

Performance

Total aviation movements	Feb 24	Mar 24	Apr 24	Total
2023/25	1,895	2,378	2,310	6,583
2022/24	3,082	2,739	3,631	9,452
Commercial mvt 2024/25	233	239	271	743
Commercial mvt 2023/24	122	169	143	434
Passengers 2024/25	15,479	15,971	15,078	46,528
Passengers 2023/24	0	222	2,856	3,078

CEO update

LSA exceeded full year passenger forecast of 160,000 passengers for FY 24 at 172,068 a 93% increase compared to FY23. March 24 performance was strong with load factors of 72% and forward booked loads are looking strong for the summer.

In May 2024, we were thrilled to announce that easyJet will be opening a three (186-seat A320neo) aircraft base at the Airport from spring 2025, creating hundreds of direct and indirect jobs over the coming years. This news was further enhanced with the launch of six new easyJet holidays destinations, including Pisa, Gran Canaria, Dalaman, Antalya and Marrakech as well as to Enfidha in Tunisia. More new destinations are to be announced later in the year.

The Air Bus A320neo aircraft, generate 15 per cent fewer emissions, and most significantly, are 50 per cent quieter for take-off, and landing and taxiing than the traditional aircraft.

Global investment firms Carlyle (NASDAQ: CG) and Cyrus Capital Partners have now completed their tale over transaction for the airport. Carlyle and Cyrus both have extensive experience across the aviation industry and deep knowledge of LSA and their commitment to the Airport's future, delivers both certainty and stability and will enable the Airport to accelerate its growth plans with their considerable investment capability and operational expertise.

A second C3 security x-ray has been installed and will be ready for use in June, further enhancing our airports' ability to detect prohibited items and with greater convenience for passengers. New body scanners will also be live in June.

Our pub in Departures, The Navigator, reopened from in May 2024. Our commercial offer will always continue to evolve, aligned with passenger growth.

Current LSA colleague headcount (including rail) is 266, over 350 including the Hotel. Recruitment for Summer 24 is also underway that will see our headcount increase further – 86% of our employees are from SS postcodes. We have welcomed 28 new joiners since 1st April.

Community Relations

Total fundraising for SECE Mind for FY 24 totalled £12,322.70 – the airport has renewed its partnership with SECE Mind for 2025 and will continue to fundraise/raise awareness for mental health.

- Total volunteering hours donated by LSA colleagues for FY 24 is 110.
- 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’, Havens Hospice Southend Half Marathon, World Cup-on-Sea for Great Ormond Street Hospital and Leigh Regatta as well as Essex Cricket.
- The Essex & Herts Air Ambulance ‘Strictly Air Ambulance’ event held in March helped raise over £40,000 to support the Air Ambulance.
- We sponsored and played the Word Cup on Sea charity football match held at SUFC in May, which raised over £47k for Great Ormond Street hospital.
- LSA colleagues also played Run Free Utd at Roots Hall in May and helped to raise over £2,200 for our charity partner SECE Mind.

PRM committee meeting held 03/04/23 – positive feedback from disability groups about customer service at Southend and how LSA is the preferred airport of choice for their disability groups.

Results and feedback from the CAA passenger survey (Oct – Mar 24) show that 90% of our arriving passengers rate our ‘general helpfulness and courtesy of the airport staff in meeting assistance needs’ as excellent. 94% of departing passengers rated us as excellent.

Night movements

There were just two night-time movements in the Q1 period. One delayed passenger departure, and one business jet arrival. 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 Feb - Apr 2024.

Noise

The total number of noise complaints for the Q1 period Feb - Apr 2024 remained low at 51. The 92 noise complaints were generated from 61 airport operations over the three-month period.

	Total ATMs	B727 Departures (QC4) ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Feb 24	1,701	4	15	1	14	11	0	14
Mar 24	2,042	0	27	0	27	23	0	27
Apr 24	2,028	3	52	1	51	27	12	39
	5,771	7	94	2	92	61	12	80

This data shows that just 1% of aircraft movements during the Q1 period generated complaints. There were seven B727 departures in the Q1 period which generated just three complaints.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Feb 24	6	14	100%	14	80%	12
Mar 24	6	27	100%	27	78%	21
Apr 24	16	51	100%	51	65%	34
		92		92		67

63 complaints related to aircraft operating to/from the SW over Leigh on Sea and 26 complaints related to aircraft operating to/from the NE over Rochford. (3 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
Feb 24	0	0	0	0
Mar 24	0	0	0	0
Apr 24	2	12	10	2
	2	12	10	2

During the Q1 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 were just two night-flights in the 3-month period – a delayed passenger departure over Leigh on Sea at 00.26 on 23 April and a biz jet arriving over Rochford at 00.52 on 28 April.

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 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 Feb - Apr 2024 reporting quarter.

Noise Forum

The latest Community Noise Forum (CNF) meeting was held 23 April 2024 and led by the Chair Mike Thwaites.

Local resident Mr Smith was invited to attend and make a presentation of his complaints and concerns to forum members and the airport team. Other new members include councillors from Rochford Parish Council.

A copy of Mr Smith's presentation and answers as well as minutes of previous meetings are published on the LSA website under [Noise Management - London Southend Airport](#)

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.

UEFA night flights

London Southend will be supporting the UEFA football event by sharing capacity alongside all other relevant London Airports for the Champions League final which is being held at Wembley. Given the timing of the game, flights will be operating between 11pm 1st June – 06.30am on 2nd June.

This huge international event will help generate revenue for the UK economy and LSA is the only London airport to be accommodating night flights under existing controls (all other London airports have been granted additional night movement quotas for this one-off event).

All flights will operate under the terms of the S106 and existing controls. The number of flights is not yet confirmed but will depend on demand. The CNF has been kept informed on this event and the potential for night-flights.

Environment

The DRAFT Noise Action Plan was submitted to DEFRA on 31 October 2023 after consultation with the ACC and Noise Forum. Just three minor comments were received from DEFRA:

- A statement regarding the airport's long-term intentions is required.
- Figures shown for estimates from previous data (2006-2021) but no new estimates given. An overall estimate of the reduction of affected population numbers is required.
- No clear summary has been included. Schedule 4 of the Regulations which sets out the minimum requirements for Action Plans requires that NAPs should contain a summary covering all the important aspects referred to in Annex V of the Directive, not exceeding ten pages in length.

These points have been addressed and the revised DRAFT NAP resubmitted to DEFRA for final approval. As no new targets/actions have been added, DEFRA recommended that re-consultation with our stakeholders is not necessary. The R4 NAP will be published on the LSA website once approved.

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

LSA has received comments on the first draft plans from SCC consultants and is awaiting feedback from RDC. Once received, LSA consultants will prepare responses.

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 support 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.

25% of terminal energy usage is produced by renewable sources generated onsite from our solar farm. And we are actively seeking to switch all our energy supply to 100% green energy.

Concentration levels of NO₂ measured around London Southend Airport consistently remain below Government limits. London Southend saw a 93% increase in passengers compared to 2022-23 however the NO₂ levels have continued to reduce around the airport site.

John Upton
Chief Executive Officer