

DRAFT

STANSTED AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF THE MEETING HELD ON 5 OCTOBER 2016 AT THE AEROZONE AT STANSTED AIRPORT

ATTENDANCE

Chairman – Stewart Ashurst*

Users of Airport

Freight interests (1) – David Leigh*

Passenger airline companies (2)

Business passengers (1) - Peter Odrich

Passengers with (or with an interest in) restricted mobility - (1) Peter Lainson

Non Business passengers (1) Julie Jones

Local authorities

Braintree District Council (1) – Hylton Johnson*

East Hertfordshire District Council (1) – Gary Jones

Epping Forest District Council (1) - Mary Sartin

Essex County Council (1) – Rodney Bass

Harlow District Council (1) – Danny Purton

Hertfordshire County Council (1) – Graham McAndrew*

Uttlesford District Council (1) - Keith Artus*

Organisations with a locality interest

Environmental interests (1) – Richard Burrett

Hertfordshire Association of Local and Parish Councils - Angela Alder

Stop Stansted Expansion (1) - Brian Ross*

Commerce and Business interests (1) –

Tourism interests (1) – Keith Brown*

Surface transport interests (1) – Rufus Barnes*

Uttlesford Association of Local Councils (1) - Jackie Cheetham*

(* present)

Also present at the meeting

Frank Evans - Secretary and Technical Adviser to STACC*

Representing Stansted Airport Limited (STAL)

Mr Andrew Cowan - Chief Executive Officer
Mr Chris Wiggan - Head of Public Affairs and Sustainable Development*
Mr Neil Robinson - Corporate Affairs Director*
Mr Daniel Gallo - Customer Services & Security Director*
Mr John Twigg - MAG*
Mr Alistair Andrew - MAG*

Pre Meeting

Prior to the meeting, Members of the Committee received a comprehensive and interesting tour of the Aerozone educational facility. The Committee expressed its appreciation to Joanne Davies who had conducted the tour on behalf of the airport.

1. New Members, Apologies and Deputising Attenders

i. The Committee **APPROVED** the appointment of Hayden Yates to the Committee as a replacement for David Burch representing Commerce and Business interests.

ii. Apologies were received from Peter Odrich, Peter Lainson, Mary Sartin, Danny Purton, Gary Jones and Angela Alder.

2. Public Question Time

As three questions related to the specific issues affecting the Clacton NPR, the Committee agreed with the Chairman that these questions should be treated together. Prior to the meeting copies of supporting statements from the three organisations had been circulated to Members as background to the questions.

a. Clacton NPRs

i. Andy Bennett - Felsted Parish Council

“ Felsted Parish Council asks STACC to :

Call for consideration to be given to ways in which increases in noise disruption can be mitigated, whether this change is reversed or not, through a review of existing NPR and SID routings and the use of Performance Based Navigation to introduce respite for runways 22 and 4 on the Clacton NPRs.

Highlight the unconsidered impact of the change and call for its reversal until LAMP Phase 2, when significant airspace changes are expected to be proposed for Stansted, after the Government has made its decision on the Airports Commission’s final report. This would enable this current Detling/Clacton route switch to be properly assessed in the context and knowledge of the whole airspace plan for Stansted.”

ii. Dr Margaret Beer - Easter and Rodings Action Group against Stansted Noise

“ In addition to Councillor Bennett’s question we ask that STACC write to the CAA and the DfT requesting that night time and shoulder period flights should be reduced year on year in the short term and in the longer term there should be a total ban on night flights.”

iii. Andrea Davis - High Easter Parish Council

“High Easter Parish Council asks STACC for help to ensure the review considers alternative solutions, including views expressed at Parish Council meetings, for example, the impact of higher climb rates, reduced power after initial climb until beyond Clacton; such alternatives were missing from the original consultation. Furthermore, we ask STACC to use their influence to assist the Parish Councils, community groups and residents, to ensure that the review gives a full picture of the impact in terms that are clear and understandable to all. “

In response, the Chairman reminded the meeting that STACC at the outset had formally objected to the NATS proposal to switch traffic from the Dover to the Clacton route. The Committee had been concerned that such proposals would be implemented piece meal rather than awaiting finalisation of the completed LAMP project. The Committee therefore empathised with the current experience of local residents. The increase in the volume of traffic together with the greater loading onto the Clacton route had clearly resulted in greater noise discomfort. The current experience suffered by local residents was exactly what the Committee had predicted.

The Chairman acknowledged that whilst there were always ‘winners and losers’ in this kind of situation STACC would be minded to make further representations both to NATS and to the CAA along lines similar to those highlighted by the three organisations. The Chairman said that in formulating a more detailed view STACC would take account of the representations the organisations had made. This would be best done through holding a meeting of either the airport’s Noise and Track Keeping Working Group or the EIG (the Committee’s specialist working group dealing with environmental issues) and to which representative members of the three organisations and members of STACC would be invited. Following this meeting, the Committee would draft an appropriate, supportive letter informed by the discussion.

For the airport, the Chief Executive reminded the Committee that the change was an NATS initiative not an airport proposal. He advised that he was fully aware of the issue - there had been an increase in the number of complaints from both local residents and local MPs. He had therefore recently taken the opportunity to raise the issue with the Chief Executives of both NATS and the CAA. The airport management was also facilitating a number of NATS led outreach sessions in the community. The airport had also installed three noise monitors the results of which monitoring would soon help inform the discussion. The Chief Executive concluded by saying that the airport management would be happy to help wherever it could sensibly do so.

b. Takeley Parish Council

No representative of the Council was present at the meeting. The Chairman reminded the Committee that the Constitution required that questions should be asked in person. However he was prepared to allow the question on an exceptional basis

Airport related parking

“Why does the Airport tolerate an illegal airport related parking operation on land adjacent to the airport at Mill End which clearly gives rise to a significant security threat?

Has the airport concluded work to block the unauthorised access points onto airport land from various points along Molehill Green Road; including at Mill End (Ivy Cottages)?”

In response the airport advised that it was the local council that had jurisdiction over the Mill End area not the airport, It was however understood that the council had issued injunction notices but these had been quashed on appeal. The airport was supportive of the council’s action and would continue to liaise with the council to try and resolve the issue.

3. Minutes

The Committee **APPROVED** as a correct record the attached draft Minutes of the Committee meeting held on June 22nd 2016.

4. Border Force

There was no update on recent developments. However it was noted that there had been issues of concern on the night of 3 October. The airport advised that they were discussing the issue with Border Force.

5. Working Groups: Reports of meetings

The Committee **RECEIVED** and **ENDORSED** the Minutes and Notes of the following Working Group meetings held since the June Committee meeting:

- i. Environmental Issues Group – 27 July 2016 (Notes attached).

It was reported that about 25% of Ryanair flights were participating in the PBN trial. It was understood that the airline currently engaged in training flight crew to enable greater participation. The airport management was encouraged to continue to liaise with the airline and so help increase PBN participation.

The issue of night flights was raised. There was particular concern about the disturbing effects of flights operating in the morning shoulder period (0600-0700). There appeared to be more flights operating in the shoulder period than in the core night period. The airport advised that the morning shoulder period was operationally important to enable base airlines to complete their rotation patterns. It was noted that the DfT had held a number of sessions with local stakeholders to gather evidence for the new night flights regime. The DfT were understood to be reviewing the output from these sessions in formulating their proposals for the new regime. It was agreed that it would be helpful if details of shoulder period flights could be included in the quarterly traffic statistics report. The Committee was also reminded that under current planning permissions, the airport had an obligation not to seek an increase in night flights.

It was requested that details of complaints should be provided to the Committee on a quarterly basis. The airport noted that at the April meeting it had been agreed that noise complaints would be provided on an annual basis each April after being independently audited for accuracy at the beginning of each year. It was further noted that details of complaints were regularly submitted to the NTKWG and also considered by the EIG.

ii. User Experience Group - 7 September 2016 (minutes attached)

The Group had been liaising with the airport management in the development of its proposed Customer Service Strategy. There had been a number of constructive meetings with Daniel Gallo. The Group had particularly welcomed the opportunity to participate in the Programme Board that would be set up to implement the strategy.

There continued to be a constructive dialogue with Border Force. Members of the Group had visited the arrival area on the night of 17 July and had been impressed by the arrangements for coping with passengers during a very busy period. There appeared to be effective liaison between the airport and Border Force in managing the situation.

There had been a helpful meeting with the airport, Omniserv and Ryanair to discuss PRM issues. The Group welcomed the purchase of new equipment that would assist PRM passengers. It was noted that that if PRM passengers arrived on time they should be boarded first in accordance with EU regulations.

At its next meeting in December, the Group would reviewing departure gate to plane procedures.

6. Airport CEO's Quarterly report

The report had been circulated in advance to Members. In discussion the following points were highlighted:-

The aviation industry was facing a turbulent time following the Brexit decision. Recent Government changes had affected the continuity of engagement with Ministers. However the airport management was actively seeking to re-establish its contacts.

August had seen the airport's busiest month for nine years with 2.5 million passing through the terminal. It was currently estimated that the annual total would be around 24.3 million. Jet 2 had recently announced that it would be setting up a southern base at Stansted. Six aircraft would be based at Stansted and flights would be operated to 21 destinations.

The London-Stansted-Cambridge Growth Commission had published its final report in the House of Commons on 14 July. The airport management recognised the key role Stansted would play as an economic driver at the heart of the region and its future potential to deliver additional runway capacity to attract new businesses, trade and investment.

The West Anglia Rail Taskforce had published its recommendations to improve the line between London, the airport and Cambridge. The Taskforce, chaired by Sir Alan Haselhurst MP, set out a 15 year plan for the railway. For Stansted, this would include reducing journey times by 4 minutes to London and a timetable refresh to improve reliability on the line. Also, it was hoped that there would be four tracking in the mid-2020s and integration with Crossrail 2 services by the 2030s. It was also noted that Abellio East Anglia had recently been awarded the 9 year East Anglia franchise, including the Stansted Express. It had been hoped to arrange for Abellio to make a presentation to the Committee. However this had not proved possible and was now planned for the January meeting of STACC.

STAL had launched an autism awareness scheme to help improve the journey through the airport for autistic passengers. It was noted that a key challenge in the future for airports would be the handling of passengers with hidden disabilities in addition to passengers with reduced mobility.

In terms of airline development, airlines might be consolidating and operating flights at a lower frequency but with higher load factors. In addition to Jet2, Atlas Global - a Turkish airline would be commencing services to Istanbul providing onward connections to Europe and the Middle East. BA CityFlyer had announced a continuation of its Berlin Tegel route, in addition to a new service to Chambéry for the winter ski season.

The airport had been disappointed by the standard of Border Force's performance on 3 October when there had been queue management and e-gates issues. Only

12 of the 30 e-gates had been operational. STAL also had concerns about BF staffing levels and intended to arrange an early meeting with the new Immigration Minister - Robert Goodwillie to try and ensure that the right level of resources appropriate for a growing Stansted was provided.

Action was in hand to increase the capacity of the security area. This would result in longer lanes and a higher throughput of passengers. Unfortunately the company providing the equipment had gone into administration. This had meant a renegotiation of the contract. However the project was now back on track.

An additional short stay car park had been opened with a 7-9 minute walk to the terminal. It was suggested that the car park should provide electric charging facilities. The airport advised that they were currently reviewing a range of sustainability initiatives.

At previous meetings, the issue had been raised of a further planning condition that was imposed on the 25mppa+ planning permission which added further limits to the airport's operation. This was an additional restriction that was not currently in force under the 15mppa+ planning permission that the airport currently operates within. The airport advised that at present, the airport was required to report only passenger transport movements and cargo transport movements. The remainder of the traffic was classified as 'Other'. Compliance with the further condition specified in the 25mppa+ permission, required that aircraft not carrying, for hire or reward, any passengers or cargo, and aircraft engaged on a non-scheduled air transport service where the seating capacity of the aircraft does not exceed ten, should not, combined together, exceed 10,000 movements in a 12 calendar month period. This was a specific metric which was not currently reported. It was not the same as the current 'Other' movement count as this included a broader range of traffic classifications. The airport would report on this new condition, as required, at the appropriate time.

However in discussion it appeared that there was some confusion as to how this condition should be interpreted. It was therefore agreed that there should be a meeting involving Brian Ross, Jackie Cheetham, Keith Artus and the airport management to clarify the issue. The Chairman agreed that it would be helpful if the airport management could provide a note of their understanding of the planning condition in advance of such a meeting. Subsequently a note of the ad hoc meeting together with conclusions would be submitted to the next meeting of STACC.

The annual Meet the Buyers event would be held on 6 October. This sought to raise awareness amongst local businesses and to support suppliers and buyers.

As reported to the June meeting, action was in hand to sell house properties. This would be a phased process in order not to disrupt the local property market. This meant that existing occupants would be advised of the intention to sell on a phased basis.

On the land compensation scheme the airport's announcement in June had now generated a significant amount of interest and activity. Dialogue had commenced with residents and agents and a number of formal claims had now been lodged. These were being examined and considered in terms of eligibility and their merits. The airport had undertaken to handle claims as swiftly and efficiently as possible. Claims had to be submitted by 31 July 2018. It was noted that the issue of claims being out of time would be for the Lands Tribunal to determine. The airport stressed the importance of residents taking specialist professional advice on the issues and their particular individual circumstances.

As regards surface access, public transport usage continued to be strong with 51.12% of non-transfer passengers using bus, coach or rail to travel to & from the airport. In discussion the airport management was reminded that the airport represented a key transport hub for the local community which STAL's public transport policy should reflect.

The Chief Executive's report was **RECEIVED** by the Committee.

7. Infrastructure Strategy

The Committee received a presentation on proposals for a new Arrivals Hall. In discussion, the following points were made:-

- there should be linkage between the two terminals which would be crucial if the airport wished to provide interlining facilities.
- the issue of light pollution should be taken into account in designing the new terminal;
- The design of the building should be consistent with the iconic nature of the existing terminal building;
- clarity was needed as to how domestic arrivals would be handled. This was likely to involve the bussing of passengers;
- there might be scope for linking the Radisson hotel directly to the new terminal through some connecting corridor. The airport advised that this was an interesting idea but raised potential problems especially in terms of security.

In conclusion it was noted that the airport planned to submit a planning application the following week. The airport management advised that there had been preliminary officer discussions with Uttlesford District Council in the development of the proposals.

8. Customer Service Strategy

The airport updated the Committee on progress in developing the Customer Service Strategy. There had been several constructive meetings with UEG. This was part of the process of involving all key stakeholders and customers. The output from this engagement had helped to develop a draft strategy that was currently being considered by the airport's senior management. The proposed Programme Board was likely to have its first meeting in early November. The strategy would have an overall objective of providing a friendly, efficient and safe service for passengers. The strategy's elements would need to be prioritised. A number of areas including wayfaring/signage, delays, car parking and PRMs were likely to be early priorities. In discussion, it was stressed that there was a key need to involve partners who provided services beyond the airport's direct control. These organisations would need to buy into the strategy to ensure its success and be prepared to allocate appropriate resources. In conclusion the Chairman welcomed the helpful and constructive ongoing engagement with STACC and UEG.

9. Date of next meeting

The Committee **CONFIRMED** January 25 2017 as the date of the next meeting. The Secretary would advise Members as to the venue.