

# Member Information Service

## Cabinet Member Decision

The following decision has been made by the **Cabinet Member for Economic Investment and Regeneration** and came into effect immediately because the Contract needs to be awarded this week.

### Cash Collection Services Contract Award 2015

The Cabinet Member agreed to award the parking machine cash collection services contract to Jade Security Services Ltd. for five years from 1 October 2015 with an option to extend for up to a further five years.

**[Note: This decision is not subject to call-in under Scrutiny Procedure Rule 14(M) because the contract needs to be awarded this week. A copy of the report is attached to this e-mail and available on the website.]**

## Committee Meetings

**Please note that all meetings start at 7.00 pm in the Council Chamber, unless otherwise stated.**

### **SEPTEMBER 2015**

8 September – Cabinet @ 4.00 p.m.

8 September – Scrutiny Committee for Leader and Service Delivery.

15 September – Scrutiny Committee for Leisure and Community.

23 September – Council

29 September – Audit Committee

### **PLANNING COMMITTEES**

#### **AUGUST 2015**

27 August – Planning Committee B

#### **SEPTEMBER 2015**

10 September – Planning Committee A

24 September – Planning Committee B

### **PLEASE NOTE THAT:**

- (1) District Planning Committee programmed for Thursday, 3 September @ 2.00 p.m. will not now take place due to lack of business; and
- (2) Licensing Committee programmed for Wednesday, 16 September @ 7.00 p.m. will not now take place due to lack of business.

## Agendas

There are no meetings programmed for week commencing 31 August 2015.

## Member Training

All Member Training Sessions commence at 6.30 p.m. and are held in the Council Chamber unless otherwise stated.

Date	Training Event
<b>2015</b>	
09 September	Overview and Scrutiny
17 September (6.00 p.m. in the Committee Room)	<p>Interpreting the Statement of Accounts</p> <p>This training session is restricted to 12 members and priority will be given to members of the Audit Committee</p> <p><b>To book your place please contact Lucy Mason, PA to Management Team on 01444 477202 or e-mail <a href="mailto:lucy.mason@midsussex.gov.uk">lucy.mason@midsussex.gov.uk</a></b></p>
28 September (6.00 p.m. in the Committee Room)	<p>Introduction to Treasury Management</p> <p>This training session is restricted to 12 members and priority will be give to members of the Audit Committee</p> <p><b>To book your place please contact Lucy Mason, PA to Management Team on 01444 477202 or e-mail <a href="mailto:lucy.mason@midsussex.gov.uk">lucy.mason@midsussex.gov.uk</a></b></p>
20 October	<p>Safeguarding</p> <p><b><u>Please note that</u></b> this training session is mandatory for all Members to attend.</p>
17 November	Anti-Social Behaviour and Nuisance
08 December	Data Protection, Freedom of Information and Well Being Service
<b>2016</b>	
06 January	Finance and Corporate Plan
03 February	Economic Development and Town Centre Revitalisation

## News Releases

For further information or copies of the press releases listed below, please contact the Press Office on 01444 477387 or use the following link:

email: <http://www.midsussex.gov.uk/Press/9601.htm>

PR 1986 – Canvass Reminder.

PR 1987 – Wife of former Gambian President is Convicted of Benefit Fraud.

## Information and News

### **DEMENTIA FRIENDS**

#### **CHANGING THE WAY THE NATION THINKS, TALKS AND ACTS ABOUT DEMENTIA**

Members are reminded that a Dementia Friends information session will be held on Thursday 3<sup>rd</sup> September at 6.30pm in the Council Chamber. Dementia Friends is a national Alzheimer's Society initiative that aims to mobilise society, to make sure that people living with dementia are understood, included and feel a part of their communities.

A Dementia Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action. Kamella Clough and Jann Palmer from the Wellbeing Team are trained Dementia Friends Champions who are able to deliver Information Sessions in order to share key information about dementia and create Dementia Friends.

The session will last for approximately 45 minutes. Anyone who attends is asked to commit to a dementia friendly action and is able to become a Dementia Friend.

If you would like to attend (or you are interested in attending but cannot make this date) please contact Paul Turner on 01444 477060 or email [paul.turner@midsussex.gov.uk](mailto:paul.turner@midsussex.gov.uk).

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### **HORSTED KEYNES POST OFFICE**

The Post Office are proposing to introduce a Hosted Outreach Service which will operate from the Small Hall, The Village Green, Horsted Keynes, RH17 7AP on a Tuesday and Friday from 1.00 p.m. until 4.00 p.m.. The branch closed temporarily in September 2014.

The Post Office are starting a six week consultation and would like to hear the public's views on the suitability of the proposed new location and new service.

Any comments or questions can be e-mailed to the Communication and Consultation Team, [PostOffice.co.uk](mailto:PostOffice.co.uk) or hand written to Post Office Limited, Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

### **REPRESENTATIVES ON OUTSIDE BODIES**

The Council's GATCOM representative Cllr Chris Hersey has requested that the following GATCOM Chairman's Annual Review 2015 be included which provides a good description of the work undertaken by the Gatwick Airport Consultative Committee.

Gatwick Airport Consultative Committee

# Chairman's Annual Review

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2014/15









## Runway capacity

The report of the Government-appointed Airports Commission on the possibility of additional runways being provided at the two principal London airports was published at the end of the year under review. The Commission, having previously decided that it was essential that additional capacity is provided, concluded that the Heathrow Northwest Runway option, in combination with a significant package of measures to address its environmental and community impacts, presented the strongest case and was its preferred option. The Commission recommended that the Government should support the delivery of this plan in its entirety.

The Government announced that it would now consider the Commission's conclusions and recommendations and that the Secretary of State for Transport, Rt. Hon. Patrick McLoughlin MP, would come back to Parliament in the autumn to provide clear direction on the Government's plans.

GATCOM gave preliminary consideration to the Commission's report at its meeting in July 2015 and this produced a range of responses from members, reflecting the different interests that they represent. Collectively, GATCOM will maintain its neutral stance towards the principal issue and will continue to provide a forum for informed discussion and debate on the future of the airport.

Runway	Destinations
2ND RUNWAY AT GATWICK	440 DESTINATIONS WORLDWIDE
3RD RUNWAY AT GATWICK	413 DESTINATIONS WORLDWIDE



During the year leading up to the publication of the Commission's Final Report, GATCOM followed the progress of its deliberations and responded to various consultation papers on which our comments were invited. Gatwick Airport Limited (GAL) kept us up to speed with its work, both in preparing its submissions to the Commission and in advocating to decision-makers and the public its view that a second runway should be provided at Gatwick. In the latter context, we have observed the rival public campaigns being conducted in the media by GAL and Heathrow Airport Limited, through national advertising and contact with local authorities, organisations and communities around both London airports. Some members have been critical of some aspects of

GAL's campaign methods and the expenditure incurred in advertising and lobbying.

Partly in response to this concern, but also as the result of the reaction to changes in the management of Gatwick's airspace, which is discussed in more detail below, GAL shared with us proposals to enhance communications with local communities around the airport. Members were pleased to note that GAL acknowledged the need to improve communication channels with local communities and that it was fully committed to enhancing the way in which the airport company communicates with its neighbours. We supported GAL's statement of intent regarding its future plans for community engagement and asked for regular progress reports. Members emphasised the role of local authorities, including town and parish councils, in this process. Consultation must be a two-way process and local communities need to be convinced that their responses are taken seriously by the airport and, where possible, acted on. GAL has already met over 100 councils from the 244 initially contacted and has a schedule of meetings planned throughout this summer.





## Environment and infrastructure

GAL had previously outlined to GATCOM a series of pledges designed to address the concerns of local communities that had been included in GAL's submission to the Airports Commission. These pledges, which related to concerns about jobs, housing, noise and transport, were set out in last year's annual review.

They were welcomed by GATCOM, but members raised concerns about the impact of a second runway on communities, where additional housing land would be found and the scale of development needed, and the investment needed to improve highways infrastructure. Members also enquired about the detail of the proposed apprenticeship funding initiative and how the allocation of funding would be managed if it was available for a wide range of businesses. We welcomed GAL's undertaking to consult us on how it was proposed to implement these pledges.

We have also followed GAL's work on its evolving surface access strategy with interest, and in particular its work on improving public transport connections over the longer term to accommodate passenger growth

and how the passenger experience can be improved for those using public transport to access the airport. Members were assured that improvements to the road and rail network had already begun or been committed, such as the new Thameslink railway franchise which will significantly increase capacity, the investment to improve Gatwick station and the improvements to the M25 and M23. GAL reassured us that it is working with all relevant agencies to ensure that Gatwick is "road and rail ready" by 2021, whatever the outcome of the Airports Commission's report.

We have received a presentation on the development of project plans for the improvement of Gatwick railway station. Four options of varying scope and cost ranging between £106m and £186m have been under consideration, each of which would provide for a new concourse and improved vertical access to the platforms. The business case for all options is robust and GAL is working closely with partners, including the DfT, local authorities and the Coast to Capital Local Economic Partnership (LEP) to secure the necessary funding contributions.





The current station enhancement project is separate from the decision on a second runway and is one of the schemes that the Airports Commission recommended for implementation in the short term to address the needs of users as a single runway airport. The full transport interchange "Gatwick Gateway" project formed part of the option for a second runway. It is crucial that GAL continues to work with Network Rail and the train operators to ensure that improvements keep pace with the growth in Gatwick's passenger traffic and the growing demand from local commuters.

In commenting on a consultation paper from Govia Thameslink Railway (GTR) on its draft timetable for rail services in the off peak, we have highlighted the need for GAL and GTR to work together to ensure the quality of the Gatwick Express service, including the interior design, furnishing and equipping of the new rolling stock. We have also questioned on what basis a premium fare continues to be charged for what is now a diminished Gatwick Express service and have urged GAL to explore all opportunities to enhance rail services to areas in Kent.

GATCOM is also keen to see improvements to bus and coach facilities and continues to support a project for a fully integrated multi-modal hub to make movement between different means of transport as seamless as possible.



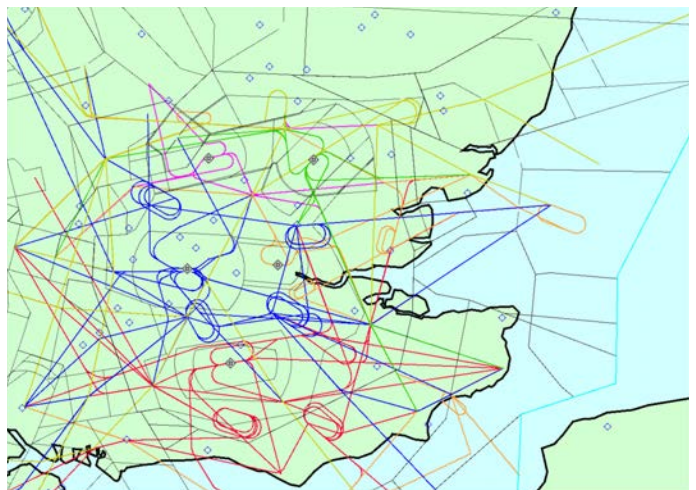
Six local campaign groups, together with four local MPs, deliver a joint statement to the Prime Minister demanding dispersed flight paths and no second runway

## Airspace management

GAL's difficulties regarding the implementation of changes in the management of Gatwick's airspace, referred to in my last annual review, have not eased during the year. The introduction of new arrangements, incorporating the latest aircraft navigation technology (Performance Based Navigation – PBN), is a requirement of European legislation and their implementation, on behalf of the UK Government, is being led by the Civil Aviation Authority (CAA) and National Air Traffic Service (NATS).

As a result, some significant changes have been made to the management of Gatwick's airspace and a new departure route has been trialled. This has resulted in some areas being overflowed that did not previously experience aircraft noise or frequent overflight, while providing relief to others. The changes have attracted considerable public criticism and this criticism has been directed, somewhat unfairly, at GAL: the airport is in the front line and publicly accessible in a way that the Department for Transport (DfT), the CAA and NATS are not, although it is these latter organisations that are the architects of the changes which are being made or considered.

Protest groups have been formed, campaigns launched and GAL has been inundated with an unprecedented number of complaints about noise and track-keeping, with which the airport has struggled to deal effectively. GATCOM has spent much time discussing the issues and, in February, I wrote formally on behalf of the Committee to GAL's chief executive officer, Stewart Wingate, asking him to honour GAL's undertaking to revert to conventional navigation on Gatwick's departure routes where the new system has had a detrimental effect on local communities.







GAL held a well-attended Airspace Change Seminar in March, where representatives of local groups had the opportunity to hear explanations from the DfT and the CAA and to put their views forward. As a result, GAL undertook to consider a number of issues with the CAA and NATS, with a view to adjusting one of the new PBN departure routes where aircraft were not flying within the noise preferential route.

Stewart Wingate, GAL's chief executive officer, is pursuing local concerns about the impact of new navigation technology through the former Airports Commission's Senior Delivery Group (SDG), of which he is a member, and I am discussing the issue with the chief executive of the CAA. GAL has asked consultants to analyse the complaints received and has shared the results of the analysis with GATCOM. Somewhat surprisingly, this analysis indicates that the increased number of complaints received by GAL about noise and track-keeping does not support the assumption that PBN has had a disproportionate impact on people living or working immediately underneath the new, more tightly drawn routes, but that large numbers of complaints have been received from areas at some distance from these routes. This needs further examination and discussion.





## Business as usual

Meanwhile, GAL has continued – very successfully, in our view – to manage one of the busiest international airports in the world. Gatwick has seen continued growth and handled 38.4m passengers in 2014, the greatest passenger throughput ever recorded at the airport. GAL is predicting passenger numbers to rise to 40m during 2015, which is close to the maximum annual throughput of around 45m passengers that can be achieved with the present one runway/two terminals configuration.

In these circumstances, it is vital to ensure the resilience of airport operations in the event of emergencies which may arise from adverse weather conditions, security alerts and other factors. We were pleased to have the opportunity to comment on the airport's

first comprehensive resilience plan and we look forward to playing a similar role in the future.

Our Passenger Advisory Group (PAG), led by Peter Hall, has followed the implementation of the recommendations of the review into the Christmas Eve 2013 disruption at the airport by GAL non-executive director David McMillan. We were pleased to learn that the 27 recommendations and 38 actions arising from the McMillan review have now been completed and audited by GAL and that GAL has accepted that this is not the end of the process but the beginning of a pro-active engagement and collaboration to ensure resilience planning is part of their day to day working.

2014 was a landmark year for the airport when the CAA announced a new regulatory regime covering the next seven years requiring GAL to engage and consult with its airline customers in a different way with, amongst other things, the aim of delivering an exceptional passenger experience. GATCOM was fully supportive of the formal role given to its PAG as part of the new regime which means that the passengers' perspective is now considered in the preparation and review of the airport's Capital Investment Programme. GATCOM greatly appreciates the additional time its volunteer





passenger representatives have devoted to fulfilling this new role, again ably led by PAG Chairman, Peter Hall.

PAG has continued to monitor Gatwick's performance on arrivals baggage delivery and flight departures and, last summer, had discussions with Swissport, the handling agent with the poorest performance at that time, who promised a significant improvement. There was indeed some improvement during the summer months, effected by GAL's collaborative working and the redeployment of GAL staff to assist at busy times. More handling agents are being introduced at Gatwick and PAG welcomed the opportunity to input to the preparation of a new ground handling agreement which will clearly define expected performance. Following the experience of summer 2014, GAL instituted a thorough

review of procedures. The review noted the need for ground handling staff to be fully trained in advance of the summer peak and GAL will encourage handling agents to ensure that this is delivered.

GAL also aimed to have in place a fully trained contingency team to be available if needed. Through enhanced collaboration between GAL and the airlines it is hoped that there will also be a significant improvement in flight departures punctuality this summer. PAG will monitor progress with GAL, the handling agents and the airlines and will report to GATCOM.

PAG has been involved in many changes that are being planned or have recently been implemented at Gatwick. A good example is the major North Terminal development project, which is now well under way. The work will include an update of the immigration area, which will provide two more manned desks, new e-gates and additional space for queuing passengers if needed. The process of continuous change which has been such a strong feature of GAL's management of the airport demands the provision of information to passengers about what is being done and why. Although few complaints have been received so far, PAG feels that there is a lack of information



for passengers about the works and GAL is addressing the issues raised.

In the South Terminal, the information desk has been removed and replaced by an information point on a pillar which provides free telephones for passengers to use to make enquiries direct to the requested services. PAG has raised concerns about this development, its signage and information and requested that it should be fixed before the summer months. A new generation of immigration e-gates have been introduced in South Terminal which are providing a significantly more efficient service to incoming passengers. The expectation was that this development would allow 95 per cent of passengers to progress within five minutes and free up a number of Border Force personnel to help in other areas. PAG will monitor progress.

Members have been pleased to note that there has been some decrease in the number of complaints relating to passengers with reduced mobility (PRMs) during the year, but PAG continues to work with GAL on issues of concern to passengers and has highlighted the need for GAL to continue to

consult PAG's PRM working group on service development and plans. There are certain measures that improve the PRM passenger journey and increasing pre-notification rates and airlines seeking clarification of the term 'wheelchair' would help GAL to improve the service offered.

Finally, GATCOM is pleased to report that, in response to our requests, GAL has given more publicity, including in the first edition of their new community newsletter 'Airmail', to the local residents' scheme which enables people picking up friends and relatives at the airport to pay a concessionary charge for car parking.







## A busy year ahead!

As we approach yet another challenging year, I would like to thank all members of GATCOM and PAG for the work they do to assist GAL to provide a successful airport which meets local, national and international needs, while acting as a good neighbour to the many communities and interests affected by its operations. The strength of GATCOM lies in its ability to enable representatives with a wide range of opinions and interests to meet together and discuss their differences, with the airport and with each other, in a constructive, positive and courteous way, and I am very grateful to all members for their commitment and the way in which they participate in our meetings.

As ever, I record my thanks to my Vice-Chairman Charles Yarwood, the staff of the Secretariat, our Independent Technical Adviser Ros Howell and GAL's chief executive officer and his team.



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