

# Minutes

<b>Meeting</b>	<b>Bournemouth Airport Consultative Committee</b>		
<b>Held on</b>	Wednesday 11 <sup>th</sup> December 2019		
<b>Time</b>	1430 hrs		
<b>Venue</b>	Imperial Room, Departures Building		
<b>Attendees</b>	1.	Mr P Thorne (Chair)	Christchurch & District Chamber of Trade & Com
	2.	Clr Mrs J Jones (Deputy)	Hurn Parish
	3.	Clr A Biggs	Verwood Town Council
	4.	Mrs J Hudson	Broadstone Neighbourhood Forum
	5.	Clr T Jarvis	Bransgore & District Residents' Association / Parish Council
	6.	Mrs E Lancaster	Jumpers & St Catherine's Hill Residents Association
	7.	Clr Mrs B Manuel	West Parley Parish Council
	8.	Clr Mrs M Phipps	BCP
	9.	Clr N Penman	Hampshire County Council & New Forest Nat Park
	10.	Clr P Russell	Crowhill Residents' Association / Burley Parish Council
	11.	Mr D Skillicorn	Prestige Holidays
	12.	Ms A Warner	Dorset Chamber of Trade & Industry
	13.	Clr H Worth	Ferndown Town Council
	14.	Ms R Osborn	Secretary to Consultative Committee
<b>In Attendance</b>	<b>Bournemouth Airport Authority:</b>		
	1.	Mr T Etches	Operations Director
	2.	Mr M Twomey	Head of Technical Services
<b>Apologies</b>	1.	Clr B Goringe	Dorset Council
	2.	Clr S Rippon-Swaine	New Forest District Council
<b>Meeting dates:</b>	(All Thursdays at 1430 hrs in the Imperial Room)		
	→ 5 <sup>th</sup> March 2020		
	→ 2 <sup>nd</sup> July 2020		
	→ 12 <sup>th</sup> November 2020		

## 1. Apologies

1.1 As above

## 2. Minutes of Last Meeting

2.1 The minutes of the last meeting, held on 4<sup>th</sup> July 2019, were approved by those present.

## 3. Matters Arising / Actions

**ACTION**      **The Chair and Deputy Chair to investigate the point of contact at Christchurch Council for the Airport's Community Fund and to write to them to request that the area of eligibility be extended to outside of the Christchurch boundary, covering specific areas affected by Airport activity.** Update 7/3/2019: The Chair and Deputy Chair had made enquiries with Christchurch Planning and had also discussed the matter with the Airport, who had advised that any discussions on amendments to the 106 Agreement would need to be initiated after the new council, BCP (Bournemouth Christchurch and Poole) was formed in May and progressed by the Airport, which would support potential changes to include areas affected. Update 4/7/2019: The Airport advised that BCP had not yet advised who would be their Representatives on the Community Fund Forum, therefore, the matter was ongoing. Update 11/12/19: Update at the next meeting.      **ONGOING**

#### 4. **Introduction to Tim Etches, the new Operations Director**

- 4.1 The Chair welcomed Mr Etches to the meeting. Mr Etches introduced himself to Members and gave a briefing on current operational activity / changes implemented following his arrival to the business, together with his plans for the Team going forward. The Chair thanked Mr Etches and wished him well in his new role.

#### 5. **Airport Business Update**

- 5.1 Mr Etches gave Members a brief on business performance. Passenger forecast for this year remained at circa 800,000 compared to 690,000 last year. For year to date end October, passenger numbers stood at 605,588 compared to 534,174 last year. This represented a healthy growth on last year and was in line with expectations. As always, a close eye was being kept on costs and expenditure.
- 5.2 Ground Handling: The Ground Handling operation had been successfully integrated into the in-house structure. There had been a seamless transition for airlines.
- 5.3 XLR: The Airport's own Executive Jet Handling Service had been launched on the 1<sup>st</sup> August, creating a new, high quality operation for executive aircraft clients. The operation was currently exceeding expectations and performing well, it was a credit to efforts of the whole Team. It was handling football club flights and other private executive operations.
- 5.4 Premier Lounge: This had been delayed due to finalisation of plans. It was felt important to get the plan right from day one to provide the best offer to passengers both at the time of opening and with scope for expansion in the future in accordance with growth.
- 5.5 History Wall: The structure had been built and was now considered robust enough to cope with high winds and other bad weather. The artwork was currently with the Rigby Group for re-design / approval.
- 5.6 Car Parking: The current phase had been completed and staff parking moved to provide extra passenger parking. The Farmhouse, located near the Unit 1 offices, was currently being demolished to provide more future parking space, as required.
- 5.7 Customer Service Programme: A Customer Services Forum had been set up involving Airport staff which was proving very effective. Initially, quick-fix ideas had been suggested and acted upon, e.g. chairs reupholstering in Departures. A children's play area was also in the planning stage.
- 5.8 Airport Ambassadors: This initiative was "still live", although it had slipped on the priority list due to HR involvement with the establishment of the Ground Handling and XLR operations. This will be progressed over the next few months and the Airport was in contact with the Volunteers.
- 5.9 Roadworks: A discussion took place on the roadworks. Cllr Mrs Phipps gave a synopsis of the history of the roadworks programme over recent years for Members, highlighting Blackwater West as a particular issue, which was due to be completed 2020. The last section to be done was at Parley Cross but would not commence until the housing development plan had gone in.

#### 6. **Corporate & Social Responsibility**

##### 6.1 **Change of Environment, H&S Manager**

Mr Twomey briefed Members on the recent departure of the previous Environment, H&S Manager and advised that recruitment for a replacement had taken place and a preferred candidate identified, with a start date hopefully mid-January. Mr Twomey advised that he had picked up responsibilities for the role in the interim.

##### 6.2 **Noise**

Noise complaints January to October 2019 were reported. There had been 38 complaints this calendar year, against 436,000 aircraft movements. 7 complaints in August, 3 in September and 2 in October.

6.3 **Community Fund**

Bournemouth Airport provides £10,000 annually for the Community Fund, available to community, social, recreational and environmental groups within the ‘area of benefit’ (‘the administrative area of Christchurch Borough Council’).

The Community Fund Committee convened on Monday 9<sup>th</sup> December. A previous successful application for Christchurch Men’s Shed had been withheld as the original venue identified for the organisation was no longer available. They have been advised to submit a new application regarding the new venue identified, with details of the revised scope of the project. A new application from the Water Lily project for a café in Barrack Road was approved. There was currently circa £16k in the Fund for future grants, with the next meeting scheduled for 6<sup>th</sup> April 2020.

7. **Any Other Business**

7.1 Cllr Mrs Phipps reported that a concept design had been presented to BCP and Hurn Parish to use the quarry opposite the Airport (64 hectares) for a potential surf reef, i.e. flooding it and installing a surf-generating machine, together with building a hotel, zip wire facilities etc. From a resident point of view this was not welcomed, as there were potential safeguarding, environmental and Green Belt issues. The company were looking at 200,000 visitors per year, which was a major concern with regard to road traffic flow.

7.2 The Chair asked Mr Skillicorn whether there were any particular destinations that the public requested to which Bournemouth did not currently fly. Mr Skillicorn responded immediately that Croatia was the most requested and he suggested that TUI be encouraged to operate a service there, as there was wide appeal in this area.

7.3 Mr Skillicorn stated that statistics on the nationalities of students at the language schools would be interesting, as this could be a potential gap in the market that the airlines had not considered, and he knew that there were Croatian students studying in Bournemouth. Mr Etches thanked Mr Skillicorn for his comments, which would be forwarded to the RCA Commercial Team for investigation.

Chairman .....

Date

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