

## **NOTICE OF MEETING**

**Tuesday 4th October 2011**

**4.30 pm in the Board Room at City Aviation House,  
London City Airport**



### **AGENDA**

1. **BRIEFING – THE AIRPORT'S PREPARATIONS FOR THE OLYMPIC GAMES**

Jeff Minnithorpe, the Airport's Olympics Projects Manger, will brief the Committee on the work going on at the Airport in preparation for the Olympic Games next year.

2. **APOLOGIES FOR ABSENCE** should be notified to the Secretary -telephone: 01487 842623 or 07738 490768, e-mail: [stuart@stuartinnes.co.uk](mailto:stuart@stuartinnes.co.uk)

3. **THE MINUTES OF THE MEETING HELD ON TUESDAY 5<sup>TH</sup> JULY 2011 – PREVIOUSLY CIRCULATED**

4. **COMMITTEE MEMBERSHIP**

**(a) The Air Transport Users Committee (AUC).**

Members will recall that this group has been abolished as part of a re-organisation at CAA to provide more focus on passenger issues. At the Committee's last meeting it was reported that the CAA's relationships with Consultative Committees was among the matters covered by its consultation on passenger complaints and advocacy and that until that exercise was complete the Authority would not be taking any decisions on invitations to join particular Committees. The Committee will also recall that Frank Evans commented that pursuant to its present review of Passenger Representation and Complaint Handling the CAA was anxious to have a more sustained relationship with airport consultative committees and that it would probably be suggesting the setting-up of some kind of network. A response from the CAA is awaited.

**(b) West Silvertown - Community Representative**

The need for a representative of the those living in West Silvertown was advertised on the Committee's website on 10th August and leaflets were delivered to all homes in the area. The closing date for applications was 9th September 2011. The Secretary will report the outcome

**(c) Local Area Partnership 7**

A response from the London Borough of Tower Hamlets is awaited. A reminder was sent on 4th September 2011.

**(d) Royal Docks Management Authority (RODMA)**

RODMA has appointed Mike Luddy to serve as a member of the Committee in succession to Hamish Stewart. Tina Prescote will remain as Mike's deputy.

**(e) Observer from the Department for Transport**

The Department's new observer will be Tim May.

**(f) Observer from the Metropolitan Police (SO18)**

It is understood that Chief Inspector Gordon Atkinson will be retiring shortly. The Secretary has written to Gordon asking if his successor will continue as an observer at the Committee's meetings.

5. **MATTERS ARISING**

**(a) Item 4(b) - Noise Action Plan**

As at the date this Agenda was finalised for issue Defra had still to announce its decision on the Noise Action Plans submitted by many Airports, including that submitted by London City Airport

**(b) Item 4(d) - London Assembly - Investigation into Environmental Impacts of Future Expansion at City Airport**

The Airport is still in discussion with the GLA about this.

**(c) Item 4(f) – Land on the South Side of the King George V Dock**

Elizabeth Hegarty promised to look into a comment by Gertie Duffy that works seemed to have started on site before planning permission had been granted.

**(d) Item 12 - Developing a Framework for UK Aviation - Scoping Document**

As agreed at the Committee's last meeting members of the Committee met at the Airport on Tuesday 6th September to discuss and agree the Committee's response to the Government's Scoping Document. The group is now considering a draft response based on its discussions. Copies of the agreed response will be sent round to members a few days before the meeting.

**(e) Item 14 - Annual Familiarisation Flight**

A number of members and observers took part in the Annual Familiarisation Flight to Paris on 6th July 2011 which was judged to have been very successful. This long established annual event allows members an opportunity to get to know one another, and key members of the Airport's staff, in an informal atmosphere and also to experience first-hand the LCY product – this allows members to make more informed judgments about the Airport and related issues.

**(f) Item 17 - Travelodge - Signing**

Mel Burnley promised to contact the hotel to see what improvements might be made in the signage directing airport foot passengers to the hotel

6. **CORRESPONDENCE**

Apart from the matters referred to elsewhere on the Agenda the Secretary early in August received a letter from a local couple complaining about the wrong use of a bag by a concessionaire at London City Airport with the result that the contents were subsequently confiscated at Zurich Airport and about the lack of a reply to a letter of complaint to that concessionaire.

The letter was acknowledged and referred to the Airport. The letter of complaint does not seem to have been received. However, the Manager of the concession subsequently wrote to the complainants noting that this seems to have happened on a handful of occasions only at Zurich Airport but nonetheless offering an apology, a full refund of the amount paid for the item in question and a gift as a gesture of goodwill. The Secretary has written again to the complainants noting that the matter had been dealt with direct with them.

7. **PASSENGER ISSUES**

A note of the issues for consideration by the Committee, was sent to members on 13th September 2011. The Airport's Director of Terminal Services, Melanie Burnley, will be present at the meeting for the discussion of passenger issues.

8. **SOUND INSULATION PROGRAMME**

The Airport will update the Committee on any further developments in implementing the Airport's Sound Insulation Programme.

9. **AIRPORT REPORT**

Janet Goulton will report.

10. **COMMUNITY REPORT**

Rupal Patel will report.

11. **ENVIRONMENT REPORT**

Gary Hodgetts will table the Airport's report.

12. **CROSSRAIL**

Richard Storer, Crossrail's local Community Relations Officer, will update members on the Crossrail works going on in the area.

13. **COMMUNITY PROJECTS**

Jennifer Bishop, the LBN's Airport Monitoring Officer, will brief the Committee on how the Council proposes to allocate the funds made available by the Airport for community projects pursuant to the s. 106 Agreement entered into on 9th July 2009 .

14. **ANNUAL PERFORMANCE REPORT**

The Annual Performance Report<sup>1</sup> has been posted with its Appendices<sup>2</sup> on the Committee's website and the necessary links were sent to members on 3rd August 2011. Janet Goulton will brief the Committee.

15. **AIRPORT EMPLOYMENT**

On Thursday 25th August 2011 members were invited to a breakfast event at the Airport to launch the latest edition of the Airport careers pack *Airport Careers 2011*<sup>3</sup> and also the eight new *Airport Insight*<sup>4</sup> films which offer an insight into the Airport's operation, strategy and ethos. The Airport's press release<sup>5</sup> about the event can be seen on their website.

The Airport will brief the Committee on the Employment Statistics for 2010 as contained in the Annual Performance Report - see item 14 above.

16. **REVISION OF DFT GUIDELINES FOR AIRPORT CONSULTATIVE COMMITTEES**

On 8th September 2011 the Secretary sent to members a note prepared by Frank Evans of the Department of Transport of a discussion at the UKACCS Annual Meeting at Aberdeen on 9th June about the planned revision of the Department of Transport's Guidelines for Airport Consultative Committees.

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<sup>1</sup> <http://www.lcacc.org/10apreport.pdf>

<sup>2</sup> <http://www.lcacc.org/10apreportapp1.pdf> and <http://www.lcacc.org/10apreportapp2.pdf>

<sup>3</sup> [http://www.londoncityairport.com/downloads/LCY\\_Careers\\_Publication\\_Final\\_lowres%5B1%5D.pdf](http://www.londoncityairport.com/downloads/LCY_Careers_Publication_Final_lowres%5B1%5D.pdf)

<sup>4</sup> <http://www.londoncityairport.com/AboutUs/AirportInsight.aspx>

<sup>5</sup> <http://www.londoncityairport.com/AboutUs/ViewRelease.aspx?id=1293>

In sending round the note the Secretary said there had been a brief discussion of some of the issues at the meeting of Members on 6th September 2011 to discuss the DfT's Scoping Paper - see item 5(f) above. Those present at that meeting felt there was a need to emphasise the role of Consultative Committees and also a need for flexibility of operation. One size does not fit all. The Consultative Committee at LCY operates very well but in a quite different manner from those of its bigger neighbours. The work of ACCs could be better promoted. The meeting felt it needed to be recognised that Consultative Committees were just one way for Airports to communicate with those living in the vicinity. LCY had well developed arrangements for keeping local people in the picture (for example the distribution on a regular basis of *Runway News* to 33,000 homes locally) and for supporting local initiatives, not least in education and training.

**17. CAA CONSULTATION ON OPTIONS FOR CONSUMER PANEL**

On 8th September 2011 the Secretary sent to members a letter received from the CAA inviting comments by Friday 23rd September on their options for a consumer panel.

In sending round the CAA's letter the Secretary noted that the response from other UKACCS members had so far been unanimously in favour of Option 3 and that that was his view too. Since comments on the Options were required before the date of this meeting the Secretary planned to comment accordingly to the CAA. But if any member had comments they were invited to send them to the Secretary by close of business on Thursday 22nd September and thought would then be given as to how best to include them in the Committee's response.

**18. ANY OTHER BUSINESS**

**19. DATE OF NEXT MEETING**

Tuesday 10th January 2012 at 16.30 hours at City Aviation House, London City Airport.