

MINUTES

GATWICK AIRPORT NOISE MANAGEMENT BOARD (NMB/6)

Wednesday 14th June 2017

Attendance:

Members	Representative	
Civil Aviation Authority	*Jim Walker	(JW)
Department for Transport	Tim May	(TM)
Gatwick Airport Limited	Andy Sinclair	(AS)
NATS	Ian Jopson	(IJ)
GATCOM	Paula Street	(PS)
East Sussex County Council	*Rupert Simmons	(RS)
Kent County Council	Michael Payne	(MP)
Surrey County Council	*Helen Clack	(HC)
West Sussex County Council	Liz Kitchen	(LK)

Community Noise Group Pairs Member/Alternate

HWCAAG/APCAG	Colin Stratton Brown/Peter Drummond	(CSB/PD)
Plane Wrong/CAGNE	Mike Ward/Sally Pavey/	(MW/SP)
ESCCAN/TWAANG	Dominic Nevill/Irene Fairbairn	(DN/IF)
GON/PAGNE	*Martin Barraud/Ian Hare	(MB/IH)

Chairman	Bo Redeborn	(BR)
Secretary	Graham Lake	(GL)
Assistant	Vicki Hughes	(VH)

Observers and Presenters

ERM	Steve Mitchell	(SM)
Gatwick Airport Limited	Lee Howes (Chair NATMAG)	(LH)
Gatwick Airport Limited	Tim Norwood	(TN)
Helios	Nick McFarlane	(NM)
Helios	Matt Brookes	(MB)
NATS	Robin Clarke	(RC)
To70	Ruud Ummels	(RU)

*did not attend the entire NMB/6 meeting

Apologies

Air Navigation Solutions	Markus Biedermann	(MB)
Airline Operators Committee	Douglas Moule	(DM)
CNG Spokesman	Charles Lloyd	(CL)

Welcome and Introductions

1. The NMB chairman opened the meeting by acknowledging the contributions of Clive Pearman formerly of Kent CC and, welcoming his replacement Michael Payne. The chairman also welcomed Tim Norwood, who has replaced Charles Kirwan-Taylor at GAL, and thanked all members for their participation and contributions to the NMB over the past year, in particular acknowledging the diligent contributions from community noise groups who give up their own time to participate and contribute to the work of the NMB. The chairman also welcomed publication by GAL of the [Gatwick Noise Information Booklet](#) (Arrivals Review Recommendation Imm-04).
2. The NMB has now been active for a full year. This sixth meeting marks a watershed for the Board in that it marks the transition from the initial focus for the NMB of the oversight of implementation of the recommendations of the Independent Arrivals Review, towards a series of new work streams and priorities defined and agreed by the NMB.
 - I. Preliminary proposals for the focus and objectives for on-going NMB work were first discussed at the November meeting and further refined in April at NMB/5. This led to an agreement to convene NMB workshops to consider in more detail how Continuous Descent Operations (CDO) may be further improved, how Fair and Equitable Dispersal (FED) of aircraft can be advanced, and how to incorporate departures related matters (Dep) into the NMB workstream. In accordance with the resolutions made at NMB/5 the outputs were reported to NMB/6.
 - II. The workshops have given rise to comprehensive reports, large quantities of information and of data analysis for the NMB to consider. While the information has been requested by the NMB and is welcomed, it is also clear that there has been insufficient time for it to be digested and for resulting views to be developed by some NMB members. To help mitigate this challenge, which was reported by several members, in future NMB papers will include an improved introduction and synopsis.
(NMB/6 Action 1)
3. The chairman noted that the primary task facing this NMB is agreement of further detail and priorities for the NMB work plan for 2017/2018 as outlined in NMB/6 WP-03 and included in the proposed NMB/6 agenda as item 3.
 - I. As a result, the focus of the day's discussion would be on the output of the workshops held since NMB/5, intended to develop NMB thinking on the four key work areas already agreed as topics for the work plan.
 - II. The chairman also noted that the planned ACL slot coordination briefing to NMB has been postponed to NMB/7 due staff changes.
 - III. Information Papers provided to NMB/6 included two specific items for a discussion by the NMB; the first, NMB/6 IP10 Airport Utilisation Planning arising from NMB/5 Action 10, and the second; NMB/6 IP14 GAL process for the review of airline charges.
 - IV. In order to provide sufficient time for discussion on the work plan, and to permit full discussion of the additional topics, the chairman proposed that NMB/7 be the focus of slot coordination, utilisation planning and airline charges.
 - V. Three items were noted for discussion under Any Other Business; NMB review of information arising from Persistent Complaints (NMB/6 IP19), GAL Complaints Policy (NMB/6 IP18) and; Tasking Procedures and Funding for utilisation of the To70 resource.
4. NMB approved the proposed agenda (NMB/6 WP01).

Agenda item 1. Approval of the Minutes of NMB/5

5. Following a short discussion and agreement for a minor amendment to paragraph 14. iii, the NMB/5 draft Minutes were unanimously agreed, ratified and will be marked as approved on the NMB web pages.

Agenda item 2. Review of Matters arising from NMB/5

6. NMB/5 Actions, The Secretary reported that with the exception of NMB/5 Action 11, each of the Actions arising from NMB/5 were now completed and closed (NMB/6 IP02). Relevant papers have been distributed as required to members. Where discussion and strategic direction is a consequence of the NMB/5 actions, the topics are included later in the agenda of NMB/6, or will be included in NMB/7.
 - I. For NMB/5 Action 11, the information on the process applied by GAL and DfT for Night Flight Dispensation is required. The GAL process (NMB/6 IP11) has been provided, but the DfT advised that due to matters related to the General Election called since NMB/5, DfT would not yet be able to supply the information, but expects to be able to do so by NMB/7. **(NMB/6 Action 2)**

Agenda item 3. Updated NMB Work Plan and Priorities 2017/2018

7. The Secretary introduced the 2017/2018 work plan - NMB/6 WP03. This paper outlines the remaining activity from the recommendations of the Independent Arrivals Review, together with the topics and activities identified from the discussions and workshops convened in May and early June, intended to further expand the preliminary work plan topics proposed and agreed at NMB/5. The resulting consolidated workplan and priorities (as adapted by NMB) will then form the basis from NMB/6, for monitoring, reports and updates to the NMB. The findings, conclusions and recommendations arising from the workshops, were presented at NMB/6 by experts from Helios.
8. *Fair and Equitable Dispersal*, Helios presented an overview of the FED workshops report and recommendations on potential options to more fairly and equitably distribute noise (NMB/6 IP07), together with an explanation of the supporting data analysis (NMB/6 IP07 A1).
 - I. Helios reported that the initial FED response paper reported to NMB/5 identified a number of options to deliver FED in the short and long term. These options were developed following a FED development meeting held on the 13th April 2017 between GAL, NATS, Helios and To70. The options were further refined following the detailed analysis at a second industry meeting on the 19th May 2017 between GAL, NATS and To70.
 - II. The potential opportunities for the delivery of FED have as a result been consolidated into a number of work streams, each with a project manager, project sponsor, tasks and deliverables identified. As these workstreams are dependent on an initial scoping and feasibility task, the project manager, sponsor, tasks and deliverables may change. Due to this initial scoping and feasibility assessment, which is required to identify and assess the benefits and drawbacks of each workstream, the timescales have been provided as a preliminary estimate.
 - III. The scoping and feasibility assessment also provides an improved opportunity to review the FED options on approach to runway 08, currently this assessment only

considered arrivals to runway 26 in detail, because there is no target distribution for arrivals to runway 08 yet agreed by CNG.

- IV. It is unlikely, that any option for the delivery of FED could be implemented prior to the summer of 2017. Autumn 2017 is expected to present the earliest opportunity for the implementation of these work streams.
- V. Although the short-term options are likely to deliver some benefit in terms of FED, the long-term initiatives provide an improved prospect. It is therefore recommended that the long-term options, in particular the use of P-RNAV in a night-time evaluation are pursued with a similar priority to the short-term recommendations. Any quiet night routes proposed will be carefully designed, with the objective to disturb as few people as possible, prior to any decisions. No quiet night routes have yet been developed, or proposed to the NMB for consideration.
- VI. The FED workstreams are summarised in figure 1 below. Not all workstreams will be implemented, the trade-offs between improved lateral distribution (FED), versus potentially detrimental effects in the vertical axis (such as negative impact to CDO performance) will require prior analysis and validation before further progress for each option can be fully assessed.

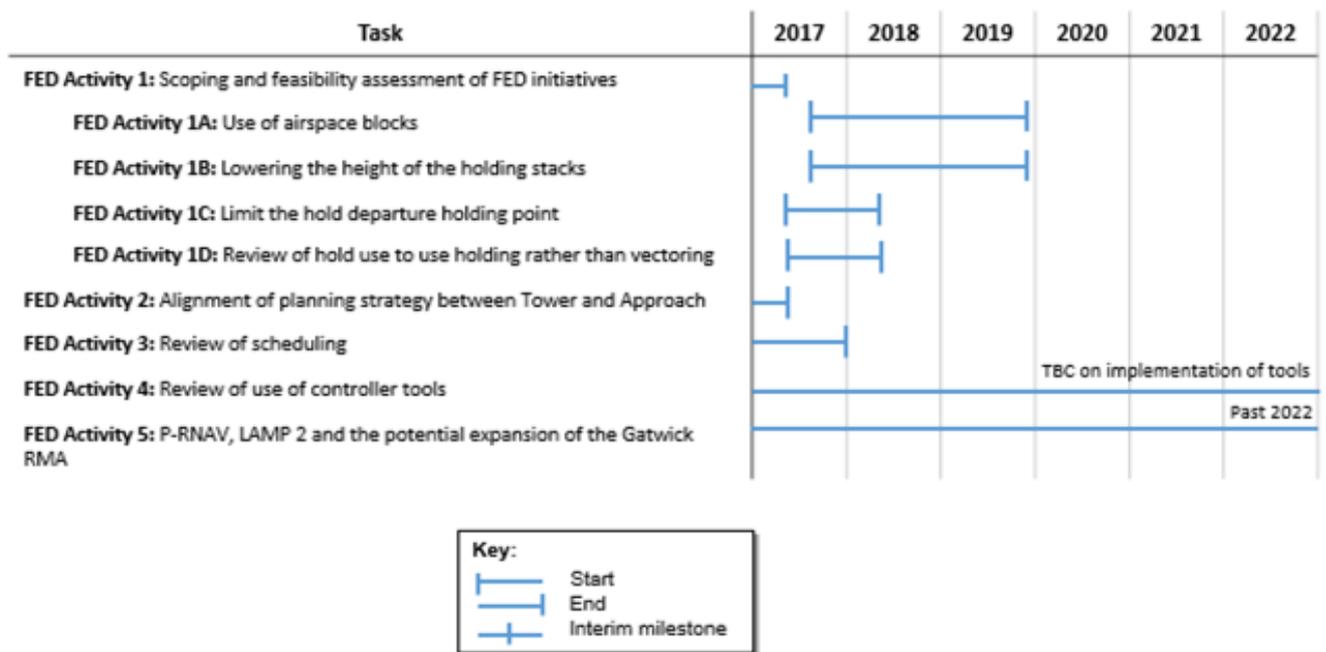


Figure 1 FED Workstreams

- VII. MB called for more information on the current distribution of aircraft in the swathe. Helios advised that while a number of monitoring gates had been defined by CNG to measure aircraft activity in a small number of selected areas, and that regular reporting of both lateral and vertical parameters for these areas will be provided, more comprehensive metrics are needed to provide effective measurement and reporting and to support FED planning. Neither the vertical not horizontal dimensions of the swathe, that are necessary to permit an impact

analysis, are defined or agreed by the NMB. **(NMB/6 Action 3)** Develop impact metrics for FED swathe analysis.

9. *Continuous Descent Operations (CDO)* Helios presented an overview of the CDO workshop and summarised the Information Papers (NMB/6 IP04) outlining the recommended actions and proposed CDO workstreams for NMB.

- I. At NMB/5 in April 2017 the community noise groups of the NMB proposed a resolution to address Continuous Descent Operations (CDO). GAL organised a planning workshop which took place on the 2nd May 2017 and was attended by representatives from GAL, NATS, easyJet, Helios, CAA, CAA ERCD, NMB secretariat and community noise groups.
- II. The meeting highlighted that some activities identified in the CDO workshop are underway or have been completed in the intermediate period but this had not been fully communicated to the NMB. This includes:
 - a) A review and prioritisation of CDO initiatives by GAL;
 - b) NATS reviewing the delivery of track distance by controllers to flight crews;
 - c) Continual CDO improvement works undertaken by NATS and Sustainable Aviation (an update on this activity was provided to NMB/5).
- III. To implement the remaining activities, a high-level project plan was developed and an overarching project management and coordination structure proposed to maintain progress on all initiatives and provide reports to the NMB.
- IV. A high-level Gantt chart reflecting local, national and international activity with the CDO initiatives, timescales, interim and final milestones for the NMB work plan is shown at figure 2

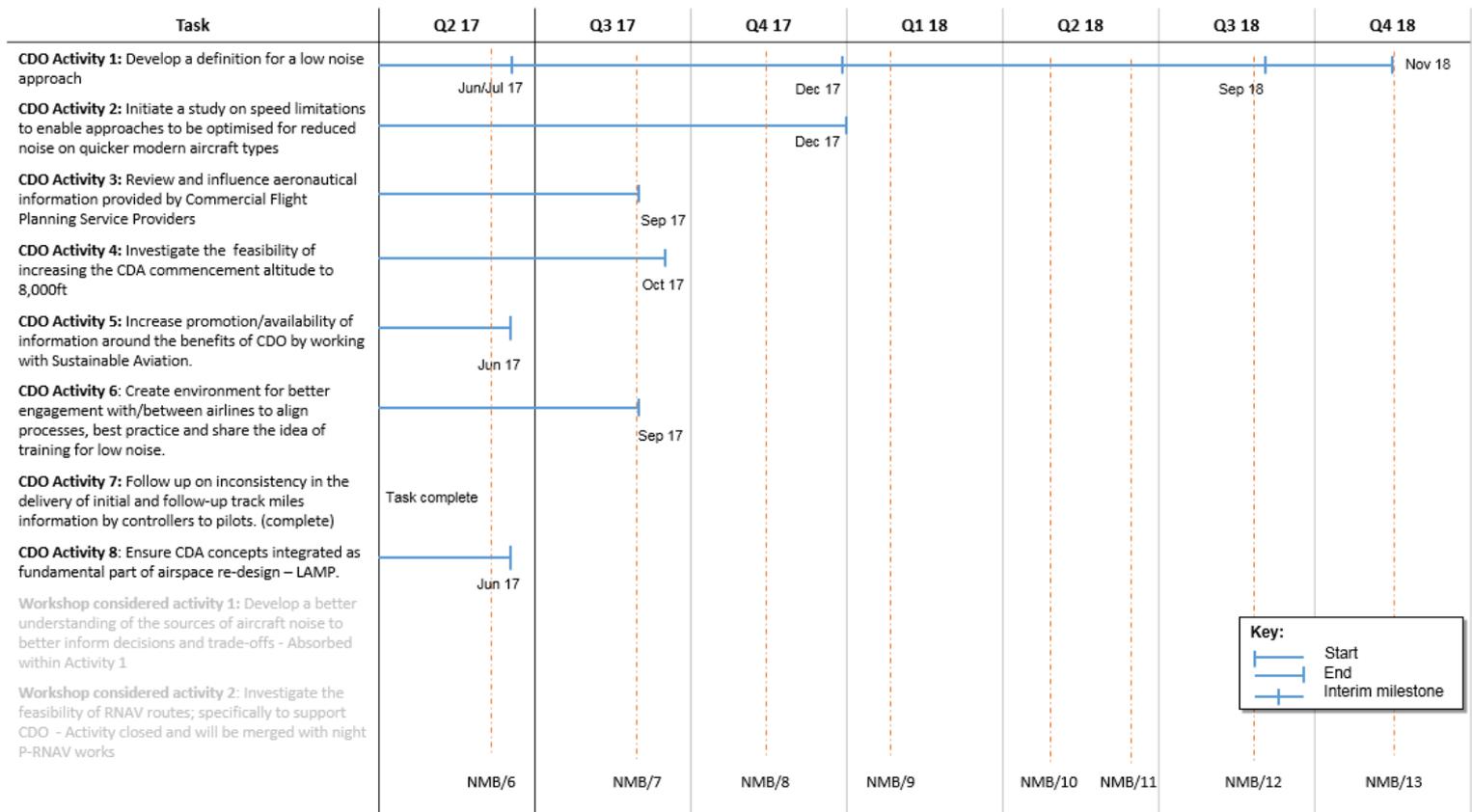


Figure 2 CDO Gantt Chart

10. *Departures workshop and proposed work stream.* Helios presented the report and recommendations arising from the departures workshop (NMB/6 IP06) which was convened as an action arising (NMB/5 Action 5).

- I. The NMB has already developed and agreed preliminary views that are expected to be the initial areas of focus for departures noise, this includes a preliminary set of objectives and priorities for the 2017/2018 period agreed at NMB/5 in April.
- II. Two NMB workshops were held on 1st June:
 - a) A workshop with local communities to provide views on the main concerns and problems that local communities would like addressed regarding departures and to make suggestions for ways to reduce the impact of departures related noise.
 - b) A workshop with industry representatives to determine an industry response by reviewing the concerns and suggestions, and proposing initiatives that could be undertaken.

Concerns raised by community representatives The number of delegates 'supporting' each topic is shown in red.	
Optimise routes within NPR to minimise noise impacts 8	Do the NPRs need to change? 1
Disperse traffic inside the NPR 6	Tactical vectoring after SID causing concentration 1
Too low, too loud, too often 4	Early morning departures 1
Villages close-in to the airport are not represented in NMB because of lack of discussion of ground noise 2	Continuous climb operations – lack of knowledge of the impact of this
NADP 1 vs 2 – Impacts are not understood 2	Vectoring off NPR at 4000ft causing concentration of noise
Scheduling noisy aircraft at 05:30 2	Poor or insufficient consultation
Using the "average noise" measure is not appropriate 2	Peak noise is a better measure than average and the measure should consider health impacts close-in
RNAV not trialled – all costs no benefits (ie Gatwick was the first major airport to move to RNAV and therefore implementation is sub-optimal) 2	Growing traffic
What does "respite" actually mean? (It has no actual definition) 2	Arrivals impacting on departure climbs (ie departures held down)
Noise at Charlwood which is affected by all aircraft 1	Routes should avoid schools and hospitals
Changes further away have an impact on close-in villages which is not considered 1	Land-use planning is not taking account of flights
Benefits of any changes should be shared by all 1	Frequency of flights
Departure and arrivals impact same communities 1	Insufficient knowledge of acoustics

Figure 3 Departures Concerns

- III. The concerns reported by communities to the NMB include those outlined in the table at figure 3. In response, industry have developed eleven potential NMB workstreams that are being reviewed by NMB members and prioritised in the work plan, based on their expected benefit impact.
- IV. AS reported that a number of departure related noise mitigation projects are already underway or under consideration, largely as a result of the CAA conclusions in respect of modification requirements relating to Route 4. NMB agreed that these should be taken into account when setting NMB priorities. In response to a question from CNG, AS agreed that the NMB workplan is not limited in scope by this on-going work and may encapsulate (subject to available resources) all 9 departure routes deployed at Gatwick.
- V. A comprehensive discussion of the proposed departures workstreams and priorities resulted in several changes to the proposed 2017/2018 work plan and priorities (NMB/6 WP03) which will be incorporated into an updated work plan for distribution. **(NMB/6 Action 4)**

11. *Night Noise Relief*. Helios presented preliminary options for a night noise relief programme as detailed in NMB/6 IP08. In April 2017, GATCOM papers covering the 2013 Night Noise Respite trial undertaken by NATS and GAL, were provided to NMB and discussed with the aim to inform the development of new quiet night initiatives, noting that work on the potential design of quiet night routes has not yet commenced. NMB/5 agreed that opportunities for a night initiative should be explored but required a careful balance of the interests, in particular of rural and urban areas.

- I. To support discussions at NMB/6 the paper proposed that the objectives of the Quiet Night Arrivals are discussed and agreed. Some suggestions for noise-related objectives are shown below reflecting several of the aims of the previous trial:
 - a) Maintain arriving traffic within the current swathes;
 - b) Avoid moving aircraft overflight and noise to areas that currently are not affected;
 - c) Increase the height profile of arriving aircraft;
 - d) Increase the number of aircraft flying a “low noise approach”;
 - e) Maintain or reduce the size of the arrivals night noise contour. The type of noise contour (e.g. N60 or LEQ) is to be determined.
- II. To fully address the objectives in a timely manner a two-stage approach is recommended. The first stage is focussed on the concept development, design, agreement, trial and analysis of Quiet Night Arrivals P-RNAV route(s) as follows:
 - a. Phase 1: Agreement to proceed in principle. This requires the high-level objectives to be set.

- b. Phase 2: Concept development and design. This will require discussion of the feasibility of different solutions with NATS, ANS and the CAA along with analysis of the pros and cons of different options taking into account the agreed objectives. A monitoring and reporting regime will need to be defined.
 - c. Phase 3: Engagement with NMB to review and endorse the concepts.
 - d. Phase 4: Evaluation commencement, reporting, analysis and communication with the wider area.
- III. The second stage could proceed once the Quiet Night Arrivals route(s) had been evaluated, it is expected that this phase could focus on how routes could be used to deliver fair and equitable dispersal or respite, if this is still considered to be desirable by community noise groups. The definition and requirements for dispersal or respite and reporting, including suitable metrics enabling respite and impacts to be quantified and measured are also essential.
- IV. Discussion of Quiet Night Arrivals led to a number of remarks from CNG members related to the management and reduction of night noise in general and specific comments with respect to the quiet night arrivals initiative. The remarks include:
 - a. Any measures to reduce night time disturbance are welcomed and should be considered as a priority.
 - b. A need for more time to fully consider the proposals made in NMB/6 IP08 Quiet Night Arrivals. CNG agreed to develop a response in time for NMB/7 **(NMB/6 Action 5)**
 - c. CNG reported, while not directly related to the quiet night proposals, that they had already proposed, in addition to increasing charges for Airbus A320 series aircraft not modified with the FOPP deflector, (already implemented as part of the Arrivals Review response), that to discourage night flying, GAL should consider more punitive night flight charges for all aircraft.
 - d. Community Noise Groups also reminded NMB that they had submitted a paper at NMB/5 which included a number of specific suggestions regarding the capping of airport utilisation based upon historic traffic levels and the establishment of capacity/noise formula to support future air traffic movement (ATM) growth.
 - e. AS reported that two papers had been provided in response (NMB/6 IP10 and NMB/6 IP14) which, based on the proposal of the chairman agreed by NMB to prioritise discussion of the work plan, would be considered at NMB/7. AS noted meanwhile that a comprehensive review of the structure of aircraft noise charges was undertaken last year which came into effect on 1 April 2017. GAL has already given a commitment to inform the NMB of GAL's airline charges consultation at the same time that it is released to the airline community, so that consideration can be given to all views expressed; community noise groups are requested to develop a single collective response to the consultation. The chairman noted that the NMB and community groups do not have formal consultee status in this process. GAL will ensure that a charges expert from their finance team is available to support the discussion at NMB/7.
 - f. AS also reported that as regards airport utilisation planning (not only at night), that GAL had proposed a number of practical next steps in its paper,

taking account of the current UK policy for a balanced approach to the management of aircraft noise. This paper will be discussed at NMB/7.

12. A revised edition of the work plan and priorities will be prepared for NMB/7.

Agenda item 4. Airspace Modernisation – NATS

13. NATS provided a presentation on part of the Swanwick Airspace Improvement Programme which adjusts the airspace routes used by aircraft arriving at Gatwick from the west, intended to deconflict arriving and departing routes for airports in the south of England, generally between 25,000 and 7,000 feet in the area of the Isle of Wight. The proposed resulting airspace change for Gatwick's standard arrival routes (STARs) from the south and west was described to the NMB.
14. An Airspace Change Proposal (ACP) has been submitted by NATS to the CAA. The proposal will better separate Heathrow and Gatwick STARs, which arriving aircraft follow before they reach the holds. NATS confirmed that the proposal will not change any arrivals routes into Gatwick below 7000ft and that these proposed changes, that only affect the published entry axis to HOLLY (the navigation waypoint to access the WILLO Hold), are at higher levels and there will be no discernible change to descent profiles or tracks over the ground. It was also confirmed that the change will make no difference to the location of aircraft operating at lower altitudes as they approach Gatwick. Details are provided on GAL's [Airspace Blog](#)

Agenda item 5 Any Other Business

15. *Tasking Procedures and Funding for utilisation of the To70 resource.* To70 are the aviation consultants retained to provide independent technical advice to CNG, specifically to provide support and assistance to the CNG participation in the NMB process and in analysis of any technical material or proposals related to management of aircraft noise. This arrangement has been in place since the establishment of the NMB. The activity is funded by GAL. In the course of conducting this support, it had become clear that the process used by CNG to agree tasking for To70 and, the budgeting procedure used needed some further refinement.
 - I. The Secretary reported that the CNG spokesman was now able to confirm that any previous doubts expressed about the tasking process for To70 had now been resolved and agreed by all CNG, RU of To70 was able to confirm that the process was now satisfactory.
 - II. AS advised that given that the rate of expenditure on To70 support has been higher than budgeted, that the unused budget provided by GAL for CNG administrative support this year would be transferred to the To70 activity in accordance with CNG request.
 - III. AS further indicated that while plans for the next financial year could not be confirmed, that no change in the financial arrangements for technical support were anticipated. Finally, in response to a question about departure matters, it was confirmed that both departures and ground noise are within scope for To70 support.

16. *Persistent Complaints*. The Chairman reminded the NMB that it has been asked by the Deputy Chairman of the Gatwick Board of Directors, Sir Roy McNulty, to review correspondence concerning aircraft noise received by the Board, the Airport's Chief Executive and others. In particular, this relates to a small number of persistent complainers that are circumventing the established noise complaints handling process and policy, seeking direct responses through these avenues.
- I. Such correspondence is as a matter of course entered into the established complaints record keeping process at Gatwick. Summary copies of the correspondence are also provided to NMB members in an Information Paper (NMB/6 IP19). The objective of informing NMB members to establish whether any constructive suggestions can be identified from the correspondence to help inform and guide NMB strategies for noise management.
 - II. The chairman also reminded members that it is *not* the role of the NMB to reply to noise complainers. This was in particular to respond to an earlier statement made by MB (who was no longer present) about the responsibility of the institutions to respond to complainers. The chairman confirmed that the role of institutions in complaint handling had not changed, and reiterated the remarks made at NMB/5 that the NMB role is to identify any issues brought up -by persistent complainers that could be constructively investigated and utilised by the NMB.
 - III. The Secretary provided an overview of the persistent complaints, reporting that since NMB/5 two persistent complainers have continued to send correspondence to Gatwick, the NMB, various politicians and government ministers, as well as the executives and Board members of GAL, NATS and CAA. Full copies of this correspondence will be made available for inspection by any NMB member on request to the NMB Secretary. Each communication is recorded by GAL as a complaint in accordance with the published GAL complaints process. Each is also handled in accordance with the GAL persistent complaints policy.
 - IV. The summary of extracts, statements and proposals taken from the subject correspondence, for consideration by the NMB are included as Annex 2. The associated referenced responses are where appropriate, included as Annex 3.
 - V. The persistent complaints indicate that even individuals that are exceptionally irritated by aircraft noise disturbance are not acquainted with the extensive information published by GAL, CAA, NATS, the NMB and others. This recognition and discussion at the NMB of the inability of the institutions and other NMB members to effectively and adequately communicate key messages on noise progress was registered as a concern at NMB.
 - VI. The discussion led to a number of suggestions being proposed, including a simplified summary report of NMB discussions, improved Blogs, road shows and community meetings. The Secretary agreed to work with GAL to develop improved practical communications proposals for NMB/7. **(NMB/6 Action 6)**
 - VII. The NMB noted of the contents of the persistent complaints correspondence and recorded that:
 - a) the persistent complaint input has been reviewed
 - b) issues identified have been considered and as appropriate, either have been or will be discussed by the NMB as necessary

c) the views expressed by these complainers will be taken into account, along with all other perspectives and views received, when formulating NMB strategy

17. *GAL Complaints Handling Policy and Utility of Complaints System.* The complaints handling process and system utility continues to be a source of dissatisfaction for some users. CAGNE submitted a paper NMB/6 IP18 setting out CNG views. NMB also noted the related views of one persistent complainer.
- I. AS reinforced the GAL view that the introduction of the CASPER Noise Lab provides significant improvements to users compared with the previous system delivering the benefits that had been envisaged by the IAR. AS further reported that GAL continue to monitor the use and effectiveness of the complaints system and that, as well as the optimisation to allow access to the system via mobile devices, CASPER now includes a complaint mapping tool tab to allow users to interrogate complaint data and flight data is now available in live format.
 - II. Based on feedback through NMB, GATCOM and NATMAG a number of system utility and web-form upgrades will be scoped through the summer. AS confirmed that the request to re-instate an (automated) telephone complaints facility - linked directly through Noise Lab - will be considered in the autumn to allow a period of system stability before the introduction of further system enhancements.
18. The chairman thanked members for their contributions and closed the meeting at 17:00.

Schedule of NMB Meetings 2017

The following NMB Meeting dates have now been confirmed:

- NMB/7 06 September 2017
- NMB/8 15 November 2017
- NMB Public Meeting 07 December 2017

Proposed agendas and any papers for consideration by NMB will normally be circulated when possible, a minimum of 28 days prior to the meeting.

Summary of Actions

<i>NMB/6</i>	<i>Action</i>	<i>Due</i>	<i>Responsible</i>
<i>ACTION 1</i>	NMB papers will in future include an improved introduction and synopsis.	<i>NMB/7</i>	<i>Secretary</i>
<i>ACTION 2</i>	For NMB/5 Action 11, the information on the processes applied by DfT for Night Flight Dispensation is required.	<i>NMB/7</i>	<i>DfT</i>
<i>ACTION 3</i>	Develop Impact metrics for FED swathe analysis	<i>NMB/7</i>	<i>Helios/GAL</i>
<i>ACTION 4</i>	Adapted work plan priorities to be incorporated into an updated work plan (NMB/6 WP03) for distribution.	<i>NMB/7</i>	<i>Secretary</i>
<i>ACTION 5</i>	Quiet Night Arrivals. CNG agreed to further analyse proposals made in NMB/6 IP08 and to develop a response for NMB in time for NMB/7	<i>NMB/7</i>	<i>CNG</i>
<i>ACTION 6</i>	The Secretary agreed to work with GAL to develop improved practical communications proposals for NMB/7	<i>NMB/7</i>	<i>GAL/Secretary</i>

Annex 1. Meeting Documentation**GATWICK AIRPORT NOISE MANAGEMENT BOARD**Sixth MEETING (NMB/6) – 14th June 2017

Reference	Agenda Item	Title
		WORKING PAPERS
WP01		Proposed Agenda
WP02	1	NMB/5 Draft Minutes for Ratification
WP03	3	2017/2018 Work Plan
		INFORMATION PAPERS
IP01		NMB/5 Meeting Documentation - issue 3
IP02	2	Matters Arising NMB/5 Action List Status
IP03	2	GAL Process for authenticating FOPP modified A320 series (NMB/5 Action 1)
IP04	2	Report and conclusions of CDA resolution meeting (NMB/5 Action 2)
IP04 A1	2	CDO Improvements paper UK, NATS, Sustainable Aviation
IP04 A2	2	CDO Management Process, Gatwick Airport (tbc)
IP05	2	Discussion paper (Industry) for Departures Workshop (NMB/5 Action 4)
IP05 A1	2	Information Paper (communities) for Departures Workshop
IP06	2	Report of Departures Workshop and proposed workplan (NMB/5 Action 4)
IP07	2	FED Workshop Report and Recommendations (NMB/5 Action 5)
IP07 A1	2	FED IP07 v2 Supporting Data Analysis
IP08	2	Night Noise Relief, analysis of options (NMB/5 Action 6)
IP09	2	Simplified Depiction of Gatwick Radar Manoeuvring Area (RMA)
IP10	2	Airport Utilisation Planning (NMB/5 Action 10)
IP11	2	Night Flight Dispensations and process DfT & GAL (NMB/5 Action 11)
IP12	3	Copy of NMB/5 WP7 Future work plan
IP13	3	Arrivals Review Implementation Report
IP14	3	GAL process for implementation of annual review of airline charges
IP15	3	GAL END NAP Report (Re NMB/5 Action 9)
IP16	4	NATS Airspace Modernisation Presentation (tbc)
IP17		FPT quarterly report Q1 2017
IP18		CAGNE Remarks on GAL Noise Complaints System
IP19	AOB	Persistent Complaints
		FLIMSY PAPERS
FL01		Reduction of Aircraft Noise Sources - Lufthansa
FL02		DLR Low Noise Approach Research Presentation

Annex 2. Summary of remarks made by persistent complainers

Individual A. resident of Hever

Questions A

1. Requested Sir Roy McNulty to visit Hever (declined)
2. Multiple Requests to Andy Sinclair to visit Hever
3. Requested Bo Redeborn to visit Hever
4. Individual reports that 99% of aircraft arriving in a westerly direction at Gatwick fly over Hever
5. That Arrivals Review envisaged that aircraft will join ILS at about 7nm
6. That it is essential for experts to visit the blighted area, not to respond from computers in triple glazed offices while gazing at charts
7. During periods of nil wind aircraft still land towards the west, there is no reason why it should not be a 50/50 east west split
8. The Freepost complaints facility (established for people without access to the internet) is not popular – *Note: Individual A makes multiple complaints via this facility every day*
9. A simplified more user-friendly complaints system is required
10. Aircraft should fly over Hever at no less than 3500feet in accordance with CDA recommendations
11. Immediate action necessary to eliminate aircraft noise
12. Nearly all the residents of West Kent are complaining about noise
13. Please locate a noise monitor in Hever (again)
14. "The incessant aircraft noise over Chiddingstone & Hever is the equivalent of TERRORISM in that it is destroying people's lives. The only difference being that the perpetrators are unlikely to be shot or to blow themselves up". (sent to GAL 2 days after the London Bridge Terror attack)

Individual B. resident of Chiddingstone

Questions B

1. The CEO's of the CAA, NATS and GAL have lied over the ILS join point change in 2013
2. The NMB exists only to legitimise this reprehensible behaviour, it is a cynical sham and a complete waste of time
3. No-one has ever told us why the join point was changed in 2013, deceit and lies have been peddled from all corners along the way
4. Despite the reported change to the ILS join point in August 2016, no aircraft has ever joined the ILS at 8nm
5. Why was the minimum joining point for the ILS changed from 7nm to 8nm?
6. Why are the planes over west Kent lower than ever before?
7. The GAL noise enquiry process is discriminatory against the elderly and disabled, unfit for purpose and ignored anyway

8. The ILS change was an illegitimate, unfair imposition made possible by weak guidelines and corrupt governance
9. Mr Redeborn is a decent bloke but he is largely to blame for the destruction of the quality of life and is serving no useful purpose but to feather his nest, instead he is holding residents to ransom
10. Messrs Redeborn, Wingate, Rolfe, Swann, McNulty and Ms Hutton are proven to have lied to promote/protect GIP
11. We need answers, how different would history be in Nelson Mandela satisfied himself by declaring himself 'aware ' of the iniquity of apartheid?
12. Can you please tell me who represents me on NMB - it appears to me to be a talking shop designed to kick the can down the road until Gatwick is sold for a monstrous profit and a toxic combination of Swedes, Nigerians and northerners will have destroyed this area

Annex 3. Response to technical statements and questions from persistent complainers

Most of the technical questions and statements raised by persistent complainers since NMB/5 are dealt with in detail in the following documents published by Gatwick:

1. [Report of the Independent Arrivals Review](#) January 2016
2. [Final Action Plan](#) June 2016
3. [Imm-20 Progress report](#) January 2017

Question	Response
A3	The NMB chairman has visited Hever twice, first during the arrivals review and again on June 13th 2017, immediately prior to NMB/6.
A4	There is no factual basis to the claim that 99% of westerly arrivals fly over Hever. The careful monitoring of actual aircraft tracks since the change to the joining point reported to NMB and using publicly available Casper data, shows the actual dispersals achieved have been largely as forecast.
A5	The <i>report of the arrivals review</i> did not envisage that aircraft will join the ILS at about 7nm. The review explains on page 57 that most aircraft could be expected to join at between 8 and 14nm. The final action plan provides comprehensive information including charts of expected dispersal on pages 23-29. The Imm-20 progress report sets out what has actually been achieved since August 2016 on pages 21-23.
A7	For operations in nil or low wind, the <i>report of the arrivals review</i> made a recommendation (Imm-11) on pages 61 & 62, intended to more fairly distribute traffic in these circumstances. The recommendation was accepted by GAL and progressed for implementation. However, CNG at NMB were unable to agree that the protocol would deliver the intended benefits, the recommendation was therefore dropped. The Minutes NMB/5 provide detail.
A8/A9	The GAL complaints policy was discussed at NMB/6 under AOB, these remarks from Individual A were considered.
A10	The CDO procedure does not prescribe a height at which aircraft should fly over Hever. The CDA procedures are described in the <i>report of the arrivals review</i> pages 43-45
A11	The <i>Final Action Plan</i> describes the immediate steps taken and are now complete or underway. NMB Minutes provide further information.
A13	This request has been passed to NATMAG (mobile noise monitor placement)
B2	The NMB Terms of Reference describe the role and responsibilities of the Board
B3	Full details of the circumstances of the 2013 ILS minimum join point change were analysed and published by GAL in the <i>Report of the Independent Arrivals Review</i> pages 27-29 and 56,57. The <i>Final Action Plan</i> provided comprehensive analysis of the change recommended by the review on pages 23-29. The <i>Imm-20 Progress Report</i> provided details of actual changes since 2016. Each of these three reports were published by GAL and associated with public briefings at the time. Progress since has been described in NMB Minutes.
B4	There is no factual basis for this claim. The reports referenced under B3 provide details.

B5	See B3 above. The ILS minimum join point was not changed from 7-8nm. The minimum has always been and remains at 10nm at night. In 2013 the day time minimum was changed from 7nm-10nm. The <i>Report of the Independent Arrivals Review</i> recommended a day time minimum of 8nm which was accepted by GAL, approved by CAA and implemented in August 2016. Full details have been published by GAL as noted in response to B3.
B6	There is currently no factual basis for this claim. The <i>Report of the Independent Arrivals Review</i> discussed this height question on pages 41 & 42, and considered the strong views held by residents. This led to recommendation Imm-15 for specialist independent academic research to verify the reasons and actual aircraft heights in a controlled study. The report and findings are expected to be published by GAL at the end of 2017.
B7	The GAL complaints handling policies are published, and complaints are handled in accordance with government guidelines.
B12	Individual residents are represented on the NMB by their respective elected County Council Member. Some residents also choose to participate in community noise groups. The membership and governance rules established by these noise groups are not provided to the NMB.