

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 91 of the Consultative Committee held on Wednesday, 31 August 2016 at 2pm at Southend Airport

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| Present: Stuart Greengrass | Chairman |
| Jon Horne (JH) | COO, LSA |
| Jo Marchetti (JM) | Community Affairs Co-ordinator, LSA |
| Sam Petrie | Airport Development Coordinator, LSA |
| Councillor Ray Howard | Essex County Council |
| Councillor C Seagers | Essex County Council |
| Councillor Valerie Morgan | Leigh Town Council |
| Councillor P.G. Elliott | Maldon District Council |
| Heidi Turnbull | Maldon District Council |
| Councillor Mike Lucas-Gill | Rochford District Council |
| Councillor A Williams | Rochford District Council |
| Councillor T Callaghan | Southend Borough Council |
| Councillor M Davidson | Southend Borough Council |
| Councillor Vic Leach | Rochford Hundred Association of Parish Councils |
| Ron Smithson | Flying Clubs |
| Derry Thorpe | Southend Trades Council |
| Les Sawyer | West Leigh Residents Association |
| Emma McDonnell (EM) | Minutes |

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from David Osborn, Cllr Reeves, Cllr Lamb, Cllr Steptoe, Cllr Partridge, Zhanine Smith, Carole Leach and Kerry Martin.

2. MEMBERSHIP

The Chairman commented that there had been some confusion recently in relation to Committee membership with regard to representation from Essex County Council and Southend Borough Council. In this respect, ECC and SBC were requested to forward relevant contact details to allow E McDonnell to seek definitive clarification.

- 2.1 E McDonnell to contact Colin Gamble at SBC and Colin Ismay at ECC to obtain confirmation of the names of the Committee's representatives and their substitutes. **EM 15/9/16**
- 2.2 Cllr Howard requested an officer from Castle Point Borough Council be invited as a member to observe the discussions as Cllr Partridge was the only representative from this area. The request was approved by all present. E McDonnell to draft an invitation to Mark Evershed for the Chairman's approval. **EM 15/9/16**

3. CHAIRMAN'S OPENING REMARKS

The Chairman asked all attendees to introduce themselves, and he welcomed Heidi Turnbull (Maldon) and Cllr Arthur Williams (Rochford) who were attending on behalf of Kerry Martin and Cllr Steptoe respectively. Cllr Howard also advised of the happy news that Zhanine Oates had given birth to a healthy baby and mother and child were doing well – the Committee expressed their congratulations.

4. ADOPTION OF MINUTES FROM LAST MEETING 18th MAY 2016

The Minutes of 18th May 2016 were agreed and adopted with no amendments required.

5. AIRPORT DIRECTOR'S REPORT

The Committee reviewed the report prepared by JH, covering the period May to July 2016:

(a) Performance

The report contained the following performance figures:

| Total aviation movements | May | June | July | Total |
|--------------------------------|--------|--------|--------|---------|
| 2015/16 | 2,385 | 2,415 | 2,617 | 7,417 |
| 2014/15 | 2,550 | 2,307 | 2,693 | 7,550 |
| Commercial movements 2015/2016 | 1,071 | 1,074 | 1,243 | 3,388 |
| Commercial movements 2014/2015 | 1,101 | 1,078 | 1,121 | 3,300 |
| Passengers 2015/16 | 78,486 | 82,820 | 89,687 | 250,993 |
| Passengers 2014/15 | 82,004 | 85,558 | 93,133 | 260,695 |

(b) Overview

JH reported that passenger numbers for the three month period to the end of July, were just over 3.5% below the prior year total at 251,000. The slight deficit in passengers relates to routes operated in 2015 and not in the current year. These being Skyworks Berne service and Maribor with Adria. The core operation with Stobart Air and easyJet have maintained their performance and passenger numbers.

The planned flights to Munich and Osijek by Slovenian Airline, Sea Air, did eventually commence at the end of May with a Cessna Citation business jet operating the service. The start had been delayed a number of times and information from the airline had been patchy, therefore LSA expressed strong concern to the airline's senior management regarding the fact that this was potentially damaging to not only their reputation, but that of the airport. Notwithstanding LSA's warnings, only a handful of services operated before the airline stopped communicating with LSA. Despite requests for information no response was given and LSA immediately removed the flights from its website. Any inquiries from prospective passengers were directed to the airline as were a small number of disgruntled passengers who had booked flights which were not fulfilled.

Work continues in the process of seeking to attract new airlines and routes to the airport and progress is being made in a number of areas. However, some setbacks have occurred as a consequence of the BREXIT decision, which has prompted a number of European airlines to re-evaluate their investment position in respect of the UK. Whilst the Airport is confident there is likely to be no material impact in the long-term, it has been disappointing in respect of some of the prospects for the immediate term. Notwithstanding this situation, positive dialogue continues with quite a number of airlines and LSA is confident that some will produce results in the near future.

Cllr Davidson enquired about the extent of the due diligence process undertaken in terms of accepting airlines to operate out of LSA. JH confirmed that an airline to obtain its operating licence has to pass vigorous financial fitness testing, and if the airline is prepared to pay LSA's fees, then there is no reason to decline a service provider.

Cllr Lucas-Gill asked if any other UK destinations are planned, to which JH advised that it is an incredibly competitive market and, for example, with 640 flights a week to Edinburgh and Glasgow, to penetrate this territory would be extremely difficult in terms of pricing as there is already over capacity.

JH explained that the process of expanding the Airport's management team and bringing in new expertise and experience has been completed over recent months with the following appointments being made:

Mike Robinson joined the airport company in June as Director of Aviation Business Development, having completed a six months' assignment on a consultancy basis. Mike continues to spearhead LSA's pursuit of new airline business.

The focus has also been turned on how LSA develops other areas of 'non-aeronautical income' as well as developing a new marketing plan and strategy to drive market awareness and passenger growth.

Lee Laurence joined at the end of March as Head of Commercial and his new team is now in place:

Lii Bernovski-Smith – Commercial Manager

Karin Donnelly – Marketing Manager

Noel Waddoup – Surface Access Manager

The process to recruit a marketing coordinator is ongoing.

JH went on to report that Ground Handling Operations had, for the fourth consecutive month, been number one for customer service at check-in, gate and on time performance, for easyJet's 'Top 50 Airports', which was a tremendous accolade to achieve and continue to hold.

Additionally, JH commented that the CAA had recently published the outcome of its survey of 30 UK airports in relation to how well they support passengers with a disability or reduced mobility, ie 'Passengers with Reduce Mobility (PRMs) and LSA had achieved the top scoring of 'Very Good' and was the only London airport to obtain this highest grading.

6. PLANNING ISSUES

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

(a) Standard Instrument Departures (SIDs) Airspace Change Proposal (ACP)

Sam Petrie, Airport Development Coordinator, LSA, confirmed that the consultation process closed at the end of May and a copy of the report is available on the Airport's website or from JM directly. Sam went on to explain that the Airspace Change Proposal is being submitted to the CAA towards the end of September and if successful, SIDs would be introduced during spring/summer 2017.

Sam summarised that SIDs are designated Instrument Flight Procedure (IFP) departure routes linking an aerodrome, or a specified runway at an aerodrome, with a specified significant point. This is normally on a designated Air Traffic Service (ATS) route at which the en-route phase of flight commences. The introduction of SID procedures is necessary to reflect current Civil Aviation Authority (CAA) policy and because of the introduction of controlled airspace in the vicinity of LSA, which provides connectivity to the London Terminal Control Area. LSA's introduction of SIDs provide connectivity to the route structure within and beyond the London Terminal Control Area. The change from Preferred Departure Routes (PDR's) to SID procedures brings LSA into line with other airports connected to busy terminal airspace.

Sam advised that the Noise Abatement Procedures currently in place at London Southend Airport for departing aircraft do not change as a consequence of this proposal and will continue to be applied and reported on in the same way.

Where a significant change to a route has been developed, this has been to aim to reduce the environmental impacts on the ground, for example the proposed change to the 05 Clacton Departure route which avoids direct overflight of Burnham on Crouch.

6.1 JM confirmed that a copy of the consultation document had been circulated to all members. **Actioned – remove from minutes.**

(b) New Fire Station

JH confirmed that the design for the new Fire Station to be located in front of its current position, was being progressed and an update will be provided at the next meeting.

6.2 JH to provide update at next meeting.

JH
30/11/16

(c) Approach lights – runway 24

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

7. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

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

(a) Inward investment

It is anticipated that Jota Aviation will take occupation of Hangar Bay 1 in early September.

Negotiations are ongoing in respect of interest expressed in another bay of the former ATC Lasham hangars 1-4 and negotiations are currently well advanced regarding Hangars 5 and 6. Discussions continue with a number of other potential tenants for the remaining hangar space.

(b) Employment and training

The Stobart 3P Management development programme was completed in July. 20 delegates attended the course over the 10 month period. Course review, career discussions and future development plans are currently in progress. Resourcing for peak levels through the summer season has been achieved by utilising a variety of fixed term and casual contracts. Permanent recruitment for replacements and some newly developed roles has continued through the summer.

8. PRESS PACK

The pack of newspaper cuttings relating to the Airport was available and noted.

9. COMMUNITY RELATIONS

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

(a) Noise

The total number of noise complaints for the Q2 period May, June and July 2016 were 133 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint). This compares to 139 for the same Q2 period ending July 2015. 36 complaints related to aircraft operating to/from the airport during the agreed night time period and 17 related to an Embraer 170 operated by BA which carried out 20 training circuits between 12:45 – 17:22 on Saturday 30th July.

53 of the 123 complaints (43%) were submitted from the same address in Leigh-on-Sea (this excludes 6 complaints that did not match any LSA aircraft operations). The Committee will recall that as agreed, the Airport will continue to log the complaints from this address, but no further response is made to the complainants having exhausted all reasonable means to address their concerns.

10 complaints relate to just one complainant who has made almost 100 complaints about the same type of aircraft operation i.e. scheduled passenger departures over Leigh-on-Sea between 06:30 and 07:30, all of which were found to be operating normally, legitimately and within the Airport's operating framework. The complainant has been offered a meeting at the airport to discuss his concerns but has so far declined.

The Chairman advised the meeting that he had reviewed in detail the correspondence in relation to this specific complainant, and confirmed that all the responses from LSA had been carried out in a timely manner and was very impressed with the level of detail provided to the complainant on each occasion. The Chairman concluded that a resolution was not possible and he deemed the approaches to the Airport as vexatious. The Chairman put forward the motion that complaints from this particular complainant and address will continue to be logged but the Airport will not respond in detail as in the past.

The Committee was unanimous in their view and agreed with the Chairman's conclusions and approved the motion.

- 9.1 S M Greengrass to write formally to the complainant and update him on the outcome of the detailed review and Committee's conclusion. **Actioned – remove from minutes.**

All of the complaints for the quarter were investigated and the aircrafts in question were found to have been operating within agreed controls.

(b) Environment

JH reported that work to complete the additional surface water outfall associated with the runway extension (EB1) has been approved and is in the process of being commissioned. The wider surface water drainage design work as previously advised, is complete, however, alternative discharge options are currently being explored with Anglian Water. The Environment Agency and SBC are fully aware this option is being explored.

9.2 JH to provide an update to the Committee at the next meeting.

JH
30/11/16

10. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period May to July 2016 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 infringement notices had been issued in respect of the 8 movements, as the 9th breach was due to ATC instruction to avoid bad weather;
- provided more information about the aircrafts concerned in respect of which infringement notices had been issued.

JM also reported that a helicopter had an arrival time confirmed in error via handling of 06:00 (night-time period being 23:00-06:30). ATC had intercepted but the helicopter was already en route and was allowed to continue. All staff and departments involved have received a memo and training to ensure this incident does not recur.

11. ROADWORKS CLOSE TO AIRPORT

Sam Petrie, Airport Development Coordinator, LSA, informed the meeting that pedestrian crossing points had been completed, and that in relation to widening the access road to LSA by the small roundabout adjacent to the retail park to improve traffic flow, works are due to commence 12th September with an expected completion date of November 2016 subject to no delays. This information will be made available to passengers on the Airport's website to allow them to plan any contingency for using the Airport.

11.1 JH to provide update at next meeting.

JH
30/11/16

12. SURFACE IMPACT ACCESS ROUTES

JH advised that representation from LSA at future highways meetings had been reviewed and, if a specific issue requires attendance and this is appropriate, the Airport will attend, however, Southend Borough Council are happy to represent the overall needs on the town including the Airport and will report back anything of significance to LSA. **Remove from minutes.**

13. DRAFT ANNUAL REPORT

JM advised that comments had been received on the Draft Annual Report, and this had now been finalised and a copy was distributed to each member during the meeting. JM pointed out that Cllr Steptoe's comments in relation to graphs showing different symbols to accommodate any individuals who are colour blind, had been incorporated and the graphs adjusted accordingly. **Actioned – remove from minutes.**

14. EARLY/LATE COACH SERVICE

JH reported that the early and late coach service provided by National Express to and from Victoria Coach Station in Central London, calling at Liverpool Street and Stratford stations will cease on 21 September 2016. This is due to low numbers of passengers, particularly the early morning service, and cost implications.

JH confirmed that LSA is working with a local taxi provider in relation to ensuring passengers who arrive on delayed flights, have available to them ground transportation for their onward destinations. At this point during the discussions, Cllr Callaghan (SBC) declared an interest as he is a taxi driver.

JH also commented that LSA is endeavouring to engage with Abellio, the newly selected preferred bidder to run the next East Anglia rail franchise from 16th October 2016, to see if early/late trains will be introduced and importantly to understand what changes will arise from the implementation of the new franchise.

15. POINTS FORWARD DIARY (FROM MINUTES 19 AUGUST 2015)

15.1 Compliance with Section 106 Agreement

As previously minuted, the annual review of the processes in place in relation to managing flights which depart outside the Noise Preferential Routes (NPRs) was undertaken. The meeting was unanimous in that they considered this process 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 2017.**

**PFD
Feb/17**

16. ANY OTHER BUSINESS

16.1 Stobart Air

JH confirmed that discussions, as reported in the media, were ongoing in relation to Stobart Air selling to CityJet, and that this was not Stobart Aviation but just the airline.

The Chairman requested LSA to ensure that any Press Releases in relation to new airlines being secured to operate out of the Airport, be circulated to members at the same time as media outlets. JH/JM to note and ensure Airport staff are also made aware simultaneously. **JH/JM
TO NOTE**

16.2 Aviramp

Les Sawyer commented positively in relation to experiencing the new Aviramp when leaving the plane. JH commented that this new innovation had proven successful and at a cost of £35k as opposed to £80k for an Ambulift, this equipment will be considered for future replacement of aircraft steps.

16.3 Representation on Committee

The Chairman reported that Border Force had recently requested to join the Committee and they have been advised that they should make a formal application via the ACC secretary with a brief explanation of the background to the application and their proposed representative, and on receipt of this information, the Chairman would be happy to raise the application at the next Committee meeting. No formal application received to-date.

JH is meeting shortly with a senior officer from Border Force and will raise this with him, politely chasing the formal application.

JH
15/09/16

17. **DATE OF NEXT MEETING IN 2016**

The next Committee date at 2pm, is as follows

- Wednesday, 30 November

The meeting ended at 3.45pm.

Signed _____ Date: _____