

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 106 of the Consultative Committee held on Wednesday 11 November 2020 at 2pm via 'Teams'

Present: David Osborn	Chairperson
Glyn Jones (GJ)	CEO, LSA (attended part-time)
Willie McGillivray (WM)	COO, LSA
Jane Cooke	Business Analyst, Stobart Group (attended part-time)
Ray Howard, MBE	Freeman of The Castle Point Borough
Councillor Jeffrey Stanley	Castle Point Borough Council
Maria Hennessy (Officer)	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Councillor Mike Steptoe	Essex County Council
Councillor Damien O'Boyle	Leigh Town Council
Councillor Stephen Nunn	Maldon District Council
Councillor Daniel Efde	Rochford District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Ian Ward	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
Trevor Saunders (Officer)	Southend on Sea Borough Council
Emma McDonnell (EM)	Secretary (Minutes)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Jo Marchetti, Community Affairs Co-ordinator, LSA and I Butt.

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairperson welcomed members to the 'Teams' meeting and asked attendees to be mindful that it was the first forum of this kind for the ACC and there could be some IT challenges along the way.

The Chair commented that he was pleased so many members were able to join the discussions and went over the 'house rules/code of conduct'. The Chair also explained that the meeting would be recorded, simply to assist the Secretary in producing the minutes in case the internet was to fail. The meeting unanimously agreed to the recording taking place.

The Chair confirmed that questions could be raised at the end of each agenda item to ensure an efficient use of time.

The meeting was updated on JM's absence which was due to her testing positive for COVID-19. GJ explained she was poorly but should make a full recovery very soon.

3. ADOPTION OF MINUTES FROM LAST MEETING 26 FEBRUARY 2020

Due to COVID-19 restrictions, these were agreed and adopted with no amendments required by members electronically and signed by the Chair on 4 June and are available on the LSA website.

4. MATTERS ARISING FROM PREVIOUS MINUTES

Chapel at airport

- 4.1 GJ commented that he had met with the new priest digitally, and a meeting in person was scheduled for 8 December at the church to take things further in relation to hopefully identifying an area at the Airport which could be converted to a small space for worship by multi-faith communities. GJ also commented that for obvious reasons, LSA has currently suspended all capex. GJ to provide update at the next meeting.

GJ
25/02/21

Local road surface

- 4.2 A review of the road when travelling to the flying school was due to be carried out in the summer/autumn, in relation to the poor conditions of the road surface and will be addressed as part of the airport's plan to revise the layout of the area. WM confirmed that, as a result of the impact of COVID-19, all capital expenditure had been paused. Only those projects that are required by regulation or are safety critical will progress at this time. WM advised that all projects will be kept under review and will seek to progress when the impact of COVID has passed. WM to provide update at next meeting.

WM
25/02/21

Airport Surface Access Strategy (ASA) Review

- 4.3 In JM's absence, the Chair confirmed that the London Southend Airport Surface Access Strategy paper was issued in September 2020 and is available to view on the LSA website [here](#)
Actioned – remove from minutes.

5. SCRUTINY AND APPROVAL OF THE Q&AS FOLLOWING THE CEO REPORTS FOR THE PERIODS FEBRUARY TO APRIL AND MAY TO JULY 2020

The Chair reminded members that the Q&As detailed above had been previously circulated to the ACC and was now seeking approval of the document to allow it to be published on the Airport's website. The Chair proposed that the CEO's reports covering the periods Feb-Apr/May-July also be published with the Q&As on the website to put everything into context.

Cllr May gave his approval.

Cllr Cowan stated that in relation to the Chair's question put to the Airport regarding the CEO report covering the period February-April 2020, this seemed to unnecessarily target a committee member based not on a direct quote from him but something attributed to Cllr Cowan via journalistic licence responding to a question. In future Cllr Cowan commented that he would appreciate being asked directly, especially when there were similar comments made by other Councillors and the local MP. Cllr Cowan asked for an explanation as to why the Chair had referenced him.

The Chair confirmed that he had received a UKACC weekly news bulletin and was simply quoting an Air Cargo News article, in its entirety, which appeared in this document. Other Councillors did indeed make similar comments about the cargo night flights, however they were not quoted in the article that he referred to. The Chair explained that he had not been following Airport issues in the local press at that time and that is why he put forward that specific question to LSA. The Chair went on to say that the Q&As for the period February-April 2020 had been circulated to members on 3 July and no issues of concern had been raised by the ACC at that time.

Cllr Cowan agreed that his question had been answered.

Cllr Cowan reiterated GJ's comments in the press in that the claim about night flights being rescheduled was completely inaccurate, yet a claim that is counter to that is still on the website of the MP that states the schedule to night flights has changed.

GJ replied stating that the schedule to night flights has changed and emphasised that he has always been clear in that a commitment has never been given by the Airport that any change would be permanent and not to believe everything that appears in the papers.

Cllr Cowan replied that this did not answer his question and would take it offline.

Cllr Steptoe stressed that when these situations appear in the media, the first port of call for most residents is to Councillors and in the absence of the ACC meetings in June and September, it had been more difficult for them to answer questions from constituents, emphasizing the need for the ACC to be kept fully informed on situations.

5.1 The Chair thanked members for their comments and confirmed that the two CEO reports and the Q&As document will be published on the Airport's website. No members opposed this approach. **Actioned – remove from minutes.**

6. ADHERENCE TO PROCESS REGARDING DISTRIBUTION OF LSACC DOCUMENTS

The Chair made reference to the Q&A document mentioned above being released in the public domain before being scrutinized and approved by the LSACC. The Chair reminded members that if confidential documentation is received by the Committee (ie it has not yet been approved by members), then he expects all members to abide by the rules. The Chair explained that he had received an email from Cllr Ward on this breach, who had commented that such indiscretion by a Councillor should be dealt with under the Code of Conduct where member is representing a Local authority. The Chair once again reminded members to adhere to the protocols of the Committee.

Cllr Cowan replied that if it is the will of the Committee to approve documentation before it is published then members must adhere to these procedures. Cllr Cowan commented that although he had mentioned it before, this was a good opportunity to raise the issue again of how accessible the ACC is to the public. Cllr Cowan made reference to 2.17 in the Government guidelines to ACC which comments that "*Committees are encouraged to open their meetings to the public unless there is a legitimate reason why it is inappropriate to do so. The manner in which the public are admitted to attend meetings should be decided by the committee according to local circumstances.*" and asked members to consider at this meeting to fully open the committee to public scrutiny. Cllr Cowan went on to comment that he did not believe the process of waiting three months to approve minutes to allow them to be in the public domain is the most transparent way of doing things.

Cllr O'Boyle supported Cllr Cowan's comments on the ACC's lack of transparency.

GJ asked the Councillors whether if transparency is the mechanism of sharing or speed? If speed, then processes can of course be changed to improve on this.

Cllr O'Boyle replied that it was a combination of both: speed is really important as waiting for three months for minutes to be in the public domain is not acceptable, and opening the meeting up to some public scrutiny and allowing representation from the public.

- 6.1 The Chair confirmed that the concerns relating to speed and transparency will be taken forward in a sub-committee – see item 7.1 below.

**SUB-
CTTEE
TO NOTE**

7. WEBTRAK PRESENTATION

The Chair advised that WebTrak (a web-based noise complaints system) had been discussed in detail at the last ACC meeting in February 2020, when it was minuted that the Committee was very positive about the new system being installed and had given it its full support.

The Chair introduced Jane Cooke, Business Analyst, Stobart Group, who gave a presentation on how WebTrak works in practice and was available for questions.

J Cooke confirmed that the new system was implemented last week and took members through a step-by-step process of how easy it was to log a noise complaint. J Cooke confirmed that changes have been made to the LSA website to provide the user with a more fluid experience which is quick, easy and user-friendly - it is also going to be at the forefront of the website.

Cllr Ward commented how impressed he was with the 'kit'. Cllr Ward went on to say that Rochford District Council has been inundated by emails about night flights from the public, and after liaising with GJ, fully appreciated the way aircraft movements are recorded because, for instance, an aircraft who departs, returns due to instrument problem and then departs again is recorded three times, and in looking at night flights where there are limitations, asked GJ to explain to the Committee why if you have one cargo flight scheduled at night, you end up with 1.16 as an average?

GJ confirmed that JM's report shows the breakdown of movements during the day and night and explained why you end up with a slightly odd, not rounded number in a night operation when you have a scheduled service. This is due to technical issues as mentioned above, bird strikes etc, and they all get counted, with the result that you end up with more nighttime flights than you've got scheduled from the cargo operation.

GJ reiterated the fact that the night schedule does change and will change again.

Cllr Nunn also commented on how fantastic the software is and asked how practical it would be to put standard flight paths on the screen to show immediate finals and short-term departure routes, to which J Cooke confirmed that it was not possible as the system works off radar and it's actual flights not predicted/standard flights.

Cllr O'Boyle reported that he often receives complaints from residents in Leigh in relation to accessibility of the noise complaints form on the LSA website and asked whether it would be more visible going forward.

J Cooke reiterated that the website has changed as shown in the presentation and is more prominent, and the 'Corporate and community' page will be relocated to the very top of the LSA home page, next to the FAQs tab. This will be completed by 20 November 2020. This will quickly lead to the noise section and within two clicks you will reach Webtrak.

Cllr O'Boyle asked to see an example of this process via Google - J Cooke demonstrated how to make a complaint this way.

Cllr Davidson confirmed that she very much welcomed seeing WebTrak in operation and that the ‘Corporate and community’ page will be more obvious on the Airport’s website. Cllr Davidson requested that information on the ACC under ‘Community reporting’ on the website be more easily accessible and obvious.

GJ proposed that, in light of three separate Councillors (Davidson, Cowan and O’Boyle) making reference to improving transparency in relation to the ACC which needs addressing, a sub-committee be setup to review recommendations.

Cllr Cowan confirmed he is more than happy to volunteer for the sub-committee. GJ stated he is happy to be involved if required but would leave that to others to decide.

7.1 The Chair asked for individuals wishing to be involved in the sub-committee (ideally one member from each Council), to forward their names to the Secretary, and the sub-committee can then meet virtually to take the issues forward and update members at the next meeting their recommendations.

The issues to be considered are:

- i. Process/speed for issuing minutes
- ii. Access to WebTrak/Noise complaints form
- iii. Transparency issues, eg accessibility to ACC information on LSA website (including members’ list)

**SUB-
CTTEE
25/02/21**

The following questions/observations were raised:

Cllr Cowan commented that he understood that the new system WebTrak will be more prominent on LSA’s website, but it still requires multiple stages of ‘clicks’ and scrolling through, therefore, he requested that the link be above the fold, ie at the top of the page without the need to click/scroll.

Post meeting note: As explained by J Cooke, the ‘Corporate and community’ page will be relocated to the very top of the LSA home page, next to the FAQs tab. This will be completed by 20 November 2020. This will quickly lead you to the noise section and within two clicks you will reach WebTrak.

Cllr Cowan asked if it were possible to go back in time to review an aircraft’s movement. J Cooke confirmed that this was feasible and provided a demonstration of reviewing a historical movement.

Cllr Cowan then went on to state that he had already received feedback from residents about WebTrak and stated that the area he represents next to the Airport, has an above average of elderly retired people, some of whom are not confident with the internet and are uncomfortable about the legal data associated with WebTrak, ie personal data being stored etc. Cllr Cowan asked if an individual could register a complaint on WebTrak if they do not agree to its terms of use and if not, is there an alternative method to submit a noise complaint?

J Cooke confirmed that currently the original complaint form remains on the Airport’s website.

GJ made it clear to members that both systems (WebTrak and the original complaints form) will be running concurrently for one month as there is no value in running two systems. WebTrak will be the digital system going forward and the Airport would look at ways of a physical mechanism (non-digital) to allow residents who do not wish to use WebTrak due to its terms/not confident with the internet, to make a noise complaint (see 7.1 above).

Cllr O’Boyle stated that the noise complaints system should not discriminate against the elderly who are not confident with the internet.

Cllr Ward reported that he had gone on to WebTrak to experiment, both current and historical movements, and confirmed that it was extremely easy to use and he could see exactly what was happening in the airspace, commenting that he thought it was a very useful tool and reporting was simple.

Cllr Ward asked if residents who were not digitally able wanted to make a noise complaint, would they need to speak to a Councillor or send a letter?

The Chair confirmed that this will now be managed via the 'Transparency Sub-Committee' to review and put forward recommendations.

The Chair thanked J Cooke for her time and an excellent presentation.

8. REVIEW NEW NOISE COMPLAINTS PROCEDURE

The Chair confirmed that relevant documentation had been circulated to members by JM which was self-explanatory and asked the meeting if anyone had any questions?

The following questions were raised:

Cllr Cowan mentioned the issue of multiple complaints or labelling people as vexatious complainants. He stated that he had raised this before at this forum, also at the SBC Airport Monitoring Working Party and directly with GJ and JM. Cllr Cowan stated he had asked many times before and he was sure there was a prepared answer but would ask again: *"If a complaint is about a different aircraft each time, why are they presented in bulk format and does the Airport feel this is in keeping with the guidance and conditions around complaints in S106?"*

Cllr Cowan commented that his question was linked to the procedure which the ACC is being asked to agree, ie a new process for how complaints are responded to and part of that is to give the go ahead for people with multiple complaints to be labelled vexatious and therefore for the Airport to have permission not to respond to them for 6 months or indefinitely depending on how they are labelled. Cllr Cowan explained that he did not feel comfortable doing that but believed if it is something that the ACC is going to agree to, he would like the Committee to make sure it is agreed knowing exactly what the reasoning is behind it. For example, if someone makes 500 complaints about one particular aircraft Cllr Cowan would consider it vexatious, but if someone made 500 complaints about 500 different aircraft movements, surely that should be looked at 500 individual complaints and that person should not be labelled vexatious as the proposed document was asking the ACC to do? Cllr Cowan asked the Airport why it had come to the conclusion that multiple complaints from an individual or household is somehow vexatious?

WM advised that it is the ACC which decides if a complainant is vexatious, not the Airport.

Cllr Cowan stated that this document is asking the ACC to confirm that, someone who makes a certain number of complaints in a set period of time or someone who makes lots of complaints about similar types of aircraft, it's ok not to respond to those people. Cllr Cowan commented that what he was trying to determine is why is the Airport saying please determine these people are vexatious, so we don't have to respond to them?

WM responded that the procedures confirm that the Airport bring the issue to the ACC and the committee determine if vexatious or not.

Cllr Cowan went on to say that if the ACC meet on a quarterly basis and the Airport comes to the Committee at the next meeting stating that they wish to stop responding to an individual because of the amount of complaints submitted, and the ACC agree it would be 6 months, Cllr Cowan's understanding is that nothing that the ACC agrees is fully confirmed until the next meeting.

WM referred back to the last time this issue was dealt with. WM explained to the Committee that the Airport had a complainant who was well-known to Cllr Cowan, who made over 500 complaints. That was brought by the Noise Manager to the ACC, who took members through the detail of the complaints and the aircraft were all found to be compliant – there were no justifiable reasons for the complaints under the controls in which the Airport operates. The individual was tying up time and deflecting attentions for genuine complaints. The ACC deemed the complainant to be vexatious and correspondence was suspended for 6 months.

Cllr Cowan asked why does it matter if one individual or household makes hundreds of complaints if each complaint is for a different incident?

WM stated he would repeat again what he said earlier in that the complaints were found to be about aircraft operating within the controls and therefore the complaints were not upheld, and effectively what that individual was doing was making a huge number of complaints and tying up precious time within the Airport which could have been better served dealing with any genuine complaints that were raised. The ACC determined that person was a vexatious complainant and the result of that decision by this Committee was that person was suspended from making complaints for 6 months.

Cllr Cowan responded with an example scenario: if Airline 'ABC' has 5 flights a day, each day different conditions etc, nothing is ever the same, surely that should be dealt with as an individual case each time because it's not the same – it might be the same type of aircraft, but there is always the potential for what was one compliant aircraft not being compliant next time, and it's the job of the Airport to investigate and not to assume it is compliant?

WM confirmed that every complaint is investigated to see if it is compliant or not, and in the case of the last vexatious complainant relating to 500 complaints, not one was found to be an aircraft in breach of the rules and reiterated once more the detail above.

Cllr Cowan thanked the Chair for allowing the questions to be raised.

Cllr Thompson proposed tightening up the wording to the new complaints procedure as follows:

“The ACC has already recommended that the Airport identifies those complainants who

- a) make more than 100 complaints in a 3 month period [insert the word 'and']
- b) have no complaints which are found to be valid

be considered as 'vexatious' and that no further complaints will be responded to for a period of 6 months.”

WM confirmed that the additional word 'and' can be added.

Cllr Thompson explained that sometimes there is nothing you can do for someone who is complaining, but perhaps there could be a broader definition in the procedures rather than just stating the Airport is entitled to do this legally, ie the 6 month ban.

Cllr O'Boyle stated that if you take 5 night flights a day and multiple that by 30, you've suddenly got a vexatious complainant. He went on to say that individuals complain because it is impacting upon them negatively and it would be remiss of the ACC to cross those people off simply because they've been impacted too many times.

Cllr O'Boyle went on to stress that it does not sit well in relation to the proposal for the LSA website developing its community relations. Cllr O'Boyle stated that he did not agree with a position that puts anyone who complains over 100 times being labelled vexatious.

Cllr Ward commented that someone who is vexatious is where you have explained the situation to them, the reasons why this is happening over a period, and they continue to fail to take on board what you are saying. The complainant doesn't want to hear what you are saying. There are people in the community who are anti-Airport people and as Councillors, everyone has received complaints where we have gone back to them with an answer, but they simply do not like it.

Cllr Ward endorsed going forward what is being asked of the ACC.

GJ stated that he wanted to correct Cllr O'Boyle, in that there cannot be 150 movements in one month as there is a limit of 120, and it isn't appropriate to say that because there were 5 movements on one night there would be 5 movements every night because that's not correct.

GJ explained that it is worth keeping in perspective and asked do members of the Committee know how many people over the last few years have been identified as being vexatious? The answer is 1. GJ commented that it is a difficult balance to get right but realistically the classification of 'vexatious' has only affected a very small number of people.

Cllr Thompson commented that it's within the power of Committee to decide who is vexatious and in the new protocol it is being suggested that it is the Chairman alone to determine whether to classify a complainant as vexatious, not the entire committee.

8.1 The Chair confirmed that the points made will be taken on board and as a way forward, the wording will be reviewed, and a slightly revised version will be presented to the Committee for approval. **JM**
30/11/20

No objections were received with this proposed approach.

9. LETTER FROM SIR DAVID AMESS MP TO ROBERT COURTS MP, PARLIAMENTARY UNDER SECRETARY OF STATE

The Chair explained that, in his capacity as Chair of LSACC, he had been copied on a letter from Sir David Amess MP to Robert Courts MP in relation to the efficacy of the running of the Committee and that this document had been forwarded to members for transparency.

The Chair reminded members that Sir David had put forward questions in writing and the Chair at the time invited him to attend the February 2020 ACC meeting, however, Sir David's Constituency PA, Julia Cushion attended in his absence. The Committee permitted Ms Cushion to attend the entire meeting as Sir David's questions were being covered during various agenda items throughout the forum, which they thought would provide a helpful insight for her to pass on to Sir David, and his specific questions were raised and answered at the end of the meeting.

The Chair asked members whether they wanted him to write to Robert Courts to rebut the claims being made.

Following detailed discussion, the meeting agreed for the Chair to send a communication to the Parliamentary Under Secretary of State. Cllr Nunn commented that the letter is inaccurate, and Cllr Cowan stated that sending a reply would be prudent in relation to the ongoing commitment given by the ACC to improve transparency.

Cllr Cowan commented that in line with the Constitution, it is within the gift of the Chair to invite individuals or organisations that are relevant and significant to the workings of the ACC to attend and contribute to the ACC. In this respect, Cllr Cowan proposed that a standing invitation to local MPs and Cabinet members with relevant portfolios from local councils, perhaps from Essex and Southend, be made to attend ACC meetings.

The Chair commented that this approach that could make meetings long and complicated.

Cllr Cowan replied stating that without wanting to sound that he was denigrating any of his colleagues, he had noticed in the 18 months he has been on the ACC, usually there is a very small number of members who bring in questions from the community, and a lot of those questions will be going to the local MPs and portfolio holders – if they were in attendance, those questions wouldn't be repeated 5/6 times and at least it would then filter back out to the people who need to know.

Cllr Cowan commented that if the MP was unable to attend and wanted to send a representative to take relevant notes, he believed that would be prudent.

The Chair agreed with Cllr Cowan that the Constitution allows invitations to be made to individuals as is relevant to attend ACC meetings, and indeed the Committee has made such invitations. The Chair commented that he acknowledged what Cllr Cowan was saying, but if he was proposing that invitations be sent to local MPs and portfolio holders for each meeting, that could become a complex issue sending out paperwork etc.

Cllr Cowan replied that it would be a matter of adding their email addresses to the current email group.

Cllr Ward stated that the letter was interesting in that Sir David Amess comments that he doesn't see how the ACC is actually communicating to the local community, and perhaps it is a case that the ACC needs to highlight how it communicates to the community and by what means. Is it via our members at the ACC, and is it by representatives at various council meetings?

Cllr O'Boyle responded to Cllr Ward stating that the meeting had identified that there are some issues around communication and transparency, in that the ACC needs to be very forward and a lot quicker in producing outputs from ACC meetings into the public domain and the ACC's commitment to the transparency sub-committee will assist in this area.

The Chair stated that members of the Committee are representatives of the community and they should be able to put messages across to their constituents quite clearly and there shouldn't be a need to expand to have the local MPS attend the ACC which is a non-political committee. The Chair re-emphasised that it's a consultative committee and as such, consult between the Airport and the local community and does not get into politics and needs to stay away from that.

Cllr Lucas-Gill explained that at Rochford District Council when minutes are published, copies are forwarded to every Councillor in Rochford, and they can pass on the message to their residents and if they have any queries they can speak to the ACC member to obtain clarification.

The Chair explained that this issue can be referred to the transparency sub-committee in relation to whether publishing the ACC minutes can be expedited (see item 7.1).

- 9.1 The Chair proposed, and it was agreed, to send a letter to Robert Courts MP to ensure he is aware of the facts and that Sir David Amess was invited to the February meeting when his PA attended in his absence. **Actioned -remove from minutes.**

Cllr Ward suggested that once ACC minutes are approved, they are circulated to the local MPS.

The Chair concluded that MPs can in fact access the approved minutes as these are published on the Airport's website, however, this suggestion can be taken forward in the sub-committees mentioned in point 11 below.

10. VICE-CHAIR VACANCY

The Chair confirmed that in relation to appointing a Deputy Chairperson who is to be independent and non-political, an advert was published on LinkedIn which ran for a two-week period and there have been 22 applicants.

- 10.1 If any member knew of a suitable candidate, the meeting was asked for the candidate to submit their CV to the Airport via the general enquiries email address, the closing date being Wednesday 18 November. A short-list will then be made, and virtual interviews held, with a proposal being put forward at the next ACC meeting in February 2021. **ALL TO NOTE**

11. REVIEW OF THE CONSTITUTION (FEBRUARY 2014) INCLUDING ITS MEMBERSHIP

The Chair advised that the review process should have happened earlier in the year, but this had been delayed due to COVID-19 restrictions. The Chair proposed that a sub-committee be formed involving himself and a representative from Southend Borough Council, Rochford District Council and Essex County Council, to carry out a review of the Constitution and its membership (including the discussion on MPs in point 9 above) as he was aware there were vacancies. The Chair stressed it was not a process to rewrite the Constitution but to ensure it is up-to-date and reflects current government guidance.

Cllr Cowan put forward his name to sit on the sub-committee, however, the Chair commented that members should discuss this with their colleagues in the first instance to agree whose name to be put forward.

- 11.1 It was agreed that the selected members should confirm their willingness to sit on this sub-committee to the Secretary via email and then virtual meetings could then take place. **ALL TO NOTE**

Cllr Steptoe stated that he would be happy to sit on the sub-committee representing Essex County Council and Cllr Lucas-Gill for Rochford District Council.

12. SURFACE IMPACT ACCESS ROUTES

No further updates (see item 4.3).

13. AIRPORT DIRECTOR'S REPORT

The Committee reviewed the report prepared by GJ, covering the period August to October 2020.

(a) Performance

The report contained the following performance figures:

Total aviation movements	August	September	October	Total
2020/21	2,958	2,359	1,904	7,221
2019/20	4,138	3,406	3,550	11,094
Commercial movement 2020	935	626	511	2,072
Commercial movement 2019	2,418	2,252	2,244	6,914
Passengers 2020	34,758	13,202	6,626	54,586
Passengers 2019	244,952	210,579	203,646	659,177

(b) Overview

GJ reported that activity across the late Summer of 2020 was very weak. Passengers were more than 90% down on the previous year, with a deteriorating trend, as the virus and quarantine, along with regional lockdowns and restrictions in European countries, reduced passenger confidence and therefore demand. Load factors continued to be extremely low as airlines struggled to stimulate demand (both at London Southend and elsewhere) even with the lowest fares.

GJ went on to explain that next week Ryanair will stop operating from LSA until lockdown ceases and will only then operate an extremely small schedule for the rest of the winter period.

The impact on the Airport was and continues to be exceptionally serious. Although terminal concessionaires attempted to operate, and to some extent did so, the very low passenger numbers made achieving financially successful results extremely difficult for them. As a result, the airport saw a much-reduced offer to its passengers and so hugely reduced revenues. Although the furlough support provided by Government, alongside a wide range of measures undertaken by management to reduce costs, to some extent offset this degradation of revenue, it was still necessary to cut staff and, reluctantly, 19 people have left the business. This was despite some transfer of people from the passenger operation to the cargo operation and changes to terms and conditions designed to maintain employment at the highest possible level. GJ explained that although these job losses are much to be regretted, they remain, at this stage, on a small scale relative to other airports.

The airport's cargo operation took on an even greater significance under these circumstances, becoming by a considerable extent the most important source of income to the airport. Although the number of cargo movements has not increased, it has changed significantly as a proportion of total movements because of the entirely unforeseeable reduction in both passenger and general aviation flights. At present, it is running above the annualised limit of 10% of total ATMs specified in the S106 agreement and whilst that might, of course, change over the next three months, the Airport has entered into a discussion with Southend Borough Council as to how to deal with the possibility of cargo movements exceeding the cap under these completely unprecedented and unforeseeable circumstances.

GJ wanted to put on record how proud he is of his staff, particularly, led by WM, the operational team and everyone remains positive in navigating through these unprecedented times. There has been tremendous effort by all and GJ is grateful to the Board for supporting the senior management team in implementing and managing COVID-19 safety procedures.

(c) New Airline Business

Although the outlook for airlines is extremely difficult to determine, with some analysts forecasting 2021 passenger demand as low as 40% of 2019, the airport continues to engage with its existing and prospective airline partners on business development. The immediate future is extraordinarily challenging. However, that does not detract from the belief that the low cost base and high quality passenger experience London Southend offers, combined with its focus on leisure, short haul and London-driven market segments, all of which are widely expected to see the earliest return to growth, puts the airport in a strong position to respond to demand when it returns. GJ commented that whilst there is no question that the airport currently faces a very demanding period, they remain firmly of the view that the mid to long term future of London Southend is assured.

(d) Operations

The terminal remains well equipped to provide a safe travel environment for the small number of passengers using it. The airport has continued to call for a testing regime on departures as an alternative to quarantine and has made its position known to Government through the media, direct communications and through trade bodies. The airport has supported testing in a practical way by providing its car park for NHS testing facilities and stands ready to extend the regime to passengers should Government both endorse outbound testing and reach international agreement on the acceptability of such tests.

14. PLANNING ISSUES

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

(a) Future Projects

The application for consent to build a new hotel was refused. The airport has already appealed the decision.

GJ reported that the airport has restarted the next generation hold baggage screening project which had to be placed on hold earlier in the year due to the virus. It is now scheduled for completion in mid-2021.

15. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

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

(a) Employment and training

The airport has implemented a number of measures, including a general salary freeze, reductions in management salaries, changes to contractual hours, and variations in terms and conditions, with the intention of retaining as many staff as possible. Even so, given the very substantial reductions in revenue, some roles were put at risk and 19 people left the business through a redundancy programme. On a more encouraging note, the airport has continued to train staff in multi-functional roles, particularly in security, and ensured that staff in areas such as fire and Air Traffic Control remain fully compliant with their regulatory requirements. As a consequence, regulatory audits which have continued through the pandemic have been very positive, establishing a strong basis for future growth.

16. COMMUNITY RELATIONS

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

GJ mentioned the recent poppy display at the terminal, as the Airport is continuing to find ways to contribute to, and engage with, the local community.

(a) Noise

GJ commented that in JM's absence he would take any questions in relation to the previously circulated report below:

Due to the constraints of remote working during the COVID-19 pandemic, on the 20 March 2020 the ACC approved a short-term solution for recording and processing noise complaints. This process for managing complaints has continued through August, September and October 2020.

The total number of noise complaints for the Q3 period August, September and October 2020 was 3,939. This excludes 78 complaints for which no aircraft could be found to be operating at the time of the complaint.

In the Q3 period 2,896 (75%) of all complaints were from 20 people and 1,216 complaints (31%) were received from just 3 addresses.

Some complainants are submitting complaints purporting to be from different individuals all resident at the same address but using the same email address.

Date	Complaints	NOT SEN	Total	Night	Day	Total complainants	Total by top 20	% by top 20
Aug 20	1,707	-32	1,675	930	745	130	1,151	67.43%
Sep 20	1,134	- 23	1,111	670	441	85	876	77.25%
Oct 20	1,176	-23	1,153	779	374	95	869	73.75%
Total Q3	4,017	- 78	3,939	2,379	1,560		2,896	75%

2,695 complaints related to aircraft operating to/from the SW over Leigh-on-Sea and 775 complaints related to aircraft operating to/from the NE over Rochford. (469 complaints related to helicopters, overhead aircraft and ground noise which are not runway direction specific).

60% of all complaints are about aircraft operations during the night-time period. Of these, 77% relate to the scheduled logistics operations.

The number of night time complaints about ASL (cargo) night flights reduced from 3,025 for the Q2 period to 1,823 for this Q3 period as ASL continued their summer schedule, with the last departure around 00:30 and the first arrival around 06:30. 88 night-time complaints related to passenger aircraft arriving between 23:00 – 23:30. As permitted in the S106 agreement, there were a small number of other night time operations by the HM Coastguard and the based private charter airline, Jota Aviation.

Date	Night	Biz jets	PAX	Jota	ASL	RAF	HM Coastguard	P180 hospital	Police
Aug 2020	930	44	32	202	621		22		9
Sep 2020	670	9	40	79	523		19		
Oct 2020	779		16	61	679	6	2	15	
Total Q3	2379	53	88	342	1823	6	43	15	9

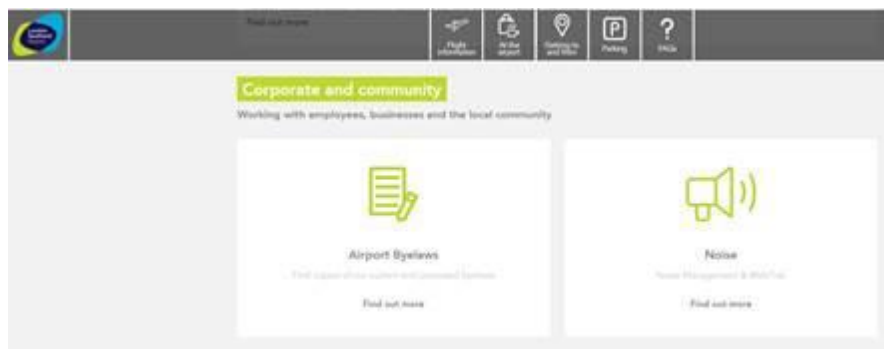
All complaints for the quarter period were investigated and the aircraft in question were fully investigated.

7 complaints related to 2 aircraft that were non-compliant i.e. turned early and broke NPR controls.

As previously discussed with the ACC, the airport has been working to make significant improvements to the noise complaints handling serves by installing an online complaints system called WebTrak.

The WebTrak service has now been implemented and is available alongside the existing noise complaints submission form on the LSA website.

A link to the noise page has also been added to the LSA website home page to make it easier and quicker to access noise information and log a complaint.



Details about the new system can be found here and in item 7 above :

<https://southendairport.com/corporate-and-community/noise-complaints>

(b) Environment.

GJ reported that the Stobart Group has published its Environmental, Social and Governance framework in July, to which a number of local stakeholders contributed. That framework deals with, among many other things, carbon and climate change and sets targets for improvements, in which the airport is engaged. The airport has, for example, joined Airports Council International, as a mechanism to enable Airport Carbon Accreditation. That process will progress over the forthcoming year but will see the airport specify actions to both reduce and mitigate the carbon impact already mapped, working with airline and other partners.

The following questions were raised:

Cllr Cowan commented that there were 7,221 total aviation movements reported for August to October, 2,072 of which commercial, of the remainder the Quarterly Section 106 Return said that 717 were cargo flights, what were the remaining 4,432?

GJ confirmed that it would be general aviation, ie private jets, flying schools etc.

Cllr Cowan mentioned that he had seen on Twitter touch and go landings. WM corrected Cllr Cowan confirming that each touch and go is classed as 2 ATMs, so 5 circuits is 10 movements.

Cllr Cowan made reference in the report that, at present, the Airport is running above the annualised limit of 10% of total ATMs specified in the S106 agreement and in the Quarterly report it states that Cargo ATMs (permitted lesser of 10% of Total ATMs or 5,300 p.a.) is 10.84%. Cllr Cowan asked how many cargo flights are operating in a 24-hour period?

GJ commented that the schedule has recently been 8 movements in a day, but it will vary.

Cllr Cowan responded by saying that based on that figure, you would need 80 movements a day annualised for it to be 10% across the year, if it were 8 a day.

GJ confirmed that the Airport is running above the annualised limit of 10% and Cllr Cowan stated that he was surprised that it was only by 0.84% which seems incredibly low.

WM confirmed that the dates of the touch and go movements are not aligned and do not affect the report.

Cllr Cowan went on to say that in the CEO's report it states that the Airport has entered into a discussion with Southend Borough Council as to how to deal with the possibility of cargo movements exceeding the cap under these completely unprecedented and unforeseeable circumstances. Cllr Cowan asked with whom, is Rochford District Council involved, and what is it the Airport asking for?

GJ replied that it is responsible to raise the possibility that it might be exceeded, and schedules do change all the time. GJ reiterated that he needed to raise it with Southend Borough Council in case the cap is exceeded and if it is, their views need to be obtained. GJ stressed that he has not to-date raised it with Rochford District Council or Essex County Council, but he will. **Post meeting note:** it has now been raised with both Rochford and Essex.

Cllr Cowan stated that he was aware of time so he would save a lot of his questions for the Monitoring Working Party as there was some crossover, but the last question related to the quiet grounds operation and Fixed Electrical Ground Power (FEPG). It was noted and it's in the Annual Report that there has been significant investment into converting a hangar into a cargo warehouse. Cllr Cowan asked if the Airport had applied for planning permission and why wasn't FEPG installed?

WM confirmed that planning permission was not required, but permission was obtained from the CAA around the works on the apron as it was a safety issue. WM went on to explain that the Airport did not install a FEPG as there wasn't a supply readily available in that space of time.

Cllr Cowan asked if the Airport plans to install a FEPG because currently APUs and GPUs are being used for far longer than is permitted in the Quiet Grounds Operation Scheme?

WM advised that the LSA has a preference for FEPG if available, and if not, the default is to GPU and last resort is to APU. The conversion of the hangar was carried out at speed to win the contract and create jobs and therefore there was no opportunity to do such works. There are no current plans to spend more capex in that area therefore the Airport is relying on GPU when it is available.

Cllr Cowan stated that in relation to APUs they are not supposed to be used for more than 30 minutes before departure or after arrival. How is that being monitored and what is being done to rectify the excessive use of APUs which has been evidenced by residents with video timestamped recordings?

WM commented that LSA has spoken to the handling agent who are responsible for providing the power and they have two GPUs in that area available for use.

Cllr Cowan said he would now make way for other members.

Cllr O'Boyle offered his sympathies to those who have lost jobs at LSA as it is a tough time. Over the course of a year noise complaints have risen by 800%-1000%, could the Airport provide some context to the number of complaints? In relation to complaints per 1000 customers, how does LSA compare to other London airports? Cllr O'Boyle commented that if he saw such growth and complaints, and realized if he was an outlier, he would be taking some drastic action to resolve it.

WM responded that LSA monitors complaints and compliments per 1000 passengers relating to the service provided within the airport and this is the same metric applied at LGW and LHR – this is not about complaints and compliments from external non-passengers.

Cllr O'Boyle agreed with WM and stated that he had reviewed some other London airport reports to find out what their complaints per 1000 looked like and it is external noise complaints, and stated that LSA is a gigantic outlier which he can work out from the numbers. Cllr O'Boyle asked what the Airport is doing to address that?

GJ replied stating that he has asked the regulator and the trade body for airports, whether a metric such as the one Cllr O'Boyle has identified is externally validated and the answer is no. GJ stated that as a result he is not able to engage about that metric. On the absolute of numbers, the number has increased significantly but he cannot stop people complaining and people have the right to complain. GJ stressed that he needs to ensure that LSA operates within the rules that were set by three councils, not one, ie Southend Borough Council, Rochford District Council and Essex County Council, by many representatives through a process of negotiation.

GJ referred back to the number of complaints reported in the Quarterly report and there were 4017, of that only 5 did not follow NPR. The Airport is operating within the rules and works really hard to do so. Almost none of the complaints were about aircraft operating outside the rules.

Cllr O'Boyle suggested that, in the future, it would be helpful to see in reports the metrics compared with other airports as it would be valuable to see how Southend is performing in terms of complaints.

GJ reiterated that there is no such externally validated measure, which has been confirmed by the regulator and trade body.

Cllr O'Boyle advised that he took GJ's point, but he considered it was clear that GJ is not comfortable about the number of complaints and S106 doesn't allow the Airport to extend beyond 10% for cargo, which led Cllr O'Boyle to express his opinion that the rules are not working for either the residents or the Airport.

GJ replied that that was an opinion.

17. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period August, September and October 2020 was reviewed - there were five NPR breaches for the quarter. JM explained that infringement notices had been issued to 4 of the 5 (one due to ATC instruction) and went on to summarise the circumstances behind each breach.

18. PRESS PACK

Not available as a virtual meeting

19. ANY OTHER BUSINESS

19.1 ICCAN Aviation noise and public health: rapid evidence assessment

Cllr Cowan mentioned members may or not be aware that there is an ICCAN consultation – they are asking for views by 18 December. Cllr Cowan went on to comment that as the ACC was not meeting again before this deadline, individual representatives of ACC can put forward views from their communities and relevant organisations.

Cllr Cowan commented that he was sure the Secretary had a link to it already, but he had it also and would be happy to forward the link to the Secretary for it be forwarded to the Committee, to allow them to put forward individual views on the future of aviation noise management.

The Chair commented that he believed the link had already been forwarded to members by the Secretary.

Cllr Cowan stated he did not receive it, he received it from his S106 officers – more than likely it was a Council IT problem.

The Secretary confirmed that it had been forwarded to members on 1 October 2020 and Cllr Cowan had indeed received it from her as he had replied to her email.

Cllr Cowan advised that he would take the issue up with his IT department.

19.2 Jota

P Chapman asked if Jota Aviation had relocated their aircraft from the Airport to Stansted, and WM replied no and they haven't given notice to depart.

19.3 UKACC Chairman

The Chair closed the meeting by mentioning that he had invited Colin Flack OBE to join the meeting, but he had an IT problem on the day to prevent him attending.

As background to Colin, he was awarded the OBE in recognition of his sustained leadership and commitment to industry, in particular his contribution to championing and supporting the UK rail supply chain in addition to his role as Independent Chair of the Birmingham Airport Consultative Committee (ACC) and national Chairman of the UKACC; which is the body representing all ACC's

The Chair commented that he wasn't sure if he was going to be able to chair this meeting, so had consulted with UKACC who recommended Colin deputise for him should this be necessary as the position of Deputy Chair of the LSACC was currently vacant.

The Chair confirmed that Colin has been invited to the February ACC meeting during which he could provide some background on the UKACC.

20. **DATES OF NEXT MEETINGS**

The next Committee meetings, starting at 2pm, are as follows:

Wednesday 3 March 2021

Wednesday 26 May 2021

Wednesday 1 September 2021

Thursday 18 November 2021

The meeting ended at 4.20pm.

Signed _____ Date: _____

SEE 'POST MEETING NOTES' DOCUMENT BELOW

ACC Teams meeting dated 11 November 2020

Post meeting notes by Jo Marchetti with reference to items on the minutes of the meeting.

Item 5 Scrutiny and approval of the Q&As following the CEO reports for the periods Feb-July 2020

- 1) *Cllr Cowan enquired whether the mobile monitoring report shared with local residents would be shared with the Committee?*

The noise report for Wells Avenue residents has previously been shared with all those that were associated with the quarterly Wells Avenue Residents meetings, including yourself and David Amess MP. This report has also been mentioned within the Q&As which were recently approved by the ACC committee and I have not received any requests for more details of the report from other ACC members. I am quite happy to share the report upon request, however, there has not been any requests for this to date. As this report was originally provided from members of St Laurence ward, I would not suggest general circulation but if any other members wish to receive a copy, they can contact me directly.

Item 7 WebTrak Presentation

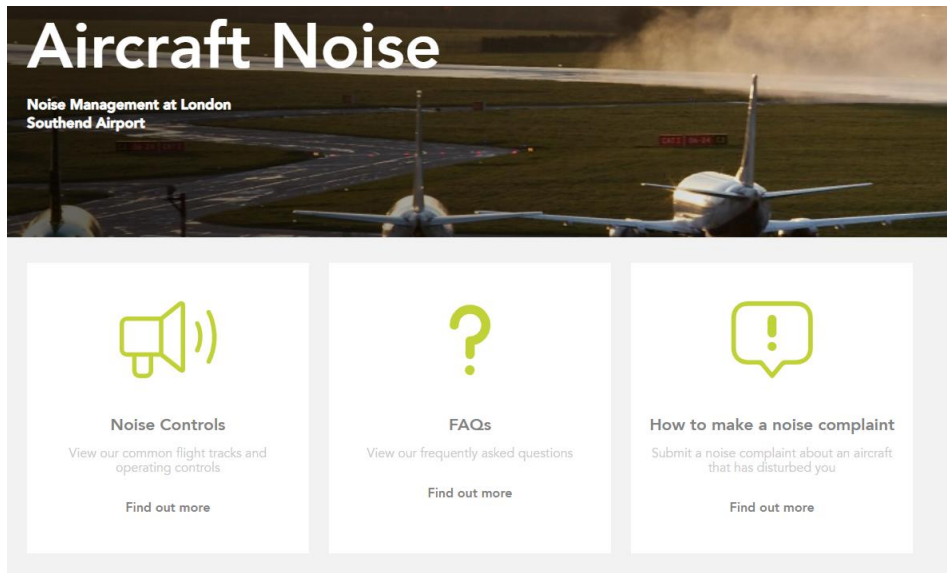
- 2) *J Cooke confirmed that changes have been made to the LSA website to provide the user with a more fluid experience which is quick, easy and user-friendly - it is also going to be at the forefront of the website.*

When redesigning the website, we researched all the other UK airport websites that offer WebTrak. We have ensured that LSA offers the most comprehensive instructions and clear guidance on how to use the system. We have added a Q&A section which can be updated as we get feedback from the community, we can also add some of the feedback/questions raised in the ACC meeting, if helpful.

We know that the link to the noise FAQs is shared daily to residents on an anti-airport forum, along with the dates and time of the night-time flights, therefore we purposely made it easier to share a link directly to WebTrak. It is now easier to share a direct link and make complaints without having to scroll through the FAQs.

We have also added a link to the noise page to the LSA home page. I noted that, during the meeting, Jane used the old 'Corporate and Community' link at the bottom of the page which took her via the old FAQ route to WebTrak. The noise tab on the homepage will take you to WebTrak in just 2 clicks;

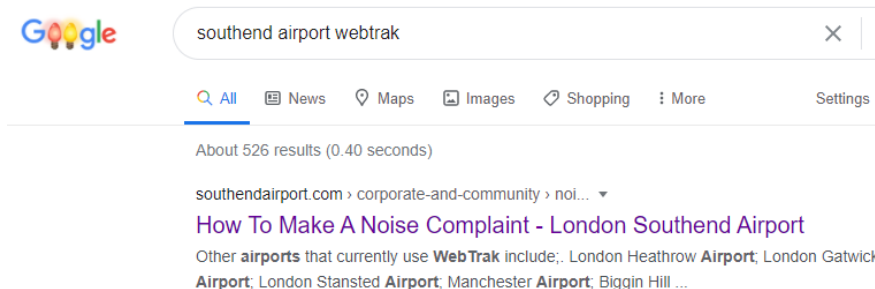




As mentioned during the meeting, we are in the process of designing a tab to go at the top of the homepage, so that the noise page is even easier to find. This is currently with our website developers and should be in place very soon. It will be placed next to FAQs at the top of the home page;



Using Google – by searching ‘Southend Airport WebTrak’ the LSA noise page should appear as the first Google result, by clicking on this link the Noise Complaints page will appear, as shown below;



How to make a noise complaint

You may still currently access the online noise submission form via our [FAQs page](#).

London Southend Airport has been listening to the local community and understands that residents want more transparency and a noise complaints service similar to those used by the larger UK airports.

As part of a major upgrade to our Noise Complaints Handling Service, London Southend Airport has implemented a new online self-service complaint system called “WebTrak” which enables the user to view all aircraft movements in the vicinity of Southend Airport to see what aircraft flew where and what height.

This is the easiest, quickest, and most efficient way of registering your noise complaint.

3) Cllr Ward asked GJ to explain to the Committee why if you have one cargo flight scheduled at night, you end up with 1.16 as an average?

To clarify: Each ATM (air traffic movement) is counted over the month. Coastguard operations are exempt and are not added to the quota. Aside from the scheduled cargo operations we may also have private jets, Jota Aviation and calibrations flights at night. As Glyn pointed out, a few of the ASL cargo departures may be delayed slightly after 23:00, if this happens, they are also counted towards the quota.

For example: In August we had 11 scheduled passenger arrivals between 23:00 – 23:30 (permitted but must count towards the quota), there were 49 ASL flights (including those that departed just a few minutes after 23:00), 11 Jota operations and 2 private business jets, equating to 73 out the 120 quota = average 2.35 total night flight per night over the month. ASL specifically, equated to an average of 1.6 per night over the month period.

Data for the night flights are taken directly from the ATC movements logs that are shared with the CAA.

4) Cllr O'Boyle reported that he often receives complaints from residents in Leigh in relation to accessibility of the noise complaints form on the LSA website and asked whether it would be more visible going forward.

As mentioned above, this is something we have considered when making improvements to the website. The noise complaints submission form will be removed once WebTrak is fully approved. Please see above for details on how we will improve access to the noise complaints page.

5) J Cooke reiterated that the website has changed as shown in the presentation and is more prominent, and the 'Corporate and community' page will be relocated to the very top of the LSA home page, next to the FAQs tab. This will be completed by 20 November 2020. This will quickly lead to the noise section and within two clicks you will reach WebTrak.

As mentioned above, the completion date for this has been pushed back slightly (due to staff being furloughed) but will be ready within the next few weeks.

6) Cllr Davidson requested that information on the ACC under 'Community reporting' on the website be more easily accessible and obvious.

LSA is always happy to receive feedback and make improvements where helpful. I understand this will be discussed at the transparency sub-committee and can be easily implemented once agreed.

7) Cllr Cowan commented that he understood that the new system WebTrak will be more prominent on LSA's website, but it still requires multiple stages of 'clicks' and scrolling through, therefore, he requested that the link be above the fold, i.e. at the top of the page without the need to click/scroll.

We currently have a link to the existing submission form at the top of the complaints page (see below) to enable residents to easily access the form if they prefer. Once this is removed, we can replace it with a link to WebTrak at the top of the page. By then we would be confident that most users are familiar with the new system and can bypass the instructions.

How to make a noise complaint

You may still currently access the online noise submission form via our [FAQs page](#).

- 8) *Cllr Cowan then went on to state that he had already received feedback from residents about WebTrak and stated that the area he represents next to the Airport, has an above average of elderly retired people, some of whom are not confident with the internet and are uncomfortable about the legal data associated with WebTrak, i.e. personal data being stored etc. Cllr Cowan asked if an individual could register a complaint on WebTrak if they do not agree to its terms of use and if not, is there an alternative method to submit a noise complaint?*

Anyone who is currently able to use the LSA website to access the on-line submission form should be able to use WebTrak. In fact, WebTrak has the function to store details and should therefore be much easier to use. We are simply replacing one on-line service with an improved on-line service. Those residents that cannot currently use the internet or find it difficult to log onto the LSA website and/or do not have email, currently contact the Noise Manager by letter and can continue to do so under the new noise complaints procedure.

The T's & C's for WebTrak are universal and are worded to protect both the service provider and the user.

We had already queried the T's & C's on WebTrak as they were dated 2011. These have now been updated as of December 2020, and now read as follows;

WebTrak Terms of Use and Notices

Last Updated: December 2020

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DATA ACCURACY AND COMPLETENESS

WebTrak provides a visualization of the traffic flow in and around the airspace. The positional and other data used by WebTrak by its nature is uncertain and subject to sources of error. Envirosuite applies its best efforts to reduce the effects of the errors in the data supplied third parties but not all errors can be eliminated. Furthermore, to simplify the visualization for the general public WebTrak does not attempt to represent the level of uncertainty in the data. Where a complete assessment of the data with uncertainties specified is required the user should contact the Airport Owner or the radar data provider.

Due to the lack of the required equipment on the aircraft, communications breaks, security and/or safety requirements the record of operations in WebTrak may be incomplete.

Digital elevation models may be used to provide the approximate elevation of addresses on the map and the height above the ground of the aircraft. The accuracy and resolution of the information provided will depend on the specific source of the data.

Due to these issues, Envirosuite make no warranties as to the level of accuracy or completeness of the data presented in WebTrak.

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This privacy policy applies only to Web sites delivered by Envirosuite. Web sites accessed via links provided on this site are subject to their own privacy policies.

Personally, Identifiable Information

Where a user has voluntarily provided personal details as part of the complaints registration process, Envirosuite will store this information in a database. Envirosuite will only use personally identifiable information to provide users with services or products requested by the user. Using the WebTrak site Envirosuite is temporarily collecting information (e.g. names, addresses, complaints etc.) on behalf of London Southend Airport. The information will be provided to London Southend Airport or a contractor designated by London Southend Airport. The information will then pass out of Envirosuite control and will be subject to the policies and procedures implemented by London Southend Airport or its contractor. Any requests for access, removal or correction to personal data should be made to the London Southend Airport.

Envirosuite is collecting this information on behalf of London Southend Airport and the information will be provided to London Southend Airport or a contractor designated by London Southend Airport. The information will then pass out of Envirosuite control and will be subject to the policies and procedures implemented by London Southend Airport or its contractor.

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Envirosuite aggregates the collected information for the purposes of analysing and improving the performance of the web site and reporting overall site usage to London Southend Airport.

Web Accessibility

Due to the technologies used to provide a geospatial representation of aircraft operations at Airport Name, some components of this website may not be fully accessible to people using screen readers etc. If you cannot resolve your query using this Website, then please contact London Southend Airport directly for assistance with your specific query.

The Terms and Conditions only appear on the first time that internet browser connects to WebTrak.

WebTrak T's & C's also direct the user to the LSA policy shown below which protects user personal information;

“All personal data collected via the ANOMS feedback system is collected on behalf of London Southend Airport (LSA). You can find details regarding the way in which LSA handles your personal information in the Privacy Policy located <https://southendairport.com/website/privacy-policy> If you have any questions about our use and how we collect and store your data, then please contact: LSAWebmaster@SouthendAirport.com”

- 9) ***Cllr O'Boyle stated that the noise complaints system should not discriminate against the elderly who are not confident with the internet.***
- 10) ***Cllr Ward asked if residents who were not digitally able wanted to make a noise complaint, would they need to speak to a Councillor or send a letter?***

As mentioned above, anyone that does not have access to the internet can write to the Noise Manager, this option will continue to be available. Having managed noise complaints since 2010, I can confirm that almost all complaints are received either via the on-line submission form or by email so that suggests that a vast majority of the local community do have access to the internet. Rather than make a sweeping statement about the elderly, many of whom are very comfortable with the internet, we recognise that some members of our community, for various reasons, prefer not to use the internet/email to contact the airport. From the very small minority that don't have internet access, or prefer not to use it, we receive written complaints that are responded to by letter. As stated above, this option will continue to be available.

- 11) ***Cllr Cowan mentioned the issue of multiple complaints or labelling people as vexatious complainants. He stated that he had raised this before at this forum, also at the SBC Airport Monitoring Working Party and directly with GJ and JM. Cllr Cowan stated he had asked many times before and he was sure there was a prepared answer but would ask again: "If a complaint is about a different aircraft each time, why are they presented in bulk format and does the Airport feel this is in keeping with the guidance and conditions around complaints in S106?"***
- 12) ***Cllr Thompson proposed tightening up the wording to the new complaints procedure as follows: "The ACC has already recommended that the Airport identifies those complainants who make more than 100 complaints in a 3-month period [insert the word 'and'] have no complaints which are found to be valid***
- 13) ***Cllr O'Boyle went on to stress that it does not sit well in relation to the proposal for the LSA website developing its community relations. Cllr O'Boyle stated that he did not agree with a position that puts anyone who complains over 100 times being labelled vexatious.***

In answer to all three questions numbered 11-13 above;

The email sent to ACC members dated 04/11/2020 included four documents relating to the noise procedure;

- **Noise complaints Procedure flowchart November 2020 - [for approval](#)**
- **Noise Complaints Procedure (November 2020) DRAFT - [for approval](#)**

Importantly - Neither of these documents explaining the new procedure, which incorporated WebTrak, mentions or refers to banning, suspending or restricting the number of complaints a resident can make nor do they seek to identify any complainants as vexatious.

- **Noise Comments Procedure (29 Nov 2012)** – this was provided to show members what the existing procedure was and how I have tried to keep the format in line with the previously approved document with only minor changes to incorporate WebTrak
- **Changes to the noise complaints handling service – vexatious complainants 18 March 2013** – this document was approved by the ACC in 2013 and was only provided to show members what the existing approved arrangement was for managing vexatious complainants.

There was no requirement to discuss/debate the vexatious complaints procedure in relation to the new noise complaints service as this had already been approved by the ACC in 2013.

As addressed during the Teams meeting, since the vexatious complainants procedure was approved in 2013, LSA has only requested that the ACC review complaints from residents on a handful of occasions, as reported in the LSA Annual Reports. It is up to the committee - not the airport - to approve the way in which the airport manages a potentially vexatious complainant. Since the temporary complaints service was adopted in February this year, all complaints have been registered, even by those submitted from residents previously suspended.

The purpose behind having a procedure for managing vexatious complainants is the same for any business and/or local authority that may receive multiple complaints from the community – which is resourcing. There becomes a point, whereby;

- the airport has communicated with a complainant about a compliant aircraft operation, over a prolonged period of time, on multiple occasions, whilst continuing to provide the same repetitive information, and
- the continued communication no longer serves a meaningful purpose to the complainant nor the airport but negatively impacts the airport's ability to manage and direct resources to other noise complaints.

Due to the impact of Covid-19 on the airport, and Government guidance on working from home, LSA proposed a temporary arrangement for managing noise complaints (as documented in the minutes dated 26/02/20). Since implementing this temporary arrangement (which was approved by ACC members) the airport has not suspended or restricted any complainants from registering very high volume of complaints. In fact, in July, one complainant alone registered 178 complaints, and 421 complaints were registered from just three addresses.

We are mindful that, despite the continued resourcing constraints (due to the impact of Covid-19), we need to move out of the current temporary arrangement and return to a more meaningful and comprehensive noise complaints service. WebTrak will enable LSA to do this and will bring the airport in line with all other major airports which offer the same noise complaints service.

WebTrak is capable of providing, at an instance, at least the same level of information previously provided by letter under the existing noise complaints service. It also reduces the need to produce and post hundreds of letters, thus reducing our carbon footprint. It provides, at least the same level of response, information and reporting, and at the same time reduces the staffing resource required by the airport to run an efficient and effective noise complaints service. Hence why, with WebTrak in place, the airport would not be seeking to continue using the already approved 'Changes to the noise complaints handling service – vexatious complainants 18 March 2013' agreement.

Having a noise system which effectively and automatically manages complaints about compliant operations means that the Noise Manager has more time to respond to non-complaint operations, letters and direct noise enquiries.

In summary, LSA is requesting that the ACC approve the following documents only;

- **Noise complaints Procedure flowchart November 2020** for approval
- **Noise Complaints Procedure (November 2020) DRAFT** for approval

If these procedures are approved as requested, they will supersede the following documents which will no longer be required;

- **Noise Comments Procedure (29 Nov 2012)**
- **Changes to the noise complaints handling service – vexatious complainants 18 March 2013**

Item 16 Community Relations

- 14) Cllr Cowan stated that in relation to APUs they are not supposed to be used for more than 30 minutes before departure or after arrival. How is that being monitored and what is being done to rectify the excessive use of APUs which has been evidenced by residents with video timestamped recordings?***

It should be noted that the limit of 30 mins for APUs refers to passenger operations in the 'Quiet Ground Operations Scheme' not cargo. However, we recognise very well that APU use is a last resort and for that reason we have brought two more GPUs to the airport. We would welcome sight of the timestamped videos showing APU use as they would be helpful in our conversations with airlines.