

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE  
7 SEPTEMBER 2023 AT 1.30 PM**

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**MINUTES**

Present: Mr C Flack OBE – Chairman

In attendance from Birmingham Airport Company:

Simon Richards	- Chief Finance & Sustainability Officer
Andy Holding	- Corporate Responsibility Manager
Nikki Bains	- Head of Planning, Transport & Strategy
Stuart Haseley- Nejrup	- Head of Customer Experience
Jon Davies	- Energy and Carbon Manager
Sam Parkes	- Sustainability Assistant

In attendance from Solihull Metropolitan Borough Council:

Mr L Stevenson	- Representing the ACC Secretariat
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Balsall Parish Council	- Cllr K Tindall
Barston Parish Council	- Mr D Elliott
Berkswell Parish Council	- Cllr R Lloyd
Castle Bromwich Parish Council	- Cllr J Macdonald
Consumers Association	- Mr T Baker
Fordbridge Town Council	- Cllr D Cole
Hampton in Arden Society	- Mrs J Hilton
Hampton in Arden Parish Council	- Cllr D Sandells
Kingshurst Parish Council	- Cllr D Cole
North Warwickshire Area Committee of Parish Councils	- Cllr R Habgood
Passengers Representative and Vice-Chairman	- Mrs R Tyler
Solihull Metropolitan Borough Council	- Cllr D Cole
Wychwood Club	- Mr G Heaps

Apologies were received on behalf of: -

ABTA	- Mrs S Foxall
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Airport Company	- Mr N Barton
Airport Company	- Mr T Denton
Airport Company	- Mrs R George
Bickenhill & Marston Green Parish Council	- Cllr J Horton
Balsall Common Village Residents Association	- Mr R Sargeant
Birmingham City Council	- Cllr D Donaldson
Birmingham City Council	- Cllr T Huxtable
Catherine de Barnes Residents Association	- Mr D Cuthbert
Chelmsley Wood Town Council	- Cllr S Macdonald
Knowle Society	- Mrs E Baker
Sandwell Metropolitan Borough Council	- Cllr B Piper
Sheldon Residents Association	- Mr M Kennett
Tile Cross Residents Neighbourhood Forum	- Mr P Kelsey
Walsall Metropolitan Borough Council	- Cllr P Kaur
West Midlands Combined Authority	- Mr P Edwards

**1. WELCOME AND INTRODUCTIONS BY THE VICE-CHAIRMAN**

The Chairman welcomed Members of the Committee and representatives from the Airport Company. Apologies were as noted by the Secretary and the Airport Company.

**RESOLVED**

That, the Chairman's welcome and recorded apologies be noted.

**2. CHAIRMAN'S UPDATE**

The Chairman provided his regular update to the Committee on current industry issues and his role as Chairman of UKACC's. Headline issues this time included:

- Key themes coming out of the DfT as we moved into the Autumn was that Union connectivity continued to be an area of importance.
- Efforts to get the work of the Aviation Council moving forwards was underway with their quarterly working group meetings expected to cover high-level aviation and airport industry topics with the Government.
- UKACC's had recently engaged with the DfT regarding land use planning to seek improvements with the connectivity between The Department for Levelling Up, Housing and Communities and the DfT itself.
- The CAA's newly formed Sustainability Team was still at very early stages of its challenging work with finite resources available.
- The Consumer Environmental Information consultation had closed in April this year and the outcomes were expected in due course.

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- An overview of UKACC's Airports Engagement Complaints Handling Review which sought to produce an independent picture of issues across the UK.

**RESOLVED**

That, the Chairman's quarterly update be received and noted.

**3. MINUTES OF THE LAST MEETING & MATTERS ARISING**

The Minutes of the last meeting of the Committee, held on 8 June 2023, was submitted for approval.

**RESOLVED**

That, the Minutes of the last meeting be agreed as a correct record.

**4. PRE-SUBMITTED QUESTIONS FROM MEMBERS OF THE COMMITTEE & MATTERS ARISING**

The following pre-submitted questions were submitted from Members of the Committee:

Cllr R Lloyd - Berkswell Parish Council

*"I wonder whether the Airport could give a brief overview of how border control, customs, and security arrangements operate for flights that aren't the usual commercial ones - i.e. private and military operations.*

*Are the same standards applied to screening people, baggage, and cargo? I think people living on the ground have a legitimate interest in the safety of aircraft flying over them!*

*In terms of people going Airside, are the same standards of vetting and screening applied? Are there controls on flights that are declared as staying within the UK but could divert outside UK jurisdiction once airborne?*

*Presumably flights arriving from overseas are identified fairly easily for border control and customs clearance?"*

BAL Response

*"Unfortunately, we're unable to go into detail on the questions which have been posed, based upon the sensitivity of airport security processes.*

*BAL can provide reassurance that as an aerodrome, Birmingham is directed to comply with the National Aviation Security Programme (NASP). The NASP requires there be suitable security measures in place for all aviation movements operating out of the aerodrome. UK Border Force similarly have processes in place for all commercial and general aviation movements."*

Cllr S Macdonald - Chelmsley Wood Town Council

*"Cllr Macdonald described a situation where she was dropped off at the Passenger Drop Off area by taxi and was faced with a struggle to manoeuvre heavy cases to the terminal as a result of the trolley machines being out of order.*

*A question I would like to ask is why has the cost of the drop off gone up so much. Surely £3.00 for the amount of vehicles which pay, covers the maintenance of the car park. Please consider older people & disabled people when these prices are decided."*

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BAL Response

*"We are sorry that the trolley facility was out of order and for the difficulty in accessing the terminal with heavy luggage that resulted. The Premium Set Down area is not priced to cover the cost of maintenance but rather to manage demand and limit congestion in the limited space available. The Passenger Drop Off area, which provides 10 minutes parking free of charge, provides an alternative for those able to walk the five minutes to the terminal via the covered walkway. Blue badge holders can park at the Premium Set Down for 30 mins, for free, including when using taxis, by taking the vehicle registration number and Blue Badge to the NCP Customer Service Office, located in the Premium Set Down car park, where 30 free minutes will be validated."*

Rod Sargeant - Balsall Common Village Residents Association

*"At the last committee meeting a question was raised about whether the noise measuring monitors positioned 6.5km from the runway remained relevant following the runway extension. The answer from airport management was along the lines that 'as aircraft still took off from the same point on the runway, then the 6.5km noise monitor should give similar readings to those made before the runway was extended'. However, this may not be the case because:*

*With a longer runway, an airliner will take-off with less power - to save engine wear, noise reduction etc. This reduced power means the aircraft will be further down the runway at lift-off and will have a slightly reduced climb out angle - thus it may well be lower at the 6.5km point than before. I do not know what the 'trade-off' between lower power/noise/height would be against the parameters experienced before the runway extension; but it MAY account for the perception of some that the airport now generates a larger noise footprint."*

BAL Response

*"It is the Civil Aviation Authority rather than BAL which oversees the positioning of fixed noise monitors in a standard that applies to all relevant airports. This is that fixed monitors are sited in an arc as near as practicable to 6.5 km from the start of roll, with three at each runway end. Regardless of any impact of airlines choosing to reduce climb profiles then, the positioning of community noise is compliant and remains relevant, regardless of runway length.*

*It is not necessarily the case that airlines will take advantage of a longer runway to reduce their climb profile. Some airlines take advantage of the whole runway length to allow reduced power settings, others don't. Variables such as aircraft type, fuel load and weather conditions also contribute to variations in initial climb profile but by 6.5 kms we would not expect a great deal of difference, as aircraft are climbing to reach a given altitude at particular waypoints."*

Question from Complainant

*"A noise complainant had originally asked to attend ACC – they were advised that meetings are not open, but BAL agreed on this occasion to present their concerns as they related to an item which may be of wider interest.*

*A recent report by New Economics Foundation, a UK think-tank that promotes "social, economic and environmental justice" entitled "Losing Altitude - The economics of air transport in Great Britain" questioned some of assumptions on which industry forecasts of growth are based.*

*The complainant asked:*

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*My question to the airport is: in light of this recent peer-reviewed research, please could you explain firstly how you came to the economic conclusions in the master plan and how they relate to the paper's conclusions ie why are they so drastically different, and secondly, if there is doubt about the economic benefit, combined with the known risks of noise and air pollution and the declared climate emergency, how do you justify this airport expansion?"*

BAL response

*"The report argues there is "no strong evidence that an increase in UK air travel results in an increase in productivity or GDP growth." Contrary to this view, national policy in the form of the Aviation Strategy - The Future of UK Aviation (2018) states that:*

*"Airports can directly support thousands of jobs and generate economic benefits beyond the airport fence. Core and specialist aviation services, freight companies, logistics hubs and aerospace investment are often located close to airports, creating jobs in the local area."*

*Form a Birmingham Airport perspective, economic analysis carried out by Oxera, has shown its economic footprint to amount to £2.5bn. Prior to COVID 19, the airport was responsible for sustaining approximately 16,700 jobs directly and indirectly with a catalytic footprint of 34,600 jobs, for a total footprint of 51,300 jobs. In terms of GVA, its direct and indirect activity supports approximately £800m in the West Midlands with an additional £1.7bn from catalytic jobs.*

*Oxera found that the main local economic impact of Birmingham Airport is linked to the extent of catalytic employment (where firms locate around the airport because of the connectivity that it offers) which creates an additional £1.4bn in GVA and an additional 29,600 jobs in the West Midlands. Overall, in terms of net effects, Birmingham Airport generates annual GVA of approximately £1.5bn in the West Midlands area.*

*COVID-19 had significantly impacted the aviation sector and passenger throughput at Birmingham Airport had temporarily fallen. We are still recovering and are currently at 93% of our pre covid passenger numbers (August 2023). Global passenger forecasts prepared by the International Air Transport Association (IATA) show that, internationally, traffic will return to pre-pandemic levels by 2024 with recovery in the short haul market likely to be faster. Airports Council International (ACI) has made a similar projection. BAL is confident that traffic at Birmingham Airport will still reach 18 mppa by 2033. The pandemic will not fundamentally change the reasons why people want to fly.*

*The report notes that despite growth in passenger numbers between 2015 and 2019, the proportion of passengers flying for business in 2022 was half what it was in 2013.*

*BAL recognises that business travel has declined as a result of COVID-19 and as a result of businesses becoming more conscious of their carbon footprint.*

*The report also notes that the number of air transport jobs is lower today than in 2007, and that the sector has some of the lowest job and value (gross value added) creation potential in the UK. It observes that air transport real wages have seen the biggest post-financial crisis decline of any sector in the country.*

*In July 2023, Birmingham Airport employed 713 employees of which 167 were new starters who had joined the business since January 2023. At the time of writing, there are currently 68 vacancies at BAL, which is expected to increase. Furthermore, despite recruiting in a very tight labour market post-pandemic, the airport continues to attract large number of applicants and is recognised as an employer that offers an attractive range of remuneration and benefits.*

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*BAL is committed to providing employment opportunities for those within the region providing local jobs for local people. No BAL employee is paid minimum wage and salaries, when benchmarked remain competitive amongst its competitors. Despite it being a tight labour market, BAL continues to attract a number of applications for vacant posts.*

*There have been significant reports of how the aviation sector was hugely impacted by Covid 19. The COVID-19 pandemic had a serious impact on employment prospects, when 43% of BAL employees were made redundant and many others were placed on Furlough. However despite these challenges, a number of initiatives were taken to find employment for valued employees which resulted in 168 redundant employees securing work with the NHS. BAL is witnessing a number of those employees return to the sector as they recognise the financial benefits and social connection employment at the airport brings. All BAL employees have received above inflationary pay rises, bonuses and a winter payment.*

*Members may also be interested in a recent DfT publication Developing a framework for the local economic impact of airports (August 2023), which aims to provide evidence for understanding how airports contribute to local economies and which is very relevant to the complainant's question.*

*Members are invited to respond to the issues raised in both documents and in BAL's response at the next meeting."*

**RESOLVED**

That, the contents of the questions asked, and the responses given by the Airport Company, be noted.

**5. AIRPORT ACTIVITIES REPORT**

The Airport Company (Simon Richards) - presented the Airport Activities report for the period April to June 2023. The report set out quarterly updates on the following matters:

- Passenger Statistics.
- ATM's
- Aviation Development.
- Key Stakeholder Engagement.
- Complaints Statistics.
- PRM Performance.
- Customer Satisfaction.
- Social Media.
- Security Wait Times.
- Immigration Performance.
- Baggage Delivery Performance.
- Cleaning Performance.
- On-time Turnaround Performance.

**General Updates**

When introducing the report, Mr Richards drew the Committee's attention to several additional headline issues. In summary, this included:

- The Airport Company had recently announced the appointment of a new chairman; Sir Hugh Robertson in July 2023.

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- August 2023 passenger volumes had amounted the 1.3M which represented an 11% increase in comparison with last year.
- Code C Stands project would make provision for an increased number of larger aircraft by reconfiguring the existing aircraft stands located around the south terminal.
- Some operational challenges still existed, particularly around ground handling operations and newly appointed personnel. It was anticipated that those challenges would lessen as newly appointed staff gained operational experience.
- The next generation passenger security project was now well underway with significant construction activity in the terminal building in readiness for the operational deadline of June 2024.
- Industrial action had been averted in August 2023, which would have caused inevitable disruption and delays to passengers.
- The Annual Sustainability Report had recently been published. Carbon emissions were down 25%; a reduction seen during the pandemic due to fewer passenger movements and this had been maintained following the return of normal operations.
- Solar panels would shortly be installed along the noise bund at the northern end of the airfield as reported at previous meetings.
- Flight patterns that would inform the review of the Night Flying Policy were now significantly different in comparison with those seen before the pandemic. Work was ongoing to evaluate those changed patterns and the resultant noise profile of the Airport. Further information would be shared with the Committee in due course.

### **Discussion Points**

Balsall Parish Council (Cllr K Tindall) – highlighted the recent NATS technical issues on 28 August 2023, and asked if the Airport Company could give an update to illustrate how they had been affected. Additionally, Cllr Tindall highlighted the recently published Which report on the “Best and Worst UK Airports 2023” and sought comments on those findings. The Airport Company (Simon Richards) advised on the technical background to the NATS outage and explained that 39 flights from Birmingham had been affected and the knock-on effect had been felt for several days. The findings of the Which report had been disappointing and concerns were expressed at the methodology used to compile the survey. The Committee was advised that this was an annual survey of Which members which represented a very small number of people responding in relation to their experience of Birmingham Airport. The questions in the Which survey were posed in an unscientific way and not a statistically significant enough sample size. The Airport Company held their own data to evidence the findings of the survey were not a fair reflection of the passenger experience.

Consumers Association (Mr T Baker) – advised the Airport Company that he was employed by Which and offered to discuss with them the detailed background to the 2023 survey outside of the meeting. Mr Baker also gave a brief insight into the reasoning behind the methodology of the survey.

The Chairman – highlighted that the CAA, in some of their work, had faced challenges in the methodology of some reports insofar as differing airport locations and their individual infrastructure differences that meant comparing “like with like” was very difficult. Generally, airport performance overall was getting better but this was not what was being reflected. Work was ongoing within the CAA to address this.

Castle Bromwich Parish Council (Cllr J Macdonald) – highlighted a higher number of recent military flights into Birmingham Airport which had been particularly noticeable from Castle Bromwich. The Airport Company (Simon Richards) explained that Birmingham Airport was a diversionary airport for RAF Brize Norton which had recently undergone some runway

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maintenance. Some military flights had therefore landed here for a temporary period. Birmingham Airport also allowed military training flights from time to time.

North Warwickshire Area Committee of Parish Councils (Cllr R Habgood) – asked the Airport Company what they could do to strengthen their marketing strategies with tour operators. Cllr Habgood advised that he had booked a cruise and had only been given Heathrow as a choice for his departure and arrival airport despite those routes being flown from Birmingham. His tour operator had alleged that they were unaware that those flights existed for customers originating from the West Midlands. The Airport Company (Simon Richards) acknowledged the example raised and confirmed he would share this with the relevant aviation marketing team.

**RESOLVED**

That, the contents of the Airport Activities Report for the period April to June 2023, be received and noted.

**6. SUSTAINABILITY REPORT**

The Airport Company (Andy Holding) presented the Sustainability Report for the period April to June 2023. The report set out quarterly updates on the following matters:

- Sustainability Update.
- Noise Violations.
- Night Flying Policy.
- Engine Ground Running.
- Air Traffic.
- Aircraft Activity Complaints.
- Air Quality.
- Waste (Recycled).
- Energy.

In addition to the above regular updates, the Committee's attention was also drawn to the aspects of the report covering the Noise Action Plan, Web Trak, Noise Monitor Replacement Project, Night Flying Policy Timetable, and the Waste Contract Tender & Recycling Incentive Scheme.

The Airport Company (Nikki Bains) presented a number of Planning, Transport & Strategy updates on the following matters:

- The Urban Growth Company that had been established in 2016 to deliver The Hub had been subsumed by Solihull MBC.
- Changes to the alignment of the route for the automated people mover.
- The Hub 2 area of land located just south of the A45 was now being promoted by Solihull MBC rather than the UGC.
- Discussions with HS2 had also recommenced regarding the acquisition of land for the automated people mover and associated tendering processes and future operational needs of the airport.
- Solihull MBC had recently confirmed that the on-site solar panels did not require planning consent and work would commence shortly. Consent would also be sought for additional EV charging points in Car Park 6, together with a holding area for passengers as part of the Code C Stands project.
- The Surface Access Strategy had now been published.



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Passengers Representative and Vice-Chairman (Mrs R Tyler) – presented an update on the recent progress of the Health Forum which had met on 5 September 2023. Having not met for some time, Mrs Tyler advised that the Group had considered an agenda item to review the Groups future focus and priorities. Air quality and noise were the two most important topics for this Committee, acknowledging that the work programme of the Heath Forum would encompass far more topics such as employment, education, health & wellbeing, and social capital. For the next Forum meeting, Nikki Bains would be invited to discuss how the Airport's transport strategy could contribute to positive local improvements in those key topics, with the Airport Company, Solihull MBC and Birmingham City Council working in cooperation. Future meetings would take place every 3 months and would fall a few days prior to Airport Consultative Committee to allow timely reporting.

**Discussion Points**

Solihull Metropolitan Borough Council, Fordbridge Town Council and Kingshurst Parish Council (Cllr D Cole) – highlighted concerns regarding the frequency and reliability of local bus services to and from the Airport (particularly the X12 service) and asked the Airport Company for an update on their discussions with National Express West Midlands. The Airport Company (Nikki Bains) advised that they had been advised of recent timetable changes. The Airport Company could only seek to influence the return to the previous, more frequent, services and this had been raised as a concern, acknowledging that Airport employees experienced similar difficulties who relied on bus travel to get to and from work. The concerns highlighted would again be raised with National Express West Midlands.

Castle Bromwich Parish Council (Cllr J Macdonald) – echoed the principle of the above from his own community where similar experiences of bus travel was evident with some services. Again, the Airport Company (Nikki Bains) confirmed that the concerns highlighted would be raised with National Express West Midlands in an attempt to secure more reliable and timely services going forwards.

Hampton in Arden Parish Council (Cllr D Sandells) – sought further detail on the exact location of The Hub 2 and was advised that it was located just south of the A45 opposite to the Elmdon Site and adjacent to the JLR plant. The Airport Company only owned a small part of that land; the majority being own by Solihull MBC and private stakeholders. This site would be a consideration for beyond the current Airport Master Plan period.

Berkswell Parish Council (Cllr R Lloyd) – following the Health Forum update, Cllr Lloyd highlighted the use of public transport at times when passengers might feel vulnerable and drew attention to the responsibilities within the Equalities Act and the duties upon public service providers to take account of the impact of any changes on potential users. Cllr Lloyd suggested that, going forwards, there should be a transparent and documented process to apply that test to safeguard vulnerable user groups and consider any potential impact to them.

Hampton in Arden Parish Council (Cllr D Sandells) – following the Health Forum update, asked for further detail on the air quality monitoring bidding and any known plan as to what was being sought. Mrs R Tyler explained that Solihull MBC were now seeking to take over much of the air quality monitoring in the Borough directly, rather than being reliant on data from the Airport itself.

**RESOLVED**

- (i) That, the contents of the Sustainability Report for the period April to June 2023, be received and noted; and
- (ii) That, the Airport Company revisit the concerns raised regarding bus services to and from the Airport with National Express West Midlands.

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**7. CUSTOMER EXPERIENCE UPDATE – VERBAL REPORT**

The Airport Company (Stuart Haseley-Nejrup) – presented to the Committee a detailed update on the Airport’s customer experience performance. Headline points to note were:

- 72k instances of customer feedback had been received so far this year (67k last year by comparison).
- Customer satisfaction was at 59% (a 2% increase in comparison with last year).
- Work to construct the new Security Hall had posed many customer experience challenges. Despite this, positive customer feedback was very encouraging.
- Birmingham Airport was ranked 2<sup>nd</sup> nationally by the CAA as a benchmarked airport for customer experience.
- Circa 80 monitoring points across the terminal collected feedback from customers which allowed friction points to be identified and strategies put in place to improve service.
- Security throughput had seen consistent levels of service, taking account of the operational changes to the queuing lanes due to the ongoing building works in the terminal. Significant signage improvements had been undertaken.
- New investment in customer experience training was now in place, utilising external training partners.
- Landside operations and arrivals had both seen uplifts in customer satisfaction in comparison with last year; again this was pleasing given the amount of disruption due to building works in the terminal.
- Birmingham Airport was now rated as “very good” by the CAA for assisted travel performance.
- Low levels of complaints were now evident with 1.8 complaints per 10k passengers (as at July 2023).
- Future strategies included personal and connected experiences to drive forward more improvements in customer experience and make Birmingham Airport an airport of choice.
- Website improvements, a new chat-bot facility and future terminal improvements with a focus on family travel.

**Discussion Points**

Berkswell Parish Council (Cllr R Lloyd) – asked how passengers whose first language was not English interacted with the customer service systems. The Airport Company (Stuart Haseley-Nejrup) advised that, for example, 5 key languages were now visible in the security areas to give key information. This approach would be rolled out to other areas of customer service provision going forwards.

North Warwickshire Area Committee of Parish Councils (Cllr R Habgood) – sought further detail on the ability to book both car parking and flights directly through the Airport’s website. The Airport Company (Stuart Haseley-Nejrup) advised that car parking could be booked via the website and it was the intention to make that as easy and convenient to do so. It was also possible to book flights and holidays via the Airport’s website although more work could be done to unlock future potential as a one-stop-shop for all travel needs.

Balsall Parish Council (Cllr K Tindall) – welcomed the reported customer service performance to date and stated that, from personal experience, he would look forward to the future improvements in both baggage reclamation and reduced security queue times. Cllr Tindall

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also highlighted again the findings of the Which report that had been discussed earlier in the meeting and highlighted the reputational damage that could occur, unfairly, to the Airport.

Consumers Association (Mr T Baker) – sought confirmation that the construction of the new Security Hall was on target for its operational date of June 2024, and if current security queues were longer due to the building works in the terminal. The Airport Company (Stuart Haseley-Nejrup) advised that all works were on schedule and that passenger disruption was minimal, save a very small number of occasions where there had been some operational challenges.

Wychwood Club (Mr G Heaps) – asked how the Airport Company determined if a passenger experience was attributable to an airline or the Airport Company itself. The Airport Company (Stuart Haseley-Nejrup) advised that there were legal and moral differences for that responsibility. The Committee was given some working examples of how typical scenarios and complaints were resolved and, in some instances, the Airport Company resolving passenger issues directly.

**RESOLVED**

That, the contents of the update be noted.

**8. INTRODUCTION OF WEBTRAK (COMMUNITY FLIGHT TRACKING PLATFORM) – VERBAL REPORT**

The Airport Company (Sam Parkes) – presented a pre-launch preview of WebTrak, a web-based service that once launched would provide information on flights and noise levels related to aircraft using Birmingham Airport. WebTrak provided near, real-time, information on flight origin and destinations, aircraft types, altitudes and flight paths as well as noise levels. The system also provided an additional simplified way for members of the public to monitor flights and submit noise complaints. Aircraft were also color-coded to show whether they were arrivals, departures or over flights.

**Discussion Points**

Hampton in Arden Parish Council (Cllr D Sandells) – welcomed the forthcoming introduction of WebTrak and suggested that further information on noise preferential routes being added would be useful for the user. Cllr Sandells also asked if any aircraft would be excluded from tracking and was advised that all general and commercial aviation, cargo, commercial helicopter and military flights would be visible. The Airport Company was also asked if WebTrak would give information regarding significant weather conditions (rainfall information was currently included). The Committee was advised that this feature would be explored further and information added to the user guide as appropriate.

North Warwickshire Area Committee of Parish Councils (Cllr R Habgood) – also welcomed the forthcoming introduction of WebTrak and noted that it would be launched in the coming weeks once the set-up phase and the user guide had been completed. Cllr Habgood highlighted the usefulness of WebTrak in providing that level of flight detail on a community level. It was also hoped that, over time, WebTrak would contribute to fewer complaints being made given the accuracy of the flight information being publicly accessible.

**RESOLVED**

That, the contents of the update be noted.

**9. ANY OTHER BUSINESS**

There was no other business raised by the Committee on this occasion.

**RESOLVED**

That, the agenda item noted.

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**10. DATE OF NEXT MEETING**

The date of the next meeting was confirmed as follows (at 13.30hrs and would be held at Diamond House, Birmingham Airport, B26 3QJ):

- Thursday 7 December 2023 – Annual General Meeting.

**RESOLVED**

That, the date of the next meeting be agreed and noted.