

Minutes of the meeting of the London City Airport Consultative Committee

held on 7th March 2017 at 4.30pm

at City Aviation House, London City Airport

Present: Duncan Alexander (Chair), Glynis Webb (Vice-Chair), Mari Grigoriadou (Swiss/Lufthansa), Frank Rosillo-Calle (Canning Town), Mirsad Bakalovic (Beckton), Cllr Khevyn Limbajee (Waltham Forest), Howard Sheppard (Canary Warf), John Shaw (Passenger Representative), John Stewart (Hacan East), Dave Whittaker (LBN), Robin Clarke (NATS), Joy-Caron Canter (RDLAC), Robin Whitehouse (LBN), Neil Pearce (West Silvertown), Ian Gibson (West Silvertown).

In attendance from LCY: Ana Boss, Melanie Burnley, Tim Halley, Liam McKay, James Shearman, Aaron Uthman

Also in attendance: Peter Henson (Bickerdike Allen Partners)

1. Opening remarks.

The Chair opened the meeting and thanked members for their attendance.

2. Minutes of the meeting on 6 December 2016

The minutes of the meeting on 6 December 2106 were approved by the Committee with no further items being raised.

3. Matters Arising

The Chair went through matters arising from the previous meeting of the Committee. These included:

- Contact London Chamber of Commerce to encourage participation

This matter will be taken forward to the next meeting.

- Contact University of East London to encourage participation

This matter will be taken forward to the next meeting.

- LCY to report on any updates on the runway protest and terminal evacuation

Melanie Burnley advised that the airport had no further updates.

- Chair to inform other Consultative Committee Chairs about the runway protest and the punitive punishment received by the protestors

Chair advised that he would inform other Chairs about the protest and following punitive punishment at the meeting of the UKACC taking place at Glasgow Airport on 7-8 June 2017.

- Report on the work that LCY is doing with regard to hidden disabilities (see item 4)
- Sub-Committees to report to LCACC (see agenda item 6)
- LCY to report on new digital air traffic control tower (will be discussed at the next meeting)
- Link to London Borough of Newman (LBN) page on the CADP planning application to be placed on the LCACC website and circulated to members

Chair advised that this action had been completed.

- Update on the installation of the new parking zones

Dave Whittaker (DW), Airport Monitoring Officer (LBN), advised that the legal process to implement the new zones had begun in Royal Docks East and was scheduled to begin in Royal Docks West in the week following the Committee meeting.

DW advised that the process was a chance to log formal objections to the proposed parking zones and that notices had been placed around the area. DW advised that implementation of the zones should take place in May 2017.

DW advised that he would provide a paragraph for the website on the proposed parking zones.

DW also updated members on recent discussions with UBER. The Council has created a 'no-go' zone for UBER drivers and UBER have agreed to cut signal to drivers around LCY in order to halt illegal parking in the area. Furthermore, DW advised that UBER had placed an official complaints form on their website for any complaints relating to the parking of UBER taxis.

4. Report on hidden disabilities

Melanie Burnley (MB), Director Customer Experience, gave a report on actions after a recent survey of the Airport's performance regarding hidden disabilities.

The key matters which arose from the report on hidden disabilities were as follows:

- The London City Airport (LCY) website had been updated with a section on special assistance. Which can be found at:
<https://www.londoncityairport.com/intheairport/prm>

- MB advised that the Business Disability Forum reviewed the website to ensure it is user friendly for all;
- The Airport has included a paragraph on special assistance on any bookings;
- Disable Go will advise the Airport on an accessibility guide for getting to, going from and being at the Airport;
- A LCY survey has been created to receive feedback on accessibility;
- Training will be provided to staff on spotting non-visible disabilities (NVD) and removing barriers for any customers with a NVD;
- Training on NVD will be included in induction training for new staff and in refresher training for current staff;
- A leaflet will be produced with guidance from the Business Disability Forum;
- A Dementia Friends scheme will be run at the Airport in March/April; and
- An open day will be held for the national autistic society.

The Chair thanked MB for her update and congratulated the Airport on the work that it had already completed. The Chair stated that he would update members of the UKACC.

5. Sub-Committee updates

The Chair informed members that the Passenger Experience Sub-Committee had not met due to a lack of interest. The Chair stated that any passenger items would be taken in the LCACC meeting.

The Chair asked for an update on the plans for the annual summer peak with a copy of recent passenger surveys at the next meeting of the Committee.

a. Airspace & Environment Sub-Committee

The Chair invited James Shearman (JS) to update the Committee on the work of the Sub-Committee.

JS stated that the Sub-Committee had had its second meeting. JS advised that he had presented the annual complaints figures and had broken the data down by Borough and by number of complainants/complaints, and that the Committee had discussed various issues relating to its terms of reference.

JS advised that the Sub-Committee was scheduled to meet in an extraordinary meeting at the end of the Month to compile a response to the proposed Aircraft Noise Categorisation Scheme (ANCS) which would be then sent to the LCACC for approval.

JS advised that going forward the Committee would decide what data would be presented to the LCACC in the Environment Report.

JS to provide the LCACC with the presentation made to the Sub-Committee.

Sub-Committee minutes to be placed on the website.

The Chair thanked JS for his presentation and the continuing good work of the Sub-Committee.

b. Community Sub-Committee

The Chair invited Anna Boss to update the Committee on the work of the Sub-Committee.

AB stated that the Sub-Committee had its second meeting. AB thanked members for their attendance, and for a productive meeting.

AB stated that the Sub-Committee covered four main issues in its meeting:

1. Community engagement
2. Supply chain opportunities & Upskilling of local residents
3. Surface access

AB advised that Aaron Uthman had advised the Sub-Committee on the community leaflets which will be distributed to residents living within the Royal Docks area, at local community centres, the local community forums which AU attends to improve community engagement.

AB advised that she had updated the Sub-Committee on awareness events in light of CADP and that LCY is investigating on how to support local businesses to become competitive to work within the airport's supply chain. AB advised that LCY was seeking input from all various types of local businesses on how to best inform businesses about the opportunities at the airport. LCY has held the first 6-month Local Employment Partnership Board with the Newham council to discuss investment in training to upskill Newham residents.

6. Airport Director Reports

The airport reports are attached to these minutes. The key matters arising were as follows:

Environment (James Shearman)

- Air monitoring equipment tested, no increases from WHO pollution standards
- Total number of complaints 130, total enquiries 9;
- Total correspondence 139 from 95 individuals with the highest number coming from Waltham Forest;
- Sound insulation work on 90 of the 110 properties in the Robin Hood Gardens Estate in Tower Hamlets complete;
- Noise surveys carried out at St Paul's Church, The Lodge, Hawksmoor Primary School and Gallions Reach Health Centre;
- Works offered and begun at St Paul's Church;
- All future developments built around the LCY area would be built to an acoustic standard; and
- Members of the public could self-investigate using TRAVIS.

John Stewart (JS) advised that the Sub-Committee had seen an increase in complaints to the Airport, which was due to the increased number of people using the Airport, and the increase presence of LCY in the public eye. JS also advised that the complaints tended to follow the flight pattern.

JS to provide Cllr Limbajee a breakdown of complaints in the Waltham Forest area.

Robin Whitehouse (LNB) advised that the overall responsibility for monitoring air quality in the surrounding area was the Council's and advised that there is an Air Quality Management Area in place.

JS advised that LCY has an Air Quality Strategy. JS informed members that an example of an action completed from the strategy included no diesel-powered ground units at the Airport, and that there was a live feed detailing the current air quality readings at the LCY airport.

The Chair thanked JS for his report.

Airport Director (Melanie Burnley):

- KLM is returned to LCY last month after an absence of 8 years. KLM have initially commenced a daily service to Amsterdam which will increase to four daily flights on weekdays and one to two flights a day during weekends;
- BA will be launching a three-time a week service to the Greek Island of Skiathos in the Summer;
- BA have also announced the launch of a weekly service between LCY and Manchester, starting in May;
- LCY voted the Easiest Airport To Get To;
- LCY voted the best airport at the 14th Annual London Transport Awards; and
- Brick Lane Brews, run by a local east-end brewery Trumans, is now open in Departments

The Chair thanked MB for her report.

Community (Aaron Uthman):

- The Airport's work with 70 schools and colleges was discussed;
- AU highlighted the pre-16 career development programme which 80 Newham-based year 9 students had enrolled in in 2016;
- AU stated that 70 Newham residents had gained employment with the Airport in 2016, with over 600 residents into employment at the Airport since 2009;
- The Airport had donated 2333 volunteering hours in 2016, overall 15% Airport staff took part in at least one volunteering activity;
- The airport has raised over £25K through events such as football tournaments, a charity bike ride to Lille, donation boxes and in-kind donations;
- A revamp of the LCY local twitter page to be launched as well as the development of a new Facebook page; and

- LCY will be working with local Chamber of Commerces to ensure local businesses benefit from CADP.

Glynis Webb thanked AU for all his excellent work in engaging the local community.

The Chair agreed and thanked AU for his report.

Planning (Tim Halley, TH):

- Work continues on discharging the 42 planning conditions that must be satisfied before work on CADP can commence. The Airport has previously shared draft applications with London Borough of Newham and other statutory consultees and has now started to submit the formal applications.
- LCY and LBN are targeting all pre-commencement conditions being approved by mid-May.

The Chair thanked TH for his report.

7. Aircraft Noise Categorisation Scheme (ANCS)

The Chair invited James Shearman and Peter Henson, Bickerdike Allen Partners (Acoustic Noise Consultants) to provide a presentation on the proposed ANCS. The ANCS is a requirement of the CADP planning permission and will be subject to public consultation in early April. Details of the consultation will be sent to members who are invited to comment. Once consultation has taken place and the ANCS is submitted to LBN and approved, it will replace the current noise factoring scheme.

JS to circulate the presentation to the wider committee.

8. 30th Anniversary Book

The Chair advised that a well-known journalist was writing a book on the 30-year history of the Airport and advised that the LCACC had been asked to provide a 1,000-word contribution to the book. Liam McKay stated that LCY will provide its support in writing a section on the LCACC.

9. AOB

The Chair raised that the Airport had appointed a new Chairman, Sir Terry Morgan.

The Chair advised that the UKACC was due to meet on 6-7 June 2017. The meeting will be attended by the Chair and the Secretary.

The Chair advised that to improve attendance the meeting would be moved to a 12.00pm meet for a 12.30pm start. The Chair advised that refreshments would be provided at the meeting.

10. Date of next meeting

The Committee will next meet on Friday 9 June 2017, 12pm for a 12.30pm start, at Civil Aviation House, London City Airport. Refreshments will be provided at the meeting. **Please note the change of time and usual day.**

Summary of Action Items

	What	Who	When
1	Dave Whittaker to provide a paragraph for the website on the proposed parking zones	Dave Whittaker	Before next meeting
2	Contact London Chamber of Commerce and University of East London to encourage participation	Chair/Secretary & East London Chamber of Commerce Rep/LCY Community Lead	Before next meeting
3	Chair to inform other Consultative Chairs about the runway protest and the punitive punishment received by the protestors	LCACC Chair	At UKACC, Glasgow 7-8 June
4	Chair to update members of the UKACC on the work LCY was doing in relation to Hidden Disabilities	LCACC Chair	As soon as possible
5	LCY to report on plans for the summer peak and provide recent passenger surveys.	LCY	Report at next meeting
6	James Shearman to provide minutes and presentation made to the Environment Sub-Committee	James Shearman	Before next meeting
7	Environment Sub-Committee to report on a draft response to the consultation on the ANCS	Environment Sub-committee	Report at next meeting
8	Secretary to place Community Sub-Committee minutes on the website	LCACC Secretary	Before next meeting
9	James Shearman to provide Cllr Limbajee a breakdown of noise complaints in the Waltham Forest area.	James Shearman	Before next meeting
10	Airport to provide detailed report on the new digital air traffic control tower	NATS, LCY, CAA	Report at next meeting
11	Update on the implementation of new parking zones	LBN	Update at next meeting

12	James Shearman to circulate the presentation on ANCS to the wider committee	James Shearman	Before next meeting
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