



London  
Southend  
Airport



A wide-angle photograph of the London Southend Airport terminal building. The building features a large glass facade with a metal frame. The words "London Southend Airport" are visible on the glass. A paved walkway runs alongside the building, and a grassy area is in the foreground. The sky is blue with some clouds.

# Annual Report

2017–2018





# Annual Report

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# Message from the CEO



Welcome to London Southend Airport's sixth annual report.

After another successful year for Stobart Group's Aviation Division, whose core asset is London Southend Airport, I am delighted to be able to provide an update on progress at the airport.

This report details London Southend Airport's performance against a number of planning conditions for the period March 2017 to February 2018. The airport has continued to make a significant contribution to the local and regional economy and has performed well against a number of targets, in particular in terms of air traffic development, which this year saw passenger numbers grow to over 1.1m, up 29% on the previous year and our busiest to date. That growth pattern will continue into 2018–19, when we now aim to exceed 2m passengers.

At the same time, we have been developing our commercial offer, increasing the range of food and beverage outlets, as well as expanding the retail offer. As passenger numbers grow, we will become even more attractive to concession operators so we anticipate a continuation of this trend in the forthcoming years.

Maintaining a high quality passenger experience at the same time as increasing throughput is a key objective for us. In 2017–18, we undertook significant new investment in ground infrastructure to drive operational efficiency, reducing taxi times and improving on time performance. In 2018–19, we will be expanding the size of our terminal to ensure that we have the capacity to continue providing

market-leading levels of customer satisfaction as we grow. One particular area of focus is in hold baggage handling, where we will be creating additional capacity, both outbound and inbound.

Beyond commercial aviation, the airport has also invested in a new Executive Jet Centre, to cater for the strong London market in private jet movements. We are confident that our heritage in high quality customer service and logistics management, as well as our exceptional access to the capital, including by our own helicopter transfer service, equip us well to develop a successful business in this exciting area of aviation.

I am, as always, indebted to the Airport Board and to all of my colleagues at London Southend Airport, on whose professionalism and skill our further success depends. As anticipated, 2017–18 saw a return to growth, a pattern I look forward to confirming in 2018–19 and beyond, as the airport goes from strength to strength, increasing its roster of airlines and routes, contributing to the local and regional economy and managing its environmental responsibilities as effectively as possible.

**Glyn Jones**  
Chief Executive Officer  
Stobart Aviation

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# Check In & Bag Drop

DEPARTURES

TO	AIRLINE	FLY TIME	STATUS
MANCHESTER	flybe	1h 15m	ON TIME
GLASGOW	flybe	1h 15m	ON TIME
DUBLIN	flybe	1h 15m	ON TIME
MANCHESTER	flybe	1h 15m	ON TIME
GLASGOW	flybe	1h 15m	ON TIME
DUBLIN	flybe	1h 15m	ON TIME
MANCHESTER	flybe	1h 15m	ON TIME
GLASGOW	flybe	1h 15m	ON TIME
DUBLIN	flybe	1h 15m	ON TIME

- Dublin up to 3 Times Daily
- Glasgow up to 2 Times Daily
- Manchester up to 3 Times Daily
- Flybe\* Operated by Stobart Air

The fastest way  
from A to  
**flybe.**

# 1. Development

## Investment

Over £160 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008, which includes:

- Air Traffic Control Tower – Officially opened by the Minister for the Thames Gateway, Bob Neill MP on 21 July 2011
- Southend Airport Railway Station – Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP on 21 September 2011
- 300m Runway Extension – Opened in March 2012
- New Passenger Terminal – Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP on 5 March 2012
- Stobart Executive Handling Lounge – Opened July 2012
- Holiday Inn Southend – Opened during October 2012
- Phase 2 Terminal Extension – Opened April 2014
- Lakers Bar & Restaurant – Opened April 2015
- Solar Farm – Opened December 2015
- 650 space car park extension to Long Stay 2 in September 2017
- Rehabilitation of existing Taxiways Bravo and Charlie, North and South Aprons and Stands 8–10 – completed Summer 2017
- Jet Centre – opened January 2018
- Centralised De-icing Facility (Remote De-icing Pad) and Taxiway Zulu installed – January 2018

## Controlled airspace

In January 2015 The Civil Aviation Authority announced the go ahead to a plan to reintroduce controlled airspace at London Southend Airport. The Controlled Airspace was implemented on 2 April 2015. A project is underway to introduce Standard Instrument Departure Procedures (SIDs) which is currently expected late 2018 / early 2019.

## Satellite navigation

London Southend Airport has secured a grant from EGNOS (European Geostationary Navigation Overlay Service) for satellite navigation to develop RNAV procedures at Southend and Carlisle airports. The grant will be for 60% of the costs and the project should take around 30 months to complete. The first submission of the new Southend design has been submitted to the CAA for their verification and checking. London Southend Airport completed the consultation in September 2017 and is now in the process of compiling the Airspace Change Proposal to submit to the CAA in Summer this year. If successful it is expected the approach procedures could be published early in 2019.

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**Over £160 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008.**

## Lakers Bar & Restaurant

The 180–cover Lakers Bar & Restaurant, in the departure lounge continues to offer passengers a range of hot and cold menu choices. The 460 square metre air-conditioned restaurant – a £1 million investment, has free WiFi throughout, plus a phone/ laptop charging unit.



Lakers Bar & Restaurant which opened in April 2015.



## Dixons

A state-of-the-art vending machine for 'technology goods' provides the opportunity for passengers to purchase a range of items such as headphones, Bluetooth audio speakers and smart phone accessories.

## World Duty Free

The airport's retail offer changed significantly in 2016 when World Duty Free (WDF) took over the duty free shop concession and opened a brand new concept store in the terminal departure lounge. WDF are a world leading airport retailer and their presence at London Southend Airport marks a new dimension in the airport's retail offer to its passengers.



The World Duty Free concept store.

## WH Smiths extension

In July 2017, London Southend Airport agreed a further venture with WH Smith to develop a new 'Well' concept' pharmacy, doubling the space already occupied. WH Smiths has also developed its offering, with an extension of its original store. The extended and refurbished store now boasts a 'technology section' and an increased range of 'pharmacy products'.

A dedicated healthcare and wellbeing specialist, 'Well' will provide holiday healthcare needs from sunscreen to paracetamol, as well as an extensive range of baby products. This range includes meals from Ella's Kitchen, to follow-on milk from Cow & Gate and Farley's Rusks. Other baby essentials include Pampers nappies and nappy bags and baby wipes.

## Bourgee Bites-Bar-Luxe Lounge

Southend brand Bourgee, opened its new champagne bar in the departure lounge on 23 May. The bar, which serves champagne and Tapas has proved to be popular with travellers and has extended the range of catering options available at the airport. Passengers may also make use of free WiFi and charging ports.



The new Bourgee Champagne Bar.



## Pop-up retail outlets

April 2017 saw the opening of a 'pop-up' store for fashion brand Hipanema, a Brazilian inspired brand offering high-end ladies fashion and accessories.

Throughout the festive Christmas period, local Essex firm Wilkin & Sons of Tiptree opened a Pop Up store in the Departures Lounge – the first time they have had a pop up shop in an airport.

The globally recognised and much-loved producer offered a wide range of jams and preserves, gins, home fragrances and other products to passengers.



Hipanema 'pop-up' store at London Southend Airport

## WiFi

London Southend Airport has installed new WiFi infrastructure in the passenger terminal powered by Purple WiFi. This new system will provide a faster WiFi service for our customers.

## Security upgrades

During 2017, the airport has invested £1 million to upgrade its security central search facility, with a fourth x-ray lane added and new equipment including, smart lanes, longer delivery belts, parallel loading and the installation of a second body scanner to ensure the airport can continue to deliver high levels of service, whilst ensuring that a robust and compliant security operation is maintained.

## The airport has invested £1 million to upgrade its security central search facility.

## Signage

London Southend Airport has deployed a range of enhanced signage to present a more welcoming first impression to the airport and to improve wayfinding through the terminal building itself.

Signage improvements to the security area provide clearer information and help passengers understand what they need to do to prepare for screening, enabling them to pass through the security checks as quickly as possible.



Clearer and more welcoming signage help passengers navigate the airport.

## Stobart Jet Centre

Our new Business Aviation handling facility, the 'Stobart Jet Centre', officially launched on the 18 January with a party attended by a hundred key operators from the business and private aviation world. Guests were given the opportunity to experience the facilities of the new Jet Centre and understand about the advantages of the airport's location and its operational capabilities.

Although the airport has operated a Fixed Based Operator (FBO) business aviation facility for some years now, the new facilities are of a true VIP style and provide the ability for the airport to truly compete in this very specialised market place.

With great emphasis on speed, comfort and convenience the Jet Centre offers;

- Open 24 hours, seven days a week, 364 days a year (except Christmas day),
- Direct ramp access for vehicles
- Onsite Immigration and Customs with pre-clearance available to qualifying passengers
- Better departure routes resulting in shorter flight time and less fuel burn
- Only 42 miles to central London
- Helicopter transfers to and from Canary Wharf or Battersea Heliport, reaching Central London in 16 minutes

A number of locally based businesses and business people, already use the business jet services from the airport and it is anticipated the new Jet Centre will also help to show the local area has comparable, if not better facilities than those at other London airports.



Stephen Grimes, Managing Director, Stobart Jet Centre Limited, pictured at the Opening Event with Ronan Keating, Andrew Tinkler and Warwick Brady.

Warwick Brady, said: "Always at the heart of our thinking for this new FBO has been to provide our customers with the utmost convenience, speed and comfort. We will be also offering the most competitive prices in the London business and private aviation market.

The Stobart Jet Centre will give our customers a fast, hassle-free service 24 hours a day with home from home comfort and no slot restrictions.

We are absolutely confident that Stobart Jet Centre provides a unique environment and refreshing alternative to other airports serving London".

The Jet Centre operation has already generated three new jobs and as traffic increases, more jobs are expected to be created.



## Creation of taxiway Zulu and remote de-icing pad / centralised de-icing facility

In spring of 2017 works began to upgrade the airfield infrastructure at the airport, and they progressed extremely quickly, helped by the team at Stobart Rail.

A slip paver was deployed to lay up to ½ km of concrete a day in strips up to 7.5m wide x 270mm deep. Work to replace the older asphalt areas with 100,000m<sup>2</sup> of rigid concrete replacement pavement on the Bravo taxiway, north and south aprons and part of Charlie taxiway were finished in June 2017. The remainder of Taxiway Charlie was rehabilitated in asphalt completing in August 2017. Works also included improved lighting for the apron areas, as well as new Aeronautical Ground Lighting (AGL).

A new link taxiway (Taxiway Zulu) was installed between taxiways Alpha and Bravo as well as a remote de-icing pad / centralised de-icing facility on Bravo, which enables a more efficient process of aircraft de-icing prior to departure.



### Centralised Aircraft De-icing Facility

A new Centralised Aircraft De-icing Facility was brought into operation in January 2018, enabling aircraft to be de-iced with engines running on their way to the runway for take-off. The advantage of this facility, which is the first purpose built centralised de-icing facility at any British airport, is that it reduces the time associated with de-icing the aircraft and enables it to taxi straight to the runway. The de-icing facility is located on Taxiway Bravo and was constructed as part of the pavement works undertaken during the summer. Specific separate drainage, captures any run-off de-icing fluid, which is then collected in tanks under the main apron, before being treated and then safely discharged to the foul sewer.

## More exciting development projects to come

In December 2017 Rochford District Council granted planning permission for London Southend Airport to extend the terminal building to support requirements for new hold baggage screening regulations that come into force from September 2018, as well as plans to extend the Arrivals area.

Specifically, the approved extensions comprise two elements:

- i) An extension to the southern end of the terminal building to extend the departures baggage sortation and screening system, to meet the need for the latest European Hold Baggage Security Screening Standard.
- ii) An extension to the northern end of the terminal building to improve the arriving passenger baggage reclaim facilities.

This will create more flexible space that can maintain the strength of our passenger experience, as well as provide a facility better suited for the necessary segregation of international and domestic arrivals. The extensions will ensure latest European regulatory hold baggage security screening standards are met.

The existing terminal and its previous extensions have been designed to a BREEAM 'Very Good' rating in accordance with Policy ENV10 of Rochford Core Strategy. A BREEAM pre-assessment has been undertaken for the proposed extensions, which indicates that a 'Very Good' rating can be achieved.

Detailed design work for the building extensions are currently underway.

## Solar Farm

Installation of a brand new £2 million solar farm involving one hundred workers got underway in November 2015 and was registered with Ofgem on 31 December 2015. The 2.5 megawatt 'Solar Photovoltaic Array' was built by Stobart Developments and is located on 3.2 hectares of unused grassland at the north of the airport site.



The new solar farm located at London Southend Airport which was built by Stobart Developments



**For more information on the Solar Farm**  
See page 49



## Aviramp

In early July 2016, London Southend Airport performed a two-week trial of "step free" passenger boarding equipment supplied by Aviramp.

The system allows completely step free boarding and disembarkation for passengers by utilising smooth slopes, or ramps instead of the usual passenger steps deployed to perform this function.

The system is designed primarily to accommodate passengers with reduced mobility and wheelchair users, however elderly or customers who generally would request the Ambulift to board can use the device similarly to all other passengers providing dignity by allowing them to board in the same way as other passengers.

After the success of the trial, in August 2017, London Southend Airport took delivery of the first Aviramp equipment. A second unit was delivered in September allowing for dedicated units for both easyJet and Flybe/Stobart Air operations.

The Aviramp not only assists many customers who would usually have relied on the Ambulift, but also has the additional benefit of improving the efficiency of the entire boarding/disembarking process in terms of time taken and improved safety. Many passengers can utilise the unit at the same time rather than queue at the bottom of passenger steps.

An Ambulift is still available for passengers who are unable to use the Aviramp.

## Passenger growth

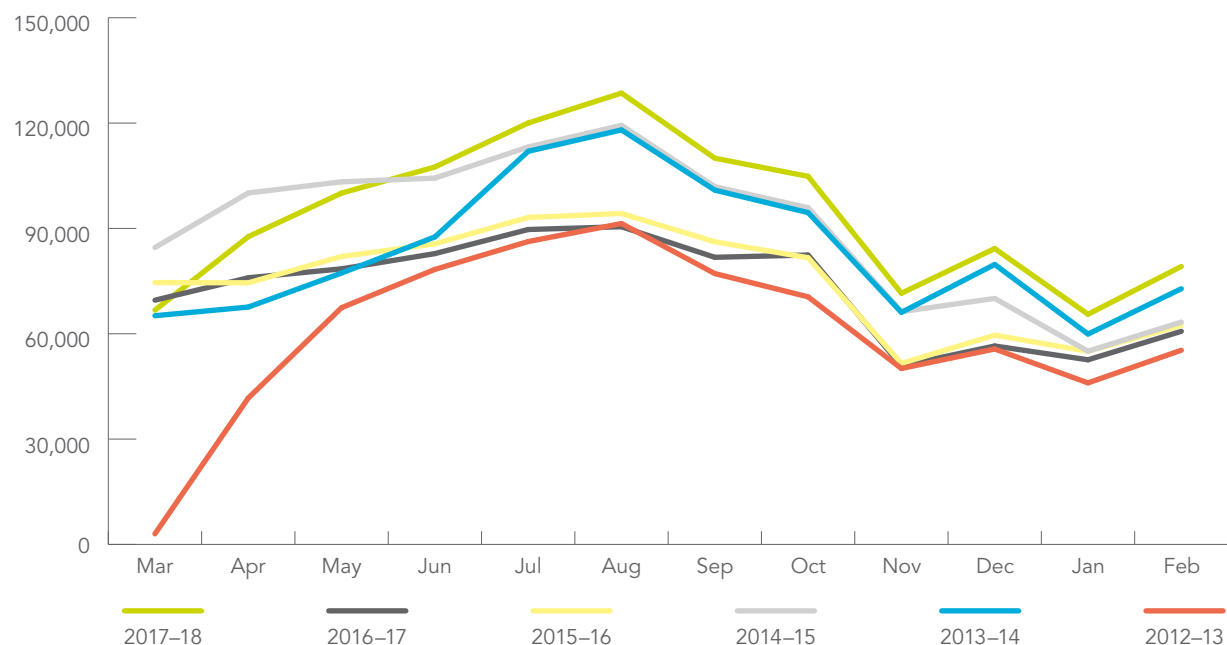
London Southend Airport saw a substantial increase in passengers in 2017/18 with a 29% increase to 1.13m passengers for the period. easyJet capacity increased by 6% and passengers by 7% but the main driver of growth was Flybe who generated a 248% increase in passengers on the back of a 266% increase in capacity.

easyJet continued as the largest airline when looking at capacity and passenger movements. They accounted for 73% of passengers in 2017/18. Its three-based aircraft flew a total of 5,942 services during the year, offering 951,000 seats. The routes offered by easyJet were similar to the previous year with Venice coming out but being replaced with Malta and Murcia, both of which performed well. Overall, the period saw strong load factors across their routes with an overall load factor of 87%, up from 86% the previous year. So, despite offering more seats, the aircraft were on average 1% fuller than the previous year.

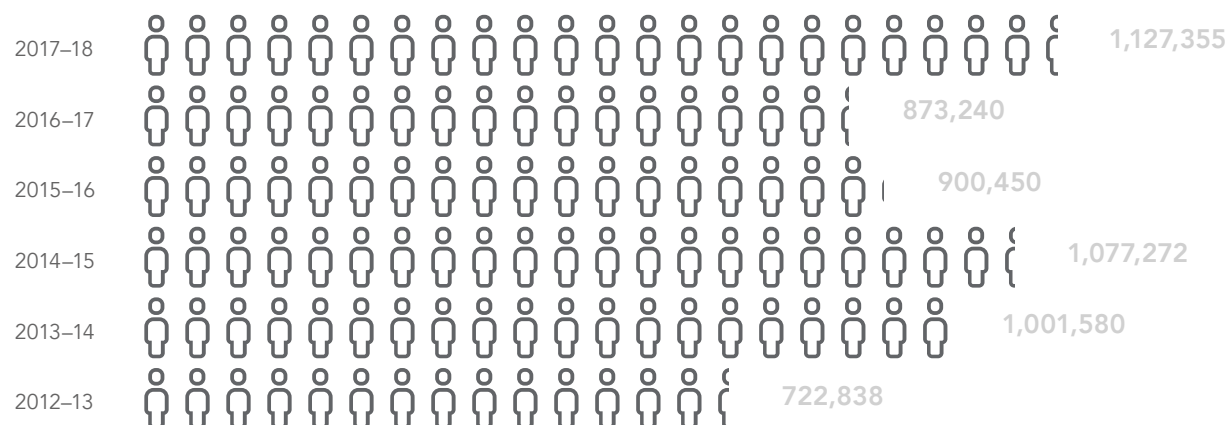
The biggest driver of passenger growth was due to the new Flybe routes. A total of 14 new routes were offered by Flybe in this period and this added an additional 200,000 passengers. The biggest new routes in terms of passengers were Prague, Dublin, Cologne and Milan. As expected when new routes get added, it takes time for the new services to mature, so it is not unusual for passenger demand to lag when the new routes are added. This was the case with the new Flybe routes, which saw the average load factor fall by 4% points year on year.

2018–19 should see another year of encouraging growth and we will continue to work on building the foundations to grow the business further into the future.

### + Passenger numbers



### + Total passenger numbers per year



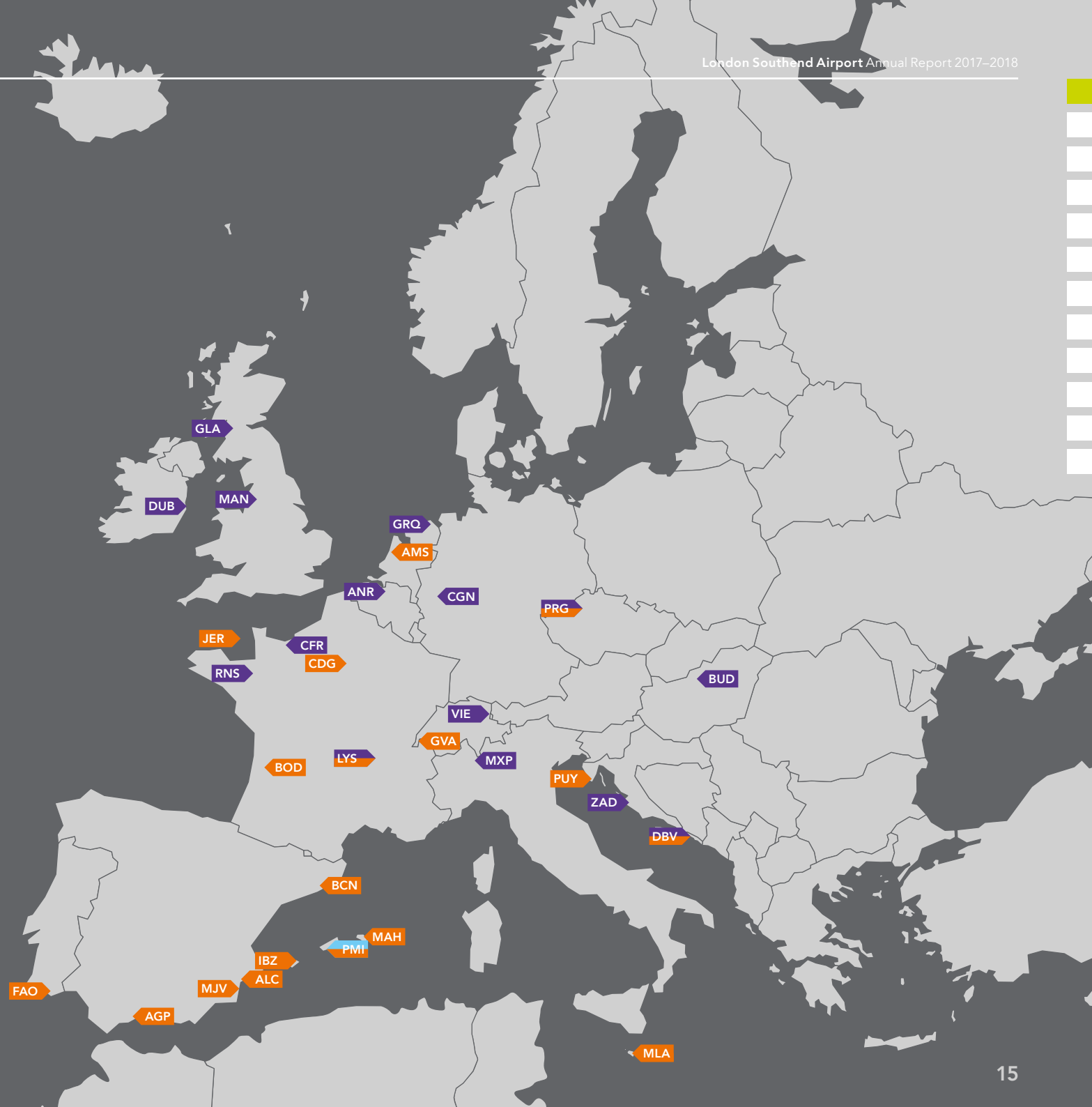
## Airline and route development



### Spring – summer 2018 destinations.

#### Key

- ▶ easyJet
- ▶ Flybe
- ▶ TUI



## Awards & Events

### Which?

Ranked best London airport for a fifth consecutive time in September by readers of Which?

London Southend Airport secured the 'best London terminal' in the latest Which? Airport Passenger Survey for the fifth time! Achieving a score of 84 per cent – a whopping 16 per cent more than the next ranked airport. This is in addition to having been named the Best Airport in the UK by Which? for three consecutive years.

Which? readers completed the online survey, scoring London Southend the maximum five stars for staff friendliness and helpfulness and four stars in eight categories including baggage reclaim, seating, toilets, queues at security and passport control.

*"London Southend's customer ratings show what can be done when capacity is available to serve the capital's passengers; we are part of the solution to today's capacity squeeze," says Glyn Jones, Chief Executive Officer of Stobart Aviation, owner of London Southend. "Which? members have recognised that London Southend offers a substantially better way to travel with up to seven trains an hour from London, a raft of new routes and exceptional service".*



### Happiest airport

More great news for London Southend Airport as it's been rated amongst the happiest airports in the world, scoring an average passenger satisfaction of 86.79 per cent.

The happiest airport customers in London and sixth happiest airport in the World.

In December 2017, HappyOrNot, the Finnish company responsible for creating the globally-recognizable 'Smiley' feedback system, published its inaugural Airport Report; based on 158 million data-points from HappyOrNot smiley terminals in 160 airports across 36 countries.

Analysing air traveller feedback on an unprecedented scale, the report revealed the eight happiest airports globally, offering insight into how certain parts of the air travel experience are happier than others, and illustrates the best and worst times of day, week, and year, to fly.

This ranking is based on feedback data collected between November 2016 and November 2017, from airports which received over 120,000 feedbacks in the past year across more than two points of experience (security, baggage reclaim etc.). The average value across all these airports was 76.52%.

### Least stressful airport in London

In June 2017, an independent survey by Kiwi.com revealed Southend Airport is the UK's second least stressful airport in the UK, and least stressful airport in London.

Kiwi.com surveyed 1,000 parents with children aged between four and 16 years old.

Convenient parking and onward travel connections, as well as short queues, efficient security, WiFi and the ease of having all 6 departure gates located off a bright and airy departure lounge help to make travelling with children a much more enjoyable experience through London Southend Airport.

### Operations

Operations over the busy 2017 summer period were well delivered and performance against key operational key performance indicators (KPIs) was good. On Time Performance (OTP) was very good with London Southend being the most punctual London airport, with 83.1% of departures on time. The nearest other London airport was London City at 73.8%.

### Ground Operations medium volume airport

In December 2017 London Southend Airport came runner up in the 'Ground Operations Medium Volume Airport of 2016' category in the easyJet Spirit Awards at a ceremony in Brighton – a great accolade in recognition of the fantastic efforts made by the London Southend Airport team against some strong opposition.

## Cake of the week

London Southend Airport also scooped the much coveted “Cake of the Week” award.

The enormous, three-tiered cake was designed to incorporate iconic locations, characters and themes from all three destinations – so the various layers included representations of the Glasgow Tower, Clyde Arch, Scottish flag, Lancaster Rose, a Manchester United shirt, Leprechauns, shamrocks and much more, including a turboprop aircraft. The confectionery creation, which has a salted caramel and chocolate base, with Victoria Sponge upper layers, was made by Bourgee Bites – Bar – Luxe Lounge and took two chefs a week to create.



## Award for best fire truck water arch

It's an industry tradition to welcome new airline routes to an airport with a water arch salute provided by the airport fire service. One key industry media partner 'anna.aero' ran a light-hearted competition to award the best globally. Congratulations to London Southend Airport's fire service team who landed the prestigious “Fire Truck Water Arch” top prize for their entry celebrating the launch of the three new Flybe routes to Dublin, Glasgow and Manchester.



## easyJet birthday celebrations

On 4 April, easyJet celebrated its fifth anniversary at London Southend Airport, having flown more than four million passengers on over 32,000 flights. To mark the anniversary two local children, who are also celebrating their fifth birthdays this year, were invited to dress-up as easyJet pilots and have a tour of an easyJet aircraft and cockpit. Also, joining the celebrations were James Duddridge, MP for Rochford and Southend East (centre) along with Neil Slaven, easyJet's UK Commercial Manager (left) and Glyn Jones, CEO Stobart Aviation (right).



## South East business boost launch event

On the 12 October 2017 London Southend Airport was proud to support and host the South East Business Boost Launch Event.

Business support and guidance was available to small and medium-sized enterprises and start-ups in the South East to grow and increase employment through support, guidance and grants. The event provided details of the South East Business Boost Programme along with information from local businesses who have received support and grants from the programme.

The event was well attended by local businesses who were able to chat to the Programme Management Team and network with other businesses.



## Disability Assistance

Improving the accessibility of air travel, so that greater numbers of disabled passengers and those with mobility restrictions are able to travel by air, is a key priority for London Southend Airport.

The CAA conducts an annual review of accessibility at UK airports. The 2016/7 report concludes that London Southend Airport is classified as 'good'.

The CAA reports that those airports classified as 'very good' and 'good' are those which demonstrate that they value this aspect of the customer service. They have regularly consulted with people that use the assistance service, asking them what they need to do to design it to meet their needs; their staff are regularly praised by passengers for their understanding and patience; and the assistance is efficient and well organised, meaning delays are minimal.

The majority of airport are classified as 'good'. All these airports have provided a high quality assistance service throughout the year.

Feedback from the CAA suggested that to move to the 'very good' category, London Southend Airport should provide more information on its website regarding interaction with disability groups.

Whilst the airport has engaged with a number of groups including Guide Dogs for the Blind, D.I.A.L., Hearing Loss, Dementia Awareness and local schools for children with autism and special needs, it has resolved to make improvements to the website under the Special Assistance section.

### Ranking results

Very good	Good	Poor
Birmingham	Aberdeen	East Midlands
Glasgow Prestwick	Belfast City	Exeter
Glasgow	Belfast International	London Heathrow
Humberside	Bournemouth	Manchester
Inverness	Bristol	
Norwich	Cardiff	
	City of Derry	
	Doncaster Sheffield	
	Edinburgh	
	Leeds Bradford	
	Liverpool	
	London City	
	London Gatwick	
	London Luton	
	London Southend	
	London Stansted	
	Newcastle	
	Cornwall Newquay	
	Southampton	
	Sumburgh	

## Our targets

We are committed to ensuring that everyone who has requested assistance in advance will reach their aircraft in time for departure. We will make every effort to provide assistance to our passengers who have not requested help in advance. We constantly monitor our quality standards to ensure we are meeting our targets and commitments to passengers with reduced mobility and other needs.

### Departing

	Standard (waiting time once PRM* made themselves known)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs		389	595	492	349	447	649
	10 mins	80%	99.23%	96.81%	97.35%	98.57%	99.78%	99.54%
	20 mins	90%	99.49%	99.83%	99.60%	100%	100%	99.85%
	30 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Number of PRMs		17	29	19	17	21	19
	25 mins	80%	100%	96.55%	94.74%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

**We constantly monitor our quality standards to ensure we are meeting our targets and commitments to passengers with reduced mobility and other needs.**

### Arriving

	Standard (time assistance available at gate from arrival on chocks)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs		366	579	507	431	363	568
	5 min	80%	100%	99.31%	99.21%	98.14%	99.45%	100%
	10 mins	90%	100%	99.83%	100%	100%	99.72%	100%
	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Number of PRMs		46	49	81	75	89	77
	25 mins	100%	100%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

The latest table below can be found on the website; [southendairport.com/flights/special-assistance](https://southendairport.com/flights/special-assistance)

\*Passenger with reduced mobility

## Guide dog familiarisation training

In May 2017, The Guide Dogs for the Blind training team visited London Southend Airport for familiarisation training.

Six guide dog puppies – Prince, Urwin, Bryony, Holly, Flash and Baxter – each accompanied by their trainers, took a tour of the terminal.

The handlers and puppies all went through Security, before visiting the Departures Lounge and also experiencing the Baggage Reclaim Area.

The visit was designed to help the puppies get used to the sights, sounds and smells of busier, noisier environments.

In August 2017 The Guide Dogs for the Blind training team visited for the second time.



Guide dog puppies and their trainers, take a tour of the terminal.

Four guide dog puppies who are based across Essex – 4-month old golden retriever Labrador cross sisters Grace and Poppy, along with black Labradors Yogi and Albie – each accompanied by their trainers, took a tour of the terminal.

Puppy Training Supervisor Jo Thorn says “We are so grateful to London Southend for allowing us to do this, the visits are amazing for the puppies in helping them learn self-control and all the other vital skills they need to be great guide dogs”.

Glyn Jones, CEO at London Southend Airport said: “The Guide Dogs for the Blind do fantastic work so when they first contacted us asking if we might be able to help with their training programme, we were only too pleased to get involved”.



For more information on LSA's support of Guide Dogs for the Blind See page 62

## Hearing Loss

In January 2017, the Customer Service Manager met with a representative from Hearing Loss to discuss the accessibility of the journey through the airport for passengers with hearing difficulties.

In September 2017 the Customer Service Manager and the Community Affairs Co-ordinator met again with a representative from Hearing Loss to show them some positive changes that had been made and how we are planning to continue improvements.

Hearing loops are available throughout the airport. It was noted that the number and location of flight information display boards should make it easier for passengers with hearing loss to use the airport.



## Southend Dementia Action Alliance

In October 2015 London Southend Airport became the first airport in the United Kingdom to sign up to a local dementia action alliance.

It became a member of the Southend Dementia Action Alliance (SDAA) which was launched in March 2015 to help Southend become a ‘Dementia-Friendly’ town.

The SDAA is made up of businesses, services and community groups all working in partnership with Health and Southend-on-Sea Borough Council.

As part of signing up to the group, the airport has devised an action plan that includes a commitment to ensuring that Dementia Friends Information Sessions are given to all front of house staff, such as those working on check-in staff and security. London Southend Airport has also invested time

for a staff member to become a Dementia Friends Champion to continue the dementia friends programme to all customer facing staff including retail staff, rail staff, cleaners and possibly third parties that deal with customers.

On 6 and 7 December 2017, ‘Dementia Friends’ training was provided to staff from Check-In, Security, Operations, Car Parking, Rail Station and the Holiday Inn Hotel.



## Blue Band Initiative

In December 2016 a new initiative was launched by London Southend Airport to assist disabled passengers.

A discreet blue wristband will be available to wear by those with hidden disabilities, and/or their travelling companions.

Airport staff, both air and landside, have been fully trained to identify the bands and offer additional help and support as and when required by those wearing it.

Speaking about the new scheme, Glyn Jones, CEO Stobart Aviation that operates London Southend Airport, said: "We wholly recognise that for some of our customers the airport itself can be a challenging environment. When you have a hidden disability, such as autism, dementia or are sight or hearing-impaired, the unfamiliar, bustling and occasionally noisy

*surroundings can become a little overwhelming. We want to support every passenger as best we can and I hope that these blue bands will play a big part in delivering on that commitment".*

*"From Check-In to Departure Gate we are now able to provide even greater assistance and understanding for passengers with a range of needs. This may involve giving a passenger more time to process information such as requests for documentation, or preparing themselves for Security. Staff will be using clear speech and explaining to these passengers what to expect as they travel through the airport".*

*"It is important to state that the wristbands are being offered to passengers and their family/ carers on a purely voluntary basis and are completely free. Customers who require assistance are also always welcome to approach a member of staff who will be happy to assist".*



The discreet new blue bands in action.

## Let's Talk about Dementia – Dementia Friendly Transport Conference.

On 6 July, Alzheimer's Society held its first ever Dementia Friendly event at BMA House, Tavistock Square, London. The conference was attended by over 100 key transport sector leaders, with all the main airports, airlines, train operators, and bus and taxi companies attending. The aim was to find out how they can work with each other, and with Alzheimer's Society, to provide the best service for people affected by dementia.

Professor Roger Mackett from UCL gave an expert view on the main challenges faced by those with dementia when it comes to transport, and outlining how this can be improved, using examples from around the world. A panel of people affected by dementia gave their views on the realities of travelling with dementia, answering questions from the audience and from chair, Alzheimer's Society Ambassador, Angela Rippon CBE.



Jo Marchetti (LSA Community Affairs Coordinator) and Angela Rippon CBE.

## Let's talk about Dementia - Southend, Essex and Thurrock

In October 2017, representatives from the airport attended the "Let's Talk Dementia" Strategy Launch Event in Chelmsford. Organised by Pan Essex Dementia Action Alliance in partnership with Essex County Council and Healthwatch Essex, the launch was to gain support for those living and travelling with dementia.

Speakers included Cllr John Spence, Cabinet Member for Health and Adult Social Care, Essex County Council, Alastair Burns, Professor of Old Age Psychiatry and Vice Dean for the Faculty of Medical and Human Sciences at The University of Manchester and Peter Fairley, Director Integration & Partnerships, Essex County Council and Sam Hepplewhite, Accountable Officer, North East Essex CCG.

As well as listening to various speakers, the airport engaged with a number of local companies and shared information on the airport's Blue Band initiative. They took part in breakout workshops and experienced a Virtual Dementia Tour.



## 2. Airport surface access strategy

London Southend Airport (LSA), has continued to work with Southend-on-Sea Borough Council, Rochford District Council and Essex County Council to deliver the Airport Surface Access Strategy (ASAS) published in September 2014. This includes a number of targets and commitments to actively promote and monitor the use of sustainable transport. The ASAS document can be found at [southendairport.com/corporate-and-community/environmental-responsibility/](https://southendairport.com/corporate-and-community/environmental-responsibility/). London Southend Airport's progress against the 2014 ASAS targets are included within this report as an appendix (i) at the back of the Annual Report.

LSA has continued to perform well against the targets and commitments. The multi-million pound investment in the rail station conveniently located adjacent to the passenger terminal continues to attract passengers and total air passenger use of public transport is ahead of the target. The highest priorities are still to seek improved early morning and late evening trains which serve early and late flights.

A new nine-year Greater Anglia rail franchise was awarded to Abellio East Anglia on 10 August which will run from October 2016 to 2025, with £1.4 billion of investment promised. New trains will be delivered between January 2019 and September 2020, which was a priority for the airport, and will include Controlled Emission Toilets and free WiFi. The current fleet will be refurbished as an interim measure. Additional early and late trains have been promised as part of the agreed improvements and LSA will continue to pursue this matter with Abellio Greater Anglia until a resolution is agreed.

In January 2016 Network Rail issued an updated list of the improvement projects they plan to undertake over the next few years, three of which would affect services to and from Liverpool Street on the lines via Shenfield:

- Crossrail
- Anglia Traction Power Supply Upgrade
- Great Eastern Main Line Capacity Improvement

New ticket vending machines and Gateline barriers have been installed at the rail station. London Southend Airport will continue to explore contactless options with DfT, TFL and GA.

London Southend Airport has been working closely with C2C and Arriva to provide additional bus replacement options during rail disruptions due to engineering works on the Southend to London Liverpool Street line. During planned disruptions, from February 2018, a secondary shuttle bus runs every 30 minutes from the airport transferring passengers to the C2C line at Thorpe Bay or Leigh-on-Sea depending on the timetable, reducing the rail replacement journey times from 2hr 30 minutes to 1hr 30 minutes.

First Essex Buses continue to provide a link to Chelmsford and Rayleigh with service X30 which operates between Southend and Stansted Airport. The service serves the airport forecourt from 0511 until 0010 hours daily. The service was upgraded in November 2016 with a fleet of new buses to an enhanced specification with easier access and including WiFi and charging points. A designated X30 waiting shelter was installed in 2017 in order to encourage increased use of the service. A waiting shelter has also been added in the short stay car park for passengers with reduced mobility (PRM's).



New ticket vending machines and barriers have been installed at the rail station.



A designated waiting shelter was installed in 2017.

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. Pre-booked parking during the busier summer months remains at around 70% of capacity. (Pre-bookings for the summer peaked at 68% in August).

In Summer 2017 the team at Stobart Rail completed a project to expand the long stay 3 car park, creating an additional 650 spaces to accommodate increasing demand.

An area of particular concern has been congestion and safety immediately outside the passenger terminal and available space within the short stay car park. To reduce blockage and increase availability in the short stay car park a number of new measures were introduced;

- The number of spaces allocated to car rental was reduced from 60 to 20
- Motorcycle free parking introduced into LS3
- The period of free waiting time in Short Stay was reduced from 15 minutes to 5 minutes.
- The 15 minutes free drop off/pick up zone was moved to LS3
- Blue Badge holders/PRM's will not be charged for drop off/pick up in the short stay car park



The expanded long stay 3 car park which was completed by Stobart Rail & Civils.

Taxi drivers are now able to use LS3 instead of the short stay car park thus reducing congestion in the short stay car park. New signage informs Blue Badge holders to ask for assistance via the barrier intercom if they require additional time – they will not be charged if they exit after five minutes. The short stay barrier is consistently monitored to prevent operational delays for drivers trying to exit within the allotted free time period.

These new measures have reduced the traffic flow in front of the passenger terminal and incidents of drivers stopping on the pedestrian crossing to drop off/collect passengers. Evidence collected by Southend-on-Sea Borough Council via parking surveys of the local roads surrounding the airport suggests that there is minimal impact on surrounding streets and that whilst pressure had grown around the airport, it was not at the levels generally recorded around train stations within the area. Future growth is possible and the current situation is well managed and very few complaints have been received from local residents. London Southend Airport will continue to collaborate with the Council to monitor demand.

Following concerns about the flow of traffic into the retail park adjacent to the airport, which shares an entrance via Harp House Roundabout, Southend-on-Sea Borough Council (SBC) completed works to widen the entrance to the airport in November 2016, this included installation of an additional entrance lane for traffic flow to the airport as well as a pedestrian crossing. Crossing works on Eastwoodbury Crescent and Rochford Road were also completed in 2016 which have improved pedestrian safety as well as provided for improved bus interchanges at Rochford Road and travel information for bus passengers.

Airport Transport Forum meetings are held annually and are attended by local authorities, local community representatives, transport operators and other stakeholders. Presentations typically include updates on activity at London Southend Airport, the Joint Area Action Plan, data from surveys, and discussions on topical and current matters regarding the airport and the wider transport network within the local area. In addition, quarterly Transport Liaison Group meetings are held to discuss any ongoing transport matters and to move the ASAS targets forward.

## Passenger and staff mode share

### Passenger travel survey

The survey took place in the departure lounge over a 6-month period, throughout October 2015 to April 2016. This period included the Christmas and Easter school holiday periods when more families and children were likely to travel. Surveys were conducted over the full range of flight destinations throughout the day, starting from 0430 when the first wave of passengers arrived for the first departure at 0630. A total of 406 questionnaires were completed.

#### Key highlights

- Public transport was used by 30% of departing passengers
- 24% of passengers arrived at the airport using the Greater Anglia train line
- 30% of departing passengers used the airport car parks
- 14% of departing passengers arrived by taxi
- 4% departing passengers walked to the airport from where they live
- 83% of departing passengers that completed a survey were from an UK/Ireland postcode
- 92% of departing passengers said the purpose of their journey was for pleasure
- 38% of passengers surveyed were travelling alone
- 75% had a journey time to the airport of 60 minutes or less, 21% of between 61–90 minutes
- 27% of passengers booked their flights less than a month before travelling

#### Conclusion

The 2016 survey shows that the percentage of passengers arriving at the airport using public transport has increased by 1% on 2012 to 30% meaning that London Southend Airport continues to meet the target set within the Airport Surface Access Strategy of 25%.

There has been a slight increase in the number of passengers arriving on the Greater Anglia rail line however the comments provided suggest that earlier and later trains would be required to further improve the modal shift. The current timetable will always constrain the number of passengers able to connect with the first wave of departing daytime flights and last arriving flight of the day.

The least sustainable mode of transport used is setting down/being dropped off by private car as this entails twice as many journeys to and from the airport as someone using the car park provided. This travel mode has reduced by 13% to 16% (down from 29% in 2012). The overall number of private car journeys (including setting down) has decreased by 9%.

Transport mode	2012	2016	Trend	
Train – Greater Anglia (Southend Airport line)	22%	24%	+2%	Public transport 30% (+1%)
Train – C2C	2%	3%	+1%	
Bus/coach – other	4%	2%	-2%	
Coach – X30	1%	1%		
Local bus – Arriva	0%	0%		
On airport long term car park	19%	23%	+4%	Private car 46% (-9%)
Short term car park	3%	7%	+4%	
Setting down/drop off	29%	16%	-13%	
Off airport park and valet	3%	0%	-3%	
Off airport car park and a shuttle	4%	2%	-2%	
Off airport car park and walk	0%	1%	+1%	
Private car street park	0%	0%		
Taxi (all)	9%	14%	+5%	Taxi/hire/ car/walk/ other 13% (+8%)
Hire car	1%	1%		
Walk	0%	4%	+4%	
Other	3%	2%	-1%	
	100%	100%		

## Staff travel survey

The latest staff travel survey was conducted in October 2015. This included all those directly employed by London Southend Airport Co Ltd (LSACL) as well as staff working at the Holiday Inn, Rail Station, airline staff (easyJet) and those working in retail and concessions based in the passenger terminal.

### Key highlights

- A higher percentage of returns (33.6%) were received than in 2013 – approx. 565 staff are based on the south side of the airport and of those 190 completed a survey
- 75% of staff that completed a survey were from an SS postcode
- 62.2% car single occupancy – below 65% ASAS target
- 39% car single occupancy for staff that do not work shifts
- 11% of staff car share
- 10% of staff use public transport
- 100% of staff that drive use the staff car park and do not park off site or on residential streets
- 50% of staff have a 'journey to work' time of 15 minutes or less

### Conclusion

Car (single occupancy) is clearly the most popular mode of transport, whilst the number of staff using this particular mode remains under the Airport Surface Access Strategy (ASAS) target of 65%, the report has identified an overriding reason as to why this is; due to the various early and late, and sometimes irregular shift patterns, staff find it difficult to find public transport that is available at the beginning and end of their shifts. It should also be noted that staff are required to work later than agreed shift times if aircraft are delayed.

As only 20% of LSA staff surveyed work Mon–Fri (office hours) and only 39% of those, use car single occupancy, it is clear that very few car journeys are made to and from the airport by staff during the usual rush hour periods and therefore the local road networks are not particularly impacted by the growth of the airport and resulting increase in employment.

A large proportion of staff live locally and whilst this provides for a shorter journey time, many are unable to access convenient bus and train routes if they need to travel in a northerly or southerly direction to/from the airport; although many have said public transport would be considered if discounts were offered.



Southend Airport train station is just a short walk from the terminal.



# 3. Employment

## Recruitment and training

Airports are important economic generators, providing jobs, encouraging inward investment and boosting local tourism.

London Southend Airport is committed to ensuring that jobs available are publicised locally and opportunities are advertised via the 'Careers' page of the airport website.

In addition, roles which require specific expertise may also be advertised in specialist publications, for example, Air Traffic Controllers. Effective relationships continue to be maintained with local recruitment providers and when required, the services of local agencies may also be used.

There are a diverse range of roles and functions at the airport including Air Traffic Control, Fire, Ground Handling, Food & Beverage, Security, Customer Services, Finance, Facilities, Asset Management, HR, Operations & Dispatch and Business Development. Our resourcing includes a mix of full and part time opportunities, in addition to fixed term and casual options.

## Terms and conditions improvements

For us to attract and retain the right people for the right roles it is very important for us to provide a positive working environment and reward our team fairly. A review of terms and conditions has added value for our teams in introducing greater work life balance and loyalty reward through enhanced annual leave.

## Recruitment event

Following on from previously successful recruitment events, another event was organised in preparation for the increase in scheduled passenger routes planned for Summer 2018. The recruitment event was held across two afternoon/evenings in February 2018.

Many departments proudly attended, showcasing their activities and engaging with a diverse range of people from the local community who were all interested in finding work, learning about joining the team and future opportunities. Approx. 350 people attended and almost 150 applications were received. First round interviews were conducted at the event for some of the roles on offer. Interviews and offers are in progress following another successful event.

Internal progression and development for employees at London Southend Airport is encouraged and supported through training and development opportunities. London Southend Airport benefits from a productive working relationship with South Essex College and offers various opportunities for students to experience and become involved with activities at the airport, in addition to working with the college on bespoke requirements for training. A number of graduated Travel and Tourism students are now employed by the airport.

## Training

To ensure a high percentage of jobs are accessible to local people, the airport actively looks to offer development and entry level opportunities where possible. All new staff are offered training which varies based on their role and experience. London Southend Airport invests heavily in staff training and development with all operational staff receiving between two and ten weeks of initial training supported by an on-going development programme. All of the customer facing roles receive training in customer service excellence during their induction with the company.

London Southend Airport has invested 41,213 hours of training in our team over the past year, which includes, classroom, online and on the job. Also including basic induction and safety training. 34,969 of these hours were invested in Fire, Ground Handling and Air Traffic Control.

## Here to help work experience

London Southend Airport offers South East Essex College (SEEC) and SEEVIC students a chance to carry out work experience at London Southend Airport in the form of 'Here to Help Assistant'. The process for this work experience mirrors our recruitment process and includes, application, interview and assessment and training for the successful candidates. This is to provide valuable experience for the student in preparing and applying for jobs. From this students that really embrace the London Southend Airport spirit of customer excellence are selected to join the volunteer team and gain work experience by helping to provide information and assistance to arriving passengers before they go through to the security area. The students are also invited to a training day where they can get involved in a range of activities and courses to help them to walk in the customers shoes and understand the importance of customer service and what it is to represent the airport brand. Once part of the team, students that really enjoy making a difference and deliver customer service excellence have the opportunity of a future career path at the airport.

## Employability for all

The airport is supportive of Employability for All, which prepares young people into work. In addition, we are committed to supporting the 'Career Ready' initiative in Southend.

The following is a comment received from Sarah Morton, the Southend Regional Manager of Career Ready *"Thank you for your interest in the Employability for All programme that is being delivered by Career Ready in partnership with Business In The Community. It is fantastic that a large employer with such a great reputation is championing our work"*.

## Employee survey

We are dedicated to improving employee engagement and being an employer of choice. During October 2016 we carried out an employee survey which was designed in house with our Stobart Values in mind. We achieved a very pleasing overall response rate of 85%.

Included in the employee survey were five employee engagement index questions, indicating as to how engaged our employees are within their role and business. These gave pleasing results too, ranging from 63% to 90% 'strongly agreeing' or 'agreeing'.

The business felt it was important that the action plans were devised directly from the feedback that employees provided to ensure that they had maximum impact in making Stobart Group an even greater place to work for our employees. Focus groups were attended by each department.

Department and overall action plans were created and implemented during 2017 including 53 actions that cover a spectrum of improvements in all aspects of communication, inter department working, knowledge sharing, equipment, uniform and various others.

## New Competency Framework Trial

We have designed a competency framework that put our values at the heart of everything we do. The competencies are grouped into three clusters:- Direction, People and Results. The competency framework will support us to ensure we:

- ✓ Recruit and select employees with a strong fit to the role and Group
- ✓ Set performance expectations and measure contributions objectively
- ✓ Provide a roadmap for employee development and career planning
- ✓ Identify and assess 'competency gaps' in individuals and Teams, thereby providing valuable insights for creating highly targeted development initiatives

We are planning to implement the framework in 2018.



## Leadership development

The airport's Management and Leadership Development programmes have been redesigned to ensure they fit perfectly with our diverse business. All programmes are delivered in-house in a way that enables people to easily apply the learning back to the workplace.

The airport's focus over the year has been on the Developing Effective Management and the Fast Track to Leadership Programmes.

The Developing Effective Management Programme is aimed at first time managers, supervisors and team leaders who are new to the role or perhaps have no previous experience of people management. Training courses range from better communication skills at work to effective people management skills. Seventeen delegates attended the programme this year from all departments across our business, three of which have achieved promotion during this time.

The Fast Track to Leadership Programme is designed to cover the essential skills and qualities that will produce highly effective leaders. It will help our managers discover practical and straightforward ways to lead, organise and motivate to achieve outstanding performance and results. We have three delegates on this programme.

18 delegates attended the programmes in 2017.

Following a training need analysis for management development, a programme was designed and implemented for 33 junior managers including coaching, development and job related training, 1–1 mentoring and action learning sets for operational challenges.

“

Having been fortunate enough to have joined LSA in June 2017 as Commercial manager, I have seen the business evolve commercially every day, with the passenger experience always front of mind – it is a highly engaging and inspiring place to work. The team, our colleagues, at LSA, are nothing short of outstanding at every level, always self-evaluating to maximize each and every opportunity to improve, across all areas. The consistent team work and collaboration across the airport and the wider group remains incredibly refreshing to me. I am so proud to be a part of it and the future looks exciting!

### Caroline Fitzgerald

During the 2017–18 reporting period London Southend Airport welcomed Caroline Fitzgerald who joined in June as Commercial Manager, responsible for increasing revenue from our in-terminal retail concessions and catering outlets. Caroline previously worked at Arcadia Group where she was responsible for over 310 retail concession units in stores such as Selfridges, House of Fraser and Debenhams. Her experience will be a huge asset as the airport develops.



### Damon Knight

Damon Knight joined the airport as Head of Air Traffic Services. Damon has huge experience in Air Traffic Operations and Management which will benefit us as we grow rapidly over the next few years.

“

I joined as Head of Air Traffic Services in June 2017. Having worked in a variety of airport operations, it has been great to join an airport at a very exciting stage of development and to be more closely involved with the overall management of airport operations.

It is clear that both my own team in Air Traffic Control and the other airport teams are ready to take on the challenge that the next few years will bring. Most importantly we are all committed to continue to provide an excellent service to our airline, business and general aviation customers, and the local community.



## Design and roll-out of new employee handbook

In Summer 2017 the Stobart Group new employee handbook was launched in both electronic and hard copy. This handbook is available to all new employees from day one of their employment and has been designed to provide them with all the information they require relating to their employment from the company's strategy and values to practical information such as how to request holidays.

## Design and roll-out of new uniform for our office and passenger facing employees

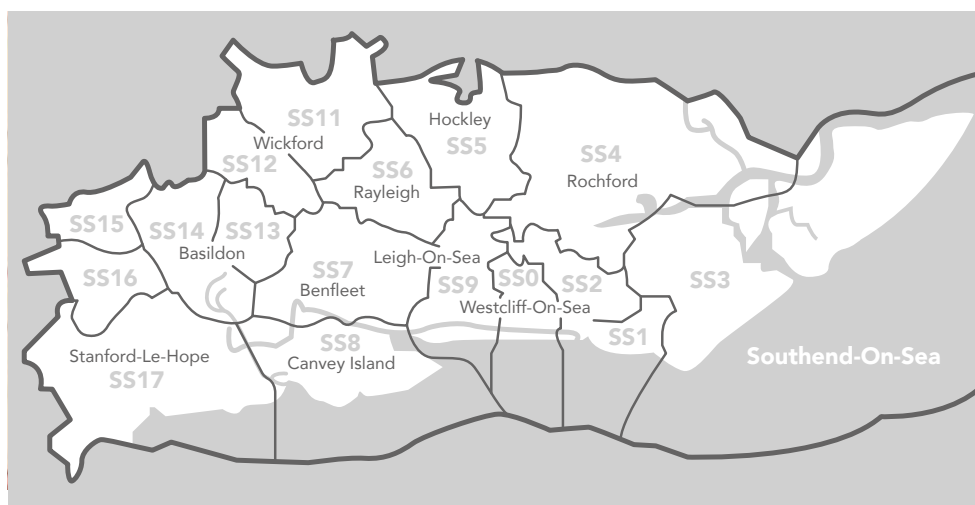
November 2017 saw the roll-out of new uniform to our office and passenger facing employees. A project team was set up with representation from all areas of the business and work started on designing a new uniform which was fit for purpose, up to date, good quality and above all endorsed our brand values.



## Local staff directly employed by London Southend Airport

In February 2018, London Southend Airport itself employed 316 people, of which 52 were part time. 84% were from the SS postcode area, 12% were from the wider Essex area and only 4% were from outside of Essex.

Whilst the numbers of staff employed can fluctuate during the 12 month reporting period (generally increasing during the peak summer period June–September) the table below shows the number of staff employed at the end of the reporting period, February 2017–2018 (319 employed as at August 2018).



	As at 28/02/14	As at 28/02/15	As at 29/02/16	As at 28/02/17	As at 28/02/18
Total jobs	264	272	252	267	316
Full time staff	211	217	187	196	246
Part time staff	53	55	65	71	70
Full time equivalents (FTE)	231.61	242	221.42	228	275

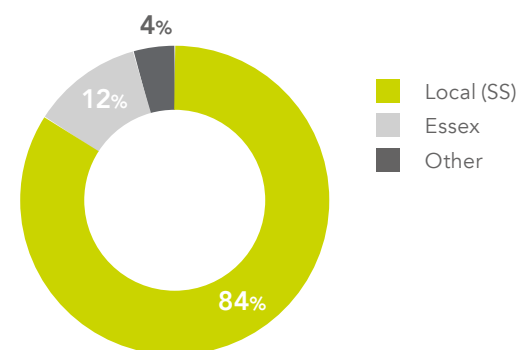
It should also be noted that recruitment to fill 19 vacancies (28 FTE) was ongoing at 29/02/18.

Passenger numbers will always be a driver of the resource required to handle the airline services delivering those passengers. The employment numbers at the airport today are a reflection of current operations.

London Southend Airport operates a resourcing model made up of a team of core staff across the year, which is supplemented with additional staff to support the seasonal peak for summer. The seasonal team increases the overall workforce by up to 10%. The ethos of the company ensures that all employees fully understand and support operational roles, thereby contributing to service excellence in the passenger experience. This promotes multi-skilling and enhanced employability options for employees, also widening potential opportunities for progression.

The pie chart below shows the locality of all staff directly employed by London Southend Airport Co Ltd at the end of the reporting period February 2018.

### + Locality of London Southend Airport employees



General airport employment

London Southend Airport is part of the Stobart Group which also includes ownership of the Holiday Inn Southend Hotel and Southend Airport Railway Station. Together they employ 391 staff.

During 2015–16 the airport saw a decline in the total number of people working on the site largely due to the collapse of ATC (Lasham) Ltd, and a reduction in staff at Inflight, however numbers are back on the rise with an increase in the number of concessions in the terminal, increased LSA staffing levels and the growth of based aircraft charter company, Jota Aviation, who added a fourth aircraft to their fleet and will be taking delivery of three more next year.

The increase in destinations offered by Flybe has also generated a number of new jobs, Stobart Air has added 122 to the number of pilots and crew based at Southend. easyJet continue to expand their employee numbers and now have a total of 139 staff based at Southend.

Totals for 2017–18 show an overall increase of over 200 employees from 801 to 1053 in 30 companies based within the airport boundary.

Airport employment 2017 – 2018	
Airport operations, terminal and handling	316
Terminal concessions	39
Aircraft support and catering	23
Onward travel	29
Hotel	65
Airlines	281
Rail station	10
Control authorities	40
Aircraft maintenance	122
Private charter	100
Flying clubs	11
Travel agents	4
Other (non-aviation related)	13
Total	1,053



London Southend  
Airport supports  
employment for  
1,053 employees.





# 4. Quiet ground operations

London Southend Airport has put a wide range of measures in place to control and minimise ground noise. Airport ground noise is defined as any noise, other than that which is generated by aircraft in flight, taking off or landing. The main sources of airport ground noise are:

- Aircraft taxiing
- Aircraft mounted auxiliary power units (APU's)
- Testing (ground running) of aircraft engines

One of the airport's main operators – Stobart Air – uses the technique of single engine taxiing at London Southend Airport reducing ground noise and NO2 emissions. The other main operator – easyJet – have a policy of utilising single engine taxi for both arrivals and departures, where possible this process is utilised however it is not necessarily utilised 100% of the time due to the relatively short distance from stand to runway.

To ensure that the use of diesel fuelled Ground Power Unit's (GPU's) and aircraft Auxiliary Power Units (APU's) are kept to a minimum, almost all new aircraft stands are fitted with Fixed Electrical Ground Power (FEGP).

Initially, during the reporting period March 2017 – February 2018, the base size was the same as the previous year (4 based aircraft). With the start of the increased Flybe operation for summer 2017, between May and August 2017, London Southend Airport had five based aircraft (3 x Airbus, 1 x ATR and 1 x Embraer 195) with seven parking stands fully equipped with FEGP. A second Embraer 195 entered operation during August 2017 with a second ATR added at the start of winter 2017 therefore, from October

2017 – February 2018 the base size increased to seven aircraft. FEGP was available for 99.7% annualised across all seven stands, and four of the seven parking stands were available 100%. As a result, APU and GPU usage was minimised in accordance with the Best Practice Plan for Quiet Ground Operations and no noise complaints were received during the reporting period in relation to mobile GPU usage.

## Engine testing

The airport ensures that all engine testing is carried out in accordance with our Engine Testing Best Practice Plan which stipulates the location of the testing site and the permitted testing times. For the 12-month period starting from 1 March 2017 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.



# 5. Noise

## History

Whilst airports bring employment to an area, and are important economic generators, providing jobs, encouraging inward investment and boosting local tourism, it is recognised they also have some negative effects too.

The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly. In the 1960's and 1970's London Southend Airport was the third busiest airport in the UK, offering scheduled passenger flights to Europe using Carvair aircraft which passengers could drive their cars into. In the 1980's London Southend Airport was handling over 100,000 aircraft movements each year. Whilst passenger services declined in the 1990's the airport did remain a major hub for maintenance companies, with large aircraft – such as the B727 and BAC1-11 being regularly maintained at London Southend Airport. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to increase its length to 1856m long. This was to increase the range of destinations offered beyond the scheduled passenger services to Ireland and the Channel Islands. Following a period of public consultation, Southend-on-Sea Borough Council and Rochford District Council agreed to the extension and introduced conditions for a number of new controls and incentives to help minimise any negative impact on the surrounding communities that the airport development might bring. These included:

- Tighter controls on night-time operations – no passenger flights scheduled at night
- Increasing the classified night-time period and limiting the number of night-time movements to an average of 120 per month
- Introducing a Preferred Runway Scheme
- Introducing a Noise Preferential Route for departures
- Imposing a cap on the total number of aircraft movements to 53,300 per annum
- Imposing further caps on freight flights and B737 operations
- Minimising ground noise
- Encouraging quieter aircraft

## Night noise restrictions

As part of the planning conditions, the night period was extended from midnight – 06:00 to 23:00 – 06:30. During this night period only aircraft classified with a Quota Count of one (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shown in the table below.

Certified noise level (EPNdB)	Quota count
96–98.9	QC/4
93–95.9	QC/2
90–92.9	QC/1
87–89.9	QC/0.5
84–86.9	QC/0.25

The planning conditions also reduced the permitted night-time movements from 940 to 120 per month. This became effective when the extended runway was opened in March 2012.

London Southend Airport may not schedule passenger flights during the night period. Up to three arrivals per night are allowed to be scheduled between 23:00–23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night-time quota.

Private helicopters\* are also banned from operating during the night period.

\*Exempt ATMs by helicopters are permitted; please refer to page 53 for the definition of exempt ATMs.

## Preferred runway scheme

During the night period – when weather and safety conditions allow – London Southend Airport is committed to operating all aircraft movements from and to the north east (over Rochford) as this is a much less densely populated area than that to the south west of the airport.

During the daytime – when weather and safety conditions allow and movement volumes allow the runway direction to be changed – London Southend Airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

For safety reasons and to maximise performance capabilities, aircraft take off and land into wind. The prevailing wind in the south east of the UK means that arrivals will typically come from the north east and depart to the south west around 70% of the time.

To minimise the number of local residents being overflown by departing aircraft, a noise preferential route was introduced. This means that all aircraft weighing over 5700kg must follow a straight departure heading for 2.5 nautical miles when departing towards the south west (over Leigh-on-Sea) and 1 nautical mile when departing towards the north east (over Rochford). This ensures that within the surrounding areas, departing passenger aircraft will only overfly those residents already living under the arrival path to the airport.



Arrivals will typically come from the north east and depart to the south west around 70% of the time.



## Noise monitoring

Most airports have noise and track keeping systems which take radar data from air traffic control and combine it with flight information such as a call sign, tail number, type and destination. London Southend Airport is no exception.

London Southend Airport operates a Noise and Track Keeping System that captures data from two fixed noise monitors which are located approximately one mile from each end of the single runway – as shown on the map right.

£114,000 has been invested in noise and track monitoring equipment with an ongoing annual maintenance cost of £18,000.

In addition to the two fixed noise monitors, London Southend Airport also has a mobile noise monitor which is used at a number of other locations in the local area. The data captured by all these systems is used to investigate noise and route keeping complaints and also to validate noise contour data.

Noise Monitor Location 1: School Way

Noise Monitor Location 2: Stambridge Way



## Noise complaints handling service

London Southend Airport has a comprehensive noise complaints handling service which responds to comments and complaints about aircraft noise and routing.

Following feedback from the local community, improvements were made to this service in 2012. A new digital submission form was introduced on the airport website to make feeding back to us easier and also to ensure that all of the data required to investigate a specific incident is captured. This new system also enables us to keep an accurate record of all the complaints submitted to us. However, for those without access to a computer, noise complaints can also be made in writing.

The airport aims to investigate and respond to complaints within seven working days.

If a complainant is dissatisfied with the airport's response in relation to a noise matter, the relating correspondence may be referred to the Airport Consultative Committee (ACC) for further consideration.

All noise complaints are regularly reviewed by the ACC.

A full summary of noise complaints contained within this annual report has been reviewed and approved by the ACC.

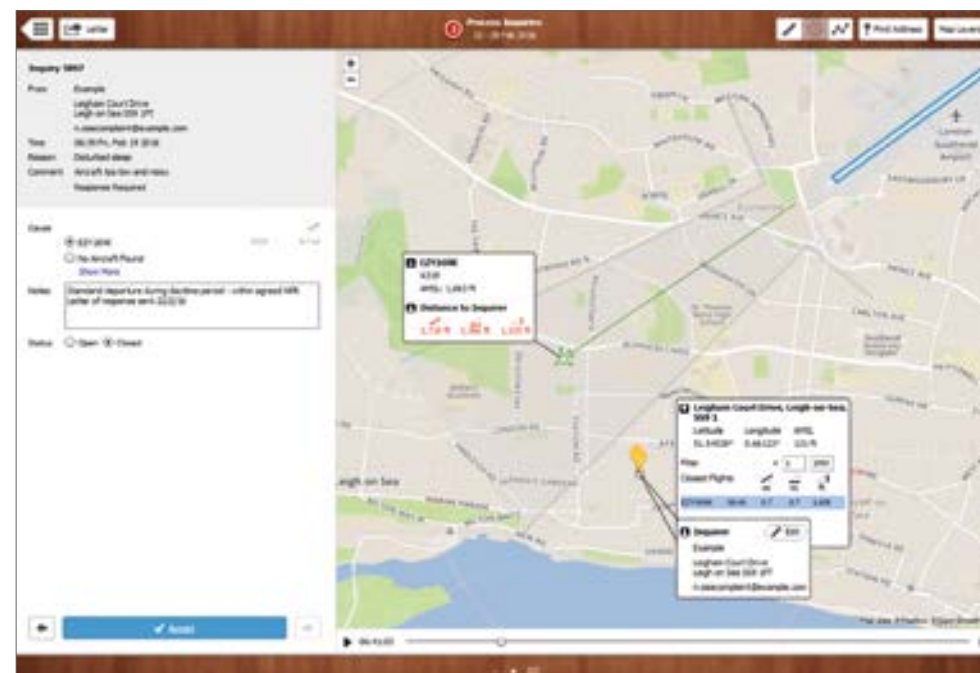


The noise form can be completed online from the London Southend Airport website.

## Noise and track keeping complaints

Using a noise and track keeping system London Southend Airport is able to log and record all complaints individually and then fully investigate specific flights. The system records aircraft data as well as a summary of the response provided.

The screen-grab below shows how a noise complaint is recorded and then investigated using the airport's Noisedesk system. By entering data provided by the complainant via the online submission form, Noisedesk then automatically detects the closest flights to the person's location at the time of the disturbance.



## Airport Consultative Committee

Through the Airport Consultative Committee, which meets each quarter, London Southend Airport maintains a close working relationship with representatives of its local authorities and resident groups.

Membership of the Consultative Committee includes representatives from all of the following authorities and organisations:

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend-on-Sea Borough Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Southend Flying Clubs
- West Leigh Residents Association
- Southend Trades Council
- Essex Chambers of Commerce
- UK Border Force
- Based airlines

Issues discussed include employment opportunities, training, new investment and environmental management together with recommendations for London Southend Airport to consider and progress.

Minutes of the quarterly ACC meeting are available on our website; [\*\*southendairport.com/community-relations/\*\*](http://southendairport.com/community-relations/)

Data relating to noise and track keeping complaints is regularly reviewed by the committee.

Within the Section 106 planning agreement London Southend Airport is required to present the Annual Report to the ACC for review and approval ahead of general publication.

A draft report was presented to the ACC in May 2018 and following the feedback from the committee was approved in June 2018.

The Annual Report is published on the London Southend Airport website; [\*\*www.southendairport.com/corporate-and-community/community-reports\*\*](http://www.southendairport.com/corporate-and-community/community-reports)

## Noise complaint statistics

London Southend Airport regrets that some residents have felt the need to complain about aircraft noise. In the reporting period March 2017 – February 2018 a total of 278 noise complaints were received and investigated. All of the complaints were fully investigated and all of the aircraft concerned were found to have been operating legitimately, within the airport's agreed control framework.

Whilst the number of noise complaints did increase to 3,050 following the opening of the runway extension in March 2012, this number has significantly reduced by 89% and continues to fall annually.

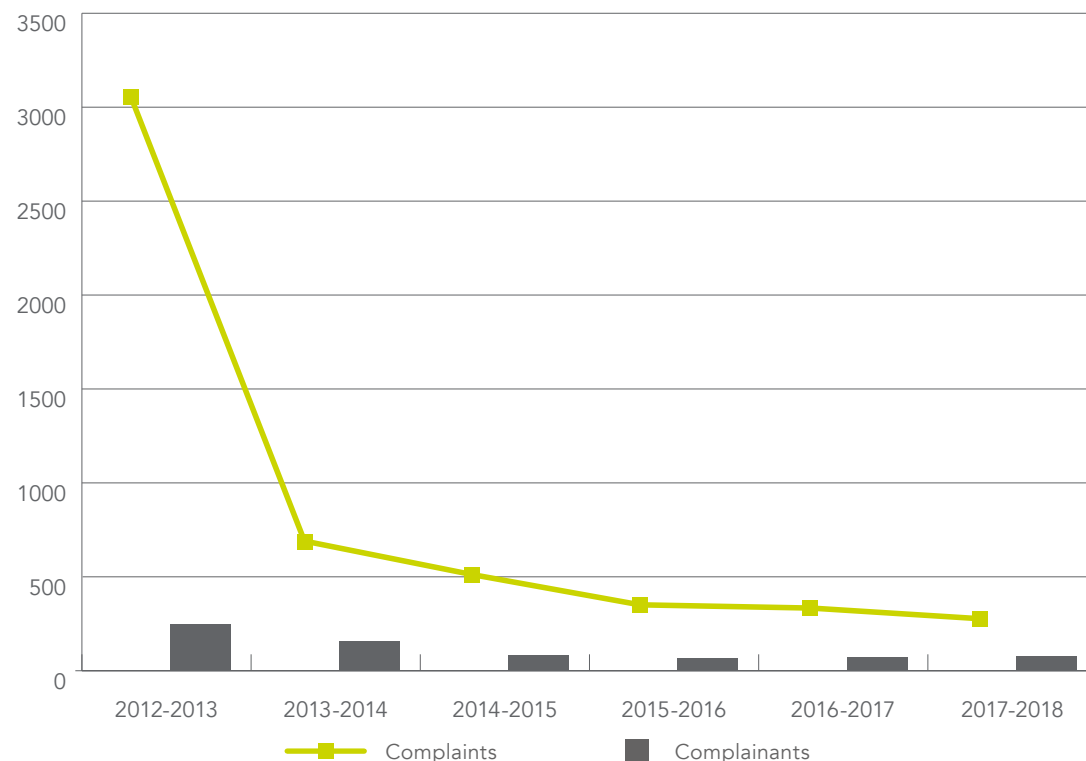
The graph on page 39 shows the volume of complainants and complaints received and investigated by the airport from March 2011 to February 2018.

In August 2012 – after reviewing correspondence from a number of individuals – the ACC approved changes to the Noise Complaints Handling Service.

It laid out the way in which London Southend Airport should handle and respond to those complainants who continuously submitted complaints over an extended period of time whereby following investigations of their complaints it was found that all of the aircraft concerned had operated legitimately and within the airports operating controls.

The Chairman of the ACC reviews all of the correspondence for continuous complainants and may recommend to the full committee that London Southend Airport suspend correspondence with them for a period of 6 months. If the committee are in agreement, the complainant is advised in writing and at the end of the six-month suspension period is invited to meet with the Chief Operating Officer and the Noise Manager to discuss their individual concerns regarding noise.

## + London Southend Airport annual complaint/complainant data

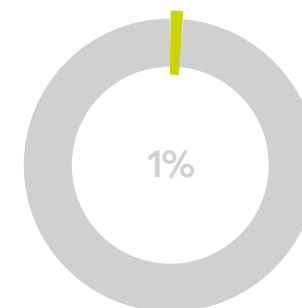


Should the complainants take up this offer of a meeting following a period of suspended correspondence, the airport will agree to continue to log future complaints but not to engage in extended correspondence over legitimate aircraft operations.

Over the past six years the total number of complainants that have been suspended in this manner is 17, of which six have agreed to attend meetings with London Southend Airport to discuss their individual concerns about noise. Two of the previously suspended complainants reside at one address and following a meeting to address their concerns it was agreed that London Southend Airport would continue to log any future complaints received but would cease regular correspondence. Of the 278 noise complaints investigated during the reporting period 41% were received from this one address.

London Southend Airport does not log complaints or correspond with complainants that ignore or decline the invitation to attend a meeting after the suspension period has ended.

## + Aircraft movements attracting complaints

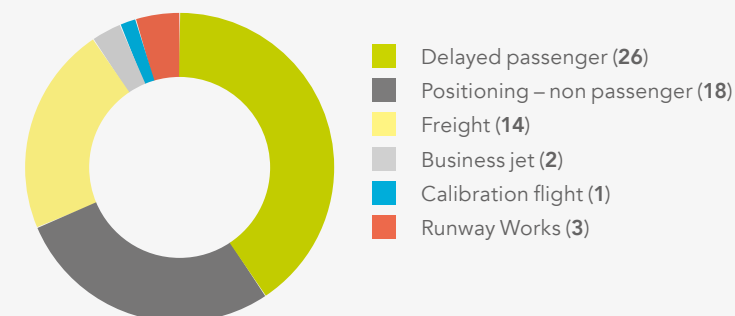


**Only 1% of aircraft movements attracted complaints.**

### Night-time noise complaints

There were a total of 639 aircraft movements within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30). Of the 278 noise complaints received, 64 (23%) related to night-time operations;

### + Breakdown of 64 night-time complaints



## Sound and thermal insulation grant scheme

In accordance with the conditions set out in the Section 106 Planning Agreement, London Southend Airport commissions an independent firm of aviation noise specialists to produce noise contours every two years for the summer period. This started in 2012 when the runway extension was opened.

These contours have been used to identify any properties which are in residential, educational or hospital use that qualify for either;

- Property Acquisition – for properties that fall within the 69dB LAeq 16 hr noise contour\*
- Sound and Thermal Insulation Grant Scheme – for properties that fall within the 63dB LAeq 16 hr noise contour\*

\*LAeq 16 hour is the standard way of measuring aircraft noise around airports and is the measurement the airport is required to use under the Section 106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, LAeq noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16 June to 15 September and 'day' is defined as the 16-hour period 0700–2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bickerdike Allen Partners (BAP) to produce the summer 2014 and 2016 noise contours. BAP is widely recognised within the aviation industry and has undertaken strategic noise mapping and noise action plans under the European Noise Directive for numerous airports in the UK and Europe including Manchester, Stansted and London City. BAP is a founder member of the Association of Noise Consultants and bound by their Code of Ethics. BAP is also a member of the British Standards Institute.

Based on Ordinance Survey mapping, the results of the 2016 noise assessment carried out by BDA identified 11 properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

Whilst the 2016 noise contours have changed in shape slightly, the 63 dB LAeq noise contours did not extend to include any additional properties than those already identified in the 2012 noise assessment. The properties currently included in the scheme are shown in the table below.

### Properties within 69 dB LAeq 16 hour that qualify for property acquisition

Street	Number of properties	Numbers
N/A	0	N/A

### Properties within 63 dB LAeq 16 hour that qualify for sound and thermal insulation

Street	Number of properties	Numbers
Southend Road	11	66–86 (even)

There are no properties within the 69dB LAeq 16 hour noise contour. 11 dwellings are shown within the 63dB LAeq 16 hour noise contour.

The airport has written to all of the properties within Southend Road that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2016.

Three properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £5,751.00.



## Wake Vortex Compensation Scheme

Wake Vortices are turbulence in the air formed behind an aircraft, particularly when landing. Many of the new aircraft operating at London Southend Airport such as the Airbus A319 and Embraer 170/190 are equipped with winglets. These winglets improve aerodynamics and reduce the intensity of the wake vortices and reduce the likelihood of a wake turbulence impacts.

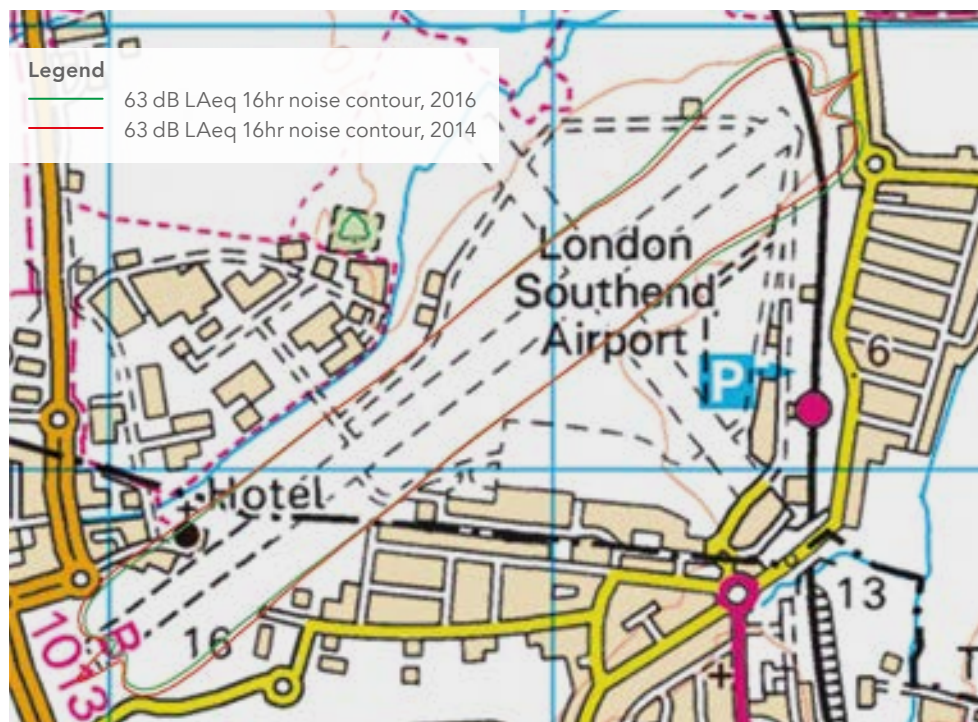
Wake turbulence damage is usually verified by its pattern of damage. Only traditional slate or tiled roofs can be damaged and this damage is usually in the centre of the roof.

The legal liability for damage caused by wake vortex is with the aircraft operator but, because of the difficulty in establishing which aircraft may have caused the damage, the Airport provides a scheme to ensure that damage is repaired.

Since the scheme was established in 2012, there have been no reported incidents of damage to any properties in the vicinity of the airport.

## Summer 2014 and 2016 noise contours

The 2016 contour areas are very similar to those produced for 2014. Figure A11005/R01A/04 shows that compared to the contours for 2014, the 2016 63 dB LAeq,16h contour is generally slightly larger at the north-eastern end of the contour and slightly smaller at the south-western end of the contour. This change in shape is primarily due to the change in runway usage, i.e. a slight increase in the number of aircraft departing towards the North East in accordance with the preferred runway scheme.



**Figure A**  
London Southend Airport summer noise contours 2016. Airborne aircraft noise contours summer average daytime. Contour comparison – 63dB.

This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

## Summer 2016 noise contours

The map (Figure-B) shows the daytime airborne aircraft noise contours for summer 2016.



**Figure B**  
London Southend Airport summer noise contours 2016. Airborne aircraft noise contours summer average daytime.

This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

# 6. Air quality

London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health. The air quality in the area surrounding London Southend Airport is generally good and consistently remains below the 40 µg/m<sup>3</sup> value limit of NO<sub>2</sub> at which the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution concentrations so that the objectives are met.

The airport is committed to monitoring air quality around site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy. Our Section 106 planning agreement commits us to:

- Develop a Surface Access Strategy that promotes a move away from the private car to less environmentally damaging forms of travel
- Adopt operational practices that seek to minimise the polluting emissions from airport operations
- Undertake regular air quality monitoring and share the results with both Rochford District Council and Southend Borough Council

**London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health.**

## Nitrogen dioxide (NO<sub>2</sub>)

To safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide. Legislation is set at National and European levels to limit emissions of NO<sub>2</sub>.

Legislation	Annual limit
EU First Daughter Directive (99/30/EC)	40 µg/m <sup>3</sup>
Air Quality (England) Regulations (2000) (as amended)	40 µg/m <sup>3</sup>

The objective therefore, is not to exceed an annual mean average of 40µg/m<sup>3</sup> for NO<sub>2</sub> levels.

The airport tests for NO<sub>2</sub> at a number of permanent locations.

## Testing sites

These locations were selected due to their proximity to the residential properties which are closest to London Southend Airport. As the primary source of nitrogen dioxide is road transport, the testing sites were located where the greatest impacts from the runway extension were expected – mainly as a result of any changes to traffic on the roads, but also taking into account emissions from the operation of the airport.

The location of each testing site is shown on this map.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed, we share these results with both Southend-on-Sea Borough Council and Rochford District Council.



1. Anne Boleyn Drive
2. Eastwoodbury Crescent
3. Rochford Road
4. Eastwoodbury Lane

# Results

Concentration levels of NO<sub>2</sub> measured around London Southend Airport have consistently remained below Government limits.

The recorded annual mean values for each testing site have been adjusted by the relevant bias adjustment factor following DEFRA guidance.

The pollutants of greatest concern in the local area are oxides of nitrogen. The majority of pollutants in the local area come from road traffic.

The annual results for NO<sub>2</sub> monitoring at all four testing sites around the airport are reported in the table (Figure 1).

These results are also plotted on the graph (Figure 2), which also demonstrates that NO<sub>2</sub> levels at all four sites continue to remain well below the 40 µg/m<sup>3</sup> Government limit value, and that the 2017 results for all sites are lower than those recorded in 2011 (before the runway extension was opened).

## Results of nitrogen dioxide (NO<sub>2</sub>) testing

Site	2011	2012	2013	2014	2015	2016	2017
Anne Boleyn Drive	29.9 µg/m <sup>3</sup>	26.3 µg/m <sup>3</sup>	24.8 µg/m <sup>3</sup>	23.6 µg/m <sup>3</sup>	22.07 µg/m <sup>3</sup>	22.27 µg/m <sup>3</sup>	22.49 µg/m <sup>3</sup>
Rochford Road	34.2 µg/m <sup>3</sup>	32.4 µg/m <sup>3</sup>	32.7 µg/m <sup>3</sup>	32.6 µg/m <sup>3</sup>	28.38 µg/m <sup>3</sup>	30.34 µg/m <sup>3</sup>	30.68 µg/m <sup>3</sup>
Eastwoodbury Lane	31.6 µg/m <sup>3</sup>	28.3 µg/m <sup>3</sup>	28.0 µg/m <sup>3</sup>	28.4 µg/m <sup>3</sup>	24.29 µg/m <sup>3</sup>	27.44 µg/m <sup>3</sup>	28.81 µg/m <sup>3</sup>
Eastwoodbury Crescent	33.6 µg/m <sup>3</sup>	30.9 µg/m <sup>3</sup>	29.4 µg/m <sup>3</sup>	29.5 µg/m <sup>3</sup>	25.84 µg/m <sup>3</sup>	29.38 µg/m <sup>3</sup>	27.23 µg/m <sup>3</sup>

Figure 1

### + Annual mean nitrogen dioxide concentrations 2011–2017 (µg/m<sup>3</sup>)

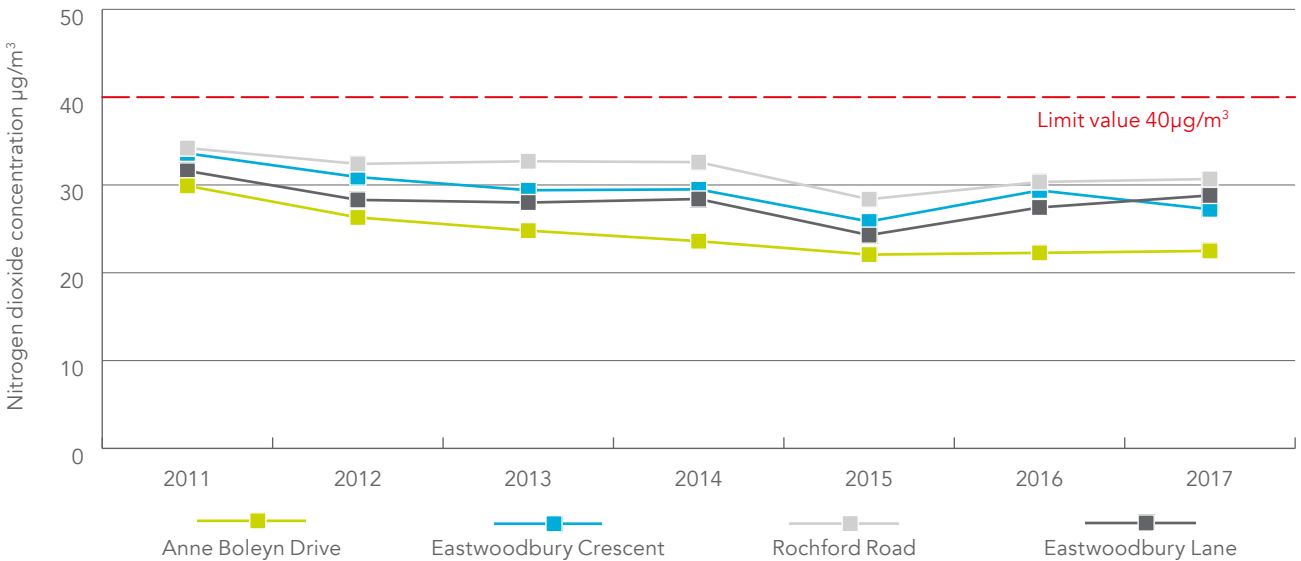


Figure 2



# 7. Carbon management

## Introduction

Energy consumption is essential to the operation of an airport. London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases from operations and to minimise the overall impact on the environment.

Carbon reduction has been considered throughout the design and implementation of a number of the development projects across the airfield, including the new control tower, rail station and terminal building. CO<sub>2</sub> reductions were considered alongside financial aspects when making capital investment decisions.

London Southend Airport invested in a new rail station on the Southend Victoria to London Liverpool Street line to provide an excellent sustainable transport option for passengers. The new rail station is just 100 paces from the passenger terminal.

Before construction of the runway extension could start, London Southend Airport agreed a Construction Environmental Management Plan (CEMP) in accordance with the S106 planning agreement. This ensured that the impact on the environment and surrounding communities was minimised.

London Southend Airport agreed that during the construction period, wherever possible, materials would be recycled. The aim would be for a balance of cut and landfill so that no landfill materials would need to be brought onto or taken off the site. Soil removed during the construction of the new road was re-used for the 300m runway extension.

## Energy management and control

The main source of energy at London Southend Airport is electricity. All incoming electricity is metered monthly through remote access meters and London Southend Airport uses this information to monitor overall consumption as well as for financial tracking and forecasting.

One of the main ways London Southend Airport controls energy consumption is through its Building Management System (BMS).

This allows London Southend Airport to carefully monitor and control energy consumption in all areas of the new terminal building and provides data on electricity kW/h and CO<sub>2</sub> consumption as well as rain water harvesting.

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**London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases from operations.**

## Water and electricity usage

### Utilising natural resources: Water

London Southend Airport utilises two 60,000 litre underground water reservoirs that hold rainwater collected from the new terminal roof for use on site. The harvested water is fed through a series of filters in a Stormsaver rainwater recovery system, making it suitable for use on site.

The rain water collected is used specifically for toilet flushing. The new terminal building has 59 toilets in total and during the 2017–2018 reporting period, 82,191 m<sup>3</sup> (82,191,000 ltrs) of rain water was harvested to be used for flushing.

This environmental advantage improves sustainability. Usage will be continuously monitored to measure impact for London Southend Airport and cost and environmental savings on an ongoing basis.



### Energy consumption: Electricity

The new passenger terminal at London Southend Airport is very energy efficient when measured on an energy per passenger basis. The table below shows the kW/h per passenger energy use for the four years since the new building has been operational.

To compare this rating with other UK Airports we would need to include the energy for the total airport. However, there are a large number of businesses based in Aviation Way which are located around the perimeter of the airport site. These draw their electricity from London Southend Airport's own ring main, meaning that the total airport consumption would include these non-airport based businesses.

	2012–13	2013–14	2014–15	2015–16	2016–17	2017–18
Total kW/h (passenger terminal)	1,523,116	1,438,398	2,292,060	2,666,685	2,893,919	2,879,706
Total passengers	724,986	1,001,580	1,088,377	900,450	871,816	1,127,355
kW/h per passenger	2.1	1.44	2.11	2.96	3.32	2.55

The new terminal extension was opened in April 2014. The overall size of the passenger terminal more than doubled whilst the passenger numbers remained steady which resulted in a slight increase in kW/h per passenger for 2014/15.

During 2015–16, the new Lakers bar and restaurant was opened in the new terminal extension, and during 2016–17 additional retail offerings have been installed which have increased the energy consumption for this area of the terminal. As passenger numbers have increased over this 12 month reporting period 2017–18, the KW/h per passenger has decreased again.

## Sustainable energy

The new £10 million terminal extension achieved a BREEAM (Building Research Establishment Environmental Assessment Methodology) “Very Good” certification with an overall score of 57.9%. A project’s overall BREEAM score is based on ten criteria, with categories including land use and ecology, water and minerals. It encourages architects, builders and clients to work together to deliver low carbon and low impact designs that minimise energy demands created by the building itself, whilst maximising energy efficiency and utilising low carbon technologies. London Southend Airport introduced a number of features into the terminal extension that reflected both the public sectors partners’ wishes and those of the general public.

Air source heat pumps absorb heat from the outside air and then uses it to warm the interior of the building. Even with a temperature as low as –15C outside, these remarkable pumps continue to create heat from natural resources. London Southend Airport also created a wildflower meadow to increase the biodiversity of the site and raise the overall ecological value of London Southend Airport’s footprint.



Solar panels installed on the roof of the terminal.

## Minimising energy use

A number of energy saving products and principles were incorporated into the new passenger terminal including:

- At least 10% of energy from on-site renewable sources
- Solar photovoltaic panels to provide circa 9% of energy needs
- Air source heat pumps provide around 3% of energy needs
- Extensive use of LED lighting
- Dimmable concourse lighting to react to daylight
- PIR sensors in office lighting
- Highly insulated building envelope
- Tinted glass and solar shading to reduce solar gain and limit cooling requirement
- Rainwater harvesting and waterless urinals

## What is BREEAM?

BREEAM is an environmental assessment method and rating system for buildings. BREEAM sets the standard for best practice in sustainable building design, construction and operation and has become one of the most comprehensive and widely recognised measures of a building’s environmental performance. It encourages clients to think about low carbon and low impact design, minimising the energy demands created by a building before considering energy efficiency and low carbon technologies.

## Solar Farm

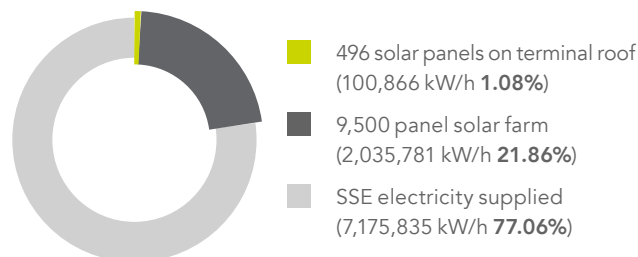
During November 2015 the installation of a £2 million solar farm at London Southend Airport began and was officially registered with OfGEM on 31 December 2015. The array supports London Southend Airport's objectives of reducing its carbon footprint and the electricity required from the national grid network. It connects to the airport's electrical ring main, supplying approximately 20% of the airport's annual electricity requirements with the capability for limited power being exported to the national grid. Stobart Developments constructed the 2.5 megawatt solar array at London Southend Airport. The array consists of over 9,500 individual solar panels mounted 6 high on steel frames supported on approximately 2600 piles across 37 rows.

The solar farm is an addition to the 496 solar panels previously installed on the roof of the airport's new £10m terminal extension during 2014. These solar panels now supply the terminal's shops, cafés and restaurants with solar electricity via the airport's private electricity network. There are a number of companies based on and around the airfield that draw their electricity supply from London Southend Airport's private High Voltage (HV) network. During the 2017–18 reporting period a total of 9,312,500 Kwh was used over the whole site, approx. 39% of which was used by London Southend Airport Co Ltd.

The airport's energy contribution to the site from renewable sources i.e. solar panels was just over 22%.



## Renewable energy at London Southend Airport

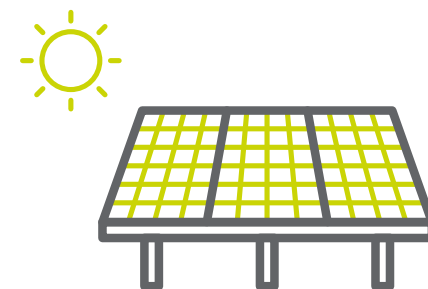


**22%**

**Over 22% of the airport's electricity comes from renewable sources.**

The solar farm is predicted to save approx. 28,000 Tonnes of CO<sub>2</sub> over its 25 year life (Source: Syzygy Renewables Scheme Appraisal 26 May 2015).

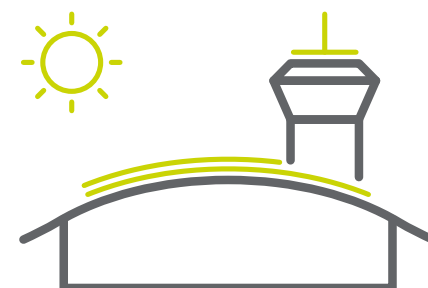
## Solar farm



**9,500**  
solar panels

2,035,781kwh  
21.86%

## Terminal roof



**496**  
solar panels

100,866kwh  
1.08%

## Waste management and recycling

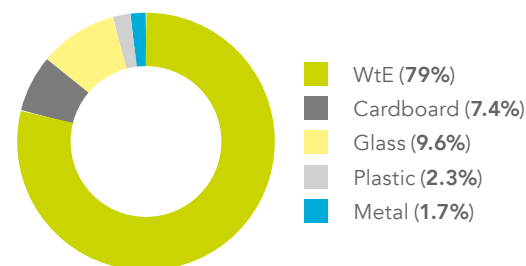
London Southend Airport is fully committed to reducing the amount of waste sent to landfill sites and regularly reviews and evaluates waste management and acts on initiatives to reduce landfilled waste.

Contracts for waste removal providers are continually reviewed. As of December 2015 London Southend Airport has only contracted locally based waste companies that send zero waste to landfill.

All waste collected from the airport site is currently taken to a recycling facility in Basildon where materials such as cardboard, papers, magazines, wood, plastics, cans, bottles and polystyrene are extracted. This process is known as a primary pick.

Any remaining items that are unsuitable, including food waste, are then re-loaded and taken to a waste-to-energy (WtE) site.

### + Waste management 2017–18



As part of a project to reduce plastic waste, as of March 2018 straws will only be available upon request in the departure lounge, Lakers Bar & Café. Further incentives are being considered to reduce plastic cutlery and introduce reusable cups for staff.

London Southend Airport works very closely with its based operators and supports airline initiatives to reduce weight carried on board aircraft. easyJet has recently reviewed its aircraft cleaning procedures to minimise the amount of water and traveller magazines carried on board its aircraft.

Further carbon reduction incentives are considered within the Airport Surface Access Strategy (ASAS) and the Quiet Ground Operations Scheme.

## Sustainable procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with Section 106 planning conditions. The policy applies to airport development projects as well as the procurement of goods and services by London Southend Airport Company Limited.

### Protecting and enhancing biodiversity

In September 2011 London Southend Airport completed a new link road between Eastwoodbury Crescent and Nestuda Way which allowed for the closure of Eastwoodbury Lane to make way for the runway extension.

The new route was carefully chosen and designed to minimise impact on St Laurence Park. A new children's play area was constructed, including £800k of state-of-the-art play equipment, and a new wildflower meadow was created. The park is now over a hectare larger than before.

Over the past three years the new planting has become established, the wildlife has flourished and many local children now enjoy a safer environment with a better equipped play area.

The area to the north of the terminal extension was seeded with a wildflower meadow mix to increase the ecological value of the site and encourage insects such as bees.



### Procurement of goods and services

London Southend Airport applies sustainable principles to the procurement of goods and services, paying particular attention to the procurement of the following:

- Energy supplies
- Aviation fuel
- Office consumables (including recycling)
- Catering supplies
- Electrical equipment
- Transportation (vehicles and travel)



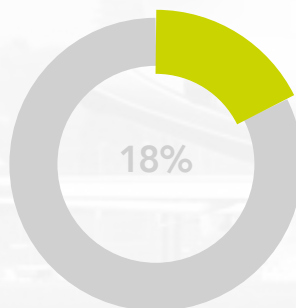
# 8. Air traffic movements controls

## Reporting

During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed to reduce the impact of the development on the local community.

An annual cap on the total number of aircraft movements was introduced at 53,300. This is about half of the total of aircraft movements recorded at London Southend Airport in 1989.

### + Cargo ATM usage



**Only using 18%  
of our permitted  
2,744 cargo ATM's.**

## Quarterly reporting

In addition, the number of permitted night-time movements was reduced from 940 per month to 120. Further caps were imposed on the number of cargo flights and B737-300 movements at London Southend Airport.

In accordance with our S106 planning agreement, we regularly report on our performance against a number of agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils, and made publicly available on our website.

### + B737-300 movements



**Just 8 B737-300  
movements  
during the year.**

## Annual reporting

For the 12-month period March 2017 – February 2018, London Southend Airport has operated within all of the agreed limitations on aircraft movements. The table below shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2017 – February 2018.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2017 – Feb 2018	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	27,449	51%
ii	Cargo ATMs (permitted lessor of 10% of total ATMs or 5,300 p.a.)	2,744	492	18%
iii	Boeing 737-300 ATMs	2,150	8	0.03%

The table below shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2017 – February 2018.

Ref.	Flights in night quota period (23:00 – 06:30)	Quota annual limit	Annual total Mar 2017 – Feb 2018	% of agreed annual limit
iv	Total night-time ATMs		639	
v	Diverted ATMs (of which all were QC1 or less)		5	
vi	Delayed ATMs (of which all were QC1 or less)		109	
vii	Exempt ATMs (of which all were QC1 or less)		10	
	Night-time ATMs to be included in quota total (120 per quota month)	1,440	515	36%

The definitions of diverted, delayed and exempt ATM's were agreed within the S106 planning agreement and are as follows:

**Diverted ATMs** – Unforeseen diversions of ATM's from airports to London Southend Airport due to weather conditions, industrial action or temporary runway closure/repairs.

**Delayed ATMs** – An ATM where the aircraft was scheduled to take off or land prior to the agreed night-time period, but was delayed due to unforeseen weather conditions, industrial action, temporary runway closure/repairs at the airport or air traffic control delays or clearances beyond the control of the aircraft operator and/or the owner or the operator (as the case may be).

**Exempt ATMs** – ATMs by the police and/or HM Customs and/or the Coastguard and/or the military and/or the Air Ambulance Service and/or ATMs collecting or delivering human blood and/or organ transplants and/or ATMs carrying or meeting officials on Government business and/or any ATM which is made an emergency consisting of an immediate danger to the life or health of humans or animals.

Of the five diverted ATMs, all were diverted to London Southend Airport as a result of being unable to land at their destination airport. The destination airport being defined as a London Airport other than Southend.

Of the 109 delayed ATMs, all fall within the criteria that allows passenger aircraft to return to London Southend Airport during the night-time period due to unforeseen weather conditions, industrial action and/or unforeseen air traffic control delays.

Of the ten exempt ATMs, all aircraft operated on behalf of the police, military, and/or coastguard, or operated an air ambulance flight.

## Preferred Runway Procedures

London Southend Airport has just one main runway which is aligned 050o/230o. For reasons of safety and to maximise aircraft performance capabilities, aircraft usually take-off and land into wind. In the south east of the UK the prevailing winds are south westerly, meaning that about 70% of the time aircraft take off to the south west and arrive from the north east.

To minimise the number of properties overflowed in the more densely populated area to the south west of London Southend Airport, (e.g. the Leigh-on-Sea area) a preferred runway procedure has been introduced.

The S106 planning agreement identifies a number of reasons whereby the preferred runway procedure may not be implemented:

- Safety
- Any reasonable requirements of the air traffic control of the airport to ensure the safe operation of the airport and aircraft using it
- Standard separation requirements of National Air Traffic Services
- Weather conditions prevailing at the time of the relevant ATM making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport
- Performance capabilities of the aircraft to take off from or land at the airport in the prevailing conditions at the time of the relevant ATM and/ or
- Limitations of the approach aid facilities at the airport



### Airport initiatives

London Southend Airport regularly monitors the use of the Preferred Runway Procedures. Our Air Traffic Control (ATC) team record specific information relating to each ATM and where the Preferred Runway has not been used, ATC record the reason why.

Pilots are advised of the requirement to follow Preferred Runway Procedures at London Southend as part of the Noise Abatement controls provided to pilots within the UK AIP (Aeronautical Information Publication).

We pride ourselves on having good working relationships with our based airline operators and will continue to work closely with them to maintain and, wherever possible, improve the use of the Preferred Runway Scheme.



Our Air Traffic Control team record specific information relating to each ATM.

During the daytime

During the daytime, in total fewer than 50% of all landings and less than 50% of all ATMs may be over the South West area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12-month period from March 2017 to February 2018, all ATMs remained within the required percentages for the daytime period.

Daytime ATMs	Annual total Mar 17 – Feb 18	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	13,078	
Arrivals from South West (over Leigh-on-Sea)	2,888	22%
Total daytime arrivals and departures	26,836	
Arrivals and departures to/from South West (over Leigh-on-Sea)	12,438	45%

During the night-time

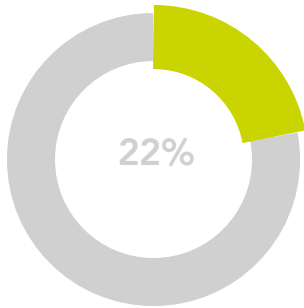
During the night-time quota period, all ATM's will be to and from the north east of the airfield (e.g. Rochford).

ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 17 – Feb 18	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	639	
Number of aircraft which did not take off towards, or land from the north east (over Rochford)	109	17%

London Southend Airport is required to record the reasons why an ATM does not use the Preferred Runway Procedure during the night quota period and include this information in the Annual Report.

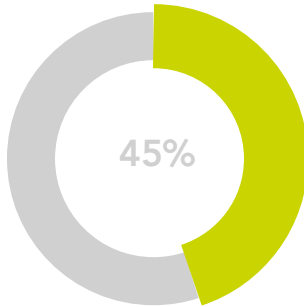
Of the 109 ATM's that did not follow the Preferred Runway Procedure, 85 of the aircraft concerned operated to/from the south west under clause 3.39 (iv) of the S106 planning agreement i.e. due to the weather conditions at the time making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport. 24 of the ATMs were circuits and are permitted under clause (c) of 3.39 of the S106 planning agreement.

+ Daytime arrivals over Leigh-on-Sea



Just 2,888 arrivals over Leigh-on-Sea during the daytime period.

+ ATMs operating over Leigh-on-Sea



Fewer than half of all ATMs operated over Leigh-on-Sea.

+ Night-time ATMs operating over Leigh-on-Sea



All night-time ATMs that operated over Leigh-on-Sea did so under agreement exemptions.

# 9. Departures



## Introduction

All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPRs at London Southend Airport were agreed with Southend-on-Sea Borough Council and Rochford District Council during the consultation process for the runway extension. The routes have been designed so that the number of large aircraft overflying residential areas is reduced to a minimum and that departing aircraft are using the same flight path as arriving aircraft for the initial phase of their departure. These routes were introduced when the extended runway was opened in March 2012.

There can be some variation between the various aircraft operating on the NPR. This is because all aircraft perform differently and they may also be affected by weather conditions, which can cause them to drift to the left or right. This is why each NPR extends in width as it proceeds from the end of the runway. As long as an aircraft flies within the agreed NPR zone it is considered to be on-track.

Since introducing the Noise Preferential Routes in March 2012, 99.8% of all passenger flights within the six-year period have departed London Southend Airport within their agreed NPR.

There were more than 13,500 departures from London Southend Airport for the 12-month period March 2017 – February 2018, of which over 8,700 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period just five (0.06%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.

The majority of NPR infringements were issued to non-based operators who had not reviewed the recent changes to departure procedures as published within the UK AIP (Aeronautical Information Procedures). All of the airlines and operators were immediately contacted as a result of these NPR infringements and have responded quickly and efficiently. All have taken robust action to ensure that all of their pilots are familiar with the current operating procedures to prevent further infringements occurring.

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**99.8% of all passenger flights within the six-year period have departed London Southend Airport within their agreed NPR.**

## Noise Preferential Routes

London Southend Airport has two noise preferential routes, one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5700kg) must follow the NPR controls applicable to the runway in use at that time.

When departing on Runway 05 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1500ft altitude and 1 mile in distance.

When departing on Runway 23 towards the south west (e.g. Leigh-on-Sea area), aircraft must maintain a straight departure heading until at least 1500ft altitude and 2.5 miles in distance.

Once aircraft have cleared the designated NPR zone, Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination – this is known as ‘vectoring’. However, ATC may direct aircraft off the NPR at any time if this is required for safe separation from other aircraft or for other safety issues (such as avoiding adverse weather). Track keeping is taken very seriously and it is closely monitored and logged by our dedicated system.

The map on the right shows the two NPR zones at London Southend Airport with their agreed coordinates.

London Southend Airport  
The preferential routes.

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## NPR results

	Date	Operator	Aircraft registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total year end 2017	Satisfactory action taken	Reviewed by ACC	Fines issued	Off track complaints received
1	05.03.17	Stobart Air	EFSK	AT76	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
2	27.04.17	British Airways	GLCYE	E170	23	Training circuit	✓	1st	✓	✓	n/a	2
3	10.06.17	easyJet	GEZDR	A319	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
4	15.07.17	CityJet	EIRJC	RJ85	23	Diverted in – departed as scheduled passenger	✓	1st	✓	✓	n/a	0
5	15.11.17	FlairJet	GHNPN	E55P	23	Business jet	✓	1st	✓	✓	n/a	0

## Fines relating to NPR infringements

London Southend Airport has introduced a scheme to fine airlines which continue to operate off track despite previous warnings.

As NPRs were introduced to London Southend Airport for the first time in 2012 we have worked with both Airlines and Operators to ensure that they are familiar with the new noise abatement controls.

Most of the NPR infringements were issued to non-based operators who may only visit London Southend Airport once or twice a year for routine maintenance, private flights, medical flights or diversions.

All correspondence relating to the NPR infringements issued is routinely reviewed by the Chairman of the Airport Consultative Committee (ACC). A full summary of each breach is also shared with all ACC members. Should the ACC or London Southend Airport consider the action taken by offending operators to be inadequate, or that an operator has continued to breach the NPR controls despite appropriate measures being taken, fines will be levied as per the rates detailed in the table below.

The airport works very closely with its based operators to resolve any issues which may arise following investigations into the causes of NPR infringements.

Funds generated from these fines will go into a community fund. The ACC decide on how this fund is diverted to local good causes.

Scale of fines			
Mar 16 – Feb 18	1 <sup>st</sup> fine	2 – 5 fines	5+ fines
Aircraft QC1 or less	£500	£1,000	£2,000
Aircraft QC1 – QC2	£1,000	£2,000	£4,000
Aircraft QC2+	£2,000	£4,000	£8,000



Aircraft are classified separately for take-off and landing. Schedules showing the QC classification of individual aircraft are published twice a year by the CAA.

Aircraft with a higher Quota Count (QC) will be liable to heavier fining as they are noisier; Aircraft are assigned Quota Count (QC) classifications as follows:

Certified noise level (EPNdB)	Quota Count
96 – 98.9	QC/4
93 – 95.9	QC/5
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

# 10. Charity and community

## Charity

In addition to nationwide Stobart Group charity activities, London Southend Airport has continued to support local charities and good causes.

### Corporate Charity Golf Day

London Southend Airport kindly donated two return flights to Cologne as a raffle prize, to a Corporate Charity Golf Day held on 20 June at The Warren.

### Havens Hospices Captain's Gala Festive Event

On 15 December 2017 a few members of the admin team attended the Havens Hospice Captain's Gala event at the London Cruise Terminal. Staff enjoyed a five-course gala dinner, a fabulous production show, an overnight stay on board the Magellan and took part in the charity auction. We kindly donated a return flight for two people on any Stobart Air route, up to the value of £500.



### Footprints Community event

London Southend Airport kindly donated two return flights to the Footprints Community Group who organised a quiz night on Friday 20 October 2017.

Footprints Community have been providing activities for young people and their families in Rochford for over 10 years. Pat Thorn, Chairman of Footprints said: "We would like to thank all who joined us on the evening and to the businesses who provided such wonderful raffle prizes. We raised £877 in total which will help us to continue to provide positive activities for young people".



### Christmas jumper day

London Southend Airport showed off their most festive jumpers and raised £100 to Save the Children. An international non-governmental organisation that promotes children's rights, provides relief and helps support children in developing countries.



### Charity fashion show

London Southend Airport has once again supported the annual Silent Commentary Fashion Show and Lunch at the Genting Casino. The show, which is organised by Rita Roth from Westcliff-on-Sea, raises money for Havens Hospices and Southend and Westcliff Jewish Community Centre. Donations made by the airport and the Airport Holiday Inn helped to raise £2,644 for the two local charities.

### The London Southend Airport Community Team

London Southend Airport has a team of staff volunteers which work around the year to organise fund raising events.

### Sarah's Story – Survival Surgery 4 Sarah

In November 2017, London Southend Airport and easyJet helped to provide Sarah Gearing a safe and comfortable flight to Barcelona for life-saving treatment.

Sarah lives with a rare genetic disease Ehlers Danlos Syndrome which makes her body's connective tissues collapse. In September 2017 she was told that she wouldn't live to see Christmas without specialist surgery only available in Spain. Sarah and along with her partner and carer were given free flights by easyJet. To make Sarah's journey more comfortable she was given three seats at the front of the aircraft and extra allowances for luggage and medical equipment. Airport staff ensured that Sarah and her team were warmly welcomed and enjoyed the comforts of the first Class SkyLife Lounge.

The operation went well and Sarah returned home on 12 January, just in time to celebrate her 41<sup>st</sup> birthday, a day that she did not think that she would be alive to see. London Southend Airport and easyJet were again on board to provide free flights and services on the return journey.

Cllr Mike Webb reflects "What Sarah's situation has highlighted is that the community spirit in the Rochford District is alive and well. A great example of this has been London Southend Airport and easyJet supporting the campaign by providing free flights for Sarah and her carers back to the UK".



### Essex Foster Carers

In June 2017, London Southend Airport's Fire Crew Manager Marc Kyprianou organised another successful charity football match in aid of Essex Foster Carers. With the help of the LSA Community Team the total now raised stands at £2,766.32 over the two-year period, which has already made a huge difference to Essex Foster Carers Association.

In addition to the money raised for a worthwhile charity, these events also allowed a great opportunity for staff from various departments across the airport to come together in representation of LSA, building staff and team morale.

## Elizabeth Loury cancer ward at Southend University Hospital

The London Southend Airport Community Team continue to fund and provide for the upkeep and maintenance of a courtyard garden adjacent to the Elizabeth Loury Cancer Ward where patients and relatives can go to relax together.

The upkeep of the garden is around £800 annually. For the fourth year running the London Southend Airport Community Team donated a 10ft Christmas tree which was placed in the garden courtyard then donated to Southend University Hospital.

## St Laurence Church winter wonderland

St Laurence Church is situated at the very end of the airport's runway. London Southend Airport continues to maintain a great relationship with the church and enjoys getting involved with their Christmas festivities each year.

For the fourth year running the London Southend Airport Community Team helped raise funds for St Laurence Church. £200 was donated and staff helped decorate a 10ft Christmas Tree which was then donated to the Elizabeth Loury Cancer Ward at Southend University Hospital.

## Every penny helps

Every year London Southend Airport enters into an agreement with a local charity to host collection tins within the arrival and departure areas of the passenger terminal. In the 2017–18 reporting period, £626.22 was collected for the Rochford Rotary Club who support many good causes in the local community. The annual Royal British Legion collection for the Poppy Appeal was held in the terminal for the months of October and November for Armistice Day. Both staff and passengers alike observed a two minutes silence to mark the day of remembrance. In April 2018 the Guide Dogs for the Blind charity installed two full size Floor Standing Collecting Dogs in the terminal, which further enhances the airport's relationship with the organisation.

## Runway – the guide dog puppy

Throughout 2016–17 Stobart Group offered an Employee Donation Scheme. Following a suggestion by the London Southend Airport Community Team, 90 staff agreed to pull their donations together and donate £4500 towards sponsoring a Guide Dog for the Blind.

£500 was also donated from the London Southend Airport Community fund to make a total sponsorship of £5000 which will pay for the training of a guide dog puppy.



Runway is now living with his Puppy Walker, Carolyn. Carolyn provides regular updates on Runway's progress – he settled into his new home with ease and has mastered toilet training, basic obedience commands and has been introduced to short walks on a lead. He travels in a car very well and will soon be introduced to bus and train travel. He is a confident pup and is not fazed by new sights and smells. It's not all about the training though- he gets to play with a collection of toys and Carolyn's other pet dog who he gets along with fabulously!



## Southend seafront's lagoon is no longer inaccessible to those with disabilities... thanks to a special seagoing wheelchair.

The LSA Community Team donated £2000 from the 2016 Santa Flights to local disability group, DIAL Southend, for a specially designed Mobi-Chair, which can be wheeled across the sand and is designed to float in the sea.

The Mobi-Chair was launched in August 2017; Mark Abernethy, from Dial Southend, which provides transport for the elderly, said: *"We are the second in the country to have purchased one of these specialist designed wheelchairs, this can be used at the beach and also can float on water".*

Mobi-Chair provides a seamless transition from the beach to the water. Wheelchair users, children and adults with special needs can benefit from the chair, allowing them access to the water which they otherwise might not have. The armrests and wheels are comprised of flotation materials that enable the chair to float.

Ann Holland, councillor responsible for Culture, Tourism and the Economy welcomed the introduction of the Mobi-Chair at the lagoon.

She said: *"Making our town's beautiful beaches and open spaces open to all is high priority for the Council, so I'd like to thank Dial Southend and everyone who kindly donated money to purchase the Mobi-Chair for our popular seafront lagoon".*

## Santa flights

On Saturday 2 and Sunday 3 December 2017 Father Christmas swapped his sleigh and reindeer for an easyJet plane to help raise more than £12,000 for Essex charities and good causes.

The LSA Community Team organised two very special Santa Flights which took off from London Southend Airport over the weekend - whisking 160 children along with their friends and family members off on a unique adventure over the county followed by a party and disco.

Glyn Jones, Chief Executive Officer of Stobart Aviation, which owns London Southend Airport, said: *"The festive Santa Flights are a truly magical day out for the children and their families, so we were delighted to be able to provide this whilst also raising much-needed funds for local charities".*



Upon its return, passengers enjoyed an exclusive party in the airport's terminal, including a visit to Santa's grotto, lunch and a Christmas Disco. A fantastic raffle was also up for grabs. Gifts and prizes kindly donated by easyJet, Roslin Beach Hotel and Henry Boot Developments Ltd, Adventure Island, Sea life Adventure, Freeport Braintree, Southend United Football Club, Holiday Inn Southend, Cliffs Pavillion & Essex Print and Publications, World Duty Free, Moneycorp, Lakers Bar & Restaurant, 3cc, Havens Hospices & Turning Tides.

## Five Essex charities share £10,000 from Santa Flights

Money raised from the 2017 Santa Flights was donated to five local charities, £10,000 has now been shared out amongst five Southend based good causes, who all applied for a grant from the London Southend Airport Charity Fund.

- Delaware House – £1000 to create a Sensory Room for its dementia patients
- Little Hero's ASD Support Group – £540 to set up a weekly Music Therapy support group for children with autism
- Southend and Leigh Methodist Church Homeless and Night Shelter – £460 to provide sleeping bags and provisions for the homeless
- Elizabeth Loury Ward, Southend Hospital (oncology, haematology and palliative care) – £1000 to buy furniture and maintain their garden for patients
- Neptune Children's Ward, Southend Hospital – £7000 to purchase an Iris Shower Chair for patients

Representatives of the charities all came together in February for a celebration at the Holiday Inn, London Southend Airport where they received their cheques.

The airport's sponsored guide dog 'Runway' also came along to help celebrate.

Samantha Howell, Home Manager at Delaware House said *"Everyone at Delaware House would like to thank London Southend Airport for their kind donation towards our new sensory room, regular activities for people who have dementia can support wellbeing and prevent isolation, helping people to maintain relationships, interests and interactions with families and the team which leads to a better quality of life".*

Glyn Jones, Chief Executive Officer of Stobart Aviation that owns London Southend Airport added: *"These five charities are all great examples of projects being run in the communities served by London Southend Airport and I am proud that we can play our part in helping them to continue their admirable work. The festive Santa Flights are a truly magical day out for the children and their families, and I'd like to thank all the staff from the airport and easyJet who donated their time and worked tirelessly to make them happen".*



## Educational visits

### Cool Aeronautics

London Southend airport was pleased to welcome back Cool Aeronautics for a third year for educational events. During April 2017 and October 2017, 120 pupils from school, experienced the captivating world of flying, aerospace and engineering at a day-long event, organised by the Royal Aeronautical Society.

Pupils participated in fun, interactive workshops, listened to themed talks delivered by aerospace and aviation professionals, including a pilot and air traffic controller, and watched drama performances that bring aviation stars like pioneering aviatrix Amy Johnson back from the past.

First launched in 2007, Cool Aeronautics is the Royal Aeronautical Society's primary school outreach programme that aims to demonstrate aerospace and aviation to 7 and 11-year-old children and their teachers and parents. The programme is to encourage from an early age an interest in Science, Technology, Engineering and Mathematics (STEM) subjects, as well as the incredible opportunities that the sector can offer.

Commenting ahead of the London Southend Airport event, Thomas Blowers, Careers and Outreach Officer at the Royal Aeronautical Society, said: "A love of Science, Technology, Engineering and Maths often begins at primary school age but unfortunately schools do not always have the resources to get their pupils excited about the possibilities of these subjects. Through Cool Aeronautics we aim to open to children the wonderful world of STEM, as well as the amazing opportunities available in aviation and aerospace, in an interactive, entertaining and, most importantly, fun way".

Jon Horne, Chief Operating Officer of Stobart Aviation that owns London Southend Airport said: "We are delighted that the Royal Aeronautical Society are bringing their Cool Aeronautical Society to Southend, where there is a long tradition of aviation and aeronautical engineering. We are thrilled to work with the society on giving local children the chance to experience the fascinating world of flying, aerospace and engineering".



Pupils participated in fun, interactive workshops and listened to themed talks.

### Primary school visits

It is important that London Southend Airport engages with local schools, colleges and educational groups to encourage children from all ages to take an interest in the type of roles that are on offer at an airport. It is also a brilliant opportunity for local children to gain a better understanding of the airport's long history and how it has developed over the years, into a modern, efficient airport that they can use to travel to many European destinations.



London Southend Airport hosted educational visits to the following primary schools between June 17 and January 18:

- North Crescent Primary School
- Westerings Primary Academy
- Holt Farm Junior School
- St Nicholas Special School
- Eastwood Primary School

During the visits the primary schools received a guided tour of the airport where staff explained the process of each area. The tour started at the Rail station where the methods of sustainable onward travel are explained. The children also enjoyed a good view of the airfield, secondary radar, control tower and hotel from the station gantry. The children were guided through the terminal, including the check-in area, then onto the conference room for a presentation from

the Senior Air Traffic Control Officer, during this, the children took part in a fun role play activity to showcase how ATC operate aircrafts arriving and departing.

easyJet staff also provided information about the airline and the jobs available, along with a safety demonstration. The visit ended with the children making their own paper aircrafts and launching them to see whose aeroplane travelled the furthest.

Jo Marchetti Community Affairs Coordinator said "We absolutely love organising the visits to local schools hearing the fantastic feedback from teachers and children themselves, expressing how much they enjoyed learning more about London Southend Airport. The events are informative, fun filled and we love the enthusiasm from all the children".



Westerings Primary Academy.

### Colchester Royal Grammar School Economics Society

As well as hosting educational visits Marc Taylor, our wonderful Head of Asset Management visited Colchester Royal Grammar School Economics Society to give a talk about all things London Southend Airport Aviation.



### The St. Christopher School Academy Trust

The Santa Flights also provided the perfect opportunity to invite some children from St Christopher's School in Leigh-on-Sea for some first time flying experience. Four children with Autistic Spectrum Disorders who had never been on an aircraft before were all given free flights, along with their carers. Hayley Spooner, one of the teachers at St Christopher School who attended said afterwards; "Just wanted to say thank you again for our fantastic Santa Flight they ALL had an amazing time. Laura told her parents she had a lovely time and it was good fun, Sam loved it and enjoyed taking off and Luke felt happy when the plane was flying and liked take off. These are really positive responses from the children. Many thanks again for all your help and support".

### Southend Rugby Club

Southend Rugby Football Club (SRFC) is located less than a mile from the airport and can be viewed from the top floor of the airport Holiday Inn.

Many of the airport's employees have links to the club, either with children playing in mini and youth teams or as supporters. London Southend Airport continues to support and encourage local children to engage in team sports. This is the second year of a three-year sponsorship for SRFC and the airport is proud to support its development again this season, specifically age grades 18, 17 and 14.

Reporting on the success of the youth teams, Andy Speed (General Manager & Hon. Secretary) stated; "All our Youth teams (U13–U18) have had a very good season with some very good results as well as achieving some personal and developmental goals!

Our Youth section, ages from 13–18 has been very successful on many fronts, the first year in Youth rugby for our U13s has found them winning their Waterfall cup final against Westcliff RFC, hosted by Southend Rugby Club, our U14s narrowly lost their final and our 15s were triumphant in their final against Dagenham RFC.



Our U15s have had another very successful year, getting to the top of league division one as well as one of our U15s achieving a great personal goal by being picked for the Saracens academy and in that same age group we have managed to produce five county players!

Also across the youth section we have a healthy contingent of young players that are part of the county and Saracens partnership development players program which has been operating for a number of seasons with Southend Rugby Clubs young players being a large part of it.

Finally our senior youth team had their last game as youth players for Southend last week and now will be moving into senior development, but it finished on a high with a double header against Old Brentwood's with a 58–5 win securing the cup and a finishing third place in league division one.

A summary of the overall performance of Southend Rugby Club's youth section is positive and moving into the 2018/2019 season looks very promising and exciting for our young players and looking slightly further ahead to the club's 150th anniversary in 2020 the future is very bright indeed!"

# 11. Feedback

Thank you for taking the time to read London Southend Airport's Annual Report.

We would welcome your comments and feedback, you can contact us;

## By email

[lsaenquiries@southendairport.com](mailto:lsaenquiries@southendairport.com)

## By post

London Southend Airport Co. Ltd.  
Southend-on-Sea  
Essex  
SS2 6YF

# 12. Appendix

## Appendix i – 2014 ASAS Summary of new targets, commitments and actions as at February 2018

■ Target timescale not reached – no action required at present

■ Target completed – all actions have been completed and performance has reached target level

■ Progress made – the target has not yet been achieved but progress has been made

■ Target not achieved – targets have not been met but some actions may have been taken to achieve results

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
Mode share					
1	Air passenger public transport mode share should be at least 20% by 1.5mppa and 25% by 2mppa.	When passenger numbers reach 1.5 and 2mppa.	Unchanged from 2011, 1.5 mppa not yet reached. Current share 29%. See target 15 for date of next survey.	The threshold of passenger numbers has not yet been reached, however the passenger travel survey undertaken in 2016 showed a public transport mode share of 30%. Rail transport continues to be a popular mode of transport for passengers.	■
2	Staff mode share should not exceed 65% using car alone.	Ongoing.	Current share 62%. See target 15 for target date for next survey.	From the staff travel survey undertaken in October 2015, the percentage of staff using single occupancy cars was 62%.	■
Sustainable modes					
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported.	Ongoing.	'All' changed to '100%'. Section 106 DDA target added. Support for JAAP policies added.	Good pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension that opened in April 2014. Plans to improve the layout of the terminal forecourt area and drop off/pick up points will also consider improvements to pedestrian access and DDA compliance. PRM shelter installed June 2017.	■
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Co-ordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported.	Ongoing.	'All' changed to '100%'. Section 106 target noted. Support for JAAP policies added.	Secure cycle racks are located in station car park, hotel and staff validation point. Showers and lockers provided in staff facilities. Cycle promotions coordinated by Travel Plan Coordinator and HR Manager and include campaigns at certain times of year promoting cycling and designed to raise awareness of benefits. Demand for cycle storage is monitored. The number of cycles stored in the staff cycle rack is steadily increasing with approx. 80% capacity on dry weather days. New racks will be installed as part of the forecourt redevelopment planned 2018.	■

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
Sustainable modes					
5	Work with stakeholders to persuade Government to include requirements for additional early morning and late evening rail services, and significant improvements in the quality of the rolling stock, in the specification for the next Greater Anglia franchise.	2016.	Modified to reflect current aspirations. Current air passenger rail share 25%, staff 11%	The East Anglia franchise was awarded to Abellio in August 2016. Abellio has promised to increase the number of early and late trains, whilst it is not yet known what this entails, LSA will continue to push them for trains that provide connectivity with the first and last passenger flights.	
6	The Airport will engage with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area, including the new business parks. Bus shelters or other forms of weather protected areas for passengers awaiting onward travel services to be provided.	Ongoing.	Modified from 2011. Air passengers bus and coach share 4%, staff 3%. Section 106 target added. Terminal canopy provides weather protection.	Ongoing dialogue with bus and coach operators service providers.  A number of safety improvements have been made to prevent unauthorised parking and introduce better drop off/pick up zones. Access to the terminal forecourt has been restricted. PRM and X30 shelters installed June 2017.	
7	The Travel Plan Co-ordinators will investigate car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the Airport will be encouraged to designate the best parking bays for car sharers.	Ongoing.	Minor change from 2011. Currently 10% of staff car share.	The number of staff that car share is increasing however shift patterns limit the potential for car sharing. Car share promotions in place, designated car parking spaces for car sharers. System in place to facilitate contact between those interested in car sharing. The results of the 2016 staff travel survey will be used to develop new initiatives in 2018. LSA is discussing ticketing discounts for staff with Arriva and have planned a bus promotion event for Spring 2018. The SEAT (South Essex Active Travel) team will also attend to offer sustainable travel advice to staff. SEAT have also offered to support LSA by sharing membership costs for Liftshare.	
Car parking					
8	Electric car charging points to be provided in car park.	Ongoing.		There is no current demand from car rental companies to provide electric charging points.  LSA met with E-Car Club in October 2016 to discuss current demands and plans for Europcar to expand their fleet of electric hire cars at Southend – Europcar will be installing 2x charging units in 2018.  LSA has met with 'rapid' charging point providers, however the current demand does not warrant the high cost of installation. LSA will continue to review demand.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
Car parking					
9	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off-airport fly parking. The Airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required. The Council's monitoring of street parking will be supported.	Ongoing.	Modified to be on an ongoing basis. On airport car parking demand was 600 spaces in 2012. DDA compliance and support for street parking monitoring added.	Demand is continuously monitored. Work to increase capacity in LS2 by 650 spaces was completed in September 2017. The local authorities monitor surrounding residential roads and have found that any increases in non-residential parking is less than that experienced around local rail stations.	
Travel planning and information					
10	Designate responsible individual(s) to undertake travel planning.	Ongoing.	Modified to reflect current responsibilities.	Community Affairs Coordinator and HR Manager undertake responsibility for travel planning.	
11	New staff to be made aware of sustainable travel options.	Ongoing.	Unchanged from 2011.	Travel options information sent with new joiner pack and to all staff as part of induction presentations.	
12	Airport to participate in joint promotion and marketing of sustainable travel through the Airport Transport Forum and Transport Liaison Group.	Ongoing.	Unchanged from 2011.	Airport Transport Forum held annually. The 2018 meeting was held 7 March 2018.  Transport Liaison Group meets quarterly – additional meetings held as required.	
13	Provide DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area.	Ongoing.		Within the airside, baggage reclaim area, real time train information is provided on 3 separate screens. A travel kiosk has been installed in the landside arrivals area which provides live bus information and access to internet travel information and planning tools. Maps and bus information is displayed next to the kiosk.	
14	Provide smart ticketing facilities in the rail station and terminal.	Ongoing.	Smart ticketing moved from above to separate target.	LSA welcomed the announcement made by the DfT on 26/3/15 about the introduction of smart tickets on the Liverpool Street to Southend Victoria line will form part of the new franchise.  New ticket vending machines and Gateline barriers have been installed at the rail station. LSA will continue to explore contactless options with DfT, TFL and GA.  Contactless payment/smart ticketing is currently only available within the Oyster Zone i.e. up to Shenfield.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
Surveys, monitoring and review					
15	Air passenger surface travel surveys to be undertaken every three years, or when there are significant changes in passenger profiles, or when passenger numbers exceed 1.5 mppa.	2015, or earlier if passenger profile changes or numbers exceed 1.5mppa as monitored by the Transport Liaison Group.	Modified to align with next ASAS review.	A new passenger survey was undertaken in 2016 and the results show that 30% of passengers use public transport modes to arrive at the airport. This meets the ASAS target of 25%.	
16	Staff travel surveys to be undertaken every three years or if on-airport staff numbers grow to more than 1,500.	2016, or earlier if on-airport staff numbers grow to more than 1,500 as monitored by the Transport Liaison Group.	Modified to be every three years or if there is major growth in staff.	A new staff survey was completed in 2015.	
17	ATF to meet annually.	Ongoing.	Modified to be annually and ongoing.	The 2018 ATF meeting was held 7 March 2018.	
18	Transport Liaison Group (TLG), principally comprising LSA and the three local authorities, to be set up to assess the performance of the ASAS and ATP and determine a programme of reviews and surveys.	TLG to meet quarterly.	Modified to be quarterly.	TGL quarterly to review ASAS targets.  2018 dates are: 7 February 2018, 23 May 2018, 8 August 2018 and 21 November 2018.	
19	Review the Airport Surface Access Strategy (Section 106 Agreement target).	Within six months of the airport reaching 1.5 and 2 mppa.	Modified as first threshold reached. Section 106 Agreement target noted.	Target not yet reached.	





**London Southend Airport**

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