

Performance

Total aviation movements	Nov 23	Dec 23	Jan 24	Total
2023/24	2,639	1,616	2,568	6,823
2022/23	2,030	2,305	3,008	7,343
Commercial mvt 2023/24	215	205	210	630
Commercial mvt 2022/23	155	160	126	441
Passengers 2023/24	11,249	13,841	11,034	36,124
Passengers 2022/23	0	0	0	0

CEO update

With the winter season in full swing, London Southend is offering its biggest winter programme of routes since 2019 with airline partner, easyJet. The attractive destinations, which include Alicante, Amsterdam, Paris CDG, Geneva and Grenoble, offer passengers a great mix of winter sunshine, city breaks and ski holidays.

From Monday, March 25, London Southend will be operating six-times weekly flights to Milan with our brand-new airline partner, [Aeroitalia](#). The route to Milan Bergamo Airport offers a convenient connection to Italy's fashion hub, with leisure-friendly 10.45am departure times attracting travellers from both ends of the route.

Summer 24 flights, with easyJet, are on sale to Malaga, Faro, Alicante, Paris, Amsterdam, Palma de Mallorca (now up to 8 x per week).

With flights starting in August, you can now also book a four-night holiday to Sønderborg, Denmark with UK tour operator Mann Link Travel.

Travel agents from Hays Travel Southend, easyJet holidays, Balkan Holidays, Disney and more stood side-by-side at the Holiday Inn Southend at our brand-new Travel Show this January. Members of the public attended to purchase discounted holiday tickets to a variety of our destinations. The Mayor of Southend was in attendance, and over 300 guests were treated to airport tours and music from X Factor finalist Matt Linnen.

Growth for the airport is great for the region as it brings with it significant economic growth and more jobs for local people. LSA is driving awareness through its B2C and B2B marketing strategies, with ads running on the C2C gate line, Google display, Skyscanner and Radio Essex (weather sponsorship) alongside a range of social activity. Our recent Aeroitalia launch reached more than 20m people in London and the Southeast.

Total passengers to end Dec 145,000. Full year passenger forecast remains at 160,000 which will be a near 100% increase YoY. Load factor average of 84% remains strong.

LSA's multi-year deal with easyJet continues as does positive talks with new airlines. We hope to be able to announce further new routes for S24 and beyond shortly.

In readiness for June 24 regulatory changes and pax growth, we have some layout changes afoot in central search that will ensure that we continue to deliver optimal efficiency and compliance in our search area. A second C3 security scanner will be live in London Southend before June 24 which will further enhance our airports' ability to detect prohibited items and with greater convenience for passengers.

The Pub in Departures is due to reopen from May 2024. Our commercial offer will always continue to evolve, aligned with passenger growth.

Current LSA colleague headcount (including rail) is 225, over 300 including the Hotel. Recruitment for Summer 24 is also underway that will see our headcount increase further – 80% of our employees are from SS postcodes. Headcount is expected to increase to over 350 in total.

Community Relations

The SECE Mind Mental Elf event, which was held on Saturday 2 December 2023 in Belfairs Woods raised an amazing £11,154, of which £5,000 was match funding from LSA.

Total fundraising for SECE Mind for the FYE 24 is now at £12,322.70.

Total volunteering hours donated by LSA colleagues is 110.

The airport received a great response from the community for our knitted poppy appeal and used all of the poppies to decorate the post box by check-in.

The airports Safety and Compliance manager Darren Peacock, who served as an RAF Engineer for more than 20 years, marched alongside war veterans at the Southend Remembrance Service Parade. He laid a wreath on behalf of the airport at the Southend Cenotaph.

The airport sponsored the Rochford Parish Council Christmas festival Santas Grotto event Sunday 3 December and once again supported the Samaritans Purse charity and their Operation Christmas Child 'Shoebbox Appeal' by registering as a drop-off location for Christmas shoeboxes and promoting the appeal via social media. We beat our shoebox total from 2022 and collected a total of 56 boxes of goodies that will go to children in deprived/war-torn countries.

The airport has committed to sponsoring several local events including Essex & Herts Air Ambulance 'Strictly Air Ambulance', Southend Rugby Club 'ladies match for breast cancer' and Havens Hospice Southend Half Marathon.

The next PRM Committee meeting will be held 3 April 2024 in preparation for the busier summer schedule.

The next Airport Transport Forum will be held on 12 March 2024.

Night movements

All night movements for the quarter period remained within the agreed monthly quota i.e., 120. There was just one business jet that operated during the night time period between Nov – Jan 2024.

Noise

The total number of noise complaints for the Q4 period November, December and January 2024 remained low at 51.

The number of complainants averaged 6 a month.

The 51 noise complaints were generated from 42 airport operations over the three-month period.

	Total ATMs	B727 Departures (QC4) ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Nov-23	2305	3	20	0	20	20	1	19
Dec-23	1403	4	18	0	18	12	0	18
Jan-24	2314	4	13	0	13	10	0	13
	6,022	11	51	0	51	42	1	50

This data shows that just 0.7% of aircraft movements during the Q4 period generated complaints. The were 11 B727 departures in the Q4 period which generated just five complaints.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Nov-23	7	20	100%	20	80%	16
Dec-23	7	18	100%	18	78%	14
Jan-24	5	13	100%	13	85%	11
		51		51		41

35 complaints related to aircraft operating to/from the SW over Leigh on Sea and 12 complaints related to aircraft operating to/from the NE over Rochford. (4 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
Nov-23	1	1	1	0
Dec-23	0	0	0	0
Jan-24	0	0	0	0
	1	1	1	0

During the Q4 period, there were no night flights to/from the SW over Leigh on Sea which did not follow the preferred runway for reasons permitted under the S106 exemptions. There was just one night flight in the 3-month period – a biz jet arriving over Rochford at 00:02 on the 27th November 2023.

All complaints for the Q4 period were investigated and the aircraft in question were fully investigated.

There were three non-compliant flights during the Q4 period i.e., turned early and broke NPR controls. 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 Nov – Jan 2024 reporting quarter.

Noise Forum

The latest Community Noise Forum meeting was held 16 January 2024 and led by the Chair Mike Thwaites.

The current focus of the forum is to recruit new members. The Chair is actively engaging with local community groups and Parish councils to secure a robust forum in readiness for increased aircraft activity as passenger numbers grow.

Two members of Rochford Parish Council and an individual that has previously communicated extensively with the airport and local stakeholders on the subject of night flights, have been invited to attend the next meeting to be held 23 April 2024.

ACC members are encouraged to direct any local community groups to the LSA website for more information on how to apply for membership to the noise forum.

Details of how to apply for membership and minutes of previous meetings are published on the LSA website under [Noise Management - London Southend Airport](#)

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 is currently working with RDC, SCC and ECC 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 drainage works on the airfield, the drainage 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 and include upgrading lighting to LED, installing EV charging and replacing the existing vehicle fleet with EV where practicable.

John Upton
Chief Executive Officer