

Performance

Total aviation movements	Feb 23	Mar 23	Apr 23	Total
2023/24	3,082	2,739	3,631	9,452
2022/23	1,646	2,393	2,742	6,781
Commercial mvt 2023/24	122	169	143	434
Commercial mvt 2022/23	146	188	162	496
Passengers 2023/24	0	222	2,856	3,078
Passengers 2022/23	0	0	0	0

CEO update

We welcomed the re-start of passenger services on 29 March with flights to Malaga. Palma began on 1 May, with Faro and Amsterdam operating from 24 May. The Jet Centre continued to thrive and is hosting an Open day on 29 June for private charter companies and tour operators.

Temporary cargo contract ended late March. We continue to seek partners for use of state-of-the-art bonded warehouse with availability. Our primary focus is on passenger growth.

Talks with airlines continue – key messages being *“We are part of the London Aviation market at 180m passengers with London capacity and real estate available now (limited, available capacity in all other London Airports). Airlines should move quickly to claim our fast growing and wealthy catchment area being East London, Essex and the south-east of England. With over 40 proven and further opportunity routes, offering London’s lowest operating costs to airlines and award-winning passenger experience, partnering with London Southend is an obvious win for airlines. London Southend is a Net zero ready partner and will have sustainable aviation fuel available, on demand, for airlines in the future. The LSA team are attending Routes Europe in early May.*

We have successfully recruited all required roles ahead of the re-start of passenger services and are continuing to recruit for roles in facilities and air traffic. Traineeships for ATC are also on offer, which can provide a well-rewarded, long-term career. Entry level qualifications are GCSE Maths and English before initial assessments, with attractive potential salary of £100k within five years.

LSA has launched its new website with over 60k users since launch on 6th March, providing passengers a far simpler, seamless digital experience. The intuitive website design works cohesively to support user navigation and assist with immediate access to the airports on-site amenities, including onward travel information and special assistance.

Esken PLC, owner of London Southend, has placed the airport up for sale. As reported externally, the airport leadership team see this as a positive step in realising our growth ambitions. The sale process is progressing but is still in the early stages.

Community Relations

LSA has extended its two-year partnership with South East and Central Essex Mind for a further 12 months. The 'Somewhere To Turn' helpline, funded by the Mental Elf event is working well, with an average of 40 calls a month.

In March, the airport hosted a PRM Committee meeting, inviting representatives from hidden and visible disability groups to tour the airport and provide feedback on our services. The ACC was represented by Les Sawyer. The committee praised LSA for its understanding of hidden disabilities, staff training and awareness.

Also in March, the airport provided some familiarisation tours for families of children with autism.

Night movements

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

Noise

The total number of noise complaints for the Q1 period February, March and April 2023 was 136. This excludes 2 complaints for police helicopters overflying the general area. The number of complaints fell sharply in April to just 14, due mainly to the decrease in night flights.

The number of complainants has also reduced, with just 7 people making noise complaints in April.

The 136 noise complaints were generated from 69 airport operations over the three-month period.

	Total ATMs	B734 Cargo ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Feb 23	2741	8	57	0	57	28	28	29
Mar 23	2417	10	67	0	67	27	48	19
Apr 23	3196	0	14	2	12	14	0	12
	8,354	18	138	2	136	69	76	60

This data shows that just 0.16% of aircraft movements during the Q1 period generated complaints.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Feb 23	11	57	100%	57	75%	43
Mar 23	20	67	100%	67	58%	39
Apr 23	7	14	100%	14	64%	9
		138		138		91

56 complaints related to aircraft operating to/from the SW over Leigh on Sea and 73 complaints related to aircraft operating to/from the NE over Rochford. (9 complaints related to helicopters, overhead aircraft which are not runway direction specific).

55% of all complaints were about aircraft operations during the night -time period.

	No. of night flights over Leigh	Night	ASL (Cargo)	Biz Jets	HM Coastguard
Feb 23	1	28	23	5	0
Mar 23	4	48	42	2	4
Apl 23	0	0	0	0	0
	5	76	65	7	4

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

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

There were two non-compliant flights during the Q1 period i.e., turned early and broke NPR controls. There were no complaints received in relation to one NPR breach. Please see quarterly 106 return for NPR breaches for details.

Mobile Noise Monitoring Requests

No requests for the mobile noise monitor (MNT) were received during the Feb, Mar, Apr 2023 reporting quarter.

Noise Forum

In February, Jeremy Pilgrim resigned as Independent Chair of the Community Noise Forum due to his current work commitments and for personal health reasons.

The role of Independent Chair was advertised in LinkedIn, via social media channels and on the LSA website.

The noise forum meeting went ahead on 15/03/23 without a Chair, for the sole purpose of progressing the review of the terms of reference (ToR). An updated draft ToR has now been sent to forum members for feedback.

The airport has had a positive meeting with a local applicant and will update the forum once a new Chair has been appointed.

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

Environment

LSA are working on its Net Zero plan and reviewing the draft Carbon Management Plan and will aim to issue and share in due course.

LSA are also about to commission a review of their NAP in line with DEFRA guidelines to meet 1st September. The review process will include some public consultation through the ACC and Noise Forum.

The airports first EV charging point was installed in the Jet Centre car park during Feb 23.

John Upton
Chief Executive Officer