

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 93 of the Consultative Committee held on Wednesday, 15 February 2017 at 2pm at Southend Airport

Present: Stuart Greengrass	Chairman
David Osborn	Deputy Chairman
Jon Horne (JH)	COO, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
Councillor A Partridge	Castle Point Borough Council
Councillor Ray Howard	Essex County Council
Councillor Valerie Morgan	Leigh Town Council
Russell Everard	Maldon District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Arthur Williams	Rochford District Council
Councillor Meg Davidson	Southend-on-Sea Borough Council
Councillor Stephen Habermel	Southend-on-Sea Borough Council
Carole Leach	Aviation Quality Management Services Ltd
Ron Smithson	Flying Clubs
Emma McDonnell (EM)	Minutes

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Jill Reeves, Cllr Carole Weston, Cllr Mike Steptoe, Cllr John Lamb, Kerry Martin, Heidi Turnbull, Martin Howlett, Michael Holmes and Les Sawyer,

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairman welcomed those members attending for the first time. JH reported that Michael Holmes (Border Force Senior Officer, BFSO) is being transferred and he will be meeting with his successor.

- 2.1 When meeting with M Holmes' replacement, JH to invite him to be a member of the LSACC and update the Committee accordingly. **JH**
01/03/17

3. ADOPTION OF MINUTES FROM LAST MEETING 30 NOVEMBER 2016

The Minutes of 30th November 2016 were agreed and adopted with no amendments required.

4. AIRPORT DIRECTOR'S REPORT

The Committee reviewed the report prepared by JH, covering the period November 2016 to January 2017:

(a) Performance

The report contained the following performance figures:

Total aviation movements	November	December	January	Total
2016/17	1,895	1,589	1,907	5,391
2015/16	1,545	1,487	1,630	4,662
Commercial movements 2016/2017	754	807	796	2,357
Commercial movements 2015/2016	773	842	737	2,352
Passengers 2016/17	50,865	56,513	52,581	159,959
Passengers 2015/16	51,545	59,963	55,000	166,508

(b) Overview

JH reported that, as has been the case for much of this year, passenger numbers for the overall three-month period to the end of January 2017, remained flat on the prior year with a total of 159,959 recorded. As previously reported, the small deficit (3.9%) in passengers relates to routes operated in 2015 and not in the current year. The core operations with Stobart Air and easyJet have maintained their performance and passenger numbers. Commercial aircraft movements were almost exactly the same for the periods under comparison.

(c) New Airline Business

On 22nd December 2016 twelve new routes were announced to start in May 2017, as part of an extension to the Stobart Air franchise with Flybe. Flights to Cologne, Lyon and Milan take off on 1 May. A new route to Budapest starts on 4 May, followed by flights to Venice on 7 May, Prague on 8 May then Vienna and Reus on 10 May. Dubrovnik begins on 16 May, the only scheduled direct London airport route to the French city of Figari starts on 19 May, followed by Perpignan on 25 May and Zadar on 27 May.

The flights will be operated on two aircraft based at LSA and crewed from the airport and recruitment of both flight deck and cabin crew is already underway. Whilst the requirements for qualified flight deck crew mean the recruitment will be geographically wide ranging, the recruitment of thirty-six cabin crew is taking place locally.

Work is already underway to prepare for the new flights including the recruitment of some 40 additional new airport staff across a range of roles from check-in and passengers' services to baggage handling and security. Meeting the increased demand and ensuring high standards of facilitation and service are maintained is a key focus.

(d) Operations

JH commented that, in addition to people, facilities and equipment are also in sharp focus. The security central search is being reorganised with additional equipment to increase capacity and the throughput of passengers (4 x-ray lanes, longer delivery belts and parallel loading) whilst new body scanners enhance the airport's detection capability. The Airport is investing approximately £1 million to upgrade security central search facility. JH advised that their focus is to keep the length of queues to a minimum – average waiting time is currently below 4 minutes, whilst ensuring compliance with delivering a high standard of security.

JH presented a 'bird's eye view' of the airport, advising that plans are being finalised to rehabilitate the 'Bravo' taxiway and a number of the older aircraft parking stands (8,9 and 10). An expansion of the baggage reclaim belts is also being progressed as well as an extension of Long Stay Car Park 2.

JH also reported that the radius was tight in relation to 'Charlie' taxiway, but the radius maybe altered slightly at a future date to accommodate A320 aircraft for example. Connecting 'Alpha' and 'Bravo' taxiways was also a future prospect but these discussions were currently not being held.

Most of these works are planned to be completed by the start of the new services. JH reported that the total investment for this particular upgrade of the Airport was approximately £10 million.

The Team at LSA continues to win awards, with the airport being awarded the 'easyJet Spirit Award' for the best medium size airport on its entire network. LSA beat well established and bigger airports such as Liverpool to the first prize and credit goes to the Handling Team for this excellent result.

The operations teams were also kept busy at times during December and January when adverse weather, not only impacted the airport's own flights on occasion, but also forced some flights to divert to LSA due to poor weather at their intended destination airports. In December, 41 diverted flights were accommodated and in January the number was slightly higher at 43. Almost all the diversions received were from London City Airport.

(e) Terminal Commercial Developments

The new World Duty Free shop, which opened on 26th November 2016, has proved a hit with passengers, which is reflected in its positive commercial performance.

Other retail and terminal outlets are being progressed and April will see the opening of a 'pop-up' store offering high-end ladies fashion and accessories, whilst plans for a small gaming machine area are being developed.

The process to develop new offers and means of enhancing the passenger experience continue to be explored.

Cllr Valerie Morgan commented that in relation to London Stansted Airport, where passengers were 'assaulted by retail', with which the Committee unanimously agreed, this negative experience was not the case at LSA which has a positive environment in terms of retail.

(f) Stobart Group

In November 2016 Mark Adams joined Stobart Group as Chief Financial Officer, replacing Ben Whawell, who has moved to be Chief Executive of the Stobart Energy Division. Mark has a strong background in finance including Hastings Insurance and roles as Chief Financial Officer at Pets at Home Plc and easyJet.

In January 2017, Warwick Brady joined the Group as Deputy Chief Executive Officer. Warwick had previously been Chief Operating Officer at easyJet until September 2016 and brings with him a wealth of business experience and importantly, airline and aviation experience.

Cllr Stephen Habermel enquired whether the Airport, since Brexit, had seen any noticeable difficulties with operators, to which JH confirmed that overall, LSA was not experiencing too much of a negative impact and things were settling down.

Cllr Ray Howard thanked JH for such an informative report and commented how gratifying it was to see the Airport expand in this way and prosper.

5. PLANNING ISSUES

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

(a) Future Projects

JH advised that, as previously notified in an email circulated to members by Emma McDonnell on 26th January 2017, the airport has submitted a planning application to extend its Long Stay 2 carpark. This extension will cater for an additional 650 car parking spaces, 250 of which will be built this year and the remainder in following years as traffic increases. The extension will take the car park down towards the Vulcan aircraft in line with the current car park. It is anticipated that the works will be completed by June 2017 when the increased capacity will be needed.

In response to a question from Cllr Valerie Morgan, JH confirmed that discussions were already taking place in relation to alternative arrangements for the Vulcan aircraft.

(b) New Fire Station

JH explained that due to the Airport's upgrade in preparation for the additional routes, the creation of a new fire station has been deferred until the works are complete. In the interim, the existing fire station will be refurbished at an approximate cost of £55,000. JH will update the Committee on any further developments when appropriate. **Remove from minutes.**

(c) Approach lights – runway 24

This matter is ongoing and an update will be provided when there are developments. **Remove from minutes.**

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 to market Hangar Bays 2 and 3 and Hangars 5 and 6.

(b) Employment and training

As mentioned earlier in the report, a process to recruit additional staff for the new flights in the summer is already underway. The process had begun with a jobs fair in November 2016 and it is expected the first people will begin to join the business in March 2017, with the majority joining at the beginning of April to provide sufficient time for them to undergo training and familiarisation ahead of the new services starting in May. An additional 100 direct roles will be created with the airline and airport company by this growth in traffic, with more new supporting roles being generated around the airport. In addition to the airport company and the airline recruitment, additional roles will be created with line maintenance company and other support services. These numbers will ultimately be reflected in the overall employment statistics presented in a future annual report.

JM updated the meeting advising that two educational events had recently taken place at the Airport: (1) the Royal Aeronautical Society's outreach programme for schools (North Street Junior attended) and (2) Blade Education (Year 2 from West Leigh School attended). Both had proved extremely successful.

JM also reported that the LSA is hosting a charity event and will be donating £10,000 to local charities.

6.1 JM to provide update at next meeting.

JM
17/05/17

7. PRESS PACK

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

8. COMMUNITY RELATIONS

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

(a) Noise

The total number of noise complaints for the Q4 period November, December and January 2017 were 40 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint). This compares to 79 for the same Q4 period ending January 2016. 12 complaints related to aircraft operating to/from the airport during the agreed night time period. 14 of the 40 complaints (35%) were submitted from the same address in Leigh on Sea (this excludes 5 complaints that did not match any LSA aircraft operations). The Committee will recall that as agreed, the airport continues 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.

1 complaint related to BA training which was carried out on 12/11/16, the complainant lives in Southend Road, at the end of the runway. 17 circuits were carried out and as recorded in the previous report, ATC instigated an irregular pattern of circuits and wherever possible the height at which the circuits were flown.

3 complaints were received from 1 complainant which related to BA training carried out on Thursday 29/12/16. The complainant lives in Brendon Way, close to the south west end of the runway.

On both occasions the complainant was non-specific about the aircraft and due to their locations close to the runway, may not have realised that the aircraft was training. No other complaints were received about BA training during this Q4 period.

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

The table showing the airport operational performance against the agreed planning controls (November, December and January 2017) was reviewed by the Committee; there were 2 NPR breaches for the quarter.

JH stressed to the Committee that whenever the Airport can do something to reduce noise, they will endeavour to do so.

The Chairman thanked JM for such a detailed and thorough report and commented that although aircraft movements have increased significantly, the number of complaints have almost halved, proving that the measures being taken by LSA are effective in reducing noise levels and the Complaints system was being managed comprehensively.

(b) Environment

The construction of the additional surface water outfall (EB1) was completed in the first week of January 2017 and is now in operation. **Actioned – remove from minutes.**

9. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period November 2016 to January 2017 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 2 movements;
- provided more information about the aircrafts concerned in respect of which infringement notices had been issued.

10. ROADWORKS CLOSE TO AIRPORT

JM advised that she had raised R Smithson's previous concern at the highway authorities' Transport Meeting on 5th December 2016, regarding queues of traffic during peak times on Eastwoodbury Crescent (eastbound), obstructing entry/exit to the Cargo Entrance/emergency access point to the airport, due to the recently installed signal-controlled pedestrian crossing. JM confirmed that Paul Mathieson from Southend Borough Council, will be monitoring the situation and if deemed necessary, will install a 'grid box' on the road surface to prohibit vehicles obstructing the entry/exit point. **Remove from minutes.**

11. SURFACE IMPACT ACCESS ROUTES

Cllr Howard commented that the small 'Fairglen' improvement scheme should help with congestion on A130/A1245/up to Rayleigh Weir.

During these discussions, Cllr Howard advised that he is standing down as Councillor for Canvey Island West. Cllr Alf Partridge pointed out that there is currently only one Councillor representing CPBC on the Committee and requested the Committee consider an additional representative.

- 11.1 The Chairman advised that this request will be deferred for discussion at the next Committee meeting. **SMG
17/05/17**

Notwithstanding this, the Chairman, on behalf of the Committee and personally, expressed his sincere gratitude to Cllr Howard for his outstanding and enthusiastic contribution to the LSACC. JH seconded this, and thanked Cllr Howard for his support, dedication and tremendous passion for the Airport.

12. ANNUAL REVIEW OF THE PROCESS IN PLACE TO MANAGE FLIGHTS DEPARTING OUTSIDE THE NPRs

12.1 Compliance with Section 106 Agreement

The annual review of the processes in place in relation to managing flights which depart outside the Noise Preferential Routes (NPRs) was undertaken. The Chairman asked JM about the proportion of NPR non-compliance and this highlighted that out of approximately 30,000 aircraft movements, there had been 14 non-compliances, all of which were crews who had not flown out of LSA previously. In the previous 12 month reporting period it had not been necessary to fine any operator for repeat transgressions and no complaints had been received for any of the offending aircraft.

Following detailed discussion on the report and NPR action protocol, the members were unanimous in concluding 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 is the right structure in going forward with the new routes, and that the process outlined above should be reviewed again, including the fine levels in 12 months. **Transfer to Points Forward Diary February 2018.**

PFDFeb/18

JM to pass on to the relevant airline companies the Committee's comments that this process is working well and will continue, and that they are to 'keep up the good work'!

JM28/02/17

13. ANY OTHER BUSINESS

13.1 Short-term car park

JH confirmed that he had investigated the previous concern raised by L Sawyer in relation to witnessing taxis 'tailgating' when exiting the car park, but regrettably on this occasion he could take no action. JH emphasised that if a regular visitor to the Airport were to carry out this inappropriate movement, then they would intervene. **Actioned – remove from minutes.**

13.2 Security staff

JH advised that security staff are not always physically in a dedicated area at a routinely specific time as this in itself would expose a security issue. Security staff carry out frequent random patrols, supported by CCTV monitoring and the Airport is audited on its security independently, the last inspection being early February involving 6 inspectors over 4 days. Airport security is augmented by Essex Police visiting and armed patrol units. **Actioned - remove from minutes.**

JH to invite Roger Hirst, Police and Crime Commissioner for Essex, to visit and tour the Airport

JH01/03/17

13.3 Tour of Airport

The Chairman and Cllr Lucas-Gill expressed their sincere thanks to JM and Mike Robinson for an extremely informative tour of the facilities. **Remove from minutes.**

14. DATES OF MEETINGS IN 2017

The next Committee dates, all at 2pm, are as follows

- **Wednesday 17th May**
- **Wednesday 16th August**
- **Wednesday 15th November**

The meeting ended at 3.25pm.

Signed _____ Date: _____