

Performance

Total aviation movements	Aug 23	Sept 23	Oct 23	Total
2023/24	3344	3014	2986	9344
2022/23	3,035	2,643	2,873	8,551
Commercial mvt 2023/24	338	292	316	946
Commercial mvt 2022/23	380	297	244	921
Passengers 2023/24	17,557	24,250	24,901	66,708
Passengers 2022/23	15,501	15,157	13,126	43,784

CEO update

LSA has enjoyed a successful summer of flying and growth. Routes increased from 3 to 11 including new winter routes that were on sale by Sept 23.

Winter 23/24 flying schedule commences from the end of October, the first winter of commercial flying since 2019. Four winter routes are now on sale Paris, Amsterdam, Alicante and the most recently announced Grenoble on sale September with the inaugural flight scheduled for 14th January.

Total passengers 1st March to end October are 119,000, a 34% strong increase YoY. Our full year passenger forecast is at 160,000 which will be a near 100% increase YoY (vs 88,000 total pax last year). The load factor rate average is maintaining at a highly positive 86%, to the delight of both EZY and LSA.

Winter 23/24 bookings are also looking strong for leisure city breaks, winter sun and Ski.

Summer 24 flights that have been announced to date with easyJet are on sale with the full schedule available from late November. Six routes: Malaga, Faro, Alicante, Paris, Amsterdam, Palma de Mallorca,

Tour operator Balkan holidays is operating flights/holidays to Bulgarias Golden coast, Bourgas airport (June – Sept 24).

Positive talks with existing and new airlines continue, we hope to see more routes announced soon for S24 and beyond. Furthermore, our Business Development team very successfully represented us at the Routes World 2023 in October, this seminal aviation event facilitates growth collaborations between global airlines and airports. London Southend remains the prime solution for airlines aiming to grow in the London market, thanks to our proximity and accessibility to London and attractively low airline operating costs.

Our Jet centre now has two based aircraft (2Excel + Kitson) and won best FBO in country. We continue to focus on growth.

Planning permission for a new hotel remains secure with the first development still likely to begin late spring/early summer 24.

Our people are incredible. They are highly skilled, knowledgeable and continue to demonstrate loyalty, commitment and strong belief in our sure recovery. As at end October 2023, we currently employ 227 LSA colleagues (including rail).

We held a Recruitment Event on 24th October where we had over 300 people attend – this was in preparation of our forecast summer flight schedule, of which vacancies will be going live for in November/December. Main areas will be Security, Food and Beverage, and possibly cleaning.

The process of selling the airport is ongoing and is being run by our parent company Esken PLC. Esken is looking for the right buyer to take the airport forward and provide a positive outcome for stakeholders.

Community Relations

We will, once again, be supporting our charity partner through fundraising, participation and providing volunteering for the SECE Mind Mental Elf event, which is planned to take place on Saturday 2 December 2023 in Belfairs Woods. Details of the event and how to get tickets can be found on the SECE Mind website [Mental Elf 2023 – SECE Mind](#).

LSA colleagues played local charity team Run Free at Garon Park, Southend on Sunday 8. The event raised over £1100 for our charity partner SECE Mind and saw over 50 volunteering hours dedicated by the LSA team.

LSA will also be sponsoring the Rochford Parish Council Christmas festival Santas Grotto event Sunday 3 December.

Through our social media channels, we are currently seeking help from our community to knit poppies for a commemorative post box topper (located by our check-in desk). We will also be taking part in this year's [Samaritans Christmas Shoebox appeal](#) by offering the airport as a drop off location and encouraging staff and the community to donate gifts for children in low income/war ridden countries.

PRM Committee meeting held successfully on 31st October. The airport shared the results of the CAA passenger survey.

- **90% of departing passengers rated LSA at excellent** for the quality of assistance provided from arrival to the airport to boarding the aircraft.
- **90% of departing passengers rated LSA excellent** for the general helpfulness and curtesy of airport staff in meeting assistance needs.
- **90% of arriving passengers rated LSA excellent** for the quality of assistance provided from the arrival gate, through immigration and baggage collection, and out of the airport building.
- **90% of arriving passengers rated LSA excellent** for the general helpfulness and curtesy of airport staff in meeting assistance needs.

Night movements

All night movements for the quarter period remained within the agreed monthly quota i.e., 120. There were just 2 delayed and 1 diverted flight that operated during the night time period between Aug – Oct 2023.

Noise

The total number of noise complaints for the Q3 period August, September and October 2023 remained low at 85.

The number of complainants averaged 10 a month.

The 85 noise complaints were generated from 58 airport operations over the three-month period.

	Total ATMs	B727 Departures (QC4) ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Aug 23	2937	3	39	0	39	22	1	38
Sept 23	2704	3	25	2	23	21	3	20
Oct 23	2796	4	21	0	21	15	3	18
	8,437	10	85	2	83	58	7	76

This data shows that just 0.98% of aircraft movements during the Q3 period generated complaints.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Aug 23	10	39	100%	39	77%	27
Sept 23	13	23	100%	23	40%	10
Oct 23	9	21	100%	21	67%	14
		83		83		51

36 complaints related to aircraft operating to/from the SW over Leigh on Sea and 8 complaints related to aircraft operating to/from the NE over Rochford. (13 complaints related to helicopters, overhead aircraft which are not runway direction specific).

	No. of night flights over Leigh	Total Night complaints	Biz Jets	Delayed passenger
Aug 23	0	1	1	0
Sept 23	1	3	0	3
Oct 23	0	3	0	3
	1	7	1	6

During the Q3 period, there was just one night flight 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 Q3 period were investigated and the aircraft in question were fully investigated.

There were three non-compliant flights during the Q3 period i.e., turned early and broke NPR controls. One departing aircraft turned early to avoid bad weather and was therefore excused. There were no complaints received in relation to the NPR breaches. 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 Aug - Oct 2023 reporting quarter.

Noise Forum

The new independent Chair Mick Thwaites led the Noise Forum meeting held on 15 August. The meeting included a presentation by Logika on the Noise Action Plan R4.

The updated Terms of Reference (ToR) and Code of Conduct were agreed by members and have been published on the airport website. The revised ToR allows for more community groups and parish councils to join the forum.

The website has been updated to reflect the changes and advise on how to apply for membership.

Minutes of the meeting are published on the LSA website under [Connecting Communities](#).

Environment

The DRAFT Noise Action Plan was submitted to DEFRA on 31 October 2023 after consultation with the ACC and Noise Forum. We await feedback from DEFRA on the submission.

The airport has appointed consultants to review a number of plans required under the S106 agreement.

- Carbon and Environmental Management Programme
- Aircraft Engine Testing Best Practice Plan
- Quiet Ground Operations Scheme
- Air Quality Monitoring Programme
- Wake Vortex Compensation Scheme
- Sustainable Procurement Policy

Once the DRAFT documents have been agreed with SCC and RDC, they will be presented to the ACC and Noise Forum for comments.

Following a recent planning application and subsequent approval from RDC, London Southend Airport have now received approval from the CAA to carry out the works on the airfield, the

drainage works identified are due to commence mid November 2023, these works will improve existing drainage installed at Eastwood Brook (EB1).

In addition, baseline ecology and water quality surveys have recently been completed to inform the design team (Logika Group) commissioned by London Southend Airport to design and implement the overall Surface Water Drainage Strategy.

Energy and Carbon reduction plans continue to be developed, subject to budgetary review, London Southend Airport will move to 100% renewable electricity supply to support their existing solar investment. Other strategies will include upgrading lighting to LED, installing EV charging and replacing the existing vehicle fleet with EV where practicable.

Caroline Fitzgerald
Commercial Director
On behalf of
John Upton
Chief Executive Officer