

## LONDON SOUTHEND AIRPORT

### Minutes of meeting No. 87 of the Consultative Committee held on Wednesday, 19 August 2015 at 2pm at Southend Airport

---

<b>Present:</b> Stuart Greengrass	Chairman
David Osborn	Deputy Chairman
Jon Horne (JH)	Managing Director, LSA
Jason Ivey (JI)	Operations Director, LSA (AOD)
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
Councillor A. Partridge	Castle Point Borough Council
Councillor Ray Howard	Essex County Council
Councillor Jill Reeves	Essex County Council
Zhanine Smith	Essex County Council
Councillor P.G. Elliott	Maldon District Council
Councillor Vic Leach	Rochford Hundred Association of Parish Councils
Councillor Jack Lawmen	Rochford District Council
Councillor Graham Longley	Southend Borough Council
Councillor Meg Davidson	Southend Borough Council
Dean Hermitage	Southend Borough Council
Neil A Vann	Southend Borough Council
Ron Smithson	Flying Clubs
Derry Thorpe	Southend Trades Council
Nora Goodman	Residents of Eastwood & St. Laurence
Les Sawyer	West Leigh Residents Association
George Crowe	Secretary
Emma McDonnell (EM)	Minutes

---

#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Joan Mockford, Councillor Carole Weston, Shaun Scrutton (Officer), Councillor Lamb, John Dallaway, Councillor Valerie Morgan, Councillor Mike Steptoe and Kate Willard.

#### 2. CHAIRMAN'S OPENING REMARKS

The Chairman welcomed George Crowe back following his treatment and wished him well as this was continuing. New members were asked to introduce themselves and the same applied to any individuals representing colleagues – the Chairman welcomed all attendees.

#### 3. MEMBERSHIP

The Chairman confirmed that following IPECO's decision to withdraw from the Committee, invitation letters had been sent to local airside tenant companies/local businesses asking if they would like to be considered – a number of businesses had replied enthusiastically and quickly.

The Chairman put forward to members the proposal that he would represent the Committee and JH would represent LSA, and they would collectively meet with the candidates to take them through the role and what is expected etc, before making a final decision as to which company would fill the current vacancy. All members agreed to the proposal.

- 3.1 The Chairman and JH to carry out the individual meetings and put forward their recommendation at the next meeting or, if possible, arrange for the successful candidate to attend. **SMG/JH 01/10/15**

#### 4. AIRPORT DIRECTOR'S REPORT

The Committee reviewed the report presented by JH, covering the period May to July 2015:

(a) Performance

The report contained the following performance figures:

Total aviation movements	February	March	April	Total
2014/15	2,550	2,307	2,693	7,550
2013/14	3,075	3,164	3,378	9,617
Commercial movements 2014/2015	1,101	1,078	1,121	3,300
Commercial movements 2013/2014	1,195	1,290	1,586	4,071
Passengers 2014/15	82,004	85,558	93,133	260,695
Passengers 2013/14	103,619	105,278	114,295	323,192

(b) Overview

JH advised that, as previously reported, passenger numbers have dipped in the current period due to the reduction in easyJet based aircraft from four to three and the Flybe operational changes. The improving performance of almost all individual routes is very positive and supports confidence of a return to growth before too long as does easyJet's recent announcements of new routes and public reaffirmation of their longer term plans for London Southend Airport.

As discussed at the last meeting of the Committee, the easyJet marketing campaign has continued with phase two having recently been completed, targeting Chelmsford and the rail line corridor. Initial feedback on this has been very positive.

Separately, a Flybe marketing campaign promoting a seat sale has taken place, targeting London with a poster campaign backed by digital activity.

Adria Airways, the national carrier of Slovenia, has commenced as planned three services per week to Maribor on 1st June and the service has attracted good loads with a significant proportion of passengers arriving from Slovenia.

For the coming winter season, easyJet has announced a new service to Lyon starting in December - the service will operate on Saturdays. Additionally easyJet will operate a new winter sun route to Lanzarote, commencing November, operating twice a week. As part of easyJet's ongoing network wide route review process, the airline will switch the Berlin route to a new destination at the end of February 2016. At this time, LSA awaits confirmation of the details of the new service.

Route development activities continue apace with attendance at major European and Global route development forums. This work is in addition to the activity of promoting the London Southend Opportunity to individual airlines. Strong interest is being shown from a number of airlines and the airport develops recognition as a London option to which to commence services. London Southend has attended industry events such as Routes Europe and Connect. In September the LSA Team will attend the World Routes Conference, which is being held in Durban, South Africa.

JH explained that London City Airport had recently experienced problems with their runway and LSA took 16 diversions in a short space of time. JH expressed his congratulations to LSA staff in managing this situation so competently.

M Terry expressed his disappointment in relation to the Berlin route, but reported that a new group had been set-up, consisting of large local employers, for example, Adventure Island, C2C, casinos etc (25 in total) to look at how they can help LSA in relation to encouraging more users. JH thanked M Terry for the update and confirmed that the airport is targeting destinations for inbound tourism and business traffic.

## 5. PLANNING ISSUES

The AOD's report included information about the following planning issues:

(a) Standard Instrument Departures and Standard Approach Routings (SIDs & STARs) Airspace Change Proposal (ACP)

Further detailed work has been taking place on the first stage of the overall design of the SIDs, which will then be drawn up by an accredited procedure designer. Once the first stage is complete, it will then pass to the accredited design stage, which is anticipated being in the autumn. Once the SIDs are designed, a 12 week consultation process takes place, which is expected to be towards the end of this year - this is slightly later than originally planned.

5.1 Sam Petrie, Airport Development Coordinator, LSA, to attend the next ACC meeting and provide an update.

**JM/SP  
18/11/15**

(b) New Fire Station

Work has continued to develop the design and finalise the detail associated with the facilities for the new Fire Station - the tender process will commence shortly.

(c) Passenger Terminal

The new Laker's Bar and Restaurant is proving popular with passengers and the business has performed well. At the same time the original Arnold and Forbes Café continues to function well and meet the needs of those who just want a quick coffee or snack.

Modifications have been made to the security equipment to lengthen the loading and pick-up conveyors of the x-ray machines to make the process easier and quicker for passengers. Further work is also being undertaken to make the very important security process as simple and as stress free as possible for passengers, whilst ensuring it is as rigorous as required to meet the necessary and exacting security standards.

Departure lounge seating and gate layouts have been altered to improve the flow of passengers and to ensure the most orderly process can be adopted for the boarding of aircraft.

On 18th June the Front of House, Ramp and Operations and Dispatch teams at London Southend Airport were awarded with 4 awards from easyJet; Best Performance in Customer Satisfaction Survey (CSAT) for Boarding Friendliness, CSAT Overall Boarding, Turn Success and On Time Performance. JH congratulated the individual teams and the airport as a whole on their continued high-levels of operational standards and customer service for all airlines, not just easyJet – these commendations and awards are real testament to all the hard work put in by the airport teams.

JH reported that the 'mystery shopper' programme will be on LSA's website, which will invite people to take part, covering specific areas such as security, restaurant etc, the results of which will help further improve the airport's operations/services.

(d) Footpath

The footpath development process is almost complete, with just one small area remaining which requires some remedial works by the contractor to widen the path at that point.

JH confirmed that in relation to the new security arrangements in place at the gate on Aviation Way, which had resulted in congestion with delivery vehicles queuing to gain access to the Airport, often blocking the entrance to Ipeco, these had now been resolved and JH apologised for not meeting separately with Cllr Howard and Cllr Graham Longley to progress the highway safety element in the short-term. JH reported that CAA has reviewed LSA's security procedures to ensure compliance. **Actioned – remove from minutes.**

(e) Approach lights – runway 24

This matter is ongoing and an update will be provided when there are developments.

## 6. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

Included in the AOD's report was information relating to inward investment, employment and training.

(a) Inward investment

Work continues on developing opportunities for new investment in the airport site from both existing and new businesses. LSA works closely with both Southend Borough Council and Rochford District Council on initiatives to encourage investment locally, both at the airport and the Business Park (JAAP).

Updates will be provided to the Committee as progress is made.

(b) Employment and training

The 12 month Customer Service Excellence programme is ongoing.

Fire Service Watch Manager, Carl Suckling from London Southend Airport's Fire Service, recently received an award for the 'Top Fire Service Supervisor of the Year', beating off competition from all the major UK airports including Heathrow, Gatwick and Stansted. The award was presented at the International Fire Training Centre in Teesside.

## 7. PRESS PACK

The pack of newspaper cuttings relating to the Airport was available and noted. JH referred to the compensation claims article of 21<sup>st</sup> July in the Echo, where it stated that the surveyors representing the various clients, claim Stobart Group is refusing to negotiate. JH stressed to the meeting that this was not the case and that they have consistently been available to discuss the claims and retain that position, making clear that clients must submit the relevant evidence.

## 8. COMMUNITY RELATIONS

Included in the AOD's report was information relating to community relations.

### (a) Noise

As we are now in the busier summer period, the total number of noise complaints for the Q2 period May, June and July 2015 was 139, compared with 187 for the same Q2 period ending July 2014. Just 26 complaints related to aircraft operating to/from the airport during the agreed night time period; 5 of which related to scheduled passenger aircraft that were delayed. 27 complaints did not relate to Southend Airport operations, or no aircraft could be found operating at the time of the complaint (16 from the regular complainants from Leigh-on-Sea and 7 from one complainant in Sheerness). 56 of the 139 complaints (40%) were submitted from the same address in Leigh-on-Sea. JM reiterated that the complaints from the Leigh address continue to be logged, but no further response is made to the complainants having exhausted all reasonable means to address their concerns.

All of the complaints were investigated and all but 2 of the aircraft concerned were found to have been operating within the agreed controls. 4 complaints related to aircraft that were identified by the airport to have deviated from the Noise Preferential Route (NPR). The first aircraft concerned was a B757-200 (TFISF) operated by Iceland Air that departed on runway 24 following routine maintenance at ATC (Lasham) Ltd on 22/5/15 and the second aircraft concerned was also a B757-200 (ECCYS) operated by Privilege Style, again this aircraft departed following routine maintenance at ATC (Lasham) Ltd on 19/7/15. LSA is communicating with ATC (Lasham) Ltd to see if more can be done to remind departing crews of noise abatement controls at Southend.

- 8.1 Following a detailed discussion, the Committee agreed that as the 16 complaints received from the same address in Leigh-on-Sea could not be matched to aircraft movements, future complaints from this address should continue to be logged in the system, but those that do not match an aircraft movement are not to be included in the reporting figures submitted within the AOD report. **Actioned – remove from minutes.**

**ALL TO  
NOTE**

### (b) Environment

A decision was made by the Airport to withdraw the existing permit application for Surface Water Discharge, following ongoing discussions with the Environment Agency (EA). Both parties agreed the decision as a result of technical changes to the nature of LSA's permit application. LSA is currently compiling the documentation required to submit the revised permit application to the EA - this is anticipated to be submitted during August 2015. The new permit application will be subject to the normal consultation process which is likely to take three months to conclude.

- 8.2 Marc Taylor, Head of Asset Management, Southend Airport, to provide an update to the Committee at the next meeting.

**JM/MT  
18/11/15**

## 9. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period May to July 2015 was reviewed. Two papers were attached to the Return that:

- gave further information about departing aircraft of over 5.7 tonnes that had been identified as not following the Noise Preferential Routes (NPRs) and advised that an infringement notice had been issued in respect of the 7 movements;
- provided more information about the 7 in respect of which infringement notice had been issued.

JM reported that LSA is in the process of implementing Standard Instrument Departures (SIDs) which will have noise abatement procedures built into the design which should reduce breaches of this nature.

## 10. ANNUAL REPORT

JM advised comments on the draft report were submitted, and a final copy was provided to all members during the meeting. **Actioned – remove from minutes.**

## 11. MATTERS ARISING FROM THE MINUTES OF MEETING – 25 FEBRUARY 2015

### (a) Employment and training

11.1 Zhanine Smith reported that ECC works with Stansted Airport and makes sure that the airport is linking with local initiative as much as possible – one of these being Essex Employment and Skills Board. This is a representative group of large employers, SMEs, Business membership groups, colleges, universities and local government who look at collaborative solutions to build on successful work to build a local skills offering. K Willard advised that LSA was in continuous conversations with local providers and, in this respect, it would be helpful if Z Smith could email K Willard with contact information. **Outstanding action - revised action date.**

**ZS**  
**20/09/15**

### (b) C2C Timetable

M Terry reported that following extensive discussions, the introduction of a late train into London Fenchurch Street from Southend has been agreed, which will run on Friday and Saturday evenings.

JH commented that various meetings are taking place to look into the connection complications associated with transporting late-night arrivals from LSA to local C2C stations. **Remove from minutes.**

## 12. REFUELLING LIGHT AIRCRAFT

R Smithson raised at the previous meeting his concern that nine months had elapsed since the self-pump refuelling from the bowser had been struck by lightning, and that this had still not been fixed due to a spare part being sourced. JI subsequently investigated and reported separately to R Smithson that Head of Asset Management had confirmed that the part damaged during the lightning strike was now obsolete and that the airport is working closely with Air BP to try and resolve the issue, which will be concluded when the contractual element is finalised.

JI to provide update at next meeting.

**JI**  
**18/11/15**

### 13. TOUR OF AIRPORT

JM confirmed that following a poll of members' availability for the three dates put forward, the tour will take place on Tuesday 22nd September. **ALL TO NOTE**

13.1 JM to consult with ATC, and liaise with E McDonnell to send a formal invitation to all members with an outline of the tour and timings, together with what photo ID will be required on the day. **JM/EM 07/09/15**

13.2 The Chairman requested that all attendees representing members update their colleagues accordingly. **ALL TO NOTE**

### 14. POINTS FORWARD DIARY

#### 14.1 MATTERS ARISING FROM THE MINUTES OF MEETING – 19 NOVEMBER 2014

##### Compliance with Section 106 Agreement

JM reported that that processes in place in relation to managing flights which departed outside the Noise Preferential Routes (NPRs) was working well, ie infringement notices issued for 1st and 2nd offences, with a £500 fine for a 3rd offence.

Following discussion the Committee agreed that the current system was working adequately and that the process outlined above should be reviewed again in a year's time. **Transfer to Points Forward Diary February 2016.**

**PFD  
Feb  
2016**

### 15. ANY OTHER BUSINESS

#### (a) Surface impact access routes

Following on from the discussion in relation to C2C (see minute 11 (b)), JH reported that LSA was engaged with the DfT and all bidders in relation to the next Greater Anglia rail franchise operation, which will be awarded from May 2016 when the current franchise with Abellio runs out. LSA is encouraging bidders to take the opportunity for the successful company to extend their service, ie early/late trains and improve rolling stock.

Z Smith commented that Essex County Council is currently in the middle of a study to provide evidence to lobby improvements on certain surface routes in the County.

15.1 Z Smith to confirm in writing to JM what is required from LSA in relation to the study/survey. **ZS 07/09/15**

Detailed discussions took place in relation to highway improvements, in particular the A127 and A13 access routes into Southend, and everyone agreed that enhancements were still necessary, regardless of the recent major initiatives.

JH commented that surface access to LSA was extremely important and a business case had been submitted to DfT requesting that LSA is signed from the M25, and the airport is pushing hard in this respect – not only would it serve as wayfinding, but also show the many passing motorists that Southend has an airport.

Cllr Howard advised that three highway boards were currently being set-up, with their objective being to improve the infrastructure - each initiative put forward to the DfT has to be justified and a bid made.

Following R Smithson's question as to who is the correct person/forum to raise highway issues with, it was confirmed that Andy Lewis of Southend Borough Council is the initial contact.

(b) Davies Commission

The Airports' Commission has published their report in relation to the recommendations for future runway capacity and London Heathrow is confirmed as the preferred option. JH reported that it is likely to be 15-20 years before any tarmac is seen on the ground in this respect, therefore London needs runway capacity in the interim and LSA is connected directly to the capital.

The Chairman stated that the UK has a high-level of infrastructure which is recognised across Europe, as many European travellers come via London for their onward journey as it is more efficient both in terms of the service provided and cost.

(c) Meeting dates for 2016

Meeting dates for 2016 will be proposed at the next meeting in November.

**EM**  
**18/11/15**

(d) Allocation of fines imposed for infringements of Noise Preferential Routes

15.2 JM confirmed that £2,000 had been accumulated, therefore it was agreed the Sub-Committee (Les Sawyer and Mike Steptoe) would meet separately to identify three charities which would be the recipients of the donations. **LS/MS**  
**07/09/15**

As Cllr Heather Glynn is Chair of RDC she had advised she was not able to represent RDC on the Sub-Committee. The Chairman asked if any other member would like to put their name forward as replacement. Cllr Jack Lawman (attending in Mike Steptoe's absence), and Cllr Peter Elliott put their names forward, and Cllr Elliott deferred to Cllr Lawman.

(e) Future apologies

Cllr Peter Elliott mentioned that his apologies had not been acknowledged in the minutes of previous meetings. JM reported that this may have occurred due to a change in e-mail address for the airport. All members to note that future apologies should be e-mailed to Jo Marchetti at [jo.marchetti@southendairport.com](mailto:jo.marchetti@southendairport.com) **ALL TO**  
**NOTE**

## 16. DATES OF NEXT MEETINGS

(a) 2015

Further 2015 Committee dates, all at 2pm, are as follows:

- Wednesday, 18 November 2015.

(b) 2016

Proposed 2016 meeting dates are as follows (to be confirmed on 18<sup>th</sup> November 2015):

- Wednesday, 17 February
- Wednesday, 18 May
- Wednesday, 17 August
- Wednesday, 16 November

**The meeting ended at 3.30pm.**

Signed \_\_\_\_\_ Date: \_\_\_\_\_