

East Midlands Airport

Company no: 2078271

EAST MIDLANDS AIRPORT

INDEPENDENT CONSULTATIVE COMMITTEE

GENERAL MEETING

APPROVED Minutes of the Meeting
held at DHL Offices, East Midlands Airport

18 March 2011

Present:

Independent Chairman
Observer

Mr B Whyman MBE, Ch, JP
Andrew Bridgen MP

Users:

Consumers Association
DHL
Loughborough University
Unison
Derbyshire & Nottinghamshire Chamber of Commerce

Dr A Manhire
Mr P Hewett
Dr D Gillingwater
Mr R Young
Mr A Morris-Richardson

Local Authorities:

Erewash Borough Council
Leicestershire County Council
Nottinghamshire County Council
North West Leicestershire District Council
Rushcliffe Borough Council
South Derbyshire District Council

Councillor R Parkinson
Councillor Mrs L Pendleton
Councillor L Sykes
Councillor D Stevenson
Councillor Mrs M Males
Councillor J Harrison

Local Groups:

CPRE Leicestershire
CPRE Derbyshire
CPRE Nottinghamshire and Rushcliffe
DEMAND
Derbyshire Association of Local Councils
Kings Newton Residents' Association
Melbourne Civic Society
PAIN - People Against Intrusive Noise
SAVE – Save Aston Village Environment
WINGS

Mr G Stocks
Ms C Barker
Mrs B Walker
Mr S Charlish
Councillor S Jackson
Mr S Leech
Dr P Grimley
Mrs P Beddoe
Mr J Gidlow
Mr I Robertson

East Midlands Airport:

Director of Sustainability
Director of Planning and Development
Head of Government and Industry Affairs
Managing Director
Commercial Operations Manager
Customer Experience and Training Manager

Mr N Robinson
Mr J Froggatt
Mr B Conway
Mr B Miller
Mr P Graham
Ms P Hemsley

Minute Secretary

Mrs A Lamin

11/01 **APOLOGIES AND DECLARATIONS OF INTEREST**

The Chairman welcomed everyone to the meeting and in particular Mr Steve Charlish following a recent absence. Andrew Bridgen MP was welcomed as observer to the meeting. Apologies were received from Mr R Pryce, Cllr S Spencer, Cllr M Barrett and Cllr J Pike

Declarations of interest were received from Cllr Stevenson in relation to NW Leicestershire District Council planning applications and Cllr Pendleton in relation to SIGS and PV Power Generation.

Cllr Stevenson was not present during discussion of items 11/07 and 11/08 c.

11/02 **Minutes of meeting held on 12 November 2011:**

- a. The minutes of the meeting held on 12 November 2011 were accepted as a true record subject to two changes:

- (i) Page 2, 10/16, final paragraph. '**The** member' changed on request to '**A** member.
- (ii) Page 3, 10/24 c. Planning applications: A member proposed, and it was accepted, that the last sentence be amended to: 'The airport was unable to confirm or deny any land purchase and promised to provide maps at the next meeting of all airport owned land at East Midlands.'

b. **Matters arising:**

10/19 Chairman's report

The Chairman drew attention to the attendance at this meeting of Andrew Bridgen, MP as observer and confirmed that it had been agreed that the overriding policy will remain that attendance by third parties is not usually appropriate and this will not set a precedent for the future.

11/03 **CHAIRMAN'S REPORT:**

- a. A paper submitted by the Melbourne Civic Society was included on the agenda as item 5a - Airport Master Plan Review to 2010. The Chairman thanked Dr Paul Grimley for the detailed information provided.
- b. At the request of WINGS, a paper on Photo Voltaic Power Generation was included on the agenda at item 7, and it was confirmed that EMA will circulate details of land holdings.
ACTION: EMA
- c. The Chairman confirmed that on behalf of ICC sub committee members several queries had been followed up with the DfT. These included the Aviation Scoping Document, Master Plans, Noise Action Plans and ICC guidelines. The Chairman advised that there was to be a 25% reduction in staffing and restructuring at the DfT.
- (i) The Chairman had been told by DfT officials that the White Paper Scoping document on aviation policy will not be about planned growth at airports but will examine broad principles ie contribution to the economy and economic growth; Heathrow airport as a major hub; and the environmental impact of aircraft operations. A consultation will be published by the end of March 2011 lasting six months ending in September. The following issues will affect responses:
- i) Evidence will need to be submitted and this could be by various means.
 - ii) July – The Government will issue a response to Climate Change Committee Examination of Carbon Emissions
 - iii) July – an update of White Paper forecasts will be issued.

An aviation framework will then be drawn up for further consultation and the final document will be published by March 2013.

The Government will not be interested in individual airport expansion such as new runways, unless this is supported by justifiable noise contours and mitigation of customer impact.

- (ii) In relation to Master Plans, the DfT does not want consultation overload and it is proposed that reviews should be put on hold to avoid this. The Scoping document and revised forecasts which are due in July will inform Master Plans. The Final Policy Framework is due in March 2013 at which time Master Plans will be reviewed. Further information on this will be issued in March 2012.
 - (iii) Noise Action Plans - the DfT have underestimated the work that needed to be done and the workload. It is anticipated that the EMA Noise Action Plan should receive approval in the near future.
 - (iv) ACC Guidelines - it is anticipated that the new guidelines will address passenger representation. It is the intention to utilise the experience already within ICCs. A number of meetings are taking place with airports in the next few weeks and a report will be presented to the next ACC meeting in Aberdeen in June. Consultation will then take place with airports to inform new guidelines to be published in September.
- d. The Chairman advised receipt of a letter from Village Voice, Melbourne requesting attendance at ICC meetings to report details to villages around Melbourne.

Different views were expressed by members and key comments included:

- Disquiet at including the press and/or observers at meetings
- ICC guidelines allow press and observers and approximately 50% of ICCs allow the press and observers to attend meetings
- It is the job of members to report to constituencies and the presence of the press would restrict comments made and opinions given
- ICC meeting minutes are available to the public through the EMA website
- Inclusion would 'open the floodgates' and there is a danger that the press would receive and report on individual comments and not the views of the committee
- The ICC should be open and transparent and inclusion should be allowed, although attendees could be excluded from specific items
- Such requests are received regularly and the decision is always the same, this should be debated annually as a general request
- This does not add value to the ICC

A member expressed concern that details of the request had not been circulated previously to the meeting and no declaration of interest had been received.

The request for attendance at ICC meetings by Melbourne Village Voice was put to the vote. Six members voted in support of the request and fourteen members voted against the request. There was one abstention. The Chairman will advise the decision to Melbourne Village Voice.

ACTION: CHAIRMAN

e. **Leicestershire Constabulary - Project Griffin**

Details of a leaflet and letter circulated to local households on Project Griffin were outlined. This is a project offering half day courses to make people aware of issues such as terrorism, but is not specifically airport related. EMA had discussed this with the

Police and proposed Leicestershire Constabulary be invited to give a shorter presentation to a future ICC meeting and this was agreed.

ACTION: EMA

11/04 **CUSTOMER FEEDBACK PROCESSES AND INITIATIVES:**

Paul Graham, Commercial Operations Manager, and Penny Hemsley, Customer Experience and Training Manager, presented details of The Customer Experience Feedback Processes and Initiatives.

The Customer Experience

- Overview
- Initiatives:
 - Fix the Basics
 - Airport Ambassadors 2010 and 2011
 - Customer feedback - process and review

A member asked if complaints have been received from taxis on the new drop off arrangements and EMA responded that there had been initial complaints, but now it is understood that taxis are passing the £1 charge on to customers.

Customer Service Training is delivered by the EMA Customer Experience team who are working with Service partners to improve service standards across EMA.

Customer First

Customer First is an initiative funded by MAG, beginning in 2007, in which both employees and service partners participate and contribute voluntarily. All input is in addition to individual day jobs. Almost £55k has been spent at EMA this year on projects that have been identified by staff. Staff identify a problem or recommend improvement and bid for funds.

20% of staff, working in eight active teams, currently participate and the target is 30%.

Future proposed projects include a Children's Play Area and activity books; Snow clearing team; and the Air Traffic Team working with the charity - 'Wish upon a Star'.

A member said he was pleased to note that flight departure information was now available at Parkway Station and asked if this could be extended to Nottingham and Leicester. EMA will investigate this further.

ACTION: EMA

A member suggested in addition to a Snow Clearing team, that a Cleaning Team be set up to come into operation at specific times such as festivals when additional clearing and cleaning is required.

A member said that the drop off and pick up points on the car park are traumatic. EMA said the system has recently been revised and the alternative is 60 minutes free parking on car park 6, giving passengers a choice. It was confirmed that clearer signage is being designed and will be installed soon.

The Customer Feedback team have weekly feedback meetings and all issues raised are reviewed. EMA reiterated that it is the airport's responsibility to provide customer service but the Customer First initiative gives an extra dimension through which staff can contribute.

Members agreed this was a fantastic initiative and congratulated Paul Graham and Penny Hemsley on the initiatives and the information presented.

Confirmation was given that disabled access and help for disabled passengers is available. A member suggested provision of a Fast Track lane at check-in for disabled passengers.

It was confirmed that Airport Service Quality is reviewed through an independent monthly survey completed by passengers – a survey that was also carried out at airports across Europe.

The Chairman thanked the presenters and the staff involved for the presentation and for the work being undertaken.

11/05 **MASTERPLAN:**

a. **Airport Master Plan Review to 2010:**

Dr Paul Grimley, Melbourne Civic Society, outlined the report circulated. Dr Grimley said the expansion forecast has not been met and there has in fact been contraction. Issues include the increase in oil prices, difficulties in the supply of oil, suppressed demand from passengers and the lowering of disposable incomes. EMA are dependent on tourism and further contraction is a possibility. The first two months of 2011 showed a 50% reduction in passengers compared to peak levels. Air freight has not increased in five years and the increases forecast have not been achieved. There is, therefore, a pressing need for the airport to reduce targets. The existing Master Plan is misinforming transport and planning requirements.

A member said that Planning Policy Documents do refer to the Master Plan but a forecast reduction could in fact restrict economic revival.

A member said that the economic downturn could not be predicted when the Master Plan was drawn up. In addition, regional airports will have to take up activity from Heathrow as there will be no additional runway at Heathrow. Parkway Station is also increasing traffic to the airport. The member reiterated the need for a transatlantic and European hub service from EMA and said EMA is a great economic driver for the region.

Dr Grimley said that in general airports are showing a significant decline, particularly in respect of tourist numbers. In his opinion, 2008 is looking increasingly like the peak followed by a decline.

A member said that the country is not in decline, other airports are showing increases. The focus must be on growth and not planning for decline.

A member reiterated that we must not plan for decline, the focus must be on growth, although another member said that there is world instability and growth is not a given.

DHL advised that freight has increased by 15% this year and 20 additional employees have been recruited. Some routes had previously been consolidated and are now under further review. The outlook is positive and some direct flights may need to be reinstated.

Member comments included the intention that the Government wants to keep aviation at the present level; there is an opportunity now for EMA to lower the levels of night flights and noise; there is clearly a discrepancy in the Master Plan forecasts.

b. **Master Plan process:**

John Froggatt, Director of Planning and Development, reviewed the details outlined in the paper circulated which included the background, current situation, implications and recommendation.

It was confirmed that a review of the Master Plan was originally planned to commence in Spring 2011 but there is a need to tie in with the Noise Action Plan and Government policies as had been outlined by the Chairman in his report. There are clearly challenges ahead, freight business is growing and provides over 2,000 jobs, and passenger growth is anticipated. EMA therefore propose that further consideration to the timings of a review of the Master Plan be delayed until future Government policy became clearer.

Dr Grimley said this leaves the dilemma that unrealistic growth targets are in the public domain and are misinforming planning and transport policies and suggested that interim revised traffic forecasts could be issued each year. A member said that misinformation on both local and national levels should be put right.

Brian Conway, Head of Government and Industry Affairs, said that EMA is not the only airport facing this dilemma. The Government are setting new policies to replace the White Paper which is technically still in force and problems will be addressed and forecasts revised. Other airports are delaying their Master Plan reviews until Government guidelines and more current information is received following the consultation process.

A member said that this matter was reviewed at the recent MENT sub committee and the decision was unanimous that the Master Plan review should be delayed until July. All changes are hypothetical until the Government information has been received.

The Chairman confirmed the anticipated receipt of updated forecasts in July together with information on environmental issues.

EMA said there was no reticence by EMA to reviewing the Master Plan and as soon as this can be taken forward in conjunction with Government requirements, EMA will proceed.

The Chairman proposed and it was agreed by all present that the Master Plan review will be deferred and discussed when Government information is available.

11/06 **PASSENGER REPRESENTATION ON THE ICC:**

The joint report prepared by EMA and The Consumers' Association was outlined and discussed.

Dr Manhire said that representation by passenger groups on the ICC is limited and representatives of Local Authorities and Local Groups comprise the majority of the ICC with limited debate on passenger issues.

The Consumers' Association feel that the ICC is unbalanced and that passenger needs, in particular as dealt with by the Transport Economic Development and Passenger (TEP) sub committee do not receive sufficient emphasis. They suggest that the Consumers' Association be allocated two places on the ICC to help achieve this and that there is just reason for an exception to the rule on representation in this case. Which?, as an independent organisation, has representatives that can attend both ICC and TEP meetings. Consideration should be given to what is relevant to EMA and not related to what happens at other airports.

A member expressed no objection to the proposals but pointed out that passengers can provide feedback in various ways but local villages have no choice but to accept the existence of the airport - the method for complaints is not easy or clear and the responses to complaints from EMA is not satisfactory.

Members commented that they felt the existing representation on the ICC and sub

committees was good and a precedent should not be set by increasing one organisation's representation. Direct customer representation is received from the Consumers' Association now, there is the facility for a substitute representative to attend meetings, and views of individual passengers are obtained through the various feedback procedures. Feedback and passenger issues can also be raised by existing ICC members and their organisations.

Dr Manhire said that EMA passengers are not necessarily local and representation is needed from a wider constituency.

It was agreed, however, that representatives from the AOC (Airport Operators Committee) and the Derbyshire Association from the Blind will be sought. Both organisations are members of the ICC but currently no representatives are nominated. EMA will follow this up. EMA will also contact ABTA to confirm representation.

ACTION: EMA

The Chairman said that draft revised guidelines for ICCs will be issued in June and will include more emphasis on passenger representation.

It was proposed and agreed that organisation membership of ICC will be reviewed when the guidelines are received.

ACTION: EMA

11/07 **PHOTO VOLTAIC (PV) POWER GENERATION:**

Neil Robinson, Director of Sustainability, outlined the details of the proposed PV installation and the land in question. The proposed project is part of EMA's wider carbon management strategy, contributing to saving more than 2k tonnes of carbon dioxide annually.

A member said that the Master Plan had made it clear that no changes would be made to the airport until 2016 and that the Government had ruled that expansion was only acceptable in a growth situation.

A member said that development on the site will lead to further development and an increase in brown field areas. He believed this is a commercially based objective to obtain Government subsidies and to produce an income stream to EMA of £1.3m. Land had been purchased from farmers in September 2010 and a ten page document was submitted to NWLDC in December. This was not reported to the ICC, the first indication of the plans being circulated in a letter to local Parish Councils dated 4 February 2011. One hundred villagers attended a Parish Council meeting and no information was given on barriers or screening. This was billed as a normal Outreach meeting and insufficient notice and information was given to villagers. The member said that EMA can absorb the project within the existing boundaries and should do this.

EMA said that the EMA land near runways has restricted use, and EMA do not want to restrict potential airport growth within the existing site. Details have been given to the local authority for consideration by the planning authority as appropriate. EMA has targets for sustainability and is looking to reduce the environmental impact of the airport. The cost of the project, as for other similar projects around the country, is untenable without subsidies which is why subsidies are made available. The project is expensive and EMA could not proceed without subsidies. Consultation on the project in general terms has been organised with local villages although the project is still in the very early stage and detailed design has not yet been carried out.

EMA have reviewed other potential sites and will continue to review, but a site within the airport has not been identified.

A member asked if the land would revert to green field when the project has expired or would the land become permanently brown field. EMA said the project is not invasive or intrusive and the project is likely to enable grazing of livestock to continue.

A member expressed concern that the boundaries of the airport were being extended beyond those specified in the Master Plan. EMA are therefore choosing to change what has been set out the Master Plan but refusing to change the Master Plan, which is inconsistent.

A member expressed concern about the flow of public money to a commercial enterprise and asked what would be the effect on EMA of the proposed reduction of feed-in tariffs. EMA confirmed that the project will need to be financially viable.

A member said that EMA has made it clear that it is willing to purchase any land available. 25 acres, with 6 foot high panels surrounded by a 7 foot fence will have a huge environmental impact and will set a dangerous precedent if this becomes a brown field site.

EMA said that the site is a steep south-facing slope and it is not feasible to fit the panels to roofs on Pegasus Park because of issues over shading and shadows. Only half the proposed area would be covered by panels and water run-off would be catered for between them.

A member reiterated that appropriate consultation has not taken place and inadequate information has been provided.

Brad Miller, Managing Director said that a total investment of approximately £20m will produce an annual income of £1.3m. This would be a joint investment with a developer and will create jobs for the supplier. The tariff would go to the developer and would reduce EMA's carbon footprint and give an assurance of supply. Any of shadow, even on part of the array would reduce efficiency and could make the project unviable. Brad Miller said he was disappointed that EMA had been accused of being dishonest through lack of consultation and said that EMA had initiated consultation at the earliest possible time, while details were still being reviewed. The views of members and the local community are appreciated and the project in total is being reviewed. EMA are considering how best to take the project forward. All comments received will be taken into account.

In response to a member query it was confirmed that the proposed developer is local, but is subject to European procurement laws on procuring panels which are manufactured in Europe.

Andrew Bridgen MP left the meeting at 12.40pm and thanked ICC members and EMA for the invitation to this meeting. Andrew Bridgen said that EMA was a great asset to the area but had a considerable impact and that it was important to make the most of the economic benefit but minimise the downside. The Chairman thanked Andrew Bridgen for his work and support for North West Leicestershire.

11/08 **AIRPORT REPORT:**

a. **Statistics:**

The information circulated was reviewed. Although passenger figures show a reduction, EMA is anticipating growth this summer. The freight situation has been positive for over a year.

It was suggested and agreed that the statistical information will be put onto the EMA

website and will therefore be available for review by Parish Councils.

ACTION: EMA

b. **Community Relations:**

The information circulated was reviewed. It was noted that 860 visitors to the Aerozone have been achieved since the launch in May 2010. ICC members were asked to publicise the Community Outreach meeting dates as detailed.

c. **Planning applications:**

In response to a member query, EMA confirmed that it believed that details of the planning conditions relating to the runway extension are available on the NW Leicestershire District Council website but that if they are not. EMA will circulate a copy of the conditions to ICC members.

EMA will circulate a summary of the planning conditions relating to the runway extension to ICC members, and the conditions will be outlined at the next MENT meeting.

ACTION: EMA

d. **Environmental Summary:**

Details circulated were reviewed. The night noise contours details were revised to read as follows: 'The night noise contour reduced in area, from 7.8km² to 7.6km², a decrease of 3%.

11/09 **DATE OF NEXT MEETING:**

Friday 24 June 2011

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