

## Performance

Total aviation movements	May 2022	Jun 2022	Jul 2022	Total
<b>2022/23</b>	<b>2,568</b>	<b>2,760</b>	<b>3,203</b>	<b>8,831</b>
2021/22	3,036	3,839	1,861	8,736
<b>Commercial mvt 2022/23</b>	<b>286</b>	<b>334</b>	<b>401</b>	<b>1,021</b>
Commercial mvt 2021/22	260	393	490	1,143
<b>Passengers 2022/23</b>	<b>13,667</b>	<b>15,327</b>	<b>16,239</b>	<b>45,233</b>
Passengers 2021/22	107	4,555	14,479	19,141

## Overview

Summer saw a return to passenger flights, with easyJet serving three holiday destinations in Faro, Malaga and Palma. We have also seen a significant increase in the number of private jets using the airport, particularly during the summer sport and festival season. As a result of early decisions around staffing levels, London Southend avoided the widely reported supply chain issues which have affected other airports. We have already taken the decision to maintain staffing levels through the winter regardless of airline activity levels. Unfortunately, those issues, particularly in Spain, have had a knock-on effect, leading to some cancellations of flights to and from Palma. Although not very material in number, these cancellations are of course frustrating for the passengers affected, so our focus remains on providing the best possible experience for those guests who are able to use our airport.

Welcome though the easyJet flights are, their scale is historically low and therefore revenue remained suppressed, so we continued to implement very tight cost management. That having been said, we continue to invest in key areas such as staff welfare, training and community engagement. For example, we have been able to install a new gymnasium for our staff to help with physical fitness and to facilitate a variety of mental health support mechanisms both in the business and in the community.

Cargo operations remain stable at six rotations a week, with consumer demand, suppressed by economic uncertainty and the increasing cost of living, the main determinant of operational activity. Demand across the UK and indeed Europe remains down on pre pandemic periods and with key economies facing the possibility of recession, there is currently no expectation of a material increase in cargo flights, although operational challenges at other airports may be to our advantage.

## Airline Business

easyJet load factors have continued to improve across the summer and are now running just below the levels of 2019, which indicates the return of demand is in line with the rest of the market, as airline seat capacity across Europe is at circa 87% of Summer 2019 levels. The capacity cap implemented by Heathrow did create some opportunities for us and we reached out to several airlines, three of which used London Southend: Sky Express, Wideroe and Blue Air. Of those, Blue Air continue to schedule ad hoc flights, following exceptional feedback from their passengers. We remain in dialogue with a wide range of carriers about Summer 2023. The continuing challenges deriving from industrial relations and supply chain weaknesses have highlighted our exceptional customer service, but many airlines remain wedded to a strategy of consolidating on or gravitating to the major airports, in spite of the impact on operations. Even so, we continue to make the case for capacity allocations to London Southend.

The two aircraft which Air Horizont have based at the Jet Centre have helped to increase activity levels there significantly. To put that in perspective, March saw 89 Jet Centre movements of aircraft with a maximum take-off weight of greater than 2.5 tonnes. By July that number had risen to 172. With the growing awareness of the Jet Centre, this trend is expected to be maintained across the summer. Whilst the winter may well see a seasonal reduction, the year on year growth is expected to remain strong.

## **Operations**

There is little to report in terms of changes to operations. We have experienced some minor challenges as a result of off-site interruptions to electricity supply and internet access but there has been no impact on airline or passenger experience, both of which remain high in competitive as well as absolute terms. We continue to provide very short check in, security and immigration queues at all times, as well as a commercial offer covering the bases of Duty Free, Confectionary, Tobacco and News and catering. In part this has been because of continued support from our commercial partners but also because of the exceptional flexibility and commitment shown by our team which has enabled us to provide great service to the usual scheduled services but also to, for example, last minute ad hoc flights. External audits of airfield safety carried out in the summer and airport security were both extremely encouraging and provide a constructive basis for further improvement.

## **Planning related items**

### **Future Projects**

The Port Infrastructure Fund project is now complete, with new drainage to the cargo hangar the final part of those works, helping to improve resilience considering what seems to be well established changes to climate, resulting in heavier rainfall periods. Work on the FASI-South airspace project continues, with work underway towards the completion of stage two before the gateway due in December 2022. During this work, LSA must define the scope of the Airspace Change Proposal (ACP) by identifying concept options in collaboration and engagement with our stakeholders. Should we elect to move away from the legacy Standard Instrument Departures ACP we have the opportunity to reapply for more advantageous SIDs as part of the FASI-South project. It is an opportune time for LSA now to make this decision. Work on the RNAV IAPs continues; our APDO is seeking to satisfactorily address the regulator's comments with respect to the last submission. Successful implementation will provide resilience for LSA's ground based ILS precision approaches. We have now completed the

upgrades to 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.

We continue to review our thinking about the future development of the airport and expect that review to progress more quickly in the final quarter of the year.

## Employment and Training

Labour markets of all kinds remain tight, in part as a result of 1m fewer people in employment in the UK post Covid, largely in the over-50 age group. Nevertheless, we have continued to recruit and employment levels in the airport company remain at around 200, plus another 50 in the handling and cargo operation. We have increased headcount in specialist areas, such as engineering and fire and continue to seek to build resilience in the Air Traffic Control team, where we have established the UK's first apprenticeship scheme for controllers, with the first students starting in the autumn. We continue with our policy of recruiting locally wherever possible and developing staff through their careers. We have also continued cross training staff to work in several areas to maximise both flexibility and career development opportunities. Cost inflation led by but not restricted to utilities is also beginning to generate real pressure and we are reviewing our possible responses to that growing 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 Q2 period May, June and July 2022 was 1,279. This excludes 13 complaints for which no aircraft could be found to be operating at the time of the complaint. This is a 44% decrease on the previous quarter, mainly due to the reintroduction of scheduled passenger flights from May, and a small number of night movements business jets.

In the Q2 period, 1,142 (89%) of all complaints were from 20 people and 497 complaints (39%) were received from just 3 addresses.

The 1,279 noise complaints were generated from 334 airport operations over the three-month period.

	Total ATMs	B734 Cargo ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
May 22	2218	58	363	5	358	75	289	69
Jun 22	2452	52	423	5	418	106	351	67
July 22	2847	62	506	3	503	153	391	112
	7,517	172	1,292	13	1,279	334	1,031	248

This data shows that just 4% of aircraft movements during the Q2 period generated complaints.

	Total complainants	Total complaints	Top 20	Top 20 =	Top 3 house %	Top 3 H =
May 22	41	358	87%	315	32%	117
Jun 22	47	418	88%	371	39%	163
July 22	53	503	90%	456	43%	217
		1,279		1,142		497

822 complaints related to aircraft operating to/from the SW over Leigh on Sea and 438 complaints related to aircraft operating to/from the NE over Rochford. (19 complaints related to helicopters, overhead aircraft which are not runway direction specific).

81% of all complaints were about aircraft operations during the night -time period. Of these, 77% relate to the logistics operation.

	No. of night flights over Leigh	Night	ASL (Cargo)	Biz Jets	HM Coastguard	Police	Calibration	RAF/military	Delayed passenger
May 22	16	289	257	15	17	0	0	0	0
Jun 22	21	351	264	70	17	0	0	0	0
July 22	16	391	277	78	21	0	4	5	6
	53	1,031	798	163	55	0	4	5	6

During the Q2 period, there were a total of 53 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 Q2 period were investigated and the aircraft in question were fully investigated.

There were four non-compliant flights during the Q2 period i.e. turned early and broke NPR controls. There were just two complaints received in relation to one NPR breach. 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 May, June July 2022 reporting quarter.

#### Noise Forum

The fourth LSA Community Noise Forum will take place on 1 September 2022.

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

#### **Environment**

We continue our work to apply for level 2 Airport Carbon Accreditation in 2022, finalising data collection. Anderson Acoustics will present their experience of the value of various noise metrics to the Community Noise Forum in early September as a way of prompting a discussion as to which metrics are of greatest community value. The challenge is to find a way forward which acknowledges the considerable complexity of accepted metrics and their perceived relevance in light of individual experience but also provides something objective which can be used as the basis of policy. Air quality at the airport remains well within Government guidelines, although there has been no progress on national policy around particulate monitoring. This continues to delay our decisions on the technology to utilise. With activity at the airport still very limited, this is not a major issue, but it will increase in relevance as we grow over the forthcoming years.

Glyn Jones  
Chief Executive Officer