

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 101 of the Consultative Committee held on Wednesday, 6 March 2019 at 2pm at Southend Airport

Present: Stuart Greengrass	Chairman
Glyn Jones (GJ)	CEO, LSA
Willie McGillivray (WM)	COO, LSA
Damon Knight (DK)	Head of Air Traffic Services, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
David Osborn	Deputy Chairman,
Councillor Ray Howard, MBE	Castle Point Borough Council
Councillor Valerie Morgan	Leigh Town Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Ian Ward	Rochford District Council
Councillor Arthur Williams	Rochford District Council
Martin Howlett	Rochford District Council
Councillor Stephen May	Rochford Hundred Assoc. of Local Councils
Councillor Meg Davidson	Southend-on-Sea Borough Council
Councillor Nigel Folkard	Southend-on-Sea Borough Council
Councillor Georgina Phillips	Southend-on-Sea Borough Council
Ron Smithson	Southend Flying Clubs
Les Sawyer	West Leigh Residents Association
Emma McDonnell (EM)	Secretary (Minutes)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Steptoe, Burton, Habermel, Reeves and Holland, Paula Chapman, Heidi Turnbull and Derry Thorpe.

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairman welcomed attendees and all representatives, including Mr Knight, Head of Air Traffic Services at the airport, introduced themselves for the benefit of the meeting.

It was recorded that Mike Sessions (Jota Aviation), Mark Evershed (Officer at Castle Point Borough Council) and Jason Thorn (UK Border Force) have moved from their roles and the following actions were agreed:

- | | | |
|-----|--|-------------------------|
| 2.1 | SMG to liaise with the senior management at the airport to identify a suitable replacement for the vacancy left by Jota Aviation and send an invitation accordingly. | SMG
30/03/19 |
| 2.2 | Councillor Howard to update EM accordingly in relation to Mark Evershed's replacement on the committee. | RH
30/03/19 |
| 2.3 | EM to update the members' list to reflect that UK Border Force's representative is now Nicola Kennedy. Actioned – remove from minutes. | |

3. ADOPTION OF MINUTES FROM LAST MEETING 14 NOVEMBER 2018

The minutes of 14th November 2018 were agreed and adopted with no amendments required.

4. MATTERS ARISING FROM PREVIOUS MINUTES

4.1 Noise

4.1.1 JM confirmed that the 'Noise' page had gone live on LSA's website in January 2019, with a FAQ also included, together with access to the noise complaint's form. This provides as much clarity as possible to the public in terms of this important subject. **Actioned – remove from minutes.**

4.1.2 As no information was forthcoming from Councillor Elliot in relation to a specific take-off noise query over Burnham at 09:05 raised at the August meeting, it was agreed to **Remove from minutes.**

5. AIRSPACE CHANGE PROPOSAL (ACP)

D Knight, Head of Air Traffic Services, explained that in relation to Standard Instrument Departure Procedures (SID's), as previously reported, LSA resubmitted their proposal in September 2018, but their remains a severe resource issue at CAA which has delayed them progressing LSA's response.

D Knight confirmed that with regard to RNAV Approach Procedures, LSA's proposals had been submitted to the CAA as previously reported but again, due to resource issues at CAA, there has been a delay in receiving a response. It is hoped that these procedures could be implemented in Summer 2019.

It was stressed that RNAV approaches have been structured over least populated areas as much as possible, whilst following the required design criteria

FASI-S is working towards restructuring the airspace and routes in the South East to create better efficiencies. The project is expected to run over the next 5 years. LSA's involvement will be to look at how it best integrates with the surrounding airspace and route structure, this may mean departure routes don't change dramatically or at all, however, if there are opportunities in terms of better / earlier climb / less track miles then these will be explored. D Knight reported that a Statement of Need was submitted in December 2018 and a CAA assessment meeting took place at the end of January 2019, completing Phase 1A of the initiative.

Phase 1B relates to a greater consultation process regarding design principles (noise etc) and this will commence in April 2019 after runway works are complete and Ryanair are operational from LSA.

D Knight confirmed that the first gateway in relation to decision-making is hopefully taking place in September 2019. Delivery of this completed project is currently 2024/25.

The Chairman expressed his sincere thanks to D Knight for his detailed update on these important issues and an open invitation was extended to DK to attend future meetings. If any progress is made by CAA in the coming weeks, then a further summary can be provided at the May 2019 meeting.

D Knight confirmed that if any committee member would like a tour of the Air Traffic Control tower, then group sessions would be possible, and they should let JM know accordingly.

6. SURFACE IMPACT ACCESS ROUTES

JM presented the draft ‘Airport Surface Access Strategy (ASAS)’ document for review. JM explained that all numbered targets have been brought forward from the existing and agreed ASAS and progress against them coded accordingly, and those highlighted with an asterisk are suggested ‘new targets’ which will be taken forward to the Airport Transport Forum on 12 March for discussion with local councils, rail and bus providers, and local transport user groups. The airport has 6 months to finalise the proposed targets and welcomed feedback from members. One of the targets was to *engage with Airport Consultative Committee to seek views on service access*.

GJ advised that he has a good working relationship with Network Rail who need to approve timings in relation to early and late trains being run by Greater Anglia (Abellio) and, in this respect, discussions are underway with them seeking to agree this early/late timetable to meet travellers’ needs and also contactless payment. GJ confirmed that LSA was hoping to reach an agreement by approximately early May 2019 and will update members as soon as more information becomes available.

GJ went on to say that the airport’s current taxi provider, Andrews Taxis, are investing in more vehicles to accommodate the airport’s growth.

Councillor Howard stressed to the meeting how important the ASAS document is and all members MUST take its content seriously.

- 6.1 JM advised that an Airport Transportation Forum is being held on 12th March 2019 and any comments on content/targets should be emailed to her prior to these discussions. **ALL TO NOTE 11/03/19**
- 6.2 JM to provide a presentation on this important subject on an annual basis. **Transfer to Points Forward Diary March 2020. PFD JM 03/2020**

7. AIRPORT DIRECTOR’S REPORT

The Committee had previously been issued with the report prepared by GJ, covering the period November 2018 to January 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	November	December	January	Total
2018/19	2,429	2,434	2,329	7,192
2017/18	2,519	2,100	1,971	6,590
Commercial movement 2018/2019	1,456	1,517	1,033	4,006
Commercial movement 2017/2018	1,173	1,255	1,174	3,602
Passengers 2018/19	93,139	109,346	73,125	275,610
Passengers 2017/18	71,532	84,258	65,546	221,336

(b) Overview

GJ reported that the airport continued to grow strongly through the winter period, with passengers up 24.5% year on year from November to January. Commercial movements at a much lower rate with 11.2% year on year. This was driven in part by the addition of the fourth easyJet aircraft from late July.

After a strong early summer, activity at the Jet Centre has slowed although this has been driven partly by the closure of the runway overnight to allow the runway resurfacing works to commence in January.

The major redevelopment of the runway began in January 2019 with twelve shifts of operation planned every fortnight. The programme is highly dependent on the weather with an expected loss of four shifts in every twelve built into the project costs. Progress is on plan with on-site batching of the new runway surface underway.

GJ confirmed that plans for the start-up of Ryanair are progressing well with weekly conference calls between the airport, airline and handling agent. Ryanair new crew and operations accommodation has been installed on-site with handover planned to the airline in early March ready for them to fit out ahead of operational start.

The Terminal continues to evolve, with the new landside Costa open for business. The winter will also see a further extension of the airport's Skylife lounge and changes to wayfinding and other media to introduce a more digital infrastructure for its customers. GJ also commented that proposals had been put forward for a further two high street brands to open outlets at the airport later in the year.

The airport is recruiting new staff ahead of the summer season with opportunities in the security team, new technicians in maintenance, vacancies in the airport fire service, the cleaning team, car parking and airfield operations. The airport is also seeking a graduate trainee to join the projects to support the ambitious airport development plans.

(c) New Airline Business

November saw the start of the winter schedule, which traditionally is a quieter time for London Southend. However, easyJet started two new routes to Budapest and Sofia. Winter only routes operated by easyJet to Tenerife and Lanzarote also returned and these have been operating well.

Preparations for the entry of Ryanair to London Southend continue, with summer routes now on sale. The focus has been on ensuring the airport has the relevant trained staff in place for launch and have been working closely with its sister company Stobart Aviation Services, to ensure the operation will start smoothly.

LSA continues to work closely with the CAA and with the training of air traffic controllers to allow Carlisle to open this year. The shortage of air traffic controllers is a national issue and not specific to the proposed Carlisle operation.

GJ confirmed that general business development is ongoing, with conversations continuing with a number of airlines as well as with its existing airline customers. One area of change is the recent announcement of the proposed takeover of Flybe by a consortium which includes Stobart Group and Virgin Atlantic. This is likely to see the Flybe brand replaced by the Virgin Atlantic brand once the takeover has been completed. It is too early to say at this stage what impact this will have on London Southend but any impact is expected to be positive.

GJ also commented that Stobart will continue to invest in the airport and expected passenger numbers for this year is approximately 2.5 million.

Councillor Davidson asked GJ how this would impact the current car parking situation, to which GJ advised that parking for summer 2019 was adequate, however, a solution in moving forward has been submitted to the Board for approval.

(d) Operations

GJ reported that LSA's on-time performance is a little below the 90% target but better than any of the other London airports. Customer satisfaction has improved with aircraft consistency and the introduction of new catering outlets and is very close to 90%.

The airport is working very closely with Stobart Air Services and airline partners to deploy self-service bag drop units in the terminal before the summer peak. A joint team was formed across the different businesses to drive forward the project. Members of the team have visited Gatwick and Stansted to learn the lessons of how to incorporate the technology whilst improving service to passengers.

There is a renewed focus on security processes with a drive to make the efficiency of the security teams as high performing as the quality of the search process. All security agents are engaged with a detailed review of how small, incremental changes to ways of working can unlock performance improvement.

8. PLANNING ISSUES

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

(a) Future Projects

The project to extend the Terminal to accommodate the new Hold Baggage Screening requirements is well advanced, with the new, temporary conveyor now on line.

WM confirmed that the runway resurfacing is well underway with the base course of the new surface complete. The works are highly weather dependent. There has been excellent progress to date and all parties at the airport including the contractor Lagan are working in close partnership to ensure a safe working environment and hand back to the airport operation in time for first departures at 06:30 every day. WM went on to say that the Ryanair pilots have commented extremely positively in relation to the LSA's facilities and are excited about the collaboration.

LSA has appointed a new project manager to lead on the development and deployment of technology and IT solutions to improve the passenger journey. Perry Hailey joins the airport from the pharmaceutical industry and has multiple years' experience in aviation where he held a similar role transforming Gatwick airport. Perry is leading the installation of self-service bag drop, transformation of passenger search and creating an IT systems road map for the growing airport.

The new fire bays, constructed to home the new Striker fire tender, are now being commissioned with full operation planned from March. Work has commenced on extending the passenger walkway to aircraft boarding. This extension will provide three new enclosed gate rooms on stands 8, 9 and 10 providing passengers with a much-improved space.

GJ also commented that in April 2019, the airport will be submitting planning application to build another hotel, hopefully later this year.

8.1 The committee proposed that an invitation be extended to Caroline Fitzgerald, Commercial Manager, to attend the next meeting.

JM
15/05/19

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

GJ advised that the airport’s resourcing plans for 2019 continue to be on track with recruitment and training continuing in a number of areas, including security, handling, fire, asset management, cleaning and airfield management to ensure it has sufficient trained resource to uphold LSA’s reputation and deliver the high quality of service for which the airport is known.

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 Q4 period November, December 2018 and January 2019, was 528 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint).

This compares to 24 for the same Q4 period ending January 2018. This high increase in complaints is largely due to a large volume of complaints submitted from two complainants from the same address in Wells Avenue, which is located on the airport boundary by the ‘Charlie’ taxiway. Together, they have submitted 77.7% of all complaints for the Q4 period; a total 408 complaints which have all been fully investigated and the aircraft in question were found to have been operating within the airport’s agreed controls.

Four regular complainants (two from one address at Wells Ave) account for 91% of all complaints submitted in Q4. Please see table below:

Noise Complaints Summary November, December and January 2018/19

Date	Complaints	Not SEN	Total	Night	Engine test	Crew training	Other	Mr W/SS9	Mrs H/SS4	Mrs M / Mr O SS2	Other
Nov-18	76	-2	74	30	0	5	39	8	14	26	26
Dec-18	343	-17	326	13	0	36	277	14	18	282	12
Jan-19	141	-13	128	3	0	2	123	17	1	100	10
	560	-32	528	46	0	43	439	39	33	408	48
				8.71%				7.39%	6.25%	77.27%	9.09%

JM confirmed that the three night-time complaints for January 2019 each relate to noise from the scheduled runway works. On 19th December the Airport hand delivered a letter to all local residents advising them that the Airport will be commencing a three-month programme of works to the runway starting on 7 January 2019. Local stakeholders, businesses were advised by email and a Press Release was also issued. In addition, a comprehensive FAQ regarding the runway works was published on the LSA website; <https://southendairport.com/frequentlyasked-questions/planned-runway-works>.

During the Q4 period, there were eight separate days when crew training flights occurred; 43 complaints were received relating to crew training (21 of which were from the two residents in Wells Avenue and 13 from Mrs H who lives at the end of the runway in Southend Road). There has been a notable decrease in complaints from residents in the Hockley/Rayleigh area.

Date	Day	Airline	Flight Ref	Aircraft	Type	Runway	Start time (zulu)	Finish time (zulu)	Circuits	Complaints
17/11/2018	Sat	STK	STK001T	EIGHK	E190	05	1215	1515	8	5
03/12/2018	Mon	BA	CFE9772	GLCYH	E170	23	1059	1252	8	8
03/12/2018	Mon	BA	CFE9772	GLCTH	E170	23	1305	1325	3	0
06/12/2018	Thurs	BA	CFE9772	GLCYI	E190	23	1240	1541	12	5
12/12/2018	Wed	STK	STK100T	EIGGC	E195	05	0831	1216	12	13
13/12/2018	Thurs	STK	STK100T	GFBEH	E195	05	1502	1552	4	10
13/12/2018	Thurs	STK	STK100T	GFBEH	E195	05	1611	1656	4	0
14/01/2019	Mon	CFE	CFE9772	GLCYG	E170	23	1153	1248	6	1
16/01/2019	Wed	CFE	CFE9772	GLCYH	E170	23	1202	1505	10	0
21/01/2019	Mon	CFE	CFE9772	GLCYF	E170	23	1038	1324	17	1
									104	43

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.

(b) Santa flights

JM reported that the sale of Santa flights at LSA raised £14,000 for 12 local charities. Councillor Howard stated that demonstrates how management at LSA want to work in close collaboration with the local community.

The Chairman, on behalf of the committee, expressed sincere appreciation to JM and the airport team for all their efforts in this worthy initiative.

11. SPECIFIC COMPLAINTS

JM provided the meeting with a detailed historical update/timeline of events in relation to the complaints received from two residents living at the same address in Wells Avenue. All of the correspondence on file was circulated to all committee members prior to the meeting to allow them sufficient time to review the information and ensure they were fully aware of the concerns prior to the discussions.

To summarise, in the past three months the Airport has received and processed over 400 complaints from this particular property, which backs directly onto the airport boundary by the ‘Charlie’ taxiway. JM explained that the Charlie Taxiway forms part of the original runway and taxiway configuration, it has not moved in recent years and has always been essential to normal aircraft operations.

The Charlie Taxiway was rehabilitated in 2017 as part of a programme to repair and rehabilitate all the taxiways and aprons at the airport. As part of the rehabilitation works the Charlie Taxiway was slightly re-profiled to allow a safer and more efficient access/exit to the runway. This means that aircraft are now holding on the taxiway closer to the runway. ATC have noise sensitive procedures that mean they will avoid holding aircraft at the closest holding point on Charlie Taxiway if they are aware that the aircraft may hold on the ground for long periods.

JM informed the committee that LSA has instigated quarterly meetings with residents from Wells Avenue, along with its Head of Air Traffic Services, COO, the local councillor for St Laurence ward, as well as the Environmental Officers from SBC and RDC.

The airport has agreed to contact an independent noise specialist to investigate the possibility of installing an effective sound barrier at the specific address in Wells Avenue and the Environmental Officer from Southend Borough Council has agreed to start monitoring air quality levels. JM reported that despite these actions, the two residents concerned have continued to send in numerous noise complaints about the same type of day-time aircraft operation. JM also advised that for every complaint submitted, LSA has been compliant with the operational restrictions. In response to a question from the Chairman, JM confirmed a significant number of the complaints from these residents had not used Charlie Taxiway.

The Airport management was challenged on the actions it had taken to reduce the impact on residents, and as there was no obvious additional practical measures the Airport management would be able to take, the meeting was unanimous in the decision to deem further complaints on the same matter from these residents to the Airport as vexatious. As a result of this classification, complaints received from this particular address will continue to be filed but not logged on the noise complaints data or investigated or responded to for a six-month period.

JM emphasised to the committee that LSA will continue to hold quarterly meetings with the residents of Wells Avenue, and the airport is also endeavouring to arrange a separate meeting with Sir David Amess MP, the COO and D Knight to discuss the concerns specifically raised by the residents concerned.

Councillor Howard wanted it explicitly noted for the record that JM is an extremely capable and professional individual, whom he admires greatly, and is a true ambassador for the airport and an asset to the committee and LSA.

- 11.1 WM to write formally to the complainant, copying David Amess, and update the residents on the outcome of the detailed review and Committee’s conclusion.
Actioned – remove from minutes.

- 11.2 JM to ensure that Councillor Howard is also invited to the meeting with David Amess.

**JM
15/03/19**

- 11.3 JM confirmed that Councillor Lucas-Gill and other Councillors from Rochford had met with Air Traffic Control at the end of February in relation to a resident complaining of noise levels concerning Alpha taxiway. **Actioned – remove from minutes.**

The Chairman thanked JM for such a detailed and thorough report and for ‘worrying through’ all the issues involved.

12. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period November 2018 to January 2019 was reviewed - there were two NPR breaches for the quarter. JM explained that infringement notices had been issued and went on to summarise the circumstances behind each breach. One was on their third in the current reporting period and a fine of £500 had been issued. The Chairman reiterated that from the instances he had reviewed the breaches were being managed robustly.

13. NOISE ACTION PLAN UPDATE

JM reported that the Noise Action Plan was submitted to DEFRA on 29 November 2018 and a formal letter of Adoption was received on 13 February 2019. In line with DEFRA guidelines, the revised adopted Noise Action Plan has been published on LSA's website with 28 days of adoption. **Remove from minutes.**

14. PRESS PACK

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

15. LSA 10 YEAR CELEBRATION INVITE

All committee members were extended an invitation from GJ to attend the airport's 10-year celebrations on Thursday 14 March at 19:30-01:00 at the Holiday Inn Hotel, Southend Airport. All RSVPs should be sent to lsa.communications@southendairport.com

- 15.1 Although an invitation had previously been circulated to the committee by email, EM to resend the invite. **Actioned – remove from minutes.**

16. ANY OTHER BUSINESS

16.1 Chapel at airport

Councillor Lucas-Gill enquired whether the airport was willing to consider having a small area dedicated as a chapel. GJ offered to contact the Airport Chaplaincy organisation to take things forward.

GJ
30/04/19

16.2 Airport directional signage

Councillor Phillips commented that when travelling to the airport there is no signage directing drivers from the A127 on to St Laurence's Way then to the airport. JM advised that the reason for this is that the authorities want traffic to come along the A127 and not congest the back, smaller roads where there is more residential property.

JM to raise this issue once more at the next quarterly transport meeting and update Councillor Phillips accordingly.

JM
30/04/19

17. DATES OF NEXT MEETINGS

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

- Wednesday 15 May 2019
- Wednesday 4 September 2019
- Wednesday 13 November 2019

The meeting ended at 4.25pm.

Signed _____ Date: _____