

20 March 2014
FOIA reference: F0001854

Dear XXXX

I am writing in respect of your recent request of 6 March 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“Details from any reports, filed under the Mandatory Occurrence Reporting Scheme, concerning damage to Boeing 757 aircraft that occurred in the period 25 to the 28 September 2010 inclusive.

The detail to include, where possible, location and activity eg: landing, taxiing, parking, ground handling, maintenance, unattended etc.”

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

Incident reports are provided to the CAA under the terms of the Mandatory Occurrence Reporting (MOR) scheme, as described under Article 226 of the Air Navigation Order 2009 (ANO). Each report made is reviewed and, where appropriate, further investigation carried out and action taken.

We have carried out a search of the CAA MOR database for any occurrence report for a Boeing 757 aircraft (not just those where damaged was caused to the aircraft) regardless of nationality or event for the period 25 to 28 September 2010 inclusive and provided an excel report. We have however, removed identifying information from these reports as this information is exempt from disclosure under section 44 (1) (a) of the FOIA.

Section 44 (1) (a) of the FOIA provides that information is exempt information if its disclosure is prohibited by, or under, any enactment. Under Section 23 of the Civil Aviation Act 1982, information which relates to a particular person (which includes a company or organisation) and has been supplied to the CAA pursuant to an ANO is prohibited from disclosure (a copy of this exemption can be found below).

For more information about the Mandatory Occurrence Reporting scheme, please refer to CAP382 which can be found at www.caa.co.uk/cap382.

Civil Aviation Authority

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

Freedom of Information Act: Section 44

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

- (a) is prohibited by or under any enactment,
- (b) is incompatible with any Community obligation, or
- (c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

Section 23 of the Civil Aviation Act is such a statutory prohibition. Accordingly, the obligations of the CAA to comply with Section 23 are unaffected by the Freedom of Information Act.

Under Section 23, information supplied to the CAA in connection with its regulatory functions and which relates to a particular individual or organisation must not be disclosed by the CAA unless such disclosure is authorised by one of the exceptions contained in Section 23 itself.

File Number	Date	Flight Phase	Location	Headline	Narrative
201010708	25/09/2010	En route	En Route	Following a "metal on metal banging noise", strong electrical fumes and wispy smoke observed from galley oven.	Oven circuit breaker pulled, contents removed and smoke dissipated but after approximately 20mins, electrical smell returned. Utility busses turned off and smell again dissipated.
201010730	25/09/2010	Standing	Mahon	Prior to B757's departure, belt loader pulled titanium scuff plate off forward cargo hold frame. Loader brought it to the attention of agent straight away. AOG. Repair team attended to a/c.	
201010763	25/09/2010		Taba	Serious Incident / Foreign AIRPROX - B757 and a military a/c at FL260.	B757 had been on a radar heading to avoid storms. When clear of weather the a/c turned onto a new radar heading when AIRPROX occurred. B757 crew observed the military a/c flying directly towards the a/c and selected all external lights. Subject to Foreign Authority investigation.
201010765	26/09/2010	En route	Malaga	Inbound B757 was instructed to contact its company operations and informed that there was approximately 600kg more weight in hold 4 than of on the loadsheet. Descent and landing was normal.	
201010803	26/09/2010	En route	En Route	Acrid smoke from the rear galley ovens. Smoke ceased after removing power. No signs of contamination found inside the ovens.	
201010806	28/09/2010	Standing	Taba	Substantial quantity of water leaked onto flight deck floor from forward toilet. Potential risk of water dripping into E and E bay.	Noticed following completion of shut down checks on stand. Investigation revealed that water had overflowed sink onto floor because sink tap had been depressed by stowage of cabin rubbish prior to landing. Quantity of water sufficient to flood both galley and flight deck floors. Floors dried using numerous packs of paper towels.
201010810	28/09/2010	En route	Manchester (MCT)	PAN declared due to passenger medical emergency. Oxygen administered. A/c diverted.	
201010881	28/09/2010	En route	En Route	Diversion initiated due to passenger medical emergency. Oxygen administered.	

201010885	26/09/2010		En Route	Medical emergency declared due to passenger illness. Oxygen administered. Paramedics met aircraft on arrival.	
201011351	26/09/2010	En route	Germany	PLOC - B757 cruising at FL370 lost communications with ATC, whilst monitoring guard. It is stated that SOP to communicate on I/C can block out RT calls.	
201010632	26/09/2010	En route	Glasgow (GOW)	EFPS (Electronic Flight Progress Strip) failed, which caused distraction and resulted in B757 infringing Prestwick's airspace.	After a Bell 206 landed at Strathblane, INT started creating a new strip from the stored list for Bell 206's next flight, when INT tried to enter squawk in the pop-up, an error message appeared in the middle of the screen. INT acknowledged error message and was then presented with an empty blue screen. INT moved to CO's position and Tels were informed. A B757 that had departed was cleared to climb to 5000ft and then coordinated to route direct NATEB and climb to FL110. Bell 206 subsequently called lifting from Strathblane and VFR clearance was issued as this was as easy as saying standby. As INT was filling out strip details for Bell 206 and tried to put in squawk, the initial EFPS fault manifested itself again and an error message appeared. INT moved back to his original position. INT then heard FIN and realised that B757 had not been issued its climb to FL110 and was still maintaining 5000ft and was now within Prestwick's airspace. B757 was given left turn and climb to FL110. Investigation progressed under 201007981.