



Annual Report

2023-24



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Annual Report
2023-24

Facts and figures



Passenger and aircraft statistics

Passengers per year:
0.17 mppa – up 93% on previous year

Destinations: **11** – up by 7 on previous year

Countries served: **6**



Community

Staff living within an SS postcode area: **87%**

Number of LSA employees: **227** (increase of 53 from previous year)

Fundraising this year: **£12,000+**

Fundraising total since 2011: **£130,000+**

Volunteering hours: **110**



Environment

NO2 levels around the airport (4 locations):
Range 17.4 – 19.9 µg/m3
(Government Air Quality Objective is 40 µg/m3)

Solar Farm: **25%** of electricity used came from our on-site solar farm

Waste: **0%** waste to landfill



Aircraft Movements

Total Air Traffic Movements (ATMs):
29,995

% of annual ATM quota used: 56%

% night-time ATM quota used: 1%

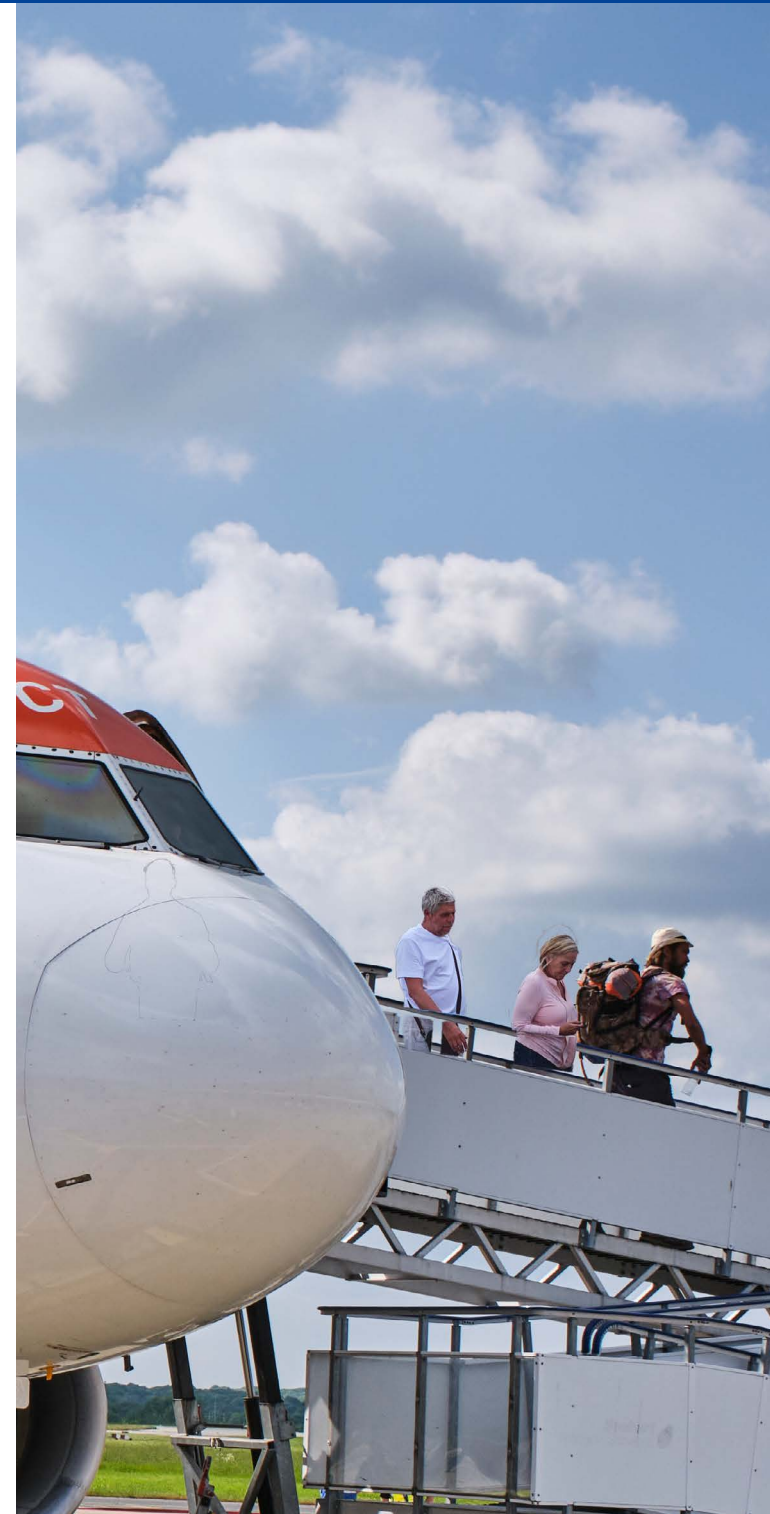
NPR breaches: 7



Noise

Complaints: 289
– 90% reduction on previous year

Complainants: 37
(35 households) 35% reduction on previous year





Acting Chief Executive Officer's message

Welcome to our 2023-24 Annual Report.

The Airport has achieved significant progress during the 2023-24 reporting period and has become well positioned for continued expansion and success. John Upton, who joined the airport in September 2022, has now stepped down from his role as Chief Executive Officer to pursue new opportunities. I would like to take this opportunity to thank John for his contribution and leadership, especially his efforts in ensuring a smooth transition to new ownership and securing the return of a three-aircraft easyJet base in 2025!

I am honoured to take on the role of Acting CEO, having worked for London Southend for more than 26 years and most recently as Director of Operations. My focus will be on continuing to build on the airport's recent momentum, providing our travellers with industry leading, safe and secure services.

London Southend remains a key asset to Southend City and the wider region, and I look forward to working alongside our highly skilled teams as we continue to build on the many opportunities that lie ahead.

I am delighted to report on a year of significant achievement for our award-winning airport. We've grown passenger numbers, enabled new routes, initiated recruitment drives, strengthened our commitment to green energy and secured our growth with new ownership.

Alongside airline partner easyJet, we recorded our biggest winter routes programme since 2019. Passengers enjoyed a great mix of winter sunshine, city breaks and ski holidays to Alicante, Amsterdam, Paris, Geneva and Grenoble.

As of May 2024, Carlyle and Cyrus Capital Partners became our majority stakeholders; both have extensive experience across the aviation industry and deep knowledge of London Southend. We are extremely confident in their commitment and the stability this will provide ensuring our growth plans will be realised.

With a fast-growing population of nearly eight million people within an hour from our airport, and other London airports facing full capacity, we're ideally placed to serve airlines looking to grow their London operations. Developing London Southend is also important for the region as it brings significant economic growth and provides more skilled jobs for local people.

Our recruitment events continue to attract hundreds of local people, and we've built new teams ready for a soar in passenger numbers – numbers which significantly increased by 93% on 2022-2023. We're expecting to be back to pre-pandemic levels by 2026-27.

We're actively developing our plan to deliver Net Zero and have made notable progress. Already, 25% of terminal energy usage is

being met by renewable sources – generated onsite from our solar farm – and we are currently engaged in switching to 100% green energy.

Reducing the airport’s carbon footprint remains the highest priority and we are minimising energy consumption wherever we can. Sustainability initiatives, such as switching light bulbs to LEDs and introducing new certified ‘Earth Pro’ uniforms for our teams, will help to expediate the process of reaching Net Zero. Next year easyJet will base and operate three Air Bus A320neo aircraft, which 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.

In January, travel agents from Hays Travel Southend, easyJet holidays, Balkan Holidays and Disney Holidays attended our London Southend Airport Travel Show with more than 300 guests in attendance.

Looking forward, summer 2024 flights to Malaga, Faro, Alicante, Paris, Amsterdam and Palma de Mallorca are filling up. We know that support for the airport is strong; engagement on our social channels is up 76% since 2022. Demand for routes remains high and we are working hard with our existing partner - and in attracting new airlines - to fulfil this. We have recently announced seven further new easyJet routes for 2025 and expect more destinations to follow.

I’d like to end by saying how enormously proud I am of our talented and highly committed colleagues. They work tirelessly alongside our management team to ensure our passengers have the best experience possible and that our airport functions to very high standards. I’m particularly happy to report that 90% of passengers with reduced mobility rated our airport as ‘excellent’.

Locally, the London Southend team will be continuing its valuable charity work through a partnership with SECE Mind. And as well as proudly supporting the mental wellbeing of our local community in 2024, we’ll be sponsoring charitable, community and educational good causes in the immediate area and across Essex and London.

The airport continues to operate well within its S106 planning commitments. I am pleased to provide an update on progress of the airport’s performance, against our planning conditions, for the period March 2023 to February 2024.



1. Development

Airspace

Controlled airspace

In March 2017, London Southend Airport submitted an Airspace Change Proposal (ACP) to the Civil Aviation Authority (CAA) for the introduction of two new areas of airspace. These sections formed part of the original design from 2015, but had not previously been approved.

The proposed locations lie to the North East and South East of the Airport. Permission was granted for the airspace to the North East – subject to yearly traffic levels reaching 2018 levels within three years of October 27, 2020, and there being no changes to the wider context, which would have a material impact on the validity of the decision.

Movement figures from January – December 2021 exceeded those of 2018; therefore, in accordance with the conditions, the additional airspace was implemented in September 2022 and publicly reported here. A Post Implementation Review (PIR) is scheduled for spring 2024.

Standard Instrument Departure Procedures (SIDs)

London Southend has decided to withdraw the SIDs Airspace Change Proposal (ACP) and is progressing the introduction of SIDs under the FASI-S ACP: [FASI South – London Southend Airport](#)

Area Navigation (RNAV) Instrument Approach Procedures

The procedure designs and ACP has been submitted to the CAA and is awaiting approval.

UK Airspace Modernisation Strategy (AMS)

As a stakeholder in the development of the wider UK Airspace Modernisation Strategy, currently sponsored by the Department for Transport (DFT) and CAA, London Southend has a unique opportunity to continue modernising its airspace – particularly in the South East region, which has not seen any significant changes for more than 50 years.

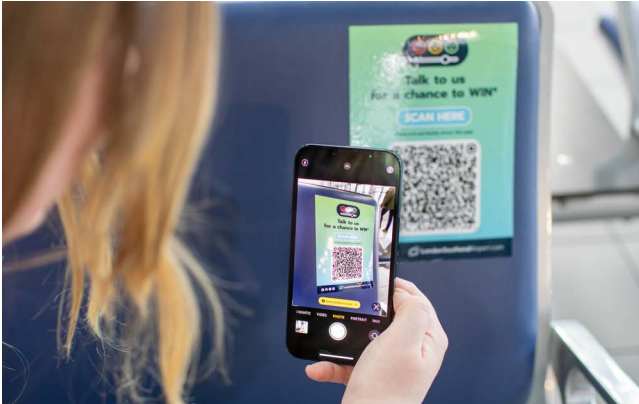
The Airport filed an ACP with the CAA in December 2018 to support this regional strategy alongside 16 other airports in the South East. This activity was paused during the Coronavirus pandemic and later reactivated in 2021.

Following feedback from the CAA, London Southend is currently working on the Stage 2A and 2B documentation; expected to be re-submitted by autumn this year and completed in 2030.

For further information on airspace changes: [Airspace Change Proposals – London Southend Airport](#)



Communication with our customers



Social media

Thanks to a variety of social media channels, London Southend is able to connect to its customers with fun, interactive and informative messaging. Followers can gain valuable insight into airport operations, career opportunities and outlet promotions, whilst also providing honest and open feedback through our in-terminal 'passenger survey' QR codes or direct messaging service.

Customers engage at a high level with route-specific content, often commenting with appeals for a new or returning routes – information which is then shared directly with airlines to demonstrate demand.

A dedicated TikTok was created in April 2023 to target a previously untapped demographic within London Southend's 8.2m catchment area. The platform focuses on developing awareness, building engagement, and growing reach; specifically targeting prospective passengers aged 18 – 35.

As of March 2024, the account has almost 3.5k followers, with more than 17% living in London. Facebook reach has seen a 33.6% increase, and Instagram a 139.1% increase.

During the reporting period, social media activity has obtained more than 100 million impressions.

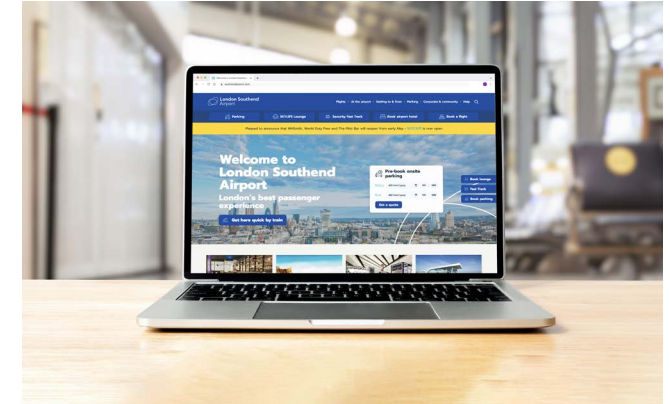


Community newsletter

Residents are kept up to date on airport news and developments with a bi-annual Community Newsletter, whilst a regular email newsletter, PROPEL, provides subscribers with weekly insights into exciting promotions, exclusive airport offers and destination announcements.

Community newsletters can be found here:
[Connecting Communities - London Southend Airport](#)

Subscribe to receive PROPEL here:
[Join Our Newsletter - London Southend Airport](#)



Website development

In March 2023, London Southend launched a brand-new website which includes one-click product booking and a helpful range of travel guidance.

More than half a million users have accessed the site and, as a result, London Southend has seen more than 7.4k new newsletter subscribers and successfully sustained a website engagement rate of more than 67%.

The intuitive website design continues to work cohesively to support user navigation and assist with immediate access to on-site amenities, such as Parking, Security Fast Track, or access to the SKYLIFE Lounge.

It includes a carousel display banner to push key messages, including announcements, package holiday promotions, travel news, or incentives to be displayed whilst never straying from our core commercial prompts.

The 'Travel Hub', a one-stop-blog for all things travel, inspiration and information launched summer 2023 and consistently ranks number one in Google SEO.

With an updated key performance indicator (KPI) capability, London Southend can now track audience activity and refocus its unique selling points (USPs) accordingly.

[Welcome to London Southend Airport #FlyLondonSouthend](#)

Passenger numbers

172,068 passengers have travelled through London Southend Airport in the reporting year ending February 2024, an increase of 93% compared to 2022-2023. Simultaneously, 1,134 of those passenger flights operated with an average load factor of 84%.

Last winter, London Southend operated its largest programme of routes since 2019, supported by airline partner easyJet. Destinations included a mix of winter sunshine, city breaks and ski holidays:

- Alicante
- Amsterdam
- Paris CDG
- Geneva
- Grenoble

easyJet flights for summer 24 are on sale to Malaga, Faro, Alicante, Paris, Amsterdam, and Palma de Mallorca (now up to eight movements per week).

Tour operator Balkan Holidays is operating flights/holidays to Bulgaria's golden coast, via Bourgas Airport this summer (June – Sept 24).

The Airport management team attended a variety of airline conferences, such as Routes World 2023, Routes Europe 23 and CONNECT. They are actively seeking new routes and airline partners.

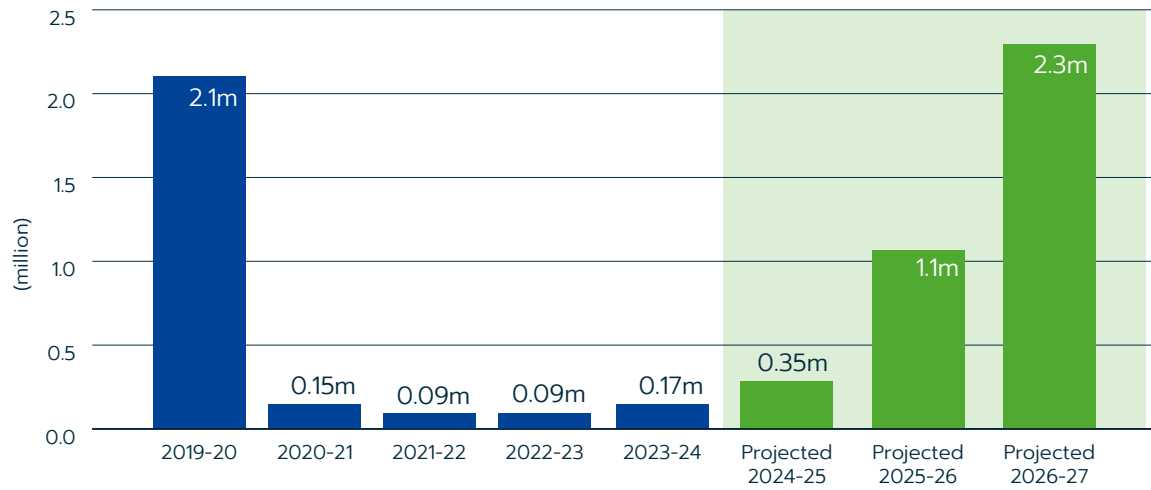
The Airport is driving awareness through its B2C and B2B marketing strategies, with ads running on the C2C ticket gate line barriers, Google Display, Skyscanner and Radio Essex alongside a range of social activity.

From spring 2025 easyJet will be re-establishing a base at London Southend, starting with three aircraft serving six new destinations, including Pisa, Gran Canaria, Dalaman, Antalya, Marrakesh and Enfidha in Tunisia. Further announcements for 2025 are anticipated.

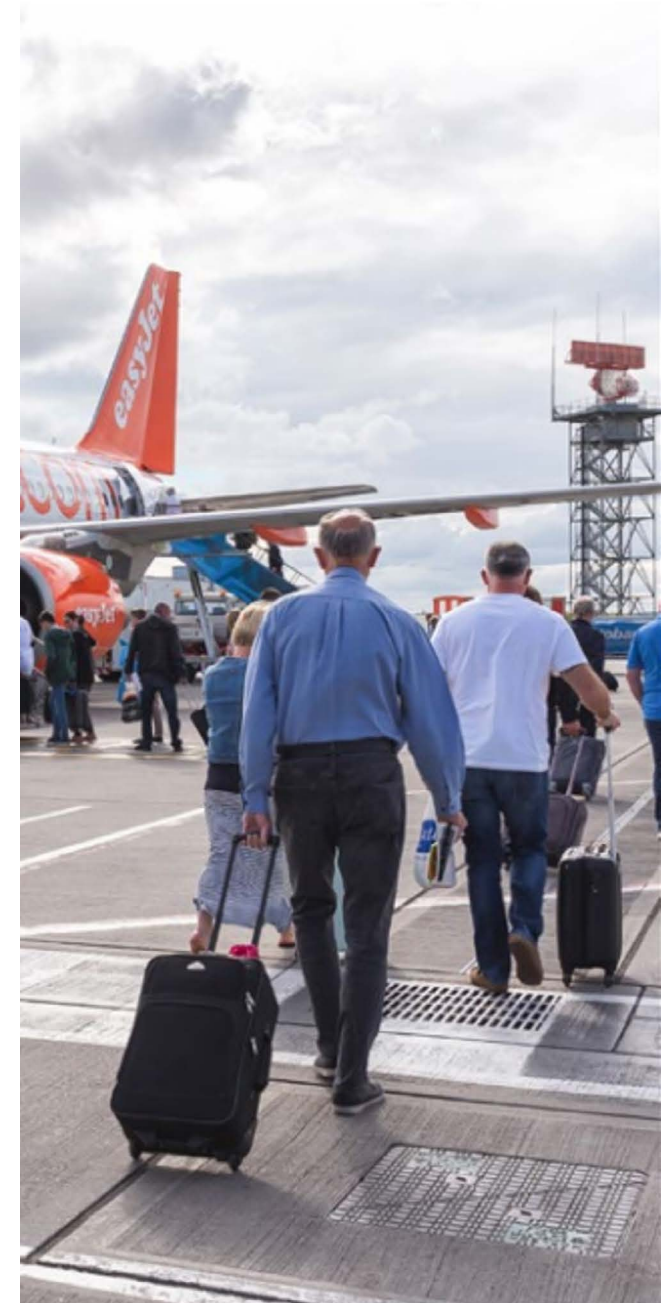
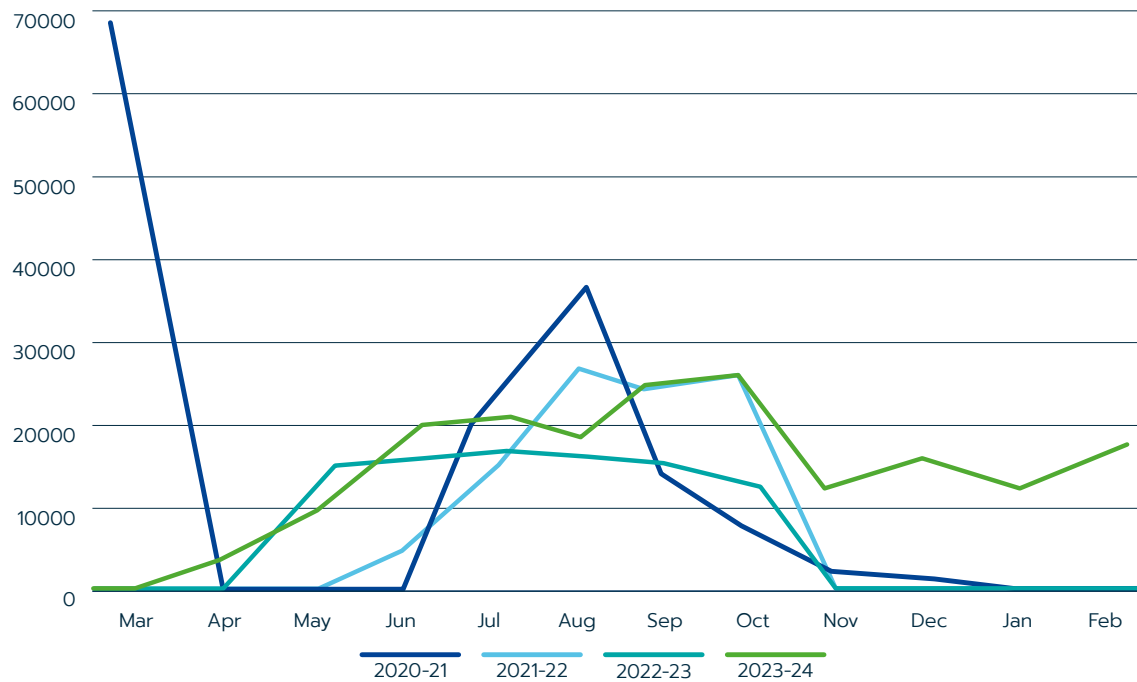
As the Airport accelerates passenger growth, it forecasts a return to 2019-20 capacity by 2026-27.



Total passengers per year 2019-24



Passenger numbers by month 2020-24



Disability Assistance

London Southend recognises that passengers with reduced mobility or hidden disabilities should experience the same great customer experience travelling through its airport as any other passenger and offers a range of special assistance measures. The '[Assisted travel](#)' webpage has been updated to provide clear and helpful advice for passengers looking for extra help. It also includes information on how the Airport works with disability groups to improve its understanding and the assistance provided.



Blue Band Scheme and Sunflower Scheme

Free, discreet blue bands have been available for passengers with hidden disabilities such as autism, dementia and/or anxiety since 2016, helping staff to identify passengers that may need extra assistance when travelling through the Airport.

A new partnership with Hidden Disabilities Sunflower, rolled out to all major UK airports and launched at London Southend in 2022, has meant that all airport staff are trained to identify and support people who are wearing a sunflower lanyard or pin.

Essex Therapy Dogs

London Southend offers a weekly timetable of on-site therapy dogs, support by the [Essex Therapy Dogs](#) team.

Known to reduce anxiety, therapy dogs can help some of the most nervous fliers regain their confidence and are fully trained to bring comfort, furry cuddles and a noted reduction in pre-flight stress – particularly around people with hidden disabilities.

Guide Dog familiarisation training

The team works closely with Guide Dogs for the Blind, who regularly bring new puppy recruits to the terminal for a series of familiarisation training activities. London Southend also engages with Blind Welfare on airport transport forums to gain valuable knowledge on the challenges faced by passengers with impaired sight, both at the Airport and during their onward travel.

PRM (Person with Reduced Mobility) Committee

In 2019, London Southend formed a Disability Awareness Committee to ensure all passengers, including those with reduced mobility and hidden disabilities, can access and travel through the airport with ease. Representatives from the following groups are invited to tour the Airport facilities and provide helpful feedback on how improvements could be made:

- Blind/impaired sight
- Hearing loss
- Age Concern
- Dementia
- Early on-set dementia
- Autism
- Autism/ADHD in children
- Anxiety
- Mental Health
- Guide Dogs
- Essex Therapy Dogs
- Sunflower - Hidden Disabilities
- Wheelchair users
- Airport Consultative Committee

The PRM Committee meet at the Airport every six months ahead of the oncoming winter/summer schedules.

Nine customer service agents (CSAs) have been employed to assist PRM passengers. CSAs will be available to assist passengers from the time they arrive through the terminal doors.

Actions arising from the PRM meetings can be found within the meeting notes published on the Airport website: [Special Assistance - London Southend Airport](#)

CAA PRM customer survey results

90% of departing passengers rated LSA 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 courtesy 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 courtesy of airport staff in meeting assistance needs.

"The help when I found it was really good and very friendly. I was helped right to the plane."

"Was really worried about travel but it was first class."

"The lady who helped me was so caring."

"The staff at Southend airport who wonderful a credit to their company."

"Friendly and thoughtful."

"My son has autism and epilepsy The gentleman stayed with us from check in through to boarding the plane, he was extremely helpful and kind . He continually asked if we were ok and if everything was alright and if he could help us make the journey any easier .It made our experience at the airport so much more enjoyable and less anxious."

"The service on outward journey was excellent I felt really self-conscious being in the wheelchair but the lady made me feel more comfortable and confident. The man when we returned back to Southend was really friendly and helpful. Service in UK was much better than at Palma airport."



Departing

Standard (time assistance available at gate or aircraft side from arrival on chocks)		Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Pre-booked	Number of PRMs		10	33	53	13	24	60
	10 mins	80%	100%	100%	100%	100%	100%	100%
	20 mins	90%	0%	0%	0%	0%	0%	0%
	30 mins	100%	0%	0%	0%	0%	0%	0%
Non pre-booked	Number of PRMs		2	1	2	0	1	0
	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	0%	0%	0%	0%	0%	0%
	45 mins	100%	0%	0%	0%	0%	0%	0%

Targets

The Airport is committed to ensuring that everyone who has requested assistance in advance will reach their aircraft in time for departure. The Airport will make every effort to provide assistance to its passengers who have not requested help in advance. The Airport constantly monitors quality standards to ensure they are meeting targets and commitments to passengers with reduced mobility and other needs.

Arriving

Standard (time assistance available at gate or aircraft side from arrival on chocks)		Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Pre-booked	Number of PRMs		25	89	72	116	71	184
	5 mins	80%	100%	100%	100%	100%	100%	100%
	10 mins	90%	0%	0%	0%	0%	0%	0%
	20 mins	100%	0%	0%	0%	0%	0%	0%
Non pre-booked	Number of PRMs		2	2	3	2	1	0
	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	0%	0%	0%	0%	0%	0%
	45 mins	100%	0%	0%	0%	0%	0%	0%



London Southend Jet Centre

London Southend Jet Centre (LSJC) offers superior services with easy access to London by rail or helicopter and provides a solution to the shortage of available and affordable aircraft parking at other London FBOs and airports.

With focus on customer experience, value and quality, the Jet Centre offers:

- Travel from plane to car in less than two minutes;
- Direct ramp access for vehicles;
- Less than 12 minutes flight time from Battersea via helicopter transfer;
- Award winning, knowledgeable and experienced team;
- Located 40 miles from the centre of London;
- VIP Luxury lounge;
- Immigration and Customs with pre-clearance available to qualifying passengers;
- More established departure routes resulting in shorter flight time and less fuel burn;
- Exceptional third party partners providing chauffeur services and catering services.

London Southend Jet Centre (LSJC) continues to provide ongoing support for flights operating in relation to the global economy such as international sporting events, as well as a range of crucial operations, comprising of critical medical flights, military flights, and special mission flights – including the 2Excel Oil Spill Response (OSR) team and their two based 727 aircraft.

These aircraft are on call to report to major oil spills around the world with as little as four hours' notice.

The team attended several events both nationally and internationally, including ACE at Biggin Hill, EBACE, Schedulers and Dispatchers, NBAA Base and numerous single-day events in the UK.



LSJC also earned themselves the 'Best FBO award' for the EMEA region, as voted for by Business Air News readers.

2. Airport Surface Access Strategy

The Airport is working with its transport stakeholders to deliver excellent, sustainable transport connectivity

Airport Surface Access Strategy (ASAS)

The [Airport Surface Access Strategy \(ASAS\)](#) was originally published prior to the pandemic in February 2020 – based on passenger numbers in 2019. It identified 32 targets* for delivery in anticipation of passenger numbers rising to 2.5 million passengers per annum.

Now, the forecast is for passenger numbers to reach pre-pandemic levels in 2026-27 (the current reporting period resulted in 172,000 passengers for 2023-24). Previously identified targets are no longer relevant to passenger demand and cannot be progressed until passenger and staff activity significantly increases.

The annual Airport Transport Forum, attended by local authorities, bus and rail stakeholders, bus user groups, residents, and disability groups, allows the Airport to work with transport stakeholders to progress the ASAS targets.

There is also an opportunity to discuss the provision of sustainable public transport services against passenger demand.

Throughout 2023-24, the Airport has continued to host quarterly meetings with the Transport Liaison Group (TLG) which includes Southend City Council, Rochford District Council and Essex County Council, to try and identify and progress any targets that will aid the return of passengers and enable them to travel to and from the Airport sustainably.

With fewer destinations since the pandemic, the typical profile for a London Southend passenger has changed. A larger proportion of passengers are local and live within 15-30 minutes of the Airport, whilst 20% are arriving by train.

STRATFORD (LONDON)

For Stratford International

-  Central
-  Jubilee
-  DLR  (for London City)
-  Elizabeth

LONDON LIVERPOOL STREET

For Central London (Zone 1)

-  Central
-  Circle
-  Hammersmith & City
-  Metropolitan
-  Elizabeth

SOUTHEND AIRPORT



SHENFIELD

For London & Heathrow and connection to Chelmsford

-  Elizabeth



*A full list of the 32 targets can be found in appendix A.

Rail

The passenger terminal is just 100 paces from the Airport's dedicated on-site railway station, with up to six peak trains an hour to/from the heart of London.

Featuring easy connections to the new Elizabeth Line at Shenfield, Stratford and London Liverpool Street, the airport is just 20 minutes away from London underground stations.

<https://london-southend-airport.com/getting-to-and-from-trains/#elizabeth>

London Southend is working with Transport for London (TfL) on 'Project Oval' to extend the contactless 'Pay As You Go' zone to include the airport rail station. The project is anticipated to be completed by the end of 2024.

Car Parking

Car park signage across the Airport has been updated to display bright, newly coloured (and colour-coded) signs – their names have also changed from a number system to their own dedicated titles.

This, combined with the colour-coding system, has improved accessibility for passengers and transformed the car parks into easily recognisable access points when parking at London Southend.

All four car parks are a short walk from the passenger terminal.

An electric car charging point has been installed at the Jet Centre car park.

Bus / X30

The nearest bus stop is conveniently located in Eastwoodbury Crescent, a few minutes' walk from the Holiday Inn and staff entry points, serving the Arriva 9 service and the X30 from Southend to Stansted Airport via London Southend Airport and Chelmsford.

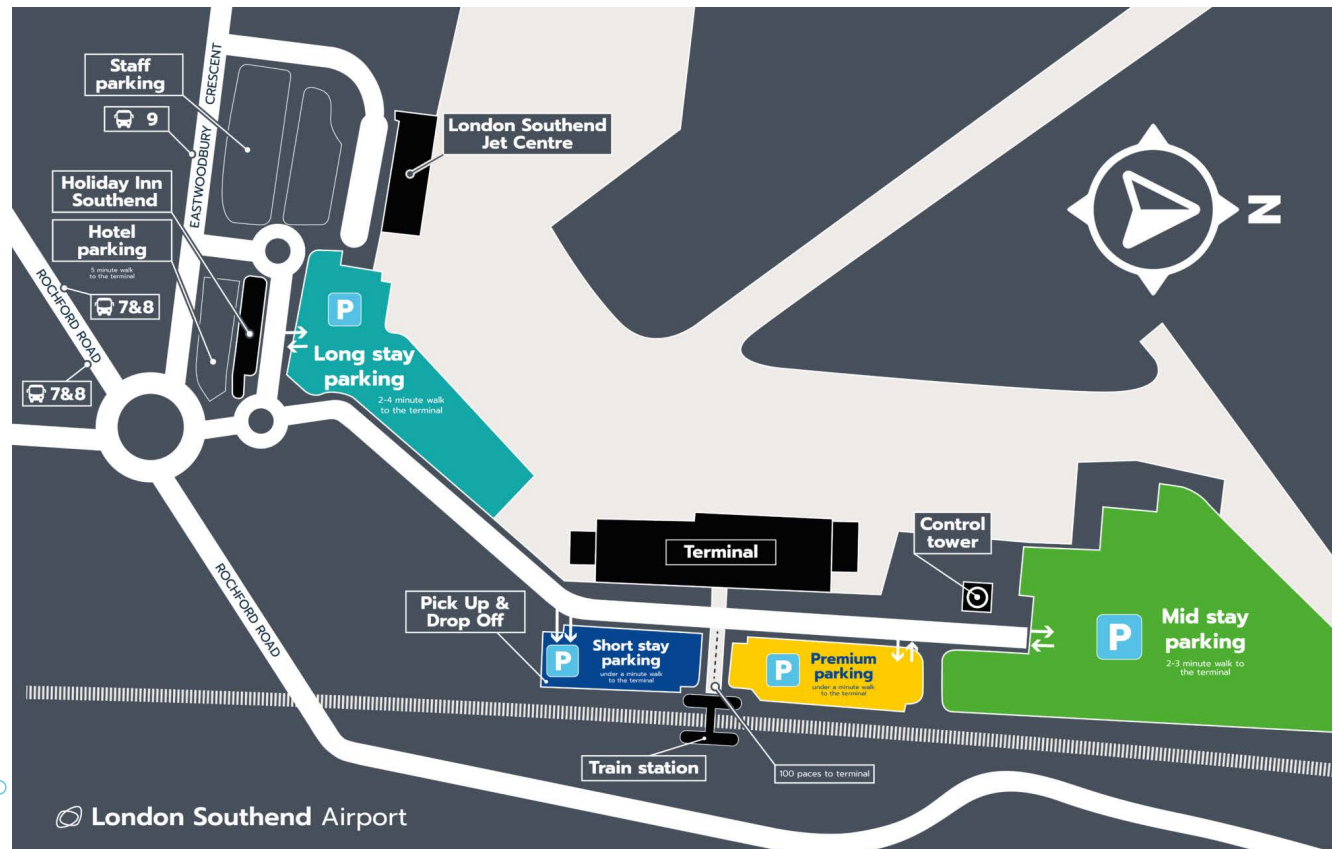
The Arriva 7 & 8 services are accessed from Rochford Road, Warners Bridge.

Cycle / walking

London Southend participated in the Essex County Council local cycling and walking infrastructure plan (LCWIP) consultation in January 24. Once finalised the LCWIP should help connect cycling and walking paths in the Rochford District to the north and east of the Airport.

Cycle storage and changing facilities are provided at staff entry points.

A new Cycle to Work scheme will be rolled out in Spring 2024.





Colleague Travel Survey 2023

Over a two-week period in September 2023, airport colleagues - those directly employed by London Southend Airport Co Ltd (LSACL) as well as staff working at the Holiday Inn, Rail Station, airline maintenance companies based on the north side of the Airport and those working in retail and concessions based in the passenger terminal – were asked to take part in the London Southend Airport Staff Travel Survey.

Due to the reduction of based airlines, passengers, staff and on-site businesses since the pandemic, it is difficult to make meaningful comparisons to the previous 2019 survey.

Passenger travel surveys will recommence in Summer 2024.

Key headlines:

- The number of returns broadly represents all business functions within the Airport footprint, with a response percentage comparable with other London Airports. A total of 162 returns out of 456 employees that work on the Airport site (35%)
- 88% of colleagues that completed a survey live in a Southend City postcode
- 60% - 76% of colleagues used single occupancy car against an ASAS target of 65% (more than one mode of transport is used by some colleagues)
- 3% of colleagues surveyed use electric cars
- 15% of colleagues surveyed regularly work from home (between 1-4 days a week)
- 100% of staff that drive use a staff car park and do not park off site or on residential streets
- 46% of staff have a 'journey to work' time of 15 minutes or less, with 80% having a journey of 30 minutes or less
- 27% of staff said that they would be interested in a Cycle to Work scheme
- 22% of staff said that they would consider bus or rail transport if discounts were offered
- 11% of staff said that they would consider getting an electric vehicle if charging points were provided (the Airport currently has one EV charging point in the Jet Centre Car Park)
- 10% of staff said they would be interested in an organised car share scheme
- 30% of staff answered that they could not be persuaded to change their current travel mode.



The table below shows the travel mode share results as percentages of the overall answers and of the number of respondents.

(Some colleagues provided more than one answer as they used different modes of travel, hence 204 answers from 162 participants).

Travel modes	Responses	% of 204 answers	% of 162 participants
Single Occupancy Car	123	60%	76%
Electric car	5	2%	3%
Car Share as Driver	13	6%	8%
Car Share as Passenger	12	6%	7%
Taxi	1	0%	1%
Motorcycle	3	1%	2%
Bus (X30 & Arriva 7,8,9)	7	3%	4%
Greater Anglia Train	4	2%	2%
c2c Train	3	9%	2%
Bicycle	18	9%	11%
Walk	14	7%	8%
Drop off	1	0%	1%
Total respondents: 162	204		

3. Employment

Airports are important economic generators, providing jobs for local people and encouraging inward investment.

The London Southend People Team has worked tirelessly to efficiently transition its payroll and employee benefit programmes away from a Group strategy, thus better supporting the specific needs of all airport colleagues.

London Southend now has greater flexibility in compensation structures, compliance and tailored financial strategies.

Head of People, Michelle Kingsland, said of the changeover: *“Our airport is now better equipped with our own Applicant Tracking Systems (ATS) to streamline talent acquisition processes. This ensures a more targeted approach to building exceptional teams and we now have autonomy over our Learning Management System (LMS), which enables the seamless continuation of personalised training programs aligned with strategic objectives.”*

London Southend is currently focusing on a blend between fixed term, part-time and full-time roles in its recruitment strategy. These positions will evolve into full-time and permanent positions in tandem with the return of new airline partners.

By retaining colleagues at this level, the Airport can continue to develop key talent and deliver on its sustainable workforce planning strategies, through robust teams that are capable of growth and expansion.

Information, resources and support on physical, social, financial, mental and emotional wellbeing is shared with colleagues in an effort to protect and care for the Airport workforce.

Wherever possible, the Airport remains committed to making meaningful change when it comes to removing barriers to employment, by offering hybrid and agile working arrangements, and flexible working practices to make office-based roles more accessible to female applicants, applicants

with disabilities, or applicants with caring responsibilities.

A Diversity and Inclusion strategy now includes initiatives not only related to women in careers, but minorities from different ethnicities, physical abilities, LGBT+ status and generations.

The Airport now has two Mental Health First Aiders, which has enabled the development and refinement of a mental health agenda this year. Subsequently, this has led to the introduction of new absence management procedures and welfare measures, which saw a reduction in colleague absence by 12% in the first quarter following implementation.

Bi-monthly ‘Town Halls’ and a once-a-month internal newsletter, known as Plane Talking, means key messages, updates, achievements or business developments are communicated and cascaded through the Airport teams.

Senior leaders undertake ‘Senior Leadership Tours’ within every department each month to identify any areas of concern and feed these back to relevant parties for a resolution.

An Employee Assistance Programme (EAP), which offers free and confidential support via a 24/7 helpline, is available to all employees and their dependants, and is widely encouraged.

Like many employers, London Southend recognises the cost-of-living crisis and the impact this has on its colleagues; great value savings and discounts on many high street stores are offered to colleagues via a benefits portal, sharing ‘special’ and additional discounts, as and when they become available.



The Airport offers development opportunities from introductory courses through to level 7 (master's degree level). The Airport encourages multi-skilling of its colleagues and actively seeks out 'high performers' for further development.

All training courses are available as E-Learning modules. Additional face-to-face support is available.

Specialist training is essential for some teams and colleagues are fully supported through their development.



Recruitment event

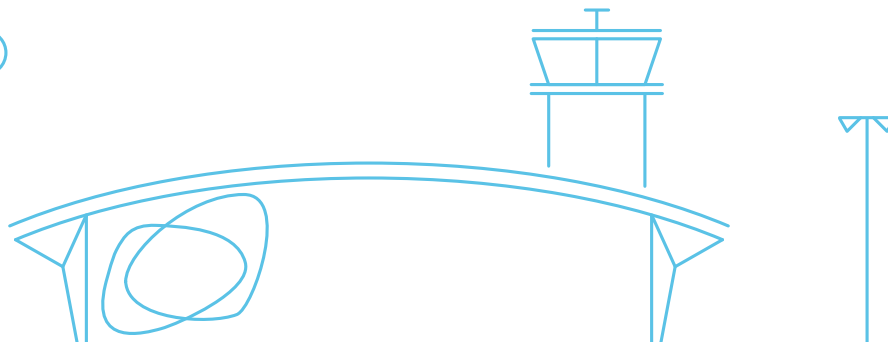
Given the Airport's prime location to the east of London and in the heart of Southend, competition to employ new staff remains fierce against other local businesses. So implementing innovative tactics to secure and retain employees remains a high priority.

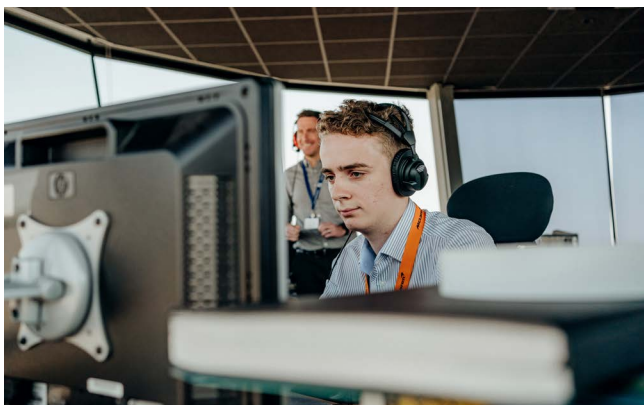
One such tactic, brought to life by the People Team, saw more than 300 people attend a Recruitment Day in October 2023. The tremendous uptake revealed a need for jobs in the local area, as well as a shared desire for flexible working patterns.

As a result, the Airport is trialling job share options and is proud to say that it has been able to approve 100% of flexible working requests.

The event was also a prime opportunity to start working with organisations such as the Shaw Trust, who focus on getting young people and adults with special educational needs into work. At the time of writing this report, the Airport is thrilled to announce they have made their first of many placements through this relationship.

**The Airport supports 477 jobs on its site.
87% of LSA staff live in a SS postcode area**





2023 Annual Colleague Survey:

Last December's annual Colleague Survey was met with a great response of 75% (158 responses). Overall the feedback from colleagues was very positive over the numerous departments.

The results have highlighted key areas for improvement, which will help to build an action plan for the coming year:

- 96% of colleagues say they enjoy their job at LSA
- 91% feel personally safe whilst at work
- 90% say they are proud to work at the Airport
- 94% say their line manager treats them with respect
- 92% say they understand how their work contributes to the overall success of the Airport
- 94% say their supervisor/line manager is easy to talk to
- 91% say they receive the training they need to do their job well.



MOD Silver award

London Southend was awarded the Silver Award in the 2022 Ministry of Defence Employer Recognition Scheme in acknowledgement of ongoing support for colleagues that are members of the Armed Forces family.

Ex-serviceman Darren Peacock, Safety & Compliance Manager, represented the Airport during the Southend Remembrance Parade and Service on Sunday, November 12. He laid a wreath on behalf of London Southend at the foot of the Southend Cenotaph war memorial.



Gender Pay Gap

All previous and future airport success is recognised as coming from the collective efforts and contributions of the entire team. As a thank you, it's imperative that colleagues are rewarded fairly for the work they do and feel enabled to build a successful career and reach their full potential, whilst feeling supported throughout.

Continually striving for diverse representation and equal treatment for its colleagues at all levels, London Southend maintains fair and inclusive practices as part of its cultures and business values, and recognises that diverse perspectives, backgrounds and experiences bring a multitude of benefits to the working environment.

Despite every effort, it must be recognised that London Southend still struggles to attract a greater percentage of female colleagues in predominantly male sectors of the business.

Head of People Michelle Kingsland said: *"We will continue to use new and innovative recruitment methods to attract diverse talent over the coming years."*



"We are confident that men and women are paid the same salary for fulfilling the same job roles and will continue to evolve our policies and processes to expand our cross-training. We're keen to develop men and women into leadership roles equally, or into under-represented areas within the business."

Women make up 33% of the workforce and represent 31.6% of the supervisory and management teams.

She continued: *"We are developing new training embedding inclusive leadership, mentorship and development within our Leadership Teams and organisation to allow us to make strides in creating meaningful change for our colleagues."*

"This will allow us to remove potential barriers to employment when it comes to employment by offering hybrid and agile working, job shares and flexible working practices where possible. This in turn could make these roles more accessible to female applicants, applicants with disabilities or applicants with caring responsibilities."

Mean Pay Gap 2023:

Our mean pay gap for 2023 was 32.5% which represents a 18.4% increase on last year's results.

Median Pay Gap 2023:

Our median pay gap for 2023 was 14.4%; we are extremely proud to report that this represents a 6.1% decrease in the median pay gap reported last year.

This reduction has been in part, driven by a learning and development programme within the Airport allowing a greater number of female colleagues to progress to more senior positions in the business.

Addressing the specific sector imbalances:

Air Traffic Control is the highest paying sector, but with a steep demographic split: 79% male versus 21% female.

Owing to the earning potential of colleagues in this sector, this portion of the data has the ability to contribute towards London Southend's Gender Pay Gap and distort the result.

Addressing the gap across the whole organisation:

The business intends to support diverse and inclusive progression of talent throughout the coming year by:

- Ensuring all appointments continue to be made based on merit and assessed against objective non-discriminatory criteria
- Ensuring the recruitment process mitigates structural and industry specific bias
- A newly improved performance and development scheme, supporting colleagues in achieving potential and personal aspirations
- A comprehensive and inclusive e-learning development suite, accompanied by learning opportunities across the organisation
- Increased monitoring of diversity and inclusion data in future years
- Ensuring colleagues receive Diversity and Inclusion training; all hiring managers to also receive Unconscious Bias, Interviewing Inclusively and Inclusive Behaviour training
- Supporting the issues facing women in the workplace such as joining Menopause Workplace Pledge
- Introducing job-share opportunities

London Southend hopes that better resources within the working network for women will encourage more female applicants to apply for roles across the business.



Air Traffic Apprenticeship Scheme

Last year London Southend was delighted to celebrate a major milestone for the aviation industry when Global ATS, in partnership with Gloucestershire College, launched a brand-new ATC Apprenticeship scheme.

Joint between Global ATS and Gloucestershire College, the scheme is the first of its kind in England and Head of Air Traffic, Nicole Park, was instrumental in supporting its establishment.

The scheme enables airports that have access to apprentice levy funding to draw upon £27,000 of support for every air traffic control apprentice – a monumental improvement in the foundation of ATC training.

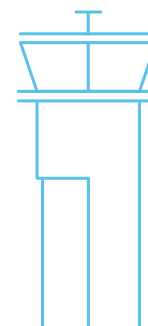
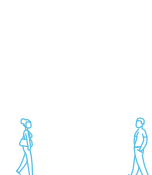
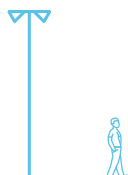
It will also provide further opportunities for graduate schemes; not just for aerodrome control, but radar, too.

Dylan Fallows and Vejune Petraityte (pictured above) have both qualified as Air Traffic Controllers this year, having come through the London Southend Airport Assistant Apprenticeship Scheme and validating their 'Aerodrome Control Instrument' rating.

To secure this qualification, they will have spent a year assisting the on-site controllers before going to Global ATS for six months of intensive simulator training. This was followed by nine months of on-the-job training whilst sitting alongside validated controllers.

Harry Donovan (pictured above) was London Southend Airport's first employee to take advantage of the new scheme. He has just completed his initial rating training and described it as a once-in-a-lifetime-opportunity.

He said: *"It's great to be given the opportunity to be among the first group of people on the new scheme – it's clear to see how beneficial this will be for both trainees and the training process for air traffic controllers as a whole"*.



Air Traffic Control (ATC) training

The support and continued operation of general aviation through the period of quieter commercial traffic enabled the ATC team to continue to train new colleagues, whilst maintaining overall currency and competency:

- Three ATC colleagues completed their ATCO training, validating in the aerodrome position
- Three ATC colleagues completed initial controller training at the air traffic control training college, two in aerodrome one in radar
- An ATC colleague completed the meteorological observers course
- A further two colleagues completed instructor and assessor training.

The Airport procured a flight simulator in December 2023; the design and build were completed off-site and transported to London Southend in March 2024.

Expected to go live in April, the simulator offers invaluable training benefits through a realistic environment for controllers to practice various scenarios and procedures.

This hands-on experience enhances decision-making skills, improves situational awareness, shortens training time, and helps trainee controllers practise emergency exercises, completing training which was often not possible unless real emergency occurs.



Rescue Fire Fighting Service (RFFS)

Rescue Fire Fighting Service (RFFS) colleagues continued to maintain their training regime through 2023, including on-site technical and practical training.

- Seven new RFFS recruits attended training college at Teeside Airport and Morton in Marsh for their initial Firefighter course.
- One RFFS Station Manager retired in January 2024 with another Station Manager retiring in July 2024, resulting in a series of promotion panels through the fire station.
- RFFS colleagues also attended the International Fire Training centre for a twice-yearly Revalidation of Competence scheme.
- RFFS staff also honed their driving skills with emergency response driver training delivered through internal instructors and assessors.



Members of our Fire Department (pictured left) completed a refresher course on FSDT Fire Service Driver Training at London Southend Airport.

They completed real-life scenarios for an emergency situation, practicing how to move safely across the airfield - within three minutes - to reach the critical zone correctly; ready to tackle the objective at hand.

Head of Airside Justin Nicolson said: *"I commend the FSDT team for their outstanding refresher session with our Fire Department. The realistic emergency response training enhances our readiness and ensures the safety of our airport and passengers."*

Security

London Southend is delighted to have received an Outstanding rating for 'Aviation Security Training, Quality and Assurance' from the Civil Aviation Authority.



Education

The Airport has been heavily involved in the set up and implementation of SEATS – an organisation designed to bring education to those in the local area who may not previously have been able to access it; anything from short courses through to degree level qualifications.

Head of People, Michelle Kingsland, a Founding Member and proud to sit on the Board of Directors for this organisation.

Air Cadets Visit

Earlier this year, the 1312 (City of Southend-on-Sea Squadron) Royal Air Force Air Cadets were invited to take part in an evening airport tour.

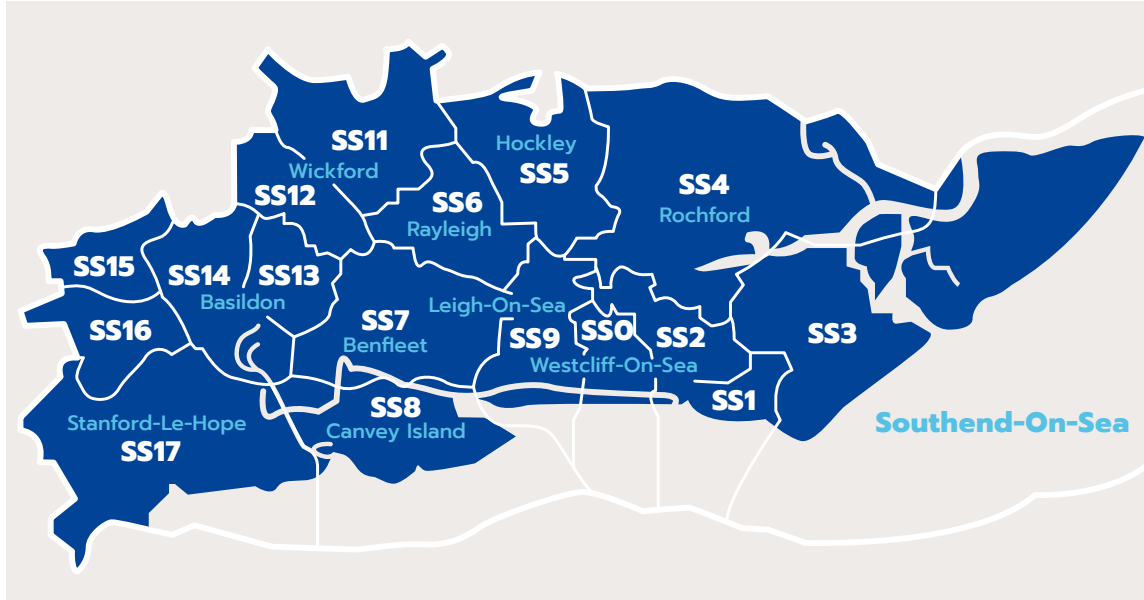
20 cadets and their leaders were shown around Air Traffic Control, Air Traffic Engineering and the Fire Department. Airport colleagues volunteered their time to explain how each department works and what skills are required to start a career in aviation.

Diane Atkins, Civilian Instructor RAFAC said: "Our Cadets from 1312 City of Southend Squadron had the best time on their visit to Southend Airport. Some were very keen on learning more about ATC, especially after hearing the salary! They particularly enjoyed visiting the Fire Service section and enjoyed climbing inside and on top of the various fire engines, trying on equipment and seeing water being blasted from the canon on top of the fire engine. Everyone was so accommodating to us and we appreciate the time they took to show us around outside of their working hours."

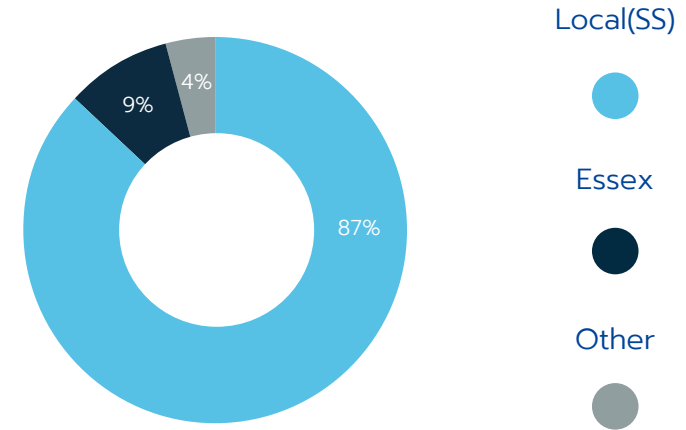


Local staff directly employed by London Southend Airport

In February 2024, London Southend employed 227 people, of which 61 were part time. 87% were from the SS postcode area, 9% were from the wider Essex area and only 4% were from outside of Essex.



Locality of London Southend Airport employees

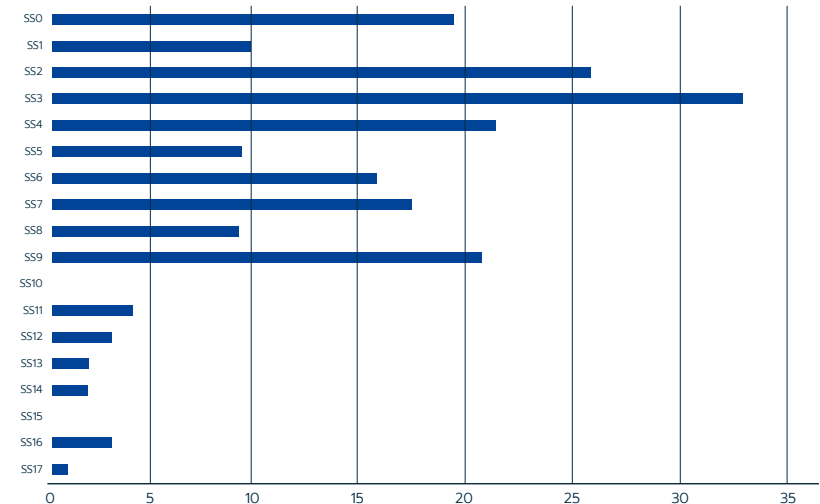


The table below shows the number of staff directly employed by London Southend Airport between 2020 – 2024.

The cessation of the cargo operation which commenced in 2020, resulted in a loss of over 250 roles at the Airport in 2022, however the increase in passenger flights during 2023-24 and the expectation of future new route announcements this year has resulted in employee numbers increasing again, to surpass 2019 numbers (pre-pandemic).

	As at 28/02/19	As at 29/02/20	As at 28/02/21	As at 28/02/22	As at 28/02/23	As at 28/02/24
Total	220	270	244	178	174	227
Full time staff	171	220	163	127	141	166
Part time staff	49	50	81	51	33	61
Full time equivalents	195	239	210	150	160	194

Location of London Southend Airport employees living in an SS postcode area



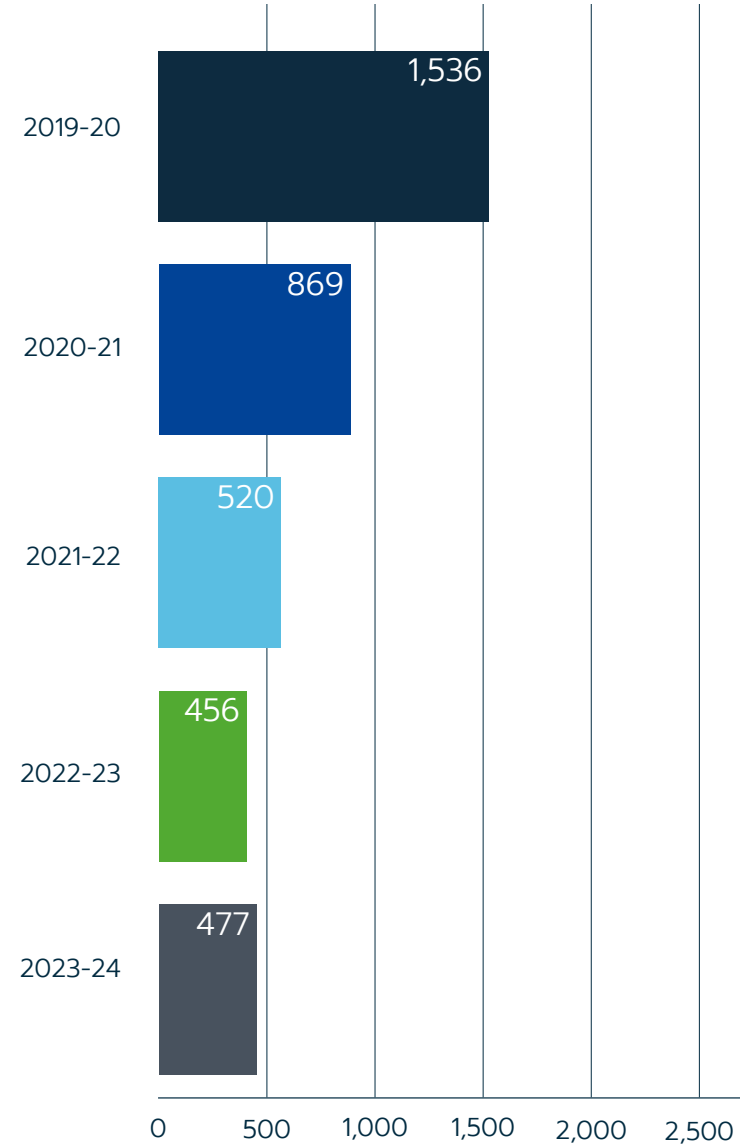
General airport employment

The Airport estate remains a significant provider for local jobs.

The number of people employed on the Airport site is 477, an increase of 21 (5%) from the previous reporting period. 87% of the Airports directly employed colleagues live in an SS postcode area. 82% of direct and in direct employees, site wide, which includes people working in businesses like flying clubs, maintenance companies and in-terminal retail concessions live in an SS postcode area. Only 3% of the Airports direct and indirect employees live outside of Essex.

Airport employment	2022-23	2023-24	+/-
Airport operations, terminal and handling	187	220	33
Terminal concessions	13	15	2
Aircraft support and catering	0	0	0
Onward travel	4	3	-1
Hotel	84	80	-4
Airlines	0	0	0
Cargo	0	0	0
Rail station	6	7	1
Control authorities	14	9	-5
Aircraft maintenance	103	99	-4
Private charter	0	0	0
Flying clubs	16	16	0
Travel agents	0	0	0
Other	29	28	-1
Total	456	477	21

Airport employment 2019/20 - 2023/24



4. Quiet Ground Operations

London Southend Airport has put a wide range of measures in place to control and minimise ground noise.

There are three main sources of airport ground noise:

- Aircraft taxiing (minimised where possible)
- Aircraft mounted auxiliary power units (APUs)
- Testing (ground running) of aircraft engines

Following discussions with local residents, the use of the Charlie taxiway (situated close to Wells Avenue) is restricted between 23:00 – 06:30 (unless alternative taxiways are closed for maintenance).

The Airport also provided electric Ground Power Units (GPUs) to further reduce aircraft ground noise from the night-time cargo operations during 2022-23.

Larger passenger jets are expected to utilise single engine taxiing for arrivals; however, this is dependent on the type of aircraft and ability to power down during the relatively short distance between the runway and aircraft stand.

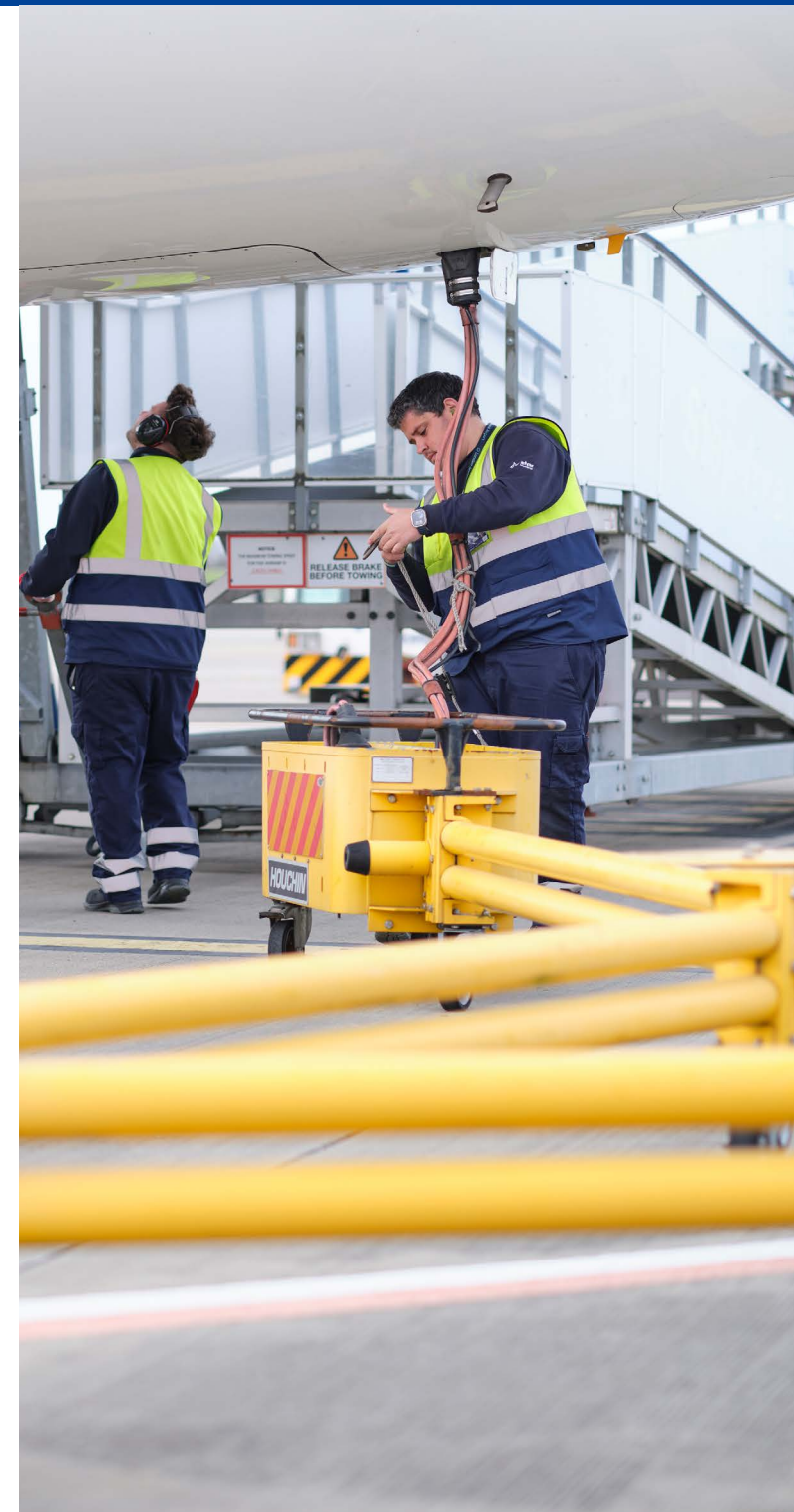
To ensure that the use of diesel fuelled Ground Power Units (GPUs) and aircraft Auxiliary Power Units (APUs) are kept to a minimum, all passenger/terminal contact stands are fitted with Fixed Electrical Ground Power (FEGP). Where FEGP is installed on aircraft stands, it was available for 100% of the time over the 12-month reporting period.

The existing Quiet Ground Operations Scheme limits the use of APU to 30 minutes for passenger aircraft. To minimise impact an Aerodrome Directors Notice has been issued to all airlines to reduce APU use to 15 minutes.

London Southend Airport will continue to review its aircraft operations to seek further ways to mitigate ground noise, especially during the night-time period.

Engine tests & complaints received

	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Engine tests (Idle – High)	80	6	77	44	65	17
Complaints about noise from engine testing	5	2	3	1	0	0



Engine testing

Ground running of aircraft engines is necessary as part of the scheduled maintenance undertaken to ensure that aircraft are airworthy and fit for flight.

The Airport ensures that all engine testing is carried out in accordance with our Engine Testing Best Practice Plan which stipulates the location of the testing site and the permitted testing times.

For the 12-month period starting from 1 March 2023, there have been no incidents where the conditions of the Engine Testing Best Practice Plan were not fully met.



5. Noise

While it can't be eliminated completely, London Southend is committed to reducing noise at and around the Airport by working with airlines that use the latest, cleanest and quietest commercial passenger aircraft. London Southend is one of only four UK airports to have established an independent Community Noise Forum (CNF).

Throughout its varied history, the number of flights and type of aircraft in operation at London Southend has varied greatly; from Lancaster bombers in the 1940s, 'drive-on' Carvair aircraft in the 1960s to today's modern Airbus and Boeing passenger jets.

Now, as a result of planning permission in 2010 for a 300m runway extension, a Section 106 Agreement (S106) was entered into between the Airport and local authorities.

The agreement includes controls to minimise any negative impact on the surrounding communities that the Airport development might bring.

A summary of the operational controls, which were agreed by Rochford District Council, Southend City Council and London Southend Airport, can be found on the Southend City Council website:

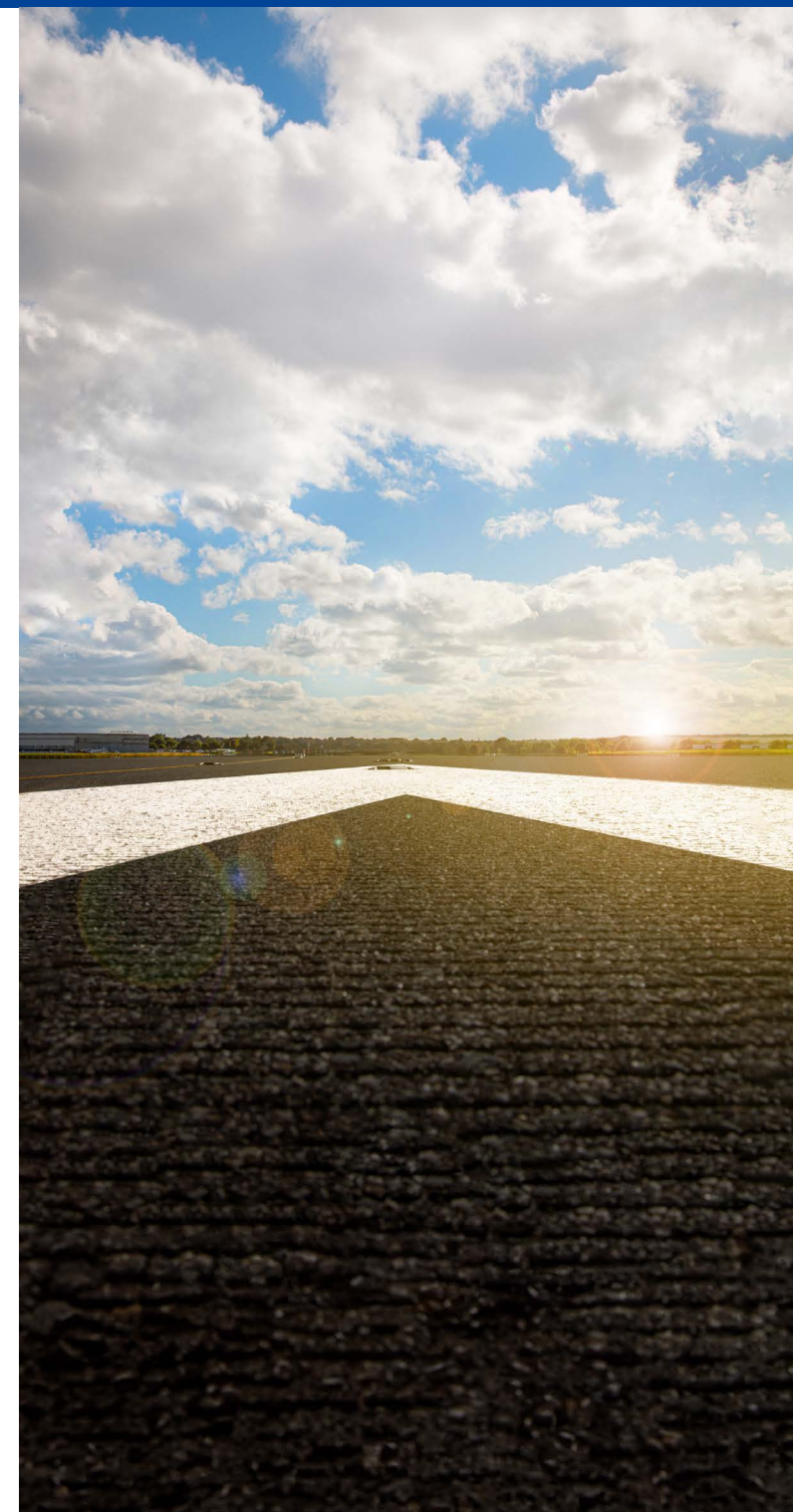
[London Southend Airport – Southend-on-Sea City Council](#)

Night noise restrictions

The night-time period is classified as 23:00 – 06:30.

- The number of night-time operations is capped at 120 per month.
- Only aircraft classified with a Quota Count of one (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shown in the table below.
- London Southend may not schedule passenger flights during the night period.
 - Up to three arrivals per night may be scheduled between 23:00 –23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night-time quota.

Certified noise level (EPNdB)	Quota count
96-98.9	QC/4
93-95.9	QC/2
90-92.9	QC/1
87-89.9	QC/0.5
84-86.9	QC/0.25



Wind direction and aircraft operations

Wind speed and direction are two critical factors that affect the flight of an airplane. Wind is the movement of air from high-pressure areas to low-pressure areas.

The speed and direction of wind can have a significant impact on an airplane's performance, such as its airspeed and groundspeed.

The direction of the wind is defined by the direction from which it is blowing. For example, an east wind is blowing from the east towards the west. Similarly, a west wind is blowing from the west towards the east.

The direction and speed of the wind can impact the lift and drag of the aircraft, affecting its ability to take off or land safely.

Why do aircraft take off into the wind?

Aircraft need airflow over the wings for it to generate lift. The faster the airflow, the more lift is generated.

By taking off into the wind the wind velocity itself adds to the speed of the air flowing over the wing allowing the aircraft to lift off sooner than if there was no wind.

Landing into headwinds allows planes to slow down faster and optimise runway length, enabling them to exit the runway more efficiently.

Preferred runway scheme

During the night period, when weather and safety conditions allow, London Southend is committed to operating all aircraft movements from and to the north east (over Rochford), as this is a much less densely populated area than that to the south west of the Airport.

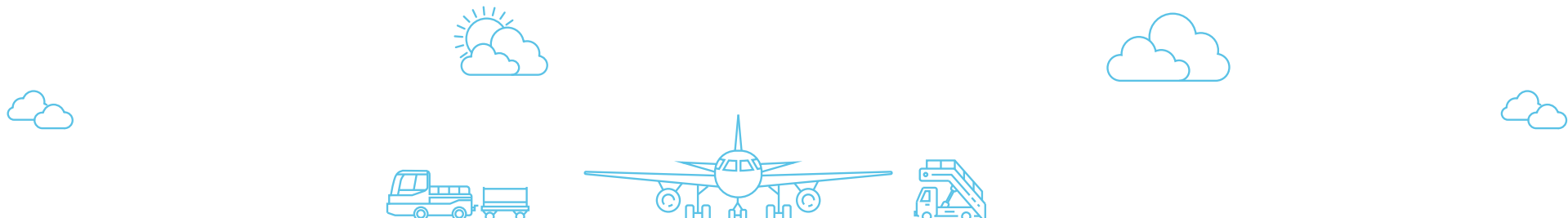
During the daytime, when weather and safety conditions allow, and movement volumes allow the runway direction to be changed, the Airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

The Airport regularly reports its runway use to the local authorities and Airport Consultative Committee.

Since the Preferred Runway Scheme was introduced in 2012, London Southend has operated fewer than 50% of daytime departures and arrival over the south west, Leigh-on-Sea.

Aircraft operations to/from the South West over Leigh-on-Sea

Description	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Number of arrivals in daytime from South West, over Leigh on Sea	29%	32%	30%	30%	31%	22%	34%	29%	19%	36%	37%	33%
Number of arrivals & departures in daytime from South West, over Leigh on Sea	41%	43%	42%	44%	42%	45%	44%	45%	35%	46%	47%	48%



ILS – Instrument Landing System

The ILS utilises three radio beams which are emitted from ground-based infrastructure located within the Airport boundary.

The first beam ensures that the aircraft is aligned with the runway centreline, a second beam creates a “glide path” for aircraft to follow to allow them to descend at the correct speed and angle and a third beam gives distance away from touch down.

This system works in conjunction with specialist systems on board the aircraft and allows for a consistent flight path.

The ILS approach is used for all arrivals during low visibility and low cloud and is classed as a precision approach.

Noise Action Plan

Under the Environmental Noise (England) Regulations 2006, London Southend is required to produce a Noise Action Plan (NAP), designed to manage noise issues and effects arising from aircraft departing from and arriving at the Airport.

All airports are required to produce NAP on the same five yearly cycle, in accordance with guidance published by DEFRA.

The Round 4 revised NAP was submitted to DEFRA on 29 September 2023 following consultation with our Airport Consultative Committee (ACC) and London Southend Airport Community Noise Forum (LSACNF).

Feedback from DEFRA was received in February 2024 and the Airport is working to further update the NAP and consult with the ACC and CNF ahead of final submission.

Once approved the Round 4 NAP will be published on the Airport website.

[Noise Management - London Southend Airport](#)

Noise preferential route

Introduced to minimise the number of local residents being overflown by departing aircraft.

London Southend Airport Community Noise Forum - LSACNF

London Southend is one of only four UK airports to maintain an independent Community Noise Forum, set up and established in 2021 to create an impartial pathway for local communities to engage with the Airport on noise issues.

Led by an independent Chair, forum members consist of (but not limited to) residents, (local to the Airport and flight paths), local community resident groups, local authority representatives, Parish Councils, Department of Transport (DfT), Envirosuite (WebTrak provider), and key members of the airport management team.

The LSACNF Terms of Reference and Minutes of previous meetings can be found on the Airport website:

[Noise Management - London Southend Airport](#)

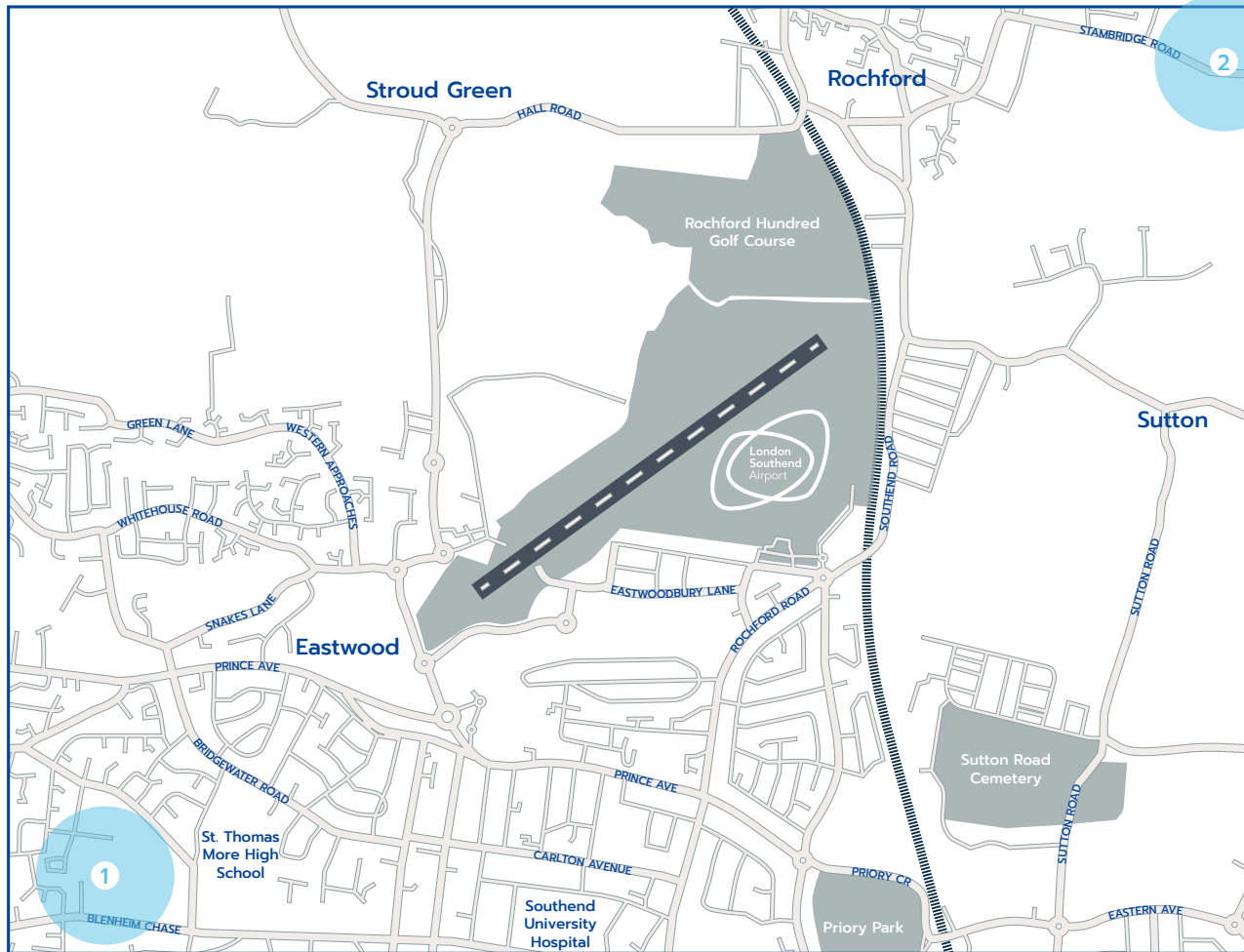
Community Reporting

London Southend is engaged with local councils, MPs, and community groups to understand local concerns about aircraft noise and to seek ways in which it can work to minimise disturbance.

The Airport Consultative Committee (ACC) meets every three months; membership representatives are from the following authorities and organisations:

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend City Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Southend Flying Clubs
- Residents Assoc (to include West Leigh)
- Rochford Board of Trade
- Essex Chambers of Commerce
- UK Border Force
- Southend Business Partnership
- Independent Representatives

Minutes of the quarterly ACC meeting are available in the [Community Reporting](#) section of the London Southend website.



Noise monitoring

London Southend operates a noise and track keeping system which takes radar data from air traffic control and combines it with flight information such as a call sign, tail number, type and destination.

Data is captured from two fixed noise monitors which are located approximately one mile from each end of the single runway.

In addition to the fixed monitors, the airport has a Mobile Noise Monitoring Unit which can be deployed in the local community upon request. **(Subject to suitability and approval by the Airport Consultative Committee).**

Noise Complaints Handling Service - WebTrak

An online self-service complaint system called "WebTrak" can be used to view all aircraft movements in the vicinity of London Southend Airport and gain further information about a specific flight e.g., aircraft details, location, height and whether it was operating compliantly.

It also provides quick and easy access to a noise form to register a complaint if necessary.

WebTrak is used by more than 60 airports worldwide including Heathrow, Gatwick and Stansted, which brings London Southend in line with the biggest airports in the UK on managing flight tracking and noise enquiries.

Noise complaint reporting



35% reduction in the number of households complaining

Data relating to noise complaints help the Airport to better understand which aircraft operations cause the most disturbance and ensure that the best available noise mitigation measures are in place.

Noise complaints for the reporting period March 2023 – February 2024 fell by 90% from the previous year. A total of 289 noise complaints were received and investigated. Of those, 284 related to aircraft operating in or out of London Southend.

Of 30,194 aircraft movements, 201 (0.7%) generated noise complaints.

The table on the right shows the number of individuals complaining and volume of complaints received and investigated by the Airport over the past five years to February 2024.



90% reduction in noise complaints.

There were 37 complainants from 35 households. 265 (93%) of all complaints derived from 20 addresses, and 119 complaints (42%) were from just three residents.

47 individuals submitted five or less complaints in the 12-month reporting period, (14 people submitted just a single complaint).

Five of the complaints submitted specified times when no aircraft were operating within 30 minutes earlier or later than the time provided.

The most noise complaints (52%) were in relation to daytime light aircraft (below 5700kg) training circuits.



100% of complaints relate to aircraft operating within the Airport's agreed controls.

There were seven non-compliant aircraft movements in the reporting year, that breached noise abatement controls by initiating an early turn before reaching the required 2.5-mile straight departure when taking off towards Leigh-on-Sea.

There were no noise complaints received in relation to these flights. Full details of all non-compliant departures can be found on page 58.

Data relating to noise complaints help the Airport to better understand which aircraft operations cause the most disturbance and ensure that the best available noise mitigation measures are in place.

	2019–20	2020–21	2021–22	2022–23	2023–24
Complaints	6,711	15,373	10,547	2,894	284
Complainants	708	431	197	83	37

Aircraft operations and noise complaints 2023-24



- Over 30,000 aircraft operated to/from London Southend between March 2023 – February 2024.
- Just 1% of aircraft operations generated noise complaints.
- 284 noise complaints were received about 201 airport operations over the 12-month reporting period.
- Since March 2023, there have been just 23 night-flights, of which just 7 operated over Leigh-on-Sea.
- 48 of the total 64 night-time complaints were made in March 2023 about the cargo operation which ceased in April 2023.

Postcode areas for noise complaints

2022-23	SS0	SS1	SS2	SS3	SS4	SS5	SS6	SS7	SS8	SS9
Complaints	51	0	21	0	38	38	0	2	0	133
Complainant	7	0	2	0	5	2	0	1	0	20

Aircraft operations and noise complaints 2012-24

Since the Airport opened the extended runway in 2012, and began operating scheduled passenger flights, the number of noise complaints made against legitimate air traffic movements (ATMs) has fluctuated.

In 2012-13 the number of noise complaints about passenger flights increased to 3,050 however, they significantly reduced the following year, and continued to fall year-on-year to just 278 in 2017-18.

With the arrival of a second based operator in April 2019, noise complaints increased in line with the increase in passenger flights. Additionally, later that same year, in October, the Airport opened a dedicated cargo facility for scheduled B734 cargo flights. The cargo flights continued until September 2022. During this time, the number of noise complaints increased to over 15,000 in 2020-21 of which, over 90% related to night-time cargo operations.

The number of noise complaints has reduced significantly in the past year (by 90%) even though the number of air traffic movements (ATMs) is broadly the same.

Noise complaints/complainants against air traffic movements between 2012-24

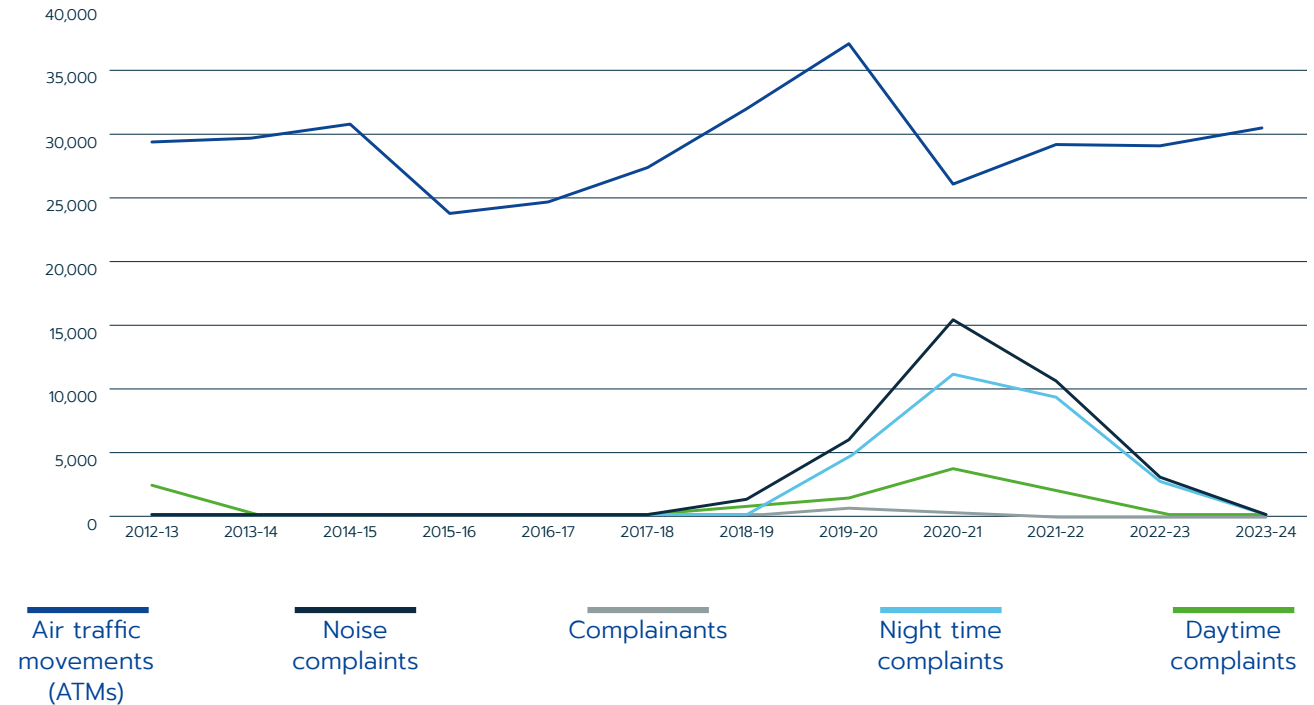
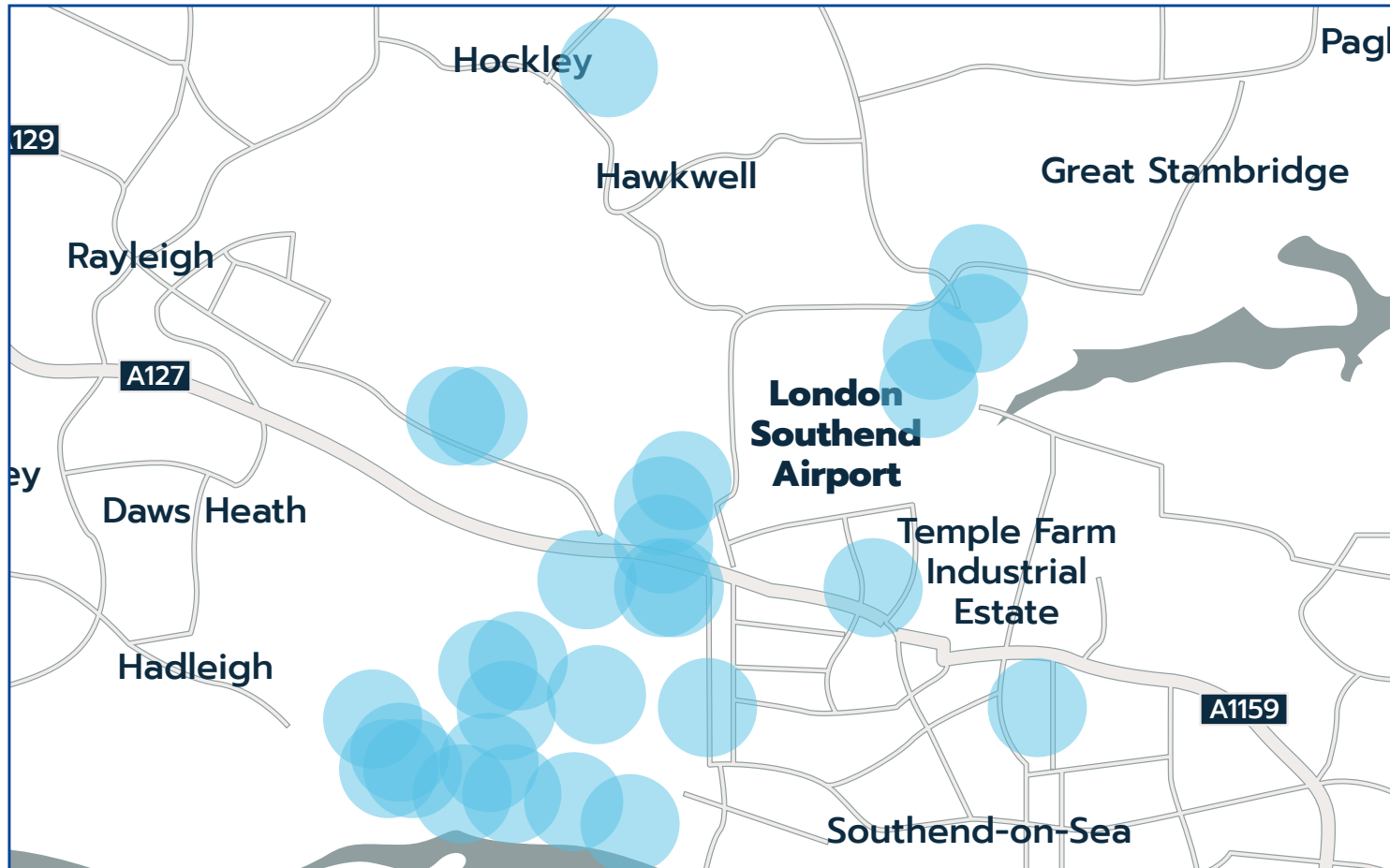


Table below showing night-time noise complaint data since 2017-18

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
ATMs	27,475	32,685	37,006	26,109	28,775	28,819	30,194
Noise Complaints	278	1,505	6,711	15,373	10,547	2,894	284
Complainants	75	213	708	431	197	83	37
Night-time complaints	64	557	5,041	12,111	8,841	2,262	64
Daytime complaints	214	948	1,670	3,262	1,706	632	220

Complainants map 2023-24



During the 12-month reporting period 37 residents submitted 284 noise complaints from 35 addresses.

The markers show the centre of a postcode area only and do not represent a specific address.

Night-time noise complaints

A total of 23 aircraft movements operated within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30 and delayed, diverted and exempt aircraft).

Of the 284 noise complaints identified, 64 (22%) related to night-time operations.

- 42 related to cargo operations in March 2023
- 4 related to HM Coastguard
- 8 related to passenger aircraft
- 10 related to business jets



Sound and thermal insulation grant scheme

In accordance with the conditions set out in the Section 106 Planning Agreement, London Southend commissions an independent firm of aviation noise specialists to produce noise contours every two years for the summer period. This started in 2012 when the runway extension was opened.

These contours have been used to identify any properties which are in residential, educational or hospital use that qualify for either:

- Property Acquisition – for properties that fall within the 69dB LAeq 16 hr noise contour*
- Sound and Thermal Insulation Grant Scheme – for properties that fall within the 63dB LAeq 16 hr noise contour*

*LAeq 16 hour is the standard way of measuring aircraft noise around airports and is the measurement the Airport is required to use under the Section 106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, LAeq noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16 June to 15 September and 'day' is defined as the 16-hour period 0700–2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bickerdike Allen Partners (BAP) to produce the summer 2012, 2014, 2016, 2018, 2020 and 2022 noise contours. BAP is widely recognised within the aviation industry and has undertaken strategic noise mapping and noise action plans under the European Noise Directive for numerous airports in the UK and Europe including Dublin, East Midlands, Luton and London City. BAP is a founder member of the Association of Noise Consultants and bound by their Code of Ethics. Personnel of the BAP team are also members of the Institute of Acoustics. The latest noise contours were produced for the summer 2022 period. The noise contours for summer 2022 reflect the decrease in scheduled passenger flights post-pandemic. The timing of the noise contour assessment is determined by the S106 planning agreement.

Based on Ordinance Survey mapping, the results of the 2022 noise assessment carried out by BAP identified no properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

26 residential properties have previously qualified for the Sound and Thermal Insulation Grant Scheme and remain eligible to apply. There are currently no properties within the 69dB LAeq 16 hour noise contour. The properties currently included in the scheme are shown in the table below.

Properties within 69 dB LAeq 16 hour that qualify for property acquisition

Street	Number of properties	Numbers
N/A	0	N/A

Properties within 63 dB LAeq 16 hour that qualify for sound and thermal insulation

Street	Number of properties	Numbers
Southend Road	9	45–61 (odd)
Southend Road	14	66–92 (even)
Eastwoodbury Road	3	13,14 and 14A

The Airport has written to all of the properties that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2022. Six properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £19,828.14.

Summer 2020 and 2022 noise contours

The 2022 contour areas are similar in size to 2020 and reflect the decrease in passenger flights since the pandemic.

Legend

- 63 dB LAeq 16hr noise contour, 2022
- 63 dB LAeq 16hr noise contour, 2020

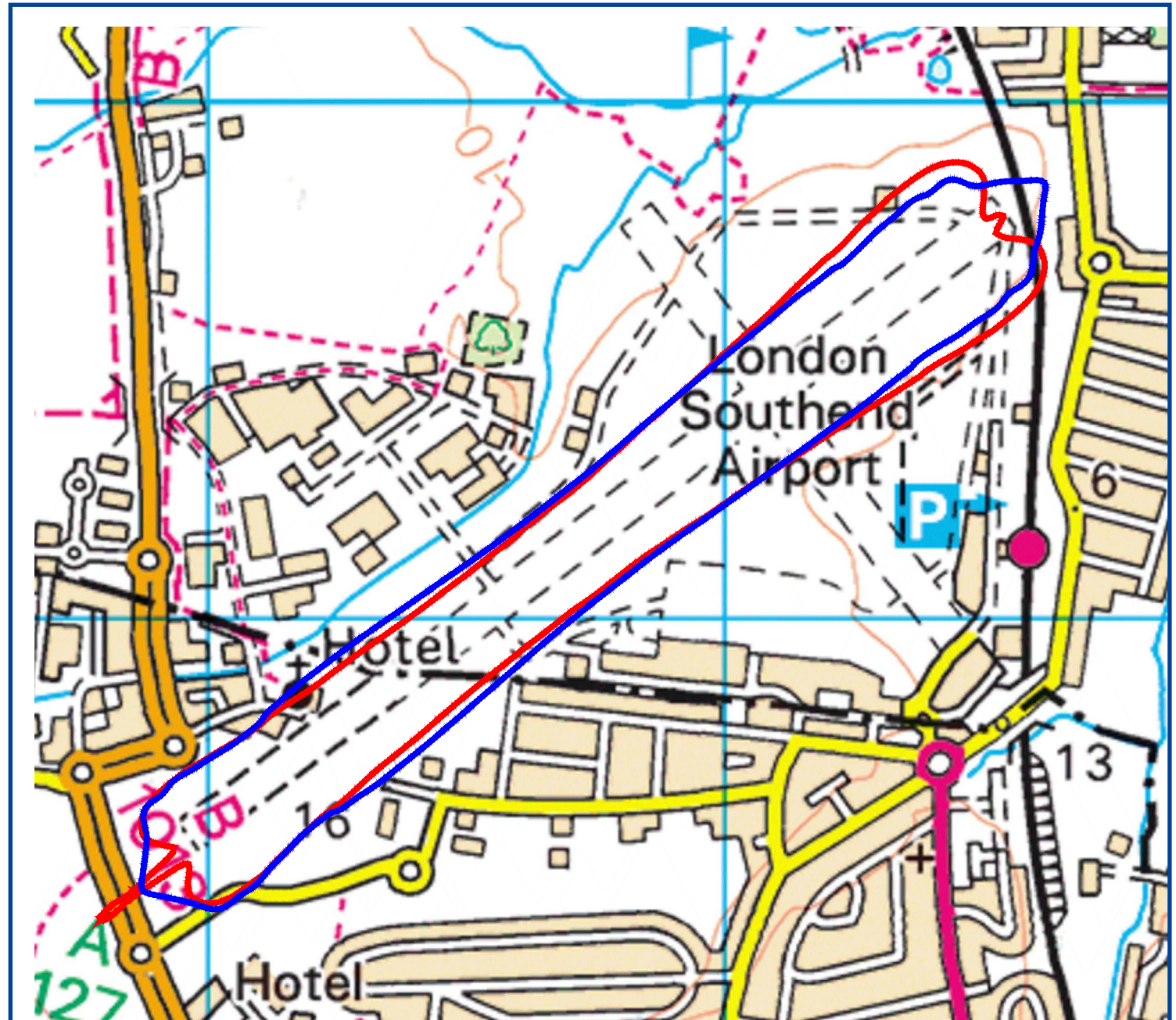


Figure A
London Southend Airport summer noise contours 2022. Airborne aircraft noise contours summer average daytime. Contour comparison 2020/2022 – 63dB.

This drawing contains Ordnance Survey data © Crown Copyright and database right 2014

Summer 2022 noise contours

The map (Figure B) shows the daytime airborne aircraft noise contours for summer 2022.

Legend

- 63 dB LAeq 16hr noise contour
- 69 dB LAeq 16hr noise contour

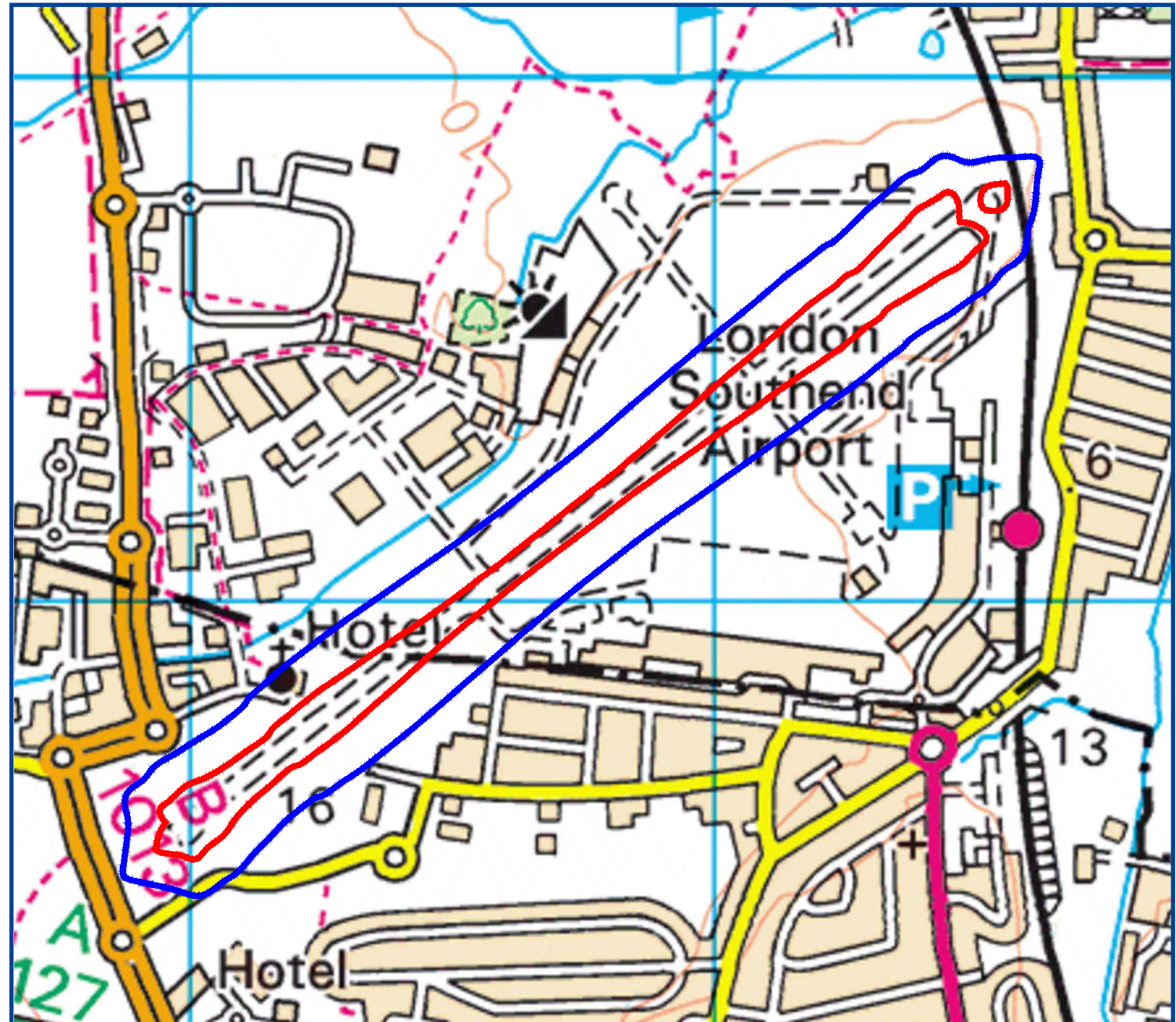


Figure B
London Southend Airport summer noise contours 2022. Airborne aircraft noise contours summer average daytime. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014.

6. Air Quality

NO₂ levels around the airport remain well below Government limits.

Naturally, air quality is important to everyone and we all take great interest in the impact it has upon our health.

London Southend recognises this fact and is pleased to share that the air quality surrounding the Airport consistently remains below the 40 µg/m³ value limit of NO₂, at which point the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution.

The Airport is committed to monitoring air quality around the site and ensuring that it remains below all the guideline values within the Government's Air Quality Strategy.

The Airport Section 106 planning agreement commits to:

- Developing a Surface Access Strategy that promotes a move away from the private car to less environmentally damaging forms of travel.
- Adopting operational practices that seek to minimise the polluting emissions from airport operations.
- Undertaking regular air quality monitoring and sharing the results with both Rochford District Council and Southend City Council.

Nitrogen dioxide (NO₂)

To safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide.

Legislation is set at National and European levels to limit emissions of NO₂.

Legislation	Annual limit
EU First Daughter Directive (99/30/EC)	40 µg/m ³
Air Quality (England) Regulations (2000) (as amended)	40 µg/m ³

Therefore, the objective is not to exceed an annual mean average of 40µg/m³ for NO₂ levels.

The airport tests for NO₂ at several permanent locations.

The Airport is committed to monitoring air quality around the site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy.



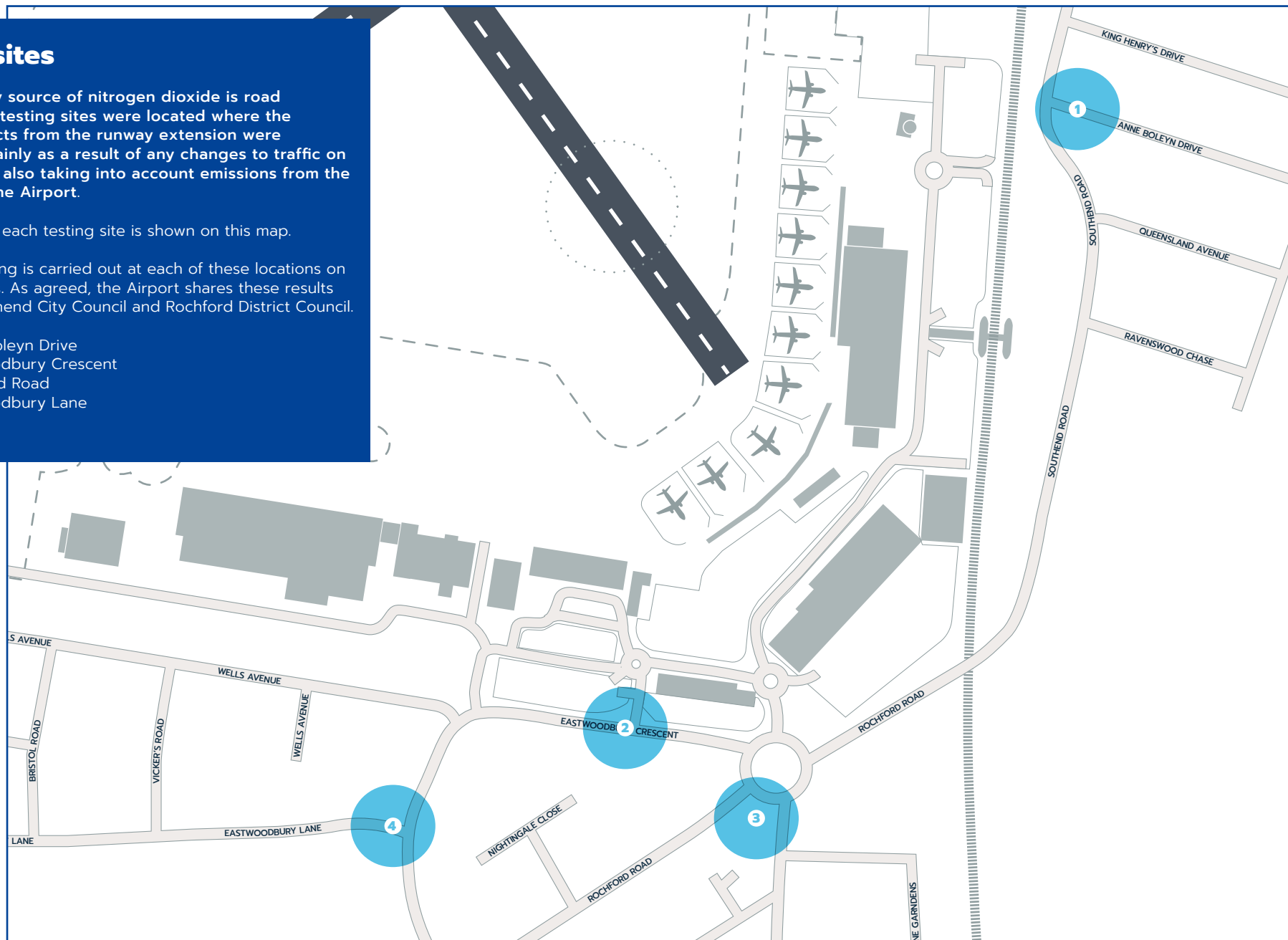
Testing sites

As the primary source of nitrogen dioxide is road transport, the testing sites were located where the greatest impacts from the runway extension were expected – mainly as a result of any changes to traffic on the roads, but also taking into account emissions from the operation of the Airport.

The location of each testing site is shown on this map.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed, the Airport shares these results with both Southend City Council and Rochford District Council.

- Anne Boleyn Drive
- Eastwoodbury Crescent
- Rochford Road
- Eastwoodbury Lane



Results

Concentration levels of NO₂ measured around London Southend Airport consistently remain below Government limits.

The recorded annual mean values for each testing site have been adjusted by the relevant bias adjustment factor following DEFRA guidance.

The pollutants of greatest concern in the local area are oxides of nitrogen. Most pollutants in the local area come from road traffic.

The annual results for NO₂ monitoring at all four testing sites around the Airport are reported in the table (Figure 1).

The 2023 results compared to the previous year have decreased across all four testing sites.

London Southend saw a 93% increase in passengers compared to 2022-23 however the NO₂ levels have continued to reduce around the Airport site.

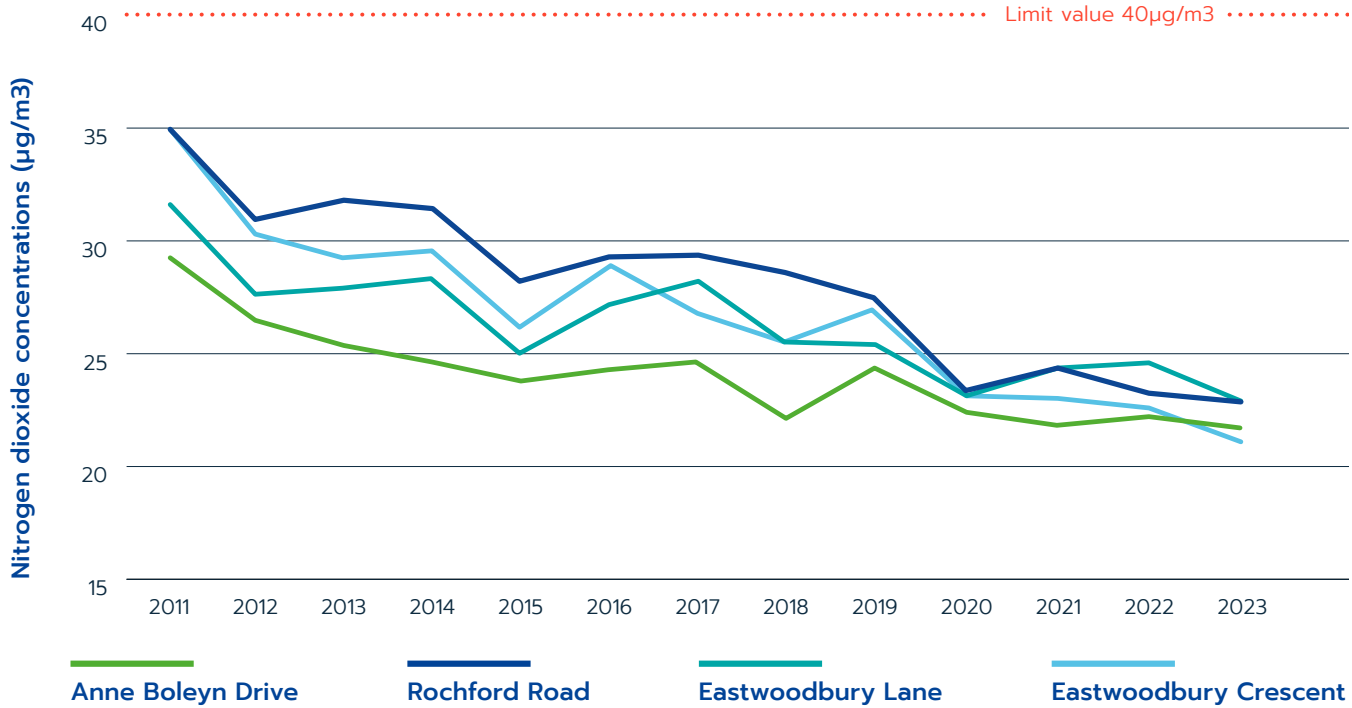
Site	2022	2023	% ⁺⁻
Anne Boleyn Drive	18.3	17.7	-0.69
Rochford Road	19.9	19.2	-0.66
Eastwoodbury Lane	21.6	19.9	-1.75
Eastwoodbury Crescent	19.3	17.4	-1.91

Figure 1. Results of Nitrogen Dioxide (NO₂) Testing - µg/m³

Site	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Anne Boleyn Drive	29.9	26.3	25.0	23.6	22.1	22.3	22.5	20.0	21.9	18.6	17.7	18.3	17.7
Rochford Road	34.2	32.4	32.7	32.6	28.4	30.3	30.7	28.9	26.8	20.5	21.3	19.9	19.2
Eastwoodbury Lane	31.6	28.3	28.1	28.4	24.3	27.4	28.8	25.7	24.9	20.7	21.4	21.6	19.9
Eastwoodbury Crescent	33.6	30.9	29.4	29.5	25.8	29.4	27.2	25.0	26.7	19.8	19.8	19.3	17.4

Figure 2. Annual mean nitrogen dioxide concentrations 2011–23 (µg/m3)

This graph shows that NO2 levels at all four sites continue to remain well below the 40 µg/m3 Government limit value.



7. Environment Management

London Southend Airport is committed to minimising its impact on the environment, protecting air quality, and delivering social benefits to the community around it.

We are committed to sustainable growth, ensuring we provide benefit to our local community and surrounding environment.

Renewable energy (see page 48)

- 25% of the Airport's electricity consumption comes from renewable energy – produced on-site, through our 9500 panel solar farm.

Surface Access (see page 16)

- 86% of all airport employees live within a local Southend City postcode area, reducing travel time to and from work.
- Airport owned rail station just 100 paces from the passenger terminal.
- Commitment to encourage sustainable transport modes to and from the Airport through an Airport Surface Access Strategy.
- Installed an EV charging point in the Jet Centre car park.

Air Quality (see page 43)

- Monitoring NO2 levels around the perimeter of the airfield. Since 2011 NO2 levels have remained well below the Government guidelines.

Waste Management (see page 49)

- 100% of waste produced at our airport is diverted from landfill, with 15% segregated for recycling.
- Reduced the use of single use plastics in all catering outlets.
- Provide water refill stations for passengers to reduce use of plastic bottles.

Airport operations

- Upgrading runway lights to LEDs
- Working with airlines that put environmental responsibility at the very core of their strategy.
- Carbon reduction has been considered throughout the design and implementation of a number of the development projects across the airfield, including the new control tower, rail station and terminal building.
- All of the vehicles used to transport luggage between the terminal and the aircraft are electric powered.
- Uncongested airspace at Southend means that aircraft are rarely delayed on approach or required to enter a holding pattern on route, reducing track miles and emissions.
- London Southend Airport benefits from having spare slot capacity, this allows for efficient departures and reduces the risk of delays due to runway congestion.
- Aircraft also benefit from a short taxi to the terminal facilities which reduces aircraft energy consumption.

- Runway lights are turned off during the night-time period and only turned on 15 minutes before and after an aircraft operation.
- All new passenger aircraft stands are fitted with fixed electrical ground power (FEGP). These fixed supplies allow the aircraft to use London Southend Airport's electricity supply and benefit from its onsite renewable generation. This reduces the need for aircraft to generate power from running auxiliary power units which need only be switched on to start the main engines just before departure.
- London Southend Airport is committed to exploring further opportunities to improve efficiency of airport operations including further transitioning to electric vehicles and improving lighting efficiency.

Reducing the Airport's carbon footprint remains the highest priority and we are minimising energy consumption wherever we can. Sustainability initiatives such as switching light bulbs to LEDs and introducing new certified 'Earth Pro' uniforms for our teams will see us reach our Net Zero goal faster.

Carbon management

Renewable energy usage 25% of the Airport's electricity comes from renewable sources. A £2 million solar farm at London Southend Airport was officially registered with OfGEM on 31 December 2015.

An array of 9,500 solar panels from an on-site solar farm supports London Southend Airport's objectives of reducing its carbon footprint and the electricity required from the national grid network.

The solar farm is an addition to the 496 solar panels previously installed on the roof of the Airport's terminal extension during 2014, supplying the shops, cafés and facilities with solar electricity via the Airport's private electricity network.

London Southend Airport achieved Airport Carbon Accreditation, Level 1 in February 2021. Following an extended recovery post pandemic, London Southend Airport intends to demonstrate its carbon reduction to achieve ACA Level 2. The Airport Carbon Accreditation is the only institutionally endorsed, global carbon management certification programme for airports. It independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through a structured programme.

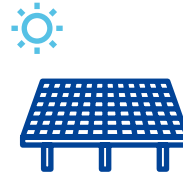
Using a Building Management System (BMS) the airport is able to calculate the kWh per passenger. This calculation includes electricity used to power passenger aircraft stands, air conditioning, lighting, x-ray and security equipment, check-in, luggage carousels, as well as information boards, catering equipment and retail units.

The total consumption of electricity across the airport site (including tenant operations) was 7,778,175.70 kW/h.

Across the whole airport site, the energy contribution from renewable sources i.e., on-site solar panels was 25% during the 2023-24 reporting period.



496 Solar panels on terminal roof – 88,557 kwh.



9,500 Panel solar farm – 1,844,570 kwh.



61% of the total energy consumed on site was used by London Southend Airport Ltd, aviation handling company and the rail station.



Electricity supplied – 5,845,048.



Achieved Airport Carbon Accreditation Level 1 in 2021.



25% of the total energy consumed across the site came from on-site solar panels.

	2018–19	2019–20	2020–21	2021-22	2022-23
Total kWh (passenger terminal)	3.18m	3.04m	1.59m	0.9m	1.3m
Total passengers	1.49m	2.14m	147,018	93,957	89,017
kWh per passenger	2.13	1.42	10.82	9.84	15.00

Waste management & recycling

London Southend Airport contracts a local waste provider that operates a waste-to-energy (WtE) system, thus avoiding any airport general waste being sent to landfill sites. All airport generated waste is either recycled or used to produce energy.

Waste practices include:

- Cardboard: we've implemented a system for segregating and baling cardboard for collection and recycling
- Paper: locked recycling bins are provided for the collection of papers including confidential waste, newspapers and airline magazines
- Glass and metal: separated from general waste for recycling and re-use.

In addition to on-site recycling systems, valuable materials including electronic items, wood, plastics and cans are extracted from general waste by our waste management company. Only the residual waste is processed as Waste to Energy (WtE), meaning that no airport generated waste goes to landfill.

London Southend Airport has two 60,000 litre underground water reservoirs that hold rainwater collected from the terminal roof for use on site. The harvested water is fed through a series of filters in a Stormsaver rainwater recovery system and used for toilet flushing.

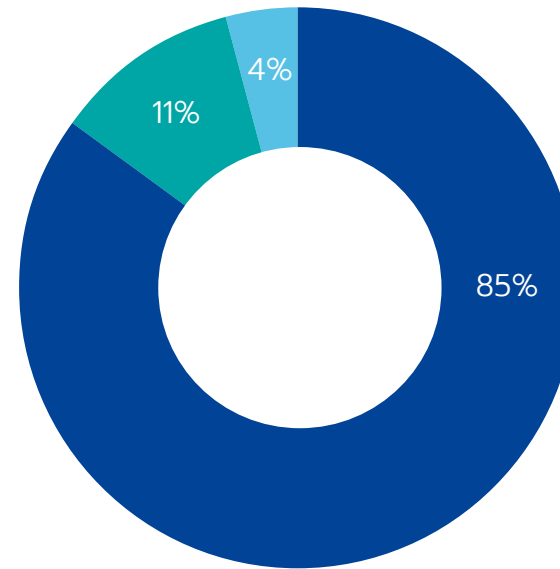
Aircraft Waste / CAT 1 International Catering Waste

Under current waste regulations (following Brexit), any waste from aircraft arriving from non-EU and EU destinations that could contain food waste needs to be treated as International Catering Waste.

This is classed as Category 1 (CAT 1) hazardous waste and means the waste needs to either be deep landfilled at specialist sites or treated as high temperature incineration at a regulated site.

Aircraft waste cannot be regulated by the airport and is not therefore included in airport waste data.

Waste management 2023-24



General
(WtE)



Paper and
cardboard



Glass



Sustainable procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with Section 106 planning conditions. The policy applies to airport development projects as well as the procurement of goods and services by London Southend Airport Company Limited. London Southend Airport applies sustainable principles to the procurement of goods and services, paying particular attention to the following:

- Energy supplies
- Aviation fuel
- Office consumables (including recycling)
- Catering supplies
- Electrical equipment
- Transportation (vehicles and travel)

Protecting biodiversity

London Southend Airport protects biodiversity and enhances conservation through careful planning and management of its operations. The Airport must balance the need to protect biodiversity while ensuring safety of aircraft operations. This includes an ongoing management of birds and other species that pose risks to air operations. London Southend Airport operates a Wildlife Hazard Control Management Plan which seeks to:

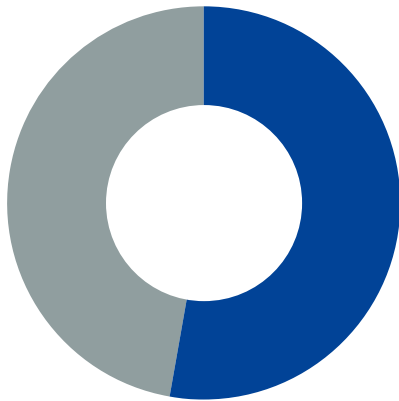
- Monitor habitat changes on and in the vicinity of the aerodrome.
- Manage long grass on the airfield
- Log all wildlife control activities
- Conduct regular surveys of wildlife concentrations and movements of wildlife in the local area.



8. Air Traffic Movement Controls

London Southend Airport is working well within its agreed S106 controls and quota limits.

During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed to reduce the impact of the development on the local community. An annual cap on the total number of aircraft movements was introduced at 53,300. This is about half of the total of aircraft movements recorded at London Southend Airport in 1989.



Only 56% of the Airport's permitted ATMs were used in the 2023-24 reporting period.



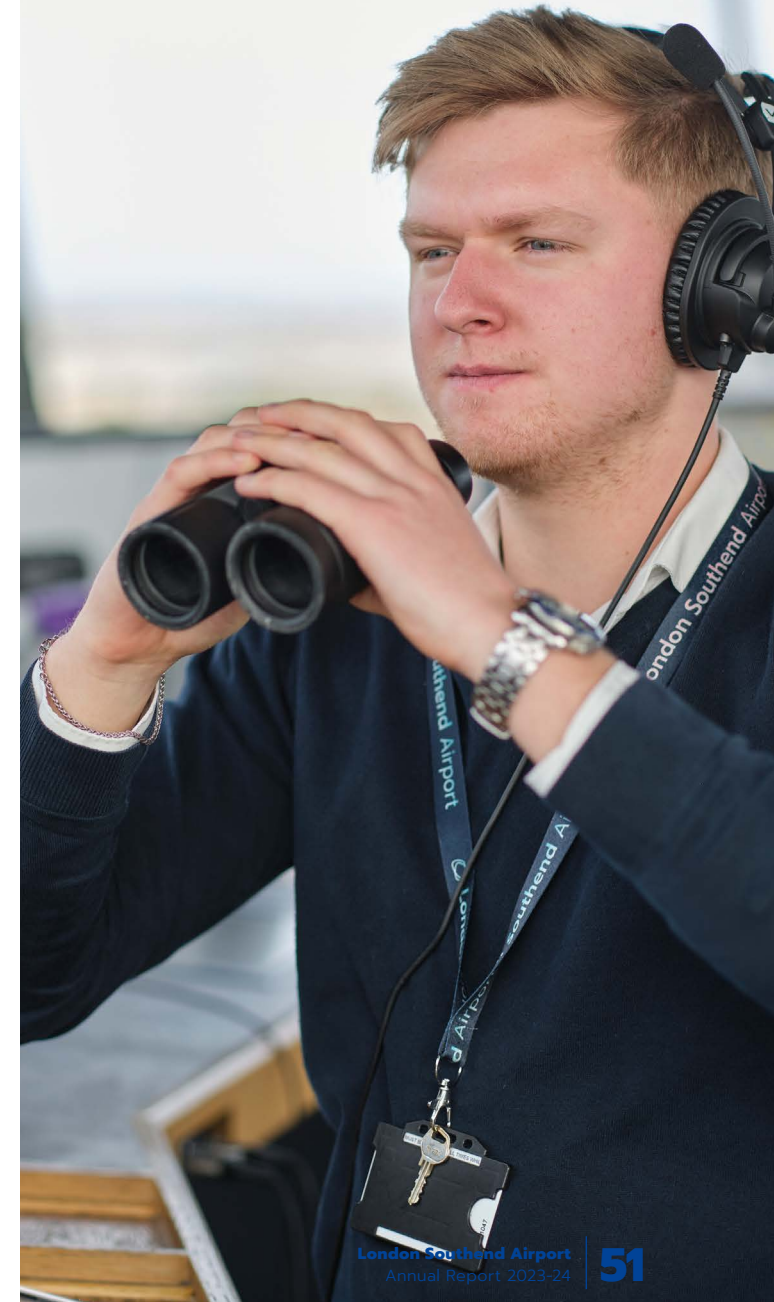
B737-300 operations are limited to 2,150 per annum

There were no B737-300 aircraft movements during 2023-24.



Aircraft movements by aircraft with QC between 2 and 4 are limited to 60 per annum.

There were 25 departures by a QC4 aircraft (B727)



Quarterly reporting

In accordance with our S106 planning agreement, London Southend Airport regularly reports its performance against its agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils and made publicly available on the airport website. [Community Reporting - London Southend Airport](#)

Annual reporting

The table below shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2023 – February 2024.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2023 – Feb 2024	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	29,995	56%
ii	Cargo ATMs (permitted lesser of 10% of total ATMs or 5,300 p.a.)	3,019	10	0.3%
iii	Boeing 737-300 ATMs	2,150	0	0%
iv	QC2-4 aircraft (limited to 60 per annum)	60	25	42%

The table below shows London Southend Airport's performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2023 – February 2024;

Flights in night quota period (23:00–06:30)	Quota annual limit	Annual total Mar 2023 – Feb 2024	% of agreed annual limit
Total night-time ATMs		23	
Diverted ATMs (of which all were QC1 or less)		3	
Delayed ATMs (of which all were QC1 or less)		3	
Exempt ATMs (of which all were QC1 or less)		2	
Night-time ATMs to be included in quota total (120 per quota month)	1,440	15	1%

Diverted ATMs

Unforeseen diversions of ATM's from airports to London Southend Airport due to weather conditions, industrial action or temporary runway closure/repairs.

Of the three diverted ATMs, all were diverted to London Southend Airport as a result of being unable to land at their destination airport. The destination airport being defined as a London airport other than Southend.

Delayed ATMs

An ATM where the aircraft was scheduled to take-off or land prior to the agreed night-time period, but was delayed due to unforeseen weather conditions, industrial action, temporary runway closure/ repairs at the airport or air traffic control delays or clearances beyond the control of the aircraft operator and/or the owner or the operator (as the case may be).

The three delayed ATMs, fall within the criteria that allows passenger aircraft to return to London Southend Airport during the night-time period due to unforeseen weather conditions, industrial action and/or unforeseen air traffic control delays.

Exempt ATMs

ATMs by the police and/or HM Customs and/ or the Coastguard and/or the military and/or the Air Ambulance Service and/or ATMs collecting or delivering human blood and/ or organ transplants and/ or ATMs carrying or meeting officials on Government business and/ or any ATM which is made an emergency consisting of an immediate danger to the life or health of humans or animals.

Of the two exempt ATMs, all aircraft operated on behalf of the police, military, and/or HM Coastguard, or operated an air ambulance flight.

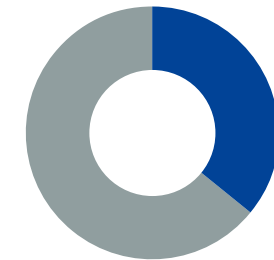
During the daytime

During the daytime, in total fewer than 50% of all landings and less than 50% of all ATMs may be over the South West area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12-month period from March 2023 to February 2024, all ATMs remained within the required percentages for the daytime period.

Daytime ATMs	Annual total Mar 2023 – Feb 2024	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	14,920	
Arrivals from South West (over Leigh-on-Sea)	4,964	33%
Total daytime arrivals and departures	30,171	
Arrivals and departures to/from South West (Over Leigh-on-Sea)	14,534	48%



**Fewer than half (48%)
of all ATMs operated
over Leigh-on-Sea**



**Just 4,964 arrivals (33%)
over Leigh-on-Sea during
the daytime period.**

During the night-time

During the night-time quota period, all ATM's will be to and from the north east of the airfield (e.g. Rochford), unless for safety or weather exemptions set out in the S106 agreement.

ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 2023 – Feb 2024	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	23	
Number of aircraft which did not take-off towards, or land from the North East (over Rochford)	7	30%



**7 (30%) of night-time
ATMs that operated over
Leigh-on-Sea did so under
agreement exemptions.**

↑ Departures



9. Departures

Since 2012, 99.8% of all passenger flights have departed London Southend Airport within their agreed NPR.

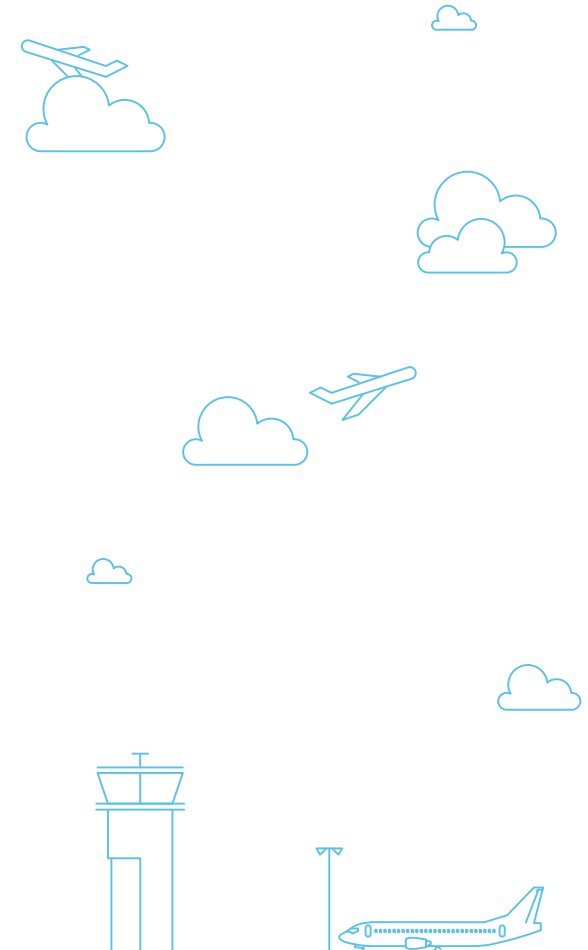
All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5,700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPRs at London Southend Airport were agreed with Southend City Council and Rochford District Council during the consultation process for the runway extension. The routes have been designed so that the number of large aircraft overflying residential areas is reduced to a minimum and that departing aircraft are using the same flight path as arriving aircraft for the initial phase of their departure. These routes were introduced when the extended runway was opened in March 2012.

There can be some variation between the various aircraft operating on the NPR. This is because all aircraft perform differently and they may also be affected by weather conditions, which can cause them to drift to the left or right. This is why each NPR extends in width as it proceeds from the end of the runway. As long as an aircraft flies within the agreed NPR zone it is considered to be on-track.

Since introducing the Noise Preferential Routes in March 2012, 99.9% of all passenger flights have departed London Southend Airport within their agreed NPR.

There were more than 15,000 departures from London Southend Airport for the 12-month period March 2023 – February 2024, of which 7,195 related to aircraft (above 5,700kg) that were required to depart within the agreed NPR. During this period just 7 (0.08%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.



Noise preferential routes

London Southend Airport has two noise preferential routes, one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5,700kg) must follow the NPR controls applicable to the runway in use at that time.

When departing on Runway 05 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1,500ft altitude and one mile in distance.

When departing on Runway 23 towards the south west (e.g. Leigh-on-Sea area), aircraft must maintain a straight departure heading until at least 1,500ft altitude and 2.5 miles in distance.

Once aircraft have cleared the designated NPR zone, Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination – this is known as ‘vectoring’. However, ATC may direct aircraft off the NPR at any time if this is required for safe separation from other aircraft or for other safety issues (such as avoiding adverse weather). Track keeping is taken very seriously and it is closely monitored and logged by the Airport’s dedicated system.

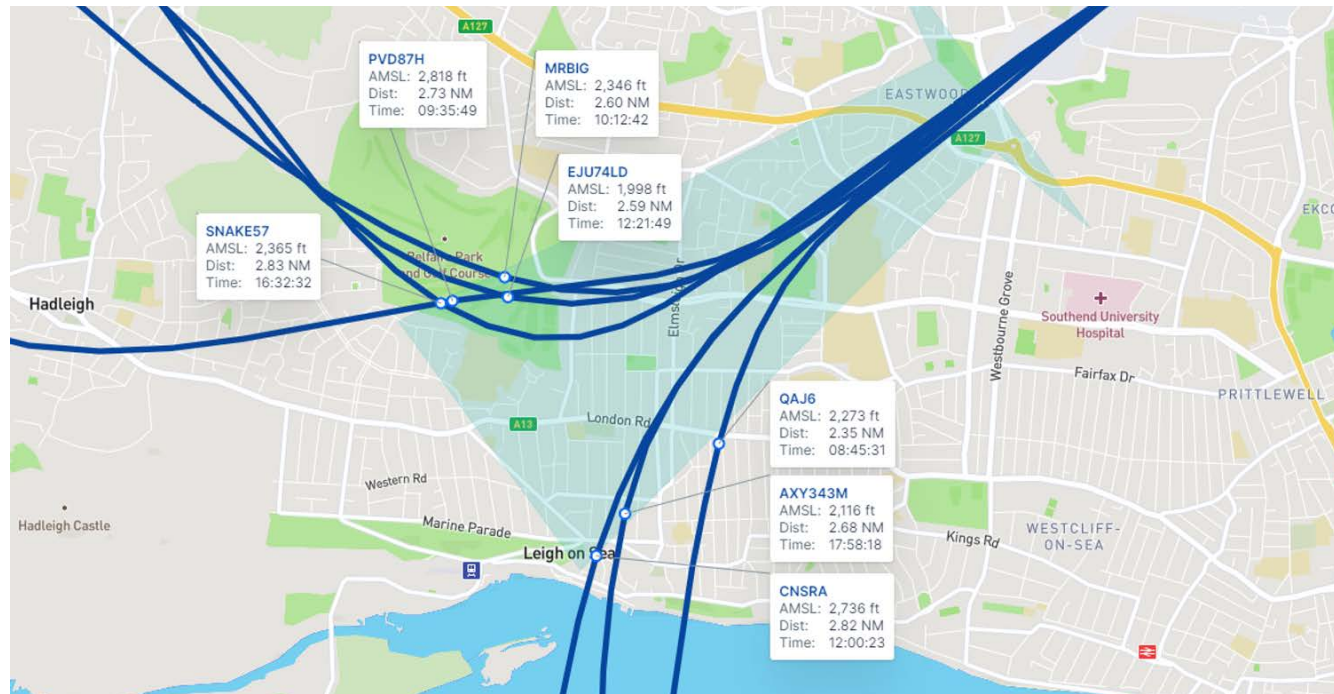
The map on the right shows the two NPR zones at London Southend Airport with their agreed coordinates.



London Southend Airport
The preferential routes.
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NPR results

	Date	Operator	Aircraft Registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2024	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
1	10/05/23	Zenith Aviation	MRBIG	LJ45	23	Executive business jet	✓	1st	✓	✓	n/a	0
2	21/08/23	Quick Air Jet Charter	DCFTG	LJ35	23	Executive business jet	✓	1st	✓	✓	n/a	0
3	06/10/23	Pad Aviation	DCAGA	E55P	23	Executive business jet	✓	1st	✓	✓	n/a	0
4	03/11/23	easyJet	OELVK	A319	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
5	06/11/23	Sarah Airways	CNSRA	C650	23	Executive business jet	✓	1st	✓	✓	n/a	0
6	19/11/23	AirX.Aero	9HIMP	E35L	23	Executive business jet	✓	1st	✓	✓	n/a	0
7	15/02/24	14 Sqn RAF Waddington	XX507	B350	23	Military	✓	1st	✓	✓	n/a	0



10.

Charity and Community

In the past 11 years, the staff at London Southend Airport have raised £130,000 for local charities.

Charity Partnership with South East and Central Essex Mind (SECE Mind)

London Southend Airport began a charity partnership with South East and Central Essex Mind (SECE Mind) in July 2021. Due to the success of relationship benefitting both the community and airport colleagues, the partnership has recently been extended for a further 12 months.

SECE Mind is a local mental health charity offering information and advice to people with a range of mental health problems whilst lobbying government and local authorities on their behalf. As part of the community services at SECE Mind, the charity provides supervised residential housing for adults with a mental health condition who are unable to cope with living independently, comprising of eleven flats at Nelson's Gate in Southend-on-Sea.

The charity partnership provides airport colleagues with mental health support, and opportunities for community volunteering. SECE Mind also supports and attends the Airports' PRM Committee meetings, offering valuable advice for passengers with hidden disabilities and anxiety.

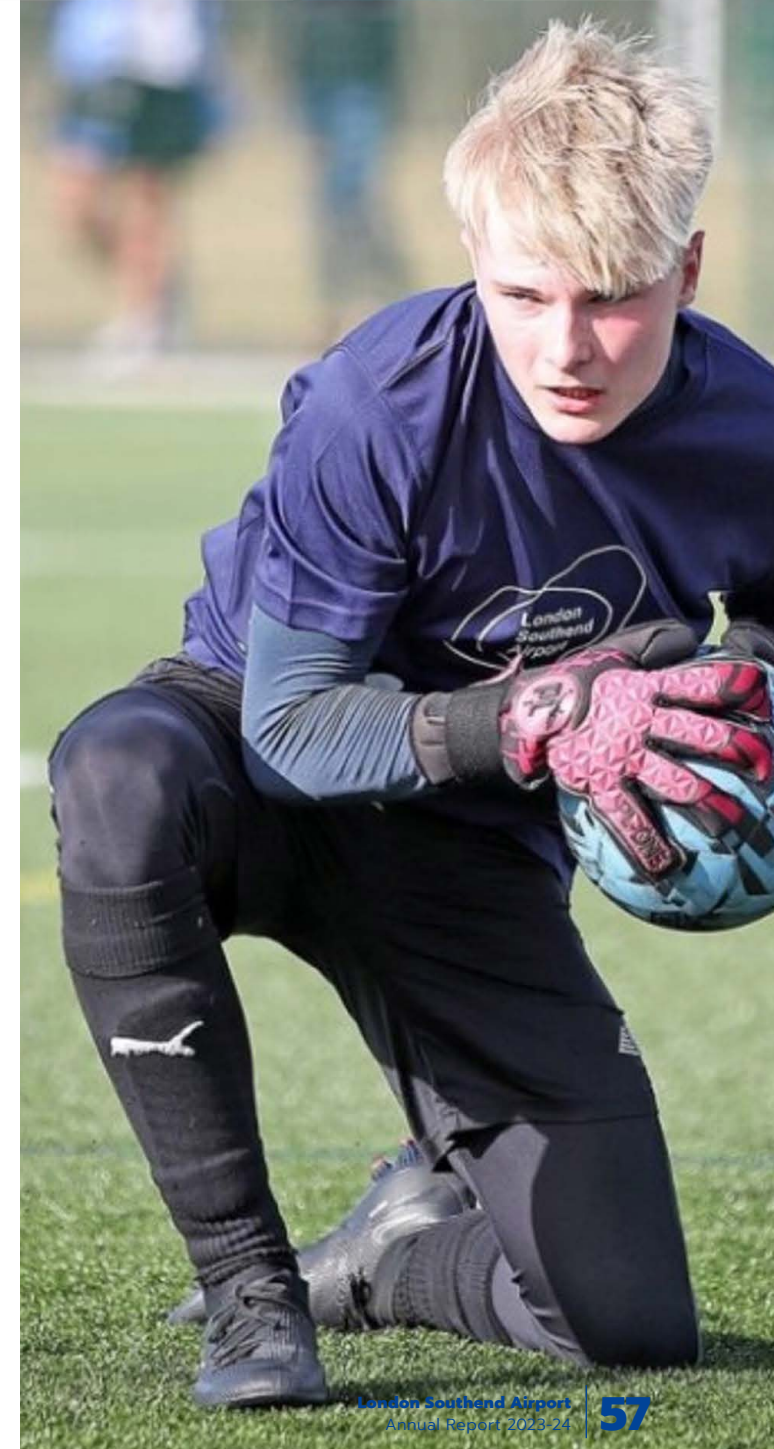


This year the Airport encouraged colleagues to set up a charity football team, building strong relationships and keeping fit through regular training sessions.

In October 2023, our LSA football team played Run Free Utd at Garon Park to raise funding and awareness of our charity partner, SECE Mind. Run Free Utd are an all-inclusive football team run by local fundraising legend Chris Phillips, set up to increase the awareness of mental health issues, and to showcase how participation in sporting activities can act as a coping mechanism.

The charity match was a great family day out and raised £1,169 for SECE Mind.

The LSA team were defeated on this occasion but are in training for a re-match in 2024!



In December, London Southend once again supported the annual Mental Elf charity run in aid of SECE Mind.

The 2023 event was held at Belfairs Woods, Leigh-on-Sea where runners dressed up in festive outfits and ran (or walked) 5km around the woods to raise awareness and funds for our charity partner.

The airport team braved the wet and windy conditions to help raise £11,154!

 **Mind**
South East and
Central Essex

**Total fundraising
for SECE Mind
£12,322.70**





Post-box poppies for Remembrance Sunday

Following a call to the local community via social media, the Airport received lots of lovely, knitted poppies to decorate the terminal post-box. Due to the success of this community engagement project, we will continue to don the post-box with themed toppers.

London Southend also supports the Royal British Legion Poppy Appeal.



Operation Christmas Child: Shoebox Appeal

In November 2023, London Southend once again supported the Samaritans Purse charity and their Operation Christmas Child 'Shoebox 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.

Volunteering hours

110 volunteering hours were donated by LSA colleagues between March 2023 – February 2024. This included time spent organising and taking part in fundraising and educational events.



Corporate Sponsorship

London Southend committed to supporting a range of local good causes through corporate sponsorship from its FY 24 budget including:

Rochford Christmas Festival

London Southend was one of the main sponsors for the Rochford Christmas Festival which included the switching on of the Christmas light in the town square.

Southend Rugby Club – Ladies Day

Raising money for [Breast Cancer UK](#), Southend RFC played Brentwood RFC in their annual Ladies Day match. Spectators enjoyed a sit-down dinner before the game, with live entertainment.

Southend RFC celebrated winning the game and were crowned champions of the league after 19 wins in a row.

London Southend was pleased to sponsor the pink team t-shirts which were auctioned after the game.



Guide Dog collection

During the reporting year, £216.60 was collected for Guide Dogs for the Blind.

Community engagement

London Southend was proud to support this year's 'Strictly Air Ambulance' event at the Brentwood Centre in aid of [Essex and Herts Air Ambulance](#) (EHAAT).

Caroline Fitzgerald LSA Customer Service & Commercial Director, and Jo Marchetti LSA CSR Manager (pictured right) attended the event and met some of the amazing air crews that fly into London Southend on emergency missions. The Airport was the headline sponsor for the charity auction which raised over £5,000 on the night.

Overall, the event raised over £40,000!

Havens Hospice

London Southend will be providing a water station at this year's [Havens Hospice](#) Half Marathon along Southend seafront.

Sponsorship agreements have already been agreed for the FY25 budget including:

- World Cup-on-Sea for Great Ormond Street Hospital. LSA colleagues will take part in a 7-a-side knockout tournament at Southend United FC ground on 4th May.
- Essex Cricket Club – schools' competition
- Leigh Regatta
- Eastwood Cricket Club
- SECE Mind Mental Elf 2024
- Rochford Parish Christmas Festival 2024



11.

Feedback

Thank you for taking the time to read London Southend Airport's Annual Report.

We would welcome your comments and feedback, you can contact us:

By email

Isaenquiries@southendairport.com

By post

London Southend Airport Co. Ltd.
Southend-on-Sea
Essex
SS2 6YF



Appendix. ASAS summary of new targets, commitments and actions

No.	Target/commitment/action	Target timescale	Progress
Mode share			
1	Air passenger public transport mode share should be at least 35% by 5mppa.	Review when passenger numbers reach more than 5mppa or within three years (whichever is earlier)	
2	Staff mode share should not exceed 65% using single occupancy vehicles.	Ongoing	
Sustainable modes			
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported.	Ongoing	
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Coordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported.	Ongoing	
5	The airport will engage and liaise with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area.	Ongoing	
6	The Travel Plan Co-ordinators will investigate and develop car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the airport will be encouraged to designate the best parking bays for car sharers.	Ongoing	
7	Work with taxi companies to reduce empty running.	Ongoing	
8	Establish surface access partnership arrangements to encourage all employers on airport to engage with the ASAS.	Ongoing	
9	Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.	Ongoing	
10	Work with bus and coach operators to aim for a 4% mode share by passengers and staff.	Ongoing	
11	Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.	Ongoing	
12	Work with train operators to achieve 30% rail passenger mode share and develop train services that support passenger and staff travel demands.	Ongoing	
13	Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.	Ongoing	
14	Promote public transport integrated ticketing availability to staff and passengers.	Ongoing	
15	Encourage employees to walk and cycle to work.	Ongoing	

No.	Target/commitment/action	Target timescale	Progress
Car parking			
16	Install electric car charging point(s) for employees and passengers in any new staff and/or short stay car parks and where feasible, in other areas (including as part of any 'meet and greet' offers).	Ongoing	
17	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off airport fly parking. The airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required.	Ongoing	
18	The airport will support and financially contribute to the Southend City Council's monitoring of street parking.	Ongoing	
19	Ensure safe drop off and pick up arrangements are maintained.	Ongoing	
Travel planning and information			
20	Work with local authorities to promote public transport links to the airport.	Ongoing	
21	Maintain/improve onward travel information in baggage reclaim area.	Ongoing	
22	Continue to engage with active travel organisations to deliver a lifestyle approach to travel planning for staff.	Ongoing	
23	Seek views of Southend Bus Users Group on Bus Services for the airport.	Ongoing	
24	Engage with Airport Consultative Committee to seek views on surface access.	Ongoing	
25	Use emerging technology to review and develop travel information.	Ongoing	
26	Maintain DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area.	Ongoing	
27	Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.	Ongoing	
Surveys, monitoring and reviews			
28	Annual Passenger surface access travel surveys to be undertaken by CAA on a continuous basis.	Ongoing	Suspended
29	Staff travel surveys to be undertaken at least every three years or more frequently if the TLG agree.	2022 or earlier	
30	Continue to hold annual ATF meetings.	Ongoing	
31	Continue to hold quarterly Transport Liaison Group meetings to review performance of ASAS targets.	TLG to meet quarterly	
32	Review the Airport Surface Access Strategy in accordance with the S106 Agreement requirements (at 1mppa and every additional 500,000 ppa thereafter).	The next review will be at 2.5mppa then every additional 500,000 ppa thereafter	Not due



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