

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 100 of the Consultative Committee held on Wednesday, 14 November 2018 at 2pm at Southend Airport

Present: Stuart Greengrass	Chairman
Glyn Jones (GJ)	CEO, LSA
Willie McGillivray (WM)	COO, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
David Osborn	Deputy Chairman,
Councillor Ray Howard, MBE	Castle Point Borough Council
Mark Evershed (Officer)	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Councillor Valerie Morgan	Leigh Town Council
Councillor Peter Elliott	Maldon District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Arthur Williams	Rochford District Council
Councillor Mike Webb	Rochford District Council
Martin Howlett	Rochford District Council
Paula Chapman	Rochford District Council
Councillor Stephen May	Rochford Hundred Assoc. of Local Councils
Councillor Meg Davidson	Southend-on-Sea Borough Council
Councillor Ann Holland	Southend-on-Sea Borough Council
Ron Smithson	Southend Flying Clubs
Les Sawyer	West Leigh Residents Association
Emma McDonnell (EM)	Minutes

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Steptoe, Councillor Burton, Councillor Ward, Jason Thorn and Mike Sessions. Councillor Webb attended in Councillor Ward's absence.

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairman welcomed attendees and introduced the new COO, Willie McGillivray - all members and representatives introduced themselves for the benefit of Mr McGillivray. Mr McGillivray provided a brief synopsis of his professional background (been in the aviation industry since 2006, working at LHR for two years and then LGW for 9 years).

3. ADOPTION OF MINUTES FROM LAST MEETING 22 AUGUST 2018

The minutes of 22nd August 2018 were agreed and adopted with no amendments required.

4. MATTERS ARISING FROM PREVIOUS MINUTES

4.1 Parking outside Viscount House Tour of airport

In relation to M Sessions' previous concern that vehicles are often parked outside Viscount House for a week at a time, ie passengers travelling, as there are no restrictions, JM reported that LSA's new Commercial Manager - Surface Access, Charlie Dowde, had met with M Sessions. Now that it is 'off season', C Dowde and M Sessions will meet again to agree what remedial measures can be taken to help address the issue. **Remove from minutes.**

4.2 Surface Impact Access Routes

Further to Ron Smithson's request, Councillor Howard to provide a 'Who's Who' of local councillors to allow him to raise ideas separately in relation to this important subject. **Actioned – remove from minutes.**

4.3 Noise

4.3.1 JM presented the draft Q&A section which, once finalised and approved, will be uploaded on to LSA's website on the 'Noise' tab. This will provide as much clarity as possible to the public in terms of this important subject. JM to forward to EM the web link when completed to allow this to be sent to all members for their information.

JM
31/12/18

4.3.2 JM reported that the Chairman had been given the file of correspondence relating to the 149 complaints from Mrs K and a comprehensive review had been carried out. JM explained that since she had been written to in September, no further complaints have been received. **Remove from minutes.**

4.3.3 Councillor Elliot to resubmit to JM information relating to a specific take-off noise query over Burnham at 09:05 raised at the August meeting.

PE
30/11/18

5. **AIRSPACE CHANGE PROPOSAL (ACP)**

S Petrie, Project Manager at LSA, provided members with an update on four specific air space changes:

5.1 Standard Instrument Departure Procedures (SID's)

S Petrie explained that SID's are designated Instrument Flight Procedure (IFP) departure routes linking an aerodrome, or a specified runway at an aerodrome, with a specified significant point. This is normally on a designated Air Traffic Service (ATS) route at which the en-route phase of flight commences. The introduction of SID procedures is necessary to reflect current Civil Aviation Authority (CAA) policy and because of the introduction of controlled airspace in the vicinity of LSA, which provides connectivity to the London Terminal Control Area. LSA's introduction of SID's provide connectivity to the route structure within and beyond the London Terminal Control Area. The change from Preferred Departure Routes (PDR's) to SID procedures brings LSA into line with other airports connected to busy terminal airspace.

As previously reported, Consultation closed on 27 May 2016 and LSA submitted their report to the CAA. There was a delay in CAA responding due to resource issues, however, LSA has taken on board CAA's comments and resubmitted their proposal in September 2018, with an expectation that CAA will reply in early 2019.

5.2 RNAV Approach Procedures

S Petrie advised that the formal consultation period for the proposed approach procedures closed in September 2017 after running for over 14 weeks. Feedback and responses had been analysed and LSA's proposals submitted to the CAA. Once again, there was a delay in CAA responding due to resource issues, however, LSA has taken on board their comments and resubmitted their proposal. It is expected that CAA will reply in early 2019 and it is hoped that these procedures could be implemented in Summer 2019.

S Petrie went on to explain that the RNAV approaches would be implemented alongside the Instrument Landing System (ILS), not as a replacement procedure. Sam summarised the operations of an ILS, i.e. a beam of information that the aircraft intercepts, and Area Navigation (RNAV), i.e. GPS system, aircraft following waypoints in the sky. Sam also confirmed that the RNAV approaches have been structured over least populated areas as much as possible, whilst following the required design criteria.

5.3 Airspace Change Proposal (ACP)

S Petrie commented that following the implementation of Controlled Airspace on 2 April 2015, LSA submitted an ACP in March 2017 to implement airspace that was previously consulted upon and requested as part of the original proposal but not approved by the CAA at that time. The airport met with the CAA in the summer 2018 and agreed that due to the timeframe since stakeholders were first consulted (2014), they should be briefed once more. In this context, LSA has submitted a proposed engagement strategy to CAA.

S Petrie to update members at the next meeting as the ‘engagement’ process should be underway. The ACC is listed as a stakeholder to be engaged with.

SP
06/03/19

5.4 Future Airspace Strategy Implementation (South) (FASI-S)

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.

LSA is intending to submit a Statement of Need under the new CAP 1616 process by the end of 2018, outlining requirements and high-level intentions. CAP 1616 is the new process for Airspace Change Proposals that has superseded CAP 725 which the SID, RNAV Approaches and Airspace proposals outlined above remain on. The 1616 process will allow more visibility for anyone with an interest in individual airspace change proposals. A portal will provide a gateway for the public to see effects of change by entering their postcode.

The Chairman expressed his sincere thanks to Sam for her detailed explanations on these important issues and looks forward to the next update in March 2019.

6. SURFACE IMPACT ACCESS ROUTES

GJ provided the meeting with an update in relation early and late trains being run by Greater Anglia (Abellio) and C2C. In relation to the former, LSA is awaiting the approval from Network Rail with regard to timings and a meeting is taking place on 28 November. GJ explained that he would escalate the issue to the CAA’s CEO if necessary. GJ went on to state that with regard to C2C, positive dialogues were taking place and he will update members when more information is available.

6.1 Airport Surface Access Strategy document

JM advised that the Airport Surface Access Strategy document was due for review and a meeting w/c 19 November is taking place with public providers. The revised draft document will be submitted to the LSACC for review.

JM
06/03/19

With regard to the A127 improvement strategy, M Evershed and Councillor Howard reiterated that the Fairglen Interchange is a crucial link in our region's road network connecting residents and businesses in south Essex to investment opportunities across the rest of the country and the rest of the world through our region's ports and airports. Cllr Howard reconfirmed that significant funding had been allocated to make short-term improvements at the Fairglen Interchange which would include building a new slip lane from the southbound A130 onto the A1245 with a dedicated left turning lane at the Fairglen roundabout thereby linking eastbound to the A127 and on to Southend.

M Evershed stressed that there are concerns in relation to how the A127 will connect to the Lower Thames Crossing and collectively, we need to ensure that any 'hot spots' identified are taken on board and addressed as part of the crossing installation.

7. AIRPORT DIRECTOR'S REPORT

The Committee reviewed the report prepared by GJ, covering the period August to October 2018:

(a) Performance

The report contained the following performance figures:

Total aviation movements	August	September	October	Total
2018/19	3,450	3,345	3,310	10,105
2017/18	3,155	2,722	2,523	8,400
Commercial movement 2018/2019	2,126	2,067	1,923	6,116
Commercial movement 2017/2018	1,562	1,406	1,278	4,246
Passengers 2018/19	190,885	154,785	145,136	490,806
Passengers 2017/18	90,481	81,775	82,418	343,369

(b) Overview

GJ reported that the airport continued to grow strongly through peak summer, with passengers up 43% year on year from August to October. Commercial movements were very much in line with passenger growth. This was driven in part by the addition of the fourth easyJet aircraft from late July but also from the continuation of growth from FlyBe capacity, and the new Air Malta operation.

GJ stated that since his report, Flybe had issued disappointing results.

After a strong early summer, activity at the Jet Centre slowed slightly from August, as Luton in particular was able to provide night time capacity. Over the three months from August to October, LSA welcomed on average six private jets a day of which 20% were at night, so a little over one movement per night. The level of activity for the winter is expected to reduce slightly, in line with seasonal trends.

The Terminal continues to evolve, with work starting on the new Navigator gastropub brand in late October (slightly later than originally anticipated), ahead of a mid-November opening. The winter will also see a further extension of our Skylife lounge and changes to wayfinding and other media to introduce a more digital infrastructure for its customers.

(c) New Airline Business

Peak summer was notable more for the introduction and consolidation of new routes rather than for more new airlines. Load factors for Air Malta and easyJet were encouragingly high. IG Avion were unable to make their Chateauroux route profitable. Whilst their rapid entry to and exit from the market is naturally disappointing, it illustrates the challenges faced by smaller airlines on niche routes.

Preparations for the entry of Ryanair to London Southend continue, with summer routes now on sale. It is a little early to form a view on likely sales levels but feedback from the airline is generally positive.

The airport continues to seek a solution to the air traffic controller issues which have slowed the opening of Carlisle. This shortage is not unique; at least seven other UK airports have similar challenges, with training and airfield validation requirements complicating the basic availability issue. Plans to the CAA will be submitted in early November. General business development is ongoing, with several conversations with different airlines at different stages of progress.

(d) Operations

The transfer of the handling business to Stobart Aviation Services has now bedded in well and service levels remain high. The airport has recruited a Training and Development Manager who is supporting both the airport and the handling businesses. 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 is very close to 90%. This is reflected in the fact that London Southend was again voted “Best Airport in Britain” in the under three million passengers a year category by industry.

WM reported that the key challenge through the winter is to operate the airport as normal whilst undertaking several material development projects, particularly the resurfacing of the runway and the extension of the terminal to accommodate the new, higher standards of hold baggage screening. Work is well in hand, with strong support from the project management team in Stobart Rail as well as the in-house team. GJ confirmed that WM is providing exceptional leadership so remains confident that LSA can materially develop the airport across this winter and beyond whilst continuing to deliver great service levels to both airlines and passengers.

8. PLANNING ISSUES

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

(a) Future Projects

WM reported that the project to extend the Terminal to accommodate the new Hold Baggage Screening requirements is well advanced, with works commenced. LSA has taken the decision to introduce two new x-ray machines to provide both resilience and redundancy and are now well advanced on the introduction of self-service bag drop. The arrivals phase has been pushed back in time, partly as the current generation of automated immigration machines become redundant in the very early 2020s, and LSA wishes to ensure it is acquiring the most up-to-date technology.

Resurfacing of the runway is well advanced, and works are expected to commence in either December 2018 or January 2019, completing in either late February or early March. WM confirmed that residents close to the airport will be notified accordingly and will do their utmost to keep noise and light pollution associated with the works to an absolute minimum, but safety must be considered at all times.

GJ explained that LSA has completed internal work on the analysis of passenger flows within the existing terminal, to be validated by the work underway from a third-party advisor. This is likely to result in a reconfiguration of the terminal in either 2019 or 2020, maximising use of the existing space and aligning it correctly with the extensions about to be built. This will ensure that LSA maintains a high level of service with increased footfall.

Other related projects, for example on increasing fuel farm capacity, surface water drainage and the construction of a new Fire Station, are also moving forward, albeit on longer timescales.

GJ commented that the airport is looking at ways to board and disembark passengers efficiently and in comfort, as it grows. Additionally, LSA is happy to work with Border Force in trialling E-gates.

WM responded to a question raised by L Sawyer, advising that the airport is looking at options to relocate the front entrance to the Terminal building to separate the smoking area from passenger flow.

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 has completed its resourcing plans for 2019 and have already begun recruiting in a number of areas, including security, handling and airfield management. Training plans are in place and it is confident that not only will it have sufficient resource to deliver the required services but also well-trained resource so that LSA maintains the high quality of service the airport is known for. As noted above, the new Training and Development Manager, recruited from London City Airport, is key to that process.

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 Q3 period August, September and October 2018, was 374 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint). This compares to 102 for the same Q3 period ending October 2017, as shown on the table below;

Noise Complaints Summary August, September and October 2017/18

2017	Complaints	No aircraft	Total	Night	Mr W	BA training	Engine test		Standard operations
Aug-17	43	-10	33	5	19				9
Sep-17	39	-11	28	6	15				7
Oct-17	20	-6	14	3	2				9
	102	-27	75	14	36	0	0		25

2018	Complaints	No aircraft	Total	Night	Mr W	BA training	Engine test	Mrs K	Standard operations
Aug-18	197	-13	184	78	25			45	36
Sep-18	117	-11	106	80	2			1	23
Oct-18	60	-13	47	34	1				12
	374	-37	337	192	28	0	0	46	71

192 complaints related to aircraft operating to/from the airport during the agreed night-time period (125 executive business flights, 46 delayed passenger flights, 4 freight flights, 15 non-passenger positioning flights, and two exempts (police/coastguard).

There were only two occasions when crew training flights occurred in the Q3 period; Flybe crew training on Tuesday 18th September and BA crew training on Monday 29th October. No complaints were received relating to these operations.

28 complaints were submitted from Mr W from Leigh-on-Sea, SS9 (the usual regular complainant). Mrs K, also from the SS9 postcode area, submitted a high volume of complaints in July, 45 in August, however just one was received in September and none in October. These two complainants account for 22% of all Q3 complaints.

All complaints for the quarter period were investigated and the aircraft in question were found to have been operating within the airport's agreed controls.

As discussed in the previous meeting, the Chairman reviewed the file of correspondence relating to 143 complaints from Mrs K. A letter to Mrs K dated 3rd September advised her that the ACC would be reviewing her correspondence and whilst the Chairman concluded that the complainant was complaining in a vexatious manner, the complaints ceased after the initial letter, and therefore no further action was taken.

JM reported that during the Q3 period one particular complainant from Thorpe Bay contacted the airport directly and also via his local MP, James Duddridge and Cllr Woodley. As the complainant remained dissatisfied with the responses he received, a meeting was set up with representatives from James Duddridge's office, Cllr Woodley and Cllr Terry, who came along to the Control Tower on 1 November and met with Head of Air Traffic Control Services, Damon Knight to discuss how, when and why aircraft are sometimes routed over Thorpe Bay/Shoeburyness.

Councillor Elliott reported that this was the first quarter that no noise complaints had been received from his constituents in Burnham.

- 10.1 Councillor Lucas-Gill to provide JM with relevant information in relation to a resident who has a decibel meter and is complaining of noise levels.

ML-G
23/11/18

The Chairman thanked JM for such a detailed and thorough report.

11. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period August to October 2018 was reviewed - there were ten NPR breaches for the quarter. JM explained that infringement notices had been issued and went on to summarise the circumstances behind each breach. Two were on their second in the current reporting period. The Chairman commented that the breaches were being managed robustly.

12. BIRD SCARING

JM advised at the previous meeting that a resident who lives on the airport boundary, whose garden backs onto the runway at the Rochford end, had complained about noise from bird scaring. The Chairman confirmed that he had carried out an extensive review of the file and written to the resident advising the outcome of his findings.

The Chairman hopes the resident will take up the offer from the airport to meet at LSA with representatives of the bird scaring team, to discuss her concerns.

JM reported that since the Chairman's most recent letter of 2 November 2018 to the resident, there have been no further bird scaring complaints from her, however, she continues to submit aircraft noise complaints. **Remove from minutes.**

13. PRESS PACK

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

14. ANY OTHER BUSINESS

14.1 Poppy Garden

Councillor Morgan expressed how wonderful the airport's poppy garden is in commemorating people who lost their lives serving in the First World War. Twenty-five schools from across Southend made the 2,000 ceramic poppies that are located on the lawn outside the airport's main terminal. The garden was unveiled at an event on Thursday 8 November ahead of Remembrance Sunday.

GJ commented that he was personally touched by the event and it was a wonderful project that involved people of all ages from the local community coming together to pay a very special tribute to the memory of those from Southend and Rochford who gave their lives in the service of their country.

JM confirmed that the airport is looking at ways to use the space by the arrivals exit and café on the lower floor, currently showing photographs of service men and women who lost their lives during World War I and II, for other community projects.

14.2 Lost property

Councillor Reeves expressed her sincere gratitude to EM, JM and S Petrie in retrieving her husband's watch who inadvertently had left it behind during security process. The Chairman commented that this demonstrated that although the airport is growing, it can still demonstrate a personal touch.

15. DATES OF NEXT MEETINGS

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

Wednesday 6 March 2019

Wednesday 15 May 2019

Wednesday 4 September 2019

Wednesday 13 November 2019

The Chairman wished everyone a very Merry Christmas!

The meeting ended at 3.40pm.

Signed _____ Date: _____