

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 103 of the Consultative Committee held on Wednesday, 4 September 2019 at 2pm at Southend Airport

Present: Stuart Greengrass	Chairman
David Osborn	Deputy Chairman
Glyn Jones (GJ)	CEO, LSA
Willie McGillivray (WM)	COO, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
John Pope	Surface Access Advisor
Sam Petrie	Airport Development Co-ordinator, LSA
Charlie Dowdle	Commercial Manager – Surface Access, LSA
Councillor Jeffrey Stanley	Castle Point Borough Council
Ray Howard, MBE	Freeman of The Castle Point Borough
Zhanine Smith (Officer)	Essex County Council
Councillor Anita Forde	Leigh Town Council
Councillor Adrian Fluker	Maldon District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Phil Shaw	Rochford District Council
Councillor Simon Wootton	Rochford District Council
Paula Chapman (Officer)	Rochford District Council
Martin Howlett (Officer)	Rochford District Council
Councillor Steven May	Rochford Hundred Assoc. of Local Councils
Councillor Daniel Cowan	Southend on Sea Borough Council
Councillor Stephen Habermel	Southend on Sea Borough Council
Councillor Martin Terry	Southend on Sea Borough Council
Councillor Ashley Thompson	Southend on Sea Borough Council
Peter Geraghty (Officer)	Southend on Sea Borough Council
Ron Smithson	Southend Flying Clubs
Les Sawyer	West Leigh Residents Association
Nicola Kennedy	UK Border Force
Emma McDonnell (EM)	Secretary (Minutes)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from I Butt, D Thorpe, and Councillors Steptoe, Reeves, Ward, Davidson and Mumford.

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairman welcomed all new members and guests and asked attendees to introduce themselves.

The Chairman relayed the sad news that a previous member of the committee, Nora Goodman, had recently passed away and both he and R Howard commented that she had been a tremendous advocate of the airport and indeed Southend and will be missed. On a happier note, the Chairman congratulated R Howard on receiving a Castle Point Borough Council certificate from the CEO and senior officers as a thank you for his services to the community.

The Chairman advised that the Annual Report had been emailed to all members, however, spare copies were available at the meeting.

3. ADOPTION OF MINUTES FROM LAST MEETING 15 MAY 2019

The minutes of 15th May 2019 were agreed and adopted with no amendments required.

4. MATTERS ARISING FROM PREVIOUS MINUTES

Ray Howard MBE

- 4.1 The Constitution states that individuals may be proposed by existing members and must be accepted by a majority of the Committee, therefore, with this background, the Chairman confirmed R Howard's membership of the LSACC in his capacity as an individual representative and Freeman of The Castle Point Borough. **Actioned – remove from minutes.**

Membership

- 4.2 EM requested that as a result of the recent local elections, could all Councils notify her in writing of any membership changes as soon as possible. **Actioned – remove from minutes.**
- 4.3 GJ commented that approaches will be made to airport companies in relation to individuals becoming members at the appropriate time. **Remove from minutes.**

Chapel at airport

- 4.4 GJ confirmed that, in relation to the previous enquiry from Councillor Lucas-Gill whether the airport was willing to consider having a small area dedicated as a chapel, he had contacted his old priest who was Head of airport/crew ship chaplaincies. However, GJ advised that the priest is extremely ill but when he is in a stronger position, the issue will be progressed.

Councillor Lucas-Gill to arrange for the St Laurence and All Saints Church to contact GJ directly in relation to developing a collaboration between the church and the airport.

**ML-G
30/09/19**

Noise

- 4.5 Councillor Hazlewood to contact JM if he wishes to obtain further information in relation to causes of aircraft noise and noise management. No contact made. **Remove from minutes.**

Unique insurance for airlines

- 4.6 Councillor Ward had been referred on in relation to the unique insurance for airlines mentioned at a previous meeting. **Actioned – remove from minutes.**

Potholes

- 4.7 JM confirmed that in relation to R Smithson's previous concern regarding a pothole on South Road which could cause damage to a vehicle, in particular a motorcyclist, she was waiting for photographs to illustrate the precise area of concern. The maintenance department of the airport is aware of the conditions and will address these as soon as possible. **Remove from minutes.**

Premature flight calls

- 4.8 WM reported that he had met the handling agent in relation to travellers being called prematurely for flights and following these discussions, 'standing' time had been reduced to approximately 10-15 minutes. WM restated that the handlers are measured against 'on time' performance which, contractually, means they can call travellers to the gate early, however, the airport will continue to work closely with the handlers to ensure the highest customer service is maintained. **Actioned - remove from minutes.**

Pre-boarding zones

- 4.9 WM confirmed that painting the zones with solar reflective paint to prevent excessive temperatures had been completed and proven effective for modest temperatures. However, for extremely hot conditions, it became apparent that air conditioning units were necessary, and these have already been installed at a cost of circa £40k. **Actioned – remove from minutes.**

Complaint about dead fish

- 4.10 Councillor Hazlewood to request that the member of public from Southend Road contact JM directly in relation to their claim that the dead fish in their pond is as a result of an oil residue on the water from aircraft using LSA. No contact made. **Remove from minutes.**

Tilbury Cruise Terminal

- 4.11 JM reassured R Howard that the airport is in constant contact with the maritime terminal and a good line of communication is established in relation to accessibility from/to LSA and the cruise terminal. **Remove from minutes.**

Airport tour

- 4.12 Small airport tours had taken place and proven extremely insightful for members. **Actioned -remove from minutes.**

5. UPDATE ON PREVIOUSLY CONSULTED AIRSPACE TO THE NORTH-EAST AND EAST OF LONDON SOUTHEND AIRPORT

S Petrie, Airport Development Co-ordinator, presented two maps to help illustrate the changes and gave a brief overview of the background and current status. To summarise:

- 2012 - LSA began the Airspace Change Proposal (ACP) to reintroduce Controlled Airspace
- 2013 - consultation took place on the proposed airspace design
- 2014 - LSA submitted an ACP to the CAA for their determination. The proposal for the airspace design that was submitted to the CAA was reduced in size to that presented in the consultation document following feedback and changes to policy.
- 2015 - in the CAA decision letter the majority of the airspace was approved, however, did not approve two particular sections in the North-East and East. The CAA confirmed *'If LSA wishes to introduce any further CAS, the airport would first need to prove that traffic levels and/or levels of complexity justify the requirement for this airspace and a separate ACP would have to be submitted in order to gain CAA approval. If such an application is received within two years of implementation, there would not be a requirement for further consultation, as LSA has already consulted on this airspace.'*

- 2017 - LSA submitted an ACP in March to implement the airspace as the traffic levels, as well as complexity, was increasing. During the review process, it was decided that LSA should undertake engagement with stakeholders who may have an interest in the ACP.
- July 2019 - the engagement activity launched
- October 2019 - LSA plans to update the CAA on the engagement activity as well as validating predicted traffic numbers and providing further useful information
- Spring 2020 - if approved the airspace could be introduced

EM had previously circulated to all members access to the 'Engagement' document to allow them to provide their individual comments to LSA.

- 5.1 S Petrie reiterated to all councils that their feedback would be appreciated if they haven't already responded. **ALL TO NOTE**
- 5.2 Following discussions, the meeting was unanimous in their support of the airspace changes. **S Petrie to note for the record.** **SP TO NOTE**

6. AIRPORT SURFACE ACCESS STRATEGY (ASAS) REVIEW

J Pope, Surface Access Advisor to LSA, presented the draft London Southend Airport Surface Access Strategy paper for review by members. The last ASAS was published at the end of February 2014, when there were more than 1 mppa on a rolling 12 months basis and due to an increase in passenger numbers, this has triggered a further review.

The key highlights in the draft document are as follows:

- 32 new targets set, one of which (no 24) to 'engage with the ACC to seek views on surface access.
- The target air passenger public transport mode share for 2mppa is currently being achieved (33%). The airport has commissioned the CAA to conduct continuous passenger travel surveys in the airport departures area. The first 6 months' worth of data is available (January- June 2019) however, during this time there were rail disruptions/bus replacement services due to Network Rail works. A factor in helping increase the train usage has been the introduction of earlier and later train services from the airport to/from London.
- To prepare for passenger growth, the airport will continue reviewing demand for on-site parking to ensure that adequate spaces are provided. The airport is currently exploring a number of options which include; Meet & Greet services, off airport locations and multi-level parking.
- 48% of staff have a 'journey to work' time of 15 minutes or less. As the airport has grown, the proportion of local staff has remained strong, with 85% of employees surveyed having an SS postcode. This is up from 75% in 2015.

J Pope stressed that LSA affects the community it lives in, and part of its ethos is to prepare for the future. This means that the airport is aware of its environmental impact and seeks to minimise and mitigate it.

Detailed discussions took place in relation to the problem of street parking by commuters/passengers, in particular by the Amberlin estate mentioned by Councillor Lucas-Gill. Councillor Cowan raised the interesting point that for a driver to illegally park on the streets and obtain 3 parking tickets which, if paid within 14 days, would equate to £75, it is cheaper than paying for long-term parking at the airport. GJ commented that LSA provides the cheapest car parking facilities among the London airports. Councillor Fluker suggested to the airport the idea of a 'good neighbour scheme' to help with addressing illegal parking on streets by commuters. Councillor Wootton commented that in relation to target no 18 'The Southend Borough Council's monitoring of street parking will be monitored', LSA should also liaise with Rochford District Council as SBC and RDC are a partnership.

C Dowdle, Commercial Manager – Surface Access, stated that the airport regularly reviews pricing for parking and are looking at increasing parking capacity which will allow more competitive pricing.

C Dowdle also confirmed that visibility of signage will be improved in relation to directing passengers for the 15-minute free drop-off/pick-up in Long Stay 3 Car Park.

The Southend Airport Transport Liaison Group (SATLG) assists the ASAS review and Z Smith re-emphasised to all members that they have a collective responsibility to assist the airport in helping to achieve the targets set.

- 6.1 JM to follow-up the suggestion by P Chapman of contacting ForwardMotion in relation to additional cycle rack(s) for staff. **JM 30/09/19**
- 6.2 All members to review the draft ASAS document and provide any comments to JM by 18 September 2019. **ALL 18/09/19**
- 6.3 Final ASAS Review document to be available at the next ACC meeting in November. **JM 13/11/19**
- 6.4 Progress report on the ASAS Review document and its targets to be discussed on an annual basis by the committee. **Points Forward Diary November 2020. PFD Nov 20**

7. AIRPORT DIRECTOR’S REPORT

The Committee had previously been issued with the report prepared by GJ, covering the period May to July 2019 and the Chairman commented that it would be taken as ‘read’. GJ gave a precis of the report, highlighting the principle areas to note.

(a) Performance

The report contained the following performance figures:

Total aviation movements	May	June	July	Total
2019/20	3,860	3,985	4,222	12,067
2018/19	3,245	3,509	3,695	10,449
Commercial movement 2019/2020	2,028	2,372	2,582	6,982
Commercial movement 2018/2019	1,788	1,984	2,196	5,968
Passengers 2019/20	204,416	216,291	235,260	655,967
Passengers 2018/19	129,070	144,271	168,442	441,783

(b) Overview

GJ reported that the airport accelerated growth through the first part of the summer, with passengers up 48.5% year on year from May to July. The rate of growth of commercial movements is far lower, at 17%, reflecting broadly the removal of the E195 and the introduction of the B737-800.

Activity at the Jet Centre picked up, but the private jet market remains a little flat, apparently reflecting Brexit and wider economic concerns. It is expected to improve slightly as the year progresses, particularly as a new team is now in place with appropriate levels of equipment to service the customers' needs.

Ryanair began services at the beginning of April to fourteen destinations. The operation has run smoothly, with strong first wave on time performance. Subsequent departures have been affected by late in bound aircraft (an issue which has also affected easyJet and Loganair) but the ground handling team have consistently met their turnaround targets, so minimising the impact on passengers.

After some short-term challenges in April, the terminal operation in the busier summer peak was very strong. The equipment failures seen earlier in the year have all been addressed and whilst there will always be minor operational issues (for example a recent area-wide power outage) customer satisfaction has increased year on year despite a very substantial growth in passenger numbers.

GJ wanted to express for the record his sincere appreciation to all airport staff for their incredible efforts during the equipment failures as on-time records were maintained and airlines were not aware of any 'issues'.

GJ went on to say that the airport continues to recruit across a wide number of areas, particularly in security and handling. Key concessionaire, The Restaurant Group, has responded to considerable pressure from the airport to improve service levels in its catering outlets by strengthening local management. The commercial offer continues to improve, with the opening in early Summer of the airside pop up beauty salon, Rubee and a Dixons unit in the departures lounge.

(c) New Airline Business

GJ commented that the Ryanair offer from early April encompasses 14 routes. As is normal, demand across the 14 routes has not been equal but overall demand has been good, against what is a challenging market background.

Loganair began operations to Aberdeen, Stornoway and Glasgow in May, with frequencies up to three times a day. It has seen strong demand on the first and third rotations, with the middle of the day services less well used. Blue Islands began their daily service to Guernsey, from mid-May and whilst loads are broadly as expected, the introduction of very low-priced competition from both Southampton and Heathrow has provided a challenge. FlyOne started flying to Chisinau in Moldova twice a week from mid-July, with exceptionally high load factors.

Carlisle began scheduled operations for the first time in 35 years in early July, having resolved all of the residual air traffic control and infrastructure-related issues that had pushed the launch back. Carlisle is now operating to Belfast and Dublin, as well as to Southend. Demand is close to what was anticipated.

GJ confirmed that wider business development is ongoing. LSA has announced the introduction of Central and East European specialist, Wizzair, from October 2019, with three new routes to Sibiu, Bucharest and Vilnius. The airport will also begin working with a major new non-passenger customer, also from October 2019. The discussions with the Connect consortium continue and a resolution is anticipated before the end of 2019.

(d) Operations

GJ reported that as noted above, both on time performance (particularly first wave performance) and customer satisfaction remain high. Security queue times are also still very good. In July, the busiest month to date, over 97% of passengers passed through security in under 10 minutes and 99% in under 15 minutes.

The airport has pushed back the timing of the self-service bag drop (SSBD) project to ensure strong operational performance across the summer but also in light of procurement issues. LSA will still install SSBD for Summer 2020 but a little later than anticipated. GJ explained that this is a sensible decision, given limited available management bandwidth and several other live projects.

8. PLANNING ISSUES

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

(a) Future Projects

Having identified a preferred contractor, the airport is scheduling the procurement of the detailed design work on the runway loop for November, again in light of management bandwidth.

LSA has received replies to its request for tender for the increase in fuel farm capacity and will evaluate them ahead of a decision on a contractor in September.

The airport completed the redesign of the entrance to and exit from the short stay car park and modified the car park tariff in June. There have been a relatively small number of complaints but use of the free drop off facility in Long Stay Car Park 3 has increased by approximately 300%, suggesting that customers are making good use of the facility.

Enforcement of the no-parking regime on the approach roads is now in place, although given the timescales for the administration of penalties it is too early to know how it is really operating.

9. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

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

(a) Employment and training

As noted above, the airport continues to recruit and train in a number of areas. The new non-passenger customer is expected to add approximately 200 new jobs and the new Wizzair operation, expected to add 250,000 passengers in the first year, will also increase employment.

10. COMMUNITY RELATIONS

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

(a) Noise

JM reported the total number of noise complaints for the Q2 period May, June and July 2019 was 745 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint).

This compares to 591 for the same Q1 period ending July 2018. This increase in complaints is largely related to the start of Ryanair operations and the increase in night-time aircraft movements related to executive business jets, delayed passenger flights and positioning flights by based operator Jota.

The summer schedule now includes up to 12 arrivals a week scheduled to arrive between 23:00 – 23:30 (these flights are counted towards the airport's agreed night-time quota (120 per month)). Due to circumstances beyond the airport's control, there have been a number of delayed inbound aircraft arriving past 23:30. In response to an increase in noise complaints about delayed flights, information about the reasons why flights may be delayed, has been added to the airport website under 'FAQs about noise'. Please see table below;

Date	Complaints	Night	Engine test	Crew training	Other	Mr W/SS9	Mrs H/SS4	Mrs B/Avro Rd	Other
May-19	138	29	0	5	104	26	24		88
Jun-19	298	214	0	0	84	13	26	61	198
Jul-19	309	168	0	0	141	35	45	38	191
	745	411	0	5	329	74	95	99	477
		55.17%				9.93%	12.75%	13.29%	64.03%
							35.97%		

JM confirmed that the 411 night-time complaints relate to 180 business jets, 158 scheduled or delayed arrivals past 23:00, 72 positioning flights and one about a diverted flight from London City Airport.

During the Q2 period, there were three separate days when crew training flights occurred; 5 complaints were received relating to crew training;

Date	Day	Airline	Flight Ref	Aircraft	Type	Runway	Start time (zulu)	Finish time (zulu)	Circuits	Complaints
31/05/2019	Fri	CFE	CFE9772	GLCYE	E170	23	0936	1034	5	
31/05/2019	Fri	CFE	CFE9772	GLCYE	E170	23	1114	1232	7	5
05/06/2019	Wed	CFE	CFE9772	GLCYD	E170	23	1341	1638	11	

JM advised that all complaints for the quarter period were investigated and the aircraft in question were found to have been operating within agreed controls.

Wells Avenue

On the 23 July, the airport held the third quarterly Wells Avenue residents meeting. Councillor Cowan was invited to attend as the newly elected Councillor for St Laurence Ward. The residents were provided with the results of NO² air quality monitoring conducted by SBC which showed that NO² levels consistently remain well below government guidelines i.e. 40 µg/m³. The airport also provided the results of a noise survey to investigate the possibility of installing a noise barrier.

The key findings were as follows:

- The noise levels for **taxiing** aircraft using C1 hold location rather than C2 hold location had only increased by 2-3 dB and therefore classified as ‘not significant’.
- The noise levels for aircraft **holding** at C1 rather than C2 increased by around 10 dB which would be rated as ‘very significant’ for the time when holding is occurring. This is understood to happen only a few times per day for around 2 minutes at a time.
- The Laeq,16h noise level for taxiing aircraft on Charlie remains well below the 63dB level (which is the trigger for Sound & Thermal Insulation Grants).
- To reduce the noise levels by 3 dB (taxiing) and 4 dB (holding) LSA would need to install a sound barrier 200m in length and 5m in height. However, a barrier of 5m would not be possible the whole way along the 200m area due to safeguarding issues.

The residents agreed that they would not be happy to have a 5m high barrier at the end of their gardens.

The airport will continue to talk to the residents to listen to their concerns and find solutions wherever possible. A full set of minutes and the noise reports were sent to all attendees.

JM brought to the Chairman’s attention a complaint by Mr T and the history of correspondence was reviewed and discussed in detail.

- 10.1 It was agreed that the complaint had been managed and processed in accordance with procedures. The Chairman to communicate with Mr T confirming the outcome of the complaint review. **Actioned – remove from minutes.**

11. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period May, June and July 2019 was reviewed - there were 12 NPR breaches for the quarter. JM explained that infringement notices had been issued and went on to summarise the circumstances behind each breach. JM also commented that as a result of two 3rd infringement notices being issued, £1000 was available for donation to local charities (Air Malta are currently in dispute over all payments).

Two volunteers put their names forward (Councillor Fluker and Councillor Cowan) to sit on the committee with L Sawyer, to identify charities to receive these donations.

- 11.1 L Sawyer to provide an update at the next meeting in relation to the charities selected. **LS**
13/11/19

12. POINTS FORWARD DIARY: ANNUAL REVIEW OF THE PROCESS IN PLACE TO MANAGE FLIGHTS DEPARTING OUTSIDE THE NPRs

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. JM explained the background to this process for new members and put forward the motion to retain the current structure in place to manage flights departing outside the NPRs.

- 12.1 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. The Committee agreed that the current system was working adequately, is the right structure in going forward and that the process outlined above should be reviewed again, including the fine levels, in 12 months. **Transfer to Points Forward Diary May 2020.**

**PFD
May 2020**

13. PRESS PACK

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

14. ANY OTHER BUSINESS

L Sawyer commented that there was no cover for passengers at the drop off/pick-up areas in the airport's car park.

15. DATES OF NEXT MEETINGS

The next Committee meetings, starting at 2pm at the Holiday Inn Hotel, are as follows:

Wednesday 13 November 2019
Wednesday 26 February 2020
Wednesday 3 June 2020
Wednesday 2 September 2020
Wednesday 18 November 2020

The meeting ended at 3.50pm.

Signed _____ Date: _____