



Annual Report 2020-21





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Chief Executive Officer's message



Welcome to London Southend Airport's ninth annual report; I am pleased to be able to provide an update on progress of the core asset of the newly named Esken's Aviation division. This report details London Southend Airport's performance against a number of planning conditions for the period March 2020 to February 2021, a period which co-incided with the spread of the COVID-19 virus across the UK, Europe and indeed the world. The consequences of that for aviation and London Southend Airport in particular were unprecedented. The airport saw passenger numbers fall from 2.15 million in the previous year to 147,000, a reduction of 93%. In addition, easyJet announced the closure of its base at London Southend and other airlines withdrew. The airport saw a complete reversal from the previous year, when it recorded its busiest year ever, to its lowest throughput post development.

One consequence was the progressive closure of all commercial outlets, driven by the reductions in footfall. Although the airport itself operated a small cafeteria offer, in essence as a service to customers, by the end of the year none of the terminal concessions were operating. A re-commencement of service from for example, TRG, Dixons and WHSmith will depend on the rate at which passengers return, which currently remains uncertain as a result of UK Government policy around international travel, combined with the evolving situation in key destination countries.

The airport is, however, ready for that return. It has invested in making the Terminal as COVID-safe as it can be, implementing hygiene and social distancing measures such as bio-shields at key contact points and hand sanitiser stations every twenty paces through the passenger journey. It has installed state of the art security equipment in central search so that all passengers can leave laptops, liquids and gels in hand baggage, so minimising contact between staff and passengers. And it has changed, for example, cleaning materials to protect surfaces from viral contamination for longer periods of time than would previously have been the case. We have also made good progress in our project to upgrade our hold baggage screening equipment, increasing the size of the check in area in the process, thus improving passenger-space ratios and supporting social distancing.

In light of very much reduced passenger and commercial flying activity, a key issue for the airport was to ensure that the team remained skilled and therefore competent, particularly in technical areas such as air traffic control. We have been able to attract training activity, permissible within Government guidance, and as a result, our controllers remained "recent" in their activity and so ready for an increase in commercial flying at the appropriate time. We also continued to support cargo operations, though here, too, we saw a reduction in movements of circa 9% in the five comparable months. Whilst night flights, very largely associated with the cargo operation, continued to generate complaints, the trend across the year was actually downwards and averaged three movements per night. The private jet market in London was affected by the pandemic in a similar way to commercial flying. Movements at London Southend fell to 638.

As a result of the very low levels of activity, employment at the airport company fell over the past year, by 21% from 274 FTEs to 217. A relatively small proportion of this was due to redundancy, to which 19 roles were lost. The majority of the change was due to natural wastage, with some people choosing to exit the aviation industry in light of ongoing uncertainty. Nevertheless, in the early part of calendar 2021, we began recruiting, albeit against as yet undefined start dates, to ensure our ability to return to volume operations at the right time. Roles under recruitment include security, air traffic control and functional management, with an additional focus on apprenticeships.

The current context is extremely challenging but there are reasons to be confident that the longer term future for London Southend Airport is positive. We are a short haul airport and short haul traffic will return more quickly than long haul. In common with most UK airports, we are predominantly a leisure airport and leisure will return faster than business travel, as people have become more accustomed to digital communications. And whilst we are proud to serve our local community, more than 60% of our passengers originate in London, which is historically a highly resilient market. So we anticipate a return to growth in the not too distant future.

With that growth comes the challenge of sustainability, which has perhaps never before been so resonant. At London Southend Airport, we have used the operational space COVID-19 has opened up to reflect and act on the preparation of our Environmental Action Plan, which we will publish in the summer of 2021. It will focus, in particular, on air quality, carbon and noise. It will be supported by a significant increase in public engagement, for example through the establishment of an independent Community Noise Forum and accompanied by an equally significant increase in support for our communities in the areas of, among others, employment, education and skills. We have already made good progress, achieving Level One status in the Airport Carbon Accreditation scheme in January 2021, a key step towards our aim of carbon neutrality by 2027. As has always been the case, our guiding principle is sustainable growth and whilst growth in 2020 was rendered unachievable by COVID-19, greater levels of sustainability in our activities remained entirely possible. We will continue to pursue the twin objectives of growth and management of the environmental impacts of that growth as we move through 2021 and beyond.

A handwritten signature in dark ink, appearing to read 'Glyn Jones'.

Glyn Jones
Chief Executive Officer, Stobart Aviation

1. Development

London Southend Airport continues to invest with key focus on passenger experience and connecting communities.

Controlled airspace

In March 2017, London Southend Airport submitted an Airspace Change Proposal to introduce two areas of airspace that formed part of the original design but were not approved by the CAA in 2015. The areas of airspace lie to the North East and South East of the airport. London Southend Airport has carried out further engagement activity over summer 2019 to re-brief stakeholders of the proposals.

In November 2020, London Southend Airport was granted permission to introduce the airspace to the North East subject to the following conditions;

- yearly traffic levels reaching 2018 levels within three years of 27 October 2020,
- there being no changes to the wider context which would have a material impact on the validity of the decision.

Standard Instrument Departure Procedures (SIDs)

A project is underway to introduce Standard Instrument Departure Procedures (SIDs). The Airspace Change Proposal is currently with the CAA awaiting their decision.

Satellite navigation

London Southend Airport has secured a grant from EGNOS (European Geostationary Navigation Overlay Service) for satellite navigation to develop RNAV (Area Navigation) 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 procedure designs and ACP have been submitted to the CAA and are awaiting approval.

UK Airspace Modernisation Strategy (AMS)

London Southend Airport is also a stakeholder in the development of the wider UK Airspace Modernisation Strategy that is being sponsored by the Department for Transport and developed by the CAA. This will see a once in a lifetime opportunity to modernise airspace, in particular in the South East region of the UK, that has not had any significant changes for the last 50 years. In December 2018, the airport filed an Airspace Change Proposal with the CAA, to support this regional strategy along with 16 other airports in the South East of the UK. Further engagement with stakeholders was scheduled to commence prior to summer 2020, however, this has been delayed due to the COVID-19 pandemic.

Port of Infrastructure (PiF) funding award

London Southend Airport was successful in its application for a Port Infrastructure Fund grant to support the transition of its cargo operations through Brexit. £2.1m was awarded to ensure that the new requirements for import and export around Brexit are addressed effectively.

Terminal

At the beginning of 2020, London Southend Airport was preparing the terminal for its strongest year yet in terms of passenger numbers and terminal performance. Food and retail outlets were performing well with opportunity for continued growth.

However due to the COVID-19 pandemic, 2020 saw the terminal outlets closing as the first UK wide lockdown began on 23rd March. London Southend Airport continued to see a significant reduction in passenger volumes throughout the reporting year, as the pandemic worsened, resulting in the temporary closure of shops, cafés and restaurants in both arrivals and departure areas.

Food and beverage outlets

Whilst most passenger flights ceased after 23 March, some repatriation and regulation permitted passengers were still able to fly.

All food outlets were closed in line with Government guidance on 23 March, and vending machines were positioned in landside, airside and pre-boarding areas offering refreshments via contactless payment.

In July 2020, a pop-up café (take away) was set up in the departure area by the SkyLife Lounge team to ensure that the best possible experience was delivered to passengers within COVID-19 guidelines.

Shopping

Early 2020 saw the retail shopping and service offer grow with World Duty Free, WHSmith and Dixons all adding new product ranges. As with the food outlets, retail was also impacted by the COVID-19 pandemic and decrease in passenger numbers.

As flights begin to resume in summer 2021, food and retail outlets will reopen in line with passenger demand.

Foreign exchange

London Southend Airport looks forward to sharing news of a new foreign exchange and ATM provider in 2021, replacing MoneyCorp.



Return to flying after the first lockdown

On 8 June, as flights resumed after the first lockdown, London Southend Airport welcomed Kay Burley from Sky News to the passenger terminal to host a special early morning news broadcast, showing passengers how they can travel safely through the airport, with the new COVID-19 safety measures.



PCR COVID-19 testing

In December 2020, London Southend Airport launched a Gold Standard not-for-profit private COVID-19 testing facility onsite in collaboration with Prenetics and Acacium Group.

Prenetics™  **Acacium Group**

NHS COVID-19 testing

The downturn in passenger numbers due to the pandemic meant that the car parks were unusually empty. London Southend Airport utilised this opportunity to offer free use of the Long Stay 3 car park to the local authorities for NHS COVID-19 testing from summer 2020.

Communicating with our customers

Wi-Fi

London Southend Airport has free Wi-Fi throughout the terminal powered by Purple-Wi-Fi. The system provides a faster Wi-Fi service for our customers. During the summer of 2020, London Southend Airport utilised this platform to survey passengers travelling through the airport, when lockdown restrictions allowed, to find out how they felt about travelling through London Southend Airport during the pandemic.

Social media

It has been more important than ever, throughout 2020-21, to keep our customers informed whilst they have been unable to visit the airport for information. Over the last year, London Southend Airport has used our social media platforms to keep customers updated on the latest safety and travel advice.

Links to safety videos, aviation travel news and information about COVID-19 testing (NHS and PCR) were published.

London Southend Airport also shared information about our socially distance charity events and advertised job opportunities in security and air traffic control.

Website development

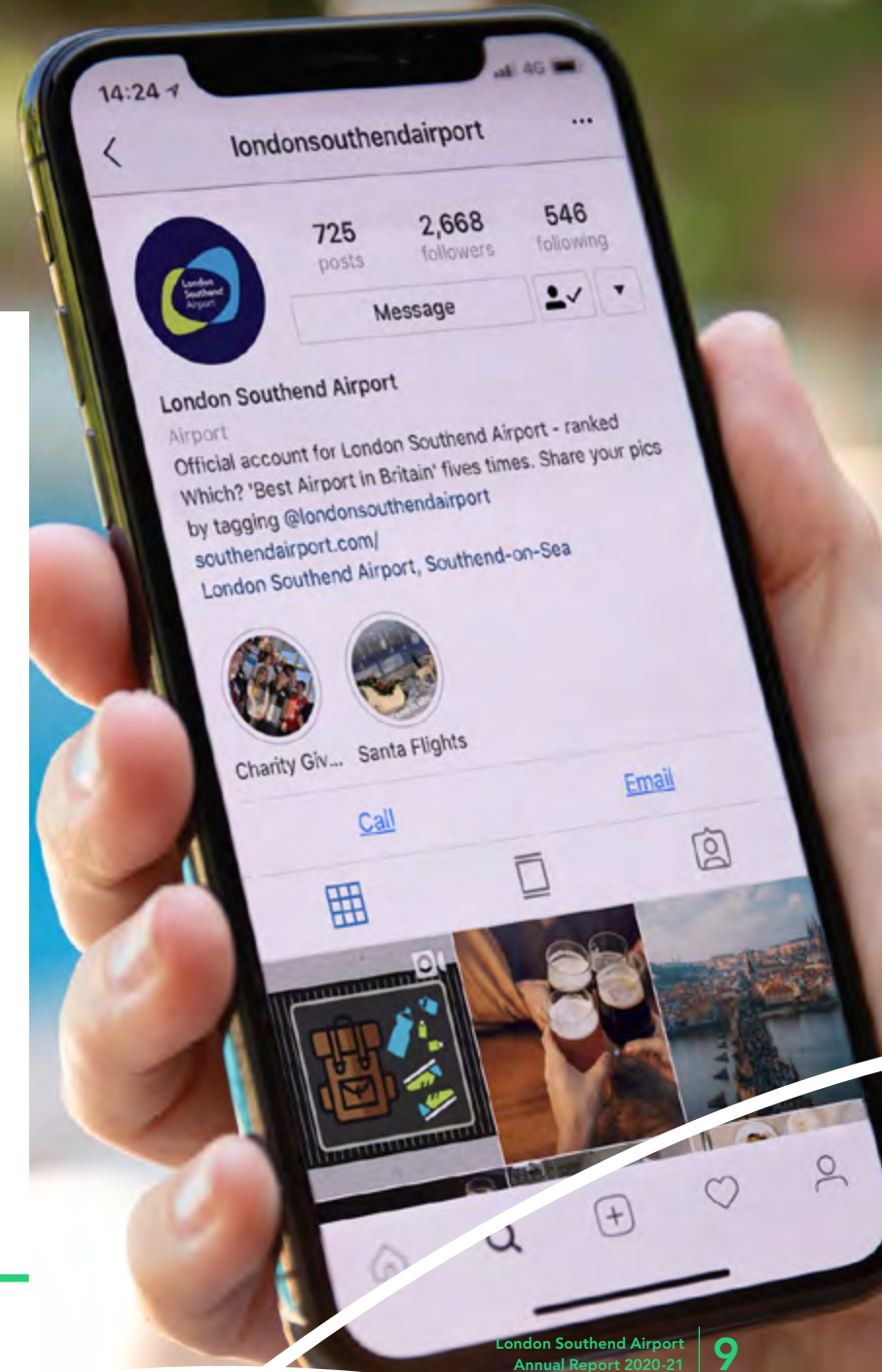
With the constantly changing advice from the Government on COVID-19, London Southend Airport kept customers up to date with alert banners on the website homepage, providing links to the latest travel guidance on the GOV.uk website. A prominent link to a new safety page, which included a video and step by step guide, highlighting new safety measures for the passenger journey through the airport, was added to the homepage. Advice about COVID-19 testing was also featured on the homepage.

Alert banners were used to provide up to date information about opening hours, food and retail outlets and travel advice to and from the airport, to ensure passengers were kept well informed and knew what to expect when arriving at the airport.

Following the adoption of the airport train station in early 2020, a new dedicated rail station page was created, which highlighted contact information, safety and security advice, special assistance and FAQ's.

Throughout the reporting year London Southend Airport has performed regular audits on the website to ensure information is kept up to date and the latest guidance is provided to customers.

Following feedback from the local community, London Southend Airport updated its website to provide easier access to aircraft noise information. A new online self-service noise complaints service was also added to provide greater transparency and make it quicker and easier to register noise complaints.



Communicating with our customers



Safety video

In June 2020 London Southend Airport published a new safety video to show how the passenger experience of travelling through the airport during the COVID-19 pandemic had changed to keep both passengers and staff safe. The video highlighted the requirements for mask wearing, sanitising and social distancing and contactless transactions.

Media broadcasting

Stobart Aviation CEO, Glyn Jones made a number of TV and radio interviews throughout 2020-21, including prime time appearances on ITV, ITV Anglia, Sky News, BBC Look East and Channel 5 asking for more clarity from the Government on foreign travel and financial support for the aviation industry as a whole. It was important for London Southend Airport to work together with other airports, airlines and consumer groups to protect jobs and the future of the aviation industry.

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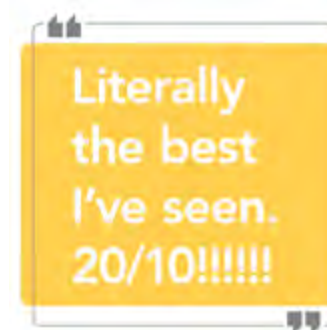
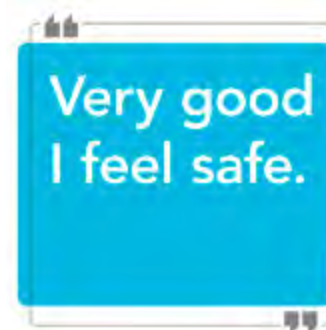
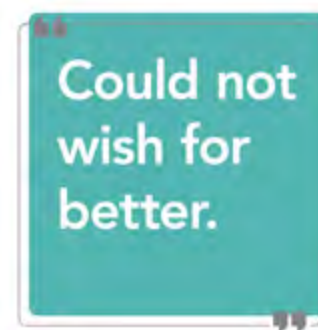
Change of name from Stobart Group to Esken

Stobart Group, who own London Southend Airport, sold the Stobart brands to Eddie Stobart in May 2020. As part of that sale it was agreed that Stobart Group would change its name before the end of February 2021.

Following a successful General Meeting on 1 February 2021, the new name was announced as Esken.

Esken is derived from a pre-Celtic language and means to rise, ascend and climb. The new name provides a new identity away from Eddie Stobart which is well known for its logistics and supply chain operations. Esken will now focus on the aviation and energy divisions.

The airport will remain as London Southend Airport.



Results of survey

In September 2020, a London Southend Airport customer survey revealed 90% of people using the airport since the end of lockdown rated its safety measures as 'very good' or 'excellent'.

Above is some of the feedback we received.

Stobart Jet Centre

Despite the reduction in private aviation activity throughout 2020-21 due to the COVID-19 pandemic, the Stobart Jet Centre team utilised their time to identify potential challenges and deliver on resourceful solutions for all types of private jet activity.

This was demonstrated when Stobart Jet Centre clients utilised business aircraft in new ways that were critical to the global economy, aiding pandemic relief supplies, and by supporting critical military flights. Stobart Jet Centre was able to help these missions succeed in a safe and structured environment. The Stobart Jet Centre is rapidly building a strong reputation for efficiency and dedicated personalised services for a variety of the private aviation clients.

In addition to the 638 private flights, Stobart Jet Centre handled 152 flights operating on behalf on the HMS Coastguard and 12 urgent medical flights during the 2020-21 reporting year. Assisting a total of 49 medically related passengers requiring urgent care.

As in all areas of the airport, the Jet Centre team remained focused on protecting staff, clients, and guests, providing a comfortable yet safe and secure environment whilst continuing to operate and adapt to the daily changes and new societal norm of the future.

The Jet Centre continues to offer superior services with easy access to London by rail or helicopter and provide a solution to the shortage of available and affordable aircraft parking at other London airports. With focus on customer experience, value, quality service and efficiency the Jet Centre offers:

- Efficiency – travel from plane to car in less than two minutes, support from an experienced and knowledgeable team, whilst being located under 40 miles from the centre of London and less than 12 minutes from Battersea via helicopter transfer.
- Luxury lounge.
- 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.

Improvements

London Southend Airport provides passengers with a fast and efficient processing through security.

Improvements to security screening

London Southend Airport has made significant investment in security areas to maintain its quick and efficient processing of passengers through security.

The Cobalt Insight200M Bottle Screener is the latest airport security liquid explosive detection system (LEDS). The Smiths Detection Portable explosives trace detector provides detection and identification in less than eight seconds.

Three E-gates were installed at Access Control providing automated screening of boarding passes before entering the security screening area. This has assisted contactless processing during the COVID-19 pandemic.

In August 2020, London Southend Airport introduced an integrated security lane which included;

- HI-SCAN 6040 CTiX – a cabin baggage screening system that uses CT technology to provide advanced explosives detection and low false alarm rates. The HI-SCAN 6040 CTiX has both TSA AT-2 certification and ECAC EDS CB C3 approval—the highest defined security standards in the industry.
- iLane.evo – a flexible and smart lane system with automated tray return and modular divestment counters so multiple passengers can put their belongings down for screening at the same time.

Improvements include new signage, enhanced security lanes to speed passenger flow, new dedicated footwear scanners and enhanced body scanning technology.

This new equipment was trialled initially in one security lane and enabled passengers to leave liquids and laptops within their bags as they travelled through security, with the additional benefit of reducing contact arising from baggage searches, thus further improving the airport's processing time.

This new security process also supports social distancing by reducing grouping, whilst enabling customers to travel through to the departures lounge more efficiently. The new cabin baggage equipment delivers the highest levels of security, and a better passenger experience.

The trial was hugely successful, and London Southend Airport aims to be the first UK airport to offer CTiX technology on all security lanes.

Hold baggage screening extension

Planning permission is in place to extend the terminal building at both ends to improve baggage processing facilities.

Work to extend the southern end of the terminal building to improve the departures baggage sortation and screening system began in November 2019. Works were suspended due to COVID-19 restrictions in April 2020 and resumed in August. Completion is now planned for June 2021.

The extension will house two new 'Standard 3' X-ray machines which will ensure the latest European regulatory hold baggage security screening standards are met.



Global Logistics Centre

In October 2019, London Southend Airport announced a new partnership with a major worldwide logistics operator, providing facilities and expertise to support the import and export of goods, also creating over 200 new local job roles on the airport site.

The airport converted an existing hangar facility into a new Cargo Warehouse, including two new aircraft stands, with refurbished office accommodation, as well as the design and installation of dedicated package handling system including specialist screening equipment.

The logistics operation forms part of a wider global network which operates 24/7, to and from other airports within Europe.

The COVID-19 pandemic resulted in restrictions for High Street shopping, therefore more people relied on online shopping, increasing the demand for next day deliveries and overnight cargo flights. Cargo flights also supported the flow of essential medical supplies and necessary items for 'at-risk' residents who were quarantined at home.

During summer 2020, routes were increased from two rotations per day between Milan and Madrid to four a day with additional rotations to Barcelona and Rome.

In November 2020, the logistic partner added a fifth route to Leipzig.

In January 2021, the logistics operator temporarily reduced the number of routes from five to one per day.

By the end of February 2021, the rotations to Leipzig doubled and London Southend Airport is expecting the number of rotations to increase back to five daily by the end of 2021.

Throughout the COVID-19 pandemic, the cargo operation at Southend has been a vital component to keeping the airport open and has helped support hundreds of local jobs, in the cargo centre, within the wider airport operation, and the external supply chain.



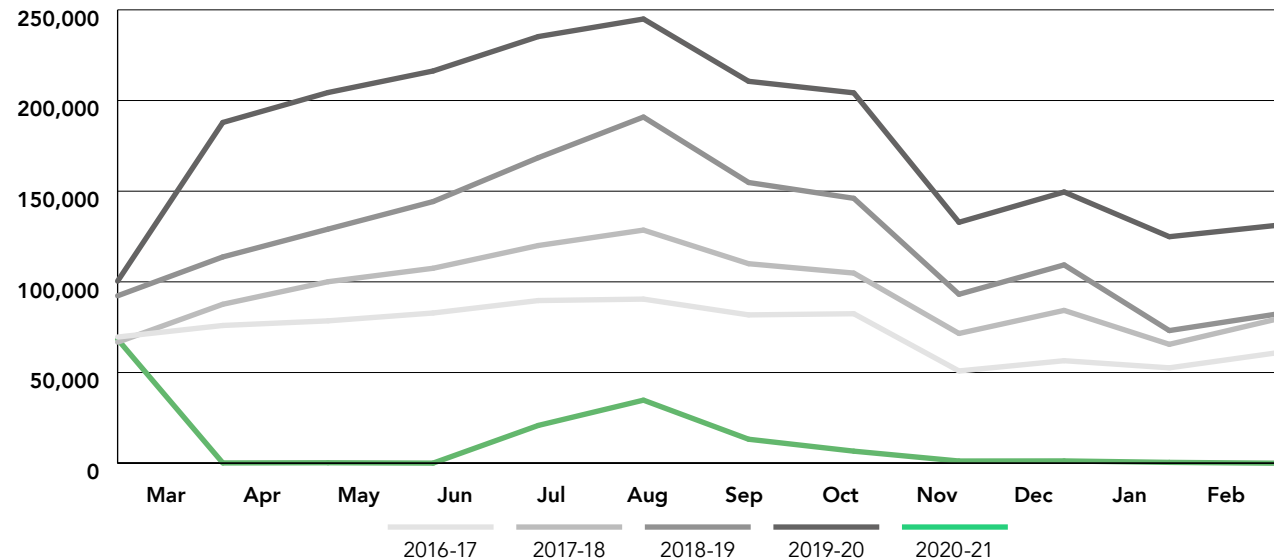
Passenger numbers

London Southend Airport saw a large fall in the number of passengers using the airport due to the COVID-19 pandemic. The number of passengers using the airport fell to 147,000 in the year to February 2021, 93% lower than the record year of 2019/2020 where 2.1m passengers used the airport. London Southend Airport saw easyJet, Wizz Air and Ryanair delivering the majority of the passengers over the period, with most of the traffic being in March 2020, prior to lockdown restrictions.

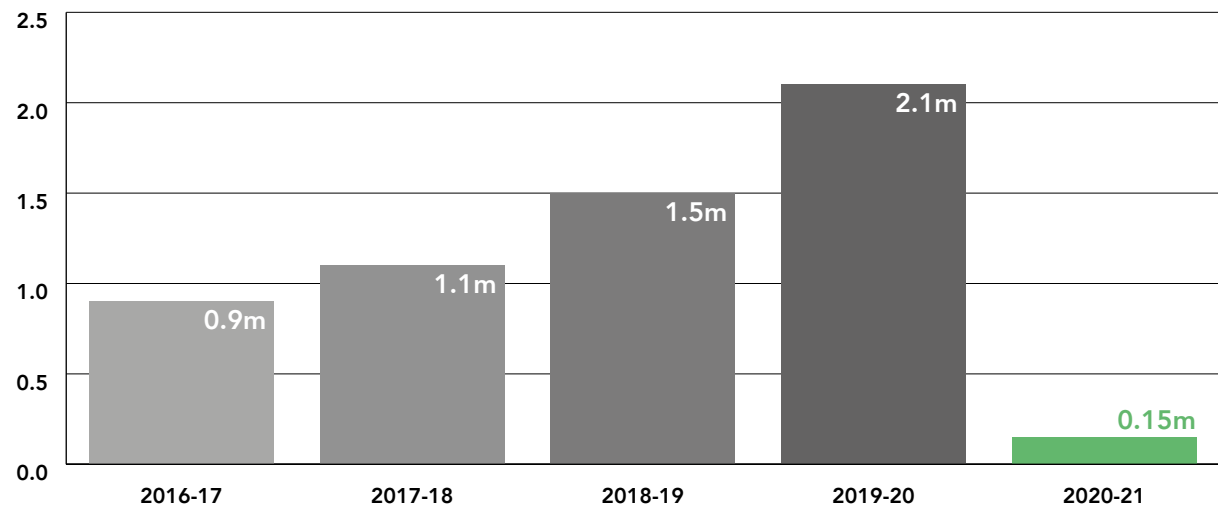
A number of airline and route changes occurred due to the crisis, with Blue Islands, easyJet, Flybe, Fly One and Loganair all ceasing operations due to business restructures or failures. Ryanair substantially reduced its operation due to the ongoing uncertainties and the constantly changing travel corridors, reducing to two aircraft instead of the planned three based aircraft. Norwegian carrier Wideroe briefly commenced services to Bergen, however ceased due to the travel bans in both directions. The carrier expects to return to the airport in the near future.

2021-22 is expected to see the beginning of the recovery with services recommencing early summer 2021 but will again be subject to travel corridor restrictions. Ryanair plan to operate 10 routes over the summer with a number of other airlines in the process of finalising their schedules. Passenger growth recovery is likely to gain pace in 2022 as short haul leisure (for holidays and visiting friends and relatives) will be the first markets to see regrowth back to 2019 levels versus other types of passenger demand.

Passenger numbers by month



Total passenger numbers per year



Awards

Prestige award

On 23 July 2020, London Southend Airport was awarded the Prestige award for 'Airport of the Year – South England 2020'.

The judging panel base their decisions upon areas such as service excellence, quality of the product/service provided, innovative practices, value, ethical or sustainable methods of working, as well as consistency in performance.

The judges were impressed with the team's personal nature, consistency of reviews and overall attentiveness.

"We are delighted to receive this award and I would like to congratulate the dedicated team at the airport who work tirelessly to provide exceptional service to our customers."

Glyn Jones, CEO Stobart Aviation

Kate Willard OBE

Kate Willard was awarded an OBE in the Queen's Birthday Honours List, recognising her contribution to transport and the economy.

Kate is currently a senior advisor to Esken, but has worked for Stobart Group for many years, helping with the development of London Southend Airport.

Kate is also the Thames Estuary Envoy and chairs the Thames Estuary Growth Board.



Airport Carbon Accreditation

On 8th February 2021, London Southend Airport achieved Airport Carbon Accreditation.

Airport Carbon Accreditation is the only institutionally endorsed, global carbon management certification programme for airports. It independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through a structured programme.

"This award reflects the work the airport continues to invest in addressing its environmental impacts. The airport recognises it has an important role to play in protecting the environment whilst creating economic benefits, connectivity and employment opportunities for everyone in Southend and the local area. This is a great first step towards carbon neutrality and another part of our plan to develop a sustainable airport."

Glyn Jones, CEO Stobart Aviation

"Achieving Airport Carbon Accreditation amid the worst crisis ever experienced by the airport sector is both extraordinary and commendable. We all know that we cannot wait for the health crisis to loosen its grip on our industry to address the looming Climate Emergency, at the same time decarbonisation comes at a cost that cannot be absorbed easily in normal circumstances, not to mention the current financial devastation faced by airports across Europe and beyond. London Southend Airport is leading by example in continuing to invest in carbon management and reduction regardless. Hats off to the team that made it possible!"

Olivier Jankovec, ACI EUROPE Director General



Disability Assistance

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.

In April 2019 a revised version of CAP1228 was published and included more demanding performance standards. This update came into effect partly from April 2019 and will do so fully from April 2020. It was published after consultation with industry and the disability community. From the 2019/20 reporting year, airports will be assessed using stricter waiting time targets for assistance and the number of handovers allowed between staff and equipment will be reduced, so passengers experience a more seamless journey.

The UK Civil Aviation Authority has published its fifth annual report on the disability access of the UK's largest airports.

The 2019-20 report concluded that due to the newly enhanced data required by the CAA, three UK regional airports including London Southend were classified as 'needs improvement' in this area only.

The CAA was satisfied with the overall good quality of assistance service at the airport and London Southend Airport has since agreed to implement new long-term solutions that will ensure that waiting time data is accurately recorded and collated into a database.

Targets

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

The way in which performance times for arriving PRM passengers is calculated has changed. Times are now assessed on the last PRM passenger off the arriving aircraft. This ensures that the airport has an independent and accurate capture of the passenger journey and always captures the worst case scenario of waiting times for all PRMs on any flight. No PRM passengers missed flights or waited longer than 20 minutes.

Departing

	Standard (waiting time once PRM* made themselves known)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs		0	0	0	71	88	64
	10 mins	80%	100%	100%	100%	100%	100%	100%
	20 mins	100%	–	–	–	–	–	–
	30 mins	100%	–	–	–	–	–	–
Non pre-booked	Number of PRMs		0	0	0	0	0	0
	none		–	–	–	–	–	–

Arriving

	Standard (time assistance at gate or aircraft side from arrival on chocks)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Number of PRMs		0	0	0	58	110	43
	5 mins					5%	12%	30%
	10 mins					71%	85%	79%
	20 mins					100%	100%	100%
Non pre-booked	Number of PRMs		65	144	83	10	37	33
	none		–	–	–	–	–	–



Blue Band Scheme

London Southend Airport offers a Blue Band Scheme to help assist disabled passengers.

For passengers who may have a hidden disability such as autism, dementia, anxiety or have sight and/or hearing impediments, the unfamiliar, bustling airport can sometimes be a little overwhelming. A discreet blue wristband is available to wear by those with hidden disabilities, and/or their travelling companions.

Airport staff, both air and landside, are fully trained to identify the bands and offer additional help and support as and when required by those wearing it. The free of charge scheme has been running since 2016 and has proved popular amongst passengers, helping to add to the stress-free airport experience.

London Southend Airport is considering adopting the sunflower lanyard (first launched by London Gatwick) in the future as this is a now a more universally recognisable emblem.

PRM (Person with Reduced Mobility) Committee

In 2019, London Southend Airport formed a Disability Awareness Committee to ensure that all passengers including those with reduced mobility and hidden disabilities, can access and travel through the airport with ease. The PRM Committee meets bi-annually to discuss the specific needs of passengers with different disabilities, both physical and hidden. Managers from across the airport site (including car parking, security, check-in and passenger services) as well as airline partners engage with representatives from the following disability groups;

- Blind/Impaired
- Autism and ADHD
- Dementia
- AGE Concern
- Action for Hearing Loss
- Reduced Mobility
- Young/Early on-set Dementia
- Anxiety and Mental Health

In addition, the airport invited passengers with reduced mobility, who had previously travelled through the airport, to give their views on their personal experiences and make suggestions to further improve services.

It has not been possible to host PRM meetings during 2020-21 due to the pandemic. These meetings will resume as flights recommence and social distancing measures allow.



2. Airport Surface Access Strategy

New trains were rolled out during 2020 offering a faster and superior travel experience.



Travel to and from London Southend Airport was severely impacted by the COVID-19 pandemic. The rail station and car parking facilities were made safe, to ensure safe travel with London Southend Airport investing in anti-virus protection at all touch points, establishing a safe and effective passenger flow system inline with all DFT COVID-19 compliance actions. Staff training remained a core focus throughout to ensure the continued safe operation of our rail station and our car parks and readiness for return to passenger flow.

Passenger travel

Passenger numbers were reduced by 93% due to the COVID-19 pandemic. A decline in numbers began in March 2020 and continued throughout the reporting year.

The Government message at the start of the pandemic not to travel, had a massive impact upon the bus and rail services serving the airport, with most passengers that were able to travel, choosing to arrive by private car rather than public transport. However, the Government did provide funding for the rail network and local bus operators to ensure services were maintained for key workers. The frequency of rail and bus services has been adequate to meet the airport's needs.

Staff Travel

Over the reporting year, the number of staff on site also reduced due to the pandemic. The number of people employed at the airport site fell by 43%, with many staff furloughed at various times. In line with Government guidance, all staff that were not essential to airport operations were advised to work remotely from home and as a consequence there has been very low numbers of staff travelling to and from the airport.

To help staff purchase cycles during lockdown, Stobart Group launched a new Cycle2Work Scheme on National Cycle to Work Day, 6th August, in partnership with Halfords.

ASAS Review

A new Airport Surface Access Strategy (ASAS) was published in February 2020 triggered by 1.5 million passengers per annum being achieved in March 2019. The Transport Liaison Group (TLG), which includes Southend Borough Council, Rochford District Council and Essex County Council approved the revised ASAS in February 2020.

Southend Borough Council (SBC) sought further approval from the SBC Development Control Committee in September 2020. Approval was granted and the ASAS was immediately published on the LSA website: <https://southendairport.com/corporate-and-community/environmental-responsibility#carbon-management>

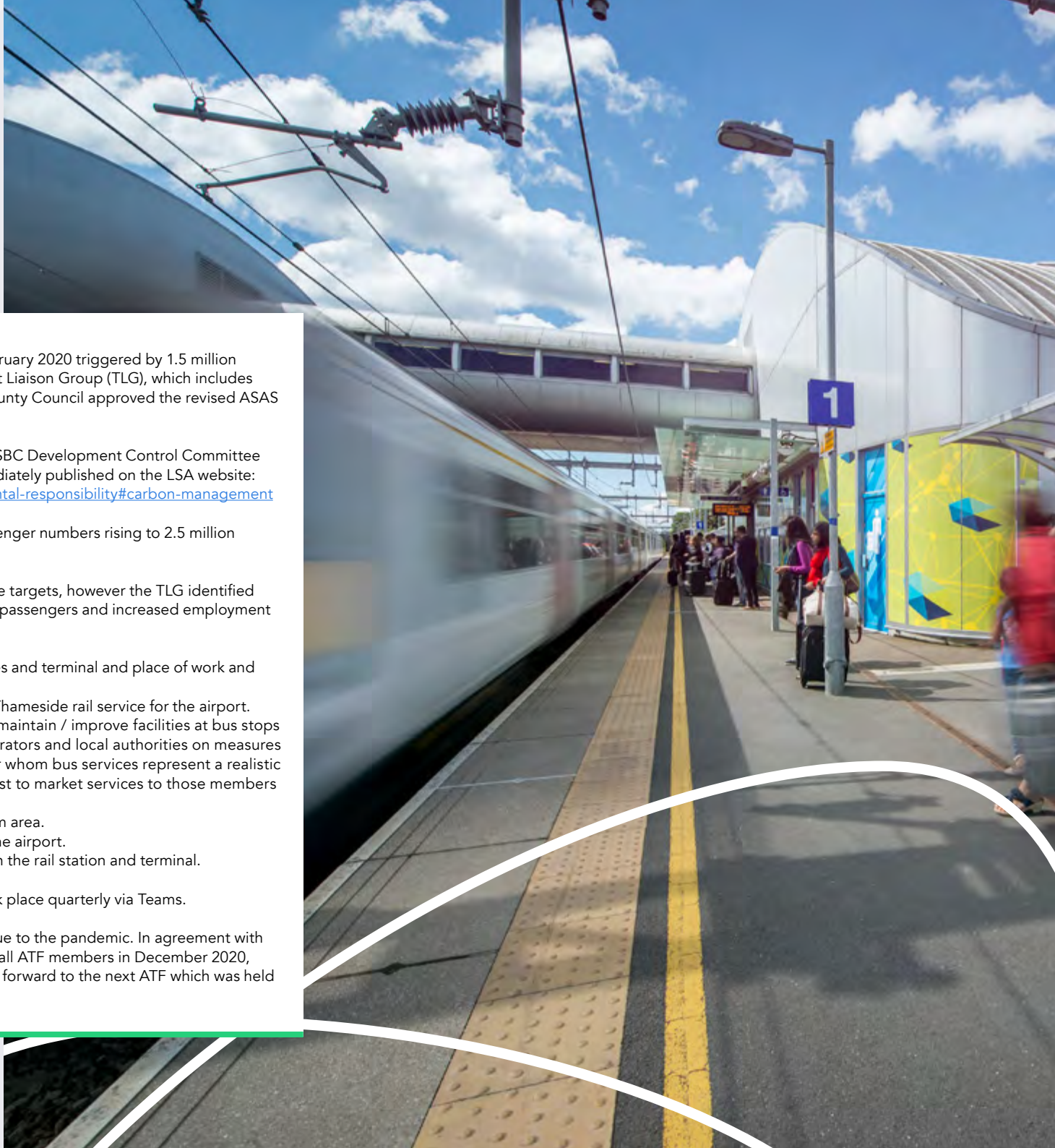
The strategy identifies 32 targets for delivery in anticipation of passenger numbers rising to 2.5 million passengers per annum.

The impact of the pandemic has reduced the need to progress some targets, however the TLG identified six targets that could be progressed in preparation for the return of passengers and increased employment opportunities at the airport post pandemic.

1. Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.
2. Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.
3. Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.
4. Maintain/improve onward travel information in baggage reclaim area.
5. Seek views of Southend Bus Users Group on Bus Services for the airport.
6. Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.

Due to social distancing restrictions Transport Liaison meetings took place quarterly via Teams.

The Annual Transport Forum (ATF) was postponed in March 2020 due to the pandemic. In agreement with Southend Borough Council, a stakeholder briefing note was sent to all ATF members in December 2020, which included an update and invited questions that could be taken forward to the next ATF which was held via Teams on 11 March 2021.





Rail

Greater Anglia is four and a half years into the rail franchise which will run through to 2025, with £1.4 billion of investment promised.

The franchise arrangements were suspended by the Government with rail operators receiving emergency funding to operate on a management contract basis. Initially services were reduced, but frequencies have been built back up. New rolling stock is progressively being introduced over the Greater Anglia network as part of the franchise commitment and new electric trains have started to operate between Southend and London Liverpool Street.

The new ten car Bombardier fleet are rolling out across the line and hoping for completion by the end of September 2021.

The new trains should help the airport reach its aspiration to reduce the journey time to/from London to under 50 minutes.

A new train wash system has also been implemented at Southend Victoria (two stops from Southend Airport), again improving the overall rail passenger experience.



Bus/X30

Government support for the bus industry continues to be provided through the COVID Bus Service Support Grant where operators receive a payment per kilometre operated. At the start of the pandemic operators were asked to provide 40% to 50% of scheduled mileage but this has been progressively increased with frequent changes to timetables, chiefly to meet the needs of key workers. Social distancing on buses has typically reduced the seating capacity of a single deck bus to 17 people, 32 on a double deck bus.

Service X30 linking Southend, Southend Airport, Chelmsford and Stansted continued to operate at a reduced timetable, but adequate for the number of people travelling.

Taxi

Taxis ran an on-demand service via an automated booking kiosk situated in a designated waiting shelter. Taxis are all COVID-19 safe with drivers regularly cleaning vehicles after each journey. The APP supports contactless payments, live tracking and outlines new safety measures.



Car parking

Car parking use continued to decline alongside passenger usage.

In spring 2020, London Southend Airport actively reached out to local councils and the NHS directly to understand if Long Stay 3 car park could be of use to further enhance the local communities COVID 19 testing facilities that were in high demand. In early summer 2020, working closely with Southend Borough Council, a mobile/drive-through testing facility was opened with the capacity to test more than 250 NHS clients daily. Initially the facility was open twice weekly until December 20 when the Department for Health & Social care working with Southend Borough Council and the airport saw the facility ramp up significantly, delivering testing seven days a week. London Southend Airport will continue to offer its Carpark facility for as long as there is a requirement to support the local community. London Southend Airport is actively engaged with the NHS on the development of a possible drive through mass vaccination unit for June 2021 and beyond.

Strict safety protocols are in place at all times to ensure that the wider community are protected.



Air passengers and employee surface access

The latest data available for passenger and staff transport modes was collected via surveys in 2019. Due to the COVID-19 pandemic it has not been possible to monitor travel modes for the 2020-21 reporting year.

Air passengers

Pre-COVID-19, London Southend Airport boasted 33% of passengers arriving to the airport by public transport, 31% of which arrived via the Greater Anglia line to the Southend Airport rail station. 77% of passengers had a journey time of less than two hours.

Due to locality of residential properties to the airport, drop-off and pick-up, along with taxis represent an attractive option to many local passengers, a small number of passengers walk to the airport.

As passenger numbers increase, the opportunity will be in encouraging confidence in rail and the growth of the airport's largest public transport model share. Whilst much has been done to publicise health screening requirements for flying, and new COVID-19 safety measures within the airport terminal, some passengers may still prefer to avoid bus and rail travel mode options.

Employees

86%

of staff employed by London Southend Airport live within an SS postcode area.

48%

have a journey to work time of less than 15 mins.

The 2020 ASAS sets out a number of targets to decrease the number of staff using single car occupancy. It is however noted that public transport options are very limited for many staff that work shift patterns and live to the north or south of the airport. London Southend Airport continues to work with the service providers to find solutions.

Airport By-Laws

Working with the Department of Transport, London Southend Airport has updated its by-laws to reflect the current and future operations of the airport.

The review process included looking at other airport operator by-laws for consistency and to ensure that the right by-laws were in place to protect the passenger experience and safety on the surface access roads within the airport site.

The updated by-laws were formally approved on 18 April 2021 and are publicly available on the airport website southendairport.com/corporate-and-community/byelaws

3. Employment

One of the biggest impacts of the COVID-19 pandemic has been on employment. London Southend has made good use of the Government furlough schemes to retain most of its directly employed staff.

31%

Prior to the COVID-19 pandemic, London Southend Airport supported over 1,500 jobs on site, with a record employment growth of 31% during 2019-20.

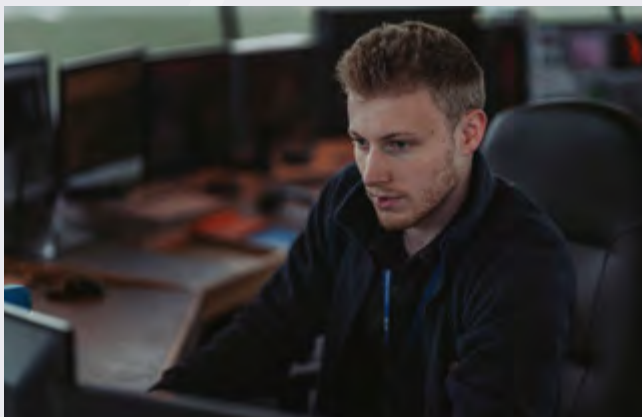
The aviation industry was massively impacted by the pandemic, with foreign travel restrictions and uncertainty leading to the collapse of airlines, travel agents and many other associated businesses across the UK and Europe.

London Southend Airport was fortunate to secure funding from its investors and was able to make good use of Government furlough schemes to retain most of its directly employed staff.

The number of staff employed in the cargo centre increased by 64 in the last reporting period.

Some staff chose to leave the business due to the uncertainty in aviation and found jobs in other sectors.

Throughout the year, up to 180 London Southend Airport staff were furloughed or part-time furloughed for a period of time.



Recruitment

London Southend Airport continues to advertise jobs via local recruitment providers, Linked In and social media channels, however, candidates are now directed to a new recruitment website, introduced at the end of 2020, called PinPoint. This website focuses on enhancing the candidate experience, as well as focusing on "Blind hiring" to remove unconscious bias from the recruitment process. Until the interview stage, all personal details are removed from the application, instead, focusing on the candidate's experience and qualifications.

Resourcing has been reduced during the pandemic, however, recommenced as at January 2021, and includes a mix of full and part time opportunities.

Traineeships currently being offered in Air Traffic Control aim to employ two local students (or school/college leavers) with the intention of training them through the Air Traffic Control processes, with the ultimate aim of becoming a fully rated Air Traffic Controller.

Further recruitment is under way to prepare for the return to passenger flights in summer 2021.

Once social distancing restrictions allow, the airport will once again, engage with local schools and colleges through career events and work experience for college students, to encourage future school leavers to think about a future in aviation.



Employee benefits

In April 2020, London Southend Airport rolled out a new Employee Assistance Programme (EAP).

The EAP offers to help employees to deal with personal problems that might adversely impact their work performance, health and wellbeing. The programme includes assessment, short-term counselling and referral services for employees and their immediate family.

Details on how to use the 24-hour confidential helpline are available on an employee, web based collaborative platform, called SharePoint platform. Since roll out, the EAP has been well-utilised.

London Southend Airport employees also have access to an employee benefits portal, offering competitive discounts for various well-known retailers.

As part of the rebranding of Stobart Group to Esken, a new Employee Value Proposition (EVP) was created to incorporate new values. It is important that the values are communicated clearly to employees, not just through literature, but through every part of the employee journey.

London Southend Airport is also working on a new agile working policy, which will reflect the change in working patterns and arrangements adopted as a result of the COVID-19 pandemic.

Graduate Training Programme

The graduate training programme is a structured training programme to develop future key employees and offer an opportunity to gain hands-on experience and develop a broad understanding of the company's business, as well as receiving support in building essential skills. Louise Barritt (22) from Rayleigh, started a 12-month graduate training programme in May 2019 after completing a degree in Business Management and Finance at Anglia Ruskin University in Chelmsford. Due to the COVID-19 pandemic, Louise was temporarily moved across to the Control Centre, where she is seconded into a role until June 2021.

Women in Aviation and Aerospace Charter

London Southend Airport is proud to be a signatory of the Women in Aviation and Aerospace Charter and working towards improving gender equality. We are committing to be the very best at driving diversity and inclusion within their sector and providing fair opportunities for women to succeed at the highest levels. The charter reflects the aspiration to see gender balance at all levels across aviation and aerospace. A balanced workforce is good for business – it is good for customers and consumers, for profitability and workplace culture, and is increasingly attractive for investors.

Sundeep Sangha

Sundeep started on 4th January as Group Environmental, Social and Governance (ESG) Manager. Sundeep has many years' experience working across the public, private and voluntary sectors in leading, developing and implementing programmes and initiatives for organisations such as Heathrow Airport, Business in the Community and the North West Development Agency.



Training

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 ongoing development programme. All customer facing employees receive training in customer service excellence during the induction process.

Over £40,000 was invested in training for the fire crews.

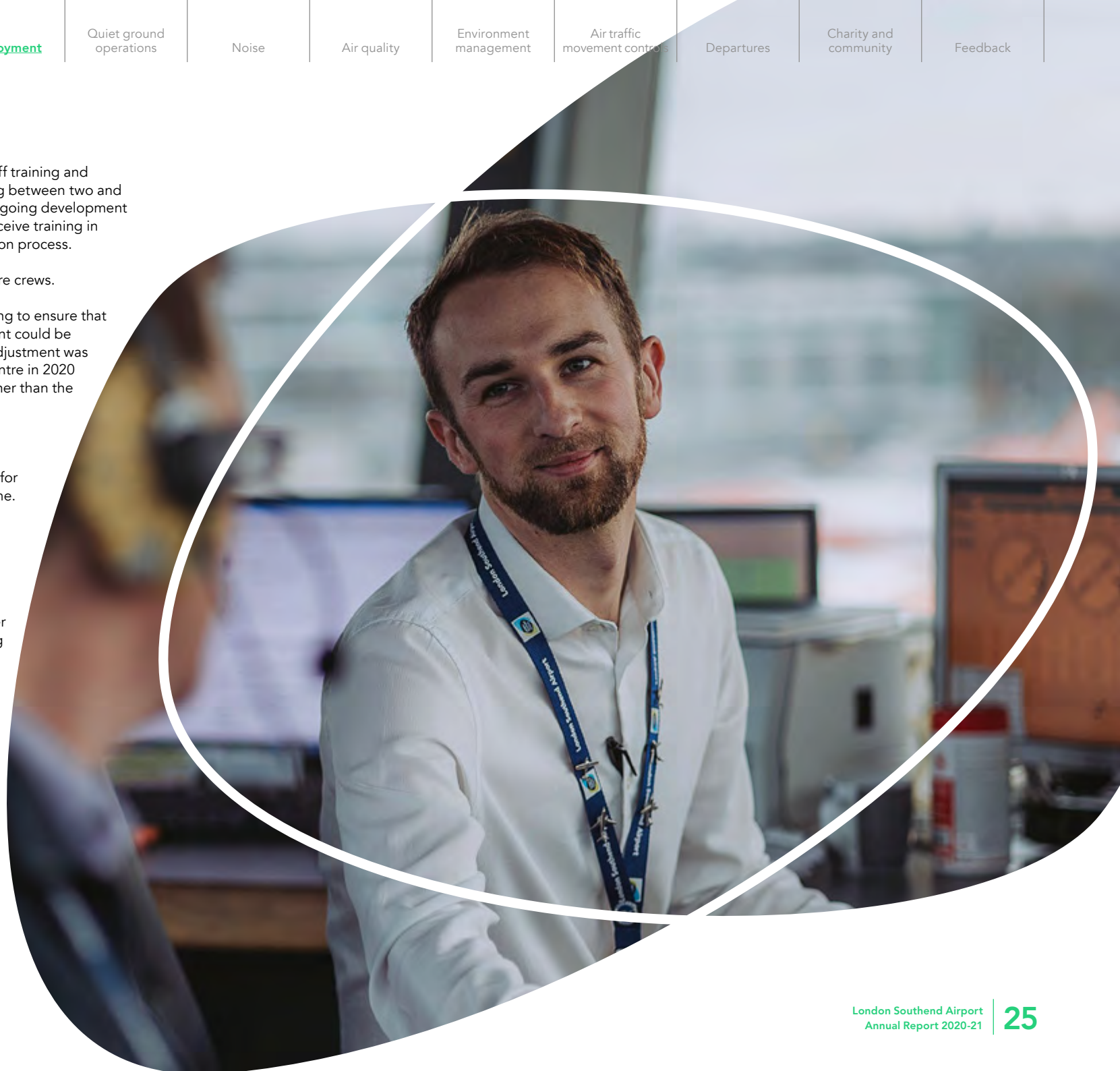
The pandemic resulted in some adjusted training to ensure that social distancing was maintained and equipment could be cleaned down correctly after use, part of the adjustment was a single visit to the international fire training centre in 2020 for the revalidation of competence scheme rather than the normal two trips in any 12 month period.

- Two firefighter courses at International Fire Training Centre (IFTC).
- 36 staff attended IFTC during 2020-21 for their revalidation of competence scheme.
- Staff revalidated their emergency fire appliance driving instructor licences.

The COVID-19 pandemic had a significant affect on Air Traffic Control (ATC) with reduced runway movements. ATC immediately sought alleviations from the regulator to enable greater separation within the team whilst implementing COVID secure measures.

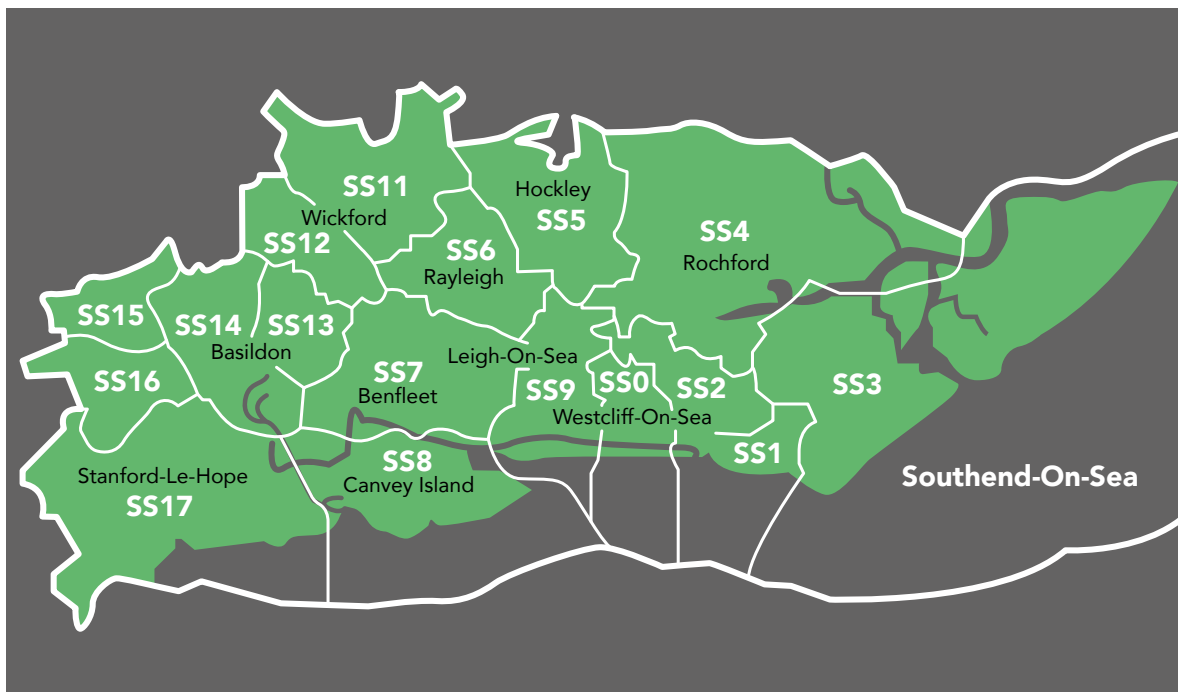
Over £10,000 was invested in essential training for Air Traffic Control teams:

- One ATC staff member completed an online meteorological refresher course.
- Two ATC staff members completed assessments of previous competence.
- Two ATC staff members completed an online ATC incident investigations course.

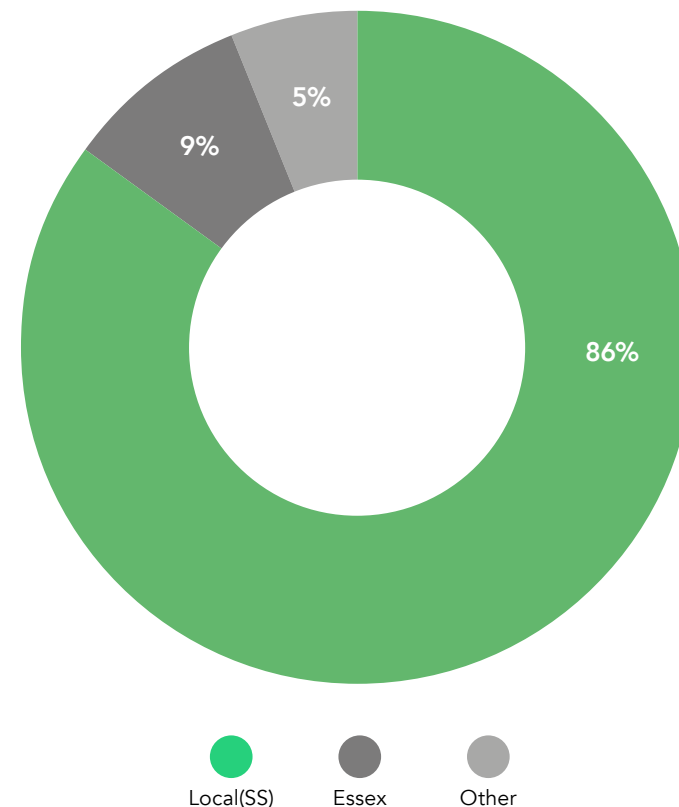


Local staff directly employed by London Southend Airport

In February 2021, London Southend Airport itself employed 244 people, of which 81 were part time. 86% were from the SS postcode area, 9% were from the wider Essex area and only 5% were from outside of Essex.



Locality of London Southend Airport employees



The number of people directly employed by London Southend Airport has decreased by 9.6%. The table below shows the number of staff directly employed by London Southend Airport between 2017–2021. Data is provided for staff as at the end of each reporting period i.e. 28/29 February.

	As at 28 Feb 2017	As at 28 Feb 2018	As at 28 Feb 2019	As at 29 Feb 2020	As at 28 Feb 2021
Total	267	316	220*	270	244
Full time staff	196	246	171	220	163
Part time staff	71	70	49	50	81
Full time equivalents	228	275	195	239	210

*Note that the number of directly employed staff reduced in 2018–19 as staff previously employed in food and beverage departments were re-employed by TRG Concessions and Front of House, Ramp and Aircraft Operation teams were transferred to the employment of Stobart Aviation Services.

General airport employment

The number of people employed on the airport site has decreased by 667 from the previous reporting period, mostly due to the COVID-19 pandemic, which was solely responsible for the loss of easyJet as a based airline.

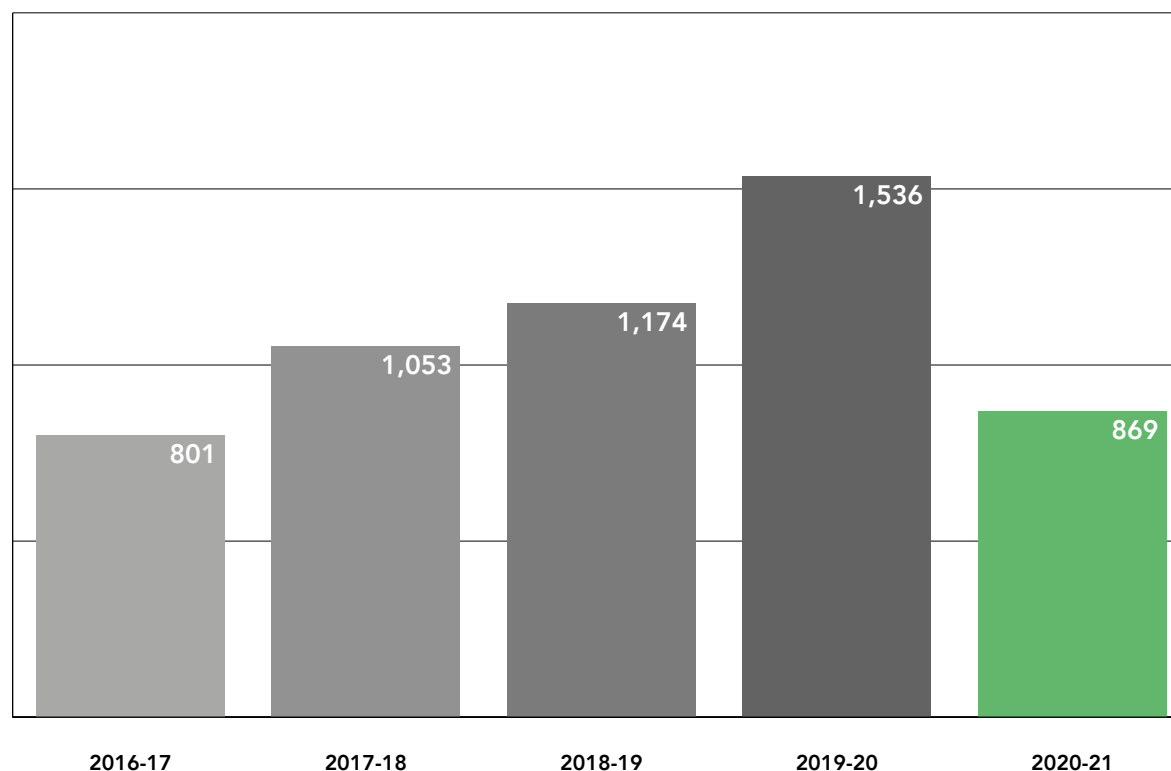
easyJet employed 186 airline and office staff with another 36 staff who supported the operation. Further losses, directly resulting from the pandemic, were experienced in passenger service areas, food and retail concessions, onsite taxi and car hire providers, aircraft maintenance and the Holiday Inn.

In addition, based charter airline Jota, moved their operation to Biggin Hill, resulting in a further loss of 87 jobs.

Whilst most companies across the site were forced to reduce staffing levels, most are expecting some level of recovery towards the end of 2021. Air Livery in particular, moved into new hangar facilities last year and are looking forward to welcoming new contacts later in the year.

Airport employment	2019-20	2020-21
Airport operations, terminal, handling and cargo	343	249
Terminal concessions	164	51
Aircraft support and catering	38	1
Onward travel	55	9
Hotel	74	58
Airlines	349	89
Cargo	195	259
Rail station	9	9
Control authorities	40	34
Aircraft maintenance	128	79
Private charter	92	0
Flying clubs	13	8
Travel agents	3	2
Other	33	21
Total	1,536	869

Airport employment 2016–2021





Safety

In June 2020 London Southend Airport completed an annual oversight audit with the CAA. Following this, the airport completed its annual CAA phase 2 assessment – this process is to check the effectiveness of the safety management system. The results of the audit showed the safety management is compliant and working to a higher than satisfactory (effective) level in all areas.

This was a strong result and reflects the hard work that went into the development of the airport's safety management system.

London Southend Airport is considered a COVID secure business. To achieve this status, the following assessments were completed;

- COVID risk assessment.
- Social distancing measures.
- Mandatory face coverings in the terminal building, ATC, SENA and areas of high congestion.
- Signage.
- Sanitizers at every 20 paces (in the terminal) and around the aerodrome.
- Designated isolation rooms.
- Return to operations action plans.
- Retraining and site re-familiarisation programs.
- Regular COVID checks.

London Southend Airport is also in the process of working with the CAA to be part of their Public Health Corridor Process – this is a voluntary process that allows the Government and CAA to understand the current levels of provisions and safety for staff and passengers in preparation for reopening.

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 (APUs).
- Testing (ground running) of aircraft engines.

The main operator, Ryanair, has a policy of utilising single engine taxi for arrivals where the taxi time exceeds three minutes. 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 Units (GPUs) and aircraft Auxiliary Power Units (APUs) are kept to a minimum, all passenger/terminal contact stands are fitted with Fixed Electrical Ground Power (FEGP).

The number of based aircraft significantly reduced, due to the COVID-19 pandemic, the closure of the easyJet base and the removal of Ryanair based aircraft for engineering logistical reasons.

During the pandemic, easyJet utilised the available space at the airport for parking with up to 21 A319/20 aircraft parked on aprons over the summer.

Titan Airlines and BA CityFlyer parked a further four aircraft whilst they were grounded due to the pandemic.

The cargo logistic business continued to operate from the north side of the aerodrome on the dedicated cargo stands numbered 101 and 102 which have the capability of operating 2 x 737-400F simultaneously for loading and unloading cargo.



Use of Auxiliary Power Units (APU) on the cargo stands is required as the aircraft is towed to stand and shutdown. This is immediately replaced by Ground Power Units (GPU) until the aircraft has been loaded and prepared for departure. The use of GPU reduces the noise impact on the surrounding neighbours and is also more cost effective for the airline.

The existing Quiet Ground Operations Scheme limits the use of APU to 30 minutes for passenger aircraft. To minimise impact an Aerodrome Directors Notice has been issued to all airlines to reduce the use to 15 minutes.

Investigations into three complaints found that on each occasion, the GPU had been deployed correctly and APU usage had been within agreed controls.

London Southend Airport will continue to review its aircraft operations to seek further ways to mitigate ground noise, especially during the night-time period.

Where FEGP is installed on aircraft stands, it was available for over 99% of the time over the 12-month reporting period.

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 2020 there have been no incidents where the conditions of the Engine Testing Best Practice Plan were not fully met.



5. Noise

Aircraft today are much quieter than they were 40, 30 or even 20 years ago. And these will be replaced by even quieter aircraft in the future. But, of course, even though each individual aircraft is quieter, there are more planes flying today. This means that the average level of noise is lower than before, but you may hear aircraft more frequently.

The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly; from Lancaster bombers in the 1940's, 'drive-on' Carvair aircraft in the 1960's to today's modern Airbus and Boeing passenger jets. As a result of planning permission being granted for a 300m runway extension in 2010, a Section 106 agreement was entered into between the airport and local authorities.

The S106 Agreement includes controls to minimise any negative impact on the surrounding communities that the airport development might bring.

Night noise restrictions

The night-time period is classified as 23:00 – 06:30.

- The number of night-time operations is capped at 120 per month.
- 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

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

A summary of the operational controls which were agreed by Rochford District Council, Southend-on-Sea Borough Council and London Southend Airport can be found on the Southend-on-Sea Borough Council website: www.southend.gov.uk/





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.

Noise preferential route

Introduced to minimise the number of local residents being overflown by departing aircraft.

ILS – Instrument Landing System

The ILS utilises three radio beams which are emitted from ground based infrastructure located within the airport boundary. The first beam ensures that the aircraft is aligned with the runway centreline, a second beam creates a “glide path” for aircraft to follow to allow them to descend at the correct speed and angle and a third beam gives distance away from touch down. This system works in conjunction with specialist systems on board the aircraft and allows for a consistent flight path. The ILS approach is used for all arrivals during low visibility and low cloud and is classed as a precision approach.

Noise Action Plan

In accordance with the terms of the Environmental Noise (England) Regulations 2006, London Southend Airport submitted a revised Noise Action Plan to DEFRA on 29 November 2018. A formal letter of Adoption was received 13 February 2019. In line with DEFRA guidelines the revised adopted Noise Action Plan is published on London Southend Airport’s website: southendairport.com/corporate-and-community/noise#noise-action-plan

Community Reporting

London Southend Airport is engaged with local councils, MP's, and community groups to understand local concerns about aircraft noise and to seek ways in which it can work to minimise disturbance.

Any concerns about aircraft noise can also be raised to the Airport Consultative Committee (ACC), which meets each quarter. 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

Minutes of the quarterly ACC meeting are available on London Southend Airport's website: southendairport.com/community-relations/

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

Noise Complaints Handling Service

As part of a major upgrade to our Noise Complaints Handling Service, London Southend Airport has invested in a new online self-service complaint system called "WebTrak" which enables the user to view all aircraft movements in the vicinity of London Southend Airport to see what aircraft flew where and what height. WebTrak went live on the airport website on 3rd November 2020 and provided an on-line complaints form in addition to the existing on-line noise submission form for a period of three months.

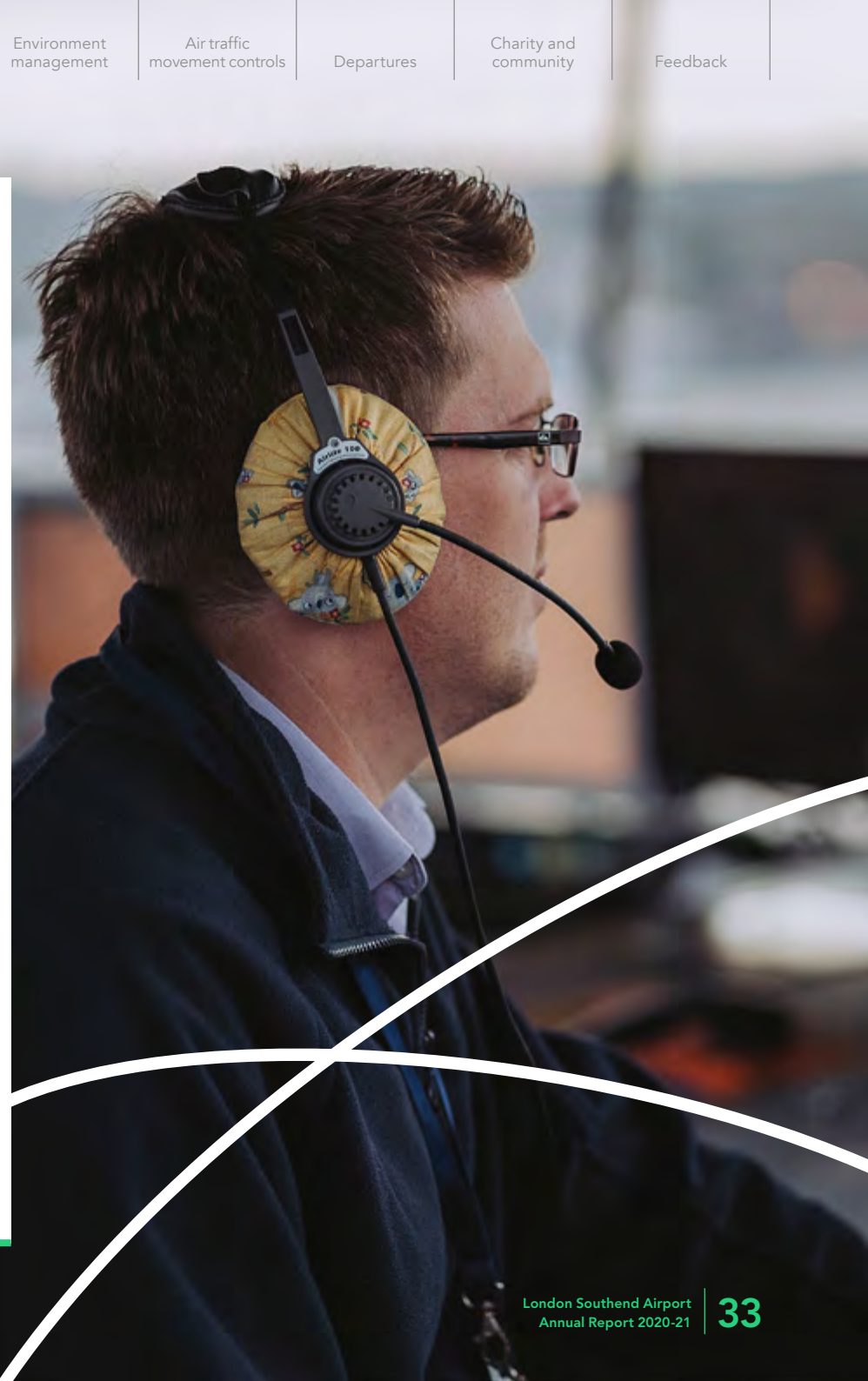
A new Noise Complaints Handling Procedure, incorporating WebTrak, was formally approved by the Airport Consultative Committee on 18 January 2021.

As of 1 April 2021, the on-line noise submission form was removed.

The airport website was also updated to make it easier and quicker to find the dedicated Noise page, where residents can find information about the airport's agreed operating controls, FAQs and instructions on how to use WebTrak. WebTrak can be used to view all aircraft movements in the vicinity of London Southend Airport and gain further information about a specific flight e.g. aircraft details, location, height and whether it was operating compliantly. It also provides quick and easy access to a noise form to register a complaint if necessary.

WebTrak

WebTrak is used by over 60 airports worldwide including London Heathrow, London Gatwick and London Stansted which brings London Southend in line with the biggest airports in the UK on managing flight tracking and noise enquiries.



Noise monitoring

London Southend Airport operates a noise and track keeping system which takes radar data from air traffic control and combines it with flight information such as a call sign, tail number, type and destination. Data is captured from two fixed noise monitors which are located approximately one mile from each end of the single runway.



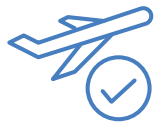
Noise complaint statistics

In the reporting period March 2020 – February 2021 a total of 15,879 noise complaints were received and investigated. Of those, 15,373 related to aircraft operating in or out of London Southend Airport. There were 431 complainants from 400 households. 9,796 (over 62%) of all complaints derived from 20 addresses and one local resident submitted over 980 complaints.

London Southend Airport respects the right of individuals to submit high volumes of complaints. The previous Noise Complaints Handling Service allowed for the Airport Consultative Committee to suspend complainants deemed to be vexatious however, the new Noise Complaints Handling Service, incorporating WebTrak, excluded the right to consider any complainant as vexatious and/or to suspend any resident from making continuous complaints about the same type of aircraft operation.

506 of the complaints submitted specified times when no aircraft were operating within 30 minutes earlier or later than the time provided.

Of the 15,373 complaints, 141 related to 11 non-complaint aircraft movements that had breached noise abatement controls by initiating an early turn before reaching the required 2.5 mile straight departure when taking off towards Leigh-on-Sea (full details of all non-compliant departures and the fines issued against them can be found on page 55. 15,232 complaints (98.8%) related to aircraft that were found to have been operating legitimately, within the airport's agreed control framework.



15,232

complaints about aircraft operating within the airport's agreed control framework.



141

complaints about non-compliant aircraft movements.

99.8%

related to aircraft that were found to be operating legitimately, within airport's agreed control framework.

Key highlights and mitigating actions taken in response to noise complaints

All complaints have been logged and investigated. All are considered and included within March 2020 – February 2021 data.

400 separate households submitted complaints, of these 126 (31%) made one isolated complaint in the 12-month reporting period.

Whilst the number of complainants fell from 708 to 431 (-39% decrease) the number of complaints rose from 7,005 to 15,879 (127% increase).

The impact of the COVID-19 pandemic meant that the pattern of flights operating to and from the airport changed dramatically in the 2020-21 reporting year. Travel restrictions saw the demise of scheduled passenger flights (for most of the reporting year) resulting in far fewer daytime operations (between 06:30 – 23:00).

Cargo operations were permitted to continue and were increased to meet demand. The cargo flights form part of a European network and are scheduled to fit into the wider logistic network. It is not possible to reschedule all cargo flights during the daytime due to scheduling constraints and overnight delivery demands.

As Government guidance allowed, pilots of light aircraft made good use of the daytime availability for training and to maintain safety regulations.

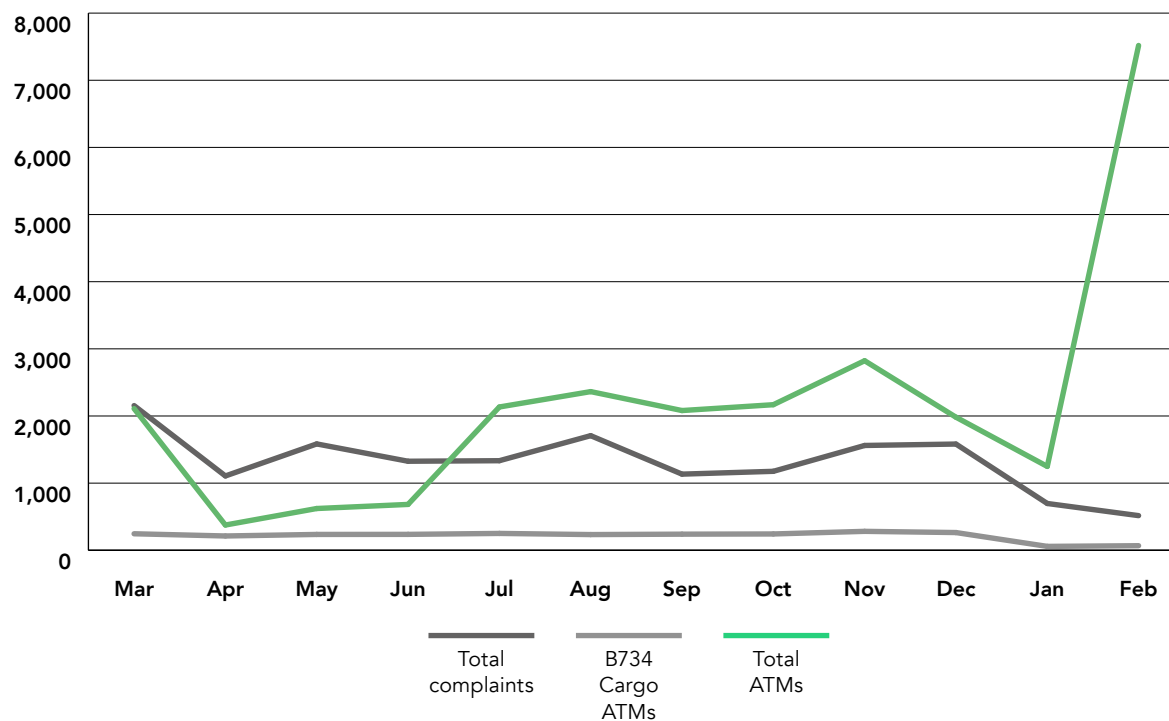
Due to the constraints of the COVID-19 pandemic it has not been possible to host community meetings however the airport has continued to engage with local councillors, MPs and the Airport Consultative Committee to discuss residents' concerns.

Whilst working remotely, individual complaints addressed to the Noise Manager have been fully investigated.

Measures taken to mitigate noise in 2020-21 include;

- Reduced the use of the Charlie taxiway at night (continued from 2019).
- Reduced the use of reverse thrust at night (continued from 2019).
- Investing in WebTrak.
- Reduction of APU usage from 30 mins to 15 mins for all aircraft.
- Proposing a formal application process for deploying the mobile noise monitor to the ACC.
- Seeking to establish a Community Noise Forum following best practice guidance from ICANN during 2021.
- Adopt the ICAO 9829 Balanced Approach as the basis for noise planning.
- Investigate cost for installing FEGP stands for cargo aircraft.

Noise complaints 2020-21

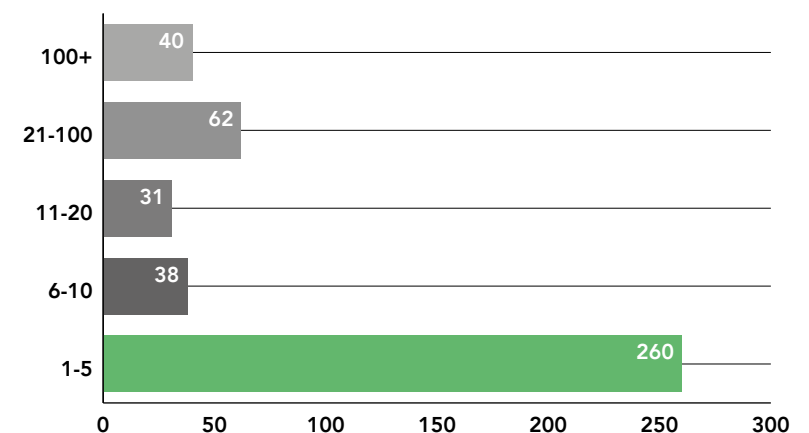


The graph below shows the number of individuals complaining and volume of complaints received and investigated by the airport over the past five years to February 2021.

	2016–17	2017–18	2018–19	2019–20	2020–21
Complaints	335	278	1,505	6,711	15,373
Complainants	74	75	213	708	431

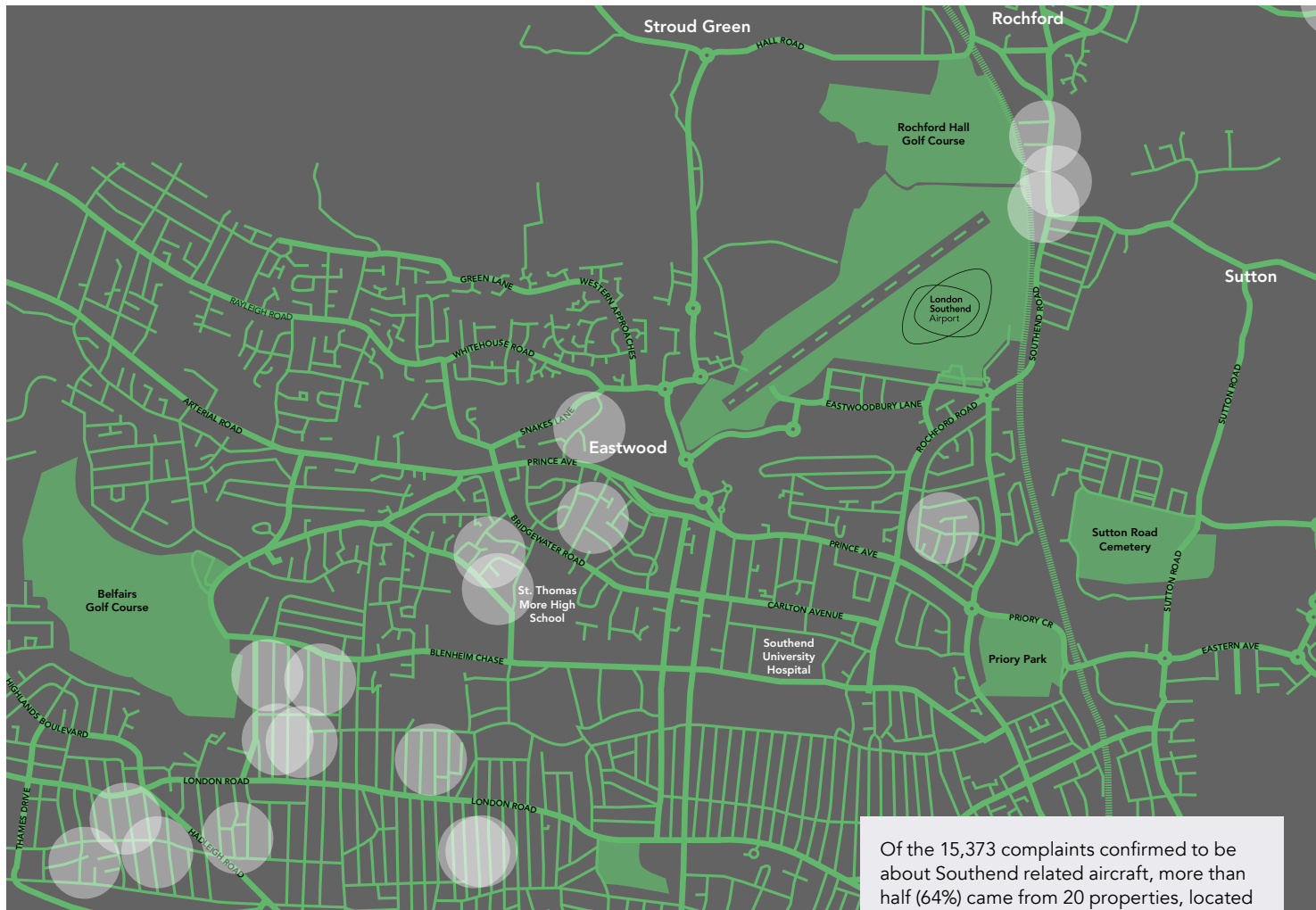
Whilst complaints have been recorded from 431 individuals, some residents log complaints from up to four family members at the same address. The number of separate households is 400. Of those, 260 individuals have submitted five or less complaints in the 12-month reporting period, (126 people submitted just a single complaint). 40 individuals submitted more than 100 complaints each.

Number of complaints per individual



- 78.8% of all complaints were about night-time operations (between 23:00 – 06:30).
- 91% of all night-time complaints were about cargo operations
- Less than 40% of all flights operated to/from the south west, over Leigh on Sea, however 73% of all complaints were from the Leigh on Sea area.
- 331 complaints were received about aircraft operated by HM Coastguard, Police, RAF and emergency hospital flights.

Complainants map



Of the 15,373 complaints confirmed to be about Southend related aircraft, more than half (64%) came from 20 properties, located on the map on the left;

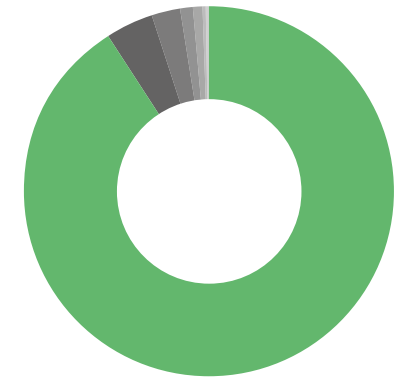
The markers show the centre of a postcode area only and does not identify a specific address for GDPR purposes.

Night-time noise complaints

There were 330 fewer night movements in 2020-21 than the previous year. A total of 1,121 aircraft movements operated within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30 and delayed, diverted and exempt aircraft).

Of the 15,373 noise complaints identified, 12,111 (79%) related to night-time operations.

Breakdown of night-time complaints



Calibration
(9)

Medical
(37)

Business
jet
(118)

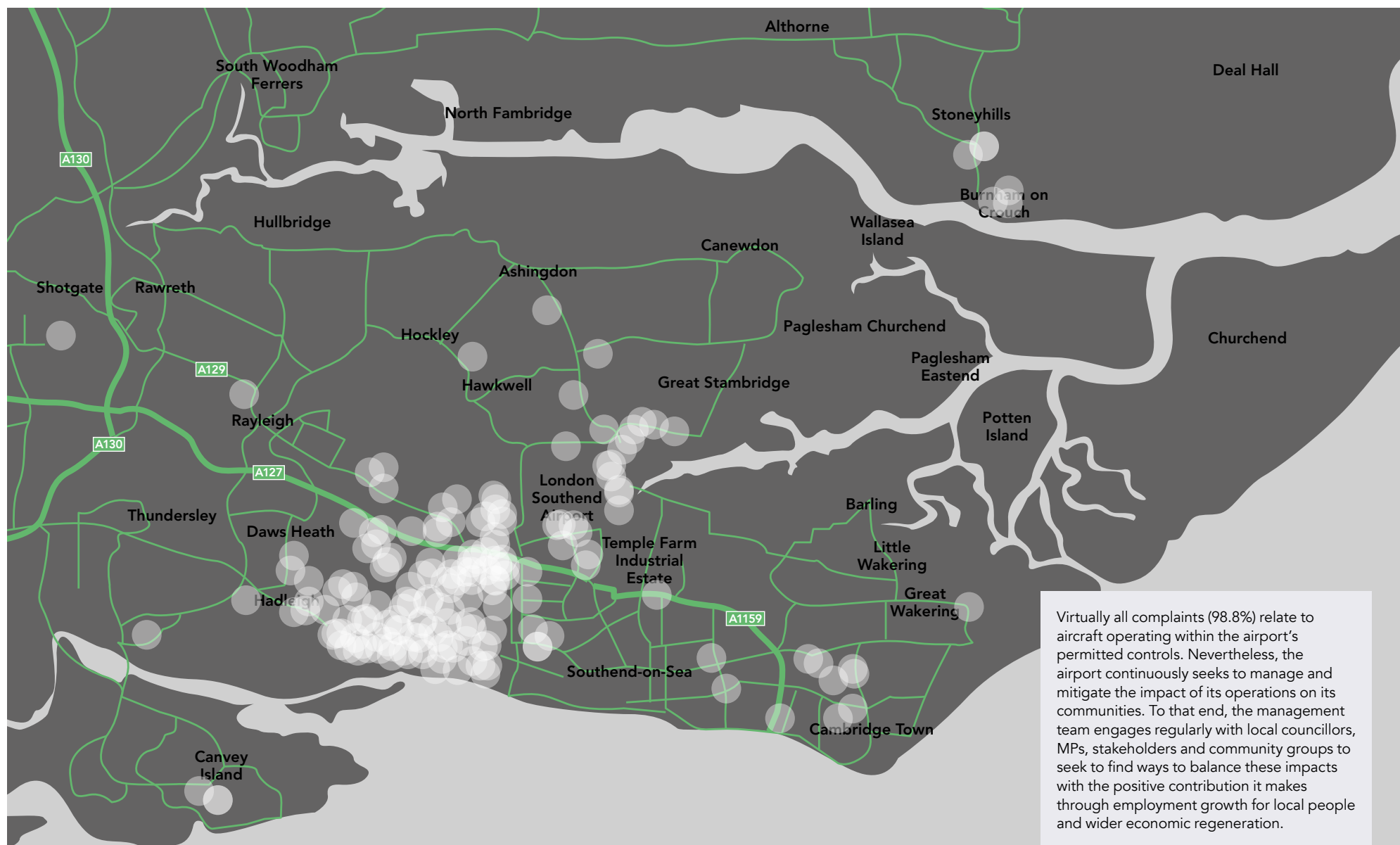
Passenger
(131)

Govt/
military/
police
(294)

Private
charter
(497)

Cargo
(11,025)

Map of all complaints received 2020–21



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 2012, 2014, 2016, 2018 and 2020 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.

New noise contours were produced for the summer 2020 period. The noise contours for summer 2020 reflect the decrease in scheduled passenger flights due to the COVID-19 pandemic. The timing of the noise contour assessment is determined by the S106 planning agreement.

Based on Ordinance Survey mapping, the results of the 2020 noise assessment carried out by BDA identified no properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

26 properties have previously qualified for the Sound and Thermal Insulation Grant Scheme and remain eligible to apply.

There are currently no properties within the 69dB LAeq 16 hour noise contour.

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	9	45–61 (odd)
Southend Road	14	66–92 (even)
Eastwoodbury Lane	3	13,14 and 14A

The airport has written to all of the properties that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2020. Six properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £19,828.14.

Part 1 land compensation act 1973

The Lands Tribunal has issued its decision in the 10 test cases that were brought before it in relation to claims for property devaluation following the extension of the runway at London Southend Airport. This decision will be applied to the remaining 177 cases. Esken anticipates that the settlement amount for the 187 claims will be approximately £1.16 million with an additional amount payable in respect of the claimants' costs. These costs will be the subject of a separate hearing and assessment. At this stage, Esken is not able to estimate what these costs will be.

Wake Vortex Compensation Scheme

Wake Vortices are turbulence in the air formed behind an aircraft, particularly when landing. Many of the new aircraft that usually operate at London Southend Airport, such as the Airbus A319/ A320, Boeing 738 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 has been just two reported incidents of damage to any properties in the vicinity of the airport. In both cases, a local qualified surveyor was commissioned to carry out an independent inspection of the property and provide a full report. The reports concluded that there were no areas of the roof with a pattern of damage associated typically with trailing vortices and that the damage present was due to general deterioration.

Summer 2018 and 2020 noise contours

The 2020 contour areas are smaller than those produced for 2018, this is a direct result of the downturn in aircraft movements due to the COVID-19 pandemic.

Legend

- 63 dB LAeq 16hr noise contour, 2020
- 63 dB LAeq 16hr noise contour, 2018



Figure A
London Southend Airport summer noise contours 2020.
Airborne aircraft noise contours summer average daytime.
Contour comparison 2018/2020 – 63dB. This drawing contains
Ordnance Survey data © Crown Copyright and database right
2014.

Summer 2020 noise contours

The map (Figure B) shows the daytime airborne aircraft noise contours for summer 2020.

Legend

- 63 dB LAeq 16hr noise contour
- 69 dB LAeq 16hr noise contour

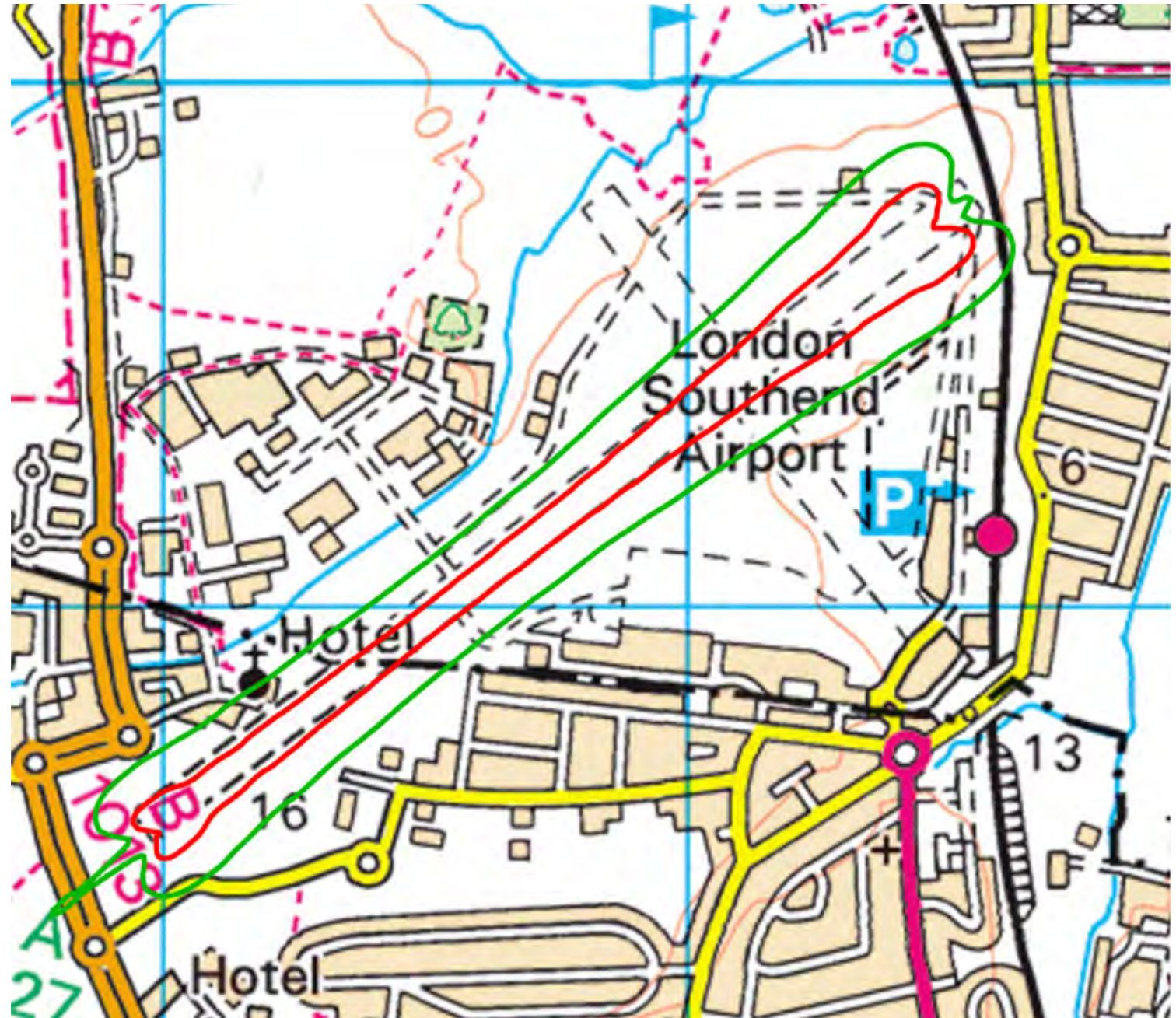


Figure B
London Southend Airport summer noise contours 2020.
Airborne aircraft noise contours summer average daytime. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

6. Air quality

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

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/m³ value limit of NO₂ 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. The airport 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.

Nitrogen dioxide (NO₂)

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 NO₂.

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

The objective therefore, is not to exceed an annual mean average of 40µg/m³ for NO₂ levels.

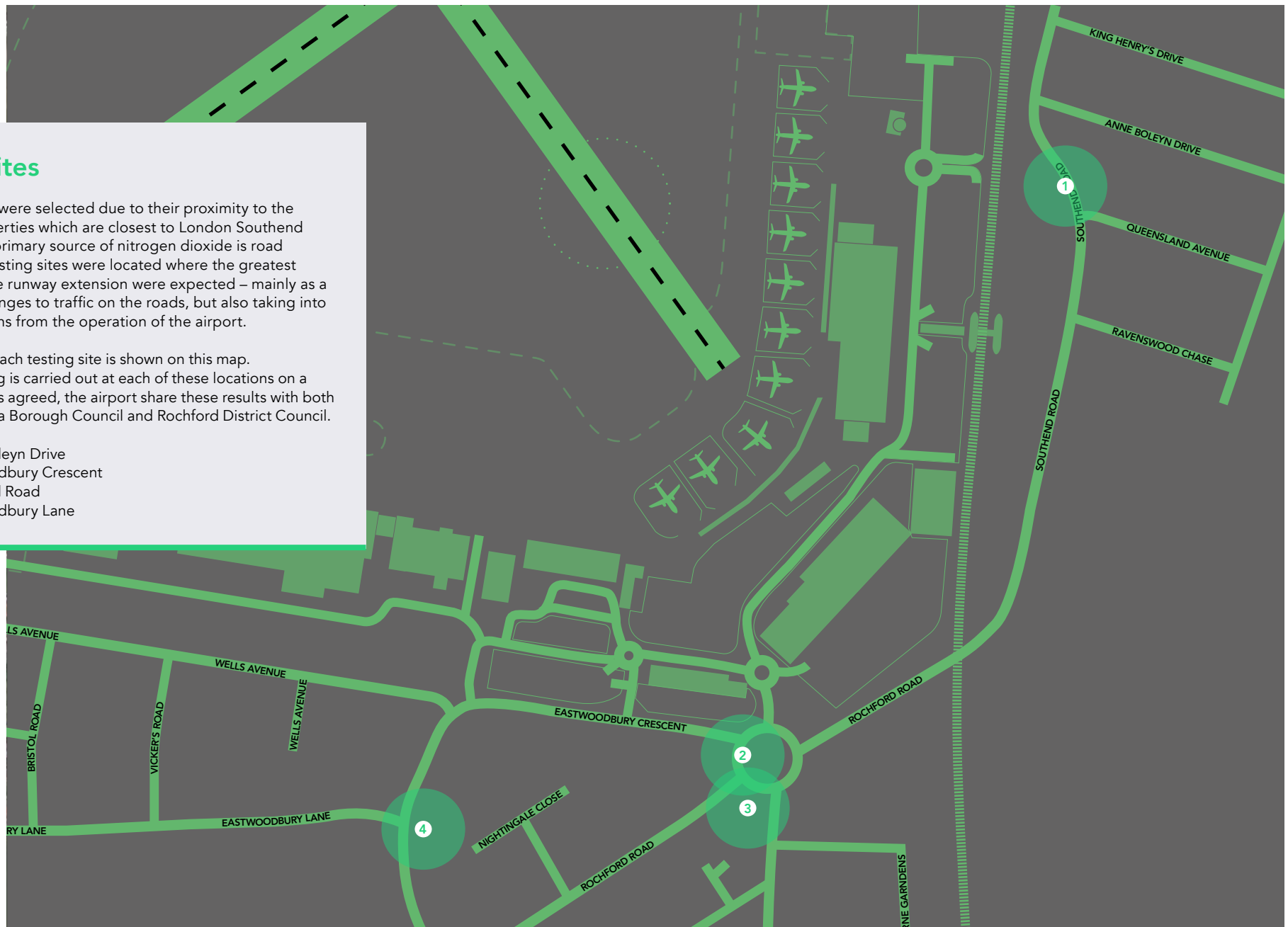
The airport tests for NO₂ at a number of permanent locations.

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, the airport share these results with both Southend-on-Sea Borough Council and Rochford District Council.

- Anne Boleyn Drive
- Eastwoodbury Crescent
- Rochford Road
- Eastwoodbury Lane



Results

Concentration levels of NO₂ 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 NO₂ monitoring at all four testing sites around the airport are reported in the table (Figure 1).

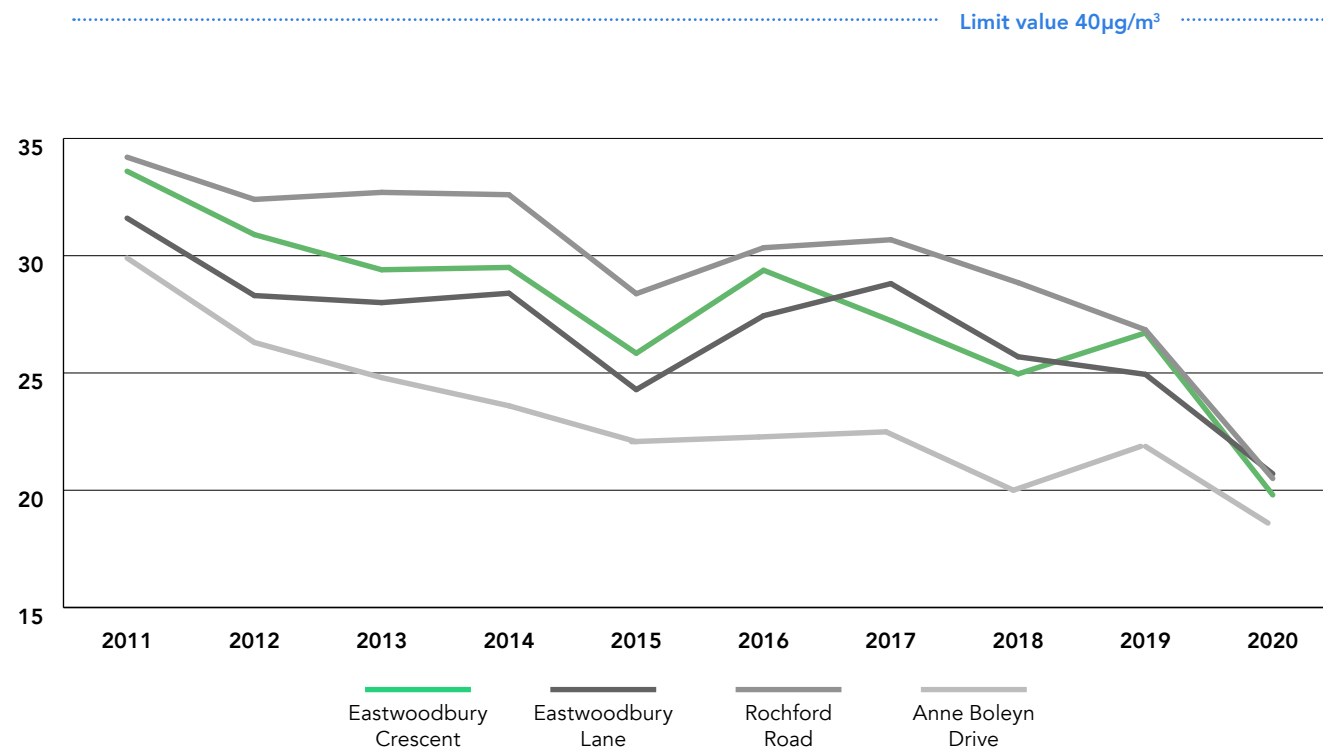
Despite an obvious reduction in road traffic to and from the airport site for both staff and passengers during the COVID-19 pandemic, the NO₂ levels across the four sites have only reduced between 15% - 26%. The biggest drop was in Eastwoodbury Crescent. Passenger numbers for the reporting period dropped 93% and only minimal staff continued to work on the airport site, with most either furloughed or working remotely.

These results are also plotted on the graph (Figure 2), which also demonstrates that NO₂ levels at all four sites continue to remain well below the 40 µg/m³ Government limit value.

Figure 1. Results of nitrogen dioxide (NO₂) testing

Site	2011 (µg/m ³)	2012 (µg/m ³)	2013 (µg/m ³)	2014 (µg/m ³)	2015 (µg/m ³)	2016 (µg/m ³)	2017 (µg/m ³)	2018 (µg/m ³)	2019 (µg/m ³)	2020 (µg/m ³)
Anne Boleyn Drive	22.9	26.3	24.8	23.6	22.1	22.3	22.5	20.0	21.9	18.6
Rochford Road	34.2	32.4	32.7	32.6	28.4	30.4	30.7	28.9	26.8	20.5
Eastwoodbury Lane	31.6	28.3	28.0	28.4	24.3	27.4	28.8	25.7	24.9	20.7
Eastwoodbury Crescent	33.6	30.9	29.4	29.5	25.8	29.4	27.2	25.0	26.7	19.8

Figure 2. Annual mean nitrogen dioxide concentrations 2011–2020 (µg/m³)



7. Environment management

As air travel resumes, and with it our ambition to grow, we re-affirm our commitment to make that growth sustainable.

London Southend Airport recognises that it has an important role to play in protecting the environment, whilst creating economic benefits and social and employment opportunities

Air quality (NO₂) around the airport site consistently remains below Government guidelines and is lower in comparison to other monitoring sites in the local area.

London Southend Airport uses renewable energy generated by an on-site solar farm and continuously improves energy management and operational practices to reduce greenhouse gas emissions.

Environmental Action Plan (EAP)

During the 2020-21 reporting period, the airport has focused on developing an Environmental Action Plan (EAP), which sets out key targets and objectives. The EAP will be reviewed and updated each year, as progress is made and as new solutions emerge which enable the airport to consider different strategies and actions.

The EAP is very much part of a wider approach to Environmental and Social Governance and will evolve alongside that wider agenda.

London Southend Airport will communicate the actions being taken clearly and consistently, actively listening to the local communities to adapt the EAP, where required and possible. In doing so, the airport will provide the best balance between economic benefit and environmental impact possible.

London Southend Airport will focus on;

- Regular community engagement.
- Efficient airport operations.
- Engagement with our partners to support shared sustainable outcomes.
- Establishing the right culture needed to succeed.

Key priorities for sustainable growth include acting to;

- Progress towards a carbon neutral airport operation.
- Ensure air quality around the airport continues to be within government limits.
- Minimise the number of households impacted by noise and phase out all aircraft over 85 decibels.
- Ensure efficient water use and manage our impact on local watercourses.
- Play a leading role in supporting employment, education and community care in the Southend area, developing education and skills initiatives to support local residents into work.

Energy efficiency

The main source of energy at London Southend Airport is electricity. Electricity is sourced from onsite renewable generation and from the grid. The airport monitors its consumption and works to continuously improve energy efficiency, including through use of its sophisticated building management system.

	2016–17	2017–18	2018–19	2019–20	2020–21
Total kWh (passenger terminal)	2.89m	2.87m	3.18m	3.04m	1.59m
Total passengers	0.87m	1.13m	1.49m	2.14m	147,018
kWh per passenger	3.32	2.55	2.13	1.42	10.82

The kWh per passenger has increased due to the drop in passenger numbers as a result of the COVID-19 pandemic. Total kWh used in the terminal dropped by 47% whilst passenger numbers dropped 93%. During lockdown periods, electricity consumption was kept to a minimum by switching off non-essential lighting and heating across the business.

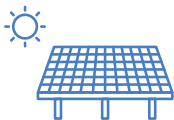
Renewable energy

The total consumption of electricity across the airport site (including our tenant's operations) was 9,806,170 kWh. Across the whole airport site, the energy contribution from renewable sources i.e. on-site solar panels was 21% during the 2020-21 reporting period.



496

Solar panels on terminal roof – 117,200 kWh (1%).



9,500

Panel solar farm – 2,047,280 kWh (21%).



Electricity supplied – 7,641,690 (78%).



34% of the total energy consumed on site was used by London Southend Airport Ltd, Stobart Aviation Services and the Rail Station.

21%

21% of the total energy consumed across the site came from on-site solar panels.

Efficient airport operations

Air transport accounted for 8% of UK's 2018 GHG emissions (Source: ONS, UK Environmental Accounts). Nevertheless, given the possible increase in this proportion from long term growth, London Southend Airport is working towards carbon neutrality. To achieve this, the airport will;

- Map its carbon footprint.
- Establish a detailed plan for reducing its carbon footprint.
- Engage with its partners on reducing airline emissions.
- Explore opportunities for carbon offsetting.

The way in which the airport operates can have a significant impact on carbon emissions.

Uncongested airspace at Southend means that aircraft are rarely delayed on approach or required to enter a holding pattern on route. This helps to reduce track miles and emissions.

London Southend Airport benefits from having spare slot capacity, this allows for efficient departures and reduces the risk of delays due to runway congestion.

The taxiway network allows space to 'remote-hold' aircraft with engines off, if longer delays are necessary (e.g. due to European air traffic control industrial action).

Aircraft also benefit from a short taxi to the terminal facilities which reduces aircraft energy consumption.

Runway lights are turned off during the night-time period and only turned on 15 minutes before and after an aircraft operation.

All new passenger aircraft stands are fitted with fixed electrical ground power (FEGP). These fixed supplies allow the aircraft to use London Southend Airport's electricity supply and benefit from its onsite renewable generation. This reduces the need for aircraft to generate power from running auxiliary power units which need only be switched on to start the main engines just before departure.

All of the vehicles used to transport luggage between the terminal and the aircraft are electric powered.

London Southend Airport is committed to exploring further opportunities to improve efficiency of airport operations including further transitioning to electric vehicles and improving lighting efficiency.

Sustainable transport

As passenger numbers return, London Southend Airport is committed to promoting sustainable transport solutions for passengers, staff and goods access to the airport.

The Airport Surface Access Strategy (ASAS) is available to view on the airport's website: <https://southendairport.com/corporate-and-community/environmental-responsibility#carbon-management>

The targets set out within the ASAS are designed to minimise the impact of operations on local communities and the environment. Further information about the targets can be found in the appendix of this report page 64.

As part of its original development plans, London Southend Airport made a considerable financial investment to build a new rail station. The conveniently positioned station is just 100 paces from the passenger terminal and provides a sustainable and convenient solution for travellers and staff to reach the airport from central London.

London Southend Airport is regularly engaged with the local authorities through Transport Liaison Group meetings and an annual Transport Forum.

As COVID-19 restrictions allow, London Southend Airport will resume working with local public transport providers to host staff travel events to promote the use of sustainable travel modes.

Water usage

London Southend Airport limits water discharge and continuously reduces the water footprint of its operations. In addition, and as part of the Environmental Action Plan incentive, the airport will evaluate all opportunities to minimise the use of water and maximise use of grey water as part of that process.

London Southend Airport aims to produce a Water Quality Action plan by the end of 2021, working with the Environment Agency, Southern Water and other key stakeholders.

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 including for flushing toilets.

Waste

Since December 2015 zero waste, collected from the airport, has been sent to landfill.

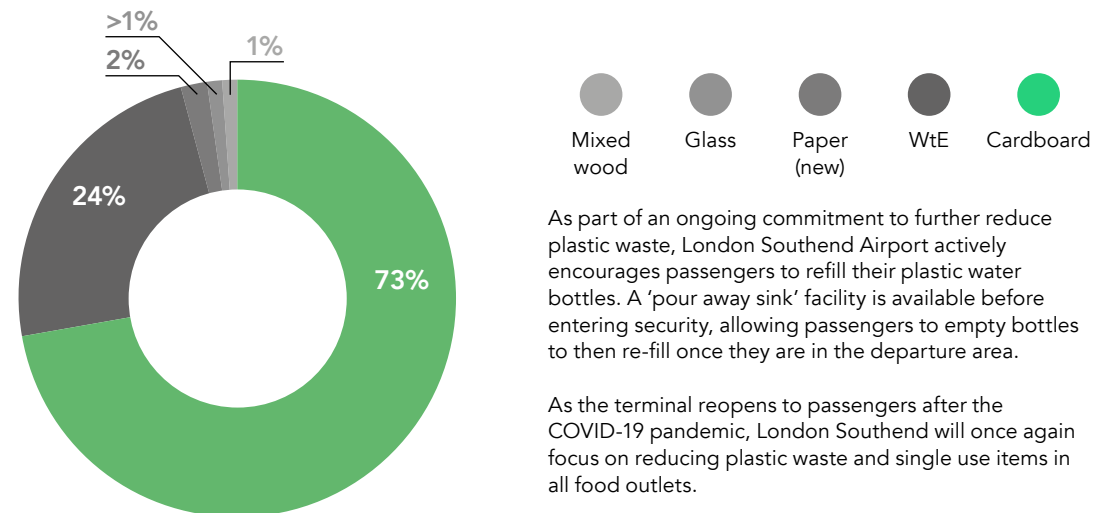
London Southend Airport contracts a local waste provider that operates a waste-to-energy (WtE) system, thus avoiding any waste being sent to landfill sites. All waste is either recycled or used to produce energy. Waste practices include:

- **Cardboard:** During 2019 the airport implemented a system for segregating and bailing cardboard for collection and recycling.
- **Paper:** Locked recycling bins are provided for the collection of papers including confidential waste, newspapers and airline magazines.
- **Glass and metal:** Separated from general waste for recycling and re-use.

In addition to on-site recycling systems, valuable materials including electronic items, wood, plastics and cans are extracted from general waste by our waste management company. Only the residual waste is processed as Waste to Energy (WtE), meaning that absolutely nothing goes to landfill from London Southend Airport.

The total amount of waste collected was down by just less than 50%, in line with ongoing cargo operations and the negative impact COVID-19 had on passenger throughput.

Waste Management 2020-21



Waste to energy process





Building sustainability

London Southend Airport recognises the importance of the sustainability of its built infrastructure at the airport. The passenger terminal is certified by BREEAM (an international scheme that independently assesses the sustainability of buildings) as “very good” with an overall score of 57.9%.

A project’s overall BREEAM score is based on ten criteria, with categories including land use, ecology and water. It encourages low carbon and low impact building design that minimise the energy demand created by the building itself, whilst maximising energy efficiency and utilising low carbon technologies. Green building features at London Southend include:

- Air source heat pumps: which take heat from outside air to warm the interior of the building.
- Extensive use of LED lighting.
- Dimmable concourse lighting to react to daylight.
- Motion sensor activated office lighting.
- A highly insulated building envelope.
- Tinted glass and solar shading to reduce solar gain and limit our cooling requirements.

Protecting biodiversity

London Southend Airport protects biodiversity and enhances conservation through careful planning and management of its operations. London Southend Airport is proud to be a member of the Essex Wildlife Trust and has created a wildflower meadow to increase the biodiversity of the site.

The airport must balance the need to protect biodiversity while ensuring safety of aircraft operations. This includes an ongoing management of birds and other species that pose risks to air operations.

London Southend Airport operates a Wildlife Hazard Control Management Plan which seeks to;

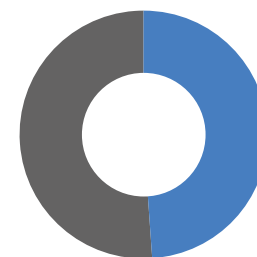
- Monitor habitat changes on and in the vicinity of the aerodrome.
- Manage long grass on the airfield.
- Log all wildlife control activities.
- Conduct regular surveys of wildlife concentrations and movements of wildlife in the local area.

8. Air traffic movement controls

London Southend Airport is working well within its agreed S106 controls and quota limits.

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.

In addition, the number of permitted night-time movements was reduced from 940 per month to 120.



Only 49% of the airport's permitted ATMs were used in the 2020-21 reporting period.

Further caps were imposed on the number of cargo flights and B737-300 movements at London Southend Airport.



There were no B737-300 aircraft movements during the year.

Quarterly reporting

In accordance with our S106 planning agreement, London Southend Airport regularly reports its 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 the airport website.

Annual reporting

For the 12-month period March 2020 – February 2021, 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 2020 – February 2021.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2020 – Feb 2021	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	25,990	49%
ii	Cargo ATMs (permitted lesser of 10% of total ATMs or 5,300 p.a.)	2,610	2,572	99%
iii	Boeing 737-300 ATMs	2,150	0	0%

The table below shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2020 – February 2021;

Flights in night quota period (23:00–06:30)	Quota annual limit	Annual total Mar 2020 – Feb 2021	% of agreed annual limit
Total night-time ATMs		1,121	
Diverted ATMs (of which all were QC1 or less)		3	
Delayed ATMs (of which all were QC1 or less)		10	
Exempt ATMs (of which all were QC1 or less)		81	
Night-time ATMs to be included in quota total (120 per quota month)	1,440	1,027	71%

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.

Of the three 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.

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).

Of the ten 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.

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 81 exempt ATMs, all aircraft operated on behalf of the police, military, and/or HM Coastguard, or operated an air ambulance flight.

During the daytime

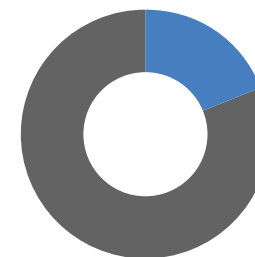
During the daytime, in total fewer than 50% of all landings and less than 50% of all ATMs may be over the South West area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12-month period from March 2020 to February 2021, all ATMs remained within the required percentages for the daytime period.

Daytime ATMs	Annual total Mar 2020 – Feb 2021	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	12,406	
Arrivals from South West (over Leigh-on-Sea)	2,391	19%
Total daytime arrivals and departures	24,988	
Arrivals and departures to/from South West (Over Leigh-on-Sea)	9,125	35%

During the night-time

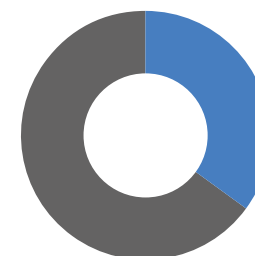
During the night-time quota period, all ATM's will be to and from the north east of the airfield (e.g. Rochford), unless for safety or weather exemptions set out in the S106 agreement.

ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 2020 – Feb 2021	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	1,121	
Number of aircraft which did not take-off towards, or land from the North East (over Rochford)	400	39%



2,391

Just 2,391 arrivals (19%) over Leigh-on-Sea during the daytime period.



35%

Fewer than half (35%) of all ATMs operated over Leigh-on-Sea.



400

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

9. Departures

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

All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5,700kg) 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 eight-year period have departed London Southend Airport within their agreed NPR.

There were more than 12,900 departures from London Southend Airport for the 12-month period March 2020 – February 2021, of which over 8,770 related to aircraft (above 5,700kg) that were required to depart within the agreed NPR. During this period just 11 (0.1%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.

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 5,700kg) 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 1,500ft altitude and one 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 1,500ft 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 the airport’s 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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reserved.

Development	Airport Surface Access Strategy	Employment	Quiet ground operations	Noise	Air quality	Environment management	Air traffic movement controls	Departures	Charity and community	Feedback
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NPR results

Date	Operator	Aircraft Registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2020	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
15/03/20	Imperial Club	T7ALP	FA50	23	Private executive	✓	1st	✓	✓	n/a	0
08/09/20	Smart Jet	SPTAT	BE40	23	Private executive	✓	1st	✓	✓	n/a	0
22/10/20	Arcus Air	DCAAL	D228	23	Cargo	✓	1st	✓	✓	n/a	0
25/10/20	Tag Aviation	MTINK	FA8X	23	Private executive	✓	1st	✓	✓	n/a	1
30/10/20	easyJet	GEZWJ	A320	23	Positioning	✓	1st	✓	✓	n/a	0
11/11/20	Alliance Aviation	9HBOM	LC60	23	Private executive	✓	1st	✓	✓	n/a	0
21/11/20	ASL	EISTS	B734	23	Cargo	✓	1st	✓	✓	n/a	25
22/11/20	ASL	EISTS	B734	23	Cargo	✓	2nd	✓	✓	n/a	38
24/11/20	ASL	EISTS	B734	23	Cargo	✓	3rd	✓	✓	£500	37
25/11/20	ASL	EISTK	B734	23	Cargo	✓	4th	✓	✓	£1000	33
24/02/21	ASL	EISTN	B734	23	Cargo	✓	5th	✓	✓	£1000	1

Fines relating to NPR infringements

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

The airport works closely with all aircraft operators that breach noise abatement controls. A full investigation is carried out to conclude the circumstances under which the breach occurred, and measurements are put in place by the operator to ensure that the risk of further breaches is minimised. Where further breaches do occur, the airport may issue fines to the operator in accordance with guidelines agreed by the Airport Consultative Committee (ACC).

All monies collected from NPR fines are held in a community pot to be distributed to local charities selected by the ACC.

Scale of fines Mar 20 – Feb 21	1 st 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

For information about Quota Count (QC) rating please see page 31.

During the reporting period 2020–21 it was necessary to issue fines to the value of £2,500 to one cargo operator.

Airline	Third infringement date	Amount	Paid
Logan Air	Outstanding from 2019-20	£1,000	£1,000
Stobart Air	Outstanding from 2019-20	£1,000	£1,000
ASL	NPR 24/11/20	£500	£500
ASL	NPR 25/11/20	£1,000	£1,000
ASL	NPR 24/02/21	£1,000	Payment outstanding at year end

In February 2021, £4,000 funding was awarded to local charities nominated by ACC members. This year's focus was on health, with awards providing support and thanks to front line workers after a challenging year.

The ACC selected three local charities related to the NHS and the wider health sector to benefit from this funding.

- **£1,000 was donated to NHS Southend Ambulance station** – Due to the COVID outbreak ambulance staff are going above and beyond for their patients. The funds will be allocated to provide a dedicated bench for well-deserved breaks.
- **£2,000 was donated to the Rochford Ward and the Intensive Care Ward at Southend Hospital** where it will help to improve the hospital environment for patients, fund ground-breaking research, support the development and training of hospital staff and provide state-of-the-art equipment. Dedicated well-being hubs at each site allow a space for staff to rest away from clinical areas, provide refreshments and offer one to one counselling sessions.
- **£1,000 was donated to the Carli Lansley Foundation**, a charity which funds ECG screening days in the Southend area. Each screening day costs £5,000. Up to 100 young people (aged 14-35) can get their hearts checked per screening event. The donation will support further screening helping to identify potential problems and help provide peace of mind.

"Whilst we would prefer to see 100% compliance with the Noise Preferential Route scheme, we can at least generate some benefit from the small number of infringements. Especially at the current time, with so much pressure on our health service providers, it is good to see the Airport Consultative Committee allocating the funds from the fines collected to these deserving local charities".

Glyn Jones, CEO Stobart Aviation

"In addition to supporting three wonderful causes to recognise the amazing work of our NHS heroes throughout this incredibly difficult time, we wanted to think about those life-saving charities that have had their great work halted by COVID. We chose the Carli Lansley Foundation for all they do in raising awareness of cardiac risk in the young and offering free heart screenings to young people. We're delighted to see the money from the airport's fine scheme go to such fantastic causes".

Cllr Daniel Cowan, Councillor for St Laurence Ward

"The annual purpose of the ACC sub-committee for charitable funding is to propose and help decide which charities should benefit from the ACC charity fund, a task more difficult and emotive than one would initially imagine. However, this year the task was ironically made easier because of the unprecedented and horrendous year caused by the COVID 19 pandemic. It was agreed very quickly by the sub-committee that this year's beneficiaries should be NHS related. This being a small thank you to those frontline individuals who faced overwhelming situations in their everyday work duties far more than normal. Sadly, some paid the ultimate price. The whole nation will be forever in their debt. Thanks to the generosity of London Southend Airport's management, the ACC is able to make these donations".

Les Sawyer, Airport Consultative Committee

10. Charity and community

Despite the challenges of COVID-19 and the resulting cancellation of the annual charity Santa Flights, London Southend Airport staff still managed to raise over £14,000 for charity this year!



Care packages to the NHS

In March 2020, staff at London Southend Airport gathered essential items together and delivered 75 care packages to staff at Southend and Basildon hospitals, as well as ambulance staff based in Aviation Way, many of whom were unable to get to supermarkets due to the increasing demands of the COVID-19 pandemic and lockdown restrictions.



Care Packages to Age Concern

In March 2020, London Southend Airport also donated essential items to Age Concern Southend on Sea who distributed care packages to their network of older people in the community.

"Our Security manager, Siobhan, came up with the great idea of gathering supplies at the airport to give to the local community, especially those who are struggling to get out or to find some of the items they need. Most of us live locally and have experienced the empty shelves in local shops. Supermarket staff are working long hours to keep up and if we can support in any way, we will. We now have boxes of essentials ready to go to Age Concern Southend to support their network in the local area."

Glyn Jones, CEO Stobart Aviation





London Southend Airport displays 735 poppy's from local children

London Southend Airport asked young people to help to mark Armistice day by decorating poppies. The designs came flooding in with over 700 in total which were all individually displayed in the airport terminal, creating a fantastic poppy wave. Whilst visitors were not allowed to visit the display due to COVID restrictions, photos and videos were shared via London Southend Airport social media channels and sent to all schools that took part.

Participating Schools included:

- Barling Magna Primary Academy
- Cecil Jones Academy
- Eastwood Primary school & Nursery
- Fairways Primary School
- St Christopher School
- St Nicholas School
- Thorpedene Primary School

"We are so pleased to see support from Southend Airport in the form of this display of poppies marking Armistice Day, especially given the involvement of the young people of our Borough. Each year we see an increase in the number of youngsters attending Remembrance events to pay their respects. This shows the care and respect they have for those veterans that fought for our freedom and paid the ultimate sacrifice but also for those who sustained injuries during wars and conflicts.

We are also pleased to show our support on behalf of the citizens of the Borough and to demonstrate our respect for the Royal British Legion and all those who look after our Armed Forces Veterans."

Councillor John Lamb, Mayor of the Borough of Southend-on-Sea



MNDA (Motor Neurone Disease Association)

In July 2020, amidst new safety measures requiring all staff and passengers within the terminal to wear a face covering, the airport identified an opportunity to provide PPE with the added benefit of supporting a local charitable enterprise.

London Southend Airport purchased face coverings for passengers and employees from the MNDA (Motor Neurone Disease Association).

The face coverings were handmade locally by a retired seamstress come charity volunteer, using high quality cotton enabling the coverings to be machine washable and reusable. The Motor Neurone Disease Association is the only national charity in England, Wales and Northern Ireland focused on improving access to care, research and campaigning for those people living with or affected by MND.

Runway Event raises over £7,000 for NHS

One of the Air Traffic Control team came up with a fantastic idea to help London Southend make the most of having a closed runway during the first lockdown, by hosting a runway event to help raise funds for the NHS. The charity run/cycle took place on Friday 29 May 2020 with 40 participants who were joined by MP James Duddridge.

Social distancing rules were strictly adhered to with participants starting at intervals and maintaining two metre gaps. It was the perfect opportunity to see the airport from a completely new perspective and to raise lots of money for charity.

Members of the airport volunteered to run or cycle the length of the runway to travel 290 kilometres – approximately the distance from Southend to Amsterdam. The team worked together and exceeded the target by travelling over 475 kilometres – the distance to Paris!

The runway is a total of 3.6 km on a return journey, and the participants exceeded their target by completing 132 laps. Money was raised via a Just Giving page shared by staff on social media channels. All of the funds raised were donated to the NHS.

"We are so proud of the team, whether taking part, volunteering to support the event or donating and raising awareness. We have surpassed our expectations, and this has been a fantastic opportunity to bring everyone together during challenging times whilst raising money for the NHS."

Glyn Jones, CEO Stobart Aviation



The team worked together and exceeded the target by travelling over 475 kilometres – the distance to Paris!



World Homeless Day

To commemorate World Homeless Day on 10 October, London Southend Airport arranged a donation of clothing, food and toiletries to SVP Community Hub.

Former Southend Churches Winter Night Shelter joined forces with the newly formed SVP Community Hub to support their COVID 19 project for the community by 'Turning Concern into Action' not only for the homeless, but also destitute families and elderly.

The hub is dedicated to supporting those in need including;

- Arranging temporary accommodation for the homeless.
- Providing basic household items for those that have been re-homed and have nothing.
- Offering food, clothing and toiletry provision for vulnerable people.
- Sign posting to services that will ensure people have a plan of action.

London Southend Airport scheduled collections of clothing, food and toiletries to be donated to those in need, the first of which took place on World Homeless Day with the Mayor and Mayoress in attendance.

"We are committed to supporting those in need within our community. The charity work relies heavily on donations and we are pleased that London Southend Airport is offering their support via regular donations of essential items."

John Lamb, Southend Mayor



Support from the Holiday Inn

In April, the Holiday Inn at London Southend Airport opened its doors to key workers, including police and medical staff to provide a safe space for some well-earned rest.



#Bearhugs

To help keep young children entertained during lockdown, the airport launched a #bearhugs campaign, encouraging children to send in photos or pictures of their favourite cuddly bear and to try and spot the LSA bear on social media posts. Weekly winners received a plush bear, donated by PMS toys, for extra hugs during lockdown.



Children's colouring competition

Following the fantastic response to the poppy display, London Southend Airport again reached out to local schools and young people, this time to colour and decorate a Christmas image. Inspiration was provided by LSA Elf, Jett, who posted regular updates of his antics in the lead up to Christmas Day.

"Our staff have taken every opportunity throughout the pandemic to engage with our local community, particularly the children who will have undoubtedly found this experience difficult and challenging at times. Anything we can do to help occupy them may also provide a little light relief for their parents, who may be juggling home schooling and working from home."

Glyn Jones, CEO Stobart Aviation



Reindeer runway event

As a result of the COVID pandemic, the annual charity Santa Flights could not take place. Following the success of the charity runway event in May, the airport team decided to host a charity runway run, with participants dressed as reindeer!

The event took place on 9th December. Flight schedule reductions due to COVID provided the opportunity to close the runway for a few hours to allow for fundraising and Christmas festivities. 20 members of the public were able to enter a competition to take part in the landmark event.

The successful applicants and airport staff members took to the runway dressed in festive costumes to raise another £7,000.

"I run often and it's my time out from working front line Ambulances. I completed my Paramedic training in September and with a year of COVID-19 challenges to get the chance to run down the runway was definitely a massive and much needed highlight of 2020!"

Sarah McBrearty, participant



On 25 February 2021, London Southend Airport held a virtual event to announce successful charities awarded funding from The Reindeer Runway Event held in December.

£7,000 raised from The Reindeer Runway Event was awarded to the following local charitable organisations;

- **East Essex Hackspace CIO:** Funding for a community workshop, specialising in Metalworking, Woodworking & Prototyping, teaching skills for free to the local public and supporting the wellbeing of retirees by providing them a weekday meeting point and REMAP, a charity which designs and engineers custom solutions for the disabled. Little Heroes.
- **MIND:** Funding for a wellbeing garden project at Nelsons Gate, Southend, for the residents to use, benefit from and tend to.
- **Rawcous:** Funding for an outdoor learning centre for children with Special educational needs & disabilities, mainly for children that are not able to access education.
- **St Cedds Church:** Funding for an eight-week life skills course run on Thursday mornings at Saint Cedd's, which equips people with tools such as how to eat well on a budget, and how to make money go further, meeting with a group of like-minded people and learning practical skills from trained coaches.
- **The SNAP Centre:** Funding to support families who have a child/young person with a special need/disability that have had to shield throughout the year increasing isolation, and children that have struggled to cope with changes to their routine and mental health difficulties.
- **Volunteering Matters - Women Against Sexual Exploitation Speak UP (WASSUP):** Funding to support young women and girls in Southend who have experienced or are vulnerable to violence and abuse, to have the tools and support to lead safer lives and develop their confidence.

Each of the successful charities are working on projects that focus on support and wellbeing for local needs and range from life skills courses to outside spaces.



"It is fantastic to see local charities being recognised for the wonderful work they do. I am sure it has given a great boost to all the successful charities and I look forward to seeing what they can achieve in the future."

Sir David Amess, MP Southend West



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
Isaenquiries@southendairport.com

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



Appendix. Summary of targets, commitments and actions

No.	Target/commitment/action	Timescale
Mode share		
1	Air passenger public transport mode share should be at least 35% by 5mppa	Review when passenger numbers reach more than 5mppa or within three years (whichever is earlier)
2	Staff mode share should not exceed 65% using single occupancy vehicles	Ongoing
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
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
5	The airport will engage and liaise with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area.	Ongoing
6	The Travel Plan Co-ordinators will investigate and develop 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
7	Work with taxi companies to reduce empty running.	Ongoing
8	Establish surface access partnership arrangements to encourage all employers on airport to engage with the ASAS.	Ongoing
9	Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.	Ongoing
10	Work with bus and coach operators to aim for a 4% mode share by passengers and staff.	Ongoing
11	Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.	Ongoing
12	Work with train operators to achieve 30% rail passenger mode share and develop train services that support passenger and staff travel demands.	Ongoing
13	Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.	Ongoing
14	Promote public transport integrated ticketing availability to staff and passengers.	Ongoing
15	Encourage employees to walk and cycle to work.	Ongoing

No.	Target/commitment/action	Timescale
Car parking		
16	Install electric car charging point(s) for employees and passengers in any new staff and/or short stay car parks and where feasible, in other areas (including as part of any 'meet and greet' offers).	Ongoing
17	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.	Ongoing
18	The airport will support and financially contribute to the Southend Borough Council's monitoring of street parking.	Ongoing
19	Ensure safe drop off and pick up arrangements are maintained	Ongoing
Travel planning and information		
20	Work with local authorities to promote public transport links to the airport.	Ongoing
21	Maintain/improve onward travel information in baggage reclaim area.	Ongoing
22	Continue to engage with active travel organisations to deliver a lifestyle approach to travel planning for staff.	Ongoing
23	Seek views of Southend Bus Users Group on Bus Services for the airport.	Ongoing
24	Engage with Airport Consultative Committee to seek views on surface access.	Ongoing
25	Use emerging technology to review and develop travel information.	Ongoing
26	Maintain 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
27	Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.	Ongoing
Surveys, monitoring and reviews		
28	Annual Passenger surface access travel surveys to be undertaken by CAA on a continuous basis.	Ongoing
29	Staff travel surveys to be undertaken at least every three years or more frequently if the TLG agree.	2022 or earlier
30	Continue to hold annual ATF meetings.	Ongoing
31	Continue to hold quarterly Transport Liaison Group meetings to review performance of ASAS targets.	TLG to meet quarterly
32	Review the Airport Surface Access Strategy in accordance with the S106 Agreement requirements (at 1mppa and every additional 500,000 ppa thereafter).	The next review will be at 2.5mppa then every additional 500,000 ppa thereafter

Notes



London Southend Airport
Southend-on-Sea
Essex
SS2 6YF

southendairport.com



London Southend Airport Company Limited registered in England, number 2881745
Registered address: 3rd Floor, 15 Stratford Place, London, W1C 1BE
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