

19 January 2015  
Reference: F0002181

Dear XXXX

I am writing in respect of your recent request of 27 December 2014 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*Please provide details of all MORs for the periods:*

*12 Dec 2014,*

*7 Dec 2013, and*

*8 & 9 Aug 2011*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are 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 therefore carried out a search of the CAA MOR database for any event which has occurred on 12 December 2014, 7 December 2013 and 8/9 August 2011 regardless of aircraft nationality or aircraft type, and attached an excel spreadsheet summary.

We have not included identifying information in this summary report 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 Air Navigation Order (ANO) is prohibited from disclosure (a copy of this exemption can be found below).

**Civil Aviation Authority**

Aviation House Gatwick Airport South Gatwick RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)  
Telephone 01293 768512 [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

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

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:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@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 FOIA to appeal against the decision by contacting the Information Commissioner at:-

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

[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens'.

Mark Stevens  
External Response Manager

**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).

File number	UTC date	Aircraft category	Location of occ	Headline	Narrative text
201109371	09/08/2011	Airplane	London-Heathrow - LHR	Incorrect weight used for take-off performance.	Performance calculation based on ZFW of 53.3T instead of TOW 60.8T. Rotation felt wrong and V2 speed indicated just below VLS (a/c rotated at 127kts). P2 used ZFW to generate performance. P1 also used ZFW from loadsheet and cross checked performance weight so this was not picked up. Gross error check or green dot was either missed or not correctly checked resulting in a take-off using wrong speeds.
201109418	09/08/2011	Airplane	Glasgow (GOW)	SF340 on vectors for ILS R/W23 received/complied with a TCAS RA 'climb' against a known helicopter. Clear of conflict received and approach continued. SF340 crew remained visual throughout.	
201109437	09/08/2011	Airplane	BOGNA	A319 was routing via VEULE and had an XFL of FL300 to S1. A319 was cleared to climb to FL290, ATC subsequently accidentally cleared a/c to FL370 which pilot read back. Appropriate ATC action taken.	ATC stopped A319 at FL330, then following coordination with S1, A319 climbed to FL370 and transferred to Brest Control. There was no conflicting traffic in S1.
201110594	08/08/2011	Airplane	Manchester (MCT)	B757 descending through FL122 targeted by laser. Authorities informed.	
201110695	09/08/2011	Airplane	Belfast (BEL)	A319 in descent at 2900ft targeted by green laser from Glengormley area. Authorities informed.	
201110840	09/08/2011	Airplane	Leatherhead	B777 at FL80 in climb targeted by green laser from the vicinity of Leatherhead. Authorities informed.	
201109240	08/08/2011	Airplane	Manchester (MCT)	A320 given a conditional line up clearance subject to an inbound B737 crossed the red stop bar at JA1 as the B737 crossed the threshold.	Conditional line up clearance read back correctly.
201315857	07/12/2013	Airplane	EGNS (IOM): Isle Of Man/Ronaldsway	Aircraft departed on wrong route. FPL route had shown DCT IOM DCT BLACA.	A local investigation has revealed that the off going TWR controller had cleared the aircraft via L10 standard route and this had been accepted and read back by the flight crew without question. The TWR assistant had passed a 'DM' message to the Scottish W2 assistant, who after initially saying that they could not find the flight details had then accepted the 'DM'. The filed routing was unusual for this destination but was possibly due to flow control restrictions within the London TMA due to computer problems.
201315875	07/12/2013	Airplane	En route	PAN declared due to problem with fuel supply to nr1 and nr2 engine.	Captain told us he wanted to divert for a technical reason. We followed it up to ask what exactly. He said he had a fuel supply problem to no 1 and 2 engine, he asked the track miles to a diversion airport, we were then given approval by TC. All co-ordination was carried out to benefit the a/c.
201315882	07/12/2013	Airplane	Halton	UK AIRPROX 2013/173 - Military aircraft and a PA28, 5.8nm West of Halton in Class G airspace.	This AIRPROX has been subject to a separate review by the United Kingdom AIRPROX Board (UKAB). AIRPROX Board (UKAB) information indicates that this AIRPROX was due to a non-sighting by both pilots.
201316041	07/12/2013	Airplane	En route	Cabin crew illness and incapacitation.	Removed from safety related duties for the remainder of the flight.
201316341	07/12/2013	Airplane	EGPF (GLA): Glasgow	Green laser attack.	
201316545	07/12/2013	Helicopter	EGPD (ABZ): Aberdeen/Dyce	Green laser attack.	
201417318	12/12/2014	Airplane	LFRB (BES): Brest Bretagne	Incorrect loadsheet. TOB incorrect due to RT communication issues and misunderstanding between dispatchers.	Difference between the number of passenger in-flight closure and number in loadsheet due to bad comm. At 14h58 UTC boarding agent closed the boarding and confirmed the number of passengers 5130 pax + 1 INF) with seating distribution and kind of passengers at dispatcher 1 in traffic office. The dispatcher 1 gives the figures by radio to dispatcher 3 in stand. But due to bad radio and crossed line this is misunderstood between the two dispatchers. The dispatcher 3 asks to confirm that there isn't no show in gate and the dispatcher 1 answers that it's what the boarding agent confirmed. They repeated this information twice. So for the dispatcher 3 there are 134 pax + 1 INF on board and she writes this figures on loadsheet. The dispatcher 3 send message (MVT,LDM) with bad figures. And it's only when the dispatcher 1 takes the flight file to tidy up that he realizes that figures are wrong. There are two main causes of this mistake : 1st) bad radio and crossed line 2nd) boarding agent have forgotten to give flight closure to the dispatcher 3 at the end of boarding so she couldn't check figures.

201109192	08/08/2011	Helicopter	Aberdeen (ADN)	PAN declared due to passenger falling unconscious during approach. Approx 5mins later passenger was conscious and feeling better after consuming some water.	
201109265	09/08/2011	Unknown	LACC	Anomalies with Flight Plan information on LAG sectors following scheduled NAS shutdown.	No further investigation is practicable due to incomplete information being available. □ CAA Closure: No further CAA action possible at this time.
201109321	09/08/2011	Airplane	Manchester (MCT)	Trailing edge flaps failed to deploy when Flap 1 selected at 4000ft on descent. QRH actioned and alternate flap system used but only leading edge devices extended. PAN declared.	QRH drill actioned for TE Flaps up landing and uneventful landing carried out. After landing brakes inspected by fire services who confirmed no abnormally high temperatures before a/c taxied to remote stand. Investigation progressed under 201110186.
201109359	08/08/2011	Airplane	Palma	Birdstrike during initial climb. PAN declared and a/c returned.	After take-off a rumbling noise and slight vibration felt. It was noted that left N1 vibration indicator was in amber band (approx 2.8 units) and engine operated at lower power. Autothrottle off, thrust reduced on LH eng. QRH actioned and PAN declared. A/c returned for normal landing. One engine fanblade suffered severe damage.
201109413	09/08/2011	Airplane	Scampton	Hyd Fluid Low' caption illuminated during display practice.	The caption illuminated for a period of about 5secs. Display practice was stopped and the appropriate actions from the FRC carried out. Landing gear lowered normally and the a/c landed without further incident. Hydraulic fluid level checked and replenished to correct level.
201109424	08/08/2011		Not Applicable	Discovery of AIP inaccuracies with regards to Gatwick SID frequencies. ATC reported details to relevant authorities.	
201109456	08/08/2011	Airplane	London-Gatwick - LGW	Cabin crew incapacitation due to fatigue and exhaustion. Rest of flight operated with reduced crew.	
201109460	09/08/2011	Airplane	Alicante	During landing roll EMB135 steered to try and avoid FOD on runway, but slight bump felt as a/c passed the objects. ATC informed. A/c inspection revealed tyre damage.	ATC subsequently reported that the debris was a runway centreline light that had popped out of its setting. A cut to the EMB135 LH main inner tyre was observed, discussions with engineer concluded the tyre was within its limits and the a/c flew to next destination.
201110540	09/08/2011	Unknown	Oceanic	B777 requested deviation due to weather, this was initially declined due to traffic. ATC asked again if deviation was still required, B777 confirmed they had already deviated. Separation lost.	B777 requested deviation 10nm South of cleared track, this was declined due to parallel traffic. ATC informed B777 FL300 was available if descent was required to deviate. B777 requested immediate descent which was issued. When ATC checked if deviation was still required, B777 confirmed they had already deviated at FL310. B777 also advised they had declared PAN PAN, but this was never received on sector either via HF or CPDLC.
201110707	08/08/2011	Airplane	Glasgow (GOW)	A319 on approach at 1200ft targeted by green laser from 4nm until a/c crossed river Clyde. Attack originated from Clydebank college area. Authorities informed.	
201110842	09/08/2011	Airplane	Baldock	B737 in descent at FL80 targeted by green laser from the vicinity of Baldock. Authorities informed.	
201110889	08/08/2011	Airplane	Hartlepool	Falcon 20 in descent at 2500ft targeted by green laser whilst approaching the Hartlepool area. Authorities informed.	
201109231	08/08/2011	Airplane	Jersey	Flight Plan Strip indicated that the a/c was a DHC8. On approach the a/c was observed to be an EMB190.	
201109270	08/08/2011	Airplane		Loss of communication (PLOC). Communication re-established after approximately three minutes.	
201109284	08/08/2011	Airplane	Bovingdon (BNN)	Stick shaker operated for less than one second during a turn. Possible cause was turbulence.	
201109289	08/08/2011	Helicopter	North Sea	Transmission from ATC was blocked while PF was communicating with the controlling platform.	The reporter notes that crews have previously experienced similar problems of monitoring frequencies when the non-handling pilot was transmitting on the other box. Investigation being progressed under 201007485.
201109344	08/08/2011	Airplane	Milan Malpensa	On arrival ground crew discovered that the nets in hold 4 had not been adequately secured allowing some baggage to fall from the hold. Duty Manager informed.	

201109377	09/08/2011	Airplane	55 03 N/ 028 09 W	B777 at FL350 deviated from track due to weather avoidance and did not correctly comply with contingency procedures or reporting back on track. Separation lost against a B777 and B767.	B777 had requested a climb to FL370 due to weather and performance via CPDLC, but informed by ATC "unable due to traffic". After analysing weather returns and all options, P1 deviated 12nm right of Track W and transmitted on VHF 123.45 position, altitude and deviation distance off Track W. The flight remained at FL350. Flight remained VMC at all times. Due to solar storm activity it took two attempts to contact ATC on HF SELCAL. Shanwick informed the pilot that approval to deviate could not be approved due to traffic and asked for confirmation of their routeing. P1 contacted both airliners and their positions were plotted on the North Atlantic Plotting Chart. P1 contacted DD Sector 61 on satellite radio and informed them of his position. FODM were alerted via telephone. Contingency procedures require the a/c to climb 300ft once more than 10nm off track.
201109403	09/08/2011	Airplane	Miami	A340 in descent at 4500ft received a TCAS RA to climb against an SF340. ATC allegedly commented that the SF 340 was not under their control. A340 climbed as per SOPs.	SF+340 was identified visually.
201109412	09/08/2011	Airplane	Humberside	BE200 at FL50 received a TCAS RA 'monitor v/s' against military formation at approx 1200ft descending. Student pilot initiated a descent at which point a 'clear of conflict' annunciation was received.	
201109423	09/08/2011	Airplane	Amsterdam	EMB170 in climb at FL60 received/complied with a TCAS RA 'monitor/Reduce RoC' against traffic at 1000ft above. Autopilot disengaged and climb rate reduced.	
201109451	08/08/2011	Airplane	London-Gatwick - LGW	A330 loadsheet error resulted in resulted in MTOW exceedance of 194kg. Crew advised during climb that five passengers had not been added to the loadsheet.	
201109532	09/08/2011	Airplane	En Route	Aggressive/disruptive passenger. Passenger struck cabin crew member hard on the arm when walking past.	
201109239	08/08/2011	Airplane	En Route	Smoke in the forward galley due to a very hot, dry coffeepack being thrown into a bin.	
201109243	08/08/2011	Airplane	Toronto	Rear cargo door unlocked during flight.	Following landing, rear cargo door found not to have been fully locked at departure airport, with two restraining stops partially engaged and two disengaged. The hold was covered in a large quantity of condensation, indicating the door was not sealed correctly. The reporter notes there were no pressurisation problems and expresses concern that there were no flight deck cargo door indications during the flight.
201109249	08/08/2011	Airplane	Seattle	B747 initiated a missed approach having received a TCAS RA against a light a/c. B747 received a further TCAS RA on second approach against visually climbing traffic.	
201109269	08/08/2011	Airplane	London-Heathrow - LHR	PAN declared due to passenger medical emergency.	
201109275	08/08/2011	Airplane	Dubai	Unidentified loud clicking sound and burning smell evident from area of door 5L during descent and approach. PAN declared with expeditious approach and landing.	Sound, which could be heard via intercom and suspected to be of an electrical nature, appeared to be emanating from behind panels near crew rest toilet area. Burning smell also evident. Nil messages on CMC. Toilet panel removed and detailed visual inspection carried out with nil damage/burning or burning smell evident. All connectors checked and found satisfactory. All circuit breakers checked intact and no clicking heard on ground.
201109290	08/08/2011	Airplane	Maintenance	Lifejackets found incorrectly labelled.	During emergency equipment inspections/checks a number of lifejackets that were labelled up as 'Adult/Child' lifejackets with the part number 00002122, but upon closer inspection the jacket inside the sealed plastic container were in fact an infant lifejacket. When fitting lifejackets, the 'Adult/Child' label and part number are used as the identifier as to what lifejacket it is as the printed label on the jacket itself is not always visible. I.S.S shop notified of the finding, making them aware that there may be a rogue set of jackets. □ CAA Closure: The organisation concluded that the issue was related to a one-off batching issue at the overhaul facility. No subsequent problems have been reported.

201109315	08/08/2011	Airplane	En Route	PAN declared due to passenger suffering from severe stomach pains. Paramedics attended a/c on arrival.	
201109334	09/08/2011	Airplane	Manchester (MCT)	MCP froze. Autothrottle engaged but not reacting to speed required.	Altimeter window went to 50,000ft and froze with continuous ALT distracting warnings. A/c flown manually and flaps retracted. A/c has previous history of this fault.
201109355	08/08/2011	Airplane	En Route	Engine shutdown during flight. Low fuel quantity on arrival.	Nr3 engine EGT exceedance and high vibration, greater than 5, noted during the cruise. Passengers reported sparks and flame from the engine. Engine shut down and the a/c descended to three engine cruise altitude. The flight continued to its scheduled destination where it arrived with less than minimum fuel (4800kg).
201109392	09/08/2011	Airplane	Gibraltar	Fuel cap missing on arrival.	The fuel cap was not noticed to be missing before departure.
201109427	08/08/2011	Airplane	Amsterdam	A320 on final approach to R/W18R encountered wake turbulence from a preceding A330 approx 4.5nm ahead. 10deg roll experienced. A320 initiated a missed approach, subsequently landing on R/W18R.	
201109602	09/08/2011	Airplane	Bristol International	Item of hold baggage loaded onto the wrong a/c. Error became apparent after the a/c had departed.	
201109608	09/08/2011	Helicopter	Snowdonia	Fumes noticed in cockpit during landing.	Fumes noticed in cockpit for approx 10secs. Final approach completed to landing, during which time smell disappeared. Examination of cockpit area conducted with no obvious source identified. A/c departed, and within 30secs strong electrical burning smell again noticed. Further cockpit inspection carried out, no source again identified. On return, further investigations carried out but no fault found. This is the latest of reported fumes in cockpit on a/c type, however there is no common thread.
201109241	08/08/2011	Airplane	Unknown	LH and RH flap flexi drive assemblies inboard/outboard connections to flap PDU found cracked on swaged end sleeve where it clamps to flap flexi drive outer conduit.	A/c manufacturer advised via Service Condition Reports. □ CAA Closure: The a/c manufacturer responded that the cause of the issue is vibration in the flap system and the way the aluminium end cap is swaged on the cable assembly. The manufacturers engineering is working with the supplier to change the end fittings to the type used on 680/750 models. New flex drives will be replaced on an attrition basis.
201109287	08/08/2011	Airplane	London-Heathrow - LHR	Pushback commenced whilst airbridge still attached to a/c. Headset operative immediately noticed the error and halted the pushback.	
201109327	09/08/2011	Airplane	Manchester (MCT)	Go-around due to unstable approach caused by turbulence.	
201109362	09/08/2011	Airplane	Faro	A319 parked on Stand 02 waiting for GPU, with running nr2 engine. Tow motor vehicle observed passing directly in front of the engine intake, well within the hazard zone. Nr2 engine shutdown.	Crew had already observed ramp team leader prevent baggage belt loader from approaching right side of a/c behind running engine. Ground ops team did not follow the correct procedures as laid down by the operator. There was a lack of awareness of the dangers of a running engine by the driver of the tow motor. □ CAA Closure: Operator has briefed flight crews operating to this destination that increased vigilance is required during non-normal operations. Additionally, ground ops have been briefed again on the correct procedures.
201109391	09/08/2011	Airplane	London-Gatwick - LGW	Damage to fuselage noticed by handling agent when jetty attached to a/c after arrival on stand. Engineers attended. Cause of damage unknown.	
201109421	08/08/2011	Airplane	Maintenance	Maintenance overrun.	It was noticed that Tech Log hours were 181:47 and a 50-hour check was due at 180:55 hours. A 50-hour check and a 100-hour check (due at 186:30 hours) were both carried out and certified.
201109636	09/08/2011	Airplane	Unknown	Refuel uplift discrepancy.	Unable to confirm Fuel on Board (FOB) by sticks. A/c refuelled to full wings for departure. Inbound report of fuel split of 900kg between FOB and fuel used. Sum of both 800kg above departure fuel at shutdown. The fuel sticks problem is a separate issue as there is a 'dead zone' in the fuel tank between 16,000 and 43,720 litres (a/c on an even keel) whereby you are unable to measure the fuel content with the magnetic level indicator (mli) sticks. The RH stick remained about 10cm higher than that on the other side. It is believed stick installation was incorrect at a/c delivery. Investigations found no faults apparent, all probe capacities reading. System considered serviceable as fuel onboard reads as per fuel uplift. Fuel tank entry planned.

201110067	09/08/2011	Airplane	Manchester (MCT)	During landing with strong crosswind, higher than normal rate of decent developed. Suspected heavy landing.	
201110778	09/08/2011	Airplane	Palma	A320 descending at 1900ft approaching R/W06L targeted from RH side of a/c. Authorities informed. Comment from ATC that this has been happening all week.	
201110999	09/08/2011	Airplane	En Route	B757 in descent at 16000ft in Albanian airspace targeted by two green lasers. Further occurrence at 2000ft on rightbase for R/W35. Authorities informed.	
201109349	08/08/2011	Airplane	Dublin	Serious Incident: MAYDAY declared due to badly cracked windscreen on the Captain's side with arcing from heater element. Emergency descent made and crew donned oxygen masks. Diversion initiated.	
201109431	09/08/2011	Airplane	Luton (LUT)	Pax released for boarding of the flight before rear door 2L of the a/c had been opened and the safety rails for the steps had been put in place.	Pax reached rear door, knocking on the rear door with the hand rail open. Dispatcher alerted to the situation. Dispatcher stopped pax from leaving the gate and then opened door 2L. Boarding resumed.
201109659	09/08/2011	Airplane	Biggin (BIG)	Loss of separation between a B777 on a DVR SID and an a/c in tight LH orbits West of BIG. STCA activated.	After passing FL80, the B777 had been given a LH turn heading 105deg and then climbed FL120. Controller believed the heading was sufficient to achieve the prescribed separation and the B777 was instructed to increase ROC in order to get above the orbiting a/c, however, prescribed separation was not achieved. Appropriate ATC controller action taken.
201417405	12/12/2014	Airplane	LIRN (NAP): Napoli/Capodichino	Damage to galley structure due to unsecured galley cart. Flight crew out of hours.	Galley cart came loose from stowage on approach and struck left side of galley support structure during landing roll. Some damage observed. Engineer attended to inspect. All doors and drawers in affected area observed to be operating normally still. □ Supplementary 12/12/14: □ The flight deck went out of hours. During this positioning flight I made sure all canisters and trolleys were correctly sealed. Although due to the long day and feeling extremely fatigued on this flight I was certain that the latches were down on every single canister and trolley. However on landing a trolley from the rear galley moved from its stowage and came down the aisle hitting into the fwd galley corner. Damaging that part of the interior of the aircraft as well as the trolley itself. None of the positioning crew was hurt.
201417407	12/12/2014	Airplane	En route	Airframe de-icing fault during descent due to Dual Distributor Valve (DDV) found waterlogged.	Just after early routing during initial descent, de-icing "airframe" fault occurred. QRH procedure carried out. DODAR completed, best option considered to continue to airport with very benign weather ahead and ability to remain clear of icing conditions due to very separated thin stable cloud form and anticipated ability to achieve 'Normal conditions' landing compared to significant convective weather remaining in area. Landing made in 'Normal' conditions although performance requirements of QRH procedure for 'Icing' conditions checked. Tech log entry made on arrival. Crew carried out EGR to test function of boots on the ground to aid troubleshooting for the Engineers on their instruction. When it was reported back that no fault had occurred during ground run it was briefly suggested that the ACF procedure could be used. This was not possible with the weather conditions on the day due MEL conditions. DDV unit found waterlogged on replacement, therefore freezing of the valve at altitude suspected as cause of fault.
201417477	12/12/2014	Helicopter	EGWU (NHT): Northolt	Paper towel found on hydraulic pipes.	During the Check A I looked down on the transmission deck from above through the top of the upper cowling I spotted a piece of blue paper towel caught on the hydraulic pipes next to the left Hand hydraulic reservoir. It was clear of any vents and moving components, but shouldn't have been there. I opened the forward left hand cowling and was able to reach the paper towel and removed it. It was soaked in water and oil. It is hard to tell how long it had been there as it was not easily visible by looking in through the forward left cowling.

201418288	12/12/2014	Helicopter		Brize Norton CTZ Infringement	Controlling in the TC(RA) position and working one track on the Director frequency and one track on the Zone frequency. I <input type="checkbox"/> received a free call on the Zone frequency from a second aircraft, GJCOP who was told to "standby" while I transmitted to the <input type="checkbox"/> aircraft on the director frequency. Having finished transmitting to the aircraft on the Director frequency I told the aircraft on <input type="checkbox"/> standby to "pass message". The aircraft passed its message and indicated that it was two miles west of Oxford City requesting <input type="checkbox"/> to transit the zone. The aircraft I believed it to be was one mile from entering Brize Controlled airspace without permission so I <input type="checkbox"/> issued a squawk with a reminder of "remain outside of controlled airspace". The aircraft made an avoiding action turn to the <input type="checkbox"/> north east but still entered Brize Norton controlled by one mile. I also had to issue an avoiding action turn to my aircraft on <input type="checkbox"/> Director to achieve standard separation.
201109278	08/08/2011	Airplane	Pristina	B737 departed with incorrect passenger weights on loadsheet resulting in an extra 494kg to the actual load. Flight deck notified of the error via ACARS from CLC during flight.	Error due to incorrect calculation of infant / children weights. Extra load brought TOW close to the maximum.
201109297	08/08/2011	Airplane	En Route	Level bust.	A/c was cleared to descend to FL290, initially no response received, instruction provided again and readback of FL290 was received. A/c was instructed to report heading and speed to Scottish control. Subsequently it was reported that the a/c was descending to FL280.
201109345	09/08/2011	Airplane	Belfast City	Go-around due unsafe gear indication. A/c landed safely.	Full emergency instigated. A/c taxied onto stand with no further issues.
201109394	08/08/2011	Airplane	Worthing	Engine RPM noticed reducing and vibrations observed during cruise.	Smoke seen coming from the a/c by an instructor on the ground, who reported it to the tower who then relayed the information to the pilot. Immediate return initiated.
201109407	08/08/2011	Airplane	Not Applicable	Wiring damage, engine P2/T2 probe.	Suspect that damage is being caused by the fan cowl interconnect strut.
201110572	08/08/2011	Airplane	Durham Tees Valley (TD)	F070 on final approach targeted by green laser. Authorities informed.	
201110683	08/08/2011	Airplane	Liverpool	B737 on final approach targeted by green laser from Runcorn area.	
201110736	08/08/2011	Airplane	Midhurst (MID)	A319 on descent at FL100 targeted by green laser. Authorities informed.	
201110738	08/08/2011	Airplane	London-Heathrow - LHR	A320 in climb at 1500ft targeted by green laser. Authorities informed.	
201110793	09/08/2011	Airplane	Bristol International	B737 in descent at 2200ft on 5nm final for R/W27 targeted by green laser.	
201110799	08/08/2011	Airplane	London-Gatwick - LGW	A319 in descent at FL90 targeted by green laser. Authorities informed.	
201110804	09/08/2011	Airplane	Berlin Schonefeld	A319 on approach at 1000ft targeted by green laser. Authorities informed.	
201109335	08/08/2011	Helicopter	Oil Rig	Electrical smell on taxi out. A/c returned.	A/c inspected and pilots RH landing light inspected which was already subject to an ADD. Kevlar cover found scorched in several places. CB pulled to stop inadvertent operation of light for return to base.
201315907	07/12/2013	Airplane	LFPO (ORY): Paris Orly	Dry ice found not secured in Hold 5 on arrival.	
201315933	07/12/2013	Fixed wing	LDZA (ZAG): Zagreb	On arrival, ground crew discovered a baby buggy loose by the door rather than placed behind the curtain in Hold 5.	

201316025	07/12/2013	Airplane	EGGP (LPL): Liverpool	GPU not disconnected.	Aircraft arrived for night stop at 17:20 hours local, during debrief of flight Crew, a loud bang was heard and we felt the aircraft jolt sideways. Upon leaving the aircraft the handling agent informed me that he had driven away from the aircraft towing the GPU but had failed to disconnect the GPU from the aircraft. Upon inspection of the damage; the ground power unit receptacle pins were all bent but no further damage to the aircraft. We had a serviceable unit in stock and therefore the complete receptacle was replaced over night.
201316155	07/12/2013	Helicopter	EGSX : North Weald	Transmission low oil pressure red caption.	Returning from HEMS incident, on short finals to land at dispersal at the main operating base, the yellow transmission low oil pressure caption illuminated with a pressure of 70% and reducing. A couple of seconds later the red caption illuminated with the lowest pressure observed at 64%. The crew were notified with the intention to continue to land. As the aircraft was on approach, the power was already below 56%. The display button on the IIDS was selected. From the initial caption illuminating to the landing was around 20 seconds, during this time the red caption flickered off/on/off. Owing to the short time to a pre-planned landing a PAN was not declared. As the lever was lowered on the ground, the yellow caption flickered then extinguished. Oil temperature was 80 deg C steady. Rectification carried out. Replacement of 3 micron and 75 micron filters carried out. Ground run hover check and flight test produced normal oil pressure and temperature indications.
201316445	07/12/2013	Airplane	LBSF (SOF): Sofia	Item of hold baggage travelled on wrong flight.	
201316464	07/12/2013	Helicopter	Port Howard	Smoke in the cabin and cockpit.	After landing, whilst aircraft was being rigged up for an under slung load, heavy white smoke appeared in the aircraft. The smoke was coming from under the LH window sill between the glass and trim and smelt of plastic burning. No electrical indications present. The smoke cleared after approx 1min and, as the landing area was not suitable for shutdown, the decision was made to continue for 1.3nm to where there was a suitable landing site with fire fighting equipment. Before landing the smoke had stopped completely. □ CAA Closure: □ A root cause for the event was not found. Extensive investigations were carried out with no evidence of burning or overheating found. No further occurrences reported.
201316808	07/12/2013	Airplane	SKBO (BOG): Bogota/Eldorado	Cabin failed to pressurise.	In initial climb the automatic pressurisation failed. Crew emergency oxygen used while manual pressurisation activated, passenger masks deployed in accordance with QRH until pressurisation under control. Flight continued.
201417350	12/12/2014	Airplane	En route	Cabin crew illness/incapacitation.	After being released from crew seats, the CC4 stood up and said she felt extremely nauseous and lightheaded. She tried to set up the trolley but became worse and said she felt faint. CM told her to be seated in the rear galley during the flight and advised the CP to request a new crew member on arrival to replace the cc4.
201417375	12/12/2014	Airplane	Not specified	Flight plan confusion resulted in a foreign military aircraft entering LACC airspace without coordination.	I was working as the DTY Planner when I noticed foreign military aircraft about to enter my sector without coordination. I telephoned S29 to ask why it wasn't on its flight planned route (via MAMUL) and they stated that it was routing to HON as per their flight details and they were going to transfer the a/c to DTY in accordance with silent radar handover procedures. The flight details that I had, indicated that it would route to MAMUL (via PC East sector) and not enter DTY airspace. I 'force offered' the flight details to myself and elected to work the flight and eventually handed the flight off to Swanwick Military.
201109611	09/08/2011	Helicopter	Wolverhampton	A/c flown with manoeuvring wheels still attached to skids.	As a/c was close to touching down it was noticed that the ground manoeuvring wheels were still attached to the skids. As the a/c touched down the RH manoeuvring wheel rod struck the ground, pitched the a/c to the left and the rod detached.
201109625	09/08/2011	Airplane	Lisbon	A319 landed R/W03 and vacated via R/W17. Flight crew informed after changing to ground frequency that they had incurred the R/W.	The reporter states that he always requests to vacate via R/W17 but this time he forgot.
201109656	08/08/2011	Airplane	Milan Malpensa	Bird strike on take-off.	Nr1 engine noted to be louder than normal with vibration of 4.3. Bird remains found by airport authority. PAN declared and a/c returned to departure airport. Highest vibration recorded was 7.3. Subsequent inspection revealed a number of bent fan blades.
201110638	08/08/2011	Airplane	Belfast (BEL)	A319 at 4000ft 15nm East of airfield targeted by green laser. Authorities informed.	

201110708	09/08/2011	Airplane	London - Area	B757 after landing reported being targeted by green laser approx 12 miles from touchdown over river Thames. Following a/c also reports being targeted from same area. Authorities informed.	
201110755	09/08/2011	Airplane	Antalya	B757 at 1000ft on approach targeted by high intensity green laser. Both pilots suffered from pain in eyes lasting 30mins after touchdown.	
201110864	09/08/2011	Airplane		B767 targeted by green laser. Authorities informed.	
201110998	08/08/2011	Airplane	En Route	B757 in climb at 28000ft in Albanian airspace targeted by green laser. Authorities informed.	
201111565	08/08/2011	Helicopter	Birmingham	EC135 persistently targeted by green laser from a number of directions.	
201315856	07/12/2013	Airplane	EGGW (LTN): London/Luton	BD700 landed R/W26 and was instructed to vacate at Bravo and hold at B2. Aircraft taxied passed its clearance limit. No other traffic affected and aircraft was given further instructions to stand.	
201315863	07/12/2013	Airplane	En route	Smoke from faulty oven in galley.	CC member called flight deck from door 2L approximately 5 mins after take-off, to report smoke in the galley oven 1, and that other crew members were collecting fire fighting equipment. Flight crew asked CC if LESS had been completed. Cabin crew member unaware. CC member instructed by flight crew to immediately ensure electrics isolated to galley and ovens, and to report further. Heavy pilot left flight deck to investigate and returned shortly after, confirming presence of smoke from oven. Isolating electrics resulted in smoke reduction which was reported back to flight crew. Flight crew had completed the SMOKE, FIRE OR FUMES non normal ECL. Smoke quickly cleared and cabin crew checked for any other 'hot spots' around galley, none of which were evident. CSM reported to flight deck and confirmed oven isolated, no SEP equipment used, and smoke now clear. Galley electrical power re-established after oven CBs pulled, and no further reoccurrence. Passengers remained unaware of incident throughout. After consultation with CSM, and discussion between all 3 pilots post non normal check list completion, all agreed oven smoke had been isolated and flight was safe to continue. Incident was not reported to ATC. Maintrol informed via ACARS. □ Supplementary 07/12/13: □
201316552	07/12/2013	Airplane	HESH (SSH): Sharm-El-Sheikh	A/c subjected to multiple green lasers.	
201417265	12/12/2014	Airplane	LFLL (LYS): Lyon Saint Exupéry	Foreign AIRPROX - A319 and a light twin VFR a/c Traffic info given. French authority alerted.	VFR Traffic crossing ahead. While on finals at approx 1000ft, we were notified that VFR traffic would cross overhead the rwy as we landed. We tried to contact tower to query this with no response. We then sighted the traffic and remained visual with it at all times as it crossed the runway. If we had gone around at any point it would likely have caused a conflict, requiring avoidance action outside of the standard go around procedure. On landing we asked the tower why the traffic was cleared and tried to point out the danger, were told that it was ok and that if we went around he was instructed to see us and avoid. This would have been difficult as we would have approached him from beneath his starboard wing. This is not a robustly safe procedure and relies on the assumption that the VFR pilot will remain visual with the a/c and know what sort of avoiding procedure he should carry out with a medium sized passenger jet accelerating up to him at any time, if it has gone around. The tower should have told the a/c to pass over head the centre of the runway, after we had passed that point, to prevent any possible airprox. This is robust and safe. A/c Attitude or Other Details:
201417287	12/12/2014	Unknown	Not specified	Military aircraft left active complex EG D163 at FL390, resulting in ATC issuing avoiding action and traffic info to an aircraft at FL380. STCA activated. Standard separation maintained.	Military track leaving the D613 complex. The D613A was notified as active. I had traffic coming down P600 on route at FL380. At 10.43 the military track on squawk #5153 left the D613A at FL390 non RVSM in a right hand orbit. This set off the STCA against my traffic and I immediately gave avoiding action. The traffic didn't respond to the avoiding action and almost as soon as I gave it the military track turned away and back into the D613A. The closest distance was 10.2m. I then passed traffic information on the military tracks in the NW corner of the D613A.

201315853	07/12/2013	Airplane	En route	Double air conditioning pack failure leading to depressurisation.	One pack inoperative under an ADD. Descent expedited below 10000ft and QRH actioned for double pack failure. □ CAA Closure: □ This event was caused by the loss of bleed air from the left engine while the right air conditioning pack was already locked out for a non-related defect. The most likely cause for the bleed air loss was icing of the left High Pressure Controller, which prevented the High Pressure Shut Off Valve from opening sufficiently when the bleed air source was switched from IP to HP air in descent. This would have prevented the Pressure Regulating Shut Off Valve from opening to give sufficient bleed air pressure. Right air conditioning pack replaced & as a precaution, the left engine, including the HPC, was replaced on December 20th.
201315854	07/12/2013	Airplane	Manchester LLR	Infringement of the Manchester CTR (Class D) by a PA32 squawking 7000, indicating 1400ft. CAIT activated.	Supplementary 16/12/13: □ Following an uneventful flight details were passed to PA32 pilot to inform him that he had entered corridor controlled airspace at 1400ft. This came somewhat as a surprise to the pilot as they had planned this route very carefully given it was their first flight in the low level corridor. The QNH was set and every care was taken to remain below 1300ft. Pilot now believes that the encoder for the transponder in the aircraft is over reading and the aircraft will be going to maintenance to be checked for errors.
201315865	07/12/2013	Airplane	OTKOK	A320 in cruise at FL390 encountered wake vortex from an A330-200 descending through their flight level, less than 10nm ahead. 30deg roll right experienced. Wind 120/330.	Autopilot struggled to maintain level flight. Wake turbulence report declared to ATC.
201315868	07/12/2013	Airplane	EGSS (STN): London/Stansted	On arrival hold nets were found not secured. Hooks were inoperative in Hold 4 and 5.	
201315889	07/12/2013	Airplane	EGCC (MAN): Manchester/Intl	B737 taxied across the rear of Stand 209 which was occupied by an A321.	B737 was stopped by the dispatcher pressing the emergency stop button on the stand guidance system and ground staff signalling flight crew to stop. □ CAA Closure: □ B737 operator informed. Crew advised that they had difficulty distinguishing the taxiway centreline due to a combination of dark and wet conditions and alleged taxiway centreline painting being worn.
201315917	07/12/2013	Airplane	LHBP (BUD): Budapest/Ferihegy	Hold nets not secured.	On arrival hold 42R net supporting pole was not secured properly. TCO and the loaders secured it correctly and reported to flight crew.
201315981	07/12/2013	Helicopter	Dorset Police Headquarters	Rotor blade pin locking lever broken.	Nr4 leading edge main rotor blade retention removed and replaced.
201316337	07/12/2013	Airplane	EGNT (NCL): Newcastle	Green laser attack.	
201417270	12/12/2014	Airplane	EGSS (STN): London/Stansted	A320 pushed back from Stand 510 without GMC permission.	A320 Pushed back off 510 without permission. I was working as the GMC/GMP controller when A320 called for start on stand 510. Immediately after this GLF5 called for start on 513. They were both given permission to do so. Later GLF5 requested to taxi and was given "Foxtrot, Golf to Victor 1". As I was passing this instruction I looked across at the north side and observed that A320 appeared to be moving, although it being dark it was hard to see due to the plethora of lights. After the readback from GLF5 I asked A320 if he was moving. He replied that he was so I told him to hold position as he had only been given permission to start. He then apologised. I then warned GLF5 to exercise caution as the aircraft on 510 had moved and to check that he could taxi past him. he replied that he could get safely past. When he was past I then told A320 to push back onto Foxtrot.
201417307	12/12/2014	Airplane	LIMC (MXP): Milano/Malpensa	Smell of burning plastic in flight deck and cabin.	During cockpit preparation the aircraft was powered up only with external power we smell a very strong odour of plastic burn. In the front of the cabin CM1 and 4 reported the same smell. Captain immediately stopped boarding (no one was on board at the moment but passenger were walking to the airplane) and de powered the airplane. After 2/3 minutes the smell disappeared. MOC and OCC were contacted and engineers were requested for inspection.
201417325	12/12/2014	Airplane	En route	Severe turbulence.	Aircraft whilst climbing to FL290 reported moderate and severe turbulence between FL200 and FL250.

201417336	12/12/2014	Glider	EGXU (HRT): Linton-On-Ouse	Infringement of the Linton-On-Ouse ATZ (Class G) by an unknown a/c squawking 7000 at 600ft. A/c type identified as a motor glider.	I noted an unknown a/c squawking 7000 with a Mode C readout of 600ft approx 3 miles NNE of Linton tracking South. The a/c continued South passing 0.9nm West of the airfield at 600ft where it was identified by the ADC as a motor glider. The a/c continued South out of the ATZ. Linton Zone frequency 118.550 was in use but this a/c did not call Linton. The a/c in question was seen to transit toward a gliding site and make an approach. Contact was made with gliding site and they identified a possible a/c. At the time of the incident the Linton visual circuit was clear and Glider Ops, a local procedure to cater for a significant glider presence in the area, was in force.
201110696	08/08/2011	Helicopter	Belfast (BEL)	EC135 operating at 2000ft targeted by 4 or 5 lasers simultaneously. Authorities informed.	
201110744	09/08/2011	Helicopter	London - Area	AS355 filming over central London targeted by green laser originating from Tower Bridge. Authorities informed.	
201110749	09/08/2011	Helicopter	London - Area	AS355 filming over central London at 1000ft targeted by green laser originating from Tower Bridge. Authorities informed.	
201110774	08/08/2011	Airplane	Palma	B757 at 1500ft on approach targeted by green laser 2-3km South of airfield.	
201112772	09/08/2011	Airplane	New York Newark	Captain's seat was being adjusted forward during descent when ratchet disengaged, resulting in the seat sliding freely fore and aft.	Investigation found drive pinion shaft sheared on Captain's seat. Drive motor removed and replaced.
201109178	08/08/2011	Airplane	Kirkwall	Rejected take-off at approx 60kts due to a birdstrike.	ATC reported that an intact common gull was found on the runway. After shutdown, a visual inspection of the a/c showed an impact point 30cm from the wing tip on the RH leading edge. Engineering investigation found no damage to the a/c.
201109217	08/08/2011	Helicopter	En Route	PAN declared due to engine governor warning and loss of N1 signal during cruise.	ECL actioned for 'Minor Governor Malfunction'. The nr2 engine dual alternator stator body was removed from the engine and the alternator shaft was found to be sheared. All the reported indications and events (with the exception of the HUMS) are consistent with an engine dual alternator failure. The HUMS is believed to be a non related failure which on investigation, could not be replicated. Illumination of the FADEC caption on shut down (GOV extinguished) is to be expected due to system software. No delta N1 from the alternator available to run the engine to the IDLE setting so FADEC declared itself unserviceable. The nr2 engine was replaced.
201109267	08/08/2011	Airplane	OCK VOR	Loss of separation between two A320s, different operators, in the OCK hold. STCA activated.	During Cb activity, A320 (1) holding at FL110 was observed descending and instructed to climb immediately. A/c reached FL106 before climbing back to FL110. The pilot reported that a severe downdraft caused a/c to lose altitude.
201109432	09/08/2011	Glider	Milton Keynes	UK AIRPROX 2011/101 -Glider and an unknown microlight at 3676ft 6nm NW of Milton Keynes. Glider took avoiding action.	Glider was en route and cruising in a level attitude towards a next turning point. The glider pilot looked down to change radio frequency, on looking up he saw the microlight head-on at the same level and very close, 150m. The glider pilot immediately pushed forward on the stick and passed directly underneath the microlight and subsequently landed at Bedford aerodrome. Information indicates that this AIRPROX was caused by a probable non-sighting by the untraced M/Light pilot and the late sighting by the glider pilot.
201109624	09/08/2011	Microlight	Near Ballyduggan	Accident: A/c departed from level flight. Steep impact with terrain. Two POB, serious injuries. AAIU investigation.	During an exercise entitled 'stall as a result of an engine failure after take-off', the a/c entered a partial tumble manoeuvre which caused the outboard section of the starboard wing spar to fracture. Due to the resulting asymmetry of lift, the a/c entered an autorotation in yaw. The a/c spiralled to the ground and impacted heavily. Both occupants suffered serious injuries. AAIU Report No: 2013-003.
201315858	07/12/2013	Airplane	En route	Burnt smell in cabin.	During cruise the CM called to inform us there was a burnt smell in the cabin. CM was informed to come back with further information with 2 minutes saying if it was getting better or worse. CM returned saying the smell had gone away. After this CC2 came in as she was in the area of the smell. CC2 informed us it was a smell of burnt plastic together with a blue/grey air in the area, mid-rear cabin. After a discussion on FD we continued the flight. MOC was informed via ACARS so was OPS. On the ground engineers came and did tests. Duty pilot was informed via OPS and the flight dispatched without further incidence with a 1 min delay.

201315874	07/12/2013	Airplane	LFPO (ORY): Paris Orly	Engine fuel leak on stand after engine start.	After engine start just prior to taxi, ground assistant advised the flight crew that there was fuel leakage from left engine drain mast. Flight crew applied relevant procedure in accordance with Part B 2.3.8.1. Captain liaised with MOC who advised to spool up the engine and check furthermore for leakage at idle power again. Leakage was still around 90 drops a minute. Flight crew returned to stand and advised ATC so that taxiway could be cleaned by airport services, Fire Services attended the aircraft for potential safety hazards. Engineers met the aircraft for troubleshooting. Captain elected to disembark the passengers since the troubleshooting needed to restart engine. Engineers confirmed thereafter that the aircraft was AOG, Captain relayed info to Ops who advised that the flight would be operated by the same crew on another aircraft. Special congratulations to the ground assistant who spotted the leakage.
201417343	12/12/2014	Airplane	LSZH (ZRH): Zurich	Spurious EGPWS Glideslope warning.	Glideslope warning during the flare. PAPI's being flown accurately.
201417348	12/12/2014	Airplane	LEBB (BIO): Bilbao	Momentary flap overspeed due to turbulence.	Flap 2 over speed in moderate turbulence, flaps 2 called for at roughly S speed. Flap 2 selected but overspeed occurred a few seconds later due to a transient increase in airspeed.
201417373	12/12/2014	Airplane	En route	Severe turbulence encountered.	As LAS E, aircraft reported severe turbulence fl190 T1935 at supel. Met office informed.
201417543	12/12/2014	Fixed wing	EGGD (BRS): Bristol/Lulsgate	Misrouted baggage due to a tagging error at check-in. Triple 'A' non-compliance.	
201417695	12/12/2014	Airplane	EGHH (BOH): Bournemouth/Hurn	Two aircraft targeted by a green laser.	Pilot of first aircraft was hit in the right eye.
201418285	12/12/2014	Airplane	LOWS (SZG): Salzburg	A319 taxiing from stand came into potential conflict with a vehicle. ATC apologised.	Having completed a 180 degree turn from parking stand, an airport vehicle was seen moving across the apron on the route we had been cleared for. The aircraft was stopped/kept very slow from our speed of 1 or 2 knots until the path was clear for us to continue taxiing. ATC apologised for the conflict with the vehicle and we continued to taxi out for takeoff. In my opinion, this was a very minor incident with no risk of collision and I put no report in at the time. I have now been asked for this report as there has been a report submitted from the airport. This report is my best recollection of the event, one month later. Airport authority raised internal safety incident on ramp and reported also following to CSM( see also attached document by airport authority for ref which is in the local language). Ground staff of airport authority driving ramp car crossed normal vehicle way on ramp position W6 from west to east. During this aircraft was just about to start taxiing. Captain reported this to Tower as according to flight deck vehicle in front him crossed the normal vehicle road too close to aircraft. Flight deck reported to Tower aircraft had to break. ATC reported incident to airport
201315909	07/12/2013	Airplane	EGPH (EDI): Edinburgh	Overspeed due to the power levers not fully down at flight idle.	Descending through 9000' with a -1700 fpm ROD set the airspeed went into the red (by about 3kts). Wings were level, in smooth air. □ It was due to the fact that the power levers weren't fully down at flight idle. Immediate actions were to put them at flight idle and reduce the ROD, which reduced the speed below the red pole.
201417273	12/12/2014	Airplane	Karlsruhe	A320 encountered wake turbulence in cruise at FL370. 1deg pitch and 5deg roll experienced.	In cruise wake turbulence. We entered into a wake turbulence without notice fl 370. We have seen contrails afterward watching in sunrise direction.
201417301	12/12/2014	Airplane	En route	Over pressure relief valve stuck open during air test causing aircraft depressurisation.	During Air test at step which tests that over pressure relief valve opens at 9.05 psi +- 0.2 psi, valve opened at 9.2 psi. Aircraft de pressurised. Aircraft descended to 10000 ft. During descent cabin alt reached 20,000 ft. During Return Off Lease Air test requires a test of the safety valve by closing the outflow valve manually and increasing the cabin differential pressure. The valve will limit the cabin pressure to 9.05 psi +- 0.2 psi. At 9.2 psi, indicated and 4300 ft cabin altitude, valve opened and pressured reduced as expected. When below 9.05 psi +-0.2 psi valve should have closed, however, pressure continued to drop and cabin altitude continued climbing. PF was already wearing oxygen mask prior to test as a precaution. A descent was requested from ATC which was granted immediately and rapid descent commenced to FI 110(MSA). QRH for rapid decompression followed. Automatic and manual cabin pressure control ineffective as outboard valve was fully closed. Emergency not declared as there were no passengers on board and ATC clearance received to descend. Two engineers in cabin used passenger emergency oxygen. Nil problems experienced. Air
201417316	12/12/2014	Airplane	EGAA (BFS): Belfast/Aldergrove	Military aircraft operating at FL100 was subsequently observed climbing to FL103. Standard separation maintained.	Military aircraft Level Bust. Military aircraft operating at FL100 observed climbing to FL103. Aircraft asked to check level at which point the pilot reported level at FL100. Transponder was reset and aircraft was observed level at FL100.

201417366	12/12/2014	Airplane	En route	Smoke and electrical burning smell from coffeemaker.	After putting the rear coffeemakers on, smoke came out from the side and it smelled like electric burn. CC 3 put both coffeemakers off and switched off the circuit breaker. CM informed the Captain. The smoke and smell cleared away. An engineer met the A/C upon arrival, could not find the source of the defect. Both coffeemakers in the rear galley remained u/s for the rest of the day.
201417397	12/12/2014	Airplane	EGCC (MAN): Manchester/Intl	Airbridge canopy mechanism made contact with LH edge of a/c door 1L.	Contact of a/c door with passenger handling equipment. B737 parked on Stand 215 using Safedock and the Airbridge was docked by the appointed agent personnel. Passengers disembarked and it was noticed that the Airbridge canopy mechanism had made contact with the left hand edge of the L1 a/c door. At this time Airfield Operations attended and it was seen that the a/c was not chocked. The handling agent personnel reported that there were no apparent problems with either the Safedock process or the Airbridge docking process. The a/c was inspected by Engineering and no damage was found to the a/c door. □ Supplementary 18/12/14: □ A/c greeter attached the airbridge and disembarked passengers without any chocks in position. Operators engineer alerted Handling Agent OCC when he noticed the a/c door jammed against the airbridge wall. Under the Supervision of the Engineers, a/c pulled back approx. 5 inches to release the cabin door. No Damage sustained to door or fuselage. Airfield Ops were in attendance. Airbridge permit revoked from the Airbridge Driver and suspended from all duties pending further investigation. Due to ATC System outage, heavy backlog in flights. Airbridge greeter rushed out to
201417582	12/12/2014	Airplane	EGHI (SOU): Southampton	Momentary flap overspeed due to weather.	ILS approach to rwy, passing through a heavy shower at approx 5 miles final. PF asked for Flap 15. Speed was 162kts and decreasing. Flap 15 selected but as the aircraft exited the shower speed gradually increased. Flight idle was selected and condition levers moved to max to try to arrest the speed increase but speed reached 174kts before reducing. The increase was very gradual and no turbulence was experienced despite the intensity of the shower. Normal flap 35 landing was made and flaps left extended to allow engineering inspection on stand. In future I will be wary of shear and speed changes on transition from showers to clear air.
201417911	12/12/2014	Airplane	EGGD (BRS): Bristol/Lulsgate	Green laser attack.	
201418158	12/12/2014	Helicopter	En route	Main Rotor Balance caption illuminated and Autopilot (AP) failed during cruise.	Shortly after departure AP caption illuminated for failure in pitch and roll, AP re-engaged okay. Approx 20mins later Main Rotor Balance caption illuminated on IIDS alpha numeric display, pilot carried out main rotor balance check and recorded data has high, FRC consulted and caption cleared. Task cancelled and aircraft recovered, whilst on return the AP failed twice in pitch and roll. AP selected out for remainder of journey, no further incidents. The AP failure was due to a faulty vertical gyro, replacing the gyro fixed the fault. There was no definite conclusion to what may have caused the main rotor balance caption, a greasy film was found on the underside of one of the main rotor blades which may have been caused by a bird strike. A main rotor balance was carried out the following day and the aircraft was placed back in to service.
201417287	12/12/2014	Airplane	Not specified	Military aircraft left active complex EG D163 at FL390, resulting in ATC issuing avoiding action and traffic info to an aircraft at FL380. STCA activated. Standard separation maintained.	Military track leaving the D613 complex. The D613A was notified as active. I had traffic coming down P600 on route at FL380. At 10.43 the military track on squawk #5153 left the D613A at FL390 non RVSM in a right hand orbit. This set off the STCA against my traffic and I immediately gave avoiding action. The traffic didn't respond to the avoiding action and almost as soon as I gave it the military track turned away and back into the D613A. The closest distance was 10.2m. I then passed traffic information on the military tracks in the NW corner of the D613A.
201417304	12/12/2014	Airplane	LEMD (MAD): Madrid/Barajas	Foreign AIRPROX - A319 and a B767. A319 encountered significant wake turbulence. Subject to investigation by Spanish authorities.	AIRPROX on long final to 32R. When established on the localizer at 13 miles another a/c (B767) passed though the approach track 3 miles ahead at the same altitude, from the West. It then changed course back to the West, descended and established on ILS 32L. When passing through the same piece of airspace, significant wake turbulence was experienced by our a/c. This was notified to ATC, who just said that the a/c was landing on 32L. All the conversation with the B767 was in Spanish, so we were unaware of the situation until it happened. Following this, both a/c landed on the respective runways.

201417317	12/12/2014	Airplane	EGAA (BFS): Belfast/Aldergrove	A/c in descent to cleared altitude 2800ft was subsequently observed descending through 2300ft. Standard separation maintained.	1430 a/c being vectored for ILS25(z) joining right base at approx 18nms given descent to 2.8A. A/c was observed descending through 2.5A at which point I checked his level. A/c confirmed that he was descending to 2.8A so a QNH check was passed and a/c then climbed back to 2.8A. The approach continued without further incident.
201417340	12/12/2014	Airplane	EGGP (LPL): Liverpool	Infringement of the Liverpool CTR (Class D) and Manchester CTR (Class D) by an unknown aircraft squawking 7000 at 1400ft. Aircraft identified as a PA28. Standard separation maintained.	7000sq spotted infringing Liverpool CTR 9 miles SE of Liverpool tracking southwest bound at A014. Aircraft then did a 180 and infringed again going in the opposite direction. Aircraft then Infringed Manchester CTR. No other aircraft affected. Tried to blind call the aircraft. Aircraft finally called in on Manchester frequency and identified as (PA28). 1220Z 250/09KT 9999 SHGS FEW011 SCT020CB 05/01 Q0994.
201417344	12/12/2014	Airplane	EHAM (AMS): Amsterdam/Schiphol	An inbound aircraft attempted to land on departure R/W24 whilst an A319 was taxiing out to the runway. ATC initiated a go-around to the inbound aircraft. Subject to investigation by relevant authorities.	Other aircraft attempted to land on departure runway. A319 was cleared to line up on Rwy24 and as the aircraft was approaching the runway entry point crew noticed another aircraft on finals (approximately 250ft aal) for Rwy 24. At that moment, ATC told the crew of the approaching aircraft that they were attempting to land on the incorrect runway (we think they should have been approaching Rwy27) and told them to go-around. Crew watched the approaching aircraft go around and become well clear of Rwy24, then confirmed that the approach was now clear before crossing the runway entry point and lining up as cleared. Subsequent takeoff and departure was without incident. Not filed as an AIRPROX because A319 had not crossed the runway entry point until the approaching aircraft had discontinued its approach, passed by and was no longer a threat.
201417465	12/12/2014	Airplane	EGLL (LHR): London/Heathrow	B777 was observed taxiing from Taxiway K cul-de-sac without a towing instruction.	A/C Tow without instruction. During a busy session of GMC3+1 a B777, requested permission to push from stand 232 which was granted. Later he was observed taxiing from the Kilo cul-de-sac without a towing instruction. B747 was taxiing along Bravo towards the hold at the time but I don't think he was affected by B777's actions beyond mild confusion.
201417488	12/12/2014	Airplane	Not specified	Avoiding action given.	Whilst in the descent through FL240 heading towards destination, ATC issued avoiding action to turn onto a HDG of 200 degrees. Whilst in the turn they followed up with "expedite through FL230". Shortly afterwards, they instructed us to "resume own navigation". The aircraft to avoid was a FK70 heading westbound. ATC advised that although they issued us avoiding action, we were outside the 10 NM safety range.
201417677	12/12/2014	Airplane	EGBB (BHX): Birmingham	Green laser attack.	
201418211	12/12/2014	Unknown	EGKA (ESH): Shoreham	Multiple a/c reported laser/torch attack.	
201109659	09/08/2011	Unknown	Biggin (BIG)	Loss of separation between a B777 on a DVR SID and an a/cin tight LH orbits West of BIG. STCA activated.	After passing FL80, the B777 had been given a LH turn heading 105deg and then climbed FL120. Controller believed the heading was sufficient to achieve the prescribed separation and the B777 was instructed to increase ROC in order to get above the orbiting a/c, however, prescribed separation was not achieved. Appropriate ATC controller action taken.
201109806	08/08/2011	Airplane	Ibiza	A319 inbound to Ibiza delayed due to fireworks display. NOTAM had been issued under BCN FIR but did not mention airspace closure.	AENA alerted and stated that the fireworks display was overhead Ibiza port and not surrounding the airport therefore no NOTAM for the aerodrome was issued.
201315864	07/12/2013	Airplane	En route	Loss of all autopilots and autothrottle during cruise.	Unable to engage any of the autopilots or the autothrottle Flight director roll command bar also lost. Aircraft controlled manually and heavy pilot woken to assist with workload as crew were unable to diagnose the cause of the problem. ATC informed as aircraft was no longer RVSM compliant and was approved to continue flight at FL330. Maintrol advised arm and disarm 'ALTN FLAPS' switch. Status messages blanked control of autopilot and autothrottle and flight directors regained. □ CAA Closure: □ It is probable that there was a momentary loss of data from the Left Flight Management Computer which resulted in the autopilot issues. At the same time FLAP SYSTEM MONITOR status message displayed was correlated to the Right Outbrd Rotary Variable Differential Transformer Flap Control Unit Left Interface Fail (27651) and Right Outbrd RVDT FCU Right Interface Fail (27653), due to failed Right Outbrd Flap RVDT.
201315878	07/12/2013	Airplane	Not specified	B737, in descent, reported severe wake turbulence from a preceding B737-800, in descent 13nm ahead. Traffic info given. Standard separation maintained.	

201315900	07/12/2013	Airplane	LIMC (MXP): Milano/Malpensa	Incomplete maintenance procedure carried out.	After MOC request to meet a/c on arrival to perform maintenance procedure due to inlet valve deactivated in closed position as per MEL 21-26-05-A. During execution of bite test as per AMM 21-26-00-710-001-a result was "test ok". So that means that the maintenance procedure of deactivation on inlet valve iaw AMM 21-26-00-040-004 that was certified in tech log was not correctly performed. Inlet valve not deactivated.
201316666	07/12/2013	Airplane	Snitterfield Airfield	Overflight of Snitterfield Gliding Site (Class G) by an unknown aircraft during a winch launch.	The unknown aircraft was seen passing at high speed away from the glider in the one o'clock position. No sign of unknown aircraft before launch.
201417326	12/12/2014	Airplane	EGPF (GLA): Glasgow	Inadequate aircraft de-icing.	De-icing incomplete. Pilots found aircraft with wings and elevator de-iced but fuselage was found untreated. As the skin was covered by important icing (ice droplets), Cpt asks for de-icers to spray the fuselage (done after doors closed at the gate). In captains opinion, fuselage didn't seem to have been treated at all before his request.
201417403	12/12/2014	Airplane	En route	Burning smell in rear galley.	During descent, SCCM called me to report a very slight burning/plastic smell coming from rear galley in the vicinity of the brewers. They were both switched off together with the rear work space light. Regular updates given to me by the cabin crew with no further occurrences. MOC informed and smoke/smell report completed as instructed. □ Supplementary 12/12/14: □ Before landing we realised about a burning smell at the rear galley coming out from behind the panels where the water valve is. Capt was informed, circuit breakers were pulled out (Capt decision) and the area was monitored during the rest of the flight. Capt said there were no fire/smoke indications. During the descent the smell disappeared. On arrival engineers were called.
201417494	12/12/2014	Airplane	Unknown	Engine Turbine Rear Frame (TRF) outer skin cracks discovered during overhaul.	Engine was inducted for Fan booster Compressor & High Pressure Turbine Overhaul. Engine PSE instructed operator to fit ESN TRF S/N to ESN to aid transport of the subject TRF Frame. Engine PSE have identified a batch of several TRF Frames with a manufacturing anomaly that causes cracking to the outer skin at a weld bead area. The TRF Frame in question, has a through crack on the outer skin, approximately 6 inches long, at the number 5 strut location. Engine Product Support Engineering is aware of the defect and manufacturing anomaly and has a containment plan in place.
201417676	12/12/2014	Airplane	EGFF (CWL): Cardiff	Aircraft targeted by several green lasers.	
201109268	08/08/2011	Airplane	Barkway (BKY)	Infringement of the London TMA (Class A) by a Grob G115 squawking 7000 at 6800ft. Identity confirmed by Mode S. Standard separation maintained.	Appropriate CAA action is being taken as a result of this incident.
201109374	09/08/2011	Glider	Brize Norton	Infringement of the Brize Norton CTR (Class D) by an unknown glider at 2000ft. Traffic info and avoiding action given. Standard separation maintained.	At the time the CTR was surrounded by multiple contacts all believed to be gliders.
201109395	09/08/2011	Airplane	London-Heathrow - LHR	Windshear ahead warning on take-off.	
201109396	08/08/2011	Airplane	En Route	Smoke and fire from oven during cruise. Fire drill carried out and fire extinguished. Oven monitored for remainder of the flight.	
201109471	09/08/2011	Airplane	Tenerife	False localiser capture for R/W08 ILS plus poor coverage of La Gomera (LGM) VOR/DME.	A/c cleared for KONBA 3G arrival but after position 'ARACO' no nav signals were received from LGM VOR/DME. ATC confirmed that LGM was serviceable and shortly afterwards signals were received but only within 15 DME from beacon around position 'ODULA'. On vectors to R/W08 ILS a false localiser capture occurred at a range of 15nm from touchdown and approx 4nm north of centreline, which turned a/c left towards airfield and high ground. Crew noticed immediately and took corrective action.
201110740	09/08/2011	Airplane	Liverpool	A319 at 900ft on approach targeted by green laser from Widnes area.	
201110751	08/08/2011	Airplane	Birmingham	B737 at 4400ft in descent for R/W33 targeted by green laser approx 13.5nm from touchdown. Authorities informed.	
201110805	09/08/2011	Airplane	Cardiff	B737 in descent at FL130 targeted by green laser. Authorities informed.	

201110938	08/08/2011	Airplane	Athens	A320 8000ft in descent targeted by green laser originating from a small island southwest of destination. Authorities informed.	
201109342	08/08/2011	Airplane	Bristol International	Pax attempted to board a/c by rear stairs when rear door shut and safety rails not in place.	Dispatcher released pax for boarding of the flight before the rear door of the a/c had been opened and the safety rails for the steps had been put in place. Pax climbed the steps to try to board only to find the door closed. One pax opened door 2L themselves and attempted to board but were stopped by crew. Captain and CM spoke with pax concerned.
201315859	07/12/2013		EGPD (ABZ): Aberdeen/Dyce	Runway incursion by fuel bowser.	Bowser cleared to cross R/W16 at M9 and proceed to E8. Before clearance for R/W23 was issued the controller observed that the bowser had already crossed R/W23 and was passing abeam the BMI hangar. A transmission was subsequently received which was not fully audible to the controller. Bowser cleared to proceed. No aircraft using R/W23 at the time of the incursion. □ CAA Closure: □ Investigation deemed the cause as human error. 4 factors were identified: 1. No evidence of regular competency checks or refresher training, out with three yearly driver training. 2. Lack of concentration by driver. 3. Driver failed to follow ATC instruction. 4. Runway 23 not protected by 'ring of red'. Follow up action has been taken on a number of aspects of this incident.
201417380	12/12/2014	Airplane	En route	Cabin crew injury due to turbulence.	Crew member hurt knee, elbow and back.
201417402	12/12/2014		Swanwick	Dual SFS server failure.	Both Servers failed due to software issue. ATC applied Zero rate to Airspace whilst Servers investigated and restored. There were no known ATC incidents or reported safety events. Regulations were applied, unknown amount at this time.
201417620	12/12/2014	Airplane	LIPZ (VCE): Venezia/Tessera	Misrouted baggage. Triple 'A' non-compliance.	
201417688	12/12/2014	Airplane	Ledbury	Green laser attack.	
201418209	12/12/2014	Airplane	LFBO (TLS): Toulouse Blagnac	Green laser attack.	
201109220	08/08/2011	Unknown	Norfolk	Alleged faulty Mode S transponder.	
201109291	08/08/2011	Helicopter	Inverness (INS)	Main transmission (MRGB) oil pressure indication fluctuation during climb out. A/c returned. VEMD malfunction.	Following troubleshooting VEMD replaced and fault cleared. Manufacturer advised.
201109304	09/08/2011	Airplane	London-Gatwick - LGW	Infringement of the London CTR (Class A) and the Gatwick CTR (Class D) by an unknown a/c squawking 7000 Mode C 2700ft. CAIT activated. Avoiding action given. Gatwick departures stopped.	
201109314	09/08/2011	Airplane	Olbia	Cabin crew member stood down from duties due to sickness.	
201109317	09/08/2011	Airplane	En Route	PAN declared due to passenger with recent history of heart surgery becoming very sick. Oxygen administered. Paramedics attended a/c on arrival.	
201109322	09/08/2011	Airplane	Lisbon	Incorrect loadsheet. 270kg of mail in CPT5 was not reflected in final figures. CLC hub in Heathrow alerted.	
201109329	09/08/2011	Airplane	En Route	Nr1 engine failed in cruise. QRH actioned and engine shutdown. PAN declared. Atlantic inflight contingencies carried out.	
201109343	09/08/2011	Airplane	Cologne - Bonn	Cabin crew incapacitation due to illness. Removed from duties.	
201109379	09/08/2011	Airplane	Manchester LLR	Infringement of the Manchester CTR (Class D) by a PA18. Departures given headings to ensure separation. Standard separation maintained.	PA18 given a Basic Service in the LLR reported clear of the LLR and given an en-route frequency. The PA18 was subsequently observed infringing the LLR at the Thelwall Viaduct.
201109380	08/08/2011	Airplane	En Route	Cabin crew member ill. Duties resumed.	
201109415	09/08/2011	Airplane	Edinburgh (EDI)	Undeclared dangerous goods found in a consignment which was lodged by the shipper for transportation. Goods held at warehouse.	

201109428	08/08/2011	Airplane	London-Gatwick - LGW	Food cooler bag with crew food inside smelt putrid, and reporter feels that if the food was consumed would cause ill health.	
201109453	09/08/2011	Airplane	Antalya	IAS disagree', 'Mach/Speed trim' and 'Rudder ratio' EICAS warnings passing 200ft on climb out due to Captain's IAS/ADC fault.	Captain's IAS was reading 15kts slow on both IAS and speed tape. QRH actioned and Captain's air data switch was pushed allowing Captain to get correct airspeed indications from First Officer's ADC. After two hours in cruise Captain's IAS began functioning again giving correct indications however it was not used until checked by engineering.
201109470	09/08/2011	Airplane	Luton (LUT)	Fuel leak from RH wing overflow prior to pushback.	Just prior to pushback after fuel pumps on, RH ECAM wing tank overflow message annotated. Ground crew confirmed fuel flowing RH wing overflow. Engineers and fire service requested to attend. Fuel flow stopped within 5-10mins but not until some 300kg had been lost onto tarmac. Fire brigades soaked up spillage and cleared up once a/c pushed back. This is the second time that the reporter has experienced the fault on the subject a/c within one month.
201110148	08/08/2011	Airplane	Glasgow (GOW)	Change of duty declined due to flight crew fatigue.	Pilot decided it was unsafe to undertake two unscheduled flights due to allegedly being "exhausted" following three consecutive sleepless nights down route.
201110841	09/08/2011	Airplane	Milton Keynes	B737 in descent at FL100 targeted by green laser originating from northern Milton Keynes area. Authorities informed.	
201111159	08/08/2011	Airplane	Faro	A300 on approach to R/W28 at 1000ft targeted by green laser. Authorities informed.	
201315852	07/12/2013	Airplane	En route	PAN declared due to passenger medical emergency.	Paramedics met the aircraft on arrival.
201315867	07/12/2013	Airplane	EGKK (LGW): London/Gatwick	Item of hold baggage found on aircraft arrival tagged for a different flight.	
201315881	07/12/2013	Airplane	EGGW (LTN): London/Luton	Infringement of the Luton CTR (Class D) by a PA28 squawking 5032, indicating 2300ft. CAIT activated. Standard separation maintained.	Supplementary 09/12/13: <input type="checkbox"/> While plugged in as the LARS N controller (North and East banded) and coming out of a busy session, the controller noticed a 5032 squawk infringing into the Luton CTR from the South on a North Easterly track at approx 2000ft QNH. At exactly the same moment the controller noticed the Luton line ringing. The controller answered the phone while advising the PA28 to turn South immediately (the controller then went back to the pilot to advise 'if able to turn South') and advised Luton if they were calling about the 5032 they were turning South. Luton advised if the pilot wanted to stay on that track then to call them. The controller acknowledged this but saw the PA28 turning South. On speaking with the pilot they sounded very nervous and unsure of their position, the controller tried to calm the pilot and gave them several position reports reference to Panshanger. In the Panshanger overhead the pilot seemed happy with their navigation.
201315911	07/12/2013	Airplane	EBBR (BRU): Bruxelles/National	Momentary VMO overspeed as aircraft entered cloud during descent.	On descent, ATC requested us for high descent rate for air traffic coordination of 2500fpm. Aircraft speed stabilised at 235kts, as aircraft entered cloud, airspeed increased to towards VMO tape. Pilot flying selected lower descent rate to prevent overspeed. Unfortunately, airspeed increased to 240kts and numbers turned Red. No audible tone heard, overspeed lasted less than 2 seconds with an overspeed of 2kts recorded by PM. Tech Log entry made on landing. Contacted Maintrol for guidance.
201315928	07/12/2013	Airplane	EGTE (EXT): Exeter	Incorrect maintenance on nose wheel steering.	Aircraft had been reported as veering to the right when the nose wheel contacted the runway. Investigation found that the rudder pedal steering arm bolts had not been wire locked and had worked loose. The cause of the defect was found to be the Captain's rudder input rod was 1in too long and the steering tiller rigging was set up incorrectly. Reporter notes the aircraft had only recently undergone heavy maintenance.
201417272	12/12/2014	Airplane	EGSS (STN): London/Stansted	Unauthorised pushback from Stand C52L.	B737(1) requested pushback from C52L. A conditional pushback clearance was issued. The subject of the condition was an outbound company B737(2) currently holding on the Charlie East line abeam C50R. B737(1) was observed at approximately 0845 pushing back from Stand C52L, B737(1) had not requested taxi.

201417308	12/12/2014	Airplane	EGHI (SOU): Southampton	Temporary lighting failure whilst Trislander was on approach to R/W02. Appropriate ATC action taken. Trislander landed safely.	Temporary Lighting Failure. At approximately time 1650 I coordinated a runway change with radar from 20 to 02. The lights (which were all on a pre-set night setting and therefore all selected on) were switched to 02 at the same point. Departure fltnum 615 departed at time 1704 from 02 with nothing unusual seen regarding the lights. The stop bars were the only lights that I altered during this time (by selecting and deselecting to allow the aircraft onto the runway). However, the next movement was an inbound Trislander who asked me to 'turn the PAPIs on' when approaching a 4nm final. When I looked down at the lighting panel I was surprised to see the PAPIs indicating off. I attempted to turn the PAPIs back on using the mouse but on first attempt this did not appear to work, and then on second attempt I looked up to see all the runway lights had turned completely off. I was about to send the Trislander around when I was able to switch all the lights back on using the pre-set night (5km or more and cloud base greater than 700ft) button. The Trislander landed safely and I apologised for the lighting glitch. I reported the lighting failure to my manager and the
201417315	12/12/2014	Helicopter	Not specified	Loss of ATC communications.	After T/O checks completed, straight & level at 1000ft on Miller QNH 982. Transmitted on Box 1 to ATS Radar 135.175 - no response. Several more attempts to make contact with no response. En-route checks completed, and fuel checks confirmed. Contacted traffic (who were holding a flight-watch), and received information regards fltnum 45D departing - which put them 15nm approximately behind us - being the only traffic below 1500ft in the area. Given we were good VMC & unable to get contact with ATC, I was happy to remain at 1000ft. Several further attempts to contact Radar on both boxes 1 & 2, still unable to make contact, even after trying 'Test' only on both boxes. Received ATC 5/5 but they were unable to hear calls in spite of "Tx" in blue on each box as transmissions made. Eventually all response transmissions made through fltnum 45D - who were able to contact radar (briefly). Climb to 2000ft, 'Basic' service given current loss of comms. Direct routing to destination. ETA's passed through fltnum 45D re; ETA's. Confirmation received & passed change of squawk to "7600". Attempted calls on both boxes but transmissions still not received. All
201417330	12/12/2014	Airplane	LPPT (LIS): Lisboa	Aircraft diverted for safety reasons due to disruptive and aggressive passengers on board. Non-authorized alcohol involved.	One of the men had to be restrained by another passenger during landing. Police met the aircraft on arrival.
201417427	12/12/2014	Airplane		Passenger injury: Passenger complained of neck injury due to alleged hard landing. Flight crew described the landing as firm.	After departure seat belt signs remained on for the majority of the flight due to turbulence in the cruise. Radar vectors for the ILS 27 at Guernsey. Landing firm, taxied to stand. After completion of checks I went back into the cabin where I noticed two passengers, a couple still aboard the aircraft, in their seats. The gentleman was complaining of neck pain and said he was unable to move. CC1 asked if he required a wheelchair, at which point he became abusive and started to swear at the cabin crew, commenting on the fact that it was his neck that hurt so what use was a wheelchair. His wife tried to calm him down. The gentleman said that the landing "had taken him by surprise" and that he had recently been involved in a car crash (RTA) and had sustained whiplash injuries which he was still recovering from. The cabin crew were naturally reluctant to offer any first aid due to a possible neck injury. He was asked if he would like an ambulance which he declined. He said that he was tired and just wanted to go home as they had been travelling all day from China. The airport duty manager arrived and suggested that the fire service should attend to see if they were able to assist him to leave the aircraft. An ambulance was called and the paramedic assisted the gentleman. where once again he reiterated the fact that he did not want an ambulance. The gentleman took some of his own prescribed analgesics and after a few minutes he had calmed down and walked off the aircraft with his wife across the

201417509	12/12/2014	Airplane	En route	Cabin crew injury/incapacitation due to turbulence.	Crew member struck face against jump seat.
201417647	12/12/2014	Airplane	Unknown	Nose landing gear cracked.	NDT shows cracks on NLG spindle and NLG fork.
201417685	12/12/2014	Airplane	ELVOS	Green laser attack.	