

January 2022



# Community Feedback

## Summary

London Southend Airport commissioned a survey designed to understand the views of local residents. The survey was conducted in November 2021 by SEC Newgate.



### Participants

- 7,248 participants in total, 1,267 abandoning survey before completion.
- 31% of participants come from Southend & Rochford area.



### Routes

- Highest international flight requested was Spain and Portugal.
- Highest domestic flight requested was Scotland.



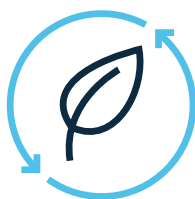
### Favourability

- Majority of participants have favourable view of airport, 65% selecting 10 out of 10.
- 90% of local respondents scored between 8-10/10 for favorability.



### Economy

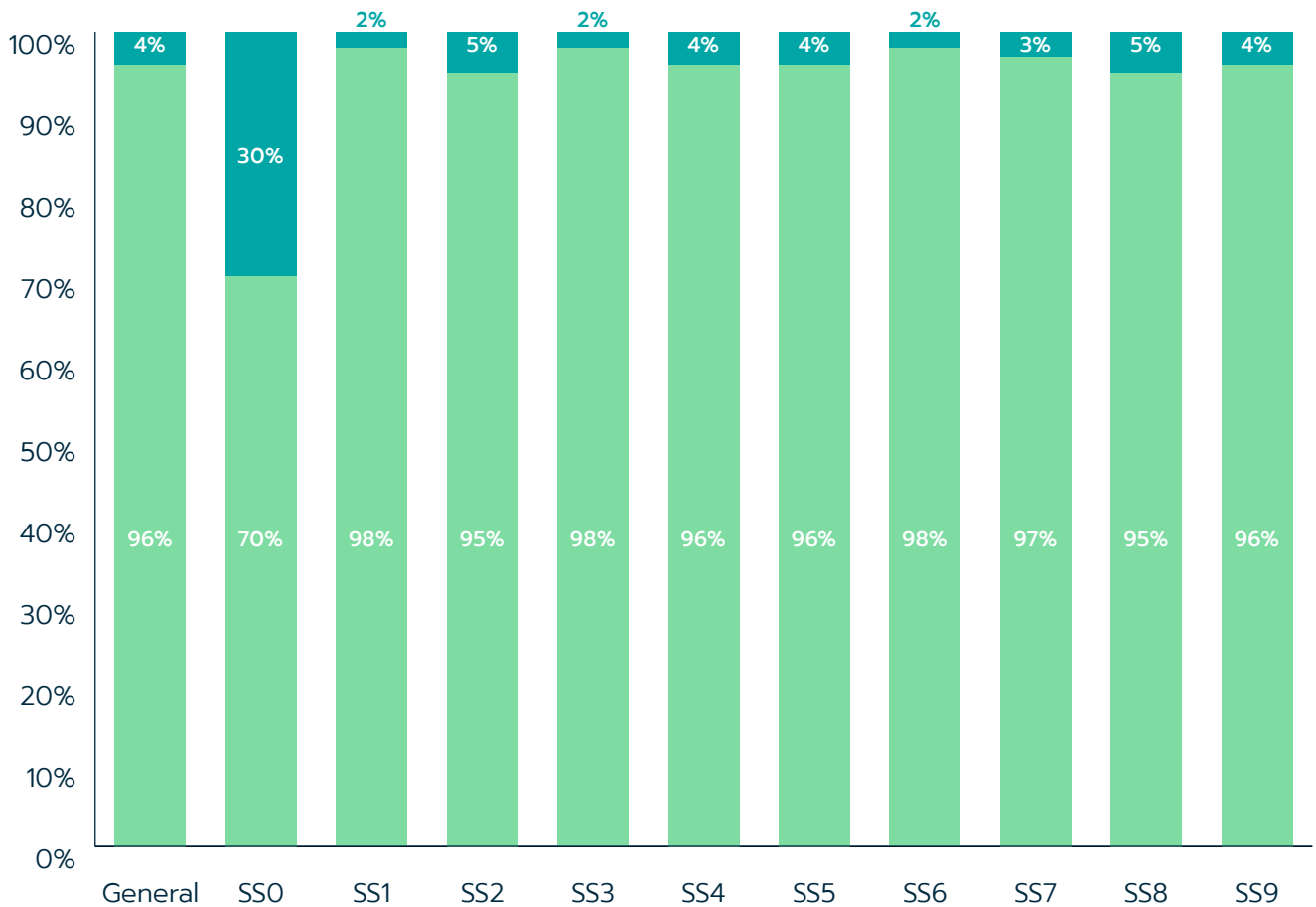
- 74% of local people gave 10/10 for airport contribution to the local area.



### Environment

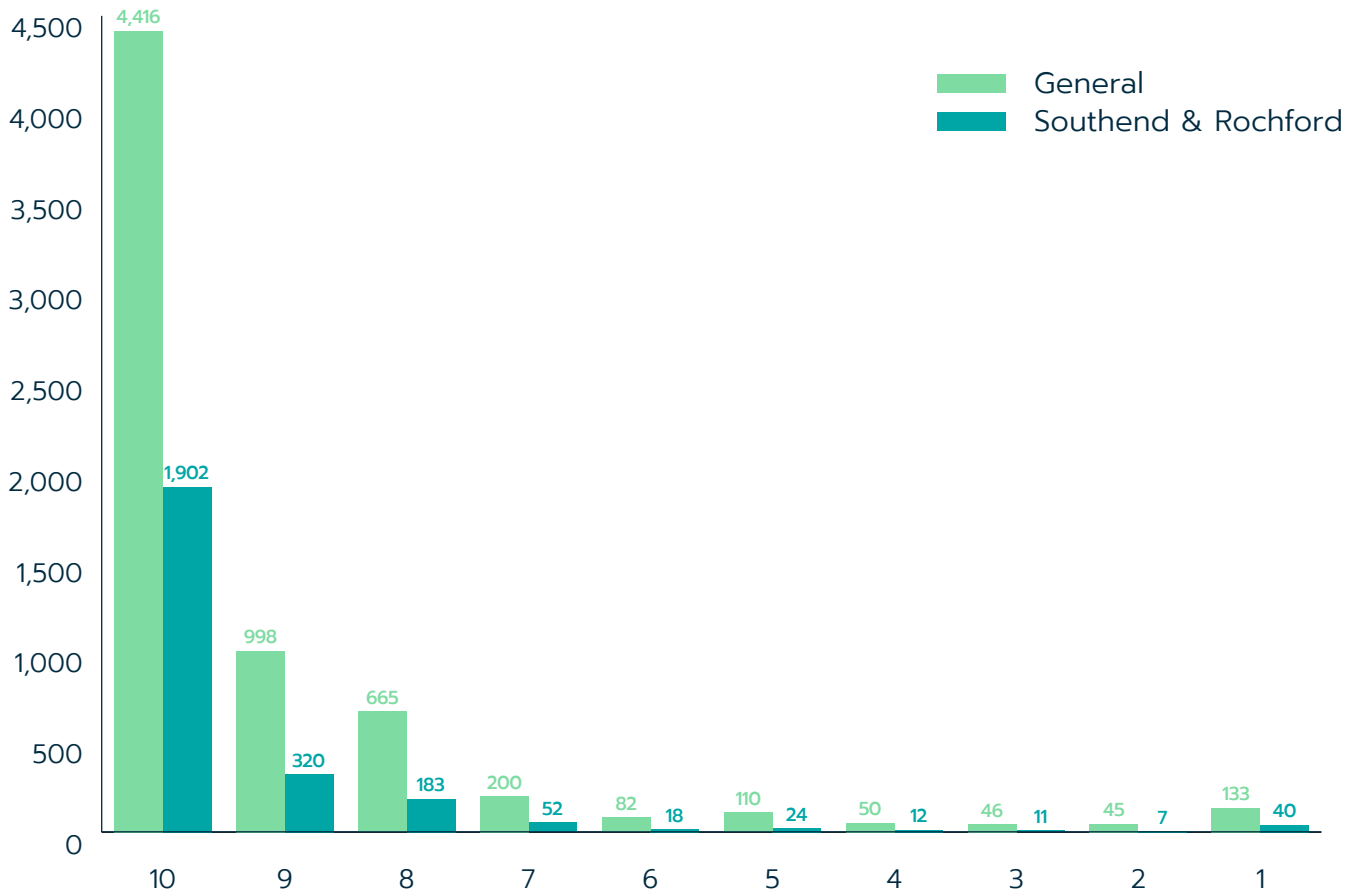
- High level of support for the airport's efforts to balance its environmental impact with its wider community benefit, over 5,000 local people scored 8-10/10 for environmental management.

## Have you previously visited or flown from London Southend Airport?



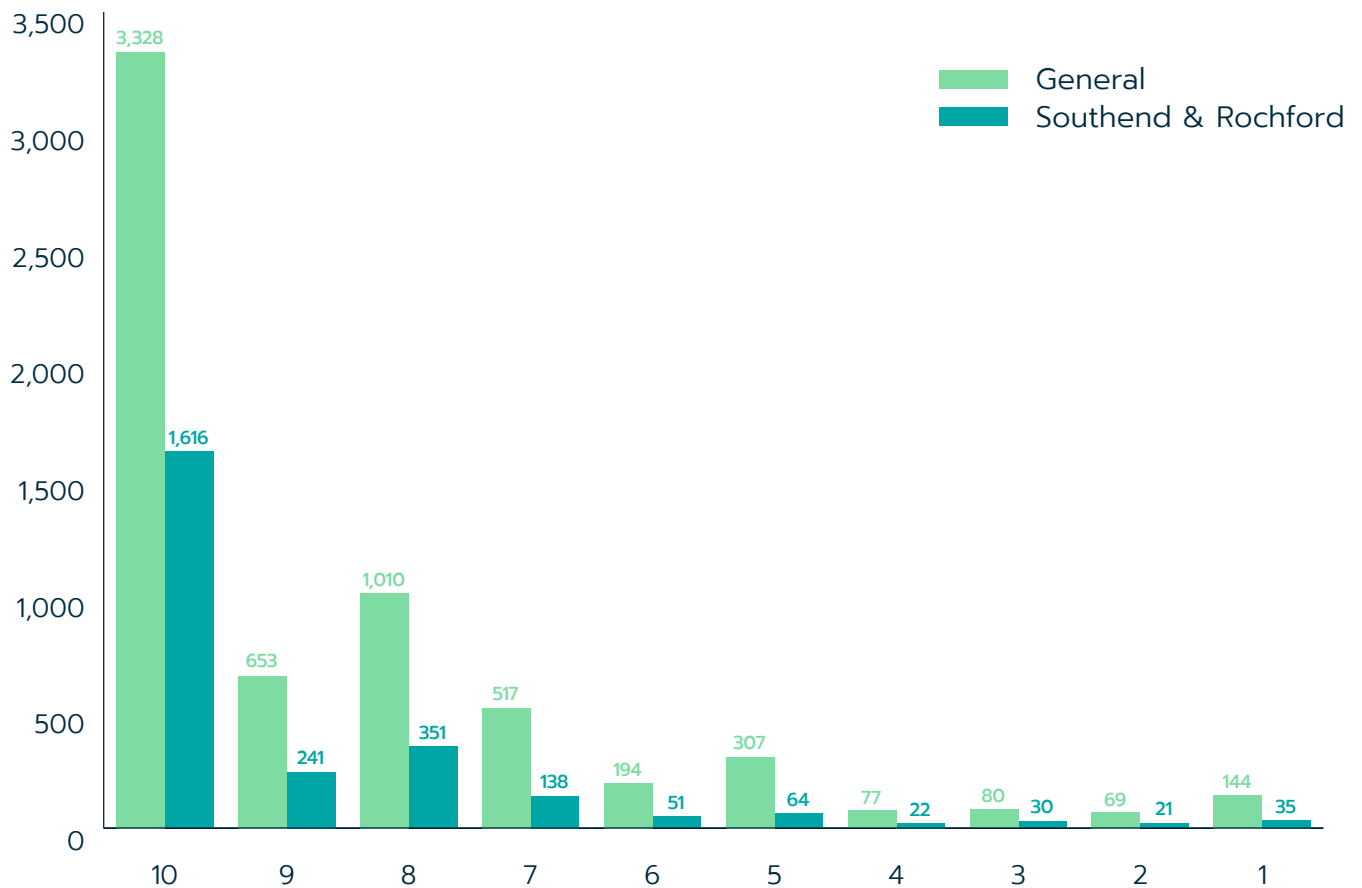
Post code	General	SS0	SS1	SS2	SS3	SS4	SS5	SS6	SS7	SS8	SS9
<b>No</b>	300	99	7	12	4	14	6	3	4	9	19
<b>Yes</b>	6,514	235	432	234	208	363	142	135	147	160	426
<b>Total</b>	6,814	334	439	246	212	377	148	138	151	169	445

## On a scale of 1 to 10, with 1 being the lowest and 10 the highest, how favourably do you view London Southend Airport?



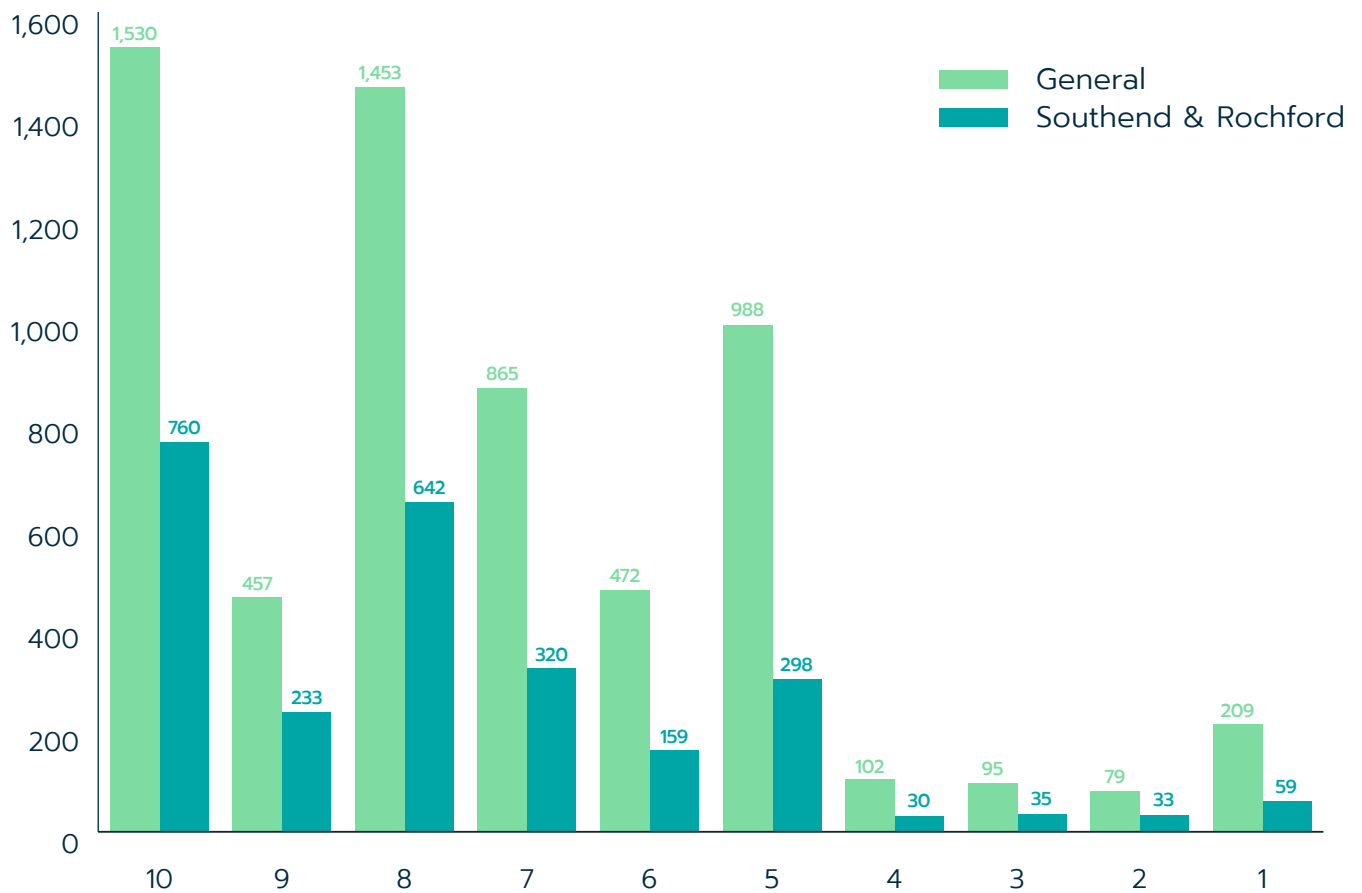
	10	9	8	7	6	5	4	3	2	1
<b>General</b>	4,416	998	665	200	82	110	50	46	45	133
<b>Southend &amp; Rochford</b>	1,902	320	183	52	18	24	12	11	7	40

**On a scale of 1 to 10, with 1 being the lowest and 10 the highest, how valuable do you consider the contribution that London Southend Airport makes to local employment and the economy?**



	10	9	8	7	6	5	4	3	2	1
<b>General</b>	3,328	653	1,010	517	194	307	77	80	69	144
<b>Southend &amp; Rochford</b>	1,616	241	351	138	51	64	22	30	21	35

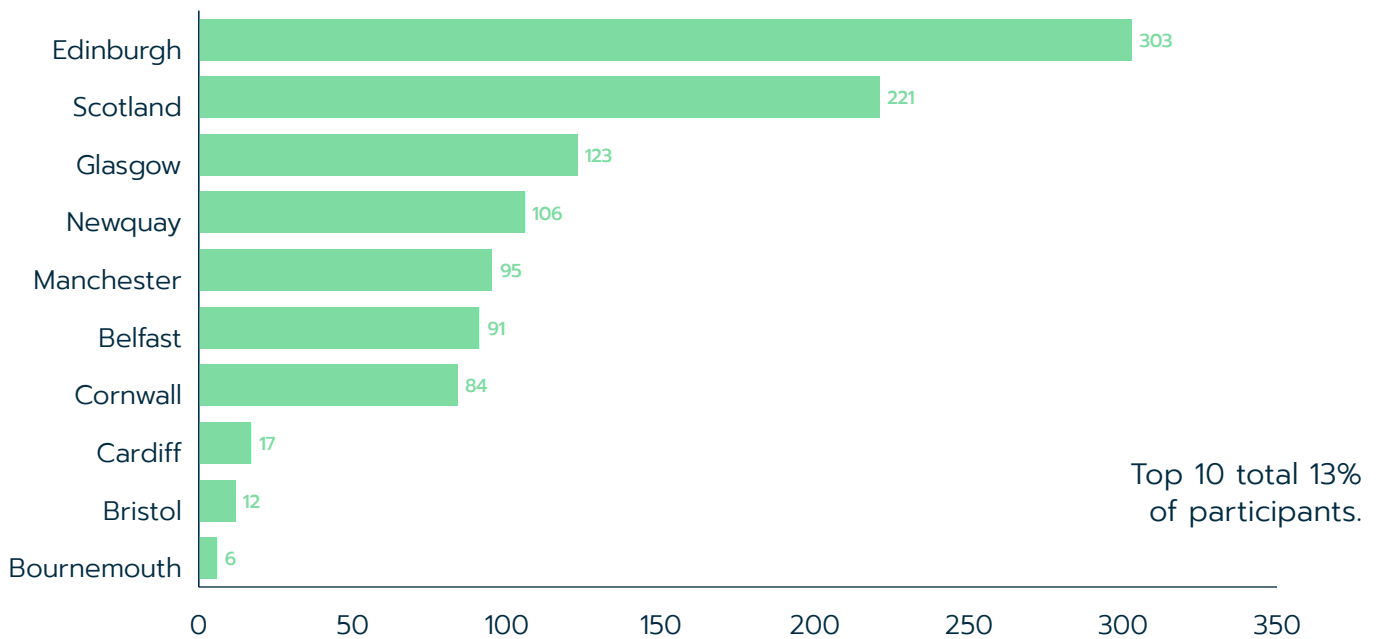
**All airports create benefits as well as environmental impacts in their communities. On a scale of 1-10, how well do you consider LSA manages this balance, with 1 as worst and 10 as best.**



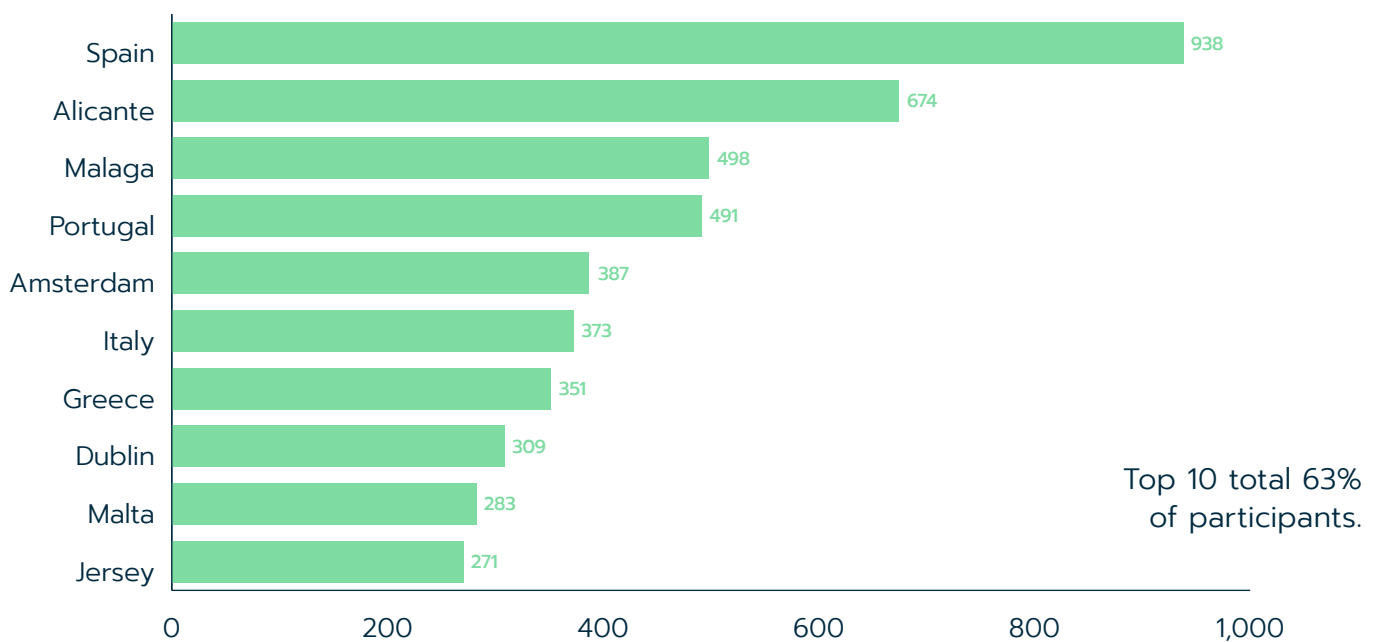
	10	9	8	7	6	5	4	3	2	1
<b>General</b>	1,530	457	1,453	865	472	988	102	95	79	209
<b>Southend &amp; Rochford</b>	760	233	642	320	159	298	30	35	33	59

## Route preference

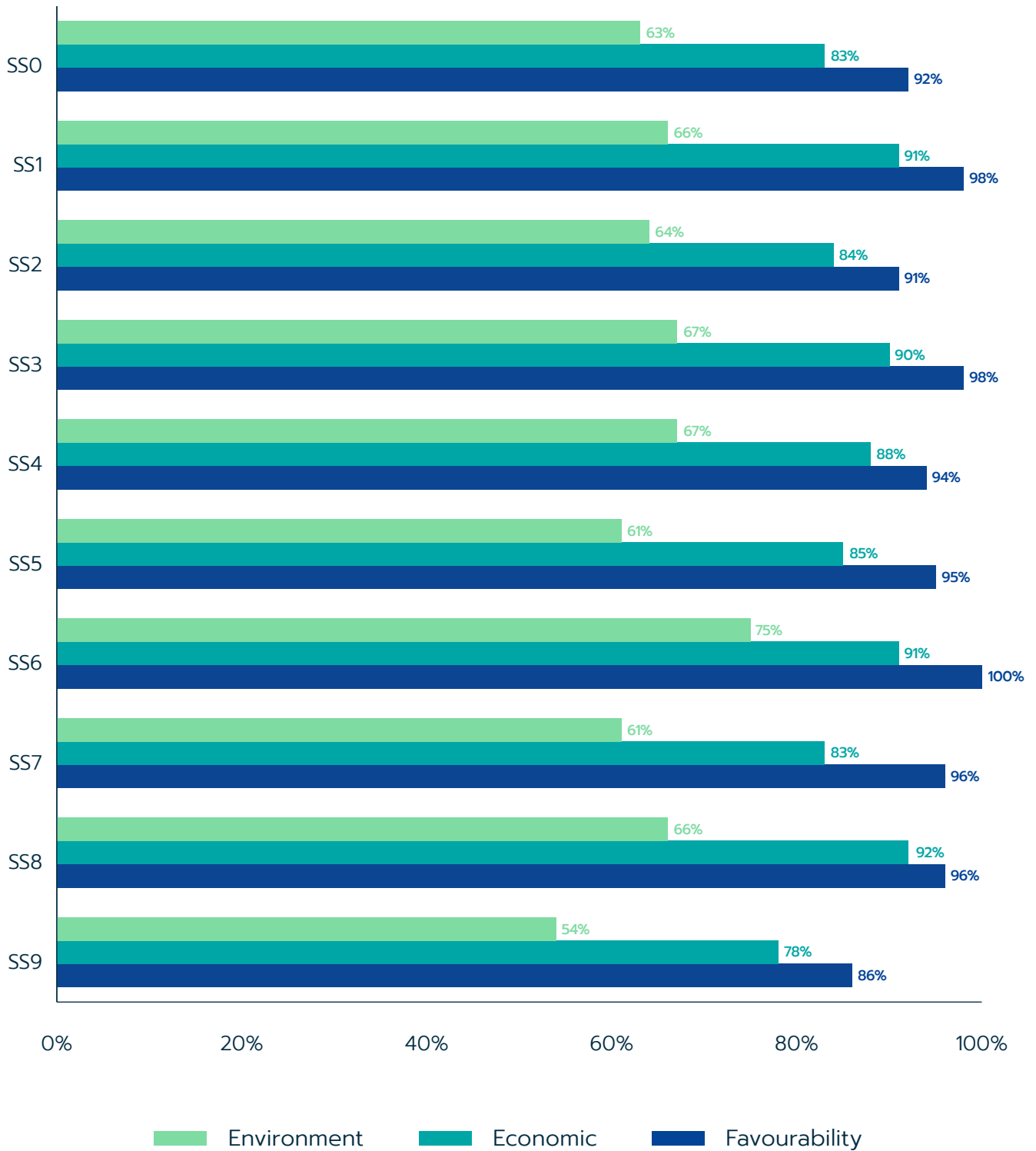
### Top 10 domestic destinations



### Top 10 international destinations



## Postcode favourability – 8-10 / 10





## Feedback, thoughts and suggestions

Narrative	Number of comments
Bring back a carrier	777
The airport is conveniently located / great local airport	706
Flights to return	246
An efficiently run airport	206
End night flights	162
Noise nuisance	142
An asset to the community	79
Love the airport	31

