

Performance

Total aviation movements	Feb 2022	Mar 2022	Apr 2022	Total
2021/22	1,646	2,393	2,742	6,781
2020/21	7,509	2,349	4,039	13,897
Commercial mvt 2021/22	146	188	162	4960
Commercial mvt 2020/21	124	217	236	577
Passengers 2021/22	0	0	0	0
Passengers 2020/21	0	0	0	0

Overview

The second half of the winter season saw a continuation of very weak activity with no passenger flights, few cargo movements and limited private jet uptake. Changes to UK government policy around Covid have begun to generate greater interest in commercial flying in particular and the period from May onwards will see passengers returning to the airport but the past three months in effect replicated the pattern of the previous three.

Revenue therefore remained historically low, necessitating continuing tight cost management. That having been said, we took the early decision to recruit and train staff in a number of areas ahead of operational need in order to avoid the challenges reported by other airports associated with insufficient team members. We also continued our people development programmes and our investments in our communities through charitable engagement, volunteering and support for the educational sector, among other initiatives. At the operational level, we took the opportunity provided by low activity levels to refresh the terminal, railway station and wider infrastructure ahead of the restart in May. As a result, although costs were very tightly managed, we continued to invest in the right areas, people and infrastructure, to ensure that the business and the airport did not deteriorate during this exceptionally challenging period.

Cargo operations continued with one rotation (take off and landing) now six days most weeks, with no short term expectation of improvement. Demand across the UK and indeed Europe is significantly down on pre pandemic periods and whilst it is anticipated that this will improve when economic conditions return to a more predictable and benign level, short term there is no reason to expect any material increase in cargo flights.

Airline Business

All of that having been said, the summer does look much more encouraging. easyJet did return to the airport from the beginning of May 2022, operating to three European destinations. Although passenger volumes will remain historically low this summer, load factors (the

proportion of seats on sale that are actually sold) are quite high and already improving week by week as awareness increases. Our dialogue with several other airlines continues, although the war in Ukraine, the continuing high price of fuel, cost inflation for consumers and increasing concerns about recession are contributing to high levels of caution around capacity allocation decisions. Difficulties with recruitment at both airlines and airports are also causing concern and in some cases capacity reductions. However, we continue to make the factual case that the passenger and airline experience at London Southend is exceptionally positive so our expectation is that we will build on this summer towards a more material recovery over the next two to three years.

In the more immediate term, the Jet Centre, now rebranded as London Southend Jet Centre, has begun to see considerable recovery, with new customers serving the charter market, particularly in the sports and entertainment sectors. Although movement levels are still not high in absolute terms, they have increased in relative terms and continue to do so.

Operations

As noted above, our focus has been on ensuring a market leading passenger experience, regardless of volume. We recruited ahead of operational need in order to be confident of being able to deliver that promise. Whilst the labour markets are running very hot, with strong pressure on wages as well as associated terms and conditions, shortages of people in a number of areas, from technical to front-line, and continuing attrition, we are fully recruited and have already started operations, providing service as anticipated. Our commercial partners World Duty Free and WH Smith have also opened and are supporting the airport and our passengers. Although the existing volumes are lower than the minimum required by TRG for a restart, we are operating our own food and beverage offering, the Pilot, generating both positive customer feedback and useful revenues. This means that we are able to offer our customers the full range of retail and catering services, even at low volumes.

Planning related items

Future Projects

Our work on the implementation of the Port Infrastructure Fund project continues and is now close to the end, which is expected in June. As noted above, we have also undertaken a significant refresh of the terminal, railway station and associated infrastructure, replacing for example, outdated signage, airline and airport branding with a new, Esken-supported graphic design. We have also upgraded some staff areas, such as the validation point, terminal rest room and fire station, as part of our work on improving working conditions for our team. Whilst these projects are not yet fully complete, they are well advanced and the benefits are already evident.

Our thinking about the longer term development of the airport continues to evolve as market conditions change. There is no question as to our long term ambitions to grow the airport; the more challenging question in light of continuously evolving context is around timing.

Employment and Training

Employment levels have remained broadly stable over the past three months, with the focus less on recruitment and more on development, given that we recruited relatively early. Total employment by Esken at the airport is currently around 250. In order to be fully ready for

operations, we have ensured that a wide range of basic training modules have been completed by all our staff, ranging from operational basics such as ramp safety to more social aspects of our business such as modern slavery awareness. Attrition does remain a feature of the labour market, across Europe, as well as in the UK, with people leaving the industry during Covid and not returning. As a result, we continue to recruit, particularly in areas such as Fire and ATC, in order to ensure levels of operational resilience other airports have unfortunately not seen. This is not simply a matter of operational continuity; it enables us to represent ourselves to airlines as an airport which delivers competitively exceptional service even at times of great challenge.

Community Relations

Night movements

All night movements for the quarter period remained within the agreed monthly quota i.e. 120.

Noise

The total number of noise complaints for the Q1 period February, March and April 2022 was 890. This excludes 12 complaints for which no aircraft could be found to be operating at the time of the complaint. This is a 32% decrease on the previous quarter.

In the Q1 period 793 (89%) of all complaints were from 20 people and 319 complaints (36%) were received from just 3 addresses.

The 890 noise complaints were generated from 171 airport operations over the three month period.

	Total ATMs	B734 Cargo ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Feb 22	1,401	54	418	6	412	44	402	10
Mar 22	2,060	56	221	0	221	64	184	37
Apr 22	2,235	46	251	6	245	63	184	61
	5,696	156	890	12	878	171	770	108

This data shows that just 3% of aircraft movements during the Q1 period generated complaints.

	Total complainants	Total complaints	Top 20	Top 20 =	Top 3 house %	Top 3 H =
Feb 22	48	418	83%	348	25%	103
Mar 22	28	221	96%	213	54%	119
Apr 22	36	251	92%	232	39%	97
		890		793		319

531 complaints related to aircraft operating to/from the SW over Leigh on Sea and 331 complaints related to aircraft operating to/from the NE over Rochford. (28 complaints related to helicopters, overhead aircraft which are not runway direction specific).

88% of all complaints were about aircraft operations during the night -time period. Of these, 82% relate to the logistics operation.

	No. of night flights over Leigh	Night	ASL (Cargo)	Biz Jets	HM Coastguard	Police	Calibration	RAF/military	Ground	Survey
Feb 22	25	402	371	13	10	3	0	0	0	5
Mar 22	5	184	149	2	29	0	4	0	0	0
Apr 22	7	184	153	5	15	0	2	7	2	0
	37	770	673	20	54	3	6	7	2	5

During the Q1 period, there were a total of 37 night flights to/from the SW over Leigh on Sea which did not follow the preferred runway for reasons permitted under the S106 exemptions. All were specific to weather/wind conditions and the performance capabilities of the aircraft concerned, to operate under the weather conditions at the time of operation.

All complaints for the Q1 period were investigated and the aircraft in question were fully investigated.

There was just one non-compliant flight during the Q1 period i.e. turned early and broke NPR controls. There were no complaints received in relation to this departure. Please see quarterly 106 return for NPR breaches for details.

Mobile Noise Monitoring Requests

No requests for the mobile noise monitor (MNT) were received during the Feb, Mar, Apr 2022 reporting quarter.

Noise Forum

The second LSA Community Noise Forum took place on Tuesday 15 February 2022.

Draft minutes of the meeting (including copies of the presentations) have been published on the LSA website under [Connecting Communities](#).

Environment

We are now completing our preparations to apply for level 2 Airport Carbon Accreditation in 2022, supported by our new partner Carlyle group. Anderson Acoustics have also concluded their review of noise management at the airport, which was presented to the Community Noise Forum. The key finding was that, whilst the airport is compliant with the requirements of its various planning controls, and highly comparable to other airports in terms of the measures it has put in place to mitigate airport noise, further work is recommended in terms of community engagement. The Noise Forum is of course designed to address that challenge directly.

Glyn Jones
Chief Executive Officer