



Monday 15th July 2024 – 13.00hrs. – via Teams Meeting

Members

Mr M Routledge	Chairman
Cllr M Muir	Hertfordshire County Council (Vice Chairman)
Mr A Lambourne	LADACAN
Mr J Hale	STAQS
Mr J Morgan	SLAE
Cllr E Moore	St Albans City and District Council
Cllr K Collins	Central Bedfordshire Council
Mr G Breeze	PAIN
Mr D Healey	NATS
Cllr V Malone	North Herts District Council
Cllr Phil Parry	BATPC
Cllr J Timmis	Dacorum Borough Council
Cllr C Poll	Buckinghamshire Council
Mr J Richardson	Chamber of Commerce
Cllr O Connolly	Kings Walden Parish Council

Officers Representing

Mr A Martin	LLAOL – CEO
Mr N Thompson	Chief Operations Officer
Mr O Jaycock	LLAOL - Director of Corporate Affairs
Mrs N Prior	LLAOL – Head of Flight Operations
Ms S Selmani	LLAOL – Public Affairs Executive
Mr J Keating	LLAOL – Sustainably – Community & CSR Executive
Mr D Gurtler	Luton Borough Council
Mr C Hall	Luton Rising
Ms L Symes	North Herts District Council

Noise Consultant & Secretariat

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

Apologies for absence received from:

Cllr D Barnard - Hertfordshire County Council
 Cllr N Crowie - HAPTC
 Cllr S Furguson – Huntingdon District Council
 Mrs R Webb - BMKALC
 Mrs C Armstrong – LLAOL Head of Guest Experience
 Mr A Martin – LLAOL Surface Access and Development Manager
 Ms S Decker – EasyJet
 Mr Neil Bradford - LLAOL
 Mr S Braund – Buckinghamshire Council

2.0 Minutes and Matters arising from LLACC Meeting 22nd April 2024

2.1 The Chairman welcomed attendees to the meeting.

The Chairman advised that draft minutes had been circulated with track changes. No further amendments were noted, and the minutes were taken as a true record for publication.

Admin

2.2 Matters Arising

Agenda Item 2.2 – Update from the Noise Advisory Committee on A321NEO performance – LLAOL informed that there had still been no further update, and they would continue to chase the CAA. A member suggested that a timeline should be established for a response as the issue had been live for some time and was part of LLAOL's the noise mitigation plan. LLAOL advised that a lot of work had been done, along with discussions with Airbus, CAA and the operators. It was one of the Airport's main focuses, but they were still waiting on the CAA who were looking at some data. LLAOL agreed to email the CAA again and chase further. LADACAN reiterated the hope that the work would move forward more quickly.

LLAOL

Agenda Item 4.14 – NTSC Projects – the Chairman advised that this topic had been picked up by the NTSC and would be covered in the relevant Item – in essence things were moving along albeit perhaps not as quickly as originally hoped for.

Agenda Item – 4.14 - It was asked if some visibility could be provided on load factors and noise values from the EL AL Boeing 737-900. Information was still being gathered but much of the information had now been circulated.

Agenda item - 8.1 – Fly-parking – the Chairman confirmed that he had written to the three neighbouring local authorities regarding the issue of fly-parking but to date no response had been forthcoming. LLAOL noted they had extended their invitation to work together with the local and neighbouring authorities on this issue and would review any data shared and move forward on that basis. Further discussion ensued regarding the issue and the effect on local residents and how local authorities might help. It was further suggested that St Albans and Dacorum DC should be included in the debate as fly parking had been reported in their areas too. LBC advised that following receipt of the letters the Chairman had written they had also emailed Herts CC and Dacorum Council as both authorities were represented at the Public Inquiry. The Chairman undertook to write to both St Albans and Dacorum Councils on the issue.

Chairman

2.3 Issues and Actions Log

Serials 3 & 7 – the Chairman informed that the AD6 Post Implementation Review (PIR) document was now on the CAA Website. LLAOL advised that they had responded to the CAA's request for data and there was now 28 days for representation from the Public or for comments on the data to be submitted.

The CAA would then go into their review period which was likely to be around 8 months but there was no actual deadline. LLAOL also added that they would start to look at the arrivals noise (whining) and had already carried out some monitoring. They had heard the pitch change noise (commonly thought to be caused by airbrakes) and would continue to work with LADACAN on the project. **LLAOL**

Serial 4 – FASI South – LLAOL informed that Heathrow had now caught up somewhat by passing their next Gateway which meant LLAOL could now start to talk with them regarding their airspace design stage.

3.0 LLAOL Management Report

3.1 LLAOL briefed members on some of the main highlights for the quarter.

3.2 Members were advised that performance was good for the quarter with passenger volumes at 4.5m; this was a 3% increase on 2023 resulting from 36,000 aircraft movements and Cargo tonnage slightly higher than last year at 8,000 tonnes. Rolling 12month passenger numbers to 30th June 2024 were 16.4m, 7.9% up on the same period ending June 2023 and 91% recovered versus CY2019.

3.3 Operationally there had been strong performance for the 2nd quarter of the year with average queue times being very competitive: check-in 5 minutes; Immigration 6 minutes; and security 8 minutes. Guest feedback referred to the ASQ results continue to still highlight an overall customer satisfaction score of 4.01 out of 5 (80%); with 99% of passengers feeling safe and secure; 98% feeling confident to travel; and 96% feeling relaxed during their journey. As proof of this and testament to all of the work that was being carried out in transforming the airport experience LLAOL had received various awards the most important being the Best Airport in Europe Award for our category of between 10 and 25mppa which meant Luton had become the best airport in Europe at the prestigious ACI Europe Best Airport Awards. It was a great recognition of all the work that had been carried out over the past few years and in implementing LLAOL's vision of becoming the simplest and friendliest airport. Other awards included the CIPR Awards - Communications team recently secured a win at the CIPR Awards for communications during the fire; FAB Awards - we have been recognised as a winner for "Airport Food & Beverage Offer of the Year" at The FAB Awards; PRmoment Awards - In house team of the year and the IIRSM Risk Excellence Awards - Health, Safety & Wellbeing team scooped a Highly Commended award in the "Wellbeing Strategy of the Year" category

3.4 Work continued to ensure LLAOL met the highest possible standards for customer experience including all the CAA standards metrics since December 2022 and had also been rated VERY GOOD in the Airport Accessibility Report for 2022/23.

3.5 A lot of work had been carried out in relation to PRM passengers with our PRM provider assisting over 43,362 PRM guest during the quarter.

3.6 Members were briefed on the ongoing works to the Car Park following the fire last October and were informed that the car park had now been fully demolished. Work on the rebuild was under way and it was expected that the new car park would be operational late in 2025. The new temporary DOZ would open on the 16th July this would be a new facility for a pay for drop off next to the terminal building. The current area in the mid-stay car park for drop of and pick up would remain free of charge and there would continue to be a bus shuttle service connecting the mid stay to the Terminal plus a dedicated service for PRM passengers. A member enquired if anything were being done regarding light pollution from the new build in the Breachwood Green Area. LLAOL advised that they had previously carried out a lot of works with councillors in Breachwood Green on lighting effects and it was established that there was no particular issues with lights pointing to Breachwood Green. It was just the general volume of lighting around the airport causing the issue and this was a regulatory requirement. They would, however, continue to monitor the situation.

LLAOL

3.7 Sustainability – LLA now had the highest proportion of next generation aircraft of any UK airport; success continued with the waste partner Crawley's and following the Green World Award, at the beginning of the year, the partnership with the Airport's on-site waste contractor had received further recognition at the National Go Awards in May for boosting recycling rates by c.30%. This demonstrated best practice in contractor relationships and prioritising a local supply chain.

3.8 The annual 2023 Sustainability/AMR Report was published in June. June also saw the publication of the LLAOL strategy setting out evolving targets and commitments that will shape the next three years of the Airport's sustainability activity.

3.9 In May the Airport launched the second of their school's education programmes in partnership with Skills Builder. This aimed to give young people an insight into LLA, the types of careers that were available, and focused on the importance of essential transferable skills that were needed in the workplace. Also in Q2 the Airport delivered their Community Trust Fund grant round and this quarter had focused on applications for their Greener Future Fund (GFF). This was the second round of investment since launching the GFF last year. Eight applications out of nine were approved through the criteria process totalling £64,000 investment in local community projects within in a 5-mile radius of the airport.

3.10 In May, the Airport had introduced new contactless donation points within the departure lounge to provide the option for guests not carrying cash to make charity donations to the two partner charities East Anglian Air Ambulance and Luton Food Bank.

3.11 In June the 11th annual Charity Golf Day took place. The event raised an amazing £17,284 for the charity partners.

3.12 The Luton Airport Express was being upgraded. The upgrade would see the fleet of electric class 360 Luton Airport Express trains refurbished with new 2+2 seating in a mixture of airline style and bay seats, as well as expanded luggage racks, new charging points and passenger information systems to enhance the passenger experience. It was also noted that Arriva buses had also expanded its links to LLA.

3.13 A member of the committee, who had used the PRM service recently, complimented the team on the entire service being provided.

3.14 Reference was made to some Border Force detention facilities at Luton. LLAOL informed that they were working with Border Force to upgrade and improve these facilities. It was noted that this was more of a national than a local issue.

4.0 Sustainability Report

4.1 The Chairman referred to the Sustainability Report which had changed over the past few years. It had started as the Annual Monitoring Report which was a requirement of the previous Planning Permission and had elements provided by the Airport and Luton Borough Council within it. The report was now a much more comprehensive Sustainability Report with its terminology and content approved by LBC as meeting the requirements of the planning permission as well as going much further.

4.2 The Chairman suggested for the LLACC meeting that members should look at the broader element of the report and reserve the monitoring side of the report (noise activity) to be looked at by NTSC members at the September meeting.

There were no immediate questions raised. the Chairman suggested that if anyone wanted to table a question these should be sent to the LLACC Administrator who would then pass them on to the relevant person at the Airport for a response.

Members

4.3 A member enquired if there was going to be a review of the document by Luton Borough Council and what would be the process for submitting any questions to them. LBC advised that the Sustainability Report was a requirement of the Legal Agreement and was a requirement of the 19mppa permission. The Report would be referred to LBC's Overview and Scrutiny Board which would take place in September. The LBC Planning representative would be drafting a report on the document for that meeting, which the airport also attends, and would include compliance with the Legal Agreement. LBC confirmed that it would be a public meeting for people to attend but not have the right to speak. It was suggested that if anyone did have questions they should be directed to LLACC's LBC Cllrs who would be able to raise them at the meeting.

5.0 Noise and Track Sub Committee 5th June 2024

- 5.1** Members noted the report provided by Bickerdike Allen.
- 5.2** Total passenger numbers had increased by 2% and total traffic movements by 1%. The total movements in the night period, 23.00-06.59, were slightly fewer when comparing with the same quarter last year. The early morning, 06.00-06.59, movements had increased by 6% compared with the same quarter last year.
- 5.3** The airlines had achieved Continuous Descent Approaches (CDA), for 92% of all arrivals; this was an improvement on the same quarter in 2023 (91%). In relation to continuous descent approach (CDA), the relatively poor percentage performance of EL AL in the quarter was discussed. It was noted that because the airline operated only a few flights then a single non-CDA flight would noticeably affect the overall percentage performance. LLAOL advised that they remained in dialogue with the airline and the NATS representative advised that EL AL were treated no differently to other airlines and that they were not aware of why they would exhibit a different performance.
- 5.4** The noise monitor results showed most departures still produced noise levels in the range 70-76 dB L_{Amax} . In this period (2024 Q1) six daytime departures and three night-time departures were registered at greater than 80 dB. Last year (2022 Q4), the comparable counts were three and one.
- 5.5** There were two noise violations during the daytime and none during the night-time; all were fined accordingly. LLAOL informed that they continued to work closely with the operators to reduce violations. The noise contour was 5% less than the same period the previous year this was due to less movements than the previous year and the continued progression of fleet modernisation. The number of track violations was 11 all resulted in fines being issued
- 5.6** The number of complaints had decreased from 3,340 in the first quarter of 2023 to 1,268 in the same period in 2024. The number of complainants was 64, down from 169 in 2023. The number of new complainants was 11, down from 73. The largest percentage of complaints related to westerly operations.
- 5.7** Regarding the limit on early morning shoulder activity (12-month movements), the total for the preceding 12 months was 5,604 which was below the limit of 7,000. With respect to the limit on night quota activity (23.30-06.00) (12-month movements), the total for the preceding 12 months was 9,218 which was close to the limit of 9,650.
- 5.8** There had been discussion regarding the night flight dispensations, with concern expressed over the number of them. It was advised that dispensations were also a feature of the quota count schemes at the designated airports, whose schemes were the basis for the one in place at Luton. The dispensations were also limited to the quota count period (23:30 to 05:59 hours), not the full night period. NTSC

members requested that the percentage of night flights given dispensations be included in the QMR. LLAOL agreed to look at this.

LLAOL

5.9 LLAOL confirmed that the summer restrictions that were in-place in 2023 would be retained for summer 2024. One of those restrictions was no *ad hoc* movements by General Aviation operators at Luton.

5.10 Members were updated regarding the Noise Action Plan which has been approved by DEFRA but has not yet been signed off by a minister.

5.11 Updates were given on the various NTSC projects including A321 Neo, following analysis that had been carried out by LADACAN on Easterly departures by the 321 Neo and looking at improvements when comparing with the A321 and other aircraft types that have been modernised.

5.12 Questions from LLACC Members on the NTSC Report:

Members enquired about the purpose of the Shoulder periods and why they were in place. Members were informed that the Shoulder period was part of the planning condition and provided a limit on the number movements between 06.00 and 07.00 in the morning.

LLACC members were given an explanation on how monitor thresholds were determined following a question raised by a member and further discussion ensued.

LADACAN undertook to provide PAIN with a spreadsheet showing how SEL is derived from the noise waveform.

LADACAN

6.0 Report from Passenger Services Sub Committee 5th June 2024

6.1 The Chairman referred to the Recent PSSC meeting and informed that much of the detail discussed at the meeting had already been covered under the Airport's update.

6.2 There had been some discussion regarding changes in the Terminal including the new Security Lanes and the PRM Experience. It was also noted that although passenger numbers were still running at around 95% of pre-covid levels the PRM requirement was well above pre-covid levels at around 10 to 12% higher.

6.3 There was some discussion regarding surface access. The DART had good reports, but some of the bus services, particularly Arriva, were not thought suitable for airport runs due to the lack of space for luggage, wheelchairs and pushchairs. It was noted that LLAOL were in discussion with Arriva to try and improve the service.

6.4 A presentation was given by Border Force on their provision of services, their support from their Regional HQ and the good relationship they had with LLAOL.

7.0 Luton Borough Council Report

7.1 The Committee noted the LBC Report.

7.2 Due to the change in government the decision on the DCO which had been due by 10th August had been postponed and the 4th October was now the earliest a decision might be expected.

7.3 Members were advised that Luton Rising had now implemented the planning permission for Green Horizons Park with commencement of work on the construction of the Children's Play area and the Skate Park. Reserved matters for one building within the Green Horizons Park planning permission (which was an hybrid application – i.e. part full and part outline).

7.4 Regarding the nearby Solar Farm application (in North Herts) – LBC informed that it would be going to North Herts DC's Committee on the 18th July with a recommendation for approval.

POST MEETING NOTE: NHDC's Committee overturned the officer's recommendation and refused planning permission for two reasons, namely that the proposal would be inappropriate development in the Green Belt and consequently harmful to its openness, and secondly that the proposal would result in harm to the character and appearance of the application site and surrounding area.

7.5 LBC referred to the change in Government and the expected changes to Planning Reform with a review of the whole Planning System. An update was expected by the end of July on the National Planning Policy Framework.

POST MEETING NOTE: The Government commenced a consultation on 30th July on their proposed approach to revising the NPPF and a series of wider planning policy reforms. This consultation will run until 24th September and can be viewed at:

<https://www.gov.uk/government/consultations/proposed-reforms-to-the-national-planning-policy-framework-and-other-changes-to-the-planning-system>

8.0 Correspondence Received April 2024

8.1 No correspondence was discussed.

9.0 Any Other Business and Next meeting Dates

9.1 No other business was discussed.

9.2 Date of Next meeting for:

PSSC and NTSC 18th September 2024
 LLACC 21st October 2024

The Chairman advised that for the September meeting the PSSC would tour the Airport and all members of LLACC would be welcome to attend.

LLACC Issues & Action Log					
Serial	Meeting	Date	Action	Responsible	Update/Remarks
1	LLACC	Jan-22	Suggested amendments to LLACC website to be submitted to the Chairman or Administrator for consideration	All Members	Open Item - suggestions always welcome
2	NTSC LLACC	Jun-22 Jan-23 Apr-24	Data on investigation into A321 NEO noise levels and manufacturer's response awaited	LLAOL	Long standing issue with some other airports reporting a similar experience. Discussions between Airport, CAA and DfT taken place. Airport data now with CAA for analysis. Discussions with Wizz and easyJet to come. Ongoing
3	NTSC		Airspace change on arrivals procedures (AD6) was now in effect with data gathering for a Post Implementation Review ongoing	LLAOL/CAA	Ongoing. PIR due to be submitted to CAA. Public consultation phase underway. CAA response awaited.
4	NTSC		Airspace Change (FASI-South) process underway	LLAOL	Change process now at Stage 3a - Consultation Preparation Step. The sponsor plans its stakeholder consultation and engagement, and prepares consultation documents, including the second-phase full options appraisal with more rigorous evidence for its chosen option(s).
5	LLACC	11-Jul	To consult with and involve NTSC and other interested parties in the development of the next iteration of the Noise Action Plan for 2025-2030	LLAOL	Complete – NAP submitted to Defra in September 2023.

6	LLACC	11-Jul	Provide note on contouring methodology as referenced in the AMR. Provide appendix or link within AMR to enable interested parties to have access to the methodology.	BAP	Partially complete - appendix to AMR or similar needed
7	NTSC	14-Jun	Members to work with Airport on specified NTSC projects	NTSC Members with Airport	Initial set of projects discussed at NTSC in September. Ongoing but some elements are awaiting LLAOL resource.
9	NTSC	13 Dec	EL AL Boeing 737-900 data to be included in QMR for review.	LLAOL	Further analysis of data for EL AL Boeing 737-900 to ensure all is being done to limit the impact of what appears to be the noisiest type routinely operating from Luton.
10	LLACC	22 Apr 15 Jul	Fly-parking in local area has been identified as an issue.	Local Authority Reps / LLAOL	Chairman to write to nearby authorities encouraging dialogue with LLAOL to assess issue and potential solutions. Chairman to write in addition to St Albans and Dacorum authorities on the issue. Complete – letters sent