

## Minutes

### Meeting of London Luton Airport Consultative Committee

Monday 13 July 2009 – 13.00hrs. Putteridge Bury Conference Centre

#### Members

Mr J Bailey	Chairman
Cllr N Clements	Hertfordshire Association of Town & Parish Councils
Dr J Davis	LADACAN
Cllr M Dolling	Luton Borough Council
Mr P Hack	LLA Branch – TGWU
Mr M Holden	Breachwood Green Society
Cllr B Jennings	Buckinghamshire County Council
Cllr B Lloyd	Hertfordshire County Council (Vice Chairman)
Cllr M Muir	North Hertfordshire District Council
Cllr Dr I Reay	Dacorum Borough Council
Cllr J Shardlow	St Albans District Council
Mrs C Smart	Chamber of Commerce
Cllr Sir B Stanier	Aylesbury Vale District Council
Mr H Thomas	Easyjet
Mr G Twiss	PAIN
Mr B Webb	LLATVCC
Cllr R Webb	BALC

#### Officers Representing

Mr S Bailes	Hertfordshire County Council
Mr P Bylo	St Albans District Council
Mr S Earles	LLAO (GM Planning & Corporate Social Responsibility)
Mrs K Goodman	LLAO (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr G Jones	LLAO (Managing Director)
Ms R Jones	Buckinghamshire County Council
Mrs J Lloyd	LLAO (Sales & Marketing Manager)
Mr M Nahvi	Central Bedfordshire Council
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAO (GM Business Compliance and Fire)
Mr S Turner	Bureau Veritas (Consultant to LLAO)
Mr S Young	North Hertfordshire District Council

#### Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator
Ms N Ramsbottom	Committee Secretary

#### Action

#### 1 Apologies for absence and substitution.

1.1 Apologies for absence were received from:

**Action**

Cllr D Cullen (Stevenage Borough Council); Ms C Danby (Stevenage Borough Council); Mr P Dawson (NATS); Mr G Joy (DHL); Mr T King (BBGA); Mr G Lachlan (BBGA); Mr H Richardson (LLA Transport Forum/Surface Access Working Group); Cllr D Rowlands (Buckinghamshire County Council); Mr T Lee (Thomson Airways); Ms L Wood (Dacorum Borough Council)

- 1.2 The Chairman welcomed members to the meeting and updated on changes relating to membership.
- 1.3 The Chairman referred to the revised room layout and informed that, as in previous meetings, a variety of layouts were being trialled and asked for members feedback regarding the current formation. The Chairman felt that the current layout would aid a meaningful meeting and would give more comfort with the supporting officers seated behind the voting member and it would also identify members easily if voting needed to take place.
- 1.4 The Chairman congratulated Cllr Bernard Lloyd on his appointment as Chairman of Hertfordshire County Council.

**2. Minutes and matters arising from LLACC Meeting 6 April 2009**

- 2.1 Items 1.4 & 1.5 – Concern was raised by a member that the Chairman and Vice Chairman had a meeting with the airport management in March 2009 to discuss structure and subject matter for LLACC meetings without discussion or debate with members prior to implementation. This has been highlighted in agenda item 11 and the LADACAN motion.
- 2.2 Mixed comments were received from members regarding the presentations given at the last meeting. Some felt that they were of little interest to members and others commented that they gave an insight into the work that is being carried out by the airport in the local community and, as an Airport Consultative Committee, this should be recognised. It was **agreed** that future presentations should be meaningful and short. **LLAO to note**
- 2.3 The Vice Chairman informed that as a result of a recent visit arranged for LLACC members by the airport to the Pasque Hospice (attended by 4 members) he has adopted Keech Cottage (the children's wing of the hospice) as his nominated charity for his term of office as Chairman of Hertfordshire County Council.
- 2.4 Item 3.6 East West Rail Link (EWRL) – Members were asked if they felt that a presentation from EWRL would be of benefit to them following the Consortium's consultation on the best route for the central section. It was **agreed** that a presentation would be of benefit and LLAO will invite EWRL to present to a future meeting. **LLAO/BCC**
- 2.5 Item 12 – Some members voiced concern that the minute did not reflect the concern shown by the members following LLAO's announcement that they would be seeking a new Chairman and would not be extending the current Chairman's office for a further 3 years. An additional paragraph should be **inserted** at para 12.4 of the minutes to say "Some members expressed regret that the existing Chairman's period of office had not been extended." **Secretariat**
- 2.6 The Committee accepted the Minutes for the LLACC meeting of 6 April 2009

**Action  
Chairman**

as an accurate and true record, subject to the change in para 2.5 above, and **agreed** for the Chairman to sign them.

### **3.0 NTSC note to LLACC**

3.1 The Chairman introduced the note from NTSC and informed that additional members of LLACC attended NTSC following his invitation to discuss the Night Noise Policy.

3.2 Item 3 Bullet 3 – comment was made that although most of the flights arriving into Luton on approach from the Lorel Gate do track within a swathe between Leighton Buzzard and Dunstable it appears that some of the newer airlines take a short cut over the Dunstable gliding club area, particularly at night. Members were advised that airlines do not choose where they fly, they are instructed by ATC within controlled airspace. ATC are permitted to route aircraft over the gliding club airspace when the club is not in operation but strict rules do apply.

3.3 Item 3 Bullet 5 – the Committee were pleased to note the decrease in the night-time noise contour area.

3.4 Item 3 Bullet 7 & 8 – Fourth quarter should read first quarter.

3.5 It was highlighted that the note circulated regarding Night Time Noise Contour Areas referred to the contour area but to get a fuller picture needed to include the number of passengers, night time movements and cargo night operations. It was **agreed** that these will be added for the next NTSC meeting from data to be supplied by LLAOL.

**LLAOL/JC**

3.6 The Chairman referred to the draft Night Noise Policy which had been revised following extensive debate at the last NTSC meeting. The policy suggests changes for the airport to consider when they next review the policy, but does not include comments from the airlines. It was noted that the airlines were unable to make comment on the policy until flight schedules have been finalised in 2010. It was hoped that by having airline representatives and Chamber of Commerce present at the NTSC meeting that the group could actually start a positive discussion. Some NTSC members felt that there is currently no effective night noise policy to protect local residents and the number of aircraft affecting people has continued to increase. It was **agreed** that members do need to work with the airlines and the airport operator to achieve a positive outcome.

3.7 Some members felt that the Policy should have already been reviewed and in place. It was further noted that there were viable European airports that close at night.

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|---|-----------------------------|
|   | <b>Action</b>               |
| 3.8 The Chairman formally asked LLAO to accept the policy (included as Annex A to these minutes) as a basis for discussion when the existing Night Noise Policy is being reviewed prior to March 2010. LLAO <b>accepted</b> the policy suggestions as a constructive contribution and informed that it had always been the intention to consider the suggestions of LLACC in their review of the Policy.                    | <b>LLAO to note Annex A</b> |
| 3.9 Item 5 – It was noted that a workshop would be held in early August for invited members of NTSC to engage with LLAOL in the preparation of a draft Noise Action Plan and that the Plan would be subject to 16 weeks public consultation from October. LLAO <b>agreed</b> to circulate papers well in advance of the workshop.   | <b>LLAO</b>                 |
| 3.9 Item 6 & 7 – The Chairman confirmed that letters have been sent responding negatively to the Core Strategy consultation. The Chairman gave an overview of the Stirling Place development and informed that his letter expressed the concern of NTSC and suggested that LBC should not sanction the proposed development.  |                             |
| 3.10 The Committee were informed that the Stirling Place application has been sent to Government Office for the East of England (Go-East) not as a referral but for information only.   |                             |
| 3.11 It was questioned whether writing to Go East, asking them to call in the application, would be of benefit but there was considerable doubt about the process.  |                             |
| 3.12 The Committee <b>noted</b> all points of the NTSC note and actions taken.  |                             |
| <b>4a Managing Directors Report</b>   |                             |
| 4.1 The engagement of the Committee was requested by LLAO on how they should present their data on the customer experience, in particular with security queues.   |                             |
| 4.2 Some members commented that they were in no position to be able to advise the airport on the best way forward.  |                             |
| 4.3 The Chairman advised members that they should welcome the invitation to help and suggested that, as there is no passenger representative on the committee or a passenger sub committee, a small group of 4 or 5 committee members should consider the various options referred to.  |                             |
| 4.4 The Vice Chairman indicated that if the Committee is not prepared to take on this request, they cannot move forward and take on the wider role of passenger services as suggested in the response to DfT's consultation on Economic Regulation (item 9 on the agenda). It was <b>agreed</b> that LLAOL would arrange a special briefing for the Vice Chairman and a few members to take forward the request for advice. | <b>LLAOL</b>                |
| 4.5 The Committee was advised that on-time performance data continues to improve and feedback from airline representatives on the Committee was sought to give context and a sense of relative value to the time trend.   |                             |
| 4.6 On immigration, the airport advised that they cannot control the UKBA, but do   |                             |

	<b>Action</b>
<p>need to influence them. Waiting times have now stabilised following equipment failures earlier in the year. Scales used for monitoring are the same for every airport in the UK. Again the view of the Committee was sought on particular areas and it was <b>agreed</b> that the Vice Chairman's group should seek to provide advice.</p>	<b>Vice Chairman's Group</b>
<p>4.7 The airport referred to customer complaints feedback and asked the Committee to consider whether there is value in a quarterly update and if so what sort of complaint should be included. It was <b>agreed</b> that the Vice Chairman's group should seek to provide advice.</p>	<b>Vice Chairman's Group</b>
<p>4.8 The Committee was updated on the current access issues of the Central Terminal Area (CTA) and informed that the new plan was implemented on 1 July. The Committee was informed that around 800 cars are already using the free car parking in the mid term car park daily. The Committee were advised that with the introduction of the £1 charge for the drop off zone this would encourage people to use the free mid term car park facility and as people become more familiar with the facilities the use of the free parking should increase.</p>	
<p>4.9 LLAO informed that traffic lights are also to be installed on the terminal roundabout to help the flow of traffic. However the Holiday Inn roundabout remains an issue with several lanes of traffic converging onto the roundabout simultaneously during peak times.</p>	
<p>4.10 The Committee noted that marked improvements in traffic flow have been apparent around the terminal building, however it was stated that delays of up to 15 minutes maximum are experienced during peak periods.</p>	
<p>4.11 Reference was made to the buses servicing the mid term car park, and a suggestion was made that they need to be easy access for those passengers who have reduced mobility. Confirmation was given by LLAO that easy access buses were in use.</p>	
<p>4.12 LLAO was asked to comment on the flooding of the underpass during the recent inclement weather conditions, particularly on 27 June when it was reported that it had taken 4 hours for some people to exit the airport. The Committee was advised that the amount of water that fell was exceptional and although the pumps were working to full capacity the deluge of water was just too significant to keep the underpass from flooding. As this is the only vehicular access into and out of the airport the Committee asked that further consideration be given to emergency measures.</p>	<b>LLAO</b>
<p><b>4b Quarterly Planning, Surface Access Report &amp; Corporate Social Responsibility Report</b></p>	
<p>4.14 The Committee was advised that the launch of the UK's first airport passenger car sharing scheme would provide another option for people travelling to the airport. LLAO will monitor the scheme and track registered users and take up of the facility. It was <b>agreed</b> that results will be brought to the next meeting.</p>	<b>LLAO</b>
<p>4.15 The CAA's 2008 data has now been included in the Surface Access Strategy with the agreement of the Airport Transport Forum, showing a very good increase in public transport use between 2007 and 2008. The targets have been increased so as to continue to be challenging. Copies of the strategy will be disseminated in the near future.</p>	<b>LLAO</b>

		<b>Action</b>
4.16	Noise Action Plan – Following debate at the June NTSC meeting, members requested engagement with the Airport on drafting the NAP. Due to the tight timescale LLAO sought an extension of time from the Defra which has been granted in principle.	
4.17	Members reviewed and <b>agreed</b> the proposed timetable. LLAO will seek formal agreement from the DfT and Defra for the timetable.	<b>LLAO</b>
4.18	LLAO updated members on the Community Trust Fund and informed that there was still £6k remaining from the £50k budget this year. It was <b>agreed</b> that future reports would set out the size of the grant to each organisation. The next full panel meeting is due to meet in the following weeks to consider further applications.	<b>LLAO</b>
<b>4c.</b>	<b>Quarterly Economic Report</b>	
4.19	Concerns were raised by members regarding the additional security requirements for the EI AI flights. Reassurance was given by LLAO that the airline and airport work closely together to deliver a high standard of service.	
4.20	Reference was made regarding PRM requirements at the airport. LLAO informed that with the change in regulation the process has not been easy as the demand for the service has increased enormously. Interserve, who are contracted to provide the service, have been particularly challenged due to changes in management, staffing and training issues. The Vice Chairman informed that his last visit to the airport was very positive, staff were very helpful and he was very impressed on the progress that had been made over the past year.	
<b>5.</b>	<b>Luton Borough Council Report</b>	
5.1	Local Development Framework – The Committee questioned whether they would be able to comment on the final version of the core strategy. LBC <b>agreed</b> that they would clarify the procedure and report back.	<b>LBC</b>
5.2	AMR – Following ongoing queries regarding the employment data, it has been agreed that the report will be delayed until the issues have been resolved. The AMR will be <b>distributed</b> as soon as it is available.	<b>LBC</b>
5.3	Surface Access Update – Members were advised that 2 options are being presented to the public for consultation on the M1 Junction 10a scheme. Leaflets have been circulated locally to key stakeholders and residents and exhibitions are to be held at Stockwood Park between 16 and 18 July. Members pointed that Harpenden would also be affected by the proposal and <b>asked</b> LBC to make sure that parishes, districts and town councils are all aware of the two options being considered. It was suggested that even if people did not attend the exhibition they should comment on the proposals.	
<b>6.</b>	<b>Night Noise Policy – Reported by the Chairman</b>	
6.1	This item was considered under agenda item 3.	

**Action****7. Passenger Services Visit to the Airport – Report by the Vice Chairman**

7.1 This item was discussed in other agenda items.

**8. Regional Economic Strategy and Economic Strategy for Bedfordshire and Luton – Report by LLAO**

8.1 The report on this item had been circulated late and some members, including the Chairman, had not received it. Consideration was **deferred** until next meeting.

**Secretariat****9.0 Reforming the framework for the Economic Regulation of UK airports – Response submitted to DfT**

9.1 Following agreement of members at the last LLACC meeting the Chairman and Vice Chairman had drafted a response to the DfT.

9.2 The Chairman highlighted that they felt that there were two main aspects that need to be considered: Economic Regulation and Passenger Representation. Comments were made on both and were concluded in the recommendation that had been sent to DfT. It was felt that the DfT had probably already made up its mind regarding the transfer of responsibilities for passenger issues from the AUC to Passenger Focus and therefore LLACC's response had concentrated on how to make that role work.

9.3 The Chairman added that both issues were considered at length at the recent Annual Meeting between Airport Consultative Committees but there had been a preference for improving the performance of the AUC rather than transferring to Passenger Focus.

9.4 LLAO indicated that in essence the economic regulation changes only apply to 3 or 4 airports in the UK.

9.5 The response that had been sent to DfT was **endorsed**.

**10.0 Current Topics**

10.1 The Chairman updated the Committee on various topics of general interest and highlighted some of the areas in which he had been involved during the last quarter.

10.2 Committee noted the content of the Chairman's report.

**11. Letter and motion from LADACAN**

11.1 LADACAN requested that the following motion be considered by LLACC members:

“This Committee, the only public forum for airing concerns about the airport's impact on nearby communities, requests that any future significant changes to the balance, structure or subject matter of its meetings, including the recent inclusion of lengthy, partly PR driven presentations, be discussed and agreed here first”

The Committee noted the Motion, the essence of which had been discussed in

earlier items on the agenda.

## 12. Correspondence received since 6 April 2009

12.1 The correspondence was noted by members.

## 13. Chairmanship of LLACC – Report by LLAO

13.1 The Chairman left the room for this item and the Vice Chairman took over the chair.

13.2 The process for appointing a new Chairman under the constitution was outlined to Members by the Vice Chairman. He confirmed that the correct process had been followed and that the airport were within their rights to appoint a new Chairman in line with the constitution. The Vice Chairman also confirmed that he had no knowledge of the candidates for the position but knew that the existing Chairman had reapplied for the position.

13.3 Members expressed their concern at the non reappointment of the current Chairman and were confused as to why LLAOL were not renewing the current Chairman's term, pursuant to the relevant clause in the constitution, and the DfT Guidelines which support the need for continuity. The Vice Chairman reiterated that whatever the view of the Committee, the airport operators were acting within the constitution. The position is for a 3 year term only and is similar to many other organisations.

13.3 The Secretariat advised the Vice Chairman and the Members that LLAOL is under an obligation under the terms of the constitution to seek nominations for the position of Chairman six months before the end of the current Chairman's three year tenure. The constitution does not provide for automatic renewal and any extension of the initial three year term is subject to the agreement of both parties. The Vice Chairman and the Members were also reminded that the appointment of the new Chairman is at the discretion of LLAOL; the Members do not have any power to do so under the constitution.

13.4 The Committee were reminded that some members from LLACC formed part of the working party when drafting the current constitution and its amendments.

13.5 The Vice Chairman stressed to the Committee that they cannot appoint a chairman but are asked to give their formal approval.

13.6 The Committee were asked for their formal approval of the appointment of Air Vice Marshall Martin Routledge as Chairman.

13.7 The Committee voted on their concerns for the non reappointment of the existing chairman. **10 in favour and 2 against.** Motion passed.

13.8 The Committee agreed that the process carried out was in keeping with the constitution and voted on the formal appointment of Air Vice Marshall Martin Routledge CB BSc RAF(retd) as the Chairman of LLACC. **12 in favour and 2 against.** Motion passed.

13.9 The new Chairman will take up his position from the 1st August 2009.

13.10 The Committee voted on the proposal to refer their concerns of the non reappointment of the existing chairman to the DfT. **4 in favour and 8 against.**

**Action**

Motion lost.

13.11 The Committee acknowledged that they could not vote against their own constitution and accepted that a future review of the constitution should take place. A suggestion was made that a subcommittee be formed for the future review of the constitution.

13.12 The committee were advised that in light of the change in Chairman Cllr Lloyd has decided to stand down as Vice Chairman.

**13.13 Post meeting note by the Chairman**

During the meeting several actions were allocated to the Vice Chairman. In the light of his immediate resignation the new Chairman will need to resolve how those issues are to be handled.

**New  
Chairman**

**14. Any other Business**

14.1 The Chairman gave his closing remarks to the Committee – attached as Annex B.

14.2 The Committee unanimously expressed their appreciation to the Chairman for the role that he had played within the Committee over the past three years.

14.3 No other business was discussed and the meeting closed at 17.05hrs.

**15. Dates and time of future meetings:**

15.1

LLACC

Monday 12 October 2009 1.00pm  
 Monday 11 January 2010 at 1.00pm  
 Monday 12 April 2010 at 1.00pm  
 Monday 12 July 2010 at 1.00pm  
 Monday 11 October 2010 at 1.00pm

**All to note**

NTSC

Monday 14 September 2009 at 2.00pm  
 Monday 14 December 2009 at 2.00pm

**LONDON LUTON AIRPORT:  
SUGGESTED NEW NIGHT FLYING POLICY**

- (A) Aim**  
To minimise night noise disturbance resulting from aircraft at London Luton Airport.
- (B) Noise-abatement Objectives**
- To reduce over time the overall noise at night;
  - To encourage over time the use of quieter aircraft at night;
  - To mitigate the effects of noise, in particular sleep disturbance effects, by the adoption of a sound insulation scheme for domestic premises;
  - To limit the future overall noise by appropriate methods.
- (C) Definition of the Night Period**  
Night Period 23.00-07.00 local time (as defined in END), or 23.30-06.00 local time. Suggestion is that one night period should be selected with consideration being given to the need to control the shoulder period.
- (D) Control Methods**  
Although the Airport operates currently within the constraints of the conditions of its 1998 planning permission, [in terms of night noise (23.00-07.00) contours], the following extra controls should be operated.
- Extra Controls/QC Budget
- (i) London Luton Airport should fall in line with its intended Policy of 1994-2002 and the Central Government approach of having a night noise quota system. This should be used to incentivize airlines to operate increasingly quieter aircraft, and also to set targets more stringent than those arising from the 1998 planning condition.
  - (ii) There should be a noise quota budget of (figure to be agreed with LLAOL based on 2008 level) to reduce by x% pa (a figure to be agreed with LLAOL).
- Extra Controls/Bans on Certain Aircraft
- (iii) There should be a ban on the operation of QC4/QC8/QC16 aircraft at night.
- Extra Controls/Movement Limit
- (iv) Total annual movements should not be allowed to exceed current levels (2008) with no more than 1/300 (actual figure to be agreed with LLAOL) of this total permitted on any one night.
- (E) Mitigation Measures**
- (i) In line with the Secretary of State's noise insulation schemes applied to Heathrow, Gatwick and Stansted, a similar scheme should be introduced at Luton based on the 90 dB SEL footprint of an A300 aircraft.
- (F) Other Measures**  
London Luton Airport should:
- (i) Progressively adopt a more stringent departure noise sanction limit,
  - (ii) Introduce a night-time target for CDA achievement;
  - (iii) Assess the benefit of concentration or dispersion, and routes for departures at night, to minimise the impact on individual households;
  - (iv) Provide LLACC/NTSC with an analysis of night noise complaints and their source, with a view to possible further research in to measures that might minimize the night noise impact;
  - (v) Review on a regular basis this night flying policy in light of the outcome of any further reviews of night flying restrictions for the other UK airports, or other operating changes, e.g. NATS proposed flightpath changes.
  - (vi) Seek from NATS sufficient airspace to allow best use of Luton's aircraft, e.g. optimum departure profiles.

## London Luton Airport Consultative Committee July 2009 Chairman's closing remarks

At this stage I would like to make a few final comments and, of course, say a few thank-yous.

I would like to wish the new Chairman luck in guiding the airport management through what has unfortunately now become a rather difficult and hostile process. I hope that in the future you will see more of a **genuine desire** to consult you as required in the DfT Guidelines, rather than the airport management just giving you lots of information and then following a very defensive line as soon as any body raises a concern.

One reason why I feel the Committee, at times, shows its frustration is the airport management's delay in bringing forward its plans for the future. We have four examples:

- I believe Luton is the only major airport without a Master Plan, required by DfT to be published 5 years ago.
- The Surface Access Strategy is out of date and the new one is now held up. In my view it lacks real substance and looks at a shorter timescale than it should.
- The Noise Action Plan is already out to consultation at many airports but Luton has found reasons for delaying the process. And even when the Plan sees the light of day it seems likely to be short term – again.
- The way the airport management tried to prevent the Committee giving advice on night noise policy was regrettable – and my persistence to proceed was probably my undoing.

But it is not all doom and gloom. Over the last 3 years we have been very good at putting forward constructive comments to external consultations such as to NATS on the TC North Airspace changes, to Defra on the Guidelines for Noise Action Plans, to DfT on a host of consultation documents and to UKACCS on the many surveys they conduct about the work of Consultative Committees. We also now have a much better web site so that our agendas and minutes can be accessed by anyone interested.

On an equally positive note, the airport is doing a great job with its community initiatives and is, of course, valuable to the local economy.

I have had lots of help in these tasks over the last 3 years from key people in our work:

First must be **Tricia Harris**, our Administrator, who has always been very ready to help me and any member of the Committee. She has the difficult job of managing the pressures of her main job working for the airport with the demands of the work of this Committee (and me!). Thank you Tricia.

Next, I could not have done my job without the help of **Jeff Charles**, our noise and aviation advisor. He has served the Committee well for many years and I know will continue to help the new Chairman – so thank you Jeff.

**Bernard Lloyd** has been my vice chairman for 2 years and he has brought to that role an interest in all aspects of the airport – the needs of the passengers, the benefits to the local economy and the concerns about environmental impact. Balancing those three aspects is a role of the local authorities and Hertfordshire is fortunate to now have him as their Chairman. Thank you Bernard.

I would also like to thank both **Neil Thompson and Karen Goodman** for the support they have given me and for the careful and patient way in which they have exhibited that “genuine desire to consult”. They are held in great respect by many, particularly those on the NTSC. So thank you both.

Finally to all Committee members and supporting officers – you have tried to make the process useful to the airport management and many of you have, I hope, been able to take back to the organisations you represent a clearer picture of what can, and what cannot be done, in this consultative process. I apologise to those of you who think the meetings have been too long – and equally to those who feel I have cut off the debates that you wanted to continue. My excuse is that I have tried to be “consultative”.

So thank you for all your support – and particularly those who have written to me since the last meeting. I wish you all well in this important process.

JWB  
13.07.09