

# MINUTES OF THE LONDON SOUTHEND AIRPORT COMMUNITY NOISE FORUM ON THURSDAY 12<sup>TH</sup> MAY 2022 AT 11:00HRS

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## PRESENT

Jeremy Pilgrim (Chair) (JP)  
 Glyn Jones (LSA) (GJ)  
 Jo Marchetti (LSA) (JM)  
 Nicola Park (LSA) (NP)  
 Joanna Spencer (SS0) (JS)  
 Claire Victory (SBC) (CV)  
 Mike Steptoe (ECC) (MS)  
 Peter Rafano (Envirosuite) (PR)  
 Dan Rawlings (Envirosuite)  
 Kris Barnard (Envirosuite)  
 Sally Holland (Chalkwell Ward Residents Association) (SH)

## APOLOGIES

Cllr Julie Gooding (RDC) (JG)  
 Ian Green (DfT) (IG)  
 Richard Allen (SS9) (RA)  
 Anna Waite (SS3) (AW)  
 Kevin Salt (SS4) (KS)  
 Mandy Johnson (SS5) (MJ)  
 Michael Dyer (Burgess Estate Residents Association) (MD)  
 Roy Evans (Leigh Residents Association) (RE)  
 Ian Copland (SS6)  
 John Bailey (SS2)

## ACTIONS

<b>1.</b>	<p><b>WELCOME AND INTRODUCTIONS BY THE CHAIR</b></p> <p>The Chair apologised for the change of meeting date and acknowledged that some of the residents had been unable to attend as a result.            Claire Victory attended as a substitute for Paul Pearce (SBC).</p>	
<b>2.</b>	<p><b>MINUTES OF THE LAST MEETING</b></p> <p>Richard Allen (by email dated 11-05-22) asked for the minutes to be amended - <i>correction of the last meeting minutes, new 132 room, six storey hotel planning application is granted on condition the work is started no later than 21st August 2024 within 3 years of the application planning approval granted on 21st August 2021 (not 5 years as stated in the previous minutes). This is as per planning inspectorate appeal decision documented and approved by Graham Wyatt.</i></p> <p>Action: JM to amend minutes of meeting 12-02-22</p> <p>Other than the comment above, the minutes of the last meeting were approved.</p>	<b>JM</b>
<b>3.</b>	<p><b>COMMUNITY ENGAGEMENT</b></p> <p><u>Outstanding items/actions</u></p>	

**Action 1** - JM to confirm the format for generic emails and send out GDPR authorisation form to be completed.

JM updated that email addresses were still outstanding from three members despite many reminders. SH stated that she was in the process of setting up an email address for Chalkwell Ward Residents Assoc. that could also be added to their website. JM stated that once all the email addresses were received, she would update the LSA website so that the community could raise noise matters to forum members for discussion at future meetings.

New action: The Chair offered to send a chaser email to the outstanding members.

JP

The Chair commented that KS had successfully set up a contact email address with an auto-response reply that provided helpful information about how to make a noise complaint via WebTrak.

New action: The Chair to share KS reply with all members so they can set up a similar auto response reply

JP

ClIr Steptoe asked to use the ClIr email address – JM reiterated that the agreement was for residents to provide separate emails and for ClIrs use their public email addresses.

**Action 2** - GJ asked for more information on why aircraft cannot fly higher over Hockley  
Completed - see item 5 of the minutes.

**Action 3** - Add total night flights over Rochford to the spreadsheet data  
Completed

**Action 4** - Review auto response on WebTrak to explain how data is logged and recorded  
Completed - See item 6 of the minutes.

**Action 5** - PR to provide advice to KS on how to use WebTrak  
Completed - See item 6 of the minutes.

**Action 6** - Produce a fact sheet or presentation on decibels/how noise is measured  
Anderson Acoustics to present to the forum in September (when it is hoped more members will be present).

Membership – vacancies

JM confirmed vacancies for SS1, SS7, SS8 however these were not areas that usually made noise complaints. Interest in the forum from these areas may increase once the passenger flights get busier.

Terms of reference - no further comments.

**AIRPORT UPDATE BY GLYN JONES**

LSA resumed passenger flying on 1 May with 14 flights a week to three destinations (Palma, Faro & Malaga) which is a good start but needs to grow significantly. Operationally very pleased as LSA has not seen any of difficulties other airports have experienced. LSA took decision to recruit early and incur costs to be ready for the restart. Security process is very efficient, passengers can leave liquids in bags and the average

time through security is 1 min. LSA is offering a great quality of service. Airlines are over consolidated at other airports resulting in good efficiency but poor customer service. Do not anticipate an increase in passenger services over summer 2022. Bookings currently running at about 70-75% with inbound flights carrying lower passenger numbers. LSA is attending Routes conference in May to talk to other airlines and is in ongoing discussions with easyJet to expand destination routes.

No programme for the winter confirmed yet. Limited route options as easyJet have reduced their bases in previously popular winter destinations such as Canary Islands, and Alicante.

LSA will try to retain staff over Winter if there is no commercial schedule and has invested heavily in training. Ukraine still affecting demand and forcing up fuel prices.

Level of support from our retailers has been amazing, WHS and WDF both opened for the 1 May. Community support on social channels has been fantastic, indicating high demand for more routes.

Following a very quiet period for the Jet Centre, it is now operating about two private jet flights per day which is encouraging. Seeing an increase in sporting activity and should end up with approx. 1000 movements this year.

Questions raised:

SH - are easyJet pleased with take up numbers?

GJ – ticket prices are performing slightly better than Luton and Stansted but below Gatwick. Inbound Palma is very early but performing ok.

SH – will there be an increase in cargo flights?

GJ – currently operating 6 times a week. Not expecting significant increase this financial year.

JS – when will Amazon use quieter planes.

GJ – no update. They want to use 738's eventually but business growth has reduced which will impact plans to upgrade aircraft.

JS – how will airport survive financially?

GJ – Carlyle Investment Group have invested for the long term and are not expecting a quick recovery.

#### 4. FLIGHTS OVER HOCKLEY - PRESENTATION BY NICOLE PARK

Nicole presented the following slides to the forum and explained how the circuits are required to remain below 1,000ft to avoid overhead traffic. The circuits pattern is dispersed where possible.

**Aircraft Heights Over Hockley**

Multiple Tracks Creating Dispersal

Downwind leg

Final Approach

**1000' QNH:**  
*QNH, a pressure setting which will indicate altitude (height above mean sea level)*

- When flying downwind in the circuit
- Aircraft that have been instructed to orbit downwind due to other traffic inbound ahead.

**Greater than 1000' QNH:**

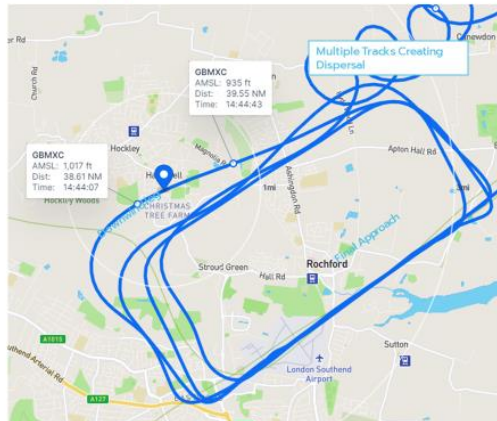
- Transit aircraft routing through the end airspace will typically not be below 1500ft to remain clear of circuit traffic.
- Departing aircraft leaving controlled airspace via South Woodham Ferrers may pass in the vicinity whilst climbing.

**Below 1000' QNH;**

- Bad weather circuits may be flown at 6000ft.

Example A (below) – aircraft flying at between 935ft – 1017ft. Some variation expected – 200ft tolerance. Pilots fly a visual reference to ground.

### Example - A



#### Circuit Traffic:

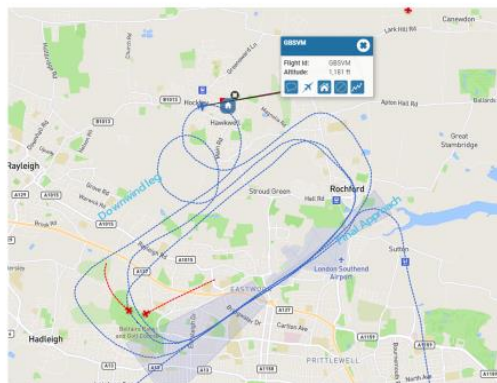
*Circuits are usually flown at 1000' QNH, a pressure setting which will indicate altitude (height above mean sea level).*

- GBMXC can be seen flying downwind in the circuit
- Circuits are training flights and therefore variation in altitude (+/- 200ft) is expected.
- In this example the aircraft is no lower than 762ft above ground level over Hockley.

Hockley rise 173ft above sea level. Aircraft still above 500ft rule at this point.

Example B (below) orbit over Hockley – no lower than 1000 ft.

### Example - B



#### Circuit Traffic:

*Circuits are usually flown at 1000' QNH, a pressure setting which will indicate altitude (height above mean sea level).*

- GBVSM can be seen flying an orbit downwind in the circuit at 1181ft.
- Circuits are training flights and therefore variation in altitude (+/- 200ft) is expected.
- In this example the aircraft is no lower than 1008ft above ground level over Hockley.

5.

There may be exceptions, e.g., helicopters may take direct routing and have a higher flight priority (mostly emergency services).

### Exceptions

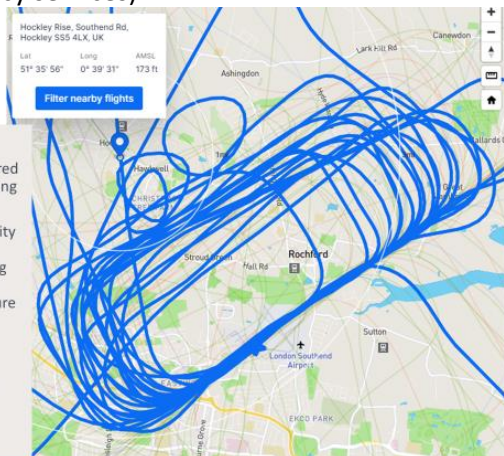
#### Helicopters:

Could take a direct routing when tactically required and may pass over Hockley in the take off / landing phase of flight.

Some helicopters are afforded higher flight priority such as: Powerline surveys, Search and Rescue, Police and Helimed helicopters landing/operating at private sites in the vicinity of Southend (Hockley), may all be at a lower level due to nature of ops and requirement to position/land.

#### Pressure Settings:

Considerations for pressure settings used by aircraft QNH/QFE and elevation of Hockley may cause actual heights/altitude differences.



Weather pressure settings may cause variations in the track height and can alter the perception of track from the ground. Cloud base can affect noise distribution.

JS commented on the light aircraft over her property in Eastwood and asked why the smaller planes do not follow the NPR (straight departure for 2.5 miles) the same as the larger aircraft? Nicole confirmed this was the policy at other airports.

A lengthy discussion about the advantages/disadvantages of extending/varying the circuit size/pattern followed. Debating the environment impact and the CAA's preference to affect the least number of residents by flying a consistent track pattern.

Nicole advised that any changes to the procedures would need public consultation and to go through the CAA processes. Which could be expensive and there would be no guarantee of outcome. The current procedures overfly the less densely populated areas and changing the size/pattern (if that was possible) may mean moving the problem to someone else.

PR offered for WebTrak to monitor light aircraft tracks for dispersion so that the forum can see how many people are affected and whether the airport is already dispersing the tracks to reduce annoyance over one area. Residents may assume they are seeing most of the flights but may not be understanding how many flights are directed elsewhere.

Action: PR to produce a report for the previous 3 years from today (including pre-pandemic flight patterns) for the next meeting. Including 3 different data sets for each year. (Eliminate helicopters).

Once the data has been reviewed, the CAA may be invited to the forum to discuss any possible policy changes that may be helpful.

PR

**6. UPDATE OF ON-LINE REVIEW OF WEBTRAK – ENVIROSUITE**

Envirosuite met with KS and the Chair via a Teams meeting. The Chair reported that it was a very useful meeting and Peter Rafano provided a short presentation on the three points raised by KS.

- Quick start button – Envirosuite to action an amendment
- Tutorial on 'About the investigation' – noted until any further comment received
- Mix of postcode /zip code terminology – Envirosuite to amend to postcode throughout.

The Chair encouraged all members to familiarise themselves with WebTrak and to request a training session if required. All members should be able to direct local residents to WebTrak to make noise complaints. JS added that WebTrak may be daunting to use at first but once set up it was very easy.

The Chair asked for any other comments about the noise section of the LSA website – none received.

JM updated that she had reviewed and updated the WebTrak auto response reply about compliant aircraft operations to read:

*This message is sent from an unmonitored email address. Please do not reply.*

Thank you for registering your noise complaint. Your complaint has been registered with the following reference number \*\*\*\*. The complaint was registered against a flight by aircraft registration \*\*\*\*\* operating on 01/01/2022 01:01:01.

	<p>The aircraft identified, was found to be operating in full compliance with London Southend Airport’s agreed <a href="#">noise controls</a>. As this aircraft was operating legitimately you will receive no further correspondence about this specific flight. Your complaint will however be logged and recorded in our complaints database.</p> <p>Data collected about noise complaints helps the airport to understand local concerns. The Airport management team will continue to work with our local stakeholders and airline partners to make positive changes where possible and practicable. Data about noise complaints is also shared with the LSA Community Noise Forum and helps guide discussion on noise matters.</p> <p>Information about the LSA Community Noise Forum and minutes of previous meetings can be found <a href="#">here</a>.</p> <p>A detailed summary of all complaints will be shared with the London Southend Airport Consultative Committee (LSACC) and our local stakeholders.</p> <p>Minutes of past LSACC meetings can be found <a href="#">here</a>.</p> <p>An annual summary of all complaints is provided in the London Southend Airport Annual Report which can be found <a href="#">here</a>.</p> <p>Answers to frequently asked questions about aircraft operations and noise can be found <a href="#">here</a>.</p> <p>Forum members agreed this was a much better response and JM agreed to implement the updated reply asap.</p> <p>JP stated that this had been a positive outcome for a matter raised through the forum. JM stated that she was monitoring the feedback comments on WebTrak and following up with investigation/further communication where appropriate/helpful.</p> <p><b>7. NOISE COMPLAINT DATA</b> JM talked through the noise complaint data (Mar 22 – Apr 22) which was shared with the members prior to the meeting. The data shows a reduction in complaints over the past three months.</p> <p>No questions were raised.</p> <p><b>8. QUESTIONS FROM MEMBERS</b> No further questions.</p> <p><b>9. AOB</b> JM advised the forum that LSA were undertaking some apron works to the north of the airfield and that the cargo operation would be moved to one of the passenger stands in front of the terminal for approx. 4 weeks – from 12/5/22 to 10/06/22. Some of the Wells Avenue residents had already been notified in advance by email. Members were asked to share this information to their communities.</p> <p><b>10. DATE FOR NEXT MEETING</b> Thursday 1<sup>st</sup> September 2022 Wednesday 9<sup>th</sup> November 2022</p> <p>The meeting closed at 13.15</p>	<p style="text-align: center;"><b>JM</b></p>
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## Summary of actions

<b>Actions</b>	<b>Action</b>	<b>Action Owner</b>	<b>Action Assigned</b>	<b>To be actioned by</b>
1	Amend minutes of meeting 12-02-22	JM	01/09/22	01/09/22
2	Send a chaser email to the outstanding members for their noise forum email addresses.	JP	01/09/22	01/09/22
3	Share KS reply with all members so they can set up a similar auto response reply	JP	01/09/22	01/09/22
4	Produce a report on light aircraft tracks for the previous 3 years (including pre-pandemic flight patterns) for the next meeting. Including 3 different data sets for each year.	PF	01/09/22	01/09/22
5	Update approved WebTrak auto response	JM	01/09/22	01/09/22