

## LONDON SOUTHEND AIRPORT

### Minutes of meeting No. 96 of the Consultative Committee held on Wednesday, 15 November 2017 at 2pm at Southend Airport

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<b>Present:</b> David Osborn	Deputy Chairman
Jon Horne (JH)	COO, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
Councillor Ray Howard, MBE	Castle Point Borough Council
Councillor Alf Partridge	Castle Point Borough Council
Mark Evershed (Officer)	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Zhanine Smith (Officer)	Essex County Council
Councillor Valerie Morgan	Leigh Town Council
Councillor Peter Elliott	Maldon District Council
Heidi Turnbull (Officer)	Maldon District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Ian Ward	Rochford District Council
Councillor Arthur Williams	Rochford District Council
Martin Howlett (Officer)	Rochford District Council
Paula Chapman (Officer)	Rochford District Council
Councillor John Stanton	Rochford Hundred Assoc. of Local Councils
Councillor Meg Davidson	Southend-on-Sea Borough Council
Denise Rossiter	Essex Chambers of Commerce
David Burch	Essex Chambers of Commerce
Mike Sessions	Jota Aviation
Ron Smithson	Southend Flying Clubs
Les Sawyer	West Leigh Residents Association
Emma McDonnell (EM)	Minutes

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#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Stuart Greengrass (Chairman), Jason Thorn, Councillor Lamb, Councillor Steptoe, Andy Lewis, Derry Thorpe and Peter Geraghty.

The Deputy Chairman explained that the Chairman was absent due to attending a funeral of a very good friend.

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

The Deputy Chairman welcomed those members and representatives attending for the first time and in this respect, Denise Rossiter, Chief Executive, and David Burch (Denise's substitute), Director of Policy, Essex Chambers of Commerce, and Mike Sessions, Head of Commercial, Jota Aviation, introduced themselves.

Cllr Howard extended his appreciation to the Essex Chambers of Commerce for all their good work.

The Deputy Chairman commented that Cllr Howard would be receiving his MBE next week and on behalf of all the Committee, congratulated him once again on this honour and wished him a very enjoyable occasion.

- 2.1 JH reported that Thames Gateway South Essex (TGSE) no longer exists as a body, it is now ‘Opportunity South Essex’ and, in this respect, Essex Chambers of Commerce and Cllr Ward were members. Following discussion, it was agreed that an invitation should still be sent to ‘Opportunity South Essex’ from the Chairman to enquire whether they wish to have formal representation on the LSACC. E McDonnell to draft letter accordingly for the Chairman’s approval. **SMG(EM)  
20/11/17**
- 2.2 Jason Thorn from UK Border Force was not in attendance, therefore, it was agreed that he should be invited to provide a short presentation at the next meeting on 14<sup>th</sup> February 2018. **JM  
20/11/17**

### 3. ADOPTION OF MINUTES FROM LAST MEETING 16 AUGUST 2017

The Minutes of 16<sup>th</sup> August 2017 were agreed and adopted with no amendments required.

### 4. UPDATE ON AIRPORT NOISE ACTION PLAN SUBMISSION AUGUST 2018

JH reported that all airports are required to review their Noise Action Plan under the terms of the Environmental Noise (England) Regulations 2006, and for updated plans to be submitted by end August 2018. JH confirmed that LSA is currently revising and developing their plan and as it develops will report back to the Committee.

### 5. AIRPORT DIRECTOR’S REPORT

The Committee reviewed the report prepared by JH, covering the period August to October 2017:

#### (a) Performance

The report contained the following performance figures:

Total aviation movements	August	September	October	Total
2017/18	3,155	2,722	2,523	8,400
2016/17	2,545	2,618	2,632	7,795
Commercial movements 2017/2018	1,562	1,406	1,278	4,246
Commercial movements 2016/2017	1,129	1,135	1,094	3,358
Passengers 2017/18	128,541	110,000	104,828	343,369
Passengers 2016/17	90,481	81,775	82,418	254,674

#### (b) Overview

JH reported that the three months of August, September and October have all shown significant increases in passenger numbers. Growth of 42%, 34.5% and 27% respectively led to the quarter recording a total growth of some 35% over the same period in the prior year. This followed growth for the three months to July 2017 at 30.5%. Again, the most significant contributor to this growth was the new services operated by Flybe franchise with Stobart Air.

JH commented that the eleven new routes operated by Stobart Air on the Flybe franchise represented the most significant driver of growth, although a strong performance by easyJet has seen the airline record double digit growth in the year to-date.

Thomson’s twice weekly Palma flights have also performed well, with passenger numbers up by 89% for the year to-date.

(c) New Airline Business

JH reported that the new routes that started at the end of October were:

easyJet	Malta 2 x weekly
Flybe/Stobart Air	Dublin up to 3 x daily
	Manchester up to 3 x daily
	Glasgow up to 3 x daily

JH confirmed that the Dublin service now has an Aer Lingus code share which provides connections over Dublin to the US:

- Connecting flights with Aer Lingus to include New York, Boston, Washington, Los Angeles, Chicago, San Francisco and Miami
- London-Southend passengers can avail of US pre-clearance service in Dublin Airport
- Service will save passengers up to two hours on arrival in US

New services already announced and on sale for summer 2018 are:

Flybe/Stobart	Air Antwerp 4 x weekly
	Groningen increasing from daily to 3 x daily

easyJet is expected to announce new destinations in the near future, to begin with the arrival of their fourth based aircraft in July 2018.

Cllr Howard asked, on behalf of the Jewish community, whether LSA would be flying to Israel. JH advised that this was not possible due to the Airport's parameters (ie aircraft type/runway) but he would be happy to respond to any enquiry Cllr Howard received in this respect.

Discussions then took place regarding the possibility of Dublin and Manchester etc, being 'hubs' for travellers wanting to reach further destinations such as Israel etc.

(d) Business Aviation

JH reported that work has started on the development of a new facility to house the Stobart Executive Jet Centre. This is being built within the old Terminal building in the opposite half of the building to the present facility. The set down area for vehicles in front of the building is also being remodelled to ensure it has its own discreet access. The works are expected to be complete by the middle of December.

Former ATC Lasham hangar bays 3 and 4 are being used for hangarage of aircraft using the Jet Centre facility.

The Jet Centre operation has already generated three new jobs and as traffic increases, more jobs are expected to be created.

(e) Operations

Operations over the busy summer period had been delivered well and performance against key operational KPIs was good. On Time Performance (OTP) was very good with London Southend being the most punctual London airport, with 83.1% and 78% of departures 'on time or within 15 minutes'. The nearest other London airport was London City at 73.8% and 70%.

JH handed out marketing examples in place at Stratford Station and Westfield Shopping Centre, which are popular locations to maximise advertising of LSA.

## 6. PLANNING ISSUES

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

### (a) Future Projects

JH advised that following the presentation at the last meeting, a planning application was submitted to Rochford District Council and registered on 5<sup>th</sup> October. This application seeks permission to extend the Terminal building to accommodate new Hold Baggage Screening (HBS) equipment at the southern end and a new baggage reclaim facility at the northern end. The HBS equipment is required to meet new mandatory European Security Standards, whilst the baggage reclaim will enable the airport's high standards of service to be maintained, including the new domestic services.

- 6.1 Following a concern raised by Cllr Lucas-Gill, JH to ensure there is sufficient signage relating to the current Domestic Baggage Reclaim, reminding passengers to collect their baggage before moving to the landside area of the terminal.

**JH**  
**20/11/17**

## 7. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

Included in the AOD's report was information relating to inward investment, employment and training.

### (a) Employment and training

- 7.1 JH explained that work continues in developing the detail of the Stobart Aviation Skills Hub' (SASH) project and a further update will be provided to the Committee at its next meeting.

**JH**  
**14/02/18**

- 7.2 Following a detailed discussion, it was apparent that there had been some subsequent confusion in relation to progressing the relationship between Sweyne Park School and LSA. Cllr Ward had previously reported that the school had overcome 97 teams to become the national champions of the UK Youth Rocketry Competition, the students of which were exceptionally keen on learning more about aeronautics and the aircraft industry. It was agreed that Cllr Ward would ensure the school has JH's direct contact details to take this collaboration forward. **Remove from minutes.**

## 8. PRESS PACK

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

## 9. COMMUNITY RELATIONS

Included in the AOD's report was information relating to community relations.

### (a) Noise

The total number of noise complaints for the Q3 period August, September and October 2017, was 75 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint). This compares to 105 for the same Q3 period ending July 2016. 14 complaints related to aircraft operating to/from the airport during the agreed night-time period (4 delayed passenger flights, 4 freight flights, 5 non-passenger positioning flights and 1 business flight).

47 complaints were submitted from the same address in Leigh-on-Sea (this includes 19 complaints that did not match any LSA aircraft operations). Even when these are excluded, the complaints from this one address, account for 37% of all Q3 complaints.

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

M Sessions commented on the trend of movements increasing and complaints decreasing, was testimony to LSA's strict controls and the management of these procedures.

JM reported that she recently attended the annual SBC Working Party Monitoring Group at the Civic Centre, together with JH, at which the Airport's 12-month data and Annual Report were scrutinised. JM confirmed that there were no negative comments during this review process and the airport was fully compliant with its planning requirements.

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

(b) SurvivalSurgery4Sarah campaign

JM reported that LSA had been approached on behalf of Sarah Gearing, in relation to providing support with regard to her urgent, life-saving treatment in Spain. Sarah, aged 40, lives in Rochford, and has a rare genetic condition called Ehlers Danlos Syndrome (EDS) which makes the collagen in the body and connective tissues faulty.

LSA and easyJet were happy to help and provided 3 seats for Sarah so she could make herself as comfortable as possible as well as seats for each of her companions in addition to 6 x baggage hold allowance for all of their medical juices and equipment. easyJet also ensured that they received special care as they arrived in Barcelona.

LSA provided VIP treatment in their Skylife lounge and all staff ensured that Sarah and her group received their utmost care and attention at all times.

LSA will assist with her return to the UK following further surgery.

(c) Santa flights

JM reported that Santa flights at LSA were on sale with the aim to raise £10,000 for local charities.

(d) 'Footprints Community Group'

Cllr Williams thanked the Airport for contributing to the raffle prizes (donation of flights) for the 'Footprints Community Group' Quiz night (supporting vulnerable children and families in the Rochford area).

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

The Quarterly Section 106 Return for the three-month period August to October 2017 was reviewed - there were no NPR breaches for the quarter.

JM explained that this positive performance was attributable to based-operators strictly following the controls in place, and that previously when the breach numbers were high, this was due to maintenance companies not understanding the correct procedures.

M Sessions commented that it was a 'two-way' process in that a lot of effort is also made 'in-house' to ensure strict compliance.

## **11. AIRSPACE CHANGE PROPOSAL (ACP)**

### **(a) Area Navigation (RNAV) Approach Procedures**

11.1 Cllr Elliott reported that relevant representation from Burnham attended LSA in early September to allow a detailed presentation to be provided to help residents fully understand the procedures. Cllr Elliott commented that S Petrie was extremely professional when speaking with the attendees and helped to address their concerns, diffusing the situation. The Head of ATC also attended the discussions and they were given a tour of ATC. Cllr Elliott confirmed that all previous worries in relation to these procedures had now been removed, thanks to S Petrie articulating precisely what is to take place. JH to thank S Petrie on behalf of the committee.

**JH**  
**20/11/17**

## **12. SURFACE IMPACT ACCESS ROUTES**

M Sessions commented that he always endeavours to sell the services of LSA, however, road infrastructure was a huge problem which can often persuade travellers to use an alternative airport due to traffic congestion often encountered on the A127 and A13. Detailed discussions took place on this important issue and Cllr Howard again reiterated the Council's desperate concerns in relation to improving the infrastructure to/from Southend, Rochford and the airport. Cllr Howard confirmed that millions had been allocated to make improvements at the Fairglens Interchange.

M Evershed summarised the work that local authorities across South Essex were doing in creating a strategic plan for Growth- South Essex 2050.

In addition, within the Budget of 2016, the creation of a Thames Estuary Growth Commission was announced which would develop an ambitious vision and delivery plan for North Kent, South Essex and East London up to 2050. This will focus on supporting the development of high productivity clusters in specific locations. It will examine how the area can develop, attract and retain skilled workers. It will also look at how to make the most of opportunities from planned infrastructure such as the Lower Thames Crossing. JH reported that he had recently attended a presentation to see the scale of the Crossing project and D Burch emphasised to the Committee that Chambers was fully supportive of the 2050 project and that the Lower Thames Crossing will be a 'game changer'.

M Evershed explained that Government is giving communities right across the country the powers and funding they need to shape their economic development. It is backing the Northern Powerhouse and the Midlands Engine, whilst continuing to empower Local Enterprise Partnerships to deliver growth in their areas. The Commission will remain mindful of this wider context, but consider what more might be done to ensure the Thames Estuary thrives.

Cllr Ward commented that the county/borough/district councils were all involved in strategic planning to ensure 'one voice' was heard by Government in relation to obtaining infrastructure funding to develop the A127/A13.

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

### **13.1 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. The Chairman asked JM about the proportion of NPR non-compliance and this highlighted that out of approximately 30,000 aircraft movements, there had been 14 non-compliances, all of which were crews who had not flown out of LSA previously. In the previous 12-month reporting period it had not been necessary to fine any operator for repeat transgressions and no complaints had been received for any of the offending aircraft.

Following detailed discussion on the report and NPR action protocol, the 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. Following discussion, the Committee agreed that the current system was working adequately, and is the right structure in going forward with the new routes, and that the process outlined above should be reviewed again, including the fine levels in 12 months. **Transfer to Points Forward Diary February 2018.**

**PFD  
Feb/18**

#### **14. MATTERS ARISING FROM PREVIOUS MINUTES**

14.1 JH updated the meeting on LSA's procedures in relation to dealing with disruptive passengers, including those who had consumed too much alcohol, and also circulated an example of the warning notice which can be seen around the airport. JH explained that notices are provided to all airport outlets and monthly meetings are held to discuss incidents involving passengers drinking excessively. JH reported that in August 2017, 64,000 passengers used LSA, 8 of which were denied boarding (3 due to smoking in walkway on apron to aircraft and 2 relating to alcohol). The Committee was grateful to JH for his reassurance on the airport's protocols on this matter. **Actioned – remove from minutes.**

14.2 JH confirmed that LSA's commercial/PR department had liaised with Kirbys (tour operator in Rochford) and advised that they principally focus on coach tours and at this moment in time, there was no immediate opportunity to take this forward. However, JH thanked Cllr Ward for this contact which may be explored again in the future. **Actioned – remove from minutes.**

14.3 Cllr Williams to remove 'Southend Airport Liaison Committee' from the home page of Rochford Parish Council's website under the banner 'These Outside Bodies are represented by Councillors and/or the Parish Clerk', as this is incorrect. **Actioned – remove from minutes**

14.4 JH reconfirmed that the invitation to ACC members and Roger Hirst, Police and Crime Commissioner for Essex, to visit and tour the Airport would be more appropriate once all the current improvement works are completed. **Points Forward**

**JH  
14/02/18**

#### **15. DATE OF NEXT MEETING**

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

Wednesday 14th February 2018  
Wednesday 9th May 2018  
Wednesday 22nd August 2018  
Wednesday 7th November 2018

**The meeting ended at 3.15.**

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