

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 104 of the Consultative Committee held on Wednesday, 13 November 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
Ray Howard, MBE	Freeman of The Castle Point Borough
Councillor Chas Mumford	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Councillor Mike Steptoe	Essex County Council
Zhanine Smith (Officer)	Essex County Council
Councillor Caroline Parker	Leigh Town Council
Councillor Adrian Fluker	Maldon District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Simon Wootton	Rochford District Council
Paula Chapman (Officer)	Rochford District Council
Councillor Steven May	Rochford Hundred Assoc. of Local Councils
Councillor Daniel Cowan	Southend on Sea Borough Council
Councillor Meg Davidson	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 Councillor Forde and I Butt.

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

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

3. ADOPTION OF MINUTES FROM LAST MEETING 4 SEPTEMBER 2019

Following feedback from Cllr Lucas-Gill, the minutes were amended, agreed and adopted.

4. MATTERS ARISING FROM PREVIOUS MINUTES

Chapel at airport

- 4.1 GJ confirmed that his old priest, who was Head of airport/crew ship chaplaincies, had facilitated an introduction for a meeting with the archdeacon later in November in relation to the possibility of the airport having a small area dedicated as a chapel. GJ to provide an update at the next meeting.

GJ
26/02/20

Donations to charities – 3rd infringement notices

L Sawyer confirmed that as a result of two 3rd infringement notices being issued, £1000 was available for donation to local charities. The Committee (L Sawyer and Councillors Fluker and Cowan) advised that the nominated charities were: ‘Get The Kids Out’, ‘Asheldham & Dengie Parish Room’ and ‘Golden Geese’.

GJ commented that due to the third 3rd infringement relating to Air Malta (with whom the airport are currently in dispute over all payments), LSA would donate a further £500 so all three charities receive £500 each.

- 4.2 JM and L Sawyer to liaise separately to organise a presentational event to the three charities. **JM/LS**
13/12/19

5. AIRPORT SURFACE ACCESS STRATEGY (ASAS) REVIEW

JM presented the final draft of the London Southend Airport Surface Access Strategy paper which incorporated any comments made following the previous meeting in September. J Pope, Surface Access Advisor to LSA, was in attendance to take any further questions from members.

- 5.1. 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

6. SURFACE IMPACT ACCESS ROUTES

No further updates.

7. AIRPORT DIRECTOR’S REPORT

The Committee reviewed the report prepared by GJ, covering the period August to October 2019.

(a) Performance

The report contained the following performance figures:

Total aviation movements	August	September	October	Total
2019/20	4,138	3,406	3,550	11,094
2018/19	3,450	3,345	3,310	10,105
Commercial movement 2019/2020	2,418	2,252	2,244	6,914
Commercial movement 2018/2019	2,126	2,067	1,923	6,116
Passengers 2019/20	244,952	210,579	203,646	659,177
Passengers 2018/19	190,885	154,785	145,136	490,806

(b) Overview

GJ reported that growth continued through the late summer and into the Autumn, at a slightly lower percentage rate, albeit still very high. Passengers for the three months from August to October were 34% higher than in the same period last year.

The Jet Centre was affected, particularly in October, by the unavailability of night slots, following the development of cargo operations, and the necessity to operate within night movement limits. The overall private jet market remains subdued across London and whilst the airport's performance within that context is encouraging, volumes were slightly low in absolute terms, relative to expectation.

Peak summer saw very high load factors for most carriers, despite an element of route overlap in some areas. In 2019, LSA has offered close to 40 routes with a reasonable degree of frequency, substantially up on anything previously achieved. The airport's relevance to both domestic and international, business and leisure passengers has never been higher, though it targets further improvements.

GJ went on to explain that in busy hours, the airport saw around 1400 passengers an hour pass through the airport, more than double the position in 2018. Despite that, queue times remained generally (though not always) very low. The airport experienced a small number of extended check-in times, largely due to technical problems associated with the integration of some airline departure control systems to LSA, but also because of training issues. Specific flights continue to present security challenges, associated largely with liquids left in baggage, but they are the exception which proves the rule that security queues at London Southend are the shortest in the UK. The challenge is to continue delivering a great customer experience as it grows, which the airport is able to do in 2019: customer satisfaction is higher than a year ago.

The airport continues to develop its wider commercial offer. The new Dixons unit has been a marked success and the Rubee pop up beauty salon traded well. Local management changes in The Restaurant Group concessions led to marked improvements, both operationally and commercially. Early autumn sees the innovative installation of Fourex currency exchange machines and discussions are underway with a number of additional prospective concessionaires.

(c) New Airline Business

GJ commented that established airlines Ryanair and easyJet, as well as Loganair and FlyBe, traded solidly across the summer. Wizzair began operations in late October, and early load factors are well into the 80% decile.

The key gain was the acquisition of a new cargo customer from October. This is a major development for the airport, not only in terms of business but also in terms of infrastructure and employment. The airport, working with its sister company Stobart Aviation Services, converted an existing hangar into a cargo transshipment warehouse in a little under three months, at the same time constructing two new aircraft parking stands, a new car park and improved road access. Over 200 new permanent jobs have been created, in roles ranging from general management, warehouse operations and security.

GJ expressed his appreciation to all airport staff for their herculean efforts over recent weeks in relation to the airport being able to accommodate the new cargo customer, and to the highest standard. WM also stressed that just after four weeks from the start of operating, the logistics client had visited LSA to show to others the high levels of what has been achieved.

The operation has generated some local interest, in part because some of the flights (three in all – two arrivals and one take off) are within the night period. GJ stressed to the meeting that it is important to be clear that the aircraft used for the cargo operation are well within the night quota count limits. The movements themselves are also within the limits and have led directly to a compensating, elective reduction in private jet movements, to zero in October, for example. They have also led to a rescheduling of movements from inside to outside the night period by commercial airlines.

Councillor Davidson and Councillor Thompson raised concerns in relation to the number of complaints received from residents regarding noise from the cargo aircraft during the nighttime period. Detailed discussions took place and GJ reiterated that the airport is wholly committed to reduce noise, and are working with the logistics customer to reduce ‘track miles’ over the local area, and have also sought to ensure that aircraft movements on the runway take place away from the closest homes. LSA’s Air Traffic Control team seek to ensure that these flights are operated in accordance with the Preferred Runway Scheme at night (which is to operate over the north east, to and from Rochford) although sometimes weather patterns dictate where the aircraft operate. Ultimately, safety has to come first.

GJ also advised that the cargo customer is scheduled to change their aircraft fleet in 2020, with the result of a natural reduction in noise.

GJ explained that, ultimately, the airport is endeavouring to achieve the best balance between economic benefit and personal impact and went on to state that he welcomed comments from members of the committee as they represent the community.

JM made reference to the fact that she is a resident of Leigh-on-Sea and fully understands both sides to the issue, ie ‘what is permissible v what is acceptable’, and reiterated the point that LSA is, and will remain, totally committed to reducing noise.

JM also stressed that the airport’s Annual Report is extremely helpful in explaining the Preferred Runway Scheme, noise restrictions/monitoring etc, and although all members had previously received a copy, further were available if required.

Councillor Mumford commented that he had attended the Castle Point Business Forum on 13 November, during which LSA was spoken about in the most favourable terms and as technology moves on, noise levels will inevitably decrease.

The discussions with the Connect consortium continue and a resolution is still anticipated before calendar year end.

(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. The airport has installed automated presentation desks at the entrance to security, which represents the first phase of a major investment in operational automation. The next stage is evaluation of CT (computerised tomography) machines in Central Search, which would significantly improve the passenger experience by reducing the need to remove items from bags. LSA will be the first UK airport to adopt this procedure. Self Service Bag Drop is still scheduled for mid-2020, which will allow staff to dedicate their services to passengers who require assistance.

WM commented that within approximately two years, LSA will see an automated Border Force.

8. PLANNING ISSUES

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

(a) Future Projects

Several projects are at different stages of development, including the runway loop design, the fuel farm extension and the installation of new facilities for an upgraded hold baggage system. The airport is also developing plans to increase arrivals facilities to ensure that as it grows, the passenger experience remains of a high quality. A number of internal reconfigurations of the terminal are now in planning, with the same objective of ensuring a quality passenger experience as it grows. In addition, ahead of an anticipated 3 million passengers in 2020-21, LSA is preparing designs for more car park capacity on the existing site.

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 two main drivers of employment are general passenger growth and the new cargo operation. These have generated opportunities in several areas, including facilities management, the jet centre, the fire service and ground handling, as well as security and warehouse operations. The airport ran two recruitment events in September, which were attended by over 850 people, the large majority of whom were local. As a consequence, the airport has increased its team by over 200 people across the summer.

Cargo is largely a new area of operations for the airport, so starting the operation required training for a substantial number of people, which continues to be carried out as the numbers employed in that operation grow. The airport has also invested in external professional training in marketing to strengthen its competence in this key area and have a new graduate of the Chartered Institute of Marketing.

10. COMMUNITY RELATIONS

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

(a) Noise

JM confirmed that the detailed discussions had been covered in 7 c) above.

JM reported that the total number of noise complaints for the Q3 period August, September and October 2019 was 908 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint).

This compares to 374 for the same Q3 period ending Oct 2018. This increase in complaints is largely related to the start of a new logistics operation which commenced on 11 October.

In response to an increase in noise complaints about night flights, information about the new logistics operation has been added to the airport website under 'FAQs'.

There are now two scheduled logistics arrival and one logistics departure a night which are included within the airport's monthly nighttime quota allowance of 120. The aircraft used is a B734 which falls within the noise quota count criteria for aircraft operating at night.

JM went on to explain that there are a small number of social media groups that are sharing the link to the noise complaints submission form and encouraging everyone to submit noise complaints. There have been 152 separate individuals that have complained about the logistic night flights. Please see table below;

Date	Complaints	NOT SEN	Total	Night	Day	Mr W/SS9	Mrs H/SS4	Mrs B Avro Rd	Mr B SS9	Other
Aug-19	287	-25	262	72	190	0	1	0	46	215
Sep-19	153	- 9	144	65	79	27	18		33	66
Oct-19	468	-15	453	385	68	6	46		34	367
	908	- 49	859	522	337	33	65	0	113	648

JM confirmed that the 522 night-time complaints relate to 357 logistic flights, 34 business jets, 76 scheduled or delayed arrivals past 23:00, 7 positioning flights, 41 Jota charter flights, 6 military or Government official flights and one calibration flight.

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

Date	Night	Biz jets	PAX	positioning	Jota	ASL	Gov't/military	Calibration
Aug 2019	72	5	31	5	27		4	
Sep 2019	65	29	19	1	14		1	1
Oct 2019	385	0	26	1		357	1	
	522	34	76	7	41	357	6	1

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.

JM stressed that she will provide as much helpful information as possible as she wants to ensure the correct data is published within the community.

11. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period August, September and October 2019 was reviewed - there were four NPR breaches for the quarter. JM explained that infringement notices had been issued and went on to summarise the circumstances behind each breach.

12. CORPORATE SOCIAL RESPONSIBILITY

Santa Flights

- 12.1. JM reported that the purchase of tickets for the Santa flight event at LSA, with the aim to raise £15,000 for local charities, sold out within three minutes. JM encouraged members to complete the application form on the airport's website, as nominated charities will be considered by an airport committee, with donations being made in the February.

**ALL TO
NOTE**

Lost and confiscated

- 12.2. With a sufficient time period elapsed, Head of Security will be forwarding lost property and confiscated items (no broken seals) to local homeless shelters. **Remove from minutes.**

13. 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.

- 13.1 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**

14. PRESS PACK

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

15. ANY OTHER BUSINESS

- 15.1 Councillor Lucas-Gill commented on the extremely poor condition of the road when travelling to the flying school. W McGillivray to investigate.

**WM
21/11/19**

16. DATES OF NEXT MEETINGS

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

- Wednesday 26 February 2020
- Wednesday 3 June 2020
- Wednesday 2 September 2020
- Wednesday 11 November 2020

The meeting ended at 3.30pm.

MERRY CHRISTMAS EVERYONE!

Signed _____ Date: _____