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**MINUTES OF THE MEETING HELD ON TUESDAY  
1st APRIL 2008 AT 4.30 PM AT CITY AVIATION  
HOUSE, LONDON CITY AIRPORT**



**PRESENT:**

John Adshead	Chair
Bill Dunlop	Deputy Chairman
Stuart Innes	Secretary
Charles Buchanan	London City Airport
Gary Hodgetts	London City Airport
Cllr Denise Hyland	London Borough of Greenwich
Cllr Ann Jackson	London Borough of Tower Hamlets
Robin Whitehouse	London Borough of Newham
Jackie Lindre	London Development Agency
Sundee Pawar	Gallions Housing Association
Howard Sheppard	Docklands Business Club
Gertie Duffy	Royal Docks Community Forum
Sid Keys	Silvertown TRAs
Glynis Webb	North Woolwich TRAs
Dennis James	Custom House and Canning Town Community Forum

**APOLOGIES:**

Cllr Ayesha Chowdhury	London Borough of Newham
Cllr Peter Craske	London Borough of Bexley
Alan Robinson	West Silvertown Village Community Foundation
Hamish Stewart	RODMA
Lyn Juniper	Beckton Community Forum
Rongu Miah	Beckton Community Forum
Ron Brewer	London TravelWatch
Dan Townsend	London City Airport
Frank Evans	Department of Transport

**IN ATTENDANCE:**

Janet Goulton	London City Airport
Rob Grafton	London City Airport
Jonathan Smith	London City Airport
Elizabeth Hegarty	London City Airport
Victoria Jeeves	London City Airport
Sgt Tony Galinis	Metropolitan Police (Royal Docks Safer Neighbourhood Team)
Sue Weinand	London Borough of Newham
Ian Thomas	Morgan Est

**1. PRESENTATION – NATS CONSULTATION: LONDON TERMINAL CONTROL NORTH  
- AIRSPACE CHANGE PROPOSALS**

As reported to members the previous day it appeared that the NATS offer of a Briefing Meeting for Consultative Committees was on the basis that the attendance would not exceed 10 members and that it should be in private. This was contrary to the arrangements made at Stansted where the consultative committee was to be briefed at a special meeting where no such restrictions would apply. The Secretary was also checking what arrangements had been made for the briefing to be given to the Heathrow Airport Consultative Committee.

Members expressed their dismay that NATS should seek to impose such restrictions at London City but not at Stansted and possibly the other affected airports. The consultation was an open one about

matters of considerable local interest and there seemed to be no good reason to hold such a briefing behind closed doors. NATS should be asked to reconsider with a view to a special meeting of the full Committee before the closing date for comments, If, however, the rules were immutable the offer of a private meeting should be accepted but under protest. Members wishing to attend such a meeting were asked to notify the Secretary at the end of this meeting.

The Secretary said the proposals involved:

- a) A new holding point for London City arrivals from the west, north and east . The current hold sits over Southend and allows just two aircraft to hold at 4,000ft and 5,000ft. The new hold would lie to the north of Southend, east of Maldon and south of West Mersea. This could hold aircraft at up to six higher levels — between 6,000ft and 11,000ft - which NATS believed would reduce noise and improve fuel efficiency.
- b) Changes to London City departure routes. These aimed to accommodate the jet aircraft which now use the airport which have different flight profiles to the propeller driven aircraft for which the present departure routes were designed. Thus the first turn for departing flights would be wider. Jet aircraft already fly a wider turn but establishing this as a formal route would allow air traffic control more easily to predict aircraft positions and this in NATS view would significantly enhance safety.
- c) Changes to London City departures heading north. These would avoid the area of the new hold. Departures which currently pass through congested airspace at Brookmans Park in Hertfordshire, would be re-routed away from this area further to the north-east with the route designed to P-RNAV standards. Aircraft can follow a P-RNAV designed route more accurately than a conventionally designed route. This means departing aircraft will normally be more concentrated along the centre of a route.
- d) No change to London City arrivals from the south.

The consultation document, and the area leaflets published by NATS, could be seen after the meeting or on the special website set up by NATS for the purposes of the consultation – Section i of the consultation document referred to East London and South Essex where the proposals could be seen in detail including detailed maps showing the new routes.

Gary Hodgetts said the project was a massive one which had been in progress for several years. It was the intention to reduce overall the number of people affected by overflying aircraft and it was estimated that 40,000 fewer people would be affected if the new arrangements were introduced. But the new hold for LCY north-east of Southend had already attracted local opposition.

Robin Whitehouse pointed out that that the website was interactive – people could see precisely how they might be affected by simply typing in their post code.

2. The **MINUTES** of the meeting held on 8<sup>th</sup> January 2008<sup>1</sup> were approved as a correct record

### 3. **COMMITTEE MEMBERSHIP - ABTA**

David Steer had recently moved out of the London area and was no longer able to represent ABTA as a member of the consultative committee.

David had checked with ABTA's Greater London Regional Committee who felt they no longer needed a representative on the committee. David was sorry his period of tenure had been so short, but he had enjoyed the couple of meetings he attended and would continue to take a personal interest in LCY.

The Committee agreed that the interests of passengers should continue to be fully represented and the Secretary was asked to liaise with Charles Buchanan about this.

### 4. **MATTERS ARISING**

#### (a) **Item 4(b) – Parking in local streets**

Elizabeth Hegarty said there had been no further developments and suggested that this issue should now be removed from the Agenda to be restored later should the need arise. This was

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<sup>1</sup> <http://www.lcacc.org/committee/minutes.html>

agreed. Glynis Webb and Sid Keys said that Elizabeth's hard work in seeking to deal with what was a very difficult local issue should be recognised and acknowledged.

Bill Dunlop said there continued to be problems with which the Council had failed to deal. He noted that a car had been left in Parker Street for several weeks. It was suggested that he should give the registration number to Elizabeth Hegarty who would arrange with the airport police for the matter to be investigated.

**(b) Item 4(c) – Noise Action Plan**

At the last meeting it had been reported that Defra was preparing draft guidance on how these Plans should be prepared and there would be consultation. The Secretary said that thus far nothing has been received. The Committee would be kept informed. It was clear that the Noise Action Plans would now appear much later than originally planned

**(c) Item 4(f) – Fuel Smells**

Rob Grafton said that the new air quality measuring equipment on the roof at City Aviation House had been fully operational for some time now, and that to complement this system the airport had commissioned a trial of the latest state-of-the art hydrocarbon monitoring equipment. If this trial proved to be successful, then the Airport would consider procuring such equipment on a permanent basis to be employed by the airport when necessary.

**5. AIRPORT DIRECTOR'S REPORT**

A note of the Charles Buchanan's report to the Committee is attached. There followed a number of questions.

**(a) Air Transport Movements**

It was confirmed that the present interim planning application was a response to growth in the number of air transport movements (as defined in the s.106 agreement) towards the present limit of 73,000. Because of delays in dealing with the application the limit will have been exceeded in the year 2007/08. Robin Whitehouse confirmed that the planning authority was aware of this.

**(b) Noise Monitoring**

Rob Grafton said that the Airport was committed to noise monitoring as requested by the London Borough of Greenwich and the details of this were now being worked out.

**(c) Fog**

There had been no complaints from passengers about the recent disruption caused by fog. There had been comment from a member of the Committee whose flight had been delayed by windy conditions.

**6. COMMUNITY REPORT**

Elizabeth Hegarty tabled her report (copy attached) which was noted.

The Committee noted with regret that Victoria Jeeves would shortly be leaving the Airport's staff. She was thanked for her contribution to the work of the Community Relations team.

In relation to *Runway News* Elizabeth Hegarty said this was now being distributed in those parts of Towers Hamlets and Greenwich affected by the Airport's operations. Gertie Duffy, Glynis Webb and Dennis James said they had not received copies of the latest edition of *Runway News* or indeed of the *Newham Mag* which should have been delivered by the same distributor at the same time. Elizabeth Hegarty said she welcomed such feedback and that would look into this with the new distributor.

**7. STANDING ITEM ON ENVIRONMENTAL ISSUES**

Rob Grafton tabled the Airport's Report and a copy is attached to these minutes. It was noted that the List included the items referred to in the Agenda as being missing from the report received by the Committee in January.

The Committee talked about the complaint that these lists did not also include noise complaints sent to local newspapers. The Committee noted that the present arrangements were prescribed by the

July 1998 s. 106 agreement and that the complainant had been advised that if she feels the system needs to be changed she should contact the London Borough of Newham.

Members felt it would be very difficult in practice to monitor and enforce such a requirement and that effectively the Airport could only be held to account for complaints sent to them or referred to them by such bodies as the Committee or the local authorities. Robin Whitehouse said the LBN itself investigated complaints received by the Council. In each such case the complainant was provided with information about how such complaints could be made to the Airport and often, with the consent of the complainant, such correspondence might be sent on to the Airport for its information and/or further action.

There was discussion concerning a suggestion that that the quarterly list given to the Committee should include the last three digits of the postcode of the person making the complaint. This would make the list more area specific. There were concerns, however, that such an arrangement might make it possible to identify individual complainants and the Airport was asked to consult with Sid Keys who had direct experience of working with postcodes in his business life. He said he thought it might be possible to use the sector code.

It was suggested that the Airport should publicise in Newham, Tower Hamlets and Greenwich information about how to make a complaint about aircraft noise and dealing with some of the more common sources of complaint which had nothing to do with London City Airport – for example noise from aircraft bound for Heathrow in the early morning. Gertie Duffy said that any such publicity should include information about the Airport's opening hours about which there was a lot of misunderstanding. It was suggested that information on these matters should also be included in a forthcoming edition of *Runway News*.

#### **8. NOISE INSULATION PROGRAMME – PART IV**

Jonathan Smith (London City Airport) tabled the Airport's Report and a copy is attached to these minutes. Members noted that the present Sound Insulation Programme was now largely at its end. In response to a question Jonathan confirmed that funding would continue to be available in relation to any property within the present programme which had not been treated or fully treated or which fell within the 57LAeq noise contour.

Charles Buchanan said that Jonathan would now be moving on to other projects and the Sound Insulation Scheme would now become the responsibility of Dan Townsend. Members expressed their appreciation of Jonathan's work in implementing the Sound Insulation Programme. He had approached a very sensitive task with great tact and diplomacy and he would surely be missed.

Charles Buchanan said that discussions were now in progress about the next Sound Insulation Programme. He confirmed that the Airport would enter into separate and binding agreements with all boroughs covered by the new scheme.

#### **9. DLR WOOLWICH EXTENSION PROJECT – PROGRESS REPORT – APRIL 2008**

Ian Thomas tabled his report (copy attached) which was noted.

#### **10. PLANNING APPLICATION**

*See also the Airport Director's report – Item 5 above refers*

The Agenda report was noted.

The Chairman's correspondence with an opposition group based in East Thamesmead had been circulated to all members. There has been no response. Copies of other e-mail traffic about the application, including correspondence with a resident of Basing Close and a copy of the revised objection submitted by the *London Development Agency*, were tabled. It was noted that this represented a very small proportion of the total correspondence generated by the application, mostly in the form of representations sent to the LBN, which it was understood embraced a wide range of opinion.

The Secretary outlined how he proposed to reply to the resident of Basing Close noting that the Airport had offered to analyze the deposits on the complainant's car.

The Committee were reminded that, contrary to the impression which one opposition group sought to give on its website, members had in fact noted at the last meeting that the arrangements for local notification/consultation had not been consistent as between those living in Newham and those living in adjoining Boroughs. It had thus been agreed that the Committee should take up the question with the relevant Government Department(s), and via the Annual Liaison Meeting of ACCs (UKACCs), as a matter requiring review as a wider issue. The Committee noted that the matter currently rests with the UKACCs Secretariat who, as noted below, will be submitting the issue to the Annual Liaison Meeting at LHR on 11/12 June. Meanwhile, UKACCs were taking advice on the issue from the planning lawyers of another authority where a similar situation obtains. Also the Department for Transport had very helpfully identified those responsible at the Department of Communities and Local Government for planning policy issues of this kind and to whom the question will be referred whether through UKACCs or separately by the Committee.

Charles Buchanan said that although the Airport was not directly involved in the formal process of consultation, it nonetheless acknowledged that it could have done more to publicise the interim planning application outside Newham. There had been discussions with the planning authorities concerned and the Airport would in future adopt a more even approach across all areas immediately affected by an application.

## **11. COMMITTEE CONSTITUTION**

The meeting on 11<sup>th</sup> February had taken place as planned with Councillors Murphy and Crawford, the lead officer (Grant Aiken) and a number of other Council officials.

At the meeting the Council had agreed to bring forward ideas on how some Consultative Committee members representing the local communities might in future be chosen following the demise of the Community Forums. On 31<sup>st</sup> March the Council's lead officer, Grant Aitken, had sent an Options Paper which had been circulated to all members the same day. In a covering message Mr Aitken had said that the Council's preferred option was that a Mayoral appointment should be made, based on recommendations from the Community Lead Councillor. This, he said, would recognise the duty and role of councillors in representing their communities.

Members were concerned that community members appointed by the Mayor of Newham might be perceived as political appointees. However unfounded this might be in practice there was a need to avoid any suggestion that the representatives of the local communities were appointed because of their political affiliations.

It was agreed that the Secretary should work with the Airport, and with the responsible officers of Newham, Tower Hamlets and Greenwich, in drawing up a completely new scheme for appointing representatives of the local community. Sid Keys and Dennis James would also be asked for their advice and experience. The Secretary would bring forward proposals to a future meeting. The Secretary should keep in touch with the Royal Docks Trust (London) which faced similar difficulties

## **12. UK AIRPORT CONSULTATIVE COMMITTEES - ANNUAL LIAISON MEETING - 11/12 JUNE 2008 - ITEMS FOR DISCUSSION**

The Agenda report was noted. The annual meeting would be attended by the Chairman and Secretary. The Committee had no further items to suggest.

In response to a question by Charles Buchanan, the Secretary said it was not intended to discuss the PSZs at specific airports but rather any general issues to which the present review had given rise, for example the status of properties built outside the PSZ but which subsequently were included within it

## **16. ANY OTHER BUSINESS**

### **(a) Escalator Works at Bank Underground Station**

The Secretary had circulated a LUL update to all members on 22<sup>nd</sup> March 2008.

### **(b) Custom House and Canning Town – Draft Supplementary Planning Document**

On 25<sup>th</sup> March Newham Council had circulated a draft Supplementary Planning Document (SPD) to guide the regeneration of the Canning Town and Custom House area. The SPD is

based on the revised master plan framework for the area completed in 2007. Members wishing to see the documents should ask the Secretary. The closing date of comments is 7<sup>th</sup> May 2008

**(c) Visit by Rotterdam Development Corporation**

The Secretary was among those who welcomed members of the Rotterdam Development Corporation who visited the Airport and other local agencies on 14<sup>th</sup> March .

**(d) Development north of Gallions Roundabout**

Jackie Lindre said the London Development Agency (LDA) would shortly be consulting about this mainly residential development. This would include a public consultation about the scheme at the Beckton District Centre. It was important that local people were aware of the details of the consultation and she would ensure the Secretary was advised so that members could be notified in good time.

**(e) Consultation on revised Code of Guidance: “Access to Air Travel for Disabled People**

This had been received only that morning. Copies of the consultation paper would be sent to all members. Because the closing date for representations was before the next regular meeting of the Committee members should notify the Secretary if they felt a special meeting of the Committee should be called to discuss it. Otherwise it would be left to members with comments to submit them direct to the Department by the closing date for comments.

The Secretary noted that the consultation document had been received from Gatwick Airport Consultative Committee who had been among only four consultative committees included on the list of bodies asked for their views. A number of other Committee had already expressed their concern about this. The Committee likewise asked the Secretary to complain on its behalf.

**(f) London Borough of Newham – Local Implementation Plan and SEA Environmental Plan**

The LIP had now been approved by the Mayor of London and accordingly is now the statutory document setting out how the LBN proposes to implement the Mayor of London’s Transport Strategy. This plan would have an effect on Newham residents, businesses, neighbouring boroughs and other stakeholders.

In accordance with EC Directive 2001/42/EC and the Environmental Assessment of Plans and Programmes Regulations 2004 (SI 2004/1633) a *Strategic Environmental Assessment* had been produced so that negative environmental effects resulting from the implementation of the LIP can be identified, assessed, mitigated and communicated to decision makers. In order to fulfil the Directive and Regulations the SEA needed to be developed in parallel to the LIP and the resulting Environmental Report is now available.

Both documents can be seen on the Council's website<sup>2</sup>.

**(g) Crossrail – Statement by Mayor of London**

Asked to comment on a statement attributed to the Mayor of London that London City Airport was a “white elephant” which should be closed, Charles Buchanan said that the only such statement of which he was aware was that made some time ago in connection with Crossrail which the Mayor said would bring Heathrow much closer to Canary Wharf and make LCY unnecessary. The Airport had commented at the time that Crossrail would also bring areas to the west of London much closer to London City Airport and that people there might very well choose to use the excellent facilities at London City in preference to those at LHR. This was all far into the future – the earliest date for the completion of Crossrail was 2017.

**17. DATE OF NEXT MEETING**

Tuesday 1<sup>st</sup> July 2008 at 16.30 hours at City Aviation House at London City Airport.

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<sup>2</sup> <http://www.newham.gov.uk>

## 1 Airport Passenger Traffic

The start of 2008 has been marked by some significant weather impacts, notably fog during February. This has reduced the rate of traffic growth somewhat. However the underlying trend is currently still upwards. Looking towards the coming months, the turbulence in the financial markets may reduce this growth rate in the short-term with tightening budgets for business travel and reduced activity. We have yet to see any significant signs of this trend.

The first quarter of 2008 has seen passenger numbers increase by 18.9% over 2007. Average aircraft size increased from 56 to 60 seats and load factor also rose from 62% to 63%. Taking these factors together, the average number of passengers per flight improved by 9%, thus making more efficient use of the runway. At the same time the Jet Centre traffic has declined, by 18% in passengers and 22% in movements.

## 2 New Routes

The new year is traditionally a quiet time for route start-ups. However a Berlin service operated by Lufthansa started in January and on Sunday last (30 March) BA commenced operating to Nice.

In addition BA have announced their plans to operate a direct service twice daily to New York, starting at a date to be confirmed next year, using an Airbus A318. Details of this service will be made clear over the coming months, including the location of the required fuelling stop on the westward leg and the NY airport to be served.

Plans remain in place for the further route starts announced:

- Barcelona BA May 08
- Warsaw BA May 08
- Amsterdam BA May 08

The take over of VLM by Air France is proceeding through the regulatory approval process. Announcements are expected shortly.

## 3 Airport Developments

The construction of the East Apron is nearing completion. The construction of the Pier and the Sound Screen along the South side of the deck started on 30 March.

Aircraft operations on this new apron are planned to start early in May, with final completion of the project around the end of May.

Substantial refurbishment work is taking place inside the terminal. The site of the former business centre has been cleared and the first part of the space converted to extend the departure lounge. The rest of this space will follow suit in the next few months with the creation of a new bar area at the southern end of the terminal. In addition we are adding a new platform area, filling in the void over the international arrivals, thereby opening the new area to passengers coming out of security.

The creation of this new departure space has required other relocations and developments. The unused area of City Aviation House has been fitted out to accommodate airline and other offices displaced from the terminal; the Air France operating and handling office has been created an area in the south east corner of the terminal; the Trattoria Restaurant in the departure lounge has been resited to make way for the pier to serve the new stands; and the baggage sortation area has a temporary canopy over it to ensure weather protection for passengers' luggage. Future moves will include the removal of the central ticket desk and the installation of self-service check-in kiosks, an increasing trend within our passenger market.

## 4 Planning Application

The Interim Planning Application was submitted to London Borough of Newham on 3 August 2007. As the committee has already been briefed, this application seeks to increase the movement levels at the Airport to 120,000 per year, and represents the first step on the way to delivering the

vision contained in the Master Plan. It is expected that the Master Plan Application will be submitted during the course of this year.

Further information was requested by the Council, and was submitted at New Year. This has been consulted on by LBN. They have now asked for further information, which itself is expected to be submitted within the next few days. This will then be consulted on by LBN. Following this Third consultation period, the application will be heard by the Development Control Committee of Newham.

In order to accommodate the A318 service to New York, we are considering plans, and may shortly submit a planning application to develop the area over the western staff car park. These aircraft will need to be on the ground for several hours between arrival and departure to meet their schedules and to be replenished. We intend to store them on an extended area of apron to the south west of the fire station on a site identified as the Hangar Site. The project will include the erection of a fully acoustic screen along the entire length of the southern edge of this development (of the type being used on the East Apron). The A318s will be towed in and out of this area without engines operating, and will simply be stored and serviced there. As plans develop it is intended to invite those living closest to the works with whom the Airport is in contact to a meeting to discuss the plans.

We are also in discussion with the council over some further permitted developments, including the construction of a new baggage sortation centre in the area between the DLR and the terminal, to meet the increasing security needs for baggage; relocating the car hire desks outside the terminal to allow them to trade outside airport operating hours; and the installation of a small data resilience facility to provide greater reliability to our data handling in the event of system failure. Details of these will be brought to the committee as they are developed.

## MINUTE 6

### Community Relations Report – January/March 2008

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#### TICKETS (WHEN ISSUED)

- 2 x Zurich – Sport Relief through Newham Council
- 2 x Geneva – Runway News Competition Winner
- 2 x Zurich – Upminster Rugby Club
- 2 x Geneva – Cranfield University Student of the Year in MSc Airport Planning
- 2 x Geneva - The worshipful companies of chartered secretaries and administrators

#### TOURS

- Redbridge College x2
- Greenwich College
- Havering college
- St Luke's Primary
- Ellen Wilkinson Primary
- St George Monoux
- Rokeby School
- Lister School
- Barnet College
- St George's College
- Old Palace Primary x4

#### SHARING KNOWLEDGE

- The Community Relations Team attended St Luke's Extended Schools Service Roadshow, to provide information on local services and companies to local residents.
- Three London City Airport employees have become mentors for students at Royal Docks School for the second year running.
- Rokeby and Lister Schools in Newham and St Thomas Moore Comprehensive in Greenwich have visited the Airport for the LCA 'Modern Foreign Languages' Programme (six visits).
- St Ursulas School, Greenwich, visited the Airport for the 'City Interview' employment skills programme.



- The Community Team attended the Greenwich Education Business Partnership Careers Event, the Community Links Careers Fair at East Ham and the Reed in Partnership Careers Event in Newham.
- Airport staff have attended 'Building Opportunities Skills Seminar' (BOSS) Day events at Brampton Manor and Eastlea Schools in Newham.
- London City Airport hosted the Newham Chamber of Commerce breakfast at the Airport, with a presentation by Elizabeth on Community Relations.
- Chadwell Heath School and Robert Clack School from the London borough of Barking and Dagenham have visited the Airport for the 'Insight to Management' Programme.
- Several local schools have taken part in the Airport's 'Barnaby Bear' educational programme.
- London City Airport staff now visit one Tower Hamlets School and four Newham Schools to listen to students read on a weekly basis.
- A presentation on 'what employers are looking for' was delivered to staff from Newceys who teach basic skills to adults in Newham.
- The Community Team were interviewed by teachers from the boroughs of Newham and Barking and Dagenham about skills required by local people to gain jobs at LCA.

### **Additional Sponsorship and Support**

- £450 to Young Shakespeare Company for production of 'Henry V' at St Luke's School, Canning Town.
- Television donated to Eastside Young Leader's Academy.
- £1200 to Discover for the printing of the Forum News.
- £2000 donated to Poplar Rowing Club for the Poplar Regatta, engaging young people in rowing.
- Airport volunteers attended St John's Community Centre to conduct an art project with the After School Club students and presented the winners with prizes.



- £250 donated to the Tower Hamlets Globe Town Pensioners Unit towards coach hire for their annual trip.
- 'Team Challenges' were held at Scott Wilkie School, (painting a classroom) and at Abraham Children's Centre in Canning Town (murals painted in playrooms), with over twenty airport employee volunteers



- Hampers donated to 1<sup>st</sup> Beckton Brownies, Civic Ambassador of Newham and Britannia Village Community Pride Event for fundraising raffles.
- £500 donated to Newham All Star Sports Academy for a camcorder to record and publicise their programmes.
- London City Airport organised and sponsored a badminton tournament with LCA staff competing against the Eastside Young Leader's Academy.



- Year One class from Drew School were invited to the terminal to meet the Easter Bunny and were given Easter Eggs.



- NASSA Primary Schools Basketball League 2008 ended with West Ham Church winning the title. LCA donated £1000 towards running costs as well as trophies for the winners and runners-up, and vouchers and basketballs for each member of the winning team.

**MINUTE 7**  
**Environmental Issues – January/March 2008**

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A total of 17 complaints relating to environmental matters were received during the period detailed above. A breakdown is given as follows:

Of the 17 complaints received;

- 1 related to a complaint received in Nov 2007 which was omitted in error from the statistics for that month, and so appears in the following report
- 2 referred to alleged noise nuisance from aircraft missed approach procedures (Same complainant)
- 5 related to general aircraft/flight path noise
- 6 related to air traffic not associated with LCY
- 1 related to light and noise nuisance from airport road works
- 1 related to aircraft noise and alleged TV interference
- 1 related to alleged late or out of hours flights

Of the breakdown of complaints received;

- Seven of the complaints came from the same two complainants

1. DATE RECEIVED: Thurs 15.11.07  
 TIME OCCURRED: After 22.00      DATE OCCURRED: Wed 14.11.08  
 AREA: Thamesmead SE28  
 COMPLAINT: Flights after 22.00 & various airport related issues  
 RESPONSE: Letter 28 Nov - (Letter 3 Jan - follow up to continued correspondence dated 14 Dec)
  
2. DATE RECEIVED: Mon 14.1.08  
 TIME OCCURRED: Early PM      DATE OCCURRED: 10 & 11 Jan  
 AREA: Thamesmead SE28  
 COMPLAINT: Noise from missed approach procedures  
 RESPONSE: Letter & Email
  
3. DATE RECEIVED: Fri 18.1.08  
 TIME OCCURRED: Late PM      DATE OCCURRED: Wed 16 Jan

- AREA: Thamesmead SE28  
 COMPLAINT: Noise from missed approach procedures  
 RESPONSE: Letter and Email
4. DATE RECEIVED: Mon 21.1.08  
 TIME OCCURRED: various DATE OCCURRED: various  
 AREA: North Woolwich E16  
 COMPLAINT: General airport noise  
 RESPONSE: Letter & Email
5. DATE RECEIVED: Mon 21.1.08  
 TIME OCCURRED: Early hours DATE OCCURRED: various  
 AREA: Islington N7  
 COMPLAINT: Increase in 'large' aircraft noise  
 RESPONSE: Telephone call (LHR Traffic)
6. DATE RECEIVED: Mon 21.1.08  
 TIME OCCURRED: 23.00 – 02.00 DATE OCCURRED:  
 AREA: Woolwich SE18  
 COMPLAINT: Low flying early hours aircraft noise  
 RESPONSE: Telephone call (LHR traffic)
7. DATE RECEIVED: Mon 21.1.08  
 TIME OCCURRED: 23.35 DATE OCCURRED: Sat 19.1.08  
 AREA: Outside Terminal Building  
 COMPLAINT: Light and noise nuisance (Road works)  
 RESPONSE: Telephone call
8. DATE RECEIVED: Wed 23.1.08  
 TIME OCCURRED: various DATE OCCURRED: various  
 AREA: North Woolwich E16  
 COMPLAINT: General airport noise  
 RESPONSE: Letter & Email
9. DATE RECEIVED: Mon 4.2.08  
 TIME OCCURRED: various DATE OCCURRED: various  
 AREA: Lime House E14  
 COMPLAINT: General perceived increase in aircraft noise  
 RESPONSE: Telephone call – Often related to LHR (prior to 05.30 am)
10. DATE RECEIVED: Wed 6.2.08  
 TIME OCCURRED: Various DATE OCCURRED: Various  
 AREA: North Woolwich E16  
 COMPLAINT: Aircraft noise complaint  
 RESPONSE: Letter & e-mail
11. DATE RECEIVED: Wed 6.2.08  
 TIME OCCURRED: 04.30 DATE OCCURRED: various  
 AREA: Barking IG11  
 COMPLAINT: Early hour's aircraft noise  
 RESPONSE: Letter (Not LCY related)
12. DATE RECEIVED: Thurs 7.2.08  
 TIME OCCURRED: after 11pm DATE OCCURRED: various  
 AREA: Tower Bridge SE1  
 COMPLAINT: Helicopter noise late at night  
 RESPONSE: Telephone call (Not LCY related)
13. DATE RECEIVED: Fri 29.2.08  
 TIME OCCURRED: Various DATE OCCURRED: Various  
 AREA: Tilbury RM18  
 COMPLAINT: Alleged low flying aircraft  
 RESPONSE: Letter

14. DATE RECEIVED: Mon 17.3.08  
 TIME OCCURRED: various DATE OCCURRED: various  
 AREA: Custom House E16  
 COMPLAINT: Aircraft noise and alleged TV interference from over flights  
 RESPONSE: Letter
15. DATE RECEIVED: Thurs 19.3.08  
 TIME OCCURRED: various DATE OCCURRED: various  
 AREA: Britannia Village E16  
 COMPLAINT: Alleged out of hours flights  
 RESPONSE: Letter
16. DATE RECEIVED: Mon 24.3.08  
 TIME OCCURRED: 18.22 DATE OCCURRED: Mon 24.3.08  
 AREA: North Woolwich E16  
 COMPLAINT: Alleged noisy departure  
 RESPONSE: E-mail
17. DATE RECEIVED: Sun 30.3.04  
 TIME OCCURRED: 06.11 DATE OCCURRED: Sun 30.3.08  
 AREA: Chingford E4  
 COMPLAINT: Early morning aircraft noise  
 RESPONSE: E-mail

Dan Townsend  
 Environment & Planning Officer  
 LONDON CITY AIRPORT

**MINUTE 8**

**Sound Insulation Programme – Progress Report – April 2008**

As previously reported the Part IV Scheme has been reaching a conclusion; work on properties has been completed with no further requests for glazing being received and the last ventilators fitted in Autumn 2007. Granville Noise Insulators Ltd are still visiting individual properties to do surveys largely to check eligibility for the scheme as some enquiries have been made from odd householders mainly on the periphery of the current response area.

Banks Wood Ltd, our administration consultants, have been assembling the scheme records and chasing Newham Homes to establish the status of their work on local authority properties. This will all be drawn together in a report which can then be used to see if any locations have been missed or whether there are any properties still 'open' in terms of what needs to be done. From history, there are usually 2-3 where this is the case and they tend to get treated as one-offs unless progress cannot be made with the owner.

As often stated, whilst the scheme reaches an overall conclusion on those properties notified to us as eligible, the opportunity for other eligible properties remains available and finance is budgeted each year to ensure this can be done. However with LCY embarking on its master plan planning applications, it is not likely to be too long before the next elements of the programme are determined and announced. Should additional areas be identified and added onto Part IV then this can be achieved by conducting interim schemes based upon the annual movement of the noise disturbance contours and then targeting groups of properties that have been impacted similarly to what LCY did during the construction of the Runway 28 Hold structure in 2003.

LCY will therefore continue with a manager overseeing this activity and co-ordinating with the local authorities as well as to act as a focal point for community queries on the sound insulation policy. As I have now joined Atkins Consulting at the airport, we are discussing internally how this will be done and we will publish new contact details and scheme information shortly, in the meantime continue to send queries etc to me.

*Jonathan Smith*  
*Project Manager*  
*April 2008*

Working geographically, north to south from King George V Dock to Woolwich Town Centre.

The office accommodation at Woolwich Manor Way has been removed and the remaining staff have been relocated within the site. During the coming weeks the acoustic noise panels and timber hoarding that currently form the boundary between the site, Woodman Street and Storey Street School will be removed and the fencing reinstated.

The tunnelling works are now complete save for areas of leak sealing, the focus throughout the Project is now focused on building and M&E works.

The reinforced concrete wall that delineates the current railway at King George V Station and the extension under construction has been removed. The tracks have been jointed and now form a continuous rail.

Tracks have been laid in both tunnels together with the high voltage cable for delivery of the power supply.

Construction of the Intervention Shaft located at Royal Arsenal, adjacent to the south bank river wall continues. Excavation of the cross passages that radiate from the base of the shaft to the two running tunnels are complete.

Within the partly sub surface DLR Station which is integrated with the existing Network Rail Station in Woolwich Town Centre work progresses on wall tiling and M&E works. Lifts and escalators are installed but are yet to be commissioned.

The major gas and water diversions that have been taking place in Powis Street, Greens End and Beresford Square, Woolwich that were required to allow construction of the over run tunnels have been completed and the affected areas reinstated.

During the summer, energisation of the system will take place followed by the first of a series of test trains.



*DLR Station Entrance under construction in Woolwich New Road Woolwich SE18*