

Minutes

Meeting	Bournemouth Airport Consultative Committee
Held on	Thursday 23 rd July 2026
Time	1200 hrs
Venue	Pussex House, Bournemouth Airport

Attendees	1. Mr D Skillicorn (Chair)	Bournemouth University
	2. Cllr Mrs J Jones (Deputy)	Hurn Parish
	3. Cllr J Cook	Burley Parish Council / Crowhill Residents' Association
	4. Cllr T Cordery	Ferndown Town Council
	5. Ms Donna Hart	Dorset Chamber of Commerce & Industry
	6. Mrs J Hudson	Broadstone Neighbourhood Forum
	7. Cllr C Latham	Verwood Town Council
	8. Cllr Manley	Bransgore Parish Council
	9. Cllr B Manuel	West Parley Parish Council
	10. Cllr Mrs M Phipps	BCP
	11. Cllr S Rippon-Swaine	New Forest District Council
	12. Mr P Thorne	Christchurch & District Chamber of Trade & Commerce
	13. Ms R Osborn	Secretary to Consultative Committee
In Attendance	Bournemouth Airport:	
	1. Mrs N Parks	Director of Operations
	2. Mrs C Hicks	Customer Service Director
	3. Mr John Henderson	Trax International
Apologies	1. Cllr J Adams	New Forest National Park Authority
	2. Cllr V Charrett	Mayor of Christchurch
	3. Mrs S Fotheringham	Friends of St Catherine's Hill
	4. Mrs E Lancaster	Friends of St Catherine's Hill

Meeting dates: All Thursdays at 1200 hrs → 19th November 2026

Prior to the start of the meeting, Members took time to remember Councillor Barry Goringe, Member representing Dorset County Council, who sadly passed away in April.

1. Election of Chair and Deputy Chair

1.1 Members confirmed the Chair and Deputy in Office for the next year (third year of the three-year term).

2. Minutes of Last Meeting

The minutes of the last meeting, held on the 19th March 2026, were approved by those present.

3. Actions from Minutes of Last Meeting

3.1 Before discussing the Actions, the Chair advised Members that on the 1st August the Airport would be celebrating its 85th Birthday. The Chair commended the current Airport Management Team and asked for congratulations to be passed on to the whole Airport Team. This was endorsed by all present. Mrs Hicks advised that there would be a coffee and cake celebration on Friday, 31st July, in the Departures Terminal and Members were very welcome to attend.

ACTION 1 Tour of new facilities to be arranged for the morning before the November meeting. Members wishing to be included to email the Secretary. Visit to take place 1030 hrs on Thursday 19th November from Pussex House.

ACTION 2 Canford Chimney Planning Application: The Airport attended the Public Enquiry held in June. Decision awaited.

ACTION 3 Eco expansion: The Member for BCP reported that Eco had applied to increase its throughput by 75%, which would increase the height of the stack. Mrs Park advised that the initial application in 2022 did not affect aircraft movements and that this new application was under the same assessment to ensure safeguarding measures had been met. The Members for West Parley and Ferndown stated that their areas had not been part of the consultations, which was disappointing and, as such, they would write to BCP to advise that they had not been made aware. It was noted that the consultation closing date had passed.

4. **Business Update**

- 4.1 Passenger volumes for June totalled 166,314, slightly behind budget. (Financial) Year to Date passengers stood at 432,162, again, behind budget. In total, for the month of June, there were 1,071 Passenger aircraft movements, 2 Cargo movements and 1,817 General Aviation movements (including light aircraft).
- 4.2 On Time Performance scores achieved for each airline during past 6 months were reported. The Check-In average queue time stood at 12 minutes, the Central Search average queue time was 6 minutes and the target of 20 minutes for the first bag on the baggage reclaim belt was achieved for 95% of flights (target 95%).
- 4.3 Customer Satisfaction (CSAT) scores for all airline customers continued to trend positively, with Jet2 at 94%, Ryanair at 90% and TUI at 90%. Bournemouth had been ranked consistently highest for all Jet2 UK bases since launch at the Airport.
- 4.4 Passenger Assistance: 100% of Passengers with Reduced Mobility (PRM) received assistance within 10 minutes of arrival at the Airport. There was a total of 2,557 PRM passengers in June, compared to 2,520 in June last year. The excellent performance was the result of having such dedicated and caring individuals in the PRM Team.
- 4.5 Members were briefed on Airport business developments. All core capacity was now on sale for Winter 2026-27, with Ryanair increasing their frequencies to Edinburgh (4 per week), Krakow (4 per week with extra Christmas flights) and Wroclaw (3 per week). Jet2 and TUI core Summer 2027 programmes were on sale, with new Jet2 routes to Bergen and Reus and new TUI routes to Kos and Larnaca. The initial Winter 2027-28 inventory was on sale with the new TUI (Crystal Ski) route to Innsbruck.
- 4.6 The year to end March 2026 was the Airport's busiest ever. 1.4 million passengers were handled, beating the record set just a year earlier. Year 2026-27 was expected to be a year of consolidation with shallower growth. Events in the Gulf region and the impact on fuel price had dampened demand for this summer, with passenger volumes running behind budget as a consequence, but still performing circa 5% ahead of last year.
- 4.7 Cargo was behind budget as a result of based operator European Cargo going into administration. A significant effort was being made by the whole team to secure 'interim' (ad hoc) cargo flying opportunities. There had been investment in the Cargo Sales team to target new, long-term / regular airfreight clients.
- 4.8 RAF Operations: Bournemouth will support RAF A400M 'Atlas' and C-17 'Globemaster' fleets during period of Brize Norton airfield works for a number of months starting this month. The activity will be mainly focused on ground servicing of aircraft. The major fleet maintenance will be undertaken at Boscombe Down with Bournemouth (including the Gama hangar facility) acting as back-up. A limited number of weekly flight rotations were expected, within normal airfield operating hours.
- 4.9 With regard to passenger operations, there were 4 Key Airlines, Jet2, TUI, Ryanair and easyJet, and 7 Key Tour Operators Canterbury Travel, Hays Travel, Jet2holidays, P&O Cruises, Santa's Lapland, Transun and TUI. 42 destinations served for 2026/27 to 19 Countries.

2026 new destinations: Kos (Jet 2) & Trapani (Ryanair)

2027 new destinations: Larnaca (TUI), Kos (TUI) & Reus (Jet2)

Mrs Hicks and Mrs Park were pleased to advise that this morning, Jet2 had announced services from Bournemouth to Paris, Jersey and Verona. This was welcome news indeed.

4.10 Full List of Destinations was shared:

Jet2

Agadir, Alicante, Antalya, Bergen, Corfu, Costa de la Luz, Crete, Dalaman, Faro, Fuerteventura, Gran Canaria, Ibiza, Kos, Lanzarote, Madeira, Majorca, Menorca, Prague, Reykjavik, Rhodes, Tenerife, Vienna, Zante and 2027 new destination Reus.

Ryanair

Alicante, Bergerac, Carcassonne, Chania, Edinburgh, Faro, Fuerteventura, Girona, Gran Canaria, Krakow, Lanzarote, Majorca, Malaga, Malta, Murcia, Rhodes, Tenerife, Trapani, Venice, Wroclaw and Zadar.

TUI

Antalya, Corfu, Crete, Dalaman, Gran Canaria, Ibiza, Kefalonia, Lanzarote, Majorca, Menorca, Paphos, Rhodes, Tenerife and Zante, as well as 2027 new destinations Kos and Larnaca, and Winter 2027-28 new destination Innsbruck.

easyJet – Geneva (6 flights per week)

5. **Corporate & Social Responsibility**

5.1 Noise complaints for the period 1st January to end June 2026 were reported, as follows:

Total complaints:	263
New individual complaints:	39
Repeat complaints:	224
Repeat complainants:	22 people

All flights were investigated.

Except for 3 Ryanair Alicante breaches, all flights were found to be compliant. The 3 Ryanair non-compliances were reported to, and discussed, with Ryanair.

5.2 The Chair asked Mrs Park how many complaints she was receiving on average per day at the moment, she replied 40. The Chair then asked how many Mrs Park received per day during the Spring months, to which Mrs Park replied 5 or 6 per day. The Chair expressed surprised that the number was so great, especially as there had only been 2 cargo flights in the previous month. A discussion ensued.

5.3 Mrs Park was asked where the majority of complaints were emanating from and she advised, Brockenhurst, and that they were not cargo flight-related. Mrs Park had met with the Member for Brockenhurst Parish on the 13th July, along with an Officer for the New Forest National Park, to discuss the noise complaints. However, she confirmed that the complaints had not diminished in number since. One complainant was sending 10 emails to Mrs Park a day. Members expressed surprise and concern that Mrs Park was experiencing “harassment” to which Mrs Park replied that she was concerned about the mental health of the repeat complainants. Mrs Park reiterated that she investigated and replied to every complaint received. She noted that there were a couple of complainants who made exactly the same complaint, so they received the same answer, to which they then complained to Mrs Park suggesting that her responses were AI computer-generated.

5.4 Members asked whether there was anything they could do to assist. The Member for Bransgore stated that he had met with some of the residents he represents, listened and discussed their aircraft noise concerns, and was able to explain and impart the knowledge he had gained from attending the Consultative Committee. All agreed that the more Members could do to help Mrs Park and interact with their communities, the better. All Member stated that they would be keen to help and it was suggested that Mrs Park copy in the particular Member concerned for them to get involved.

5.5 The Deputy Chair stated that, as Operations Director for the Airport, Mrs Park had more than enough to take up her working day without the added task of replying to multiple noise complaints. She commended Mrs Park for taking the time to investigate and provide personal responses to each and every noise complaint, and this was echoed by the Committee. Mrs Park thanked the Deputy Chair. Mrs Park stated that she wanted all to be aware and share with their communities that, not through the want of trying, it was not always possible to meet the 5-day deadline for responses, as some complainants had complained about her response timing. However, she stressed she was committed to providing a dedicated, personal response, albeit only at weekends at present.

5.6 As the Member for Brockenhurst Parish was not at the meeting, Members agreed that the Chair should officially write to him to advise of the decision of Members to get involved in mediation of noise complaint matters in their communities and for him to action as soon as practicable, requesting a report at the next meeting. This was endorsed by all present. The Chair to copy Members for information.

ACTION 4 The Chair to write to the Member for Brockenhurst Parish to advise on the Committee decision to act as mediators in noise complaints in their communities, and request an update from the Member on the Brockenhurst complaints. Members to be copied, for information.

5.7 **Community Fund:** Discussion deferred until next meeting.

6. Any Other Business

6.1 The Member for BCP stressed her concern over the car parking issues being experienced in the vicinity of the Airport, off Parley Lane, in Hurn Court Lane and Mill Lane. A presentation had been given to Hurn Parish Council some months ago regarding the adoption of red lining along Parley Lane to stop car parking. The Member for BCP asked how far the red lining would extend, would it include cameras and when would it be actioned. Also, she expressed her disappointment that enforcement of the area was inadequate and ineffective. Mrs Park replied that the red lining would extend from the Hurn roundabout to the Chapel Gate roundabout, and as far as the Quarry. The Airport was working closely with BCP on the matter and she confirmed that Airport funds had been allocated. However, when the works would commence was yet to be determined by BCP. The Member for BCP offered to make enquiries.

ACTION 5 Parley Lane Red Lining and associated works: The Member for BCP to make enquires as to progress.

6.2 The Member for Burley Parish Council / Crowhill Residents' Association reported that there was only one loo in Arrivals, which was inadequate for an incoming flight, and there was a sign to "toilets" through a door, however, that door was locked. Mrs Hicks apologised that the connecting door was locked and stated that there were also toilets in the Border Force Area, as well as by the Arrivals belts. The Member suggested a larger sign and Mrs Hicks agreed.

6.3 The Member from Bransgore asked whether there were any plans for flights to Luxembourg. Mrs Park and Mrs Hicks responded that the Aviation Development Team were working with airlines on a number of new routes and this would be added to their list.

6.4 The Member for Verwood Town Council asked if there was an update on the Adventure Wonderland planning application. The Member for BCP advised that the Application was due to be put before Committee, however, Adventure Wonderland changed their planning consultant and asked to withdraw the Application. The date for resubmission had not yet been determined.

Chair

Date 2026