



Public Document Pack  
Robin Hood Airport  
Consultative Committee

South Yorkshire Joint Authorities  
Governance Unit  
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Your ref:

Date: 06 July 2016

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**TO:- ALL MEMBERS OF THE AIRPORT CONSULTATIVE COMMITTEE**

Dear Member

**RE: ROBIN HOOD AIRPORT DONCASTER SHEFFIELD CONSULTATIVE  
COMMITTEE - THURSDAY 14 JULY 2016**

I write to inform you that the next meeting of the Airport Consultative Committee will be held on **Thursday 14 July 2016 at 10.00 am in the Blenheim meeting room, Heyford House, Robin Hood Airport, First Avenue, Doncaster, DN9 3RH.**

Please note car parking is available in Heyford House staff car park; access can be gained by pressing the 'help' button.

The agenda and supporting papers are attached for information.

**At the conclusion of the meeting there will be a tour of the Terminal Building. If you are interested in joining the tour, please could you let me have your full name and your passport number by 4pm on Monday 11<sup>th</sup> July 2016, in order for the Airport to generate visitor security passes. Please could you also remember to bring along your passport with you to the meeting.**

Yours sincerely

Andrew Shirt  
Committee Secretary

Encs

## **Membership:**

Alan Tolhurst OBE (Chair)

Jim Bamford (Nottinghamshire County Council), Councillor Joe Blackham (Doncaster MBC), Councillor Rachael Blake (Doncaster MBC), Andrew Bosmans (FODSA), Councillor Johanna P Churchill (Lincolnshire County Council (Sub for Cllr O'Connor)), Phil Cole (Office of Caroline Flint MP), Mike Cotterill (Peel Airports Management), Councillor Jane Cox (Doncaster MBC), Daniel Fell (Doncaster Chamber of Commerce and Enterprise), Councillor Robin Franklin (Barnsley MBC), Steve Gill (Robin Hood Airport), Councillor Denise Lelliott (Rotherham MBC), Parish Councillor Norma McCarron (Blaxton Parish Council), Councillor Bill Mordue (Doncaster MBC), Kellie Naylor (Robin Hood Airport), Peter Nears (Peel Holdings (Management Ltd)), Councillor Pat J O'Connor (Lincolnshire County Council), County Councillor Chris Pearson (North Yorkshire County Council), Councillor David Pidwell (Bassetlaw DC), Councillor Helen Richards (Substitute Member for Bassetlaw District Council), Marina Di Salvatore (West Lindsey District Council), Councillor Ian Saunders (Sheffield City Council), Andrew Shirt (Committee Secretary), Councillor Pam Skelding (Nottinghamshire County Council), Councillor Alan Smith (Doncaster MBC), Councillor Charles L Strange (West Lindsey District Council), Robert Wilkinson (Bassetlaw Development Agency), Yvonne Woodcock (Ex-Officio), Parish Councillor Jennifer Worthington (Cantley with Branton Parish Council) and Richard Wright (Sheffield Chamber of Commerce and Industry)

## **Purpose of the Airport Consultative Committee**

The Robin Hood Airport Doncaster Sheffield Consultative Committee provides the mechanism for the exchange of information between the Airport Operator (Peel Airports Ltd), users of the airport, local authorities in the vicinity airport and other organisations surrounding the airport which have an interest in the operations and management of the airport. Specifically, the Committee is:

- a. To foster communication and build understanding between the airport, its users, local residents and the business community.
- b. To stimulate the interest of the local population in the development of the airport.
- c. To consider the impact of the airport operation on the environment, surface access, employment, the local and regional economy, and the circumstances of local communities and their residents.
- d. To monitor the implementation of the Airport Operator's commitments made under the S106 Agreement between the Airport Operator and Doncaster Metropolitan Borough Council.
- e. To consider and comment upon consultative reports, as required.
- f. To facilitate constructive discussion to resolve differences, when required.

## **ROBIN HOOD DONCASTER SHEFFIELD CONSULTATIVE COMMITTEE**

**THURSDAY 14 JULY 2016**

**IN THE BLENHEIM MEETING ROOM, HEYFORD HOUSE, ROBIN HOOD AIRPORT,  
FIRST AVENUE, DONCASTER, DN9 3RH.**

### **AGENDA: Reports attached unless stated otherwise**

	<b>Item</b>	<b>Page</b>
1	Welcome, Introductions and Apologies for absence	
2	Announcements	
3	Presentation on UK Border Force and Policing at Robin Hood Airport	
4	Minutes of the meeting held on 14 April 2016	1 - 10
5	Matters Arising	
6	<p>Membership Update</p> <p>Members are requested to note the following change of membership on the Airport Consultative Committee:</p> <ul style="list-style-type: none"><li>➤ Doncaster MBC have appointed Councillor Alan Smith (in place of Councillor James Hart)</li><li>➤ Doncaster MBC have re-appointed Councillor Joe Blackham, Councillor Bill Mordue, Councillor Jane Cox, and Councillor Rachel Blake</li><li>➤ Rotherham MBC have appointed Councillor Denise Lelliott (in place of Councillor Emma Hoddinott)</li><li>➤ Bassetlaw DC have appointed Councillor David Pidwell (in place of Councillor Jo White)</li></ul>	
7	Airport Activities Report	Verbal
8	CAA Consultation: Guidance for Airports on Providing Assistance to people with hidden disabilities	11 - 24
9	Draft Minutes of the Noise Monitoring and Environmental Sub-Committee held on 23 June 2016	25 - 34

10	UKACCs Annual Meeting 2016 - Key Messages and Outcomes	35 - 40
11	Any other Business	
12	Date and time of next meeting - Thursday 20 October 20106 at 10:00 am, in the Blenheim Meeting Room, Heyford House, Robin Hood Airport, Doncaster (Please note change of meeting date)	

**AT THE CONCLUSION OF THE MEETING THERE WILL BE A TOUR  
OF THE TERMINAL BUILDING**



## ROBIN HOOD DONCASTER SHEFFIELD AIRPORT

### AIRPORT CONSULTATIVE COMMITTEE

**14 APRIL 2016**

PRESENT: Alan Tolhurst OBE (Chair)  
A Bosmans (FODSA), R Cooke (Robin Hood Airport), M Cotterill (Peel Airports Management), J Cox (Doncaster MBC), Councillor E Hoddinott (Rotherham MBC), Parish Councillor N McCarron (Blaxton Parish Council), P Nears (Peel Holdings (Land and Property) Limited), Councillor P J O'Connor (Lincolnshire County Council), County Councillor C Pearson (North Yorkshire County Council), M Di Salvatore (West Lindsey District Council), Councillor I Saunders (Sheffield City Council), A Shirt (Committee Secretary) and Y D Woodcock (Ex-Officio)

Apologies were received from: Councillor J Blackham, Councillor R Blake, D Fell, Councillor B Mordue, K Naylor and Parish Councillor J Worthington

#### 1 WELCOME, INTRODUCTIONS AND APOLOGIES FOR ABSENCE

A Tolhurst welcomed all Members to the April meeting of the Airport Consultative Committee (ACC).

An extended welcome went to Rob Cooke, the new Director of Operations at the Airport and to Peter Nears, Strategic Planning Director for Peel Holdings (Land and Property) Ltd.

Apologies for absence were noted as above.

#### 2 ANNOUNCEMENTS

None.

#### 3 MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 14 JANUARY 2016

RESOLVED – That the minutes of the Annual General Meeting held on 14 January 2016 be agreed as a correct record.

#### 4 MATTERS ARISING

##### i) Vulcan Aviation Academy

Parish Councillor McCarron asked if there had been any further developments with regards to the construction of a Vulcan Aviation Academy.

M Cotterill reported that, unfortunately he had no update on the Vulcan Aviation Academy in order to be able to provide Members with the most up to date information.

ii) Vulcan to the Sky Trust – Restoration Project of a Mosquito World War 2 Aircraft

Parish Councillor McCarron asked if there was any news regarding the restoration project of a Mosquito World War 2 aircraft, which had been proposed by the Vulcan to the Sky Trust.

A Tolhurst commented that he understood that the Vulcan to the Sky Trust was in the process of working with the Mosquito restoration team to bid for funding support.

iii) Membership of the ACC

In relation to ACC Membership, the Committee Secretary confirmed that correspondence had been sent to Members of the ACC whose attendance at Committee meetings over the last year had been infrequent.

A Tolhurst reminded Members that deputies could attend meetings, should the appointed Member be unable to attend.

5 MINUTES OF THE ORDINARY MEETING HELD ON 14 JANUARY 2016

RESOLVED – That the minutes of the Ordinary ACC meeting held on 14 January 2016 be agreed as a correct record.

6 MATTERS ARISING

i) Presentation on Airport Security

A Tolhurst commented that the presentation given at the last meeting on Airport Security had been well received by Members.

Parish Councillor McCarron commented that there had been an omission in the minutes regarding the discussion around security archway metal detectors and passengers whose bodies contained metal implants.

It was recalled that Parish Councillor McCarron had informed Members that she had a metal implant in her leg and that when she passed through the security archway at Robin Hood Airport, the security archway had not alarmed, whereas at another airport the archway had alarmed, querying why this had happened.

It was explained at the meeting that the security archway metal detectors could be adjusted to many levels of sensitivity to home in on certain metals and to be less reactive to others; hence this could be the reason why the alarm had been triggered at other airports.

ii) Presentation on UK Border Force and Policing at Robin Hood Airport

A Tolhurst informed Members that arrangements were being made for a presentation to be made at the July ACC meeting regarding UK Border Force and Policing operations at Robin Hood Airport.

iii) Presentation on Drones and Lasers

A Tolhurst informed Members that there would be a presentation at the 23 June 2016 meeting of the Noise Monitoring and Environmental Sub-Committee regarding the airport's code on the use of Drones and Lasers.

Members of the ACC were invited to attend the meeting.

iv) Tour of the Terminal Building

It was agreed that a tour of the Terminal Building would take place at the conclusion of the July meeting.

v) Sheffield and Doncaster Chambers' of Commerce

A Tolhurst made Members aware that both Sheffield and Doncaster Chambers' of Commerce were members of the ACC, and accordingly received agenda papers for the ACC.

7 AIRPORT ACTIVITIES REPORT

M Cotterill provided the Committee with an update on Airport activities. In summary it was reported that:-

- During the last financial year (1 April 2015 to 31 March 2016), 903,000 passengers transited the airport, compared to 760,000 passengers who had passed through the airport in the financial year 1 April 2014 to 31 March 2015 and 702,000 passengers during the financial year 1 April 2013 to 31 March 2014.
- Following the re-acquisition of Robin Hood Airport back to the Peel Group there had been significant growth; current forecasts anticipated that 1.4 million passengers were expected to pass through the airport during the 2016/17 financial year.
- 4,000 tonnes of freight had been handled by the airport during the financial year 1 April 2015 to 31 March 2016, versus 1,000 tonnes of freight which had been handled during the previous financial year (2014/15).
- Flybe had commenced their operations at Robin Hood Airport on 24 March 2016; forward sales for Flybe routes were on target.
- Flybe services to Berlin would increase from four weekly to a daily service, due to unprecedented demand from the Sheffield City Region's business community.
- Flybe had announced new flights to Dusseldorf and Chambéry for its winter season.
- Faro and Newquay would be replaced with the two new winter routes with capacity to Jersey reducing to three times weekly during the winter.

- Works on the airports' infrastructure projects were almost complete, Members noted that:
  - A new arrivals shelter on the Terminal Building would become operational week commencing 18 April 2016.
  - A new 'Meet and Greet' car parking option would become operational with effect from 1 May 2016.
  - A new Premium Lounge had recently opened, located within the Terminal Building.
  - The Vulcan Viewing Lounge, previously closed to passengers, would re-open shortly.
  - There had been improvements to the Central Search area, including additional security x-ray machines and queuing lanes. The improvements would allow Security staff to process extra passengers and overall improve passengers' experience.

Parish Councillor McCarron informed Members that she had observed that there were a large number of arrivals and departures at the airport during the morning and evening, asking if flights could be spaced out during the day.

M Cotterill explained that airlines operated on fixed take-off and landing slots, in particular at major destination airports and that unfortunately, there was little influence the airport had on an airlines' timetable and patterns of activity.

R Cooke added that this pattern of flight activity was operated at every airport in the country; airlines worked on passenger demand profiles to allow them to get the maximum use from its fleet each day.

County Councillor Pearson referred to the forthcoming EU Referendum, asking if there would be implications for the airport if the UK voted to leave the EU.

M Cotterill explained that he understood that should the UK vote to leave the EU, then the ability for people to come and work and live in the UK would be more restricted, and therefore, could potentially have implications for both airlines and passengers.

RESOLVED – That the update be noted.

8 CAA CONSULTATION ON ISSUES AFFECTING PASSENGERS' ACCESS TO UK AIRPORTS: A REVIEW OF SURFACE ACCESS

Members were reminded that the CAA was currently reviewing surface access to UK airports to better understand how they are operating and how that affects consumers, focussing primarily on road-based access to airports, including transport providers' access to the airport forecourt: the review details are in a recently published Consultation on 'issues affecting passengers' access to UK Airports: A Review of Surface Access.



Members had been asked to provide the Committee Secretary with their views on any aspect of the review by Friday 8<sup>th</sup> April 2016.

A Tolhurst commented that he was disappointed to report that only two 'nil' response returns had been received from Members of the Committee.

Members were invited to provide their comments in relation to the questions contained within the Consultation:

### **Surface Access Options**

Members felt that in general, passengers are well informed of the options for getting to the Airport and on the facilities and services available onsite.

The website has recently been updated and is clear and easily accessible.

The opening of the Great Yorkshire Way (FARRRS) has significantly reduced journey times to the airport from the Sheffield City Region and the completion of the last phase of the development will make travelling by road to the Airport even more attractive.

### **Signage to the Airport**

It was noted that the majority of passengers arrive at Robin Hood Airport by road.

With regards to highway signage to the Airport from the South Yorkshire motorway networks, Members felt that this could be improved, especially from the centres of local towns and on the M1 to M18. Signage from the A1 (M) is confusing and could be improved.

Members acknowledged that the solution to the problem rested essentially with the Highways Agency, but took the view that the shortcomings of the present arrangements impacted adversely on the Airport.

It was noted that Satellite Navigation Systems need to be updated to show the new 'Great Yorkshire Way'.

Signage at the Airport site and in the Terminal was good.

### **Car Parking Facilities**

Members commented that the car parking facilities at the Airport more than meet the needs of the current business and the closeness of the car parking sites to the Terminal is seen as a real marketing plus point. On the other hand, the problem associated with the policing of the access roads was well known and had been recorded several times in the past. It was recognised that provision needed to be in place to prevent passengers and others from parking unnecessarily on the approach roads to the Airport. Members took the view that the enforcement company could exercise more discretion in cases of real emergencies, before issuing penalty notices. The publicity attached to the problem adversely impacted on Peel Airports Ltd and on Peel, which is something that Members would hope could be avoided.

Members suggested that in the longer term it would be helpful for the various car parking options at the Airport to be colour coded to aid passengers.

It was suggested that passengers who had previously used the Airport's onsite car parking received periodic emails with special offers etc. in order to obtain repeat business.

A Member asked if airport management had considered the use of a specialised online agent to help sell a complete package for passengers.

### **Public Transport**

Members commented that the current bus schedules to and from the Airport leave much to be desired. There are reports of passengers arriving at night without transport having been arranged and having only the options of using taxis or walking because the buses to the town centre have stopped running. This appears to be particularly relevant to Wizzair flights, but could affect passengers from other flights which have been delayed.

### **Airport Station**

Members commented that the first iteration of the Airport Master Plan included a proposal to develop a rail station at RHADS; but this provision seemed to be missed from a report published by Transport for the North on the Northern Transport Strategy which set out a shared rail vision for the future.

It was felt that providing a rail link would have a very positive impact on the marketing of the Airport and on its development and suggested that discussions on the development of a rail station could be resurrected.

Members also felt that Peel should consider connectivity across the whole of the Sheffield City Region, linking in with the Tram-Train project and High Speed Rail 2 (HS2).

RESOLVED – That the responses received by Members be included in an ACC report to inform the views of Airport Management before a final response to the consultation is sent by Peel Airports Ltd.

## 9 **CAA CONSULTATION ON PROPOSALS FOR A REVISED AIRSPACE CHANGE PROCESS**

A Tolhurst informed Members that the CAA had launched a major consultation regarding how decisions are made on proposed changes to the UK's airspace structure.

The CAA had commissioned consultants, Helios, last summer to undertake a review of the airspace change process (primarily the CAA's CAP 724 and CAP 725 Airspace Change Guidance note) and made a number of recommendations to the CAA. The CAA has considered those recommendations and was now consulting on the proposed changes to the process.

Members were informed that the Consultation Document was available on the CAA's website (<https://consultations.caa.co.uk/policy-development/proposals-for-revised-airspace-change-process>) and that Chapter 4 set out the specific changes the CAA is considering to each stage of the process.

RESOLVED – That Members be requested to provide the Committee Secretary with their views on the questions set out in the consultation paper by Wednesday 8<sup>th</sup> June 2016 in order to coordinate a RHADS response.

10 VIEWS SOUGHT: UKACCS SECRETARIAT AND SUPPORT SERVICE

The Chair informed Members that email correspondence had been received from the UK Airport Consultative Committee's (UKACCs) to provide ACC Members with an update regarding a review of the UKACC Secretariat and Support Service and to highlight matters that required this Committees' consideration prior to the UKACC Annual Meeting being held in June 2016.

Member ACCs were now being invited to forward their views with regards to the options set out in the email to re-vamp the UKACCs website.

RESOLVED – That Members support the option to seek equal contributions from all 23 member ACCs to revamp the UKACCs website, noting that a new scale of membership subscriptions would be implemented to raise funds for a new UKACCs website.

11 DRAFT MINUTES OF THE NOISE MONITORING AND ENVIRONMENTAL SUB-COMMITTEE HELD ON 17 MARCH 2016

RESOLVED – That the draft minutes of the Noise Monitoring and Environmental Sub-Committee held on 17 March 2016 be noted.

12 ANY OTHER BUSINESS

i) Pilgrim Fathers 400<sup>th</sup> Anniversary

P Nears informed Members that there had been an Adjournment Debate in the House of Commons on 9<sup>th</sup> March, where Bassetlaw MP John Mann had asked questions in Parliament about the plans for the 400<sup>th</sup> Anniversary of the Mayflower's voyage, coming up in 2020.

Members were made aware that the Plymouth area had received financial support from Government, with £35,000 being announced to upgrade facilities at the Mayflower museum. It was noted that £500,000 worth of financial support had been announced in the Chancellors Autumn Statement for Mayflower-related celebrations across the country. Visit England was currently in the process of allocating that sum and would involve in its work a number of areas across the UK and not just the city of Plymouth.

P Nears stated that it was important for airport management to become involved in the planning and discussions regarding the Mayflower 2020 celebrations for the local area. M Di Salvatore agreed to forward the relevant officer contact details onto P Nears. **ACTION: M Di Salvatore**

ii) Car Parking Enforcement

Members commented that there had been a number of stories in the local press recently regarding passengers who had been fined for stopping on the Airport's access roads. Members were of the opinion that stories in the press could have a reputational risk for Peel Airports Ltd.

A Tolhurst reminded Members that the Airport's access roads were owned by Peel Investments North and Peel Land and Property and monitored by a private parking enforcement firm.

Members asked if information could be provided to the next meeting regarding the number of fines issued and appealed. **ACTION: R Cooke**

iii) South Atlantic Medal Association – Falklands Memorial Service

Councillor O'Connor informed Members that he had recently attended a Falklands Memorial Service held in the Vulcan Hangar, commenting that it had been a very moving and well organised service.

iv) Portable Noise Monitor – Request from Blaxton Parish Council

Parish Councillor McCarron informed the Committee that Blaxton Parish Council had made contact with the airport several times regarding the portable noise monitor being positioned in Blaxton to record aircraft noise, without success.

R Cooke apologised for the delay, explaining that there had been some technical problems with the noise monitor; a replacement modem was currently on order.

v) Agenda Item for July ACC Meeting

R Cooke informed the Committee that K Naylor had asked that a discussion takes place at the next meeting regarding a five yearly review of the Quota Count Point System in use at Robin Hood.

A Tolhurst agreed that this agenda item would be best considered at the June meeting of the Noise Monitoring and Environmental Sub-Committee.

vi) Tour of the Cargo Hangar

Parish Councillor McCarron asked if it would be possible for a tour of the Cargo Hangar to be arranged for Members.

A Tolhurst agreed to discuss the request with the Airport Director. **ACTION: A Tolhurst**

13 DATE AND TIME OF NEXT MEETING

RESOLVED – That the next meeting of the ACC be held on Thursday 14 July 2016 at 10:00 am in the Blenheim Meeting Room, Heyford House, Robin Hood Airport, Doncaster.

At the conclusion of the meeting there will be a tour of the Terminal Building.

CHAIR

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## CAA guidance for airports on providing assistance to people with hidden disabilities

CAP 1411

**Published by the Civil Aviation Authority, 2016**

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Aviation House,  
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## Introduction

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1. The aim of [Regulation EC1107/2006](#)<sup>1</sup> (the PRM Regulation) concerning the rights of disabled persons and persons with reduced mobility (PRMs) when travelling by air is to ensure that such people have the same opportunities for air travel as non-disabled people, in particular that they have the same rights to free movement, freedom of choice and non-discrimination. A PRM is defined in the PRM Regulation as “any person whose mobility when using air transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), **intellectual disability or impairment**, or any other cause of disability, or age”. It is the CAA’s view, based on engagement with disability organisations, that ‘hidden disabilities’ should be considered to include, but not be limited to, dementia, autism, learning disabilities, anxiety issues, mental health impairments and hearing loss.
2. In addition, under the PRM Regulation, airports are required to set appropriate quality standards for this assistance to ensure that it is delivered to an acceptable standard for all PRMs and to publish performance data against these standards. The quality standards must be set in cooperation with airport users and disability organisations.
3. In relation to airports, the requirements of the PRM Regulation deal mostly with the assistance that airports are required to provide to PRMs (usually through a contracted service provider) to help them move around the airport. In arranging provision of assistance under the PRM Regulation, airports should also have regard to [European Civil Aviation Conference \(ECAC\) Document 30, Part 1, Section 5](#)<sup>2</sup>.
4. Further, under the PRM Regulation, airports are required to communicate information needed to take flights in accessible formats. It is the CAA’s view that this incorporates information provided both prior to travel and at the airport.

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<sup>1</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:204:0001:0009:EN:PDF>

<sup>2</sup> <https://www.ecac-ceac.org/documents/10189/51566/Doc30+Part+I-11thEdition-Amdt5-December2015e.pdf/fc3cd577-6e5c-47b8-ba8e-3ea934c40d31>

Following engagement with the CAA in 2014, UK airports published certain key information for PRMs in a clear and easy to understand way on their websites, in compliance with the PRM Regulation.

5. **The purpose of this guidance is to help clarify the requirements of the PRM Regulation (in light of the relevant guidance from the CAA, the European Commission and ECAC) in relation to providing assistance to PRMs with hidden disabilities, setting appropriate quality standards for this assistance, and providing information to this group of passengers.**

## Chapter 1

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## Assistance at the airport

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6. The PRM Regulation does not differentiate between physical and non-physical PRMs. Therefore airports must provide the assistance required under Annex I of the PRM Regulation in a way that is adapted to the needs of PRMs based on their disability and assistance needs. When providing assistance, airports must be aware that many people may have more than one disability. A person with a hidden disability may also have a physical disability and therefore may also require mobility assistance.
7. Airports should recognise that the widely varying needs of people with hidden disabilities require them to offer a different type of assistance to that usually offered to PRMs with a physical disability (namely a wheelchair or a buggy service). PRMs with hidden disabilities may require other types of assistance, such as a one-to-one escort through the airport. If a PRM requests an escort, airports must ensure that they can offer this service at any and all stages of the passenger journey, even if the person is already accompanied. Other PRMs with hidden disabilities may only need information, guidance and reassurance and can be left alone by agreement, but only if the assistance provider is confident that the passenger is able to cope on that basis.
8. Given the varying needs of all disabled people, and particularly in order to ensure appropriate assistance is provided to those whose disability may not be visible, airports should be flexible in their approach to providing this assistance. Whilst airports are obliged to provide assistance to PRMs under the PRM Regulation where the person has provided notification of their particular needs, if no such notification has been provided airports must still make all reasonable efforts to provide the necessary assistance.
9. People with hidden disabilities should **never** be separated from accompanying persons when receiving the necessary airport assistance under Annex I of the PRM Regulation e.g. during a security search.

## Chapter 2

## Information and communication prior to travel and at the airport

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10. Our engagement with organisations representing people with hidden disabilities indicates that this group of people want to be in control of the assistance they receive but do not always receive clear information before they travel about what assistance is available. Clearer and more detailed information on the assistance available for people with hidden disabilities, made easily available prior to the date of travel, should help to give this group of people greater confidence that the assistance available will meet their individual needs. Airports should therefore present this information on their websites (and in other accessible formats) in a clear and easy to understand way and accessible for people with hidden disabilities. Airports should also include any other information specific to people with hidden disabilities, in particular the location of toilets, quiet areas, assistance and information points, and the security search procedure (see below).
11. Airports should use videos, photos and pictures of airport processes, where possible. This will aid with familiarisation of the overall airport environment and may help ease anxiety and stress for the person before they travel. (Note that for people with a visual impairment, screen readable text for websites will ensure that a 'verbal picture' can be built up of the airport environment).
12. With regard to information about security, it is particularly important that airports explain clearly what actions may be required for security screening. This information will need to be communicated both prior to travel and at the airport itself. The information should include reference to possible close visual and physical examination and the use of security scanners. (Using pictures of security equipment and processes would be beneficial). Airports should inform PRMs that security officers must make reasonable adjustments for disabled passengers and that security officers should always ask the passenger how this can best be achieved, bearing in mind that the security officer is under a legal

obligation to satisfy him/herself, as far as reasonably practicable, that the person being screened is not in possession of any prohibited article. Airports should also inform PRMs that a passenger can request that any physical search takes place in a private area. Airports should make clear and explain the alternatives available for security screening if the usual method of screening is not appropriate (see paragraph 23 below). Airports must make it clear how passengers can request alternative screening. For example, they should set out whether the airport offers methods of identification, such as bracelets or lanyards, and give instructions about how the passenger can obtain these.

13. At the airport, airports must ensure PRMs can communicate their arrival and their request for assistance at the designated points inside and outside terminal buildings. Provision must be made for people who are less able to use visual displays. Audible announcements will generally meet this requirement. But where these are considered inappropriate, a clearly signposted information desk should be available for all PRMs, including those with hidden disabilities, to obtain the information they need. In addition, use of clear pictograms throughout the airport can help to find essential points such as toilets, quiet areas, and assistance and information points.
14. Provision must also be made for those less able to rely on audible announcements. Airports should design and position the visual displays to ensure that they are easily readable by people with hearing loss. In relation to the use of hearing loops, airports should have regard to ECAC Doc 30 Annex 5E. This has specific guidance for airport staff on communicating with people with hearing loss, including on the installation of induction loops at key points, such as information desks and special assistance areas.
15. Finally, airports should consider facilitating 'familiarisation visits' for passengers prior to travel if these are requested. If possible, these might include visits airside. An alternative is for airports to hold a PRMs open day, where PRMs, including those with hidden disabilities, are invited to experience the airport including, if possible, being inside an aircraft.

## Chapter 3

## Staff Training

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16. People with hidden disabilities have widely varying needs. To meet these needs, a substantial emphasis must be placed on ensuring that passenger facing-staff (including security staff – see next section) have a clear understanding of hidden disabilities and engage and communicate with such passengers. This in turn puts a substantial emphasis on staff training.
17. The PRM Regulation sets out three levels of training obligations on airport staff or staff working for companies contracted by airport authorities. Under Article 11 of the PRM Regulation airports must:
  - a. “ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments;
  - b. provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
  - c. ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate”.
18. The European Commission’s [Interpretative Guidelines to the Regulation](#)<sup>3</sup> suggest that staff (including sub-contractors) working on behalf of airport managing bodies, air carriers or ground-handling service providers who provide direct assistance to disabled persons and PRMs should have a specific and effective knowledge of how to meet the needs of these passengers. The PRM Regulation also draws attention to ECAC Document 30, Part 1, Section 5 annexes on training of staff. This provides more detail on recommended

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<sup>3</sup> [http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2012-06-11-swd-2012-171\\_en.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2012-06-11-swd-2012-171_en.pdf)

practice, including for training of staff to meet the needs of people with hidden disabilities. Given the varied needs of people with hidden disabilities, training modules should cover dementia, autism, learning disabilities, anxiety issues, mental health impairments and hearing loss. Training modules on meeting the needs of people with hidden disabilities should be covered in both initial and refresher training.

19. A number of organisations run accreditation schemes<sup>4</sup> for such training. Airports may wish to consider whether to participate in these. It may help to give passengers reassurance that staff training is of an acceptable standard.

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<sup>4</sup> This includes the Alzheimer's Society [Dementia friends](#) scheme, the National Autistic Society's [Autism access award](#) scheme and Action on hearing loss' [Louder than words](#) scheme.



## Chapter 4

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## Security search at the airport

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20. Our engagement with organisations representing people with hidden disabilities indicates that security is a process that can often cause significant levels of stress and anxiety, restricting access to air travel for this group of passengers.
21. Staff training is key to addressing this issue – as set out in the European Commission’s Interpretative Guidelines, airports should ensure that security staff receive appropriate training such that the dignity of people with hidden disabilities is preserved during checks. Training for security staff should take account of guidance contained in Annex 5G to ECAC Doc 30 and guidance issued in support of the UK’s National Aviation Security Programme by the Department for Transport.
22. All passengers must be screened effectively and, as far as possible, disabled passengers should be screened in the same way as other passengers. However, security officers should make reasonable adjustments when screening / searching passengers with a hidden disability. Security staff should adopt the advice in ECAC Document 30, Annex 5G in relation to the handling of checks involving disabled persons. In particular, staff should explain clearly what actions are required and ask the passenger how this can best be achieved and whether the passenger would prefer any search to take place in a private area. As the search is being carried out, staff should clearly explain their actions. If appropriate, staff can also speak to an accompanying person.
23. Security officers should consider using alternative methods of screening if they would better meet the needs of a disabled person. For example, where security scanners are in use, but where a person with a hidden disabilities is unable to adopt the appropriate stance, alternative methods of screening might include using an enhanced hand search in private or, at the discretion of the security officer, other alternative methods.

24. People with hidden disabilities should **never** be separated from accompanying persons at security search areas.
25. To help security staff identify passengers with hidden disabilities, airports should consider providing passengers with identification, such as bracelets or lanyards. This should be discrete and offered on an optional basis. Airports should also consider if an 'assistance' security lane is an option, where space and operational layouts permit. Airports should consider allowing people with hidden disabilities to access 'fast-track' security lanes at no extra cost.

## Chapter 5

## Quality Standards

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26. Article 9(1) of the PRM Regulation requires that airports with 150,000 commercial passengers or more set 'quality standards' for the assistance specified in Annex I of the Regulation and that these quality standards are published (Article 9(3)). This includes any assistance given to people with hidden disabilities. The CAA has produced [guidance on airports' obligations to set, monitor and publish quality standards](#)<sup>5</sup>.
27. Airports must set quality standards, and determine resources for meeting them, in cooperation with "organisations representing disabled passengers and passengers with reduced mobility." Airports should therefore consult annually with organisations representing people with hidden disabilities and also individuals themselves.
28. Because the type of assistance likely to be given to people with hidden disabilities may differ from other types of assistance on offer, airports should seek to enhance existing methods for setting and measuring quality standards so that they have a more complete assessment of the quality of the assistance provided to PRMs, in particular to those with hidden disabilities. This is especially relevant in areas such as staff attitudes, behaviours and customer service skills. An appropriate quality assurance process should be implemented to maintain quality standards.

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<sup>5</sup> [www.caa.co.uk/CAP1228](http://www.caa.co.uk/CAP1228)

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## ROBIN HOOD AIRPORT DONCASTER SHEFFIELD

### NOISE MONITORING AND ENVIRONMENTAL SUB-COMMITTEE

23 JUNE 2016

PRESENT: A Tolhurst OBE (in the Chair)

Members:- Parish Councillor R Brown (Blyth Parish Council), R Cooke (Robin Hood Airport), Councillor T Corden (Doncaster MBC), Councillor J Cox (Doncaster MBC), Parish Councillor S Crawford (Austerfield Parish Council), Town Councillor A Cropley (Bawtry Town Council), A Hudson (Air Traffic Control, Robin Hood Airport), G Levett (Doncaster MBC), K Naylor (Robin Hood Airport), G Payne (Substitute for Auckley Parish Council), S Racjan (Doncaster MBC), Parish Councillor C Sheriff (Finningley Parish Council), A Shirt (Committee Secretary), Town Councillor Gordon Whitehead (Tickhill Town Council), Parish Councillor A Wilcox (Misson Parish Council), and Parish Councillor J Worthington (Cantley with Branton Parish Council)

Observers:- P Edwards (Misson Parish Council) and Y D Woodcock (Ex-Officio, ACC)

Apologies for absence were received from Town Councillor S Ball (Maltby Town Council), Councillor R Blake (Doncaster MBC), A Bosmans (FODSA), Councillor L Curran (Doncaster MBC), J Davies (Doncaster MBC), Parish Councillor N McCarron (Blaxton Parish Council), Councillor A Smith (Doncaster MBC) and Parish Councillor I Swainston (Auckley Parish Council)

#### 1 WELCOME, INTRODUCTIONS AND APOLOGIES FOR ABSENCE

A Tolhurst welcomed everyone to the June meeting of the Noise Monitoring and Environmental Sub-Committee.

Apologies for absence were noted as above.

#### 2 ANNOUNCEMENTS

None.

#### 3 PRESENTATION ON DRONES AND LASERS

The Committee received a presentation from Andy Hudson, Air Traffic Control Manager, regarding the use of Drones and Lasers attacks.

A Hudson informed Members that small unmanned aircraft were now widely available to purchase in shops and online, both for commercial and recreational use.

More popularly known as 'drones', they can cause injury or damage if they are not used responsibly.

The official definition of a drone is "a small unmanned aircraft "(SUA) defined in the ANO (Article 255) as any unmanned aircraft, other than a balloon or kite, having a mass of not more than 20kg without its fuel, but including any articles or equipment installed in or attached to the aircraft at the commencement of its flight.

For electrically powered models the batteries must be included as part of the 20kg limit. The batteries are in effect regarded as the fuel tank and electrons are regarded as the fuel.

Anyone using a small drone needs to be aware of the regulations contained in the Air Navigation Order, specifically Article 166, which states:

- (1) A person must not cause or permit any article or animal (whether or not attached to a parachute) to be dropped from a small unmanned aircraft so as to endanger persons or property.
- (2) The person in charge of a small unmanned aircraft may only fly the aircraft if reasonably satisfied that the flight can safely be made.
- (3) The person in charge of a small unmanned aircraft must maintain direct, unaided visual contact with the aircraft sufficient to monitor its flight path in relation to other aircraft, persons, vehicles, vessels and structures for the purpose of avoiding collisions.
- (4) The person in charge of a small unmanned aircraft which has a mass of **more than 7kg**, excluding its fuel, but including any articles or equipment installed in or attached to the aircraft at the commencement of its flight, must not fly such an aircraft:
  - (a) In class A, C, D or E airspace unless the permission of the appropriate air traffic control unit has been obtained;
  - (b) Within an aerodrome traffic zone during the notified hours of watch of the air traffic control unit (if any) at the aerodrome, unless the permission of any such air traffic control unit has been obtained; or
  - (c) At a height of more than 400 feet above the surface, unless it is flying in airspace described in sub-paragraph (a) or (b) and in accordance with the requirements for that airspace.
- (5) The person in charge of a small unmanned aircraft must not fly such an aircraft for the purposes of aerial work, except in accordance with a permission granted by the CAA.

Members noted that flights that require permission are subject to the airport's hazard analysis and promulgation procedures before permission is granted.

Members were of the opinion that there needed to be stronger regulation and enforcement action regarding the inappropriate use of drones to ensure that the airspace around airports remained safe.

In relation to Laser attacks, it was reported that there had been four attacks on aircrafts within the airspace of Robin Hood Airport during 2015. From the beginning of 2016 to date, there had been one reported laser attack. All laser attacks were reported to the Police and to the Airport's onsite Policing team for investigation and prosecution.

Members were asked to report any activity to the Airport which they may witness currently taking place in villages close-by to the Airport, in relation to Balloons, Fireworks, Lasers or Drones on the following telephone number **01302 625642**. The Airport could then take action to sanitise the airspace above the particular area.

RESOLVED – That the Committee thanked Andy for an interesting and informative presentation.

4 MINUTES OF THE NOISE MONITORING AND ENVIRONMENTAL SUB COMMITTEE HELD ON 17 MARCH 2016

RESOLVED – That the minutes of the Noise Monitoring and Environmental Sub-Committee held on 17 March 2016 be agreed as a correct record.

5 MATTERS ARISING

i) Noise Preferential Route

K Naylor informed Members that following the March meeting, analysis had taken place to capture all flights which had not followed the Noise Preferential Route, due to it not been available in the Aircraft's Flight Management System. Following analysis, there had only been a small number of occasions where aircraft's had not followed the Noise Preferential Route.

It was noted that there had been one cargo operator who had continuously not followed the Noise Preferential Route; work was now taking place with the airline to address this issue.

ii) Noise Complaints from Armthorpe Residents

Councillor Corden wished to make the Airport aware that there had been an increase in complaints reported to Armthorpe Parish Council in relation to aircraft noise.

A Tolhurst explained that all complaints in relation to aircraft noise, must be reported to the Airport to allow them to investigate the issue.

Members were reminded that noise complaints could be reported to the airport by calling the 24 hour answering service on 01302 623499, or by email [environment@robinhoodairport.com](mailto:environment@robinhoodairport.com) or in writing to the Environment and Community Manager, Robin Hood Airport, Heyford House, First Avenue, Doncaster, DN9 3RH, by leaving their name and address followed by the date of the disturbance, time and any other information to assist the investigation.

6 MEMBERSHIP UPDATE

RESOLVED – That the Committee notes the changes of membership on the Noise Monitoring and Environmental Sub-Committee as outlined below:

- Doncaster MBC has appointed Councillor Alan Smith (in place of Councillor James Hart).
- Doncaster MBC has re-appointed Councillors Jane Cox, Tony Corden, Linda Curran and Rachael Blake.
- Blaxton Parish Council has re-appointed Parish Councillor Norma McCarron.

7 AIRPORT ACTIVITIES UPDATE

R Cooke provided the Committee with an update regarding the commercial, marketing and operational issues at RHADS. In summary it was reported that:-

- Passenger numbers and interest in the Paris and Brussels Flybe routes were suffering a little due to general softening of the market. This had also been seen by other operators at other major Airports.
- The possible reason for the low demand on the Paris route was thought to be in respect of the recent terrorist attacks, however, there had been interest in the route due to the European Football Championships.
- A large amount of marketing activity was currently taking place, particularly digital marketing.
- A 30% off sale had recently taken place to which had a positive impact on forward sales.
- Further marketing initiatives were planned to take place over the forthcoming months.
- The Airport would be making some changes to its winter schedule; flights to Dusseldorf and Chambéry would commence with flights to Newquay being suspended for the winter season.
- Freight activity at the Airport was currently doing very well at the moment. There had been a large number of ad-hoc movements to date.
- The Airport were hopeful that they may be able to secure a scheduled freight operation from Robin Hood later in the year.
- The new Executive Lounge in the Terminal Building was proving to be very popular during the day and was currently ahead of all expectations.
- There had been record levels of demand for onsite car parking, so much so that the Airport was having to construct a temporary car parking capacity to meet demand. This was similar to the demand being seen for car parking at East Midlands and Manchester Airports.



- The 'Meet and Greet' service had been exceptionally well received by the public and excellent reviews had been obtained.

A Tolhurst commented that it would be useful for Members to receive a tour of the Terminal Building later in the year, to see the infrastructure changes which have taken place over recent months.

RESOLVED – That the update be noted.

## 8 AIR TRANSPORT MOVEMENTS AND QUIET OPERATIONS POLICY REPORT

The Committee received a presentation from K Naylor regarding the Air Transport Movements and Quiet Operations Policy for the period March 2016 to May 2016.

### a) Air Transport Movements

The presentation reported on the following:-

- i) The number and type of aircraft movements from March to May 2016.
- ii) The number of arrivals and departures on each runway from March to May 2016.
- iii) The number of arrivals and departures on each runway from April 2005 to May 2016.

### b) Quiet Operations Policy Report

The presentation reported on the following:-

- i) The number of complaints received by Robin Hood Airport from 1 March 2016 to 31 May 2016, amounted to 140 complaints.
- ii) Robin Hood Airport's total number of complaints and type of complaints for the period 1 March 2016 to 31 May 2016.

### c) Number of Complaints and Individuals for March to May 2016

- i) During March 2016, the Airport received 27 complaints from 8 individuals.
- ii) During April 2016, the Airport received 47 complaints from 11 individuals.
- iii) During May 2016, the Airport received 66 complaints from 16 individuals.

### d) Number of Complaints and Individuals from each area from 1 March 2016 to 31 May 2016

- i) The number of complaints and individuals from each area for March 2016 to May 2016.
- ii) The percentage of total complaints from each area for the period.
- iii) The number of complaints and comparison figures for March to May 2015 and 2016.

- iv) Robin Hood Airport's annual number of complaints and total movements from 2005 to 2016.
- v) The number of complaints received by the Airport continued to decline year-on-year from 2009 onwards. From 1<sup>st</sup> January 2016 to 31<sup>st</sup> May 2016 the Airport had received a total of 178 complaints.
- vi) The number of night time departures from Runway 20 for March to May 2016.
- vii) The number of non-NPR aircraft departures from March to May 2016.
- viii) The number of Quota Count Points (QCP) used and QCP Limits from April 2005 to May 2016.
- ix) The number of Quota Count 4 Movements from November 2010 to May 2016.  
During April 2016 there had been one QC4 movement at the Airport.
- x) The number of Engine Tests for March to May 2016.

RESOLVED – That the presentation be noted.

#### **9** ANNUAL NOISE REPORT APRIL 2015 - MARCH 2016

K Naylor presented the Annual Noise Report for the period 1st April 2015 to 31<sup>st</sup> March 2016.

It was agreed that a copy of the report be submitted to Doncaster MBC in accordance with the provisions set out in the Section 106 agreement.

RESOLVED –

- i) That the Committee notes and approves the contents of the 2015/16 Annual Noise Report.
- ii) That a copy of the Annual Noise Report 2015/16 be submitted to Doncaster MBC in accordance with the provisions set out in the Section 106 agreement.

#### **10** 5 YEARLY REVIEW OF QUOTA COUNT POINTS

A Tolhurst reminded the Committee that the Quota Count Point (QCP) system in use at Robin Hood Airport was for aircraft operating in the night time period (23:00 to 07:00 hours). The totals for each month are recorded and reported to the Committee every quarter.

As agreed in the Section 106 Agreement with Doncaster MBC, the Airport were permitted 100, QC4 movements each year.

The Committee gave its consideration to reviewing the Quota Count Points system and agreed that the Airport should retain its current policy.

RESOLVED – That the Committee agreed that the Airport should retain its current Quota Count Points system as outlined in the Section 106 agreement.

**11** NOISE POLICY AND COMMUNITY ENGAGEMENT BOARDS

A Tolhurst informed the Committee that correspondence had been circulated by the UKACCs Secretariat, informing ACCs that Manchester Airport Consultative Committee had sent a letter to the Department for Transport (DfT) setting out their Committee's views on the Airports Commission's recommendations contained in its Final Report regarding the Independent Aviation Noise Authority, Community Engagement Boards and proposed noise levy.

A copy of the letter was included in the agenda pack for Members' information.

A Tolhurst reported that the DfT had replied to Manchester Airport Consultative Committee stating that Government had recently begun a process to review noise and airspace policies. Additionally, the DfT were aware of the concerns that had been raised and were considering these when developing its policies for consultation.

The reply also stated that the DfT "did not want to disrupt, nor replace any current local arrangements that work, and understand the need for local answers for local situations".

In respect of the recommendation for an independent noise body, the DfT felt that in certain circumstances, it would have a place, without creating a one size fits all answer.

The DfT were considering consulting on a further functions, however, they were suggesting that its main purposes would be in helping with airspace changes and developing best practice for noise mitigations within the aviation industry.

It was pointed out that the noise levy was recommended as a charge at all major airports, and that the DfT were looking at the evidence from many airports other than Heathrow and Gatwick to ensure that it was the right thing to do according to that evidence. The DfT would consult on how its thinking had evolved on this topic, but it would be based on that evidence.

The letter concluded by stating that the "community engagement board was recommended by the Airports Commission for an expanded Heathrow only, the AC did not suggest that it should be applied elsewhere".

RESOLVED – That the Committee noted the contents of a letter from Manchester Airport Consultative Committee and the reply from the DfT.

**12** CAA CONSULTATION ON IMPROVEMENTS TO UK AIRSPACE CHANGE PROCESS

A Tolhurst reminded the Committee that the Civil Aviation Authority (CAA) had issued a consultation paper inviting views on proposed changes the CAA was considering making to its airspace change decision-making process. The objective being to optimise its process to ensure that all stakeholders are adequately consulted as part of a transparent, proportionate process.

R Cooke informed Members that the Airport had submitted a response to the consultation which closed on 15 June 2016.

It was noted that the DfT would be consulting on a new noise policy for aviation later in the year.

RESOLVED – That the update be noted.

**13** ENVIRONMENTAL REPORT

K Naylor reported that the Airport continued to use the company 'ReFood' who collected waste food from the Airport, which otherwise would have gone to landfill or to an incinerator.

It was reported that the Airport was aiming to boost its recycling and further segregation of waste this year, with the overall aim of reducing the amount of waste sent to landfill or to an incinerator.

RESOLVED – That the update be noted.

**14** COMMUNITY ACTIVITIES

K Naylor informed Members that following the March meeting, all successful projects had now received funds from the Airport's Community Investment Fund.

It was noted that a further round of funding had been made available for further projects in the 2016/17 financial year.

RESOLVED – That the update be noted.

**15** ANY OTHER BUSINESS

i) Portable Noise Monitor

Councillor Cox asked if there had been any progress in fixing the portable noise monitor.

K Naylor reported that a new SIM card had been ordered for the Portable Noise Monitor and that hopefully, the replacement card would fix the current problem. Arrangements would then be made to monitor to be positioned in Blaxton to obtain recordings as requested by Blaxton Parish Council.

ii) Access Road – Hurst Lane

S Racjan reported that a Council vehicle had recently stopped on Hurst Lane to clear-up broken glass. Subsequently, in the following days, the Council had received a car parking fine for stopping on Hurst Lane. It was noted that Council were challenging the parking fine.

K Naylor suggested that S Racjan contacts Margaret Godley at Peel Investments North regarding registering Council vehicles to allow them to be permitted to stop on the Airport's access road to clear up reports of rubbish / fly tipping etc.

iii) Ownership of Old Bawtry Road

Parish Councillor Sheriff asked if there had been any progress made in clarifying the ownership of Old Bawtry Road.

K Naylor reported that it was anticipated that this issue would be concluded later in the year and agreed to keep the Committee updated on progress.

iv) Airport's Chosen Charity for 2016

K Naylor reminded Members that the Airport and TUI UK Ltd had chosen to support the Children's Hospital Charity 'Make it Better Appeal' as their local charity for 2016.

Staff would be holding a 'Bake it Better' fundraising day in the Terminal Building on Friday 24 June 2016.

v) Doncaster Armed Forces Day Celebration – Saturday 2 July 2016

Y Woodcock informed Members that the Doncaster Armed Forces Day Celebration event would take place on Saturday 2 July 2016 from 9:45 am to 2:00 pm at Waterdale, Doncaster.

vi) Doncaster Cancer Detection Trust

Y Woodcock encouraged Members to vote for the Doncaster Cancer Detection Trust in the Sainsbury's Local Charity of the year programme.

Members could cast their vote by visiting [www.sainsburyslocalcharity.co.uk](http://www.sainsburyslocalcharity.co.uk) by Sunday 26 June 2016.

**16** DATE AND TIME OF NEXT MEETING

RESOLVED – That the next meeting of the Noise Monitoring and Environmental Sub-Committee be held on Thursday 15 September 2016 at 10:00 am in Heyford House, Robin Hood Airport, Doncaster.

CHAIR

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