

THE NOISE & TRACK MONITORING ADVISORY GROUP (NaTMAG) 7th November 2019

IN ATTENDANCE

Lee Howes (Chair)	Gatwick Airport Ltd - Airspace & Environmental Performance Manager
Kimberley Heather	Gatwick Airport Ltd – Airspace Office and Secretary to NaTMAG
Katie Mathias	Gatwick Airport Ltd & Helios
Ian Greene	Department for Transport (DfT)
Sophie Bell	Department for Transport (DfT)
Douglas Moule	AOC
Brian Cox	Independent Technical Advisor to GATCOM
Mike George	GATCOM
Peter Barclay	GATCOM
Liz Kitchen	GATCOM
Matthew Balfour	GATCOM
Caroline Salmon	GATCOM
Leon Hibbs	Reigate and Banstead Borough Council
Sally Franks	Air Navigation Solutions (ANS)
Helyn Clack	Surrey County Council
Tim Norwood (Part)	Gatwick Airport Ltd – Director of Corporate Affairs, Planning & Sustainability
Rick Pearce (Part/Guest)	Gatwick Airport Ltd - Future Airspace Planning & Coordination
Peter Straka (Guest)	Helios

APOLOGIES

Andy Sinclair	Gatwick Airport Ltd – Head of Airspace, Strategy and Engagement
Adam Dracott	Mid Sussex District Council
Andrew Burke	NATS
Robin Clarke	NATS
Liz Lockwood	GATCOM
Alan Jones	GATCOM

MEETING SUMMARY

- The NTK Workshop held on 6 November 2019 highlighted a number of recommendations to be considered as part of a potential Phase 3 upgrade to the Noise and Track Keeping (NTK) system. These include changes to the internal classification of complaints and additional features such as XPlane¹ which provides the public with greater levels of overflight information than is currently available with WebTrak².
- 23 new 'real time' noise monitors have now been deployed into the field. The Civil Aviation Authority (CAA) have noted some anomalies with the trigger thresholds of the monitors and Gatwick has resolved this issue with the supplier to ensure comparability with the previous noise monitoring equipment.
- ANS presented an update on go-arounds over the previous year, together with an explanation of why they are necessary and what causes them. The greatest reason is due to runway occupancy and an overview of the many situations that can result in the runway being occupied was discussed. ANS are working with the airport to reduce go-arounds wherever possible and

¹ <http://xplane.bksv.com/>

² <https://webtrak.emsbk.com/lgw2>

NaTMAG requested more information on this work which will be delivered by ANS at the next meeting of NaTMAG.

- A number of issues have been brought to the attention of NaTMAG via the Secretary to GATCOM. These issues were raised to the attention of the NaTMAG Chair via the member 'pre-meet' notes. These issues include the American accented automated telephone complaints line, the use of zip codes, delay on WebTrak and not being able to submit noise complaints after a certain time period has elapsed. These issues have been considered as part of a potential Phase 3 upgrade to the NTK system. An analysis of gate data was requested for the village of Slinfold who believe that overflight has increased in recent years. The Airspace Office have agreed to provide this analysis for the February meeting.
- The changes to the END Noise Action Plan quarterly update have taken place as requested and the report is now split into four sections, thus illustrating the priority actions for implementation this year. The Airspace Office have recently met with the DfT to discuss the requirements to make changes to the AIP. This was pursuant to the review of departure noise limits that took place earlier in 2019.
- The low noise arrival procedure, which is currently in the development stages, was demonstrated via a hand-drawn diagram and an update during the meeting with a further update expected for the next meeting.
- The Noise Insulation Scheme (NIS) review is ongoing with feedback being received from 20% of the beneficiaries of the scheme who were sent a survey, which is considered a good response rate. Newer technologies are being considered as part of this review. More sustainable options may be considered for future reviews, taking into account technological advancements.
- Two Chairpersons have been recruited for the new Noise Management Board (NMB) groups, the NMB Executive Board (NEX) and the NMB Community Forum (NCF). They are due to begin their inductions in mid-November 2019 and formally introduced at the NMB Public Meeting scheduled for 3 December before commencing the new format of Board meetings in the new year.
- Both FASI-South and Route 4 are currently in Stage 2 of the airspace change process which involves developing and assessing a list of options. Engagement with identified stakeholders ahead of full consultations is already in progress and is producing good levels of engagement and feedback. As the work progresses WebTAG will be used to conduct an impact assessment of the final options on populations overflown, both new and existing.
- The new dedicated noise and airspace information portal³ was recently launched as part of Phase 2 where statistical data dashboards on community noise reports and complaints statistics can be viewed. It also gives greater transparency to the public as postcodes can be inputted and information can be tailored to a specific area. A suite of information videos have also been created.
- Helios presented the template for the new quarterly report currently provided by the Airspace Office with an aim to streamline the processes that are used to generate the report. NaTMAG members have been asked for feedback on the design and content. Once this has been successfully implemented, there will be a reported process with new and old reports running in parallel for comparison.
- The lack of reasoning for peaks in Horley overflight was discussed. The Airspace Office are monitoring and liaising with NATS on a weekly basis to improve overflight levels and to understand the reasons why aircraft are directed over the town by Air Traffic Control (ATC).
- A discussion on the ILS joining point of why there is a 1% increase in the number of joins below 8NM will be put on hold until the February meeting due to the absence of NATS. The Airspace Office has requested an update from NATS for the February 2020 meeting.
- The reasons for the two aircraft arriving below 1,698ft over the town of Lingfield was discussed to clarify why they occurred. One of the events was due to a visual approach being used due to an A380 aircraft being slow to vacate and blocking the ILS signal.

³ <https://aircraftnoise.gatwickairport.com/>

- The Airspace Office reported for Q3 that the town with the largest number of individual complainants during the quarter was Tunbridge Wells. The combination of local noise group activism and a busy summer period for air traffic movements was likely the reason for this.
- Enquiries were made as to whether the Airspace Office continue to receive abusive complaints. The Airspace Office confirmed that it receives complaints of a threatening and abusive nature and as per the Complaints Handling Policy, these are deleted from the system, or where the postal system is used, these are placed directly in the confidential waste and are not read or logged. It was discussed whether Gatwick should have a duty of care for people submitting complaints of this nature but nothing was decided.
- A summary paper of the usage of the Summer 2019 Night Jet movements was circulated to NaTMAG members and a Summer 2018 version was requested for comparison.
- A verbal briefing will be given at the next NaTMAG regarding the more uncommon factors that can affect aircraft performance (i.e. visual approaches, delays and go-arounds).

MEMBERSHIP UPDATE

- Matt Mills-Brookes and Vicki Hughes were two NaTMAG members who have recently left Gatwick. Katie Mathias was welcomed from Helios as a temporary replacement for Vicki Hughes who will oversee all the activities of the Noise Management Board on behalf of Gatwick.
- Helyn Clack was welcomed from Surrey County Council and as Vice Chair of GATCOM and Sophie Bell from the Department for Transport who were attending the meeting as observers.

GENERAL ISSUES

- Reference was made to the NTK Workshop of 6 November 2019 where the matter of complaint response times and associated backlog has become a matter for concern amongst NaTMAG members who were concerned that the Airspace Office is under resourced. The Chair advised members that in terms of complaints, the airport has started 'afresh' with the introduction of the new NTK system whereby all complaints, regardless of the status of previous correspondence in the previous NTK system, will receive a tailored and personalised response to all issues raised in their complaint. The increase in local activism and a busy summer period for aircraft traffic saw an increase in complaints for the Airspace Office. There are plans to potentially triage the process for complaints so that EMS Brüel and Kjær could handle the initial responses to complaints and more detailed analysis for complaints could be managed by the Airspace Office. An update on this will be provided next meeting and hopefully at the GATCOM Steering Group in December 2019 subject to an update being available. It was also suggested that the current key performance indicator (KPI) for complaints (currently 95%) was not achievable given the current circumstances and therefore a key message to GATCOM is to note the concern of NaTMAG regarding the backlog of complaints and the time to process them. Furthermore with external influences, complaints are expected to increase therefore the airport needs to arrange itself accordingly now to deal with this. This further raised questions about the relevancy of the complaint response KPI.
- 23 new 'real time' noise monitors have now been deployed into the field surrounding the airport and data from these is available on the Gatwick airspace and noise portal⁴. A number of legacy monitors are being redeployed to support ongoing future airspace work. The data for these monitors is being automatically updated in ANOMS and correlated with aircraft activity. Anderson Acoustics are due to create reports on the real time noise monitors in 2020. Some adjustments are required to the threshold settings of the legacy monitors as they are located some distance from Gatwick in order to ensure that they are set at the right levels to capture Gatwick aircraft only. The CAA have noted there are some inconsistencies with the thresholds of the new real time monitors when compared to the instruments they replaced. This has been rectified and the data has been reprocessed.

⁴ <https://aircraftnoise.gatwickairport.com/>

MINUTES OF THE PREVIOUS MEETING OF NaTMAG

- Page 2, bullet point 3 of the previous minutes noted an unanswered request of the DfT to undertake research into the effects of aircraft noise on human health. The Chair of NaTMAG had previously written to the DfT requested research be undertaken as this was a former END Noise Action Plan action. The DfT asked this minute be amended as it was mentioned by the DfT at the August 2018 meeting that the DfT is to liaise with ICCAN on this subject. The DfT updated NaTMAG on this topic as there is an ICCAN Corporate Strategy recommendation⁵ on noise and health research with a report due in September 2020. Separately, a CAA report, commissioned by the DfT, has recently been published on this topic under CAP1841 in September 2019⁶. NaTMAG members welcomed this but requested that mental health is also considered.

ACTION TRACKER

Action	Comments
22/2018 GAL to engage with the Public Affairs Team to assist the dissemination and sharing of information from MP's offices to NaTMAG members.	<ul style="list-style-type: none"> ▪ Closed – A paper has been provided by the Head of Community Engagement which outlines the role of the Community Engagement Team in engaging with Parish, District and County Councils. This has been shared with NaTMAG members.
28/2018 FPT to follow-up with the web team to seek publish dates for online articles.	<ul style="list-style-type: none"> ▪ Closed - The new dedicated airspace and noise information portal⁷ has been launched which gives the public access to more detailed information on airspace and noise data.
01/2019 FPT to engage with Sustainability Team and the Chief Planning Officer to highlight the issues surrounding odour complaints and air quality.	<ul style="list-style-type: none"> ▪ Open – Ricardo AEA were commissioned by Gatwick to conduct an assessment of air quality to allow mapping and measurements of odour with a report due once the research is complete. The latest update from Ricardo AEA is that they have procured two sensors for the project and they are currently evaluating their suitability. They are planning to deploy one of these sensors by the middle of November 2019 and will leave it in place for a one month period where laboratory tests will follow. A report is expected in January 2020. The second sensor is still being tested and will be soon deployed at Gatwick. An update will be provided next meeting.
03/2019 FPT to discuss the availability of noise data in the new noise website and how it could be accessed.	<ul style="list-style-type: none"> ▪ Closed – The new dedicated airspace and noise information portal³ has been launched which gives the public access to more detailed information on airspace and noise data.
05/2019 Airspace Office to add key items selected for implementation during the current year to the beginning of the END NAP quarterly report. This is then to be uploaded to the website.	<ul style="list-style-type: none"> ▪ Closed – The key items have been added to the report. This is due to be uploaded to the website.

⁵ <http://bit.ly/ICCANstrategy>

⁶ <https://publicapps.caa.co.uk/docs/33/CAP1841AircraftNoiseHealthEffectsAprSep2019.pdf>

⁷ <https://aircraftnoise.gatwickairport.com/>

Action	Comments
07/2019 Airspace Office to create a papers list and share with NaTMAG before the next meeting.	<ul style="list-style-type: none"> ▪ Closed – The papers list was shared prior to the November meeting. Agenda numbers were added to the agenda for ease of reference.
10/2019 Airspace Office to provide an update on the review of the departure noise infringement fines at the November meeting.	<ul style="list-style-type: none"> ▪ Closed – Consultants Helios were appointed to undertake a review of the noise and fining levels in place at Gatwick Airport. The final report has been completed and the outcomes of the report will be shared with the DfT and any future implementation will be subject to airline consultation.
11/2019 NATS to present on their CDO airline engagement at the next meeting.	<ul style="list-style-type: none"> ▪ Open – NATS were not present at the meeting and no information paper could be provided so this will remain open until the February meeting.
12/2019 Airspace Office to review FLOPSC dashboard to ensure outliers are detailed.	<ul style="list-style-type: none"> ▪ Closed – The FLOPSC dashboard was presented at the meeting and it was agreed to be circulated post meeting.
13/2019 ANS to give an update on go-arounds at the next meeting. Also to be added as an agenda item.	<ul style="list-style-type: none"> ▪ Open – ANS presented an update on go-around activity. It was agreed to keep this open as NaTMAG members requested more detailed information on the impact of go-arounds.
14/2019 GAL representative to Sustainable Aviation to raise item on study of the effects of aircraft noise on human health at the next Sustainable Aviation Quieter Group.	<ul style="list-style-type: none"> ▪ Open – An update will be delayed until the February meeting as there was no GAL attendance at the November Sustainable Aviation meeting.
15/2019 Airspace Office to liaise with NATS to monitor aircraft joining inside 8NM to determine any trends or causal factors.	<ul style="list-style-type: none"> ▪ Open - NATS were not present at the meeting and no information paper could be provided so this will remain open until the February meeting.
16/2019 NMB to consider adding agenda item on the Master Plan to the joint airspace and NMB Public Meeting on 3 December 2019.	<ul style="list-style-type: none"> ▪ Closed – The annual Airspace and NMB public meeting is an opportunity for Gatwick to address a wider audience and to share progress on airspace and noise issues with local communities whilst providing an opportunity for members of the public to talk to key industry stakeholders. Whilst we understand the desire to engage with the airport on its growth plans the means of engaging on this will follow in due course as part of the planning process and consultation.

MATTERS ARISING

The following section is used to discuss matters of interest raised by NaTMAG members in the pre-meeting notes or raised by Gatwick Airport.

PRE-MEETING NOTES

• GO-AROUNDS

- ANS gave an update on the current situation with go-arounds and explained what causes them to occur. ANS report to the airport daily on go-around events. Members were advised of the differences between a go-around, a discontinued approach and a baulked landing.

- The go-around data is divided to capture the main reasons but also as runway occupancy is the main cause of go-arounds, the causes of runway occupancy are also monitored separately.
- A normalised trend is observed over the summer period as there are a higher number of go-arounds, however there are a larger number of air traffic movements. A peak was noted in March 2019 (79 go-arounds) which were mainly due to unstable approaches and weather as adverse weather is more common in the winter months.
- The number of go-arounds that had been reported with unknown reasons has increased over the summer period. ANS have been working with the airport and airlines over the past six months to identify reasons for these unknown events. The callsign and time of event is noted and Gatwick's Airspace Performance Lead liaises with airlines directly to determine reasons.
- There was concern regarding the impact that go-arounds have on passengers, fuel emissions and the financial cost to airlines. This impact assessment is not currently undertaken by ANS. Airlines typically are not concerned with the costs associated with go-arounds, safety is their number one priority which is why there is a need for go-arounds.
- There was also concern amongst members that the number of go-arounds appears to be increasing as the year-to-date figure for 2019 is 0.58% of all arrivals whereas 2017 and 2018 was 0.43% and 0.49% respectively.
- Action 13/2019 will be left open for ANS to give a further update next meeting.
- Airspace modernisation was considered to be a potential solution to reducing go-arounds as it will improve the sequencing for NATS Swanwick. In addition, the new rapid exit taxiway will provide a faster exit for arriving aircraft which will reduce the number of runway occupancies.

- **CORRESPONDENCE RECEIVED VIA GATCOM**
 - It was noted that the current voice on the telephone voicemail service is unfavourable and should be replaced with a more local female accent to make it easier to understand. Post-meeting note: During quarter 3 of 2019, less than 1% of noise complaints were received via the telephone voicemail service.
 - The online complaints submission form contains zip code as opposed to postcode. It was agreed to change both of these points as part of the Phase 3 NTK upgrade.
 - Post-meeting notes on correspondence:
 - The comment regarding the different features of the XPlane⁸ system that Heathrow Airport currently utilises compared to the noise and airspace information portal⁹ in place at Gatwick will be taken on board for the potential Phase 3 NTK upgrade and was discussed at the NTK Focus Group on 6 November 2019.
 - A complaint was received by the Secretary of GATCOM via GACC from a resident who could not use WebTrak to submit retrospective complaints older than 7 days. This is a feature that Gatwick has introduced, however it may be useful to highlight this on WebTrak. The reason for this restriction is that people were submitting complaints some weeks and months after that complaints period had been reported and this was creating inconsistencies in the figures that were reported.
 - One noise complaint from the Westvale Park area in Horley was received in 2019.
 - The 25 minute time delay on the WebTrak flight tracker is essential for accurately recording track data of all aircraft. The reason for this delay was mentioned at the NTK Workshop on 6 December. As part of a potential Phase 3 NTK upgrade, this delay will be highlighted on the WebTrak flight tracker for reference.
 - There is a request for gate analysis to be undertaken in response to the complaint that overflight of Slinfold has worsened. A report from Anderson Acoustics on noise monitoring is due in 2020 once a full year of noise data has been captured, however

⁸ <http://xplane.bksv.com/>

⁹ <https://aircraftnoise.gatwickairport.com/>

the Airspace Office will include gate analysis of Slinfold for NaTMAG at the next meeting.

- **Action 17/2019:** Airspace Office to conduct gate analysis of overflight of Slinfold.

- **END NOISE ACTION PLAN**

- It was agreed to include the END Noise Action Plan as a standing agenda item.
- The Head of Airspace, Strategy and Engagement and the Airspace Technical Lead met recently with the DfT to discuss a process for changes to noise abatement procedures which are published in the Aeronautical Information Publication (AIP) to ensure that any change would be appropriately consulted on before submission for inclusion in the AIP. This was pursuant to the review of departure noise limits that took place earlier in 2019. It is hoped that the DfT will publish guidance on Noise Abatement Procedures in the coming months.
- The request to alter the layout of the END NAP has been fulfilled, the actions are now split into four sections with supporting annexes at the end of the document, along with relevant quarterly updates. Section one is the selection of action plan actions for implementation in 2019, section two is the list of action plan actions that are ongoing or cyclical in nature and section three are action plan actions that will be implemented in future years. The fourth section contains the annex.
- Action 15 regarding the adoption of a low noise arrival metric was demonstrated to NaTMAG through a hand-drawn illustration which was used to help explain how the metric would be used in practise. This activity was been delayed for a year due to CAA resourcing issues, however the final report is expected to be delivered in January 2020. The new metric will complement the Continuous Descent Operation (CDO) definition and provide a new target to reduce arrival noise. Validation of the metric using actual noise data and flight track trajectories is planned for 2020.
- The Noise Insulation Scheme (NIS) review is ongoing. Surveys were distributed to all beneficiaries of the scheme with a 20% response rate which is considered a good level of response and an equal spread of areas to the east and west of the airport. Further to this, some individuals were contacted via telephone for feedback and face-to-face meetings were also arranged following the initial survey. A report on the outcomes is expected late 2019/early 2020 and will be shared with NaTMAG.
- Future technologies were also considered as part of the NIS review, making insulation less intrusive, for example mechanical ventilation. More sustainable options such as solar glass will also be considered in the future.
- Action 57 refers to the support to the Noise Management Board (NMB). The NMB is currently in a stage of transition with two chairs being recruited for the two new NMB Boards; the NMB Executive Board (NEX) and the NMB Community Forum (NCF). The induction for both chairs is planned for mid-November 2019 with a formal introduction scheduled for the NMB Public Meeting on 3 December before the Boards commence in early 2020.

AIRSPACE UPDATE - FASI-S AND ROUTE 4

- Future Airspace Implementation – South or FASI-S is Government sponsored airspace modernisation covering the south of England, a complementary FASI-North has also been initiated. The foundations of UK airspace were laid in the 1950s since which small modifications and adaptations have been introduced ultimately creating the complex and sub-optimal airspace design in existence today. Working with other airports for airspace below 7,000ft and NATS for airspace above 7,000ft the aim is to modernise the current airspace structure.
- The CAP1616, the CAA's airspace change guidance document, sets out the various stages of the airspace change process which all airports (or airspace change sponsors) must follow. The Airspace Change Organising Group (ACOG) has been established to coordinate the FASI-S program on behalf of the Government and CAA.

- There are parallel European programs for the development of the European networks. Eurocontrol has a Program which is scheduled to implement Free Route Airspace across Europe above 30,000ft by 2022 to increase the efficiency of European airspace.
- It was noted that Shoreham Airport and Redhill Aerodrome were not part of the FASI-S program. The extent of airport involvement was at the discretion of DfT/CAA. However, Gatwick has begun engagement with Redhill Aerodrome.
- FASI-S will be used to enable Heathrow Airport expansion.
- FASI-S is currently in Stage 2 of the process to develop and assess a list of options. The use of WebTAG will ensure that a full impact assessment of those currently affected and potentially newly affected by aircraft noise are captured.
- Public consultation expected in 2021. These are currently the earliest possible timescales for these stages planned by ACOG, however timings are under review.
- A prioritised list of outcomes have been put forward from Stage 1 which have been defined as beneficial to all stakeholders. FASI-S will consider fleet changes.
- There was a question about the term 'improved conservation of tranquillity' in the FASI-S presentation. The ambition was to increase, where possible, to altitude of aircraft overflying AONBs and National Parks; it would not be possible to avoid these areas entirely. Future designs would take into consideration aviation policy as outlined in the Air Navigation Guidance.
- Night flights are not included as a separate component within airspace modernisation, however Gatwick, Heathrow, Luton and Stansted Airport's night quotas will continue to be regulated by the DfT and revised every five years.
- It is anticipated that many departing aircraft will be able to achieve 7,000ft more quickly through airspace modernisation. The options considered will have to meet certain objectives and a safety assessment before they can be put forward.
- The Route 4 airspace change is now in Stage 2 of the change process which aims to develop design options; in support of this there has been engagement with parish councils and community noise groups in a recent workshops and a second workshop is scheduled for 21 October 2019.
- The question was raised why Gatwick has initiated an airspace change of Route 4 when the planned airspace change process for FASI-S occurs approximately two years later and this would be a more logical means of introducing the change. The CAA had been successfully legally challenged, via a Judicial Review on its Route 4 2012 airspace change decision, and as a result, Gatwick had agreed to undertake an entirely new airspace change.

NTK WORKSHOP UPDATE

- The recently launched airspace and noise information portal¹⁰ contains detailed information regarding all aspects of airspace and noise with videos, statistical data dashboards and also interactive maps. There is an option to add a postcode location to personalise the data available to a specific area.
- The NTK Workshop on 6 November 2019 identified some key areas for Phase 3 NTK developments. These include replacing zip code with postcode on the complaint submission forms, improvements to the complaint tools on the complaint dashboard and the potential for Gatwick to adopt XPlane¹¹ which is software used by Heathrow Airport to give the public greater visibility of what aircraft activity affects certain postcode areas. A paper on the outcomes of the workshop will be published by the Airspace Office in readiness for the GATCOM Steering Group on 19 December 2019. This will also be shared with NaTMAG.
- A demonstration of the London Air website¹² was presented. This site allows users to select and download data on air quality across London boroughs for the benefit of academic and local authorities' research but is also available to the general public. It was suggested that the noise and airspace information portal⁹ could adopt a similar tool.

¹⁰ <https://aircraftnoise.gatwickairport.com/>

¹¹ <http://xplane.bksv.com/>

¹² <https://www.londonair.org.uk/>

AIRSPACE OFFICE REPORTING

- Helios have been contracted to review the various reports that are produced by the Airspace Office on a daily, weekly, monthly, quarterly and annual basis in order to streamline these processes and reduce the time taken to produce the reports.
- A database of all Airspace Office reports and data sources was collected (e.g. ANOMS, IDAHO and ANS etc.). An initial development was complete and a template of the new style quarterly report was circulated post-meeting. Feedback was requested from NaTMAG members on the style, layout and content. The supporting text that is currently omitted will be added at a later date.
- A phase of testing and checking the data is in progress. The Q4 report will be produced in parallel to the Airspace Office quarterly report to ensure that the data matches and that the same processes are being used.
- Following NaTMAG members input, feedback will be collected from various stakeholders and to obtain any additional supporting material from the Airspace Office.
- Once the Airspace Office reporting has been successfully implemented, other reporting such as complaints and the night quota reporting can be streamlined. This will allow the Airspace Office team to focus their attention on analysis and engagement and also manage noise complaints.
- Some initial feedback discussed at the meeting was that go-arounds must have the causal factors listed more clearly. The current Airspace Office reporting contains extracts from the AIP which are not included in the new template, it was suggested that links could be added in the document to the AIP with the correct references. A section at the beginning of the document could be useful to set out the purpose of the document. A section on unusual tracks is currently missing from the document and NaTMAG requested to include this.
- NaTMAG members were requested to provide feedback to Helios by 15 November 2019.

ADDITIONAL UPDATES

- Regarding the Horley overflight weekly data, there was concern about the lack of reasoning for some weeks with higher levels of overflight compared with other weeks. Where there has been a long period of time with a majority of easterly operations, the number of aircraft using 26LAM/Route 4 is fewer and therefore this will increase the overall overflight percentage. The Airspace Office are monitoring this and liaising with NATS on a weekly basis to capture all reasoning behind peaks in overflight.

ANY OTHER BUSINESS

- Action 15/2019 regarding liaising with NATS on the ILS joining point data will be put on hold until the February meeting due to the lack of attendance of NATS at the meeting and no paper presented in their absence. There was concern that there has been an increase in the number of joins below 8NM (around 1%) particularly during easterly operations.
- Page 19 of the Airspace Office quarterly report highlighted two incidences of Lingfield overflight below 1,698ft (above aerodrome level). Clarification of these events was requested and the Airspace Office confirmed that the Norwegian aircraft event was caused by an aircraft conducting a wider turn than usual due to airspace congestion and therefore failing to intercept the ILS localiser leading to a lower descent than expected. The Air Arabia Maroc aircraft event was caused by a visual approach being issued by ATC due to disruption to the ILS localiser from a previous departing Emirates Airbus A380. Further queries as to the frequency of visual approaches were raised during the meeting so this will be added as an agenda item for the AOC to present at the next meeting. It was suggested that representatives from British Airways and Norwegian Airlines may also support the presentation and they will be invited to attend.
- **Action 18/2019:** AOC to present with other airlines on the use of visual approaches for arriving aircraft at the February meeting.
- Page 27 of the Airspace Office quarterly report illustrates a graph of the number of individual complainants by town and village. A query was raised as to why Tunbridge Wells had the greatest number of individual complainants for the quarter. The combination of local activism and an increase in air traffic movements over the busy summer period is likely the reason for this increase.

There is a proposal to increase the types of complaints reporting by highlighting the types of complaint by geographical location (e.g. under the stack, under an NPR etc.). The numbers of new complainants are also of interest to NaTMAG members as the Airspace Office receive large quantities of complaints, however a large majority of them are from 'frequent' complainants. Phase 2 of the NTK system upgrade has included a new function on the noise complaints submission form to allow complainants to set up and login to a personal profile which saves their personal details and allows them to submit as many complaints as they wish. It is noted by the Airspace Office that there is a level of circumventing the system whereby some complainants create multiple ID's or alter their details so that the system recognises them as a new complainant each time they submit a complaint. The Airspace Office merges these complainants to ensure a clean data set, however this is very time consuming and adds to the response times. As per the complaints handling policy, if there is no further information that can be provided and it has been escalated to Senior Management level then we will not engage with certain complainants after informing them by email.

- There was concern amongst NaTMAG members that airports should have a duty of care for certain individuals who submit complaints containing threats to harm themselves or others. The Airspace Office receives complaints of these types but the Complaints Handling Policy states that while the airport reserves the right to refer such complaints to the relevant authorities, it is sometimes reluctant to do so as this has the potential to inflame the situation further.
- In response to the enquiry regarding abusive complaints, the Chair advised the group that at present there is only one individual who contacts the airport and submits complaints with abusive language and these complaints are not handled but are destroyed.
- A summary paper detailing the Summer 2019 usage of movements was circulated to NaTMAG members in both physical and electronic versions. There was a request for comparative purposes if this could be also done for the previous summer period (2018).
- **Action 19/2019:** Airspace Office to circulate paper on Summer 2018 Night Jet usage figures.

KEY MESSAGES

Key Messages to GATCOM:

- An NTK Workshop was held on 6 November and further discussion at the NaTMAG meeting on 7 November regarding potential Phase 3 NTK upgrades.
- NaTMAG are concerned about the difficulties with the response times for complaints and the associated backlog in the Airspace Office and questions the validity of the response KPI.
- ANS presented an update on the go-around activity during 2019 and a further presentation was requested for NaTMAG for the February meeting.
- The Airspace Office reporting template is in the process of being reviewed by NaTMAG.

Key Message to FLOPSC:

- ANS presented an update on the go-around activity during 2019 and a further presentation was requested for NaTMAG for the February meeting.

DATES OF NEXT MEETINGS

FLOPSC – Wednesday 27th November 2019, 9:30 – 12:00 in Barcelona, 5th Floor Destinations Place.

GNMG – Wednesday 22nd January 2020, 9:30 – 12:00 in Orlando, 5th Floor Destinations Place.

NaTMAG - Thursday 6th February 2020, 10:00 – 13:00 in Geneva, 5th Floor Destinations Place.

ANNEX A: ACTION SUMMARY

Action No/Year	Action/Decision/Next Step	Raised	Responsible	Plan date	Actual date	Status	Comments: Updated January 2020
01/2019	FPT to engage with Sustainability Team and the Chief Planning Officer to highlight the issues surrounding odour complaints and air quality.	Feb 2019	FPT	May 2019		OPEN	Ricardo AEA were commissioned by Gatwick to conduct an assessment of air quality to allow mapping and measurements of odour with a report due once the research is complete. The latest update from Ricardo AEA is that they have procured two sensors for the project and they are currently evaluating their suitability. They are planning to deploy one of these sensors by the middle of November 2019 and will leave it in place for a one month period where laboratory tests will follow. A report is expected in January 2020. The second sensor is still being tested and will be soon deployed at Gatwick. An update will be provided next meeting.
11/2019	NATS to present on their CDO airline engagement at the next meeting.	Aug 2019	NATS	Nov 2019		OPEN	NATS were not present at the meeting and no information paper could be provided so this will remain open until the February meeting.
13/2019	ANS to give an update on go-arounds at the next meeting. Also to be added as an agenda item.	Aug 2019	ANS	Nov 2019		OPEN	ANS presented an update on go-around activity. It was agreed to keep this open as NaTMAG members requested more detailed information on the impact of go-arounds.
14/2019	GAL representative to Sustainable Aviation to raise item on study of the effects of aircraft noise on human health at the next Sustainable Aviation Quieter Group.	Aug 2019	GAL	Nov 2019		OPEN	An update will be delayed until the February meeting as there was no GAL attendance at the November Sustainable Aviation meeting.
15/2019	Airspace Office to liaise with NATS to monitor aircraft joining inside 8NM to determine any trends or causal factors.	Aug 2019	AO/NATS	Nov 2019		OPEN	NATS were not present at the meeting and no information paper could be provided so this will remain open until the February meeting.

Action No/Year	Action/Decision/Next Step	Raised	Responsible	Plan date	Actual date	Status	Comments: Updated January 2020
17/2019	Airspace Office to conduct gate analysis of overflight of Slinfold.	Nov 2019	AO	Feb 2019		OPEN	Delayed due to Airspace Office workload.
18/2019	AOC to present with other airlines on the use of visual approaches for arriving aircraft at the February meeting.	Nov 2019	AOC	Feb 2019		OPEN	AOC to present with representatives from Norwegian and British Airways on the use of visual approaches for arriving aircraft.
19/2019	Airspace Office to circulate paper on Summer 2018 Night Jet usage figures.	Nov 2019	AO	Feb 2019		OPEN	Delayed due to Airspace Office workload.