LLACC Meeting - Monday 13th July 2026 – 14.00hrs. – Virtual via Teams

Present

Mr M Routledge	Chairman
Mr M Reddington	LADACAN
Mr J Morgan	SLAE
Cllr J Timmis	Dacorum Borough Council
Cllr P Parry	BATPC
Mr A Hatch	ATC – NATS
Mr G Breeze	PAIN
Mr C McDonald	STAQS (sub)
Mr M Reader	Harrods Aviation
Cllr V Mallon	Central Bedfordshire Council
Cllr S Roberts	Hertfordshire County Council
Mr J Richardson	Chamber of Commerce
Cllr E Fernaders	North Herts District Council

Officers Representing

Mr N Thompson	LLAOL – Chief Operations Officer
Mr D Gurtler	Luton Borough Council
Mr P Gilbert	LLAOL – Marketing Communications Manager
Mr N Bradford	LLAOL - Head of Communications & Marketing
Mrs A May	LLAOL - Flight Operations Manager
Mr J Keating	LLAOL - Community and CSR Executive
Mrs L Aspite	LLAOL - Net Zero Senior Manager – Sustainability
Mr J Wilkinson	BMKALC – (sub)
Ms L Symes	North Herts District Council
Mr C Hall	Luton Borough Council
Mr O Bigaignon	St Albans City and District Council
Ms F McGlone	Luton Rising
Mr J Wright	LLAOL - ESG Performance Manager Sustainability
Mr P Donovan	Hertfordshire County Council

Noise Consultant & Secretariat

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

Apologies for absence received from:

Mr A Martin – LLAOL - CEO
Cllr D Rosario – HAPTC
Cllr R Brown - Hertfordshire County Council
Mrs N Prior - LLAOL – Head of Flight Operations
Cllr K Collins – Central Bedfordshire Council (Vice Chairman)
Mrs R Webb – BMKALC
Mr R Whear - Dacorum Borough Council
Mr J Hale - STAQS
Cllr P Brazier – Buckinghamshire County Council

1.0	The Chairman welcomed attendees to the meeting.	
2.0	**Minutes and Matters arising from LLACC Meeting 20th April 2026**	
2.1	The Chairman informed that draft minutes had been circulated for comment and the changes received had been incorporated in the meeting papers. The Chairman invited any final comments. No further comments were made and the minutes were taken as a true record for publication.	**Admin**
2.2	**Matters Arising** Item 2.2.3 – Airport Employment Figures. LADACAN reported that they had only just received responses to their queries from LLAOL and LBC, and would reply out of committee. (*Replied subsequently by email to Nicole Prior, Chair and LBC on 10/07/2026)* Item 3.11 - A member made reference to the reduction in landing and take-off emissions in the written report and asked if this could be presented as an absolute measure in total rather than a per passenger figure. LLAOL informed that the information is already in the report and advised that the full Luton data emissions can be found in the data catalogue. It was also advised that the full figures had also been included in the new Annual Report that was published recently. It was acknowledged that members felt that the per passenger figure was not sufficient. Item 3.11 The new immigration regulations were questioned, and it was asked if the Republic of Ireland was included in these. LLAOL confirmed that there were no new restrictions for travelling to the Republic of Ireland as it fell within the Common Travel Area. It was advised that there were still customs checks when arriving at Luton from Ireland. It was noted that for other routes, the new electronic travel authorisation checks should be carried out before inbound passengers boarded their aircraft. The checks were designed to reduce the number of people being detained at the border in the UK. However, if a passenger arrived without the correct paperwork, they would be detained and deported through the normal process. Following further discussion, it was agreed that LLAOL would clarify details with Border Force Team operating at Luton and update at the next meeting. Item 8.1- LLAOL were yet to arrange a visit to Marston Vale for future LLACC meeting.	**LLAOL** **LLAOL**
3.0	**LLAOL Management Report**	
3.1	Members were informed that LLAOL had received a Highly commended award at the recent prestigious ACI Europe Best Airport Awards. The recognition followed LLA being crowned Best European	

	Airport (10-25m passengers) in the same awards in 2024. It was noted that the ACI Europe Best Airport Awards were the industry's highest honour in recognising outstanding airport performance and achievement, celebrating innovation, sustainability, and passenger experiences. Judges praised LLA for its strong commitment to delivering social value and highlighted the Airport's community initiatives and in particular its focus on education, skills and career opportunities. Overall, they described Luton as remarkable across all areas.	
3.2	LLAOL advised on the figures for the quarter: there had been 5.04m passengers, a 6.4% increase on 2025. There were 38k total movements (take-offs and landings). Members were advised that the busiest day ever at the Airport was the 28th June with 66,000 transiting through the Airport. General Aviation remained below 2019 levels at -4.0% of pre-pandemic levels. Cargo tonnage was also down year on year by -12.8% The rolling 12-month passenger (June 2025 to June 2026) figures were 17.99m and it was noted that the expected forecast for the end of the year would be 18.5m passengers.	
3.3	Operational performance remained strong. Average queue times year to date were: 5 minutes for check-in, 7 minutes for security and 6 minutes for immigration. Strong customer satisfaction was also seen with 4.15 out of 5 (83%) being the ASQ score for overall customer satisfaction, with 100% of customers feeling safe and secure, and 98% feeling relaxed.	
3.4	Members were advised that LLA had become the first UK airport, and only the third in Europe, to achieve Level 4 of the Airport Council International (ACI) Airport Customer Experience Accreditation. This showed that the Airport had established a customer experience culture, with all employees contributing to the understanding for improving and shaping of the passenger journey. It was noted that all participating airports take part in a comprehensive review and training process covering customer understanding, measurement, operational improvements. It was further noted that Luton had also received a top 10 ranking in the Skytrax World Airport Awards for Best Low-Cost Airport for the second year running.	
3.5	Regarding Assisted Travel, the airport assisted 58,494 passengers in Q2 2026 this represents 2.32% of all departing passengers; a 15% increase compared to the same period last year. It was noted that LLAOL continued to meet all CAA standards since December 2022 and had been rated VERY GOOD in the Airport Accessibility Report for 2024/25. The 25/26 report is due by the end of July.	
3.6	Members were advised that during Q2, LLAOL supported Guide Dogs for the Blind through puppy training and also began trialling a	

	new initiative that incorporated Disability Awareness Training into the induction programme for all new Security Officers	
3.7	The Airport continued their focus on encouraging a shift towards more sustainable modes of travel and informed that their Journey Planner is now live on their website. Members were also advised the Airport's new £1.5 million Public Transport Fund was now live and was helping to support a range of sustainable travel initiatives. They continued to engage with all rail, coach and local bus operators regarding potential new routes including the introduction of 24-hour Arriva services which were already proving popular. Members noted the £30m upgrade of the Luton Airport Express with the interior being completely redesigned. It now included new seating and table bays to create a more comfortable experience, upgraded luggage facilities and power charging points throughout.	
3.8	The Airport's Sustainability Report was published on 30 June and detailed how the Airport was performing against their targets set out in their Responsible Business Strategy. In 2025, the Airport spent £41.2 million on works, goods and services with 165 businesses within a 20-mile radius of the Airport. They also supported 45 local community programmes and initiatives with grants and investment totalling £635,000 and had also raised more than £60,000 for their charity partners the National Literacy Trust and Luton's Tokko youth hub.	
3.9	Members were advised that in April the Airport hosted the winners of their Reach for the Sky Competition which was part of their Classroom to Careers initiative aiming to inspire the next generation of aviation professionals. The winning students experienced a unique flight aboard the Cranfield Flying Laboratory followed by a day of activities at Cranfield. It was noted that the day was made possible with the backing of a £90k grant from the DfT and CAA.	
3.10	Members were updated on the many fund-raising opportunities LLAOL staff had been involved in during Q2 for the Airport's charity partners. These included football tournaments, bike rides and the annual Airport Golf Day which raised a record breaking £25,000. Staff also spent many hours volunteering which included gardening at the Keech Hospice and litter picking.	
3.11	LLAOL informed members of their summer reading initiative to support the National Literacy Trust's 'Year of Reading' as well as forming part of the Airports wider Classroom to Careers Initiative. The Airport partnered with a Luton based author, illustrator and comedian, Olaf Falafel, to create 26 Minutes to Save Summer, a bespoke graphic novel designed to encourage reading this summer. The initiative included a competition for local schools who were asked to create a section of the book. Some 2,000 copies of the book will be given to local schools and Olaf will also be making	

	some school visits. Members were advised that copies of the book would be handed out to passengers.	
3.12	**Questions by Members** Clarification was sought regarding the Arriva Bus service from Aylesbury. LLAOL confirmed that the Bus Service that served Aylesbury to Leighton Buzzard, the X4, now continued on to the Airport. Members congratulated the Airport on the many awards that had been received.	
4.0	**Annual Sustainability Report**	
4.1	The Chairman introduced the Annual Sustainability Report which was issued at the beginning of June. It was noted that the review of the document was being carried out in 2 places at LLACC where non noise aspects were discussed and at the NTSC where the noise aspects would be discussed. It was also advised that LBC would review the report at their Overview and Scrutiny Board in Aug/Sept. LLAOL informed that this was the second report in their current Responsible Business Strategy 3 Year cycle. The format was slightly different to the previous year and was split into ES&G and Compliance. It was noted that a lot of work had gone into the report from across the Airport as well as input from LBC. There was some discussion regarding emissions and members were advised that the Environment Statement Chapter 12 had a forecast of what the emissions were expected to be over the period of the expansion. A member questioned some of the data in particular Table 2 and Appendix 10 and asked if the table could be reviewed to check that the data was correct. The Chairman invited Bikerdike Allen to review the table and would take this forward at the next NTSC in September. The proportion of next gen aircraft was discussed. It was asked what was the actual proportion of next gen operating from Luton as there were a few different percentages given within the report. LLAOL informed that the variation depended on based vs operational aircraft. LLAOL suggested that this could also be covered in more detail at the next NTSC. Explanation was also given regarding the differences of New Gen, Next Gen and Chapter 14.	**BAP** **LLAOL**

5.0	**Noise and Track Sub Committee**	
5.1	Members noted the report provided by Bickerdike Allen for Q1 of 2026.	
5.2	Total passenger numbers had increased by 3% and total traffic movements decreased by 1%. The total movements in the night period, 23.00-06.59, were 29% lower when compared with the same quarter last year. The early morning, 06.00-06.59, movements were 7% higher than those in the same quarter last year.	
5.3	The airlines had achieved Continuous Descent Approaches (CDA), for 92% of all arrivals; this was slightly lower than the 93% in the same quarter last year.	
5.4	The noise monitor results showed most departures still produced noise levels in the range 70-76 dB L_{Amax}. In this period (2026 Q1), there were 16 daytime departures, and 2 night-time departures registering greater than 80 dB. Last year (2025 Q1), the comparable counts were 0 and 0. Members were advised that one of the NMTs had been moved closer to the centreline of the relevant departure route in late 2025.	
5.5	There were 14 noise violations during the daytime and 0 during the night-time. Members noted that most of the daytime violations were due to the limit being reduced on 1st January 2026 as only 4 exceeded the previous limit. LLAOL continued to work closely with the airlines to reduce violations. The night-time noise contour area decreased by 20% compared with the same quarter in 2025. It was noted that there were 12 track violations in this quarter due to poor track keeping.	
5.6	The number of complaints had decreased from 586 in the last first quarter to 456. The number of complainants was 23 down from 43 in 2025. The number of new complainants was 5, down from 6. Complaints regarding westerly operations (arrivals) formed the largest percentage of complaints.	
5.7	Regarding the limit on early morning shoulder activity (12-month movements), the total for the preceding 12 months was 6,530 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 6,743 which was also below the limit of 9,650.	
5.8	Members were advised that the sub-committee had discussed the QMR and highlighted some of the topics covered. **Go-arounds** - the most common cause was 'unstable'. This was taken from the report given by the pilot and could relate to a number	

	of factors which might include weather conditions. NATS advised that during the quarter the runway resurfacing meant that there were no centreline lights for some of the quarter. This would have affected visibility and might have led to some additional missed approaches. It was questioned if FLOPSC could give consideration to go-arounds. It was noted that the most common type causing a departure noise limit exceedance was the Boeing 737-800. Over the last few years this type had been replaced by the 737 Max8, and there were now more movements of the newer type. The committee discussed the likely future development of the aircraft fleet at the airport. In relation to dispensations, it was questioned why the 4th example on the QMR was put down to passenger hardship. LLAOL advised they would report back at the next NTSC. **Estate Agents' Pack -** LLAOL advised on their progress in developing an Estate Agent Information Pack to provide local agents with clear and consistent information on LLA operations. This had involved engagement with local agents and was intended to be a single page of 'Key Highlights'. The committee considered a pack was worthwhile and that it should highlight the importance of wind direction on the distribution of flights, so potential purchasers could experience the range of noise. The inclusion of links for further information was also highlighted, and as a minimum it was proposed to include links to both the noise page of the Airport's website and the Travis system. **Community Noise Survey -** LLAOL presented results of the survey based on the 184 responses received. This found that around half the respondents were not aware of the LLA flight paths when they moved to the area, and a similar proportion were not aware of the Airport's Noise Action Plan. This lack of knowledge was reflected in the rating of the airport noise management measures with most respondents rating them as poor or not being aware of them. Most respondents were also not aware of LLA's Community Noise Events although they would like to be contacted about those in future. LLAOL advised they were working on promoting future events and would specifically contact those who expressed that preference. Future events would also be shaped by common themes expressed by respondents such as future airspace change. The committee discussed the responses. Some surprise was expressed at the low number of responses, particularly as LLAOL confirmed details of the survey were sent to all previous complainants in addition to more general promotion. It was	

	suggested that participation in further surveys would be assisted by details of what changes / lessons learned arise as a result. **LNAM (Low Noise Arrival Metric)** - LLAOL advised changes to their LNAM study had been made following previous NTSC comments and that the final report was on their website. In summary LLA were going to review the future reporting in relation to Gatwick Airport. The committee discussed the metric, and while it was accepted the current system was unable to produce it, it was thought the raw data was available. There was an issue with trying to use the metric to influence operations in the current airspace around LLA. The metric related to the arrival profile when the aircraft was over 10 nm from the airport. In the case of LLA, for the common wind direction, the relevant airspace is constrained by interaction with traffic from other major airports.	
5.9	LLAOL advised that they had attended an initial meeting with UKADS who would be leading on the future reorganisation of the airspace in the south-east. It was understood that the role of individual airports would be limited in this, but LLAOL would continue to pass on the shared desire from the local community, the airlines, and themselves that LLA be able to operate efficiently without undue restrictions so as to make best use of aircraft performance. **Questions** Members ask why statistics were included whilst the runway was closed. LLAOL informed that the reports were factual and needed to be included for the period. The reports were caveated that the runway was being resurfaced. Members noted that the number of complainants had dropped in the report. It was thought some of this was due to the AD6 consultation having been completed.	
6.0	**Passenger Services Sub Committee**	
6.1	The Chairman informed members that many of the issues discussed had already been presented in the Airport's update. The Chairman informed they were updated on future developments and the various outlet changes happening with the terminal building. The new head of Border Force for Luton was also present at the meeting. Issues were discussed regarding changes and cancellations of bus routes that no longer went to the Airport. Off airport street parking (fly parking) was also discussed. LLAOL informed that as part of the Airport Transport Forum there was a Highways Working Group who	

	had procured some consultants to look at an action plan for anti-social parking in Luton, Hertfordshire and Central Bedfordshire. It was advised that there had been a workshop at the end of March but there was no update on the next steps at the moment. LLAOL agreed to update at the next PSSC. There was some further discussion regarding payment for resident parking permits and various other solutions.	**LLAOL**
7.0 7.1 7.2 7.3 7.4 7.5 7.6	**Luton Borough Council Report** LBC updated on the report provided. Members were advised that LADACAN had sought leave to have a Judicially Review of the DCO by the Supreme Court. There were no timings from the Supreme Court as to whether they would hear the JR. Members were advised that the Air Quality Monitoring had now been approved. Members were informed that the National Policy Framework was expected to be issued within the next few weeks. LBC would be consulting on the Local Plan The Chairman enquired whether the development of the Airport would need to wait until the Supreme Court had made their decision. LR briefed on the status /activity of the development and on how they would progress with some of the arrangements that needed to be put in place in order to bring about greater control over sustainability through the Green Controlled Growth process. It was noted that they would not be moving ahead with any building or development requirements whilst waiting for the decision; this would ensure they moved ahead in the right way.	
8.0	**Correspondence Received** None received	
9.0	**Any Other Business**	
9.1	**Noise Insulation Scheme** – Discussion ensued regarding the requirements of the scheme and the need for Planning Permission when insulating listed buildings. The question was how the scheme applied to a listed building and if it was fit for purpose in this regard. The scheme was currently implemented by the Airport under instruction of the planning authority as part of the 19mppa approval. It was noted that a completely new scheme would be implemented as part of the DCO but the discussion needed to disregard any future schemes and focus on the current requirement and how it might be evolved if necessary. LLAOL reiterated that as part of the	

	Planning Conditions LLAOL had to deliver a residential and non-residential Noise Insulation Scheme; they had no other obligations apart from delivering the current scheme which they had done since 2016 and would continue to do so. However, a listed property eligible under the scheme had sparked a debate about the best way forward for such buildings. The LLACC were invited to discuss the issue and LLAOL undertook to consider any suggestions the Committee might have. LBC stated that the scheme allowed for some flexibility in that the requirement for noise insulation may not just be met by double glazing - it could be sound proofing. In terms of listed buildings, secondary double glazing did not necessarily need planning permission, but this would depend on the relevant planning authority. A member asked that within the Section 106 Noise Management Plan para 3.1.5 it suggested that there could be exceptional circumstances in which the grant could be increased and enquired if listed buildings status would usually be classed as an exceptional case. The Chairman asked the Committee to consider, from a generic point of view, if a property was within the required footprint and eligible for some help with Noise Insulation regardless of what it may be, should the scheme take more account of the requirements for listed buildings as a matter of fairness. Explanation of the areas that are covered by the scheme were given. A member also asked how the scheme worked for those who are affected by noise particularly when it is hot weather and they are unable to open windows due to the noise. LLAOL advised that the scheme does offer acoustic ventilation units which help to get fresh air into the property whilst keeping windows closed. A member enquired of LLAOL what the current grant would extend to on a 'standard' property. LLAOL advised it would replace approximately three double glazed windows; on a listed building the grant could potentially extend to two bay windows. The Chairman stated that the fundamental question was whether there was scope for the scheme being adjusted to make different allowances for listed buildings, whilst still delivering the same result that a standard house would get. Members felt that it needed to be agreed whether listed buildings fell into the exceptional circumstances or not and then the detail could be discussed further at the Noise Insulation Sub-committee. It was noted that LADACAN believed that there was provision in the scheme for exceptional circumstances and that listed buildings ought to considered as an exception.	

9.2	No further business was raised and the meeting closed.	
9.3	**Date of Next Meeting** 26th October 2026 at 14.00 Percival House.	