

## LONDON SOUTHEND AIRPORT

### Minutes of meeting No. 102 of the Consultative Committee held on Wednesday, 15 May 2019 at 2pm at Southend Airport

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<b>Present:</b> Stuart Greengrass	Chairman
Glyn Jones (GJ)	CEO, LSA
Willie McGillivray (WM)	COO, LSA
Caroline Fitzgerald	Commercial Manager, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
Councillor Ray Howard, MBE	Castle Point Borough Council
Councillor Mike Steptoe	Essex County Council
Councillor Jill Reeves	Essex County Council
Zhanine Smith (Officer)	Essex County Council
Councillor Caroline Parker	Leigh Town Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Ian Ward	Rochford District Council
Councillor Brian Hazlewood	Rochford District Council
Martin Howlett (Officer)	Rochford District Council
Paula Chapman (Officer)	Rochford District Council
Councillor Stephen Habermel	Southend on Sea Borough Council
Councillor Meg Davidson	Southend-on-Sea Borough Council
Councillor Kevin Buck	Southend-on-Sea Borough Council
Ron Smithson	Southend Flying Clubs
Les Sawyer	West Leigh Residents Association
Nicola Kennedy	UK Border Force
Emma McDonnell (EM)	Secretary (Minutes)

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#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from D Osborn, P Geraghty, H Turnbull, I Butt and Councillors May, Wootton and Hart.

#### 2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairman welcomed Caroline Fitzgerald, LSA's Commercial Manager, and extended an open invitation for her to attend future meetings. The Chairman asked all attendees to introduce themselves for the benefit of new members/guests.

The Chairman put forward to the Committee that, due to his valuable contribution over many years Ray Howard MBE be permitted to retain his position as a member in the capacity of representing members of the community. The meeting was unanimous and approved the proposal.

- |     |   |                            |
|-----|---|----------------------------|
| 2.1 | SMG to write to Andrew Roby Smith, Monitoring Officer, Castle Point Borough Council, confirming that the Committee wishes to retain R Howard as a member. | <b>SMG/EM<br/>14/06/19</b> |
| 2.2 | EM requested that as a result of the recent local elections, could all Councils notify her in writing of any membership changes as soon as possible.      | <b>ALL<br/>07/06/19</b>    |
| 2.3 | The meeting agreed that GJ should approach Jota Aviation in relation to the company providing an individual to become a member, replacing M Sessions.     | <b>GJ<br/>31/05/19</b>     |
| 2.4 | Councillor Howard confirmed that Ian Butt, Head of Place & Policy had replaced Mark Evershed on the committee. <b>Remove from minutes.</b>                |                            |

### 3. ADOPTION OF MINUTES FROM LAST MEETING 6 MARCH 2019

The minutes of 6<sup>th</sup> March 2019 were agreed and adopted with no amendments required

### 4. MATTERS ARISING FROM PREVIOUS MINUTES

#### Chapel at airport

- 4.1 GJ confirmed that, in relation to the previous enquiry from Councillor Lucas-Gill whether the airport was willing to consider having a small area dedicated as a chapel, he had contacted his old priest who was Head of airport/crew ship chaplaincies. GJ advised that he would first endeavour to find an individual to represent multi-faith communities and then a space for worship if possible.

**GJ**  
**30/06/19**

### 5. SURFACE IMPACT ACCESS ROUTES

GJ confirmed that following lengthy discussions, Abellio have now included within their timetable early and late trains, which should be effective from September 2019.

#### Airport directional signage

- 5.1 JM confirmed that she had raised the issue at the quarterly transport meeting on 12 March regarding Councillor Phillips' previous concern 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 reconfirmed 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. **Actioned – remove from minutes.**

### 6. AIRPORT DIRECTOR'S REPORT

The Committee had previously been issued with the report prepared by GJ, covering the period February to April 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	February	March	April	Total
<b>2019/20</b>	<b>2,110</b>	<b>2,457</b>	<b>3,087</b>	<b>7,654</b>
2018/19	2,365	2,535	2,822	7,722
<b>Commercial movement 2019/2020</b>	<b>1,050</b>	<b>1,221</b>	<b>1,725</b>	<b>3,996</b>
Commercial movement 2018/2019	1,183	1,396	1,619	4,198
<b>Passengers 2019/20</b>	<b>82,049</b>	<b>100,397</b>	<b>187,885</b>	<b>370,331</b>
Passengers 2018/19	71,164	92,307	113,741	277,212

(b) Overview

GJ reported that the airport continued to grow strongly through the winter period, with passengers up 33.6% year on year from February to April. Commercial movements were actually slightly down year on year, albeit with slightly larger aircraft.

Activity at the Jet Centre remained slightly subdued, in part due to the closure of the runway overnight to allow the runway resurfacing works from February through April, but more significantly due to a general slowdown in the market. GJ went on to explain that Brexit was also a contributory factor.

The runway resurfacing was completed on target in very early April, with some minor drainage and associated civil engineering works added by month end. This major project required a high-level of co-ordination both to complete it in a very tight timeframe but also to minimise the impact of the night works on local communities.

Ryanair began services at the beginning of April. To support the 13 new routes, LSA completed a new crew and engineering base, as well as constructing new pre-boarding zones. The flight operation has been extremely encouraging, with a high-level of on time performance and strong feedback on the airport and handling services provided by the airline.

The increase in departing passengers from April was almost 100%, a very substantial, and very welcome change in throughput. Nevertheless, this did present its own challenges, particularly in Security. GJ reported that the airport responded by rostering the whole of its administrative and management team into security support duties and, on a very small number of occasions, largely as a result of equipment failures, a good level of service was delivered. GJ confirmed that additional equipment has been ordered and that, combined with individually small but cumulatively material process changes, means that by June LSA anticipates a return to sustained, high service levels, with minimal queueing.

GJ advised that the airport has recruited across a wide number of areas and the new members of its team are settling in well. There has also been recruitment by its concessionaires to ensure that the increased number of passengers are still able to enjoy the wide range of facilities now offered. LSA has added a landside WH Smith kiosk as well as a Costa Coffee unit and will be opening an airside pop up beauty salon, Rubees, by early summer. With the growth in passengers, the commercial offering available in the terminal is rapidly expanding. C Fitzgerald reported that Dixons will be arriving at the beginning of July.

JM confirmed to Councillor Hazlewood that all new businesses to the airport are encouraged to recycle and detailed information on waste management etc is contained in the Annual Report.

(c) New Airline Business

GJ commented that the main development has been the entry of Ryanair to the London Southend market, from very early April, with three based aircraft and 13 new routes. This is a major step forward for the airport. Early bookings are encouraging and LSA looks forward to seeing Ryanair grow further.

The airport also announced three more carriers and six additional new routes in the first quarter of 2019. Flybe began a daily service to Newquay from early May. Loganair, Scotland's airline, begin operations from Aberdeen, Stornoway and Glasgow in May, with frequencies up to three times a day. Blue Islands begin a daily service to Guernsey also from mid-May, and FlyOne will begin flying from Chisinau in Moldova twice a week from mid-July. This summer LSA expects to offer its customers around 40 different routes in the UK and Europe.

The training of air traffic controllers for Carlisle has progressed well and LSA anticipates starting operations from Southend to Carlisle in early July. Carlisle itself will also operate to Belfast and Dublin.

Wider business development is ongoing, with conversations continuing with a number of airlines as well as with the airport's existing airline customers. It is too early to say what the outcome of the takeover of Flybe by the Connect consortium will mean in detail, but LSA remains optimistic about a positive impact.

N Kennedy reported that forward planning is essential in UK Border Force as the lead time for recruitment/training programme is 7 months, therefore, it would be appreciated that they are given as much notice as possible in relation to additional business/airport development.

(d) Operations

GJ reported that LSA's on time performance remains good in the first month of enhanced operations (April), at 84%. Customer satisfaction also remains strong at 82%. Despite the early April challenges, 96% of passengers passed through security in under 10 minutes and 99% in under 15 minutes.

The work to deploy self-service bag drop units in the terminal continues, with a high level of airline partner collaboration. The current plan is to retrofit 10 bag drop points to the existing check in desks to provide resilience in the event of equipment failure, plus 20 kiosks to enable both a one-stage and a two-stage process, thus satisfying the preferences of both major airlines. Lead times on equipment, combined with a decision not to undertake installation in peak summer, mean that the airport now expects to complete this project towards the end of the summer.

## 7. PLANNING ISSUES

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

(a) Future Projects

As previously noted, the resurfacing of the runway was completed on time in April. LSA is now preparing designs to bring forward a holding loop at the end of runway 05, in part to address neighbour concerns about aircraft holding on taxiway Charlie. This cannot and will not remove the need to use Charlie but it will help the airport to reduce the holds on Charlie that occasionally arise because of upper airspace congestion.

LSA is also well advanced with plans to increase fuel farm capacity with additional tanks to the existing location to improve fuel supply resilience as aircraft sizes and movements increase, as they will from Summer 2019.

GJ reported that the new fire bays, constructed to house the new Striker fire tender, are now complete and in use. The new appliance enables the airport to provide the right level of fire cover for Ryanair and other operators of the Boeing 737-800 aircraft, as well as other slightly larger aircraft such as the Airbus A321, which is becoming a popular choice with low cost carriers.

GJ went on to advise that a ‘10 million passenger Master Plan’ will shortly be presented to the Stobart Board in terms of agreeing phasing costs. Once internally approved, the Master Plan will be discussed with Southend Borough Council, Rochford District Council and Essex County Council, with the intention of making it public for consultation in late 2019. GJ assured the committee that as the Master Plan progresses, this forum will be kept fully updated.

Councillor Buck raised a number of issues including Noise Policy, impact on surface transport and quality of traveler experience resulting from airport expansion. The Chairman directed Cllr Buck to the draft 2018/19 Airport Annual Report which detailed information on how LSA tenaciously manages such matters, however, should he require further information, then he should contact JM.

## 8. 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 reported that a key appointment in the reporting period is Fiona Langton, who takes over as Managing Director of the Stobart Jet Centre. Fiona has a background in private aviation and has experience of operating a jet centre at Stansted. LSA’s ambitions in this area are substantial, with a target of 3000 private jet movements in 2019-20, so they are delighted to welcome her to the team and look forward to seeing further progress on the foundations laid last year.

## 9. 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 Q1 period February, March and April 2019 was 225 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint). This compares to 64 for the same Q1 period ending April 2018. This increase in complaints is largely related to the start of Ryanair operations and the increase in passenger flights as the busier summer schedule started. The summer schedule now includes up to 12 arrivals a week scheduled to arrive between 23:00 – 23:30 (these flights are counted towards LSA’s agreed nighttime quota (120 per month)). The warmer than average weather over the Easter period also meant that residents were spending more time in their gardens or with windows open. Due to circumstances beyond the airport’s control, there have been a number of delayed inbound aircraft arriving past 23:30. Please see table below;

Date	Complaints	Not SEN	Total	Night	Engine test	Crew training	Other	Mr W/SS9	Mrs H/SS4	Other
Feb-19	11	-1	10	8			2	2		8
Mar-19	21	-3	18	7	0	0	11	6	1	11
Apr-19	193	-11	182	108	1	8	65	16	14	152
	225	15	210	123	0	8	78	24	15	171

58.3%

11.4%

7.1%

81%

JM confirmed that the 123 night-time complaints relate to two business jets, nine positioning flights, 94 scheduled or delayed arrivals past 23:00 and 10 enquiries about the planned runway resurfacing works.

During the Q1 period, there were ten separate days when crew training flights occurred; 8 complaints were received relating to crew training

Date	Day	Airline	Flight Ref	Aircraft	Type	Runway	Start time (zulu)	Finish time (zulu)	Circuits	Complaints
06/02/19	Wed	CFE	CFE9772	GLCYG	E170	23	1026	1223	11	
04/03/19	Mon	STK	STK100T	EIGGB	E195	23	1036	1514	14	
05/04/19	Fri	CFE	CFE9772	GLCYG	E170	05	1120	1510	12	2
06/04/19	Sat	CFE	CFE9772	GLCYG	E170	05	0945	1109	6	1
10/04/19	Wed	CFE	CFE9772	GLCYH	E170	05	1334	1423	20	4
11/04/19	Thurs	CFE	CFE9772	GLCYH	E170	05	0841	0934	6	1
11/04/19	Thurs	CFE	CFE9772	GLCYH	E170	05	1010	1119	6	
26/04/19	Fri	CFE	CFE9772	GLCYH	E170	23	1220	1325	11	
										8

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

JM reiterated to the meeting that noise from planes is measured as it is important to understand the impact on the local community and to know whether the noise levels are increasing or decreasing over time.

In the UK, noise measurements are evaluated using the average noise level during the day (a 16-hour day) during the summer period. The measure of noise is given in decibels (dB). This averaged decibel measurement ‘LAeq’, is the most common international measure of aircraft noise, it means ‘equivalent continuous noise level’.

The latest noise contour maps are published in LSA’s Annual Report. The noise contours are reviewed every two years and all qualifying properties falling within the contours will be notified if they qualify for the Property Acquisition or Sound and Thermal Insulation Grant Scheme.

JM clarified that LSA has a noise and track keeping system which takes radar data from air traffic control and combines it with flight information such as a call sign, tail number, type and destination. The airport captures data from two fixed noise monitors which are located approximately one mile from each end of the single runway. The data captured by all these systems is used to investigate noise and route keeping complaints and also to validate noise contour data.

9.1 Councillor Hazlewood to contact JM if he wishes to obtain further information in relation to causes of aircraft noise and noise management. **B Hazlewood**  
**06/06/19**

Councillors Parker and Lucas-Gill commented that in their opinion Ryanair planes were noisier than easyJet. GJ confirmed that Ryanair use a new type of enhanced ‘short field performance’ aircraft, but there is no material difference in weight or noise between the two operators, though the type of sound may be perceived to differ. Both types of aircraft are significantly less noisy than the maximum permitted. However, when easyJet utilise the neo version of the Airbus, they will be even quieter.

GJ reassured the meeting that noise is a very important priority for LSA management. All legitimate noise complaints will continue to be thoroughly investigated and reported.

JM explained in detail to the meeting the night noise restriction and Quota Count, which can also be found in the Annual Report and on LSA's website.

## **10. COMPLIANCE WITH SECTION 106 AGREEMENT**

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

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

### Compliance with Section 106 Agreement

The annual review of the processes in place in relation to managing flights which depart outside the Noise Preferential Routes (NPRs) was undertaken. JM explained the background to this process for new members and put forward the motion to retain the current structure in place to manage flights departing outside the NPRs.

- 11.1 Members were unanimous in concluding this process was working well, ie infringement notices issued for 1st and 2nd offences, with a £500 fine for a 3rd offence. The Committee agreed that the current system was working adequately, is the right structure in going forward and that the process outlined above should be reviewed again, including the fine levels, in 12 months. **Transfer to Points Forward Diary May 2020.**

**PFD  
May 2020**

## **12. SPECIFIC COMPLAINTS**

In relation to the previous complaints received from two residents living at the same address in Wells Avenue, Councillor Howard reported that the airport has endeavoured to arrange a separate meeting with Sir David Amess MP, the COO and D Knight to discuss the concerns specifically raised by the residents, but are still awaiting a response from D Amess's office. The airport will ensure Councillor Howard is notified should contact be made.

Councillor Howard wanted it placed on record his appreciation to GJ for managing this particular issue so proactively.

## **13. DRAFT ANNUAL REPORT**

JM provided all members with a copy of the Draft Annual Report to take away with them for review, and a brief overview was undertaken during the meeting. JM explained that the Airport was fully compliant with all the conditions contained in the Section 106 Agreement, and to summarise the specific points covered during the discussions, they are as follows:

- Development – over £170 million has been invested in LSA by the owners Stobart Group since it was acquired in 2008, with the most recent being the runway rehabilitation to upgrade its durability and performance. Passenger growth in 2018/19 increased by 33% to 1.5 million passengers for the period.

- Airport surface access strategy – as of January 2019, LSA has commissioned the CAA to survey passengers throughout the year, in line with all other London Airports. The 2019 results will be published in the 2019/20 Annual Report.
- Employment – in February 2019, LSA itself employed 220 people, with 78% from the SS postcode area. 15% were from the wider Essex area and only 7% were from outside of Essex. The number of staff directly employed by the airport has fallen in the past two years and this is as a result of some major departments outsourcing. For example, staff previously employed in food and beverage have been re-employed by TRG Concessions in the Giraffe, Stop, Costa and The Navigator Pub. General airport employment for 2018/19 shows an overall increase of 373 employees from 801 in 2016 to 1,174 in 2019 in 33 companies based within the airport boundary.
- Noise – in the reporting period March 2018-February 2019 a total of 1,505 noise complaints were received and investigated. All of the aircraft operating into or out of LSA were found to have been operating legitimately within the airport’s agreed control framework.
- Air quality – in the area surrounding the Airport, the air quality is generally good and consistently remains below the 40 µg/m<sup>3</sup> value limit of NO<sub>2</sub>. LSA is committed to monitoring air quality around the site and ensuring that it remains below all of the guideline values within the Government’s Air Quality Strategy.
- Carbon management – all waste collected from the Airport site is currently taken to a recycling facility in Basildon:
 

WtE	82.35%
Cardboard	8.6%
Glass	5.6%
Plastic	2%
Metal	1.5%
- Air traffic movement controls – the Airport has operated within all of the agreed limitations on aircraft movements.
- Departures – since introducing the Noise Preferential Routes (NPR) in 2012, 99.8% of all passenger flights within the seven-year period have departed LSA within their agreed NPR.
- Charity and Community – continues to support a wide range of local charities and good causes.

On behalf of the Committee, the Chairman and Councillor Howard expressed sincere thanks to JM for the amount of work invested in producing the draft report, which is an extremely detailed and professional document.

13.1 JM to show the annual movement of employment numbers. **Actioned – remove from minutes.**

13.2 Comments on the draft Report are to be returned to JM by Wednesday 29 May 2019. **ALL 29/05/19**

#### 14. PRESS PACK

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

## 15. ANY OTHER BUSINESS

### Unique insurance for airlines

- 15.1 Councillor Ward mentioned that a unique insurance for airlines, the benefit of which would be reflected in the community, was available but he could not disclose any further information. C Fitzgerald to contact Councillor Ward separately to take further if appropriate. **CF**  
**31/05/19**

### Potholes

- 15.2 R Smithson to email JM with the detail in relation to the pothole on South Road which could cause damage to a vehicle, in particular a motorcyclist. **RS**  
**31/05/19**

### Airport tour

- 15.3 With the recent changes to the airport, all members and substitutes (including John Stanton who was no longer a member) are invited to attend an airport tour – a passport or photo driving licence will be required. JM and EM to liaise in relation to three preferred date/time options to allow small tour groups to take place. **JM/EM**  
**14/06/19**

**Action from Points Forward Diary.** Invitation to be sent by WM to Roger Hirst, Police and Crime Commissioner for Essex, to visit and tour the Airport. **WM**  
**14/06/19**

### Premature flight calls

- 15.4 Councillor Reeves relayed her personal experience in relation to being called prematurely for a flight to Menorca ten days ago. WM explained that handlers are measured against ‘on time’ performance, which the airport agrees is creating poor customer service as this is causing unnecessary ‘standing’ time and are looking into this as a priority. WM to provide update at next meeting. **WM**  
**04/09/19**

### Pre-boarding zones

- 15.5 WM confirmed that works will soon be completed in relation to painting the zones with solar reflective paint to prevent excessive temperatures and that the situation will be closely monitored and continually reviewed to see if further action is required. WM to provide update at next meeting. **WM**  
**04/09/19**

### Aircraft waste disposal

- 15.6 GJ commented that there had been a recent complaint by a member of the public stating they had been struck by a substance near to Rochford market, which she took to be human waste and assumed had been released from an aircraft as it departed from the airport. GJ advised that aircraft toilets are sealed and do not discharge into atmosphere. Aircraft operators have to pay for toilet and water disposal facilities on the ground, and ground crew disposes of sewage etc after the plane lands. Passengers are not permitted to use the aircraft toilets until the aircraft has completed the departure sequence and is at a level flying altitude. The complainant was asked to preserve some of the substance, and have it analysed to confirm it came from an aircraft. JM pointed out that any substance ejected from an aircraft departing on a route 0.3 miles from the market square, at a height of approx. 1,000ft would disperse before reaching ground level. It was far more likely to be deposited by one of the larger birds that feed on the local waste site nearby.

Complaint about dead fish

- 15.7 Councillor Hazlewood to request that the member of public from Southend Road contact JM directly in relation to their claim that the dead fish in their pond is as a result of an oil residue on the water from aircraft using LSA.

**B Hazlewood  
31/05/19**

Late-night security

- 15.8 L Sawyer expressed concern that when arriving at the airport late at night there is an absence of LSA personnel. WM reassured the meeting that they have a duty to protect visitors to the airport landside/airside boundary and CCTV monitoring is carried out 24/7. **Remove from minutes.**

Kerosene odors

- 15.9 Councillor Ward commented that while playing golf at Rochford Golf Club recently he had noticed the smell of kerosene, now coming from the airport since the arrival of Ryanair. JM confirmed that there are four testing sites close to the airport which are continually monitored, and all levels are below Government levels, with the majority of pollutants in the local area coming from road traffic. **Remove from minutes.**

Tilbury Cruise Terminal

- 15.10 Councillor Howard reported that he recently attended a meeting at the maritime terminal, which is becoming increasingly popular with travellers, and suggested that this be included in LSA's advertising campaign re easy access. C Fitzgerald to take this forward.

**CF  
31/05/19**

**16. DATES OF NEXT MEETINGS**

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

Wednesday 4 September 2019  
Wednesday 13 November 2019

**The meeting ended at 3.50pm.**

Signed \_\_\_\_\_ Date: \_\_\_\_\_