

**Performance**

Total aviation movements	Aug 24	Sept 24	Oct 24	Total
<b>2024/25</b>	<b>3,318</b>	<b>2,752</b>	<b>2,974</b>	<b>9,044</b>
2023/24	3,344	3,014	2,986	9,344
<b>Commercial mvt 2024/25</b>	<b>382</b>	<b>408</b>	<b>386</b>	<b>1,176</b>
Commercial mvt 2023/24	338	292	316	946
<b>Passengers 2024/25</b>	<b>35,168</b>	<b>35,448</b>	<b>31,173</b>	<b>101,789</b>
Passengers 2023/24	17,557	24,250	24,901	66,708

**Acting CEO update**

I am pleased to report that the airport is growing its passenger numbers and expects to meet our target of 280K passengers this reporting year.

Passenger numbers for August to October total 101,789 with load factors at 82%. Comparing to the same period last year passengers have increased by 55%.

The Business Development team attended Routes World in Bahrain in October where they met with 20+ airlines and delivered presentations to attract new business. In November, they will attend the World Travel Market in London which hosts a large number of airlines, tourism boards and tour operators. The team have 30 meetings planned with aviation partners to build new growth and support existing routes.

I met with our new local MPs David Burton-Sampson (MP for Southend West & Leigh) and Bayo Alaba (MP for Southend East and Rochford) in October to discuss airport development plans and the concerns of local residents in Wells Avenue.

The airport will be holding a Recruitment Day on 13 November in readiness for the return of the easyJet base next spring. Sessions will run between 1pm-5pm and 6pm-9pm.

Current LSA colleague headcount (including rail) is 256, over 350 including the Hotel. 87.8% of our employees are currently from SS postcodes. We have welcomed 44 new joiners since 1<sup>st</sup> April.

3 Vacancies:

- Air Traffic Control Assistant – Traineeship
- Air Traffic Control Officer
- Airport IT Manager

## **S106 Operational Review**

Following consideration of the comments and feedback provided by SCC, RDC and ECC on the first set of draft plans, revised and updated versions were resubmitted to the local authorities on 25 September.

LSA is now awaiting further feedback.

## **Community Relations**

- Total volunteering hours donated by LSA colleagues so far this year = 189 hours
- The airport has sponsored several local events this year including Essex & Herts Air Ambulance 'Strictly Air Ambulance', Southend Rugby Club 'ladies match for breast cancer', Havens Hospice Southend Half Marathon, and Leigh Regatta.
- In August, LSA donated unclaimed confiscated items to SECE Mind for their housing facility in Nelsons Road, Southend. Any unwanted items were sent to a local homeless charity.
- In September, 39 Air Scouts and Leaders from Night Hawk Explorer Scout Unit, Canvey Island were treated to a tour of the Control Tower, ATE and Fire Section.
- Guide Dog Familiarisation Training sessions - Puppies and handlers were invited to tour the airport and its facilities on 5<sup>th</sup> August and 23<sup>rd</sup> September.
- Over 80 cabin crew, aviation, level 2 travel and level 3 travel students from Thurrock/South Essex colleges will be visiting the airport in Nov/Dec. Colleagues from around the business will be talking to students about their careers in aviation.
- PRM meeting held 23 October. Members were invited to review the facilities in the car parks and rail station.
- LSA has liaised with a member of its PRM Committee to arrange an 'Autism Reality Event' for 24 passenger facing colleagues in March 2025.
- A member of the airport team will be laying a wreath at the Southend Remembrance Service.
- A member of the LSA Fire team will be running the London Marathon 2025 to raise money for our charity partner [SECE Mind](#).

## **CAA Passenger Survey**

Once again, our PRM passengers have scored our services as excellent. Our Mar – Oct 24 report rated our assistance as follow:

- 91% of departing passengers rated the quality of assistance through the airport to the aircraft as excellent.
- 94% of departing passengers rated the general helpfulness and courtesy of the airport staff as excellent.
- 90% of arriving passengers rated the general helpfulness and courtesy of the airport staff as excellent.

## **R4 Noise Action Plan**

The [Noise Action Plan 2024 – 2028](#) was formally adopted by the Secretary of State for Environment, Food & Rural Affairs (Defra) 18<sup>th</sup> October 2024.

## **Night movements**

Over the 3-month Q3 period there were a total of 23 night flights of which 2 were delayed passenger flights and 1 was exempt. All night movements for the quarter period remained

within the agreed monthly quota i.e., 120. Just 6 of the 23 night flights operated over Leigh on Sea and did not follow the preferred runway due to wind/weather conditions.

### Noise

The total number of noise complaints for the Q3 period Aug - Oct 2024 was 84, of which 31 related to night-time operations.

The 84 noise complaints were generated from 67 airport operations (events) over the three-month period.

	Total ATMs	B727 Departures (QC4) ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Aug 24	2943	8	28	0	28	26	9	19
Sept 24	2316	0	31	0	31	23	15	16
Oct 24	2530	0	28	0	25	18	7	18
	7,789	8	87	3	84	67	31	53

This data shows that less than 0.8% of aircraft movements during the Q3 period generated complaints. There were eight B727 departures in the Q3 period which generated just four complaints.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Aug 24	14	28	100%	28	50%	14
Sept 24	10	31	100%	31	77%	24
Oct 24	9	25	100%	25	56%	14
		84		84		52

42 complaints related to aircraft operating to/from the SW over Leigh on Sea and 40 complaints related to aircraft operating to/from the NE over Rochford. (2 complaints related to helicopters, overhead aircraft which are not runway direction specific).

	No. of night flights over Leigh	Total Night complaints	Biz Jets	Delayed passenger	HM Coastguard/Military
Aug 24	1	9	9	0	0
Sept 24	2	15	12	3	0
Oct 24	2	7	7	0	0
	5	31	28	0	0

During the Q3 period, there were five night flights to/from the SW over Leigh on Sea which did not follow the preferred runway for reasons permitted under the S106 exemptions.

All complaints for the Q3 period were investigated and the aircraft in question were fully investigated.

There were six non-compliant flights during the Q3 period i.e., turned early and broke NPR controls. There were no complaints received in relation to the NPR breaches. Please see quarterly 106 return for NPR breaches for details.

#### Mobile Noise Monitoring Requests

No requests for the mobile noise monitor (MNT) were received during the Aug - Oct 2024 reporting quarter.

#### Noise Forum

The latest Community Noise Forum (CNF) meeting was held 13 August 2024 and led by the Chair Mike Thwaites.

Main points of discussion were membership and light aircraft activity. There will be a review of the CNF Terms of Reference in November.

Minutes of previous meetings are published on the LSA website under [Noise Management - London Southend Airport](#)

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

#### **Environment**

Local residents were notified via the CNF, social media platforms and local press that we are carrying out routine maintenance works to ensure that drainage around the airfield/runway is free of debris and working effectively and as designed. Work to some areas of the airfield will be conducted during the daytime however, for areas close to the runway and taxiways, works must be carried out during the evening/night when the runway is closed. Works commenced 14<sup>th</sup> October for approx. 4 -6 weeks with a provision for contractors to be on site for approx. 14 night shifts, within that period.

Works to improve the fencing and cut back vegetation around the car park on Manners Way has now been completed.

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

Concentration levels of NO<sub>2</sub> measured around London Southend Airport consistently remain below Government limits. London Southend saw a 93% increase in passengers compared to 2022-23 however the NO<sub>2</sub> levels have continued to reduce around the airport site.

**Marc Taylor**  
**Acting Chief Executive Officer**