

**MINUTES OF LSA COMMUNITY NOISE FORUM HELD AT LONDON SOUTHEND AIRPORT HOLIDAY INN ON TUESDAY 14 November 2023 AT 11:00AM**

**Present**

CNF Chair	Mick Thwaites (MTh)
LSA Customer Service & Commercial Director	Caroline Fitzgerald (CF)
LSA Noise Manager	Jo Marchetti (JM)
LSA minute taking	Linda Hull (LH)
Chalkwell Ward Resident Group	Mariji Seagar (MS) <i>substitute for Sally Holland</i>
Burges Estate Resident Group	Ray Evans (RE)
SS0 member	Joanna Spencer (JS)
SS4 member	Kevin Salt (KS)
SS5 member	Mandy Johnson (MJ)
RDC	Cllr Julie Gooding (JG) via Teams
Dept of Transport (DfT)	Ian Green (IG)

**Apologies**

LSA Head of ATS	Nicole Park (NP)
Leigh Residents Association	Mike Dyer (MD)
ECC	Mike Steptoe (MS)
SCC	Paul Pearce – no reply
SS2 member	John Bailey (JB) – resigned.

		Action
<b>1</b>	<p><b>Introduction &amp; apologies</b></p> <ul style="list-style-type: none"> <li>• Caroline Fitzgerald was introduced as the LSA Customer Service &amp; Commercial Director. CF detailed her role for the groups understanding.</li> <li>• MTh gave apologies received.</li> <li>• Circulated minutes from the last meeting were confirmed with no amendments.</li> <li>• MTh stated that both the ToR and Code of Conduct have been agreed/updated and added to website.</li> <li>• MTh also confirmed that MJ comments about light aircraft had been added to the NAP as requested. The updated NAP was circulated to members before being submitted to DEFRA.</li> <li>• MTh again requested declaration of interest and asked that members declare any other associations. No one declared any additional group membership.</li> </ul>	
<b>2</b>	<p><b>Airport Update by Caroline Fitzgerald</b></p> <ul style="list-style-type: none"> <li>• LSA has enjoyed a successful summer of flying and growth. Routes increased from three to 11, including new winter routes on sale from Sept 23.</li> <li>• Winter flying schedule commences from the end of October and marks the first winter of commercial flying since 2019. Four winter routes now on sale including Paris, Amsterdam, Alicante and the most recently announced Grenoble, on sale from Sept 23 with the inaugural flight scheduled for 14th Jan 24.</li> <li>• Total passengers, this financial year, to end October 23 was 119,000 being a 34% increase YoY. Full year passenger forecast is 160,000 which will be a near 100% increase YoY. Load factor rate average is maintaining at a very strong 86% to the delight of both EZY and LSA.</li> <li>• Winter 23/24 bookings are looking strong both for leisure city breaks, winter sun and Ski.</li> <li>• Summer 24 flights with easyJet are now on sale with the full schedule available from late Nov 23 for six routes: Malaga, Faro, Alicante, Paris, Amsterdam, Palma de Mallorca.</li> <li>• Tour operator Balkan Holidays is operating flights/holidays to Bulgaria's Golden coast, via Bourgas Airport (June – Sept 24).</li> <li>• LSA has a multi-year deal with easyJet and continues positive talks with new airlines.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Winter 24/25 schedule is expected to show further route growth with easyJet and includes a flight to Lapland for Dec 24.</li> <li>• Jet Centre now has two based aircraft (2Excel + Kitson) and recently won best Flight Briefing Office in country.</li> <li>• The increase achieved from 88K pax S22/W23, 160k pax S23/W24 to a forecast circa 500k in Summer 24/Winter 25 with up to 1m pax in 25/26 is a demonstration of early growth momentum.</li> <li>• Hotel planning permission secure. First development likely late spring/early summer 24. Build for hotel will increase local employment.</li> <li>• JS asked if the hotel is planned to open in 2024. CF confirmed that work is required to start to maintain planning permission but there is no date for completion of the build. Progress will depend on passenger growth.</li> <li>• Current LSA colleagues (including rail) is 227, over 300 including the Hotel.</li> <li>• LSA is working with SCC and RDC to review and update the S106 operational controls.</li> <li>• LSA submitted Round 4 of the Noise Action Plan (NAP) on 31 Aug as required by DEFRA after consultation with the ACC and CNF. This will be shared on the LSA website once formally approved.</li> <li>• CAA audit took place – overall very successful.</li> <li>• LSA held a Recruitment Event on 24th October - over 300 people attended – this was in preparation of our forecast summer flight schedule. Vacancies will be going live in Nov/Dec with roles available in Security, Food and Beverage, and possibly cleaning.</li> <li>• Community events: <ul style="list-style-type: none"> <li>○ Charity football match in October raised £1128.00 for SECE Mind.</li> <li>○ LSA is sponsoring and supporting Mental Elf in December.</li> <li>○ LSA is sponsoring Rochford Parish Council Christmas festival.</li> </ul> </li> <li>• RE asked if the airport has been sold. CF confirmed that Esken, who are the airports parent company and leading the sale process remain committed to find the right buyer for LSA, completion of the sale would be assumed in 2024. CF also confirmed that Esken Renewables has now been sold.</li> </ul>	
	<p><b>Noise data</b></p> <ul style="list-style-type: none"> <li>• A summary of noise complaints for the period Mar 23 – Oct 23 was issued to members prior to the meeting.</li> <li>• MTh asked what LSA measure noise data against and stated that he felt it should be against the NAP targets/actions. MTh is keen for 12 major actions in the NAP to be measured in success and that the airport should be able to demonstrate how they limit or if possible reduce noise/affected residents. JM answered that DEFRA had not yet provided feedback on the DRAFT NAP and suggested that once the final NAP has been published that the CNF monitor and discuss progress of the actions. DEFRA are required to publish the final NAP by Feb 24.</li> <li>• Discussion followed on how to deliver the NAP and what data can be used to measure this.</li> <li>• Having recently read the latest guidance/legislation (published Sept 22), MTh stated that whilst LSA is within legislation as the airport consults with the forum, the forum itself cannot make decisions, but can support the airport in delivering the NAP.</li> <li>• IG confirmed that LSA is only required to consult with the ACC as a minimum but had extended its consultation to include the CNF.</li> <li>• MTh stated that it was possible to amend the NAP once published and suggested LSA review and update the NAP on an annual basis. JM responded that this would require significant resource and expense by the airport to appoint consultants and provide data.</li> <li>• IG clarified that the NAP is a 5-year document and additional reviews should only be undertaken in the event of significant changes or airport development.</li> <li>• MTh feels that he needs more time to understand the data correctly but reiterated the need for data to work through the 12 actions that he feels are key. He would like the CNF to be able to show a positive contribution.</li> <li>• JM stated that it would be impractical to set noise reduction targets as the current base</li> </ul>	

	<p>level is very low and the business is set to grow. The targets and actions set out in the NAP are designed to minimise any noise impact from airport activities but fully expects the noise contours to grow as the airport builds back to pre-pandemic flight levels.</p> <ul style="list-style-type: none"> <li>• KS would like the airport to publish Lmax data on a regular basis, as he feels this is the most relevant data for residents living near the airport. (<i>Lmax is the highest time-weighted sound level measured by the meter during a given period of time</i>). Further discussion followed regarding Lmax data, with JM confirming that Lmax only covers one part of the noise measurement, for example it does not show the length of time noise was made. KS commented that a previous presentation on noise measurements by Anderson Consultants was excellent for giving a better understanding of the complicated data and simplifying a hard subject. IG agreed that it would not be helpful to publish Lmax information as a single set of data, as it may be misinterpreted by residents that do not have a complete understanding of noise metrics. Lmax does not show the duration of the noise event, just the peak noise level which may have occurred for less than a second. Need a collection of noise data to show the whole picture.</li> <li>• JM stated that while LSA continuously monitors noise from two fixed monitors, the data collected needs to be analysed by independent noise consultants. LSA does not currently have the budget resources to employ consultants to produce quarterly noise data.</li> <li>• JM confirmed that noise contours are produced every two years (in accordance with the S106) and the contours are based on noise data over a 92-day summer period, which is the aviation industry standard for noise contours. JM confirmed to AJ that noise from all aircraft is used in the contour calculations, not just passenger aircraft.</li> <li>• AJ asked if more noise monitors could be purchased, with IG responding that is not about the number of monitors as they validate the modelling so in fact only a couple are needed. JM confirmed that the airport would not be purchasing more monitors.</li> <li>• AJ stated that she felt that the web track system does not reflect level of noise actually heard.</li> <li>• MTh questioned JM on how the airport responds to noise complaints and whether it achieves the target to reply to non-compliant flights within 7 days. JM confirmed that all complaints are responded to within the agreed timeframes and that this has not been a matter of concern for residents or CNF members. JM explained that in accordance with the S106, the ACC is responsible for monitoring and reviewing how LSA manages its noise complaints procedure, and they receive quarterly reports on noise complaints.</li> <li>• Upon further questioning, JM confirmed that the airport is audited annually by SCC to ensure that the ATM and noise data reported is accurate. SCC also scrutinise the information and data in the LSA Annual Reports through its Highways, Transport &amp; Parking Working Party annual meetings.</li> <li>• MTh asked for a copy of audit and notes of the meetings. JM suggested MTh would have to make an information request to SCC.</li> <li>• JG asked if Rochford District Council (RDC) were included in the meeting, with JM confirming it is hosted by SCC. RDC have input into the annual report before publication and ACC members are able to review the draft annual reports before submission to the local authorities.</li> <li>• MTH stated that he wants to ensure that the CNF makes a difference in the next five years but acknowledged that LSA could not necessarily commit to new lengthy processes and financial commitments that were not required under existing regulatory controls.</li> <li>• MTH confirmed the action to await DEFRA feedback on the NAP and work through the plan.</li> </ul>	
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	<p><b>Membership</b></p> <ul style="list-style-type: none"> <li>• John Bailey (SS2) offered his resignation from the CNF by email on 13-11-23 – JS suggested that she would be happy to represent this area, although she does not live in Wells Avenue, she has a relative that does and is familiar with residents’ concerns.</li> <li>• JS was asked if she could make contact with Wells Avenue residents through local social media forums to see if anyone else would be interested in joining the CNF.</li> <li>• It was noted that there was some divide in views about the airport within Wells Avenue and it may be helpful to recruit more than one representative given the proximity of the road to the airport boundary.</li> <li>• MTh noted that approximately 308K people living locally and there are several key areas including Leigh-on-Sea and Chalkwell.</li> <li>• MTh has contacted Rochford Parish Council to ask if they could nominate someone to participate in the forum. JS noted that Parish Councilors only need to be nominated by one or two people so may not represent a large part of the community. MTh also contacted Shoeburyness as he is keen to ensure different areas and people are represented on the forum.</li> <li>• Suggestion made from JS to use the local Echo to advertise CNF membership. All members agreed that Community groups are a good representation of local views. MTh will endeavor to obtain a list of all local community groups to contact and see if they wish to join the CNF.</li> </ul>	<p>JS</p> <p>MTh</p>
	<p><b>WebTrak – complaint responses</b></p> <ul style="list-style-type: none"> <li>• JS stated that she had asked neighbours to complain via WebTrak but they do not. She thinks that 20-minute delay on WebTrak is an issue.</li> <li>• JM confirmed that she had not received any direct feedback about response times to complaints nor the 20-minute delay. As previously explained to the CNF, WebTrak works by combining data from the airport radar with the aircraft transponder and is therefore more reliable than mobile apps such as FlightRadar24, hence aircraft tracks are uploaded 20 mins after the live event. This is standard practice for all other airports using WebTrak and cannot be changed. Historical flight information is stored on WebTrak for 3 months.</li> <li>• AJ suggested that noise complaint data does not reflect the level of annoyance in her community (Hockley). JM commented that whilst it is useful to gain insight from noise complaint data e.g., patterns showing increase in complaints about night flights, light aircraft, and cargo flights, it is also useful to engage directly with the community through the CNF.</li> <li>• JM commented that whilst some residents refrain from submitting noise complaints, there is also great support for the airport within the local community.</li> <li>• JG agreed that it is important to balance what the airport contributes locally with employment etc.</li> </ul>	
	<p><b>Noise Surcharges</b></p> <ul style="list-style-type: none"> <li>• AJ asked for a surcharge fee for older/noisier light aircraft to discourage them from using LSA for circuits over Hockley. AJ suggested pilots come from all over the country as LSA rates are the cheapest.</li> <li>• JM confirmed that LSA used the NATs Quota Count system to identify noisier aircraft but that light aircraft were not included, as their noise footprint was much lower than the larger aircraft.</li> <li>• CF stated that the financial reward of current GA flights is not significant but is helpful, more importantly the light aircraft movements are critical to keep our ATC staff at the required legislative levels. Businesses around the airport must be considered e.g., the flying schools would also be financially impacted by increased costs/loss of usage. It was also noted that the airport has recently recruited several new ATC staff and additional movements would be needed as part of their training. AJ stated that there is an</li> </ul>	

	<p>understanding of the need to protect training levels to keep EZY flying successfully.</p> <ul style="list-style-type: none"> <li>• JM stated that most of the training circuits are flown by based flying schools, not visiting pilots as AJ suggested.</li> <li>• MTH asked how light aircraft are monitored, with JM responding that the CNF has had several presentations on light aircraft procedures, regulations and circuit training.</li> <li>• JS asked what aircraft easyJet currently use. CF replied that it is a mixture of A319/A320 /A320 NEOs. As easyJet are not currently based at LSA it will be dependent on where they have come from. This is not something that the airport has control over.</li> </ul>	
	<p><b>Noise Action Plan</b> (circulated with agenda)</p> <ul style="list-style-type: none"> <li>• DRAFT NAP submitted 31 August.</li> <li>• Awaiting feedback response from DEFRA</li> <li>• Already clearly discussed.</li> </ul>	
	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• JS asked what the noise levels on B727 aircraft are. JM confirmed they are QC2 on arrival and QC4 on departure – LSA is limited to 60 departures per year by QC4 aircraft. JM reports QC4 data to the ACC. Very few complaints have been raised in relation to B727 operations.</li> <li>• JM also stated that there are no plans to operate the B727 during the night, and that the operator has given assurances of this, due to the logistical requirements of preparing the aircraft for deployment in an emergency.</li> <li>• JG thanked MTh for robustly chairing the meeting.</li> </ul> <p>Meeting closed at 12.38pm.</p>	
	<p><b>Date of 2024 meetings</b></p> <ul style="list-style-type: none"> <li>• Tues 16 January 14:00 – 16:00</li> <li>• Tues 7 May 14:00 – 16:00</li> <li>• Tues 13 August 14:00 – 16:00</li> <li>• Tues 12 November 14:00 – 16:00</li> </ul>	
	<p>Next meeting 16 January 2024 14:00am.</p>          <p>_____</p> <p>Mick Thwaites (Chair)                      Date</p>	