



Minutes

Meeting of London Luton Airport Consultative Committee

Monday 17 December 2007 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr J Bailey	Chairman
Cllr B Lloyd	Vice Chairman – Hertfordshire County Council
Mr M Burlyn	NATS
Cllr N Clements	Hertfordshire Association of Town & Parish Councils
Dr J Davis	LADACAN
Cllr M Dolling	Luton Borough Council
Cllr J Gledhill	Bedfordshire Association of Town & Parish Councils
Mr M Holden	Breachwood Green Society
Cllr T Hunter	Hertfordshire County Council (substitute)
Mr T Lee	Thomsonfly
Mr G Joy	DHL (substitute)
Mr T King	Signature Flight Support
Cllr M Muir	North Hertfordshire District Council
Cllr M Patston	Stevenage Borough Council
Cllr B Pawle	St Albans District Council
Cllr Dr I Reay	Dacorum Borough Council
Mr H Richardson	LLA Transport Forum/Surface Access Working Group
Cllr B Sadler	Bedfordshire County Council
Mrs C Smart	Chamber of Commerce
Cllr P Swaisland	Bedfordshire County Council
Mr G Twiss	PAIN
Mr B Webb	LLATVCC
Cllr B Wells	Mid Beds District Council
Cllr J Wilkinson	Buckinghamshire Association of Local Councils (substitute)

Officers Representing

Mr S Bailes	Hertfordshire County Council
Mr P Bylo	St Albans District Council
Mr S Earles	LLAO (Planning & Corporate Social Responsibility Manager)
Mrs K Goodman	LLAO (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr J Hulme	Luton Borough Council
Mr G Jones	LLAO (Managing Director)
Ms R Jones	Buckinghamshire County Council
Mr R Koller	Bedfordshire County Council
Ms W Rousell	Luton Borough Council (Planning)
Mr M Nahvi	South Bedfordshire District Council
Ms N Rapier	LLAO (Marketing Director)
Mr N Thompson	LLAO (Airfield Environment Manager)
Mr S Turner	Bureau Veritas Consultant to LLAO
Mr M Wilson	North Hertfordshire District Council
Ms L Wood	Dacorum Borough Council

3 Minutes of the Noise & Track Sub Committee (NTSC) 26 November 2007

- 3.1 The concern of a Committee member was noted whereby the discussion of the Environment report with the minutes of the NTSC meeting felt as though debate was being avoided at the full LLACC meeting.
- 3.2 The Chairman reiterated that the Environment Report is taken in detail at the NTSC meeting where a more technical in-depth discussion can take place.
- 3.3 The Minutes of the NTSC are in draft for the LLACC meeting. The Chairman was asked if the meeting dates could be changed to allow enough time for members of the NTSC to incorporate further comment and to approve the minutes prior to the LLACC meeting.
- 3.4 The Chairman advised that minutes cannot encapsulate every aspect of discussion at a meeting. However if there are important points that NTSC members feel have been missed or are wrong they should advise the Chairman prior to the LLACC meeting. The Chairman stated that he is loathe to issue draft minutes for comment and would not want to change the draft minutes in advance of another meeting of NTSC.
- 3.5 Further suggestions were made that if members are unhappy to accept the minutes as drafted then a special meeting of the NTSC could take place prior to the LLACC meeting, or a report summarising the draft minutes given to LLACC members instead of the draft minutes.
- 3.6 It was **agreed** that the NTSC minutes will remain in draft format until approved at the next NTSC meeting but that NTSC should give further thought on how best to convey their succinct views to LLACC. **NTSC**
- 3.7 Item 2 ix. LLAO confirmed that the Night Noise Policy is due to expire in April 2009. It was agreed that the Night Noise Working Group will need to be resumed towards the end of 2008. **LLAO**
- 3.8 Item 2x. LLAO informed that the new helicopter VRP procedures came into effect on 29 November. As with any new airspace procedure it will take time to settle down, however initial results are good.
- 3.9 Members welcomed the early distribution of the Quarterly Environment Report, giving the opportunity to comment on its content prior to the NTSC meeting taking place. **All to note**
- Environment Report Section 2. Aircraft Movements/Passenger Statistics
- 3.10 Para 2.1. Helicopter movements are included in the table but cannot be separated as they could appear in any of the commercial categories listed. However they do appear separately in section 2.5 and 2.6 the Departure and Arrivals Route Analysis.
- 3.11 Para 2.6 highlights the high adherence of CDA 's during the quarter.
- Environment Report Section 3. Noise Monitoring Data
- 3.12 Members noted there had been no noise violations, day or night, for the period in question.

- 3.13 Para 3.1 and 3.2. The Committee made reference to the small number of older types of aircraft that are being used at night and asked what action the airport can take to reduce the use of these aircraft. The Committee requested that the NTSC look at the numbers and issues in more details and report back to the LLACC. **NTSC**
- 3.14 LLAO stated that the A300 is generally used by cargo operators. This aircraft replaced the older cargo aircraft such as the B727 that were being used and the Committee were heavily involved in that achievement.

Environment Report Section 4. Complaints

- 3.15 Concerns were raised regarding the 29% of complainants who are reporting their concerns for the first time. It was felt by members that this was a considerable increase even though there was a 59% decrease in total complaints received compared to the same period last year.
- 3.16 Members noted with interest the sample tracks and one member stated that the Western Airspace route appeared to have slipped further south. LLAO confirmed that no changes have been made to procedures.
- 3.17 The Chairman recalled some concern from a previous meeting when it was felt that aircraft were flying north of the "swathe" along with the restriction over Leighton Buzzard. LLAO confirmed that both the area to the north and over Leighton Buzzard should not be overflown unless tactically unavoidable, with a preference to overfly the town rather than north of it.
- 3.18 NATS stressed that there is no emergency zone or buffer zone. Air Traffic controllers endeavour to keep all aircraft 2 miles from the edge of controlled airspace. LLAO reminded members that the airspace to the north of Leighton Buzzard is not a no-fly zone.
- 3.19 It was noted that the swathe of tracks over northern Harpenden now appear to have extended over central and southern Harpenden. LLAO will examine flight track data and report back to NTSC. **LLAO**
- 3.20 Following a suggestion by some Committee members, reiteration was given by LLAO that no attempt was being made to hide information as reports were disseminated to all members and officers with information available for all to see.

Environment Report. Appendix A

- 3.21 Concern was raised by some members that the number of complaints has doubled and night noise contours are up by 17% over the 2-year period.
- 3.22 The Committee further noted that the night noise contour has increased by 50% since 2003.
- 3.23 The Committee were informed that LADACAN has written to the Government pointing out that the increase in night contours at Luton is at variance with the 2003 White Paper which promises that the "Government will bear down on night noise". It was also noted that the statement is qualified in the White Paper by mentioning the need to strike a balance between local disturbance, the limits of social responsibility and economic benefits.
- 3.24 Item 4 iii. LLAO informed that they will continue to monitor CDA performance and report the compliance rate.

- 3.25 LLACC to note that NATS have also volunteered to analyse data regarding CDA and compliance. **NATS**
- 3.26 LLAO **agreed** to provide CDA radar tracks as requested. **LLAO**
- 3.27 Item 5 i. The Chairman sought advice from the Committee as to whether a letter should be written to the Minister expressing concern about the inconclusive results from the ANASE Study and to request that urgent work be put in hand to assess how to rectify the problems.
- 3.28 The Chairman read his proposed letter to the Minister and members **agreed** that it should be sent after verification by Jeff Charles. **Chairman**
- 3.29 Members were advised that ANMAC is another committee that has met recently to look at the ANASE study. Although ANMAC is currently only for representatives from designated airports, a suggestion was **agreed** that the DfT should be asked that representation should also be from non designated airports. **Chairman**
- 3.30 Item 6 ii. The Committee **noted** that the noise maps produced to comply with the Environmental Noise Directive (END) will soon be published by Defra on their web site. The official date for the production of noise action plans by airports is April, but, as Defra guidance on them has not yet been published, the date seems likely to move to late June.
- 4 London Luton Airport Reports:**
- 4a Managing Director's Report**
- 4.1 The Chairman welcomed the new style of report from the Managing Director and thanked him for being so informative.
- 4.2 The Committee noted the DfT's recently released document entitled "Improving the Air Passenger Experience" in which Luton had been named as the worst airport for departures and the 2nd worst for arrivals.
- 4.3 Members were advised that the document used out-of-date data from Eurocontrol for 2006. It was noted that there were also a number of other issues that also contributed – partly airline and partly weather.
- 4.4 The Committee were asked to **note** that the Civil Aviation Authority published data on punctuality of UK flights for the period April to June 2007. This is the most up to date information available and shows that overall punctuality at UK airports fell during the period but improved at Luton.
- 4.5 NATS informed that the capacity of airspace that serves Luton and Stansted is measured as a whole, and therefore some delays could be due to airspace configuration. The Committee to **note** that Luton will have its own dedicated hold from 2009 as part of the TC North Redevelopment.
- 4.6 Members welcomed the invitation and the opportunity to visit the Airport. The Chairman to agree dates and times with LLAO. **Chairman/
LLAO**

- 4.7 As a former Passenger Services Representative the Vice Chairman, Cllr Lloyd had suggested to the Chairman that he would be willing to take on the role as the Passenger Services Representative for the LLACC.
- 4.8 It was **agreed** not to have regular formal committee meetings but for a few members of the Committee (including the local union representative) to visit the airport on a number of occasions during the year not just as passengers but to gain a more balanced view of what the airport does. As a County Councillor there is a need to look at the balance of what the airport does, particularly as Councillors have a wider responsibility for providing service to the local community. **Vice Chairman/ LLAO**
- 4.9 The Committee were advised that in the five months since the withdrawal of the draft Master Plan work has been continuing with the stakeholders. It has been made more complex by a further 3 factors – an apparent marked reduction in consumer confidence; the increase in the oil price and concerns with the general economy.
- 4.10 The Committee acknowledged that LLAO will not be in a position to publish the Master Plan by the end of 2007, but will continue to work with stakeholders to produce it as soon as possible.
- 4.11 The Committee were advised that, through the Consultative Committees Liaison Group, concerns have been highlighted at other airports regarding the problems being incurred with the Border and Immigration Agency by being understaffed such that there is excessive queuing prior to immigration checks.
- 4.12 LLAO have invested very heavily in equipment and people and have employed 43 additional staff during last summer. This has given an average queue time of 7 minutes in the security central search area.
- 4.13 The Border and Immigration Agency have increased their numbers by 5 officers during the summer and have confirmed that an additional 3 officer will be provided at London Luton for the winter. Meanwhile LLAO will continue to lobby the Border and Immigration Agency regarding additional staff. It was agreed that the Chairman should advise UKACCS of the situation at Luton. **Chairman**
- 4.14 LLAOL intend publishing its first Community Engagement Strategy (CES) in January 2008. It will set out for the first time LLA's formal commitment to the economic, environmental and social progress of the local community.
- 4.15 The CES will include three action areas ('environment', 'community' and 'economy'). Each action area will include priority programmes which will outline the positive action community members can expect from London Luton Airport in these areas.
- 4.16 LLAO confirmed that as soon as the document has been published copies will be sent to all LLACC members. **LLAO**
- 4b Quarterly Planning & Development , Surface Access & Corporate Social Responsibility Report**
- 4.16 With reference to the operational review of the Central Terminal Area, the Committee was advised that works should fall within the Permitted Development criteria, however assurance was given that if any planning permission is required it will be sought.

4c Quarterly Environment Report

4.16 Taken with Agenda Item 3

4d Quarterly Economic Report

4.17 Silverjet has now commenced their new route to Dubai. Sky Europe has also commenced their schedule of flights. Both launches were successful and load factors are high.

4.18 The Committee were advised that any issues regarding the Passengers with Reduced Mobility Regulations (PRM) will be discussed under the passenger services arrangements when the Vice Chairman visits the airport (see para. 4.8).

4.19 Members of the Committee were informed of a significant piece of work being carried out. Avia Vox, which is a synthetic voice that gives customer announcements in nine different languages, is being installed. It can be isolated to various areas around the airport and will be of much benefit to foreign travellers.

5 Luton Borough Council Reports

5.1 LBC informed that the planning application for Veruth Holdings Limited in Airport Way has been approved.

5.2 LBC stated that between 85 and 90% of responses to the Employment Survey have now been received for the 2007 Annual Monitoring Report. Publication and distribution of the AMR is aimed for March 2008

5.3 The LLACC Noise Consultant, Bickerdike Allen, has again agreed to provide a summary for the Annual Monitoring Report.

6 Master Plan Update

6.1 The Master Plan Update was covered in the Managing Director's report (see paras 4.9 and 10).

7 LLACC Website Update

7.1 LLAO advised that as part of updating their own website it had been suggested to the LLACC's website working group that the Committee's website should be within a new micro site being designed for the community section of the LLAO website. This will give the LLACC a more obvious and formal way of communicating with the community.

7.2 The information on the Committee's part of the site will remain the responsibility of LLACC who will be able to upload its own material. The site will be more informative than currently, with more technical information than it currently has and also with links relating to the work of LLACC. It will also contain all agendas and reports.

7.3 Editorial control will be through the secretariat and administration of the site will remain with LLACC administrator. Site resource and design will come from the Airport Marketing department.

7.4 Members asked that the LLACC logo is also updated.

LLAO

7.5 LLACC members **agreed** that the updating of the site should take place, with the website working group drafting the material to be used. **Chairman**

8. Centre of Vocational Excellence (CoVE) Presentation

8.1 Following a request by the Committee the Chairman welcomed Helen Mayhew to the meeting to give a presentation on the work of the Centre of Vocational Excellence.

8.2 Helen Mayhew explained the work of CoVE at the airport which supports the airport's vision. The Learning and Skills Council now have a facility at the airport due to the generosity of London Luton Airport. The facilities are based on the airfield concourse allowing Barnfield College to work closely with all employers at London Luton Airport.

8.3 The Committee were asked to note that work is being carried out in conjunction with LLAO staff on creating a foundation course on Airport and Air Transport Management following surveys that have been carried out with different companies.

8.4 CoVE are also working on a project with Monarch Airlines giving training for cabin crew which will be mapped to national standards for a national qualification for cabin crew staff.

8.5 Language, literacy or diagnostic testing can also be provided to staff at the airport if required to meet the needs of any job at the airport.

8.6 All employers at the airport have been written to by Barnfield and LLAO informing them of the facilities available.

8.7 The Chairman thanked Helen for the presentation and congratulated her on the work.

9 Correspondence received since 17 September 2007

9.1 The Chairman highlighted the 3rd item on the correspondence referring to an invitation to a regional bio diversity seminar. The Chairman concluded that the seminar was very informative and gave guidance on how to take forward biodiversity issue.

9.2 Members were asked to note the letter from LADACAN dated 9 November which covered 3 topics (set out below).

9.3 Helicopters. Members voiced concern about helicopters whilst acknowledging that the recently introduced VFR procedures should help. The procedures that should be followed were set out in the Q&A note recently circulated.

9.4 NATS advised that VFR and Special VFR preferred routes are given to pilots but if a pilot cannot fly the VFR they can fly their preferred route.

9.5 LLAO were asked to provide concise text outlining the VFR procedures for LLACC members to use in responding to their communities. LLAO **agreed** to update the Information Pack available on the Airport website. **LLAO**

9.6 Easterly Compton departures over North Harpenden. LLACC requested that the NTSC investigate further at their next meeting. **NTSC**

9.7 Dealing with Quarterly Noise-Complaint Statistics. This had been covered in paras 3.1 to 3.6 above.

9.8 UKACCS had circulated details of the Government response to the Planning White Paper and the Eddington and Stern reports which was contained in a detailed report "Planning for a Sustainable Future". The Chairman highlighted that the Government are intending to produce national policy statements to guide major infrastructure projects and the work of the Independent Planning Commission. It is intended that the next Air Transport White Paper Progress Report, possibly in 2009, will be prepared in such a way that it can be used as a national policy statement.

10 Any other Business

10.1 The Chairman wished members of the Committee a very Happy Christmas and Prosperous New Year. The meeting closed at 16.05.

11. Dates and time of future meetings:

11.1 Monday 14 April 2008 at 1.00pm
Monday 14 July 2008 at 1.00pm
Monday 13 October 2008 at 1.00pm

All to note