

17th January 2024 @ 14:30 hours

Meeting held at Lulsgate House and virtually using Microsoft Teams

Agreed Minutes of the Meeting

Present:

David Hall, Chairman
Councillor Hilary Burn, Cleve Parish Council (HB)-person
Joachim Steinbach Parish Council Airport Association (JSt)-person
Richard Capps TUC, Bristol and South West Region (RC)
Tony Welch, Business West and Bristol Chamber and Initiative (TW)
John Savage Visit West (JS)
Neil Bromwich CBI (NB)
Carl Symonds Airlines operating from the Airport (CS)
Councillor Roger Wood, Yatton Parish Council (RW)
Councillor Catherine Gibbons- Weston Town Council (CG)
Dave Lees, Chief Executive officer, Bristol Airport

Also in attendance:

Jacqui Mills, Public Relations and Community Manager, Bristol Airport
Clare Hennessy, Planning and Sustainability Director, Bristol Airport#
Daniel Samson, Sustainability and Social Value, Bristol Airport
Matthew Sharp, Planning Manager (MS)
Harry Ellis Corporate Affairs Executive (HE)
Nicole Donnithorne, Executive assistant, Bristol Airport
Kate Chick, Futures Career Manager, Bristol Airport
Steve O'Donoghue National Air Traffic Services
Andy Wright, Disability Forum
Alicia Fox- secretary

1 member of public

TW was welcomed to the committee and gave a brief background on what he can contribute to the committee and looks forward to working with the committee.

3176. Public Participation None

3177. Andy Wright, Disability Forum

AW introduced himself to the committee. He advised they currently have 8 members on the forum and support all areas of disability including those with physical needs and autism.

They work with the CAA guidelines to ensure the needs of the passengers are met. The forum look at the airport's quality standards and the experience for the passengers who have extra access needs.

The airport went to tender for the company the airport use to offer special assistance. A new company called ABM gave a presentation, they work at Manchester, Liverpool and other airports and will take over from OCS to keep making new improvements.

Areas they will be looking at include the installation of Abby ramps and aeroplane aisle chairs. Prior to those items being provided the forum will look at how they will work, the makes and models etc.

The forum will be reviewing the training given to staff and what that looks like. Disability awareness is quite contentious, and they are looking into more detail at the quality of the training and what it should cover.

AW advised that all new infrastructure needs to be reviewed to check for wayfinding and ensuring the signage is accessible and that the facilities are the toilets suitable for all needs. When there building/changes are in a transitional period it is even more important to ensure guidance is clear.

Historically the forum has created their own name, Bristol Inclusion XXX, this will need to be changed and are considering: Bristol Airport Accessibility Forum.

JM highlighted that JP from the ACC sits on the disability forum.

DL thanked AW for the update on the good work he and the forum carry out and how important it is that all disabilities are represented.

AW highlighted that in a recent survey it showed that 1-3 percent of passengers in the UK would be classed as passengers with PRM but there would be significantly more if you included hidden disabilities or a hearing impairment.

AW left the meeting.

3178. Kate Chick, Futures Career Manager, Bristol Airport

KC joined the Airport team in November she advised what her role includes:

- Manage the Talent Team at BRS and support the business partners in their recruitment activities
- Support the Employment and Skills plan:
 1. Supporting those who experience barriers to employment.

2. Look at apprenticeships and other pathways to employment.
3. Create meaningful opportunities for work experience.

Examples of activities that have/will be taking place:

1. Met with Priory Learning Trust to talk through ways they can work together: showcasing roles at the airport using ex pupils.
2. Partnered with UWE and giving a project to some of their pupils
3. Met with several of our business partners to discuss recruitment strategies
4. Supported one of our business partners with two recruitment events

JS- are you involved with how customers are handled, what are the standards applied to customer service, do you get partners to apply the same methods?

DL- Post pandemic there are different behaviors such as more aggression from customers and shoplifting. There is not a standard practice for customer service that apply to the whole of Bristol Airport and its partners, but we do all work closely together.

JS behavior of general public can be shocking within the airport, treatment of some passengers in particularly the elderly needs improvement.

KC- a new apprenticeship scheme that they are looking at is a customer facing role on the front line which will involve a full training program. If discussions with partners show an interest, they can then share the training program with them.

RC asked if KC would give new members of staff the opportunity to learn about the unions, do you offer new members of staff this?

KC- does not fall under her remit but this will be taken away and look into this and also with the partners.

DH asked what catchment the airport look at for their future career's events? Do you cover Somerset?

KC confirmed they work closely with NSC but would want to work with all young people who are within a reasonable commutable distance. There have been conversations with schools in Somerset and visits will be taking place.

JM- The airport work with Griffiths who are doing the onsite construction, they are offering a full STEM program which cover Somerset and BANES. The airport and Griffiths are working together on an event called Women In Construction in Weston Super Mare.

The airport are sponsoring 3 apprenticeships and 4 T levels working with Griffiths on site at the airport.

DH thanked KC for attending the meeting and giving the committee an update.

KC left the meeting.

3179. Apologies for Absence

Councilor Jill Patch, Winford Parish Council (JP)

3180. Declarations of Interest for Local Authority Elected Members

None

3181. Minutes from 18th October 2023 (previously circulated)

- The minutes were agreed as a true record of the meeting.
- Matters arising from previous meetings

3182. Chief Executive Officer Report

Attached as appendix A

No questions.

HB asked with the new airbase coming in from Ryanair what will be in the fleet?

DL- Ryanair's new base will have a fleet of 5, 2-3 of which will be a Max aircraft, these are the quietest ones.

3183. Questions from members- none

DS gave an update following previous questions around the complaints process.

The airport has been working more closely with the Customer Relations team to reduce the response time to noise complaints and have responded to all complaints below the 15 working day window.

They will be able to share what the average response time has been with members by the end of next week. (Unfortunately, due to the issues we experienced with the portal in December, they were unable to get this information ahead of ACC as we are sorting the data manually).

Phone line – The airport do not plan to reinstate the phone line. The highest amount of calls received in one month was around 3-4. They have not received any complaints via post recently – all complaints have come from the portal. However, they will be keeping postal complaints as an option for those who do not wish to submit a response online.

HB are issues with the complaint's portal completely rectified now?

DS- The issues have been resolved; it is believed it was an IT error due to an upgrade in the software.

HB requested the issues are monitored as the data has not been accurate due to the problems and complaints being lost.

JS- would be nice to know whether the complaints have increased or decreased?

JM- the complaints are covered at the EEWP meeting and that data is available to ACC members.

HB advised that historically winter noise complaints are lower than the summer as people have their windows open more in the warmer months and therefore are disrupted more by the noise. There were complaints raised due to the military flights.

NB wanted to understand how many of the night flights are outside the parameters and are they allowed? Are they being exceeded?

DL confirmed that up to 10mmpa there was a limit which will be changed with 12mmpa and the data has to be submitted to NSC to show they are being compliant.

JSt- what are the military flights?

SO'D confirmed there are a mix of training flights which will change with moving to level 3 during the day. The change will lead to a reduction of the military flights during the day.

3184. Constitution agreement to pre-circulated amendments

- *When appropriate an officer from North Somerset Council with required knowledge may be invited to attend as a guest to an ACC meeting.*

JSt- opposes the motion as he believes it is for an elected NSC member to invite an officer from NSC to attend a meeting, not for the committee to invite them.

DH highlighted the motion is not to have an officer to attend as a member but only to attend on invitation when their knowledge/skills are deemed to be beneficial to the committee.

NB proposes motion, seconded by JW

10 for, 1 against- Motion carried

The structure of the ACC to remain with 4 meetings per year and the EEWP to have 4 meetings a year but these could be more flexible to ensure they are productive.

HB propose, JSt Seconded

11 for, 0 against- Motion carried

- *Circulation of the ACC pack to be 2 weeks in advance of the meeting to members and members are then permitted to submit questions 1 week in advance. Where possible the answer will be provided at the meeting unless particularly technical.*

HB proposed, NB seconded.

11 for, 0 against- Motion carried.

3185. Planning update

12mppa Planning Permission

- Material to discharge four conditions was submitted in the summer of 2022 (Ref:22/P/1863/AOC)
 - 8 – Air Quality Action Plan
 - 9 - Climate and Carbon Change Action Plan (combined to form the Emissions Climate Change Action Plan)
 - 10 – Scheme for installation of electric vehicle charging points
 - 11 – Strategy for increasing number of electric taxis

All discharged 11 th January 2024. These are the first 12mppa conditions to be formally discharged.

- We have now transitioned from the 10mppa planning permission to the 12mppa consent.

Therefore, we are now operating under the new permission and the conditions. We have not formally commenced infrastructure works yet. The first infrastructure works are likely to be later in 2024 when we start the west terminal extension.

- Condition 5 (23/P/0176/AOC) - Methodology for keeping within the 12mppa cap. We have submitted supplementary information to officers and are still waiting for an outcome on this condition.

- Further material to discharge 12mppa conditions: (23/P/1039/AOC)
 - 20 & 25 – Integrated Landscape and Biodiversity Mitigation and Management Plan
 - 23 –Biodiversity Construction Management Plan
 - 24 – Scheme of Grassland Mitigation and Translocation
 - 30 – Groundwater Monitoring Plan (23/P/0918/AOC)

Progress has been made with NSC officers on these matters, but as of yet, they haven't been formally discharged.

Update on Other applications submitted to North Somerset Council

- An application to discharge 11 conditions relating to the MSCP2/PTI was submitted on 30 August 2023. Still awaiting NCS determination.
- An application to use land known as Cogloop2 for the temporary use of 2,700 car parking spaces was submitted on 1 August 2023. The land is needed to compensate for the spaces that will be temporarily lost during the construction of MSCP2/PTI. Still awaiting NSC formal determination.
- The initial phases of Lulsgate Wood have been physically completed. The NSC ecologist is satisfied with the work so far. Grazing animals will be going on the site in the spring.

- An application to infill a small section of void space to create additional floor space was submitted on 20 November (23/P/2595/FUL) – this was approved on 11/01/24
- An application for a first floor extension beneath the roof terrace on the east terminal building was submitted in 21 December (23/P/2595/FUL) – this scheme does not increase the roof height or impact on the enclosure of the roof terrace development which was approved in August 2023 – however the intention is to build both schemes out at the same time.

Permitted Development Consultations

- A permitted development consultation for a hydrated vegetable oil storage tank was submitted on 27 September 2023. The HVO is a fossil-free diesel replacement fuel expected to result in a reduction in carbon emissions by over 90%. As part of our commitment to carbon reduction, the majority of our landside buses will be converted to HVO so we will be able to witness more immediate benefits prior to the transition of the full fleet to zero emission vehicles by 2030 (23/P/2158/AIN). Approved.
- A permitted development consultation for a new section of airside road was submitted on 4 October 2023 (23/P/2202/AIN) – The new section will help improve visibility of aircraft turning from the taxiway on the ramp. It will also create additional space south of the existing fuel facility which will allow for possible alterations in the future. Approved.
- A permitted development consultation for a new Electric Vehicle Hub submitted 26 Oct 2023. (23/P/2331/AIN) – Approved.
- A permitted development consultation for extension to the fuel farm submitted 13 Nov 2023. (23/P/2482/AIN) – Approved
- A permitted development consultation for a new aircraft stand submitted 13 Nov 2023. (23/P/2484/AIN) – Approved

Consultations and Applications to be Submitted in the Next Quarter

Due to the nature of operational development, there is the possibility of additional GPDO requests /planning applications in the next quarter.

HB- is Cogloop 2 still on time? Target was Easter, you will reach 10mmpa this year and the new multistorey will not be ready until Summer 2025 which will cause parking within the local communities. How will you be compensating local communities for the inconvenience?

MS- Cogloop 2 is aiming for completion in late May.

DL- the peak for parking at Bristol Airport is September, so we want to aim the completion prior to this date.

HB- What animals will you be putting in Lulsgate Wood?

MS- It will be cows, but still in early discussions. Plan to have a small number of cows come across to our land from the Avon and Wildlife Trust Land. We need the cows to create the manure to attract the flies which attracts the bats.

HB- believes it will take at least a year for nutritious grass to come through for the cows to feed. What does Natural England say?

MS- Natural England are supportive, we are meeting with the Avon Wildlife Trust to come up with a plan to ensure there is sufficient food and water for the cows.

HB- raised concerns that the bunds would had not yet been started for the bats.

MS confirmed they are more of a screening feature, there is already an existing hedgerow for the bugs.

HB the tree's which are felled are being replaced where?

MS- Uncle Paul's Chili Farm in Butcombe and another location currently being discussed.

JS- you have lost 1900 spaces, will the replacement be ready in time?

MS-yes the aim is for 2700 spaces to be ready for May

NB- will Cogloop 2 be surfaced or is it going to remain as grass?

MS- it will have a mesh like a surface similar to that of Cogloop1, so grass can still grow. We're likely to have a planning condition restricting use between May to October, to coincide with the Airport's busier periods.

HB Cogloop 2 should not actually be being used, what happens if mitigation for the bats does not work?

MS continuing monitoring of bat numbers, there is a planning condition that if there is a significant decrease then the airport need to take steps to address it.

REPORTS FOR INFORMATION AND QUESTIONS

3186. Statistics (report attached)

(a) Passenger

(b) Aircraft movements

(c) Flyer volumes

No questions

3187. Reports:

- Draft Minutes – Environmental Effects Working Party and Environmental Monitoring Report (on website)

Full quarter 4 statistics will be shared at the end of January.

- Bristol Airport Local Community Fund (on website)

HE gave the committee an update.

Local Community Fund meeting in December, £33,000 to local projects. 2023 was a record year- £220,000 to 62 projects in local community.

£1.6million has been given over last 11 years.

Volunteering in local community

600 hours have been spent helping out at local projects. These hours include Unlce Paul's Chilli Farm.

Weston Super Mare food bank also had Bristol Airport volunteers helping to pack up and distribute food to those who most needed it for Christmas.

School and College engagement

The airport hold insight days at the airport for Weston College

City of Bristol College- offer a range of aviation courses, and they are invited to the airport to meet other employees and discuss future roles within aviation.

Backwell CofE Junior School and Westhaven school have visits planned for this week.

JW wanted to congratulate the airport on their contributions.

- Transport Forum Minutes

No comments

3188. Items of General Interest

DH gave an update on the UKACC annual meeting which he attended at the end of 2023.

Recognition within the UKACC that there is a need to do more and build more regular relationships to create more continuity. Hopefully plans later in the year will be shared about how the UKACC will be developed.

Slot coordination- there will be a consultation launched in the new year, unlikely to be enacted until after the general election.

RC- DfT Consultation, were there any responses?

DH- No there were no responses received.

Noise policy paper will be released in the coming months.

3189. Notification of Items of Business for the Next Agenda

Hydrogen presentation will be given from James Cox, Bristol Airport

Police update from Inspector Christian Greswell

3190. Any other business which the Chairman deems to be urgent

Next meeting will be held on 18th April 2023 at 3.00pm.

Meeting closed 3.55

