

## LONDON SOUTHEND AIRPORT

### Minutes of meeting No. 97 of the Consultative Committee held on Wednesday, 14 February 2018 at 2pm at Southend Airport

---

<b>Present:</b> Stuart Greengrass	Chairman
Jon Horne (JH)	COO, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
Sam Petrie	Project Manager, LSA (part-time)
Councillor Ray Howard, MBE	Castle Point Borough Council
Mark Evershed (Officer)	Castle Point Borough Council
Councillor Colin Riley	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Councillor Valerie Morgan	Leigh Town Council
Heidi Turnbull (Officer)	Maldon District Council
Councillor Arthur Williams	Rochford District Council
Paula Chapman (Officer)	Rochford District Council
Councillor Mike Webb	Rochford District Council
Councillor John Stanton	Rochford Hundred Assoc. of Local Councils
Councillor Meg Davidson	Southend-on-Sea Borough Council
Councillor Stephen Habermel	Southend-on-Sea Borough Council (part-time)
Ron Smithson	Southend Flying Clubs
Derry Thorpe	Southend Trades Council
Nicola Read	UK Border Force
Paul Woods	COO, Air Livery (part-time)
Mark Thomas	Finance Director, Air Livery (part-time)
Emma McDonnell (EM)	Minutes

---

#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from David Osborn, Deputy Chairman, Councillor Lamb, Councillor Partridge, Councillor Steptoe, Councillor Lucas-Gill, Councillor Ward, Denise Rossiter, Essex Chambers of Commerce, Peter Geraghty, Martin Howlett, Les Sawyer and Jason Thorn.

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

The Chairman welcomed those members and representatives attending for the first time and in this respect, Nicola Read from UK Border Force introduced herself.

The Committee expressed their good wishes to Councillor Partridge and also extended their appreciation to Councillor Stanton of Rochford Hundred Association of Local Councils who was relinquishing many of his roles, including membership of LSACC. Councillor Stanton will liaise with RHALC in relation to his successor on the LSACC.

The Chairman also announced that Jon Horne will be stepping down from his position as COO at the end of April 2018 as he will be taking semi-retirement. The Chairman thanked Jon on behalf of all the Committee for his dedication over the four years and commented that he was a delight to work with as he was very open and engaging, and it was obvious to all that he has a genuine passion for the airport.

JH replied that he will be sad to leave but knows that LSA is in capable hands and is well on its way to achieving great things, and it has been a privilege and a pleasure to work with the LSACC. Councillor Howard expressed that JH has always been courteous, helpful and has made a major contribution to LSA's success and wished him every success, happiness and good health for the future.

### 3. ADOPTION OF MINUTES FROM LAST MEETING 15 NOVEMBER 2017

- 3.1 The minutes of 15<sup>th</sup> November 2017 were agreed and adopted with amendments to item 12 which M Evershed commented required revising to ensure accuracy. ME to provide EM with precise wording to allow the minutes to be republished.

ME  
28/02/18

### 4. MATTERS ARISING FROM PREVIOUS MINUTES

- 4.1 JH reconfirmed that the invitations to ACC members and to Roger Hirst, Police and Crime Commissioner for Essex, to visit and tour the Airport would be more appropriate to be sent by his successor once all the current improvement works are completed. **Points Forward Diary August meeting.**

PFD  
22/08/18

- 4.2 JH advised that new ‘way finding’ messages had been installed around the airport, including at the station. However, in relation to the previous concern raised by Cllr Lucas-Gill, regarding the installation of sufficient signage to the current Domestic Baggage Reclaim, reminding passengers to collect their baggage before moving to the landside area of the terminal, this remains to be completed. Their introduction had been delayed due to the expectation of building works for the new baggage reclaim, but as these are not currently taking place straightaway, the notices will be installed imminently. **Actioned – remove from minutes.**

- 4.3 JH thanked S Petrie for her involvement in relation to helping Burnham residents to fully understand the Area Navigation (RNAV) Approach Procedures. **Actioned - remove from minutes.**

- 4.4 ‘Opportunity South Essex’ already has representation on the LSACC as Councillor John Lamb (Leader of Southend Borough Council) is also Vice-Chair of OSE, and Denise Rossiter from Essex Chambers of Commerce and Councillor Ian Ward from Rochford District Council are also members.

Having spoken with Cllr Lamb directly, he has confirmed that he is happy to represent OSE and continue with the current arrangement whereby, along with all other members, he is kept up-to-date in relation to LSACC (ie Agenda, minutes, press announcements etc).

While the Chairman is keen to keep good representation from relevant bodies without unnecessarily adding to the numbers on the LSACC, it would seem that OSE already has good representation on LSACC so there is no requirement to proceed with an invitation letter for an additional representative for Opportunity South Essex. **Remove from minutes.**

### 5. PRESS PACK

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

The Chairman reported that press releases are forwarded to the Committee as soon as these are available from LSA’s marketing department to ensure the information is passed to them before it reaches the public domain. However, JH commented that there have been some recent delays to this process, but they are actively remedying the situation with marketing.

## 6. APPOINTMENT/REAPPOINTMENT OF CHAIRMAN

- 6.1 The Chairman left the meeting for these discussions. The Committee was unanimous in their desire to reappoint S M Greengrass as Chairman for another three years. JH and Councillor Howard both expressed their appreciation to S M Greengrass for his commitment and passion to the role. JH put forward the motion for S M Greengrass to be reappointed for a further three-year term and the Councillor Howard seconded the motion. S M Greengrass was duly reappointed Chairman. **Points Forward Diary February 2021.** **PFD Feb 2021**

## 7. PRESENTATION BY UK BORDER FORCE

Nicola Read, in Jason Thorn's absence, provided a little personal background and updated the Committee on the role of UK Border Force at LSA. N Read confirmed that during a single shift at Southend Airport there are 10 Border Force officers on duty compared with 30 at Stansted, which is a high proportion relative to passenger numbers.

JH reported that LSA is the 6<sup>th</sup> 'happiest airport in the world' (86.79% according to passenger data collated from 'HappyOrNot' data smiley terminals at various points throughout the airport), and the consistent lead item at LSA is Border Control. This is a testament to UK Border Force in their efforts, as they cover a multitude of disciplines with finite resources.

Councillor Webb commented that it would be helpful to have toilets available at 'pre-controls' stage as travelling with a young family can be stressful at times. JH confirmed that these facilities are included within the development design. JH went on to explain that 'E-Gates' (automated self-service to allow residents to clear immigration quicker) will be provided at some point in the future at LSA.

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

### 8.1 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. JM explained the background to this process for new members and reported that historically, there had been circa 15 non-compliances in a 12-month period, but so far for this reporting period, this was currently 5.

JM explained that due to the opening of the new 'Stobart Jet Centre', there may be pilots who are not so familiar with this process, therefore, JM put forward the motion to retain the current structure in place to manage flights departing outside the NPRs.

Following a detailed discussion, 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 February 2019.** **PFD Feb 19**

## **9. CONSULTATION DOCUMENT FOR AREA NAVIGATION (RNAV) APPROACH PROCEDURES**

S Petrie, Project Manager at LSA, reported that following on from the implementation of Controlled Airspace in April 2015 and the project to implement Standard Instrument Departures, which is still underway, LSA has started the process to introduce RNAV Approach Procedures. The formal consultation period for the proposed approach procedures closed in September 2017 after running for over 14 weeks. Feedback and responses have been analysed and the key issues raised have been included in a consultation report, which can be accessed on LSA's website or using the link below:

<https://d1z15fh6odiy9s.cloudfront.net/files/southend-feedback-report-issue-11-03d7a0cc.pdf>

Following the publication of the consultation report, LSA will continue with the process to submit an Airspace Change Proposal (ACP) to the CAA and it is expected this will be submitted in Spring 2018.

The government body which regulates changes to UK airspace and the route network is the UK CAA. The CAA requires each airport seeking to introduce new routes to put forward a case which justifies their application and shows that all interested parties have had an opportunity to make their views known. The CAA then decides on the merits of the proposed change and whether or not to grant the application to implement the change.

S Petrie confirmed that the Noise Abatement Procedures currently in place at London Southend Airport for departing aircraft do not change as a consequence of this proposal and will continue to be applied and reported on in the same way.

S Petrie went on to explain that the CAA has launched its new airspace change portal which helps ensure that the revised process, announced in December 2017, is fair, transparent, comprehensible and proportionate. The portal launched is an interim solution, using existing online tools to enable transparent consultation on new proposals, while the CAA procures and builds a purpose-built, long-term solution. As set out in Airspace Design: guidance on the regulatory process for changing airspace design including community engagement requirements (CAP 1616), airspace change sponsors will be required to use this portal to make available all material relating to any new airspace change proposal, including consultation documents, responses, and decisions made by the CAA. The portal will be used to engage with stakeholders, including local communities potentially affected by an airspace change, and to seek their feedback during the process.

S Petrie confirmed that using the portal in this way ensures that airports are engaging with the CAA on a regular basis and gives airports confidence that nothing has been missed when progressing through this strict procedure.

S Petrie also reported that following the implementation of Controlled Airspace on 2 April 2015, LSA started an Airspace Change Proposal (ACP) process to implement Standard Instrument Departure Procedures (SID's). The consultation closed on 27th May 2016, the responses were collated and analysed and a Consultation Report produced which is available to download from the airport's website. LSA submitted an ACP (Airspace Change Proposal) to the CAA over a year ago and are still awaiting their decision.

S Petrie advised that LSA is waiting for a date to be set, hopefully in March, for a face-to-face meeting to expedite matters.

## 10. AIRPORT DIRECTOR'S REPORT

The Committee reviewed the report prepared by JH, covering the period November 2017 to January 2018:

### (a) Performance

The report contained the following performance figures:

Total aviation movements	November	December	January	Total
2017/18	2,519	2,100	1,971	6,590
2016/17	1,895	1,589	1,907	5,391
Commercial movements 2017/2018	1,173	1,255	1,174	3,602
Commercial movements 2016/2017	754	807	796	2,357
Passengers 2017/18	71,532	84,258	65,546	221,336
Passengers 2016/17	50,865	56,513	52,581	159,959

### (b) Overview

JH reported that the three months of November, December and January have all followed the previous quarters trend and shown significant increases in passenger numbers. Growth of 40.6%, 49% and 24.5% respectively led to the quarter recording a total growth of some 38% over the same period in the prior year.

Commercial movements in the period also increased by 53% to 3602, largely due to the increase in activity by Flybe/Stobart Air. Interestingly, in the calendar year to December 2017, the total of all movements for the airport as a whole at 29,582, still remains below the post new terminal peak of 32,576 in 2014.

### (c) New Airline Business

JH reported that since the last meeting of the Committee, easyJet has announced four new routes from London Southend:

Bordeaux 3 x a week  
Dubrovnik 2 x a week  
Pula 2 x a week  
Prague 2 x a week

Further schedule enhancements are expected from easyJet this summer.

JH explained that LSA is the most punctual London airport and this forms part of the selling points raised with potential new airlines.

### (d) Business Aviation

JH reported that the new Business Aviation handling facility, which is branded the 'Stobart Jet Centre', officially launched on the 18<sup>th</sup> January with a function attended by a hundred key operators from the business and private aviation World. Guests were given the opportunity to experience the facilities of the new Jet Centre and understand about the advantages of the airport's location and its operational capabilities.

Although the airport has operated a Fixed Based Operator (FBO) business aviation facility for some years now, the new facilities are of a true VIP style and provide the ability for the airport to truly compete in this very specialised market place.

A number of locally based businesses and business people already use the business jet services from the airport and it is hoped the new Jet Centre will also help to show the local area has comparable, if not better facilities than those at other London airports.

R Smithson asked what the projected figures are for the Jet Centre, to which JH confirmed that currently there are circa 1200 movements a year, with an expectation of this increasing to circa 2000 next financial year.

(e) Operations

JH reported that a new Centralised Aircraft De-icing Facility was brought into operation in January, enabling aircraft to be de-iced with engines running on their way to the runway for take-off. The advantage of this facility, which is the first purpose built centralised de-icing facility at any British airport, is that it reduces the time associated with de-icing the aircraft and enables it to taxi straight to the runway. The de-icing facility is located on Taxiway Bravo and was constructed as part of the pavement works undertaken during the summer. Specific separate drainage, captures any run-off de-icing fluid, which is then collected in tanks under the main apron, before being treated and then safely discharged to the foul sewer.

JH explained that Stobart Aviation Services will take over the handling contract at Stansted with effect from 1 March 2018.

JH reported that in December 2017 firefighters at the airport were on strike over pay issues, but there was no disruption to planned services during the festive period and the action had no impact on passengers whatsoever. JH explained that the airport had contingencies in place to ensure operations continued uninterrupted.

JH also explained that due to London City having to close on Monday 12<sup>th</sup> February after the discovery of an unexploded Second World War bomb in the Thames, scheduled LCY flights operated through LSA, with hundreds of passengers being able to continue with their journeys.

JH commented that due to the unique nature of LCY, this could not be reciprocated if there was an incident at LSA as specialist certification is required for aircraft and pilots to use LCY.

## 11. PLANNING ISSUES

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

(a) Future Projects

Planning consent was granted on 14<sup>th</sup> December 2017 for the terminal extensions to accommodate the baggage reclaim and outbound baggage and hold baggage screening enhancements. Currently the detailed design work for the building extensions is underway, with works expected to commence at the end of Summer 2018, opening in February 2019.

Hangar Bay 6: Air Livery Ltd has taken occupation of Hangar Bay 6, which it previously occupied for the repainting of aircraft. Hangar Bay 6 has an existing planning permission for aircraft painting and the company has installed a new environmental extraction system to meet latest environmental regulations. An Environmental Permit application has been submitted to Rochford District Council (RDC).

The reintroduction of painting operations at this hangar has led to concern being raised by a number of local residents, who have made representations to Southend Borough Council (SBC). Both RDC and SBC are in dialogue with Air Livery regarding the concerns that have been expressed. In response to this situation, Air Livery asked to attend the meeting of the Consultative Committee to explain their operation and answer questions.

Paul Woods, COO and Mark Thomas, Finance Director, at Air Livery Ltd explained their operation. To summarise, they have been based at LSA for many years and is a significant employer within the area, and due to a recent fire, are using Hangar 6 on a temporary basis (for circa 18 months) to paint aircraft.

Air Livery confirmed their intention is to close operations during July and August, and also the last week of December 2018 as business is slower. P Wood confirmed that they are using state-of-the-art plant and materials and have robust environmental controls and health & safety procedures in place. A powerful air handling system has been installed to filter and extract air from the hangar, discharging it vertically from two chimneys. The noise of the extract system has resulted in residents complaining of noise levels being emitted through the hangar's walls. The installers of the air handling system are working to try and reduce the noise levels by reducing the speed of the fans, whilst maintaining the effectiveness of the system to dissipate any residual odours.

P Wood also stressed that soundproofing has been installed to the elevation facing the residents.

P Wood emphasised that their desire is to ensure any impact on local residents is kept to an absolute minimum and, in this respect, earlier in the day Air Livery had met with Neil Vann, noise specialist at Southend Borough Council to record noise levels both during the day and at night to ensure Air Livery is meeting noise constraints of SBC. M Thomas confirmed that their objective is to achieve 5 decibels at night (point of reference 10 decibels is almost inaudible, eg a leaf falling). Air Livery went on to advise that on 15<sup>th</sup> February Rochford District Council are visiting to review their environmental licence.

The Chairman thanked Air Livery for wanting to provide this update to the Committee who, in turn, could feedback this information to ward Councillors and the residents concerned. The Chairman commented that there was a clear commitment and passion on behalf of Air Livery to work in collaboration with SBC and RDC and ultimately do everything possible to ensure local residents were not affected in a negative way.

P Wood offered to liaise separately with SBC and RDC to provide a fact sheet which may be helpful for ward Councillors to pass on to relevant residents. **Post meeting note:** Actioned and attached.

## 12. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

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

### (a) Employment and training

JH reported that the increase in flights for the summer period will give rise to an increase in jobs and the airport will begin recruitment within the next few weeks and is holding two recruitment events. This will consist of two open evenings held in the terminal building on 15<sup>th</sup> and 16<sup>th</sup> February, where local people can come and speak to members of the LSA teams about the various jobs on offer. In the past, these events have attracted approximately one thousand visitors over the two evenings and proved extremely valuable in reaching local people who are interested in jobs at the airport.

JH went on to explain that Bernard Lavelle has been appointed at Aviation Business Development Director at LSA. B Lavelle has 30 years' experience and has successfully grown the LCY airline and route network.

### 13. COMMUNITY RELATIONS

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

(a) Noise

The total number of noise complaints for the Q4 period November, December 2017 and January 2018, was 24 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint and one police helicopter which did not operate to/from the airport). This compares to 40 for the same Q4 period ending January 2017. 6 complaints related to aircraft operating to/from the airport during the agreed night-time period (1 delayed passenger flight, 2 freight flights and 3 non-passenger positioning flights).

10 complaints were submitted from the same address in Leigh-on-Sea (this includes 1 complaint that did not match any LSA aircraft operations). Even when this was excluded, the complaints from this one address account for 42% of all Q4 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.

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

(b) SurvivalSurgery4Sarah campaign

JM reported that LSA had assisted 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 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.

Councillor Webb thanked the airport for all their help with Sarah, and JM confirmed that as soon as Sarah is well enough to travel to Barcelona again for further surgery, LSA is happy to once again provide assistance. **Remove from minutes.**

### 14. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period November 2017 to January 2018 was reviewed - there was just one NPR breach for the quarter and an infringement notice issued.

## 15. ANY OTHER BUSINESS

### 15.1 Tour of airport

JM to liaise with EM in early May and suggest date options for a Tour of the airport **JM**  
for new and existing members, and an invitation should also be sent to John Stanton. **01/05/18**

### 15.2 Vandalism

JH confirmed that due to recent vandalism in the airport vicinity, security had been increased. R Smithson also commented that an aspect of this vandalism had been nails found in the road close to Southend Flying Club. JH to arrange for the area to be **JH**  
urgently swept. **15/02/18**

## 16. SURFACE IMPACT ACCESS ROUTES

Cllr Howard again reiterated the Council's concerns in relation to improving the infrastructure to/from Southend, Rochford and the airport.

Councillor Howard explained 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 confirmed 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. County Hall has launched a six-week consultation on these plans, which they hope will also improve safety. The consultation will run until Tuesday 20 March.

In addition, Cllr Howard reported that Essex County Council has revealed it is considering a longer term major scheme at the Fairglen interchange. If these plans go ahead, more lanes will be added to the approach to Rayleigh Spur and Fairglen Roundabout. A new bridge for cyclists and pedestrians will also be created over the A1245 just south of the Fairglen Roundabout.

JH confirmed that LSA will respond to the current consultation and has also agreed to be a site where individuals can contribute to the consultation process – see link below and photographs enclosed:

<http://linkscan.io/scan/ux/aHR0cDovL3d3dy5lc3NleGhpZ2h3YXlzLm9yZy9UcmFuc3BvenQtYW5kLVJvYWZlL0hpZ2h3YXktU2NoZWl1cy1hbmQtRGV2ZWxvcG1lbnRzL21ham9yLXNjaGVtZXMvYTEyNy1hMTMwLWZhaXJnbGVuLWludGVyY2hhbmdlLmFzcHg=/0612D401E058EBC39C40B7EB707EC6EEEF49C1ADC106BE2FCA5D37FC716D72F5>

## 17. DATE OF NEXT MEETING

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

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

**The meeting ended at 4.00pm.**

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