. The RRCG are not currently able to make complaints that relate to complaints monitoring/handling. The Council has had to intervene to allow a clear distinction between complaints about aircraft and complaints about how their complaints have been handled. The Group is current restricted to communication with a specific e-mail address that is responded to with weekly updates. This arrangement has been put in place for 6 months and is due to be reviewed.

#### **d) Safety and Security**

Martyn Francis confirmed that the airport continued to operate with an excellent safety record and to monitor security in order to identify improvements as necessary.

*Question* – How secure is the airfield?

*Answer* – The site is very secure. All gates are locked and there are security patrols to ensure it is not easy to access.

#### **e) Airspace**

Martyn Francis provided an overview of the key airspace topics for the Committee. This included wildlife control, the risks of drones and laser use around the airfield.

## **5. Airport Development**

RCA's final presentation slides highlighted the impact the COVID-19 pandemic has had on the airport's development projects and provided an overview of the next steps in continuing to develop the airport.

*Question* – Is there to be new approach lighting installed at the airport and if so, where will this be located?

*Answer* – Aeronautical Ground Lighting is one of several capital investments that we would like the Council to make at the airport, and one we are keen to see progress. We anticipate a capital allocation being requested for the works in the Council's next budget round.

*Question* – Is the new lighting to allow for night flying?

*Answer* – No. The number of night flights is limited by the planning consent and this will remain the case. The proposed lighting is to assist in winter daytime darkness and in poor weather.

*Question* – What is the purpose of the new radar that has been installed on site?

*Answer* – This is a training radar facility.

## **6. Any Other Business**

It was advised that these items had been added to the agenda at the agreement of the Chairman as they were requested by members of the Committee as agenda items and could not be discussed as part of the standing agenda

### **a) Airport Consultancy**

Sarah Ward advised the Committee that consultants are in the process of finalising the reports that the Council had recently commissioned. She confirmed that these would not be public reports but that the recommendations would be advised to the Committee in due course.

### **b) Operator Contract**

Sarah Ward continued by updating the Committee on the current RCA contract for Airport Management and Operation that was extended last year by 12 months. Following receipt of the consultant's reports above, a decision will be made on this shortly and the Committee will be updated accordingly.

## **7. Date of Next Meeting**

It was confirmed that the next meeting of the Committee will take place in the Autumn/Winter of 2021.

(The meeting started at 14:30pm  
and ended at 16:27 pm)

# Solent Airport @ Daedalus Consultative Committee Meeting 26<sup>th</sup> July 2021





## Agenda Item 3

### a). Airport Operations

- New Tenants.
  - Transair – operating with us for nearly 18 months, although restricted due to pandemic.
  - AT Aviation – aircraft broker.
- Airport line painting – runway, taxiways & new hold point with pre-flight check area (IFA2).
- Managed Hangarage – demand remains high, limited spaces now available.
- Search & Rescue – operated throughout pandemic at same levels pre Covid .
- Commercial opportunities – Meetings with new tenants, Biz Forums, E-shot campaigns and introduction letters to regular users in progress.
- Appointment of staff – flight safety officer and social media champion.
- Training - Airport Fire Crew hot fire training at Bournemouth airport and additional Wildlife Management training for all Airport Operations team underway.
- New Westgate installed to enhance safety and security.

## Agenda Item 3

### a). Airport Operations

- **Technical Steering Group**
- Two meetings held since the last Consultative Meeting March 21.
- Ongoing considerations for circuit joins:
  - Non-standard overhead joins for Runway 23.
  - Use of differing Visual Reference Points (VRP) routings.
  - Fleetlands ATZ discussions.
  - Pilot Flight Apps and Aeronautical information Publication (AIP) from NATS.
- Findings and Recommendations so far:
  - Problematic with surrounding airspace and Noise Sensitive Areas (NSA).
  - Excessive / extended air travel pre-landing.
  - Proposed joins flown by resident flying schools so far deemed unsuitable.

## Agenda Item 3

### b). Performance

#### 2020/21

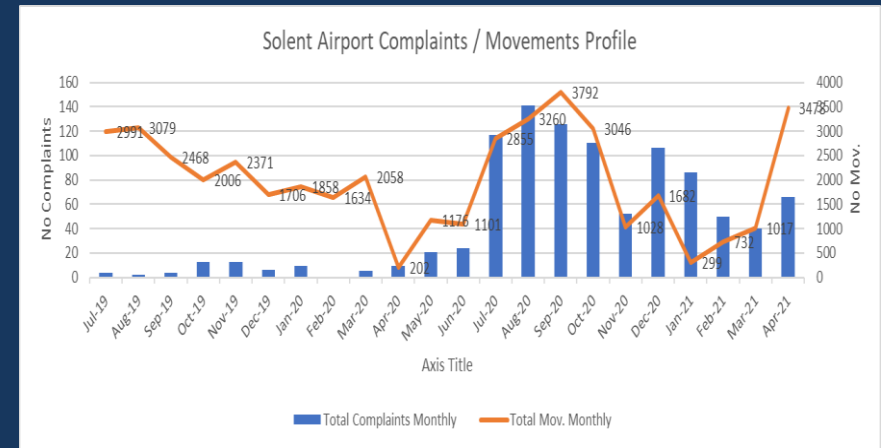
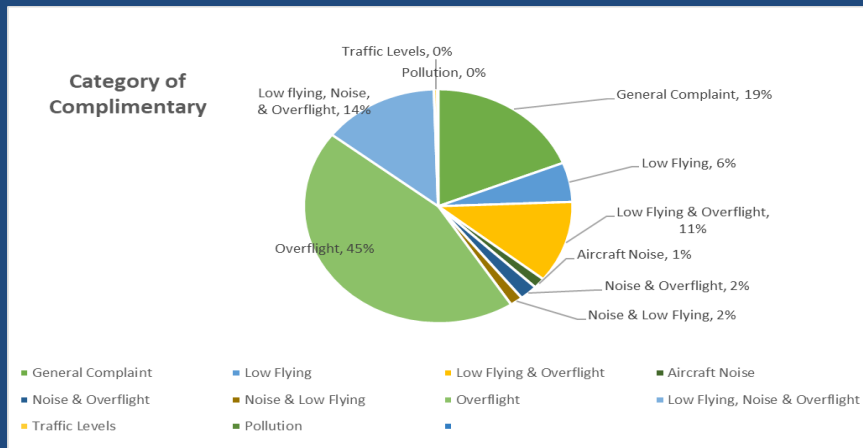
- Movements fell by 28% verses 2019/20, and 32% adverse to budget.
- Financial result was 3% better vs budget and 2% up on previous year. Strict cost control helped offset COVID 19 impact along with Government Furlough Scheme.

#### 2021/22

- Total movements (April to June), + 29% verses 2019/20, and 305% vs 2020/21.
- Movement forecast anticipated to exceed budget of 30,793 to March 2022.
- After costs and revenue the EBITDA (earnings before interest, taxes, depreciation and amortisation) adverse by 37% (£26k). Shortfall driven by mix of movements (lower recovery of corporate and rotary movements to budget).

# Agenda Item 3

## c). Complaints Monitoring to 30 April 2021

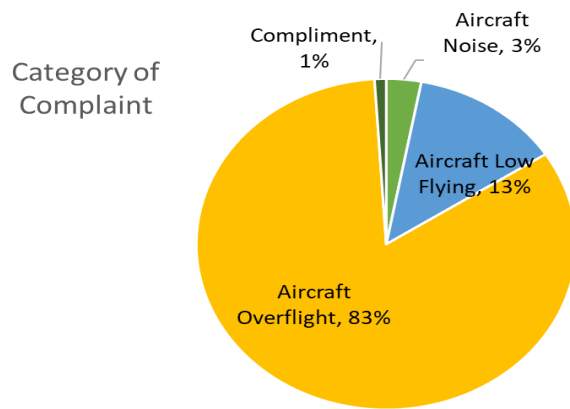


Complainant	Phone	Online Form	Emails AM	Emails Ops	Total	% Share
Ranvilles	215	256	189	237	897	91%
Other	14	5	11	19	49	5%
Not Given	36	0	0	0	36	4%
Refused	5	0	0	0	5	1%
<b>Total</b>	<b>270</b>	<b>261</b>	<b>200</b>	<b>256</b>	<b>987</b>	<b>100%</b>



# Agenda Item 3

## c). Complaints Monitoring From May 2021 (to 09/07/21)



Year / Month	AM Emails	Ops Emails	Phone Calls	Online Form	Weekly Reports	Total Mthly Complaints	Total Mov. Mthly
May-21	3	3	5	88	3	102	3251
Jun-21	1	1	5	74	5	86	3253
Jul-21	0	0	1	16	1	18	876**
<b>Total</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>178</b>	<b>9</b>	<b>206</b>	<b>7380</b>

\*\* data up to 9<sup>th</sup> July

Complainant	Phone	Online Form	Emails AM	Emails Ops	Weekly Reports	Total	% Share
Ranvilles	5	180	1	1	9	196	92%
Other	3	4	3	3	0	13	6%
Not Given	3	0	0	0	0	3	1%
Refused	0	0	0	0	0	0	0%
<b>Total</b>	<b>11</b>	<b>184</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>212</b>	<b>100%</b>



## Agenda Item 3

### c). Complaints Monitoring

- The airport uses a variety of methods to investigate and verify feedback reports. This includes the use of GPS which originates from the aircraft.
- Our newly revised process ensures that all feedback is dealt with promptly and communicated accordingly
- The confidential reporting of feedback via the online portal is also now available.
- The airport is in the process of developing the use of a “noise pack” which will assist in explaining all noise - related events originating from the airport.
- A summary of all feedback is submitted to FBC on a monthly basis.

## Agenda Item 3

### c). Complaints Monitoring

### Noise Contours Updated Report Findings

- The airport commissioned a second noise contours exercise in April 2021 with the objective of testing the noise exposure average, based on the annual planning CAP of 40,000 movements .
- The Aviation Policy Framework describes 63db as an appropriate and safe level for an airport.
- Based on current findings, Solent Airport Daedalus maximum noise exposure has been scientifically measured and confirmed to be well within the set guidelines. We can therefore say with confidence that the overall impact to the public remains negligible
- More detailed information will be provided on the website.

## Agenda Item 3

### e). Safety and Security

- The Airport continues to operate safely with no events being recorded in the last 12 month period. Safety risk categorisation is assessed as low.
- Safety exercises are planned for the summer this will include demonstrating our ability to manage a full emergency scenario to test our resilience and co-ordination with Police, Fire and Ambulance Services.
- Refresher fire fighting training for hot fire events is also planned at Bournemouth Airport.
- Compliance with regulations is high and audited regularly by the CAA.
- Government agencies continue to recognise Solent as a model General Aviation (GA) airport.



## Agenda Item 3

### e). Safety and Security

- Security enhancements have been made at the Control Tower and at Westgate.
- The introduction of ID Cards, fob and swipe controls assist in enhancing our ability to protect the airport.
- The current monitoring and screening of all crew and staff in addition to the small number of travellers through the airport is operated to standards as directed by the DfT.
- Continuous monitoring of security is in place in order to identify improvements as necessary.

#### COVID 19 Actions

- Segregated teams and departments
- Staff Lateral flow testing
- All staff have received first vaccination

## Agenda Item 3

### f). Airspace

- Wildlife control around the airport and the associated risk is a constant area of focus.
- Continued monitoring of our regime and impact assessment to ensure we keep up with safe wildlife control remains crucial.
- Drones and laser pointers pose significant threats of which the team are acutely aware.
- Operating a drone without authorisation within the airport's flight restriction zone (FRZ) is a criminal offence.
- Laser risk applies during take-off and landing. Solent risk remains low as there is no night flying other than Search and Rescue.
- There will be a requirement in future to monitor drone delivery services and associated risks.

## Agenda Item 4

### Airport Development – During Covid

- New feedback reporting tool commissioned on website, providing greater reporting capability for airport management.
- Quarterly e-newsletter – up and running with positive feedback from all readers.
- Stakeholder engagement programme underway with focus on putting the Airport at the heart of the community, along with local business forums and tenants.
- New Airport website and social media plan designed.
- New customer survey programme (Quality of Service measurement) developed for summer 2021 launch.
- New Movement database platform commissioned and is currently being “live” tested alongside the existing operating system before platforms are finally switched. Full go live 1<sup>st</sup> August.

## Agenda Item 4

# Airport Development – Next Steps

- New e-shot campaign(s) to attract wider customer base developed and running.
- Fuel self-serve capability.
- Development of “Noise Pack” to be supplied to enquirers to help explain all noise related events that originate from the airport.
- A retail offering via the control tower and website is being progressed for roll out for September 2021.
- Demand for enhanced corporate facilities continues to be explored through XLR Corporate Brand.
- Increasing the offering to airport tenants with managed hangarage capacity.
- Special “Fly-in” programmes working with specific tenants to attract visitor pilots to special events (e.g., Transair)

# Agenda Item 4

## Airport Development

Market Segments	2021								2022				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
		Corp Sales				Corp Sales Calls				Corp Sales Calls			
	Corporate Fixed Wing & Rotary (e-shots)					Corporate Fixed Wing & Rotary				Corporate Fixed Wing & Rotary			
	Regional Biz Forums & Chamber of Commerce					Biz Forums & CofC		Biz Forums & CofC		Regional Biz Forums & Chamber of Commerce			
	Air Cadet Squadrons - Eshots					Air Cadet Squadrons - Eshots				Air Cadet Squadrons - Eshots			
	Rotary Ops (Biz)					Rotary Ops (Biz)				Rotary Ops (Biz)			
	Flying Schools			Flying Schools		Flying Schools				Flying Schools			
	Medivac		Medivac		Medivac				Medivac	Medivac			Medivac
		European Airfields										European Airfields	
	GA/Flying Clubs E-shots									GA/Flying Clubs E-shots			
	Military	Military	Military			Military	Military	Military	Military	Military	Military	Military	
		Marine	Marine	Marine	Marine							Marine	Marine
	Editorial Activity												
	Airport Newsletter	Hillhead Residents	Tenants Breakfast	Airport Newsletter	Hillhead Residents	CEMAST & IC Mtg	Airport Newsletter	Hillhead Residents	Tenants Breakfast				
	Lee Residents	Café 05	Summer Events	Lee Residents	Consultative Committee		Lee Residents	RRCG	Xmas Events				
	Tenants Breakfast	RRCG			Tenants Breakfast		Tenants Breakfast						
					RRCG								
		Event Companies			Event Companies		Event Companies						

The table covers the contacts from slide 12 and 13 detailing the parallel activity the business is focused on between stimulating traffic long term whilst supporting and helping to communicate, problem solve and reassure our local communities around our plans.