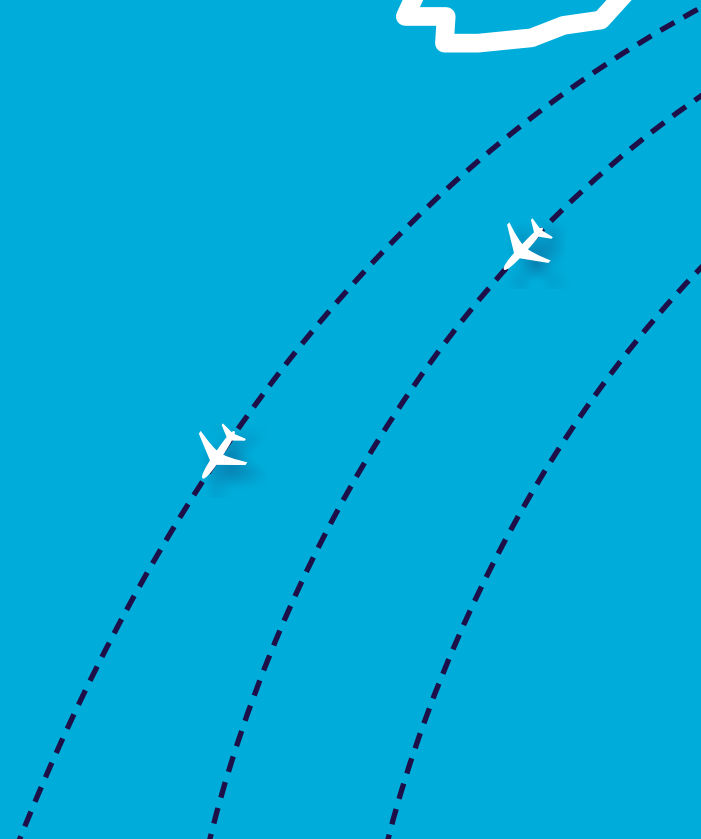




Annual Report  
2015 – 2016

**Hello.**







# Message from the CEO.

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**Welcome to London Southend Airport's fourth annual report.**

With 30 years' experience in aviation and logistics, including roles with British Airways, British Aerospace and DHL, among others, I was delighted to join Stobart in September 2015 as Chief Executive Officer for the Aviation Division, assuming responsibility for assets including London Southend Airport and Carlisle Lake District Airport.

This report details London Southend Airport's performance against a number of planning conditions for the period March 2015–February 2016. The airport has continued to make a significant contribution to the local and regional economy and has performed well against set targets, despite what will, I am sure, prove to be a temporary reduction in passenger volumes. Our business development pipeline is strong and I confidently expect us to return to growth in 2016–2017.

A key objective for us is to deliver market-leading customer service whilst growing both strongly and sustainably. We continue to manage our environmental impacts responsibly, for example through the commissioning of our new solar farm. We understand the need to manage the effects of our operations on our communities at the same time as serving growing passenger numbers. Achieving that balance has been, and will always remain, at the heart of our endeavour. I would like to express my thanks to the Airport Board and to all of London Southend Airport's employees for their continued support and successful efforts in 2015–2016. I look forward to further success in the forthcoming years.



**Glyn Jones**  
Chief Executive Officer  
Stobart Aviation





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# 1. Development.

## Investment

Over £140 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008 which has included:

- Air Traffic Control Tower – Officially opened by the Minister for the Thames Gateway, Bob Neill MP on 21<sup>st</sup> July 2011
- Southend Airport Railway Station – Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP on 21<sup>st</sup> September 2011
- 300m Runway Extension – Opened in March 2012
- New Passenger Terminal – Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP on 5<sup>th</sup> March 2012
- Stobart Executive Handling Lounge – Opened July 2012
- Holiday Inn Southend – Opened during October 2012
- Phase 2 Terminal Extension – Opened April 2014
- Lakers Bar & Restaurant – Opened April 2015
- Solar Farm – Opened December 2015

## Controlled airspace

The Civil Aviation Authority announced in January 2015 that it gave the go ahead to a plan to reintroduce controlled airspace at London Southend Airport. The Controlled Airspace was implemented on 2<sup>nd</sup> April 2015. A project is underway to introduce Standard Instrument Departure Procedures (SIDs) in 2017.

## Runway designation

On the 12<sup>th</sup> November 2015, London Southend Airport re-designated its runway headings as 05 – 23, changing from the previous 06 – 24. This is due to annual shifts in magnetic variation which meant that the runway heading at Southend is now closer to 050° / 230° than it was to 060° / 240°. As magnetic variation shifts by approximately 20 minutes of arc each year, this is an event which occurs once in about every 70-75 years.





### Lakers Bar & Restaurant

On 3<sup>rd</sup> April 2015 the brand new, 180-cover Lakers Restaurant & Bar opened in the Departure Lounge, offering passengers a range of hot and cold menu choices.

The 460 square metre air-conditioned restaurant - which took just under four months and £1 million to develop - has free Wi-Fi throughout, plus a phone charging station. It has also created 25 new, local jobs.



The all new Lakers Bar & Restaurant which opened in April 2015.



## The 2.5 megawatt 'Solar Photovoltaic Array' was built by Stobart Developments on 3.2 hectares of unused grassland at the north of the airport.

### Solar farm

Installation of a brand new £2 million solar farm involving one hundred workers got underway in November 2015 and was registered with Ofgem on 31<sup>st</sup> December 2015. The 2.5 megawatt 'Solar Photovoltaic Array' was built by Stobart Developments and is located on 3.2 hectares of unused grassland at the north of the airport site.



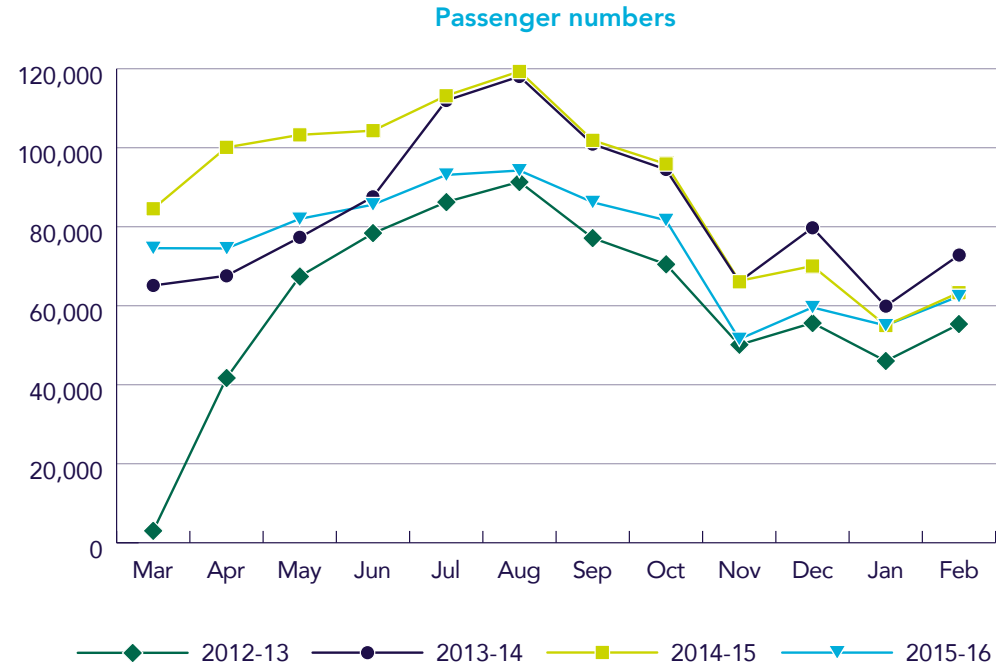
The new solar farm located at London Southend Airport which was built by Stobart Developments.

### Passenger growth

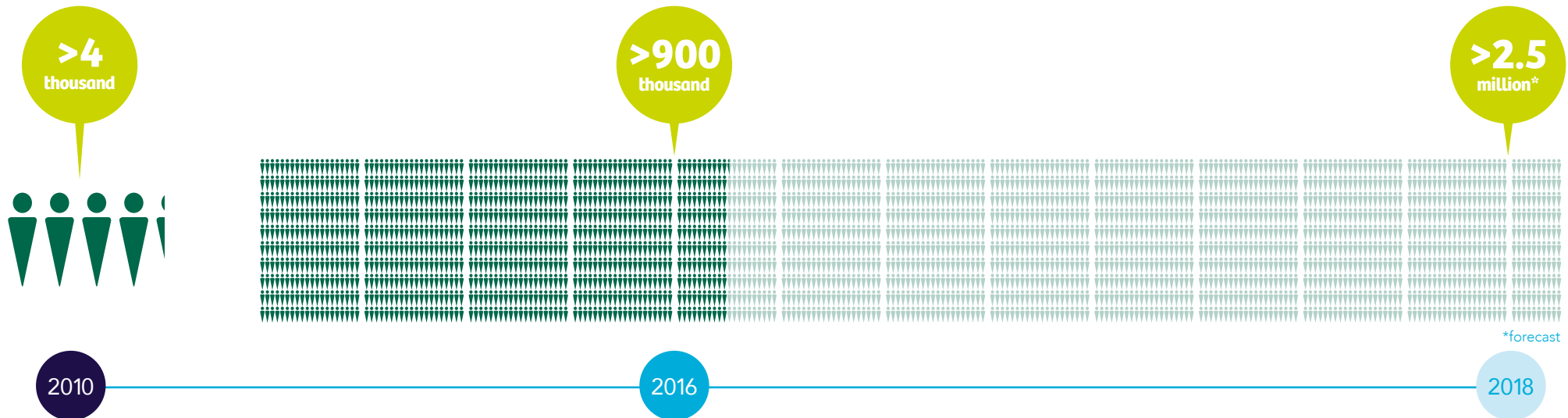
London Southend Airport has grown in recent years from just over 4,000 passengers a year in 2010 to handling over 1 million in 2014. The airport, as it stands today, has the capacity to handle up to 5 million passengers per year.

Passenger numbers have dipped slightly this year compared to 2014. This is largely due to the removal of easyJet's fourth based aircraft, which operated just for the summer of 2014. After the explosive growth of the first years following the redevelopment of the airport, airlines have looked to consolidate their operations and this has seen improvements in load factor and commercial performance, which provides a foundation from which new growth can be built.

London Southend Airport's population catchment is vast. The area of easy access stretches well into London and of course covers the affluent densely populated areas of Essex, Kent and Eastern Surrey. 5.4 million people live within a 60 minute drive of the airport, with just under 20 million people within a two hour car journey. London Southend Airport's dedicated mainline rail station offers up to six trains an hour at peak times through Stratford to Liverpool Street in Central London; offering unrivalled links across the capital through the underground and onward to all parts of the UK via extensive mainline rail connections.



### Forecast passenger numbers





### Airlines and route development

As is usual with airports at an early stage of their development, London Southend Airport's focus has been to establish an attractive range of destinations which meet the needs of the leisure traveller. Consistent with this, London Southend Airport have attracted four airlines who between them offered services to some 20 European destinations during the reporting period, including new routes to Paris, Lyon and Lanzarote.

London Southend Airport's partnership with easyJet has provided a solid foundation of year-round 'sunshine' routes, combined with popular city break and business destinations, including Amsterdam, Barcelona and Paris. We continue to work with them to secure additional new destinations.

In looking to the future, a historic challenge for the business has been the quantity and quality of available market intelligence. Seeking to better understand the market within our catchment area, we commissioned a significant study based on mobile telephone data (big data) in the autumn of 2015. For the first time, we are now able to understand the size of our catchment (16.4m), the London airports that travellers from London Southend Airport's catchment are using, the destinations to which they fly, the number of journeys made (12.3m), and the post code to which the device is linked. When combined with socio-economic data from other sources, London Southend Airport now have unparalleled clarity of the airport's developmental potential, which we will put to work in the year 2016-2017.

London Southend Airport has used this insight to inform our aviation development strategy, which focuses on establishing commercial relationships with partners who can provide connectivity that is complementary to that which currently exists. In pursuit of this objective, London Southend Airport are targeting prospective airline partners and, in each case, qualify their potential. Amongst the targets are: The development of European low cost airline services to satisfy business, leisure and inbound demand, links to a European hub to support mid and long-haul connectivity, complemented by European city pair regional airline services.



London Southend Airport flies to many popular European cities including Barcelona.

In taking this opportunity to airlines London Southend Airport have attended the key aviation network development conferences of 'Connect', 'Routes Europe' and 'World Routes' which were held in Ireland, Aberdeen and Durban respectively. In addition, London Southend Airport attended the European Regional Airlines General Assembly in Berlin. As well as these major organised events numerous direct meetings have taken place with airlines.

The plan for the year 2016 - 2017 involves even greater activity with a new team in place and the market information from our 'big data' project.

On the marketing front, significant activity took place during the year with the easyJet marketing campaign in two phases, targeting Chelmsford and the rail line corridor with positive results being seen in an increased in load factors.

Separately, a Flybe marketing campaign focused on a poster campaign within London, which promoted a seat sale, again saw a good response.

The Flybe services, which are operated by Stobart Air to Caen, Rennes and Groningen have all shown double digit growth in passengers in the twelve months to 31<sup>st</sup> January 2016 when compared to the prior year. Groningen has benefitted from the significant activity undertaken by Southend-on-Sea Borough Council in working with the city authority in Groningen and from publicity promoting Southend in Holland. More latterly, the sad death of David Bowie saw bookings rise as people sought to visit the V&A's David Bowie exhibition, which was on final stage of its tour in Groningen at the time of the artist's death.

London Southend Airport hosted the Aviation Minister, Robert Goodwill MP at the end of January. The minister arrived by train and was given a presentation about the airport and its development followed by a tour of the airport and its facilities, before departing by train for London. The Minister was very complimentary about the airport, its development and the role it plays in helping drive development within the local economy. The Minister was particularly interested in the Connect Project with Carlisle and Cumbria and the fact that it would be facilitated by an air service supported by the Government's Regional Air Connectivity Fund, which was announced in the Chancellor's recent Budget Speech.

**Awards and achievements**

**Which?**

In September, London Southend Airport was awarded the Best UK Airport by Which? Magazine for the third year in succession with a score of 86%, up slightly from the prior year's score of 85%. It gained the five star category in four out of the six main categories including: queues at bag drop, queues at airport security, passport control and baggage reclaim.

**Transport Times National Transport Awards**

On 9<sup>th</sup> October the London Southend Airport Board attended the Transport Times National Transport Awards in London after being nominated for Best Airport up against some strong competition from Birmingham, Edinburgh, Glasgow, London City, Luton and Stansted. Glasgow won the category and from the runners-up London Southend was the only airport highly commended for the redevelopment programme and for growing the passenger figures up to the one million passengers per year mark.

**In September, London Southend Airport was awarded the Best UK Airport by Which? Magazine for the third year in succession.**

**Airport Operators Association (AOA) Annual Awards 2015**

In November, London Southend Airport was named the 'Best Airport in the UK' (with under 3 million passengers, per year) at the Airport Operators Association (AOA) Annual Awards 2015.

The winners of this award were decided by a survey of airline members of The Board of Airline Representatives in the UK (BAR UK) and the British Air Transport Association (BATA).

Glyn Jones, Chief Executive Officer of Stobart Aviation collected the trophy at an award ceremony at the Hilton Metropole in London.

**easyJet Spirit Awards**

At the easyJet Customer Conference, London Southend Airport was named 'Highest Achiever' for 'Friendliness at Bag Drop' in 2015.

The awards are decided by feedback from easyJet customers via the Customer Service Satisfaction Surveys undertaken throughout the year.

This is actually the third award in three years that London Southend Airport has clinched at this annual event.

In 2014 it was awarded 'Most improved friendliness at Bag Drop'. In 2013 the team took home the prize for 'Best Ground Operations - Medium Airport'.



Glyn Jones collects the trophy at the AOA Annual Awards 2015.

## Southend Dementia Action Alliance

In October 2015 London Southend Airport became the first airport in the United Kingdom to sign up to a local dementia action alliance.

It became a member of the Southend Dementia Action Alliance (SDAA) which was launched in March 2015 to help Southend become a 'Dementia-Friendly' town.

The SDAA is made up of businesses, services and community groups all working in partnership with Health and Southend-on-Sea Borough Council.

As part of signing up to the group, the airport has devised an action plan that includes a commitment to ensuring that Dementia Friends Information Sessions are given to all front of house staff, such as those working on check-in staff and security. London Southend Airport has also invested time for a staff member to become a Dementia Friends Champion to continue the dementia friends programme to all customer facing staff including retail staff, rail staff, cleaners and possibly third parties that deal with customers.

As at the end of the reporting period 79 staff have received dementia awareness training.

James Moyes, Executive Councillor for Health and Adult Social Care, said: "To be the first airport in the country to sign up is fantastic news and shows just what a special and caring place Southend-on-Sea is. In Southend we have at least 3,000 people living with dementia and this Alliance will help strengthen the collective efforts to transform their lives."

Glyn Jones, Chief Executive Officer of Stobart Aviation said, "London Southend Airport has a huge focus on customer service and ensuring all our passengers – whatever their individual needs - receive the best possible experience at the airport."

Geoff Moore, Dementia Action Alliance Coordinator in the East of England, said, "It is exciting to see London Southend Airport taking the lead and aiming to become a Dementia Friendly Airport."

"People living with dementia should still be able to enjoy holidays and travel and there is much that can be done to make the experience easier for someone with the condition."



**“To be the first airport in the country to sign up is fantastic news and shows just what a special and caring place Southend-on-Sea is.”**

James Moyes, Executive Councillor for Health and Adult Social Care

## 2. Airport surface access strategy.

London Southend Airport, has continued to work with Southend-on-Sea Borough Council, Rochford District Council and Essex County Council to deliver the Airport Surface Access Strategy (ASAS) published in September 2014. This includes a number of targets and commitments to actively promote and monitor the use of sustainable transport. The ASAS document can be found at [www.southendairport.com/corporate-and-community/environmental-responsibility/](http://www.southendairport.com/corporate-and-community/environmental-responsibility/). London Southend Airport's progress against the 2014 ASAS targets are included within this report as an appendix (i) at the back of the Annual Report.

London Southend Airport has continued to perform well against the targets and commitments. The multi million pound investment in the rail station conveniently located adjacent to the passenger terminal continues to attract passengers and total air passenger use of public transport is ahead of the target. During December 2015, L.E.D. beacons were added to the pedestrian crossing between the train station and passenger terminal to enhance safety and discourage drop off and pick up's at the crossing site. The highest priorities are still to seek and secure improved early morning and late evening trains which serve early and late flights, and to ensure that quality of the trains is improved.

Until the issue of early and late trains can be resolved with the rail operators, London Southend Airport has negotiated an agreement with National Express, to run an early and late coach service to and from Victoria Coach Station in central London, calling at Liverpool Street and Stratford stations, which will run seven days a week from 21<sup>st</sup> March 2016. This plugs the gap when the last train leaves for London at 23:05 and the first train arrives at Southend Airport at 06:30.

### A90 Southend Airport - Stratford - Liverpool Street Station - London Victoria Coach Station

Southend Airport	23:45	London, Victoria Coach Station	03:15
Stratford, Bus and Rail Station, Stop L, Great Eastern Road	00:45	Liverpool Street Station Bishopsgate, Stop G	03:40
Liverpool Street Station Bishopsgate, Stop G	01:05	Stratford, Bus and Rail Station, Stop L, Great Eastern Road	04:05
London Victoria Coach Station	01:25	Southend Airport	05:10

Single fare tickets cost £10 if booked in advance online or £12 if bought in the terminal or on the bus.





The Department for Transport (DfT) has issued a consultation about the proposed East Anglia franchise, scheduled to commence in October 2016. London Southend Airport has submitted a response to that consultation setting out the airport's requirements and has met with potential bidders during the course of 2015. It is anticipated that the successful bidder will be appointed in June 2016.

In January 2016 Network Rail issued an updated list of the improvement projects they plan to undertake over the next few years, three of which would affect services to and from Liverpool Street on the lines via Shenfield:

- Crossrail
- Anglia Traction Power Supply Upgrade
- Great Eastern Main Line Capacity Improvement



A short walk separates passengers arriving from the train station and the airport terminal.



## Pre-booked parking peaked in July and August at around 70% of capacity.

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. Pre-booked parking peaked in July and August at around 70% of capacity. A contingency plan remains in place for implementing additional spaces if required.

On 3<sup>rd</sup> February 2016, planning consent was granted for a valet parking operation on land opposite Warner's Bridge. Once in place, passengers will have the choice to arrive at the airport and have their vehicles conveyed to the valet car park for the duration of their holiday. This can be done at times when there is the least amount of traffic on the roads surrounding the airport, therefore the operation of this site is not predicted to have any impact upon road traffic conditions.

Southend-on-Sea Borough Council conducts regular parking surveys of the local roads surrounding the airport; the evidence collected during the day, at night and at weekends suggests that no streets are full and that whilst pressure had grown around the airport, it was not at the levels generally recorded around train stations within the area. Future growth is possible but the current situation is fairly well balanced and very few complaints have been received from local residents. London Southend Airport will continue to collaborate with the Council to monitor demand.

Following concerns about the flow of traffic into the retail park adjacent to the airport, which shares an entrance via Harp House Roundabout, London Southend Airport met with Southend-on-Sea Borough Council (SBC) to discuss

the plans to widen the entrance to the airport at Harp House roundabout. Work has started to relocate the utility services on the site and the widening of the entrance is due to be completed in 2016. Crossing works on Eastwoodbury Crescent and Rochford Road began at the end of February 2016 to improve pedestrian safety. Further work will be carried out to improve the bus interchanges at these locations, with live travel information to be provided. Further road signage to be installed from Manners Way to the airport entrance.

Airport Transport Forum meetings are held annually and are attended by local authorities, local community representatives, transport operators and other stakeholders. Presentations typically include updates on activity at London Southend Airport, the Joint Area Action Plan, data from surveys, and discussions on topical and current matters regarding the airport and the wider transport network within the local area. In addition, quarterly Transport Liaison Group meetings are held to discuss any ongoing transport matters and to move the ASAS targets forward.

## London Southend Airport has continued to perform well against ASAS Targets and Commitments.



## Passenger and staff mode share survey results

### Passenger travel survey

The air passenger survey of 2012 remains the most recent source of data on air passenger travel.

A new survey has been undertaken during late 2015–April 2016, the results of which will be published in the 2016–2017 Annual Report.

Key headlines from the 2012 survey were:

- 29% of air passengers used public transport, ahead of the target which is 20% by the time London Southend Airport reaches 1.5mppa and 25% by 2mppa
- 25% of air passengers used rail and 4% used bus and coach
- 59% of air passengers used private cars
- 1% of air passengers used rental cars and 9% used taxis



**Half of the airport staff have a 'journey to work' time of 15 minutes or less.**

## Staff travel survey

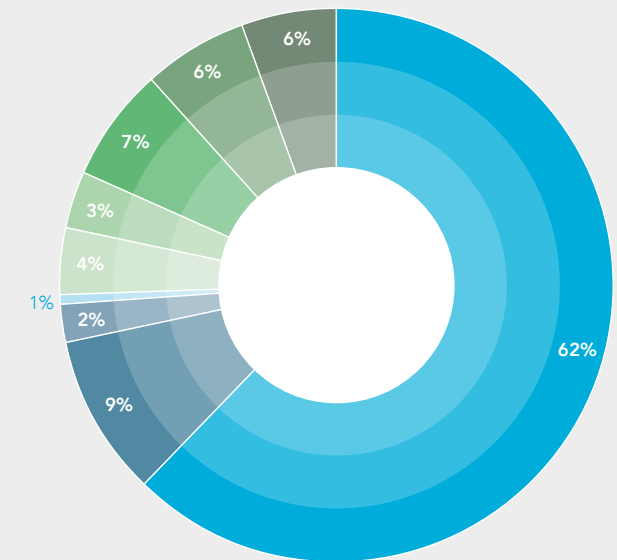
Throughout the month of October 2015, staff working on the south side of the airport were asked to take part in the London Southend Airport Staff Travel Survey. This included all those directly employed by London Southend Airport Co Ltd as well as staff working at the Holiday Inn, Rail Station, airline staff (easyJet) and those working in retail and concessions based in the passenger terminal.

A high number of responses to previous surveys have been received by a based maintenance company, ATC (Lasham) Ltd. Unfortunately, ATC (Lasham) Ltd was placed into administration a few weeks prior to the 2015 survey being conducted resulting in a loss of around 250 staff that were based on the south side of the airport.

### Key highlights

- A higher percentage of returns (33.6%) were received than in 2013 - approx. 565 staff are based on the south side of the airport and of those 190 completed a survey
- 75% of staff that completed a survey were from an SS postcode
- 62.2% car single occupancy – below 65% ASAS target
- 39% car single occupancy for staff that do not work shifts
- 11% of staff car share
- 10% of staff use public transport
- 100% of staff that drive use the staff car park and do not park off site or on residential streets
- 50% of staff have a 'journey to work' time of 15 minutes or less

## Mode of travel to work



- Car (single occupancy)
- Car share (driver, dropping off family/friends on way to work)
- Car share (passenger)
- Taxi
- Motorcycle
- Bus (Arriva 7/8/9)
- Train (Abellio Greater Anglia)
- Bicycle
- Walk





## Conclusion

The staff travel survey results provide an important insight into the reasons as to why staff prefer one mode of transport over another.

Car (single occupancy) is clearly the most popular mode of transport, whilst the number of staff using this particular mode remains under the Airport Surface Access Strategy (ASAS) target of 65%, the report has identified an overriding reason as to why this is; due to the various early and late, and sometimes irregular shift patterns, some staff find it difficult to find public transport that is available at the beginning and end of their shifts. It should also be noted that staff are required to work later than agreed shift times if aircraft are delayed.

As only 20% of London Southend Airport staff surveyed work Monday–Friday (office hours) and only 39% of those, use car single occupancy, it is clear that very few car journeys are made to and from the airport by staff during the usual rush hour periods and therefore the local road networks are not impacted by the growth of the airport and resulting increase in employment.

A large proportion of staff live locally and whilst this provides for a shorter journey time, some are unable to access convenient bus and train routes. Many have said public transport would be considered if discounts were offered.

**62.2% car single  
occupancy - below  
65% ASAS target.**





## 3. Employment.

Airports are important economic generators, providing jobs, encouraging inward investment and boosting local tourism.

London Southend Airport is committed to ensuring that jobs available are publicised locally and opportunities are advertised via the 'Careers' page of the London Southend Airport website. In addition, roles which require specific expertise may also be advertised in specialist publications, for example, Air Traffic Controllers. Effective relationships continue to be maintained with local recruitment providers and when required, the services of local agencies may also be used.

London Southend Airport has a diverse range of roles and functions at the airport including Air Traffic Control, Fire, Ground Handling, Retail, Food & Beverage, Security, Customer Services, Finance, Facilities, Asset Management, HR, Operations & Dispatch and Business Development. Our resourcing includes a mix of full and part time opportunities in addition to, fixed term and casual options.

### Super Smile

Project Super Smile is focussed on the application of basic principles which will enable us to deliver our customer service vision for "London Southend Airport to be acknowledged as the best team within the industry by making the experience super easy for all our customers". The "SMILE" principles are SMART, MINDFUL, INSTINCTIVE, LOYAL and EXCEL. A team reward and recognition scheme is operational in support of the SMILE initiative.





### Recruitment event

A recruitment event was held across two afternoon/evenings in February 2016. Many departments proudly attended, showcasing their activities and engaging with a diverse range of people from the local community. Almost 1,000 people attended and over 400 applications were received.

Internal progression and development for employees at London Southend Airport is encouraged and supported through training and development opportunities.

London Southend Airport benefits from a productive working relationship with South Essex College and offers various opportunities for students to experience and become involved with activities at London Southend Airport. In addition to working with the college on bespoke requirements for training. A number of graduated Travel and Tourism students are now employed by the airport.



Almost 1,000 people attended a recruitment event, which was staged over two days in February 2016.

### Here to help work experience

London Southend Airport offers South Essex College Students a chance to carry out work experience at London Southend Airport in the form of 'Here to Help Assistant' The process for this work experience mirrors our recruitment process and includes, application, interview and assessment and training for the successful candidates. This is to provide valuable experience for the student in preparing and applying for jobs.

The airport has liaised with the Learning Skills Council and is a member of the Essex Skills Board, (logistics sector) and looks forward to growing these relationships in the future.

### Training

London Southend Airport offers a diverse range of roles. To ensure a high percentage of jobs are accessible to local people the airport actively looks to offer development and entry level opportunities where possible. All new staff are offered training which varies based on their role and experience. London Southend Airport invests heavily in staff training and development with all operational staff receiving between two and ten weeks of initial training supported by an on-going development programme.

London Southend Airport has invested 16,101 hours of training in our team over the past year.

### Customer Service Excellence Programme

After winning the Which? Award in 2013 and 2014 for high customer service levels, the Customer Service Excellence Programme was developed to mirror the requirements of our business and to build and develop on the airports success in this area.

This programme was designed to ensure London Southend Airport employees are providing customer service excellence throughout the business. Excellent customer service is what sets the company apart from its competitors - going the 'extra mile' for customers and creating an experience that is 'simply easier' is what makes all the difference. A series of workshops, work-based projects and guided learning discussions were delivered over the course of a year to 88 airport employees who upon completion, were awarded with an intermediate apprenticeship in Customer Service, Level 2 NVQ and Level 2 BTEC in Customer Service.

In 2015 London Southend Airport proudly achieved the Which? Award for the third successive year.



### Leadership development

London Southend Airport’s Management and Leadership Development programmes have been redesigned to ensure they fit perfectly with our diverse business. All programmes are delivered in-house in a way that enables people to easily apply the learning back to the workplace.

The airport’s focus over the year has been on the **Developing Effective Management** and the **Fast Track to Leadership Programmes**.

The **Developing Effective Management** programme is aimed at first time managers, supervisors and team leaders who are new to the role or perhaps have no previous experience of people management. Training courses range from better communication skills at work to effective people management skills. London Southend Airport has 17 delegates on the programme from all departments across our business.

**“I have found the Developing Effective Management course really interesting and it has given me the tools to help develop within my role as a supervisor. It has also been a great opportunity to work with staff from other departments and learn their best practices so that I can adapt them to help our department continue to develop.”**

Amy Such, Front of House Supervisor and delegate on the **Developing Effective Management Programme**

**17**  
**London Southend Airport has 17 delegates on the Developing Effective Management Programme.**



Amy Such takes part in a team activity on the Developing Effective Management Programme which was run at London Southend Airport.

The **Fast Track to Leadership Programme** is designed to cover the essential skills and qualities that will produce highly effective leaders. It will help our managers discover practical and straightforward ways to lead, organise and motivate in order to achieve outstanding performance and results. We have three delegates on this programme.

# 3 London Southend Airport has three delegates on the Fast Track to Leadership Programme.

**“Having completed three out of five modules of the Fast Track to Leadership course, I can honestly say the material has been relevant and extremely interesting. It has already provided me with some really useful information regarding our learning styles and techniques, finance tips and strategies to improve my leadership style and performance. The course is due to complete in a couple of months’ time but I already know I will be able to use a few of the gems provided during the training for years to come.”**

Marc Taylor, Head of Asset Management and delegate on the **Fast Track to Leadership Programme**



## South Essex College industry day

The airport team supported the industry day held in February 2016 by talking to over 200 students about their career paths.

James Dujakovic, 16 from Leigh, studies Level 3 Aviation Operations, said, “It’s given me such an insight into the industry. I want to be a pilot but now I know there are other roles if that doesn’t work out.”



Staff from London Southend Airport spoke to students at South Essex College about the various roles at their local airport.

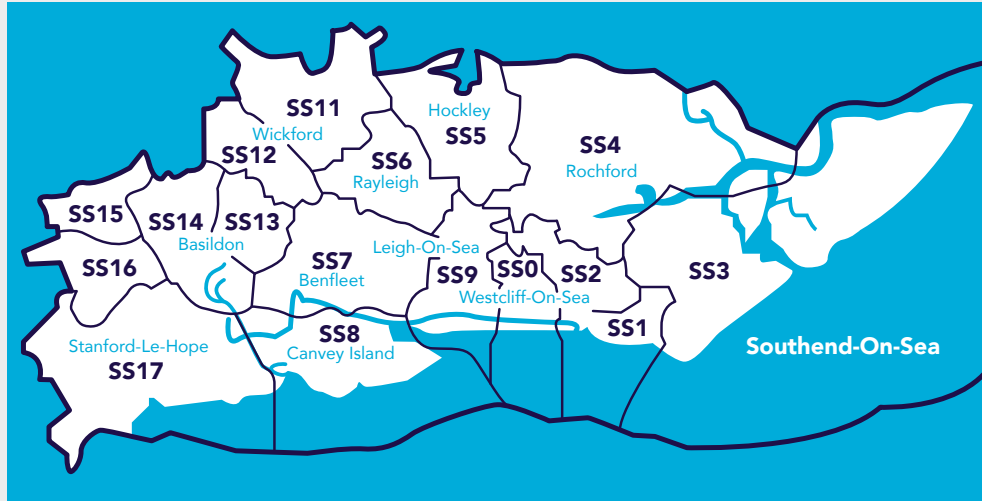
## A day in the life of session

‘A day in the life of’ session took place on the 6<sup>th</sup> January for students interested in aviation. A variety of our team including our Chief Operating Officer, Managers, Supervisors and specialist roles had a moment in the spotlight talking about their role.



### Local staff directly employed by London Southend Airport

In February 2016, London Southend Airport itself employed 252 people, of which 65 were part time. 84% were from the SS postcode area, 11% were from the wider Essex area and only 5% were from outside of Essex.



Whilst the numbers of staff employed can fluctuate during the 12 month reporting period (generally increasing during the peak summer period June–September) the table below shows the number of staff employed at the end of the reporting period, February 2015-2016 (295 employed as at July 2015).

	As at 28.02.14	As at 28.02.15	As at 29.02.16
Total jobs	264	272	252
Full time staff	211	217	187
Part time staff	53	55	65
Full time equivalents (FTE)	231.61	242	221.42

It should also be noted that recruitment to fill 32 vacancies (28 FTE) was ongoing at 29/02/16.

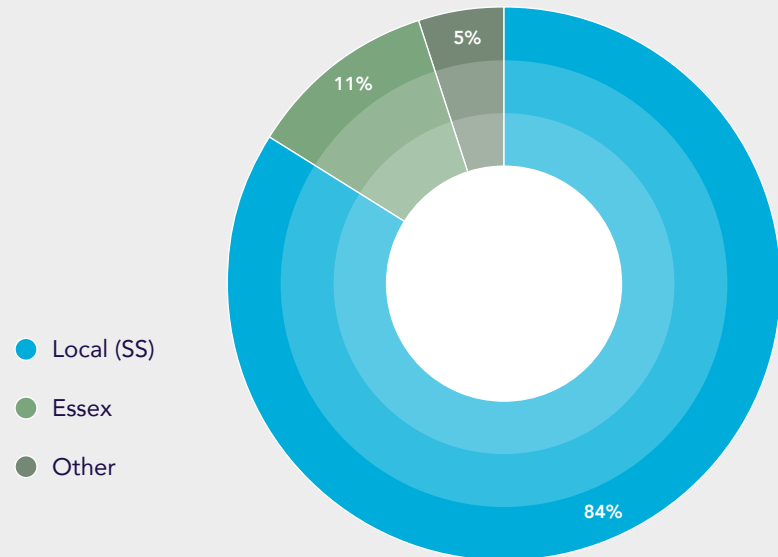
Following the rapid growth in airline and passenger activity from the beginning of the new operations at the airport in 2012, the past year has seen a reorganisation of mainly operational roles as the operation itself has matured and stabilised. Passenger numbers will always be a driver of the resource required to handle the airline services delivering those passengers and the employment numbers at the airport today are a reflection of current operations.

Although employment numbers are slightly down on their peak, it is expected that number will rise in line with the expected growth in passengers.

London Southend Airport operates a resourcing model made up of a team of core staff across the year, which is supplemented with additional staff to support the seasonal peak for summer. The seasonal team increases the overall workforce by up to 15%. The ethos of the company ensures that all employees fully understand and support operational roles, thereby contributing to service excellence in the passenger experience. This promotes multi skilling and enhanced employability options for employees of London Southend Airport, also widening potential opportunities for progression.

The pie chart below shows the locality of all staff directly employed by London Southend Airport Co Ltd at the end of the reporting period February 2016.

### Locality of London Southend Airport Employees





**Safety**

Safety is London Southend Airport’s highest priority and it reaches across every aspect of the business. In May 2015 the airport launched a “Just Culture” programme, which promotes safety and includes the means for anonymous reporting to encourage any and all issues to be highlighted. The airport also operates a Drug and Alcohol Testing Policy.

**General airport employment**

London Southend Airport is a division of the Stobart Group which also includes ownership of the Holiday Inn Southend Hotel and Southend Airport Railway Station. Together all three employ a total of 322 staff.

A major impact on overall job numbers on the site was directly related to the loss of ATC (Lasham) Ltd, a based aircraft maintenance business, in October 2015. The collapse of the company saw the loss of around 250 jobs. As well as being a large employer, ATC (Lasham) Ltd occupied the largest area of hangars at the airport, encompassing six aircraft bays in total. Significant activity has been undertaken to bring this employment floor space back into use and recover the lost employment. The skill base represented by the former ATC (Lasham) Ltd employees in the Southend area, represents an opportunity for prospective maintenance and repair companies and the property is being marketed on this basis.

Airport employment 2015 – 2016	
Airport operations, terminal and handling	252
Terminal concessions	15
Aircraft support and catering	22
Onward travel	21
Hotel	62
Airlines	131
Rail station	8
Control authorities	38
Aircraft maintenance	186
Private charter	54
Flying clubs	17
Travel agents	4
Other (non-aviation related)	26
<b>Total</b>	<b>836</b>

**836**

**London Southend Airport supports employment for 836 employees in 25 companies based within the airfield boundary.**

**Staff awards**

Crew Manager Carl Suckling from London Southend Airport’s Fire Service recently received an award for the Top Fire Service Supervisor of the year, beating off competition from all the major UK airports including Heathrow, Gatwick and Stansted. The award was presented at the International Fire Training Centre in Teesside.



Carl Suckling receives his award for the ‘Top Fire Service Supervisor’ of the year, beating competition from Heathrow, Gatwick and Stansted.



## 4. Quiet ground operations.

London Southend Airport has put a wide range of measures in place to control and minimise ground noise. Airport ground noise is defined as any noise, other than that which is generated by aircraft in flight, taking off or landing. The main sources of airport ground noise are:

- Aircraft taxiing
- Aircraft mounted auxiliary power units (APU's)
- Testing (ground running) of aircraft engines

One of London Southend Airport's main operators - Stobart Air - uses the technique of single engine taxiing at London Southend Airport reducing ground noise and NO<sub>2</sub> emissions. The other main operator – easyJet - have a policy of utilising single engine taxi for both arrivals and departures, where possible this process is utilised however it is not necessarily utilised 100% of the time due to the relatively short distance from stand to runway.

To ensure that the use of diesel fuelled Ground Power Unit's (GPU's) and aircraft Auxiliary Power Units (APU's) are kept to a minimum, almost all new aircraft stands are fitted with Fixed Electrical Ground Power (FEGP).

During the reporting period March 15–February 16, London Southend Airport had four based aircraft (3 x Airbus, 1 x ATR) and seven parking stands fully equipped with FEGP. Due to operational stand planning and spare capacity for based aircraft, FEGP was available for 97.1% annualised across all seven stands, and four of the seven parking stands were available 100%. As a result, APU and GPU usage was minimised in accordance with the Best Practice Plan for Quiet Ground Operations and no noise complaints were received during the reporting period in relation to Mobile GPU usage.

### Engine testing

There have been large aircraft maintenance bases at London Southend Airport for many years. London Southend 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 8<sup>th</sup> March 2012 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.







## 5. Noise.

### History

Whilst airports bring employment to an area, and are important economic generators, providing jobs, encouraging inward investment and boosting local tourism, it is recognised they also have some negative effects too.

The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly. In the 1960's and 1970's London Southend Airport was the third busiest airport in the UK, offering scheduled passenger flights to Europe using Carvair aircraft which passengers could drive their cars into. In the 1980's London Southend Airport was handling over 100,000 aircraft movements each year. Whilst passenger services declined in the 1990's the airport did remain a major hub for maintenance companies, with large aircraft - such as the B727 and BAC1-11 being regularly maintained at London Southend Airport. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to increase its length to 1856m long. This was in order to increase the range of destinations offered beyond the scheduled passenger services to Ireland and the Channel Islands. Following a period of public consultation, Southend-on-Sea Borough Council and Rochford District Council agreed to the extension and introduced conditions for a number of new controls and incentives to help minimise any negative impact on the surrounding communities that the airport development might bring. These included:

- Tighter controls on night time operations – no passenger flights scheduled at night
- Increasing the classified night time period and limiting the number of night time movements to an average of 120 per month
- Introducing a Preferred Runway Scheme
- Introducing a Noise Preferential Route for departures
- Imposing a cap on the total number of aircraft movements to 53,300 per annum
- Imposing further caps on freight flights and B737 operations
- Minimising ground noise
- Encouraging quieter aircraft

## Night noise restrictions

As part of the planning conditions, the night period was extended from midnight – 06:00 to 23:00 – 06:30. During this night period 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.

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

The planning conditions also reduced the permitted night time movements from 940 to 120 per month. This became effective when the extended runway was opened in March 2012.

London Southend Airport may not schedule passenger flights during the night period. Up to three arrivals per night are allowed to be scheduled between 23:00-23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night time quota.

Private helicopters\* are also banned from operating during the night period.

\*Exempt ATMs by helicopters are permitted; please refer to page 49 for the definition of exempt ATMs.

## Preferred runway scheme

During the night period – when weather and safety conditions allow – London Southend Airport 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 – London Southend Airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

For safety reasons and to maximise performance capabilities, aircraft take off and land into wind. The prevailing wind in the south east of the UK means that arrivals will typically come from the north east and depart to the south west around 70% of the time.

To minimise the number of local residents being overflown by departing aircraft, a noise preferential route was introduced. This means that all aircraft weighing over 5700kg must follow a straight departure heading for 2.5 nautical miles when departing towards the south west (over Leigh-on-Sea) and one nautical mile when departing towards the north east (over Rochford). This ensures that within the surrounding areas, departing passenger aircraft will only overfly those residents already living under the arrival path to the airport.



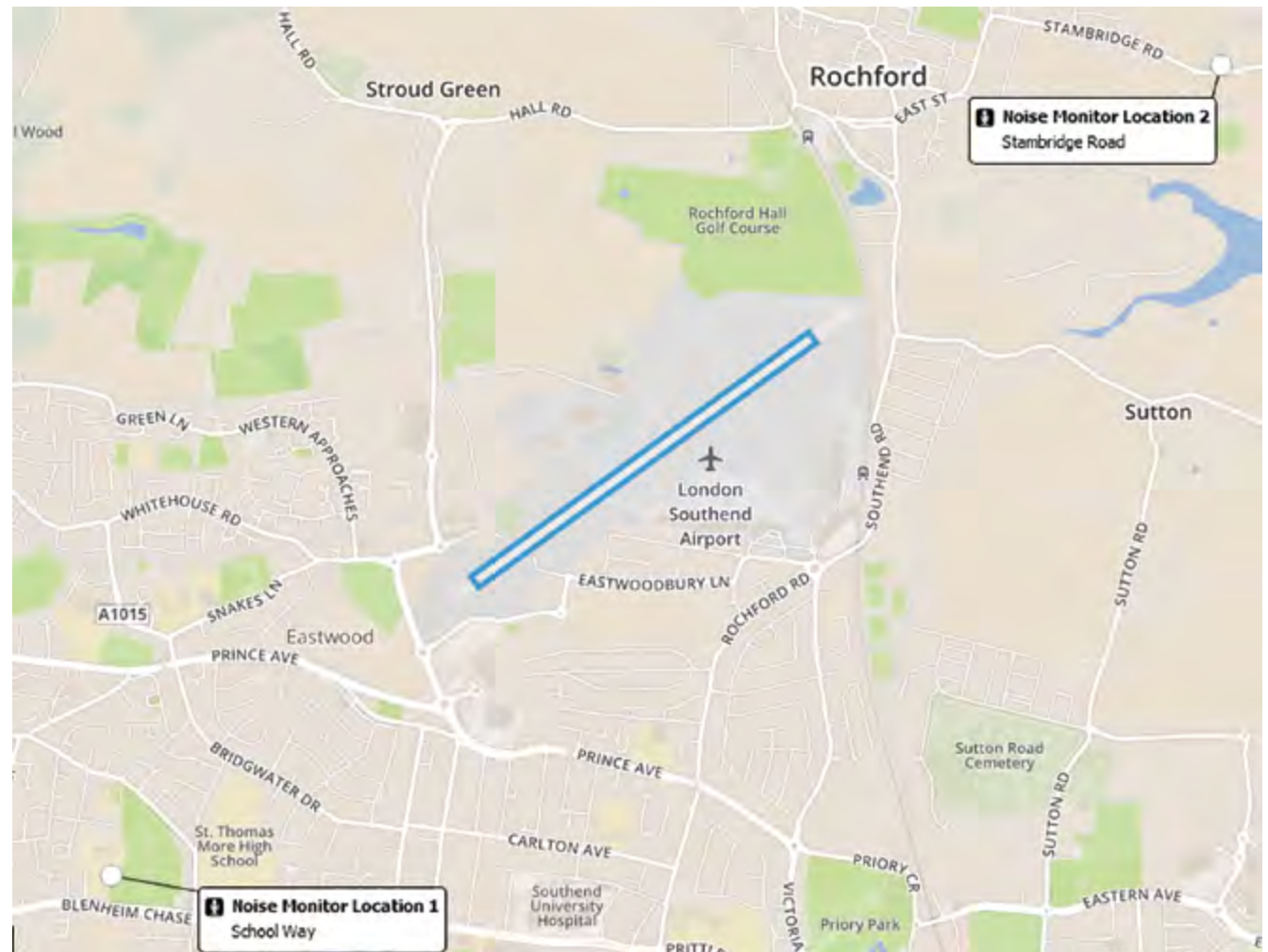
### Noise monitoring

Most airports have noise and track keeping systems which take radar data from air traffic control and combine it with flight information such as a call sign, tail number, type and destination. London Southend Airport is no exception.

London Southend Airport operates a Noise and Track Keeping System that captures data from two fixed noise monitors which are located approximately one mile from each end of the single runway - as shown on the map below.

£114,000 has been invested in noise and track monitoring equipment with an on-going annual maintenance cost of £18,000.

In addition to the two fixed noise monitors, London Southend Airport also has a mobile noise monitor which is used at a number of other locations in the local area. The data captured by all these systems is used to investigate noise and route keeping complaints and also to validate noise contour data.



## Noise complaints handling service

London Southend Airport has a comprehensive noise complaints handling service which responds to comments and complaints about aircraft noise and routing.

Following feedback from the local community, improvements were made to this service in 2012. A new digital submission form was introduced on the London Southend Airport website to make feeding back to us easier and also to ensure that all of the data required in order to investigate a specific incident is captured. This new system also enables us to keep an accurate record of all the complaints submitted to us. However, for those without access to a computer, noise complaints can also be made in writing.

London Southend Airport aims to investigate and respond to complaints within seven working days.

If a complainant is dissatisfied with the airport's response in relation to a noise matter, the relating correspondence may be referred to the Airport Consultative Committee (ACC) for further consideration.

All noise complaints are regularly reviewed by the ACC.

A full summary of noise complaints contained within this annual report has been reviewed and approved by the ACC.

The [noise form](#) can be completed online from the London Southend Airport website.

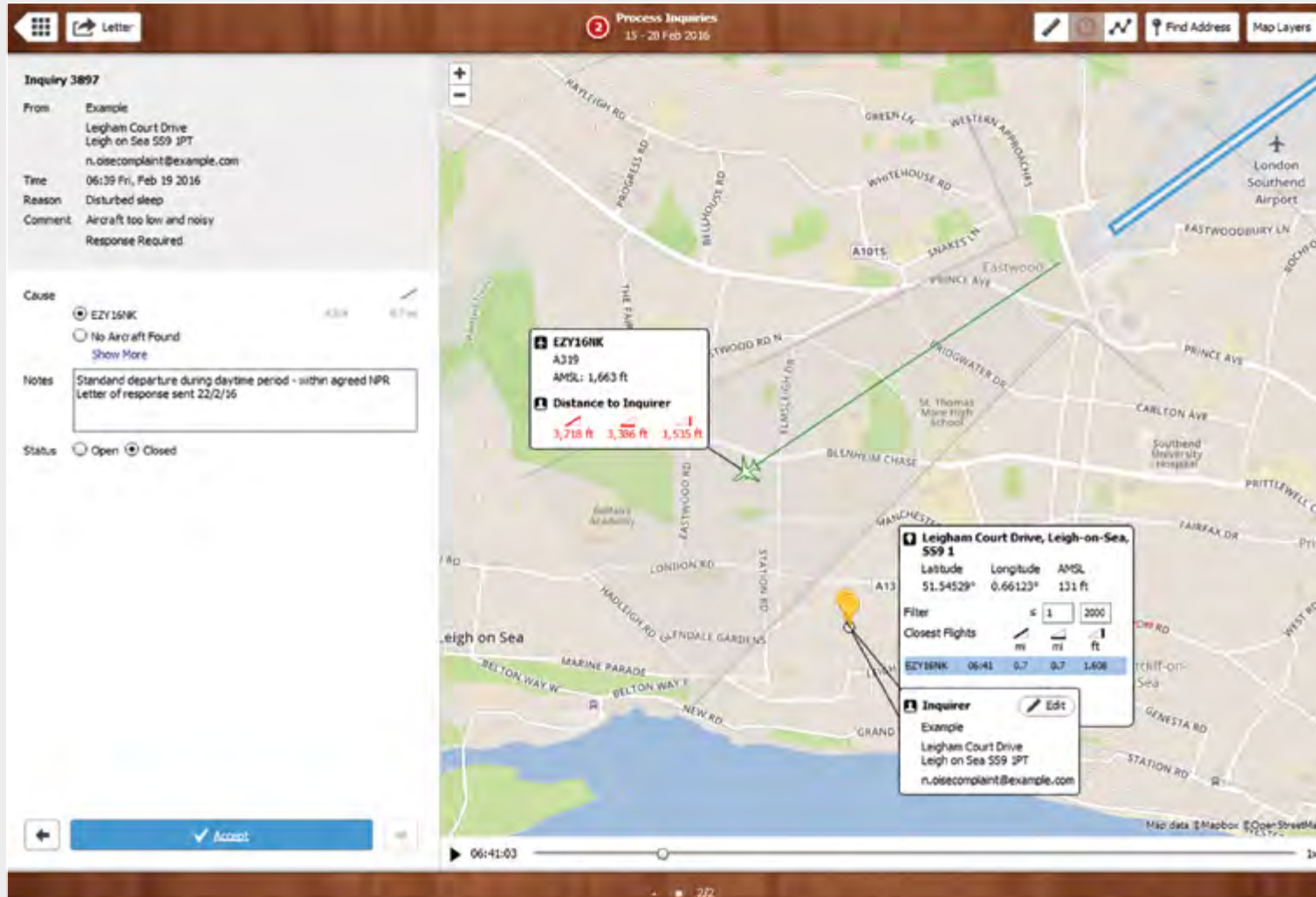
**A digital submission form was introduced on our website to make feeding back to us easier.**



### Noise and track keeping complaints

Using a noise and track keeping system London Southend Airport is able to log and record all complaints individually and then fully investigate specific flights. The system records aircraft data as well as a summary of the response provided.

The screengrab below shows how a noise complaint is recorded and then investigated using the airport's Noisedesk system. By entering data provided by the complainant via the online submission form, Noisedesk then automatically detects the closest flights to the person's location at the time of the disturbance.



## Airport Consultative Committee

Through the Airport Consultative Committee (ACC), which meets each quarter, London Southend Airport maintains a close working relationship with representatives of its local authorities and resident groups.

Membership of the Consultative Committee includes representatives from all of the following authorities and organisations:

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend-on-Sea Borough Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Thames Gateway South Essex
- Southend Flying Clubs
- West Leigh Residents Association
- Residents of Eastwood and St Laurence
- Southend Trades Council
- South Essex Chamber of Commerce
- Airside Users of Airport
- Airport Tenant Companies

Issues discussed include employment opportunities, training, new investment and environmental management together with recommendations for London Southend Airport to consider and progress.

Minutes of the quarterly ACC meeting are available on our website; [www.southendairport.com/community-relations/](http://www.southendairport.com/community-relations/)

Data relating to noise and track keeping complaints is regularly reviewed by the committee.

Within the Section106 planning agreement London Southend Airport is required to present the Annual Report to the ACC for review and approval ahead of general publication.

A draft report was presented to the ACC in May 2016 and following the feedback from the committee was approved in June 2016.

The Annual Report is published on the London Southend Airport website; [www.southendairport.com/community-relations/](http://www.southendairport.com/community-relations/)



## Noise complaints statistics

London Southend Airport regrets that some residents have felt the need to complain about aircraft noise. In the reporting period March 2015 - February 2016 a total of 352 noise complaints were received and investigated. All of the complaints were fully investigated and all but one of the aircraft concerned were found to have been operating legitimately, within the airport's agreed control framework.

Two complaints related to a scheduled easyJet departure that took off at 06:26 on the 1<sup>st</sup> March 2015 – four minutes before the start of the agreed daytime period. This incident was fully investigated and found to be due to an error by the Air Traffic Controller on duty at the time. Whilst flight EZY76YL was ready to depart ahead of its scheduled departure time, it should have been routinely held until 06:30. This is the first and only incident of this nature since the Section 106 agreement was implemented and steps have been taken to ensure no further non-compliances of this nature occur.

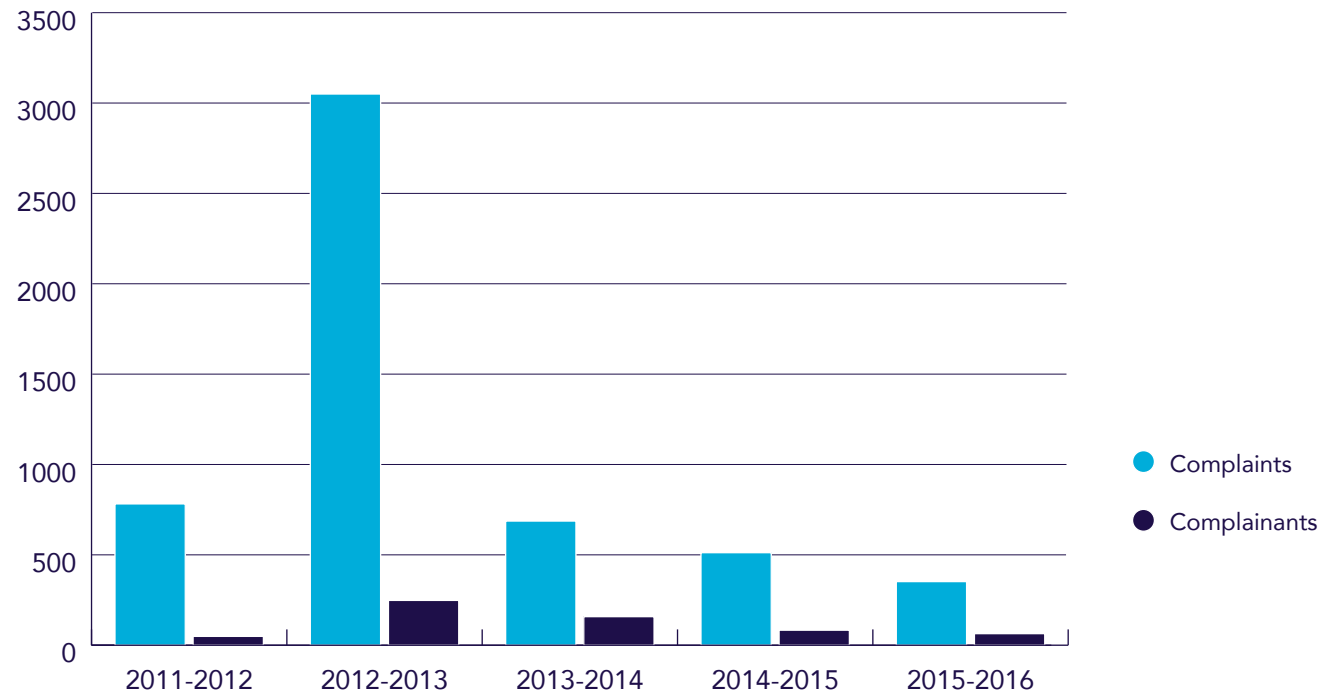
Whilst the number of noise complaints did increase to 3,050 following the opening of the runway extension in March 2012 this number has reduced significantly by 88.5% in 2015–2016.

The graph on this page shows the volume of complainants and complaints received and investigated by the airport from March 2011 to February 2016.

In August 2012 – after reviewing correspondence from a number of individuals – the ACC approved changes to the Noise Complaints Handling Service.

It laid out the way in which London Southend Airport should handle and respond to those complainants who continuously submitted complaints over an extended period of time whereby following investigations of their complaints it was found that all of the aircraft concerned had operated legitimately and within the airports operating controls.

## London Southend annual noise complaint/complainant data



The Chairman of the ACC reviewed all of the correspondence for nine complainants (three from the same address) within the 12 month period March 13 – February 2014 and recommended that London Southend Airport suspend correspondence with them for a period of six months.

At the end of the six month suspension period complainants are invited to meet with the Chief Operating Officer, (COO) and the Noise Manager to discuss their individual concerns regarding noise. A number of complainants have taken up this offer and the airport has agreed to continue to log future complaints but not to engage in extended correspondence over legitimate aircraft operations.

Over the past four years the total number of complainants that have been suspended in this manner is 16, of which six have agreed to attend meetings with London Southend Airport to discuss their individual concerns about noise. Two of the previously suspended complainants reside at one address and following a meeting to address their concerns it was agreed that London Southend Airport would continue to log any future complaints received but would cease regular correspondence. Of the 352 noise complaints investigated during the reporting period 47% were received from this one address.

London Southend Airport does not log complaints or correspond with complainants that ignore or decline the invitation to attend a meeting after the suspension period has ended.



## Sound and thermal insulation grant scheme

In accordance with the conditions set out in the Section 106 Planning Agreement, London Southend Airport 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<sup>th</sup> June to 15<sup>th</sup> September and 'day' is defined as the 16-hour period 0700-2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bikerdike Allen Partners (BAP) to produce the summer 2012 and 2014 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 Manchester, Stansted and London City. BAP is a founder member of the Association of Noise Consultants and bound by their Code of Ethics. BAP is also a member of the British Standards Institute.

Based on Ordnance Survey mapping, the results of the 2012 noise assessment carried out by BAP identified 17 properties that fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

Whilst the 2014 noise contours have changed in shape slightly, the 63 dB LAeq noise contours did not extend to include any additional properties than those already identified in the 2012 noise assessment. 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	No. of properties	No's
N/A	0	N/A
Properties within 69 dB LAeq 16 hour that qualify for sound and thermal insulation		
Street	No. of properties	No's
Eastwoodbury Lane	5	Eastwoodbury Cottages Nos. 1-4 19 Smallholdings
Southend Road	12	12 Nos. 66-88 (even)

There are no properties within the 69 dB LAeq 16 hr noise contour.

17 dwellings are shown within the 63 dB LAeq 16 hr noise contour.

Of these 17 properties, five were purchased by London Southend Airport and demolished as part of the runway reconfiguration works.

London Southend Airport has written to the 12 properties in Southend Road that qualified for the Sound and Noise Insulation Grant Scheme. Of the 12 property owners that were contacted five have since expressed an interest in the scheme and the airport has carried out a survey of their properties and contacted the home owners to discuss the available options provided within the scheme.

One property has now had sound and thermal insulation improvements completed, at a cost to London Southend Airport of £2,040.00. Offers for sound and thermal insulation improvements to a further two properties have also been agreed and works will be completed in the next reporting period, with a further total cost to London Southend Airport of £3,711.00.

### Summer 2012 and 2014 noise contours

The map (Figure A) compares the 2012 and 2014 63dB LAeq 16 hr noise contours. It shows that there has been very little change to the 63dB LAeq 16 hr contour; the width of the contour at the north east end of the runway has reduced slightly due to an increase in the number of aircraft departing towards the North East in accordance with the preferred runway scheme.

Legend

- 63 dB LAeq 16hr noise contour, 2014
- 63 dB LAeq 16hr noise contour, 2012



Figure A.

London Southend Airport summer noise contours 2014. Airborne aircraft noise contours summer average daytime. Contour comparison - 63dB.

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

### Summer 2014 noise contours

The map (Figure B) shows the daytime airborne aircraft noise contours for summer 2014.

Legend

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



Figure B.

London Southend Airport summer noise contours 2014. Airborne aircraft noise contours summer average daytime.

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

Government guidance is that 69 dB LAeq 16 hr represents high levels of community annoyance, whereas 63 dB LAeq 16 hr represents moderate levels of community annoyance.

57dB LAeq 16 hr is considered to be the level at which there is an onset of community annoyance.

The map (Figure C) shows the 57dB LAeq 16 hr contours for both 2008 (before the runway extension) and 2014 (following the runway extension).

Legend

- 57 dB LAeq 16hr noise contour, 2014
- 57 dB LAeq 16hr noise contour, 2008



Figure C.

London Southend Airport summer noise contours 2014. Airborne aircraft noise contours summer average daytime. Contour comparison - 57 dB.

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



→ Arrivals → Taxi Stand →  
→ Long Stay 2 → Toilets →  
→ XCO & Coaches →  
→ Long Stay 1, Short Stay & Park Up Stay Off →

easyJet.com  
easyJet



## 6. Air quality.

London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health. The air quality in the area surrounding London Southend Airport is generally good and consistently remains below the 40 µg/m<sup>3</sup> value limit of NO<sub>2</sub> at which the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution concentrations so that the objectives are met.

London Southend Airport is committed to monitoring air quality around site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy. Our Section 106 planning agreement commits us to:

- Develop a Surface Access Strategy that promotes a move away from the private car to less environmentally damaging forms of travel
- Adopt operational practices that seek to minimise the polluting emissions from airport operations
- Undertake regular air quality monitoring and share the results with both Rochford District Council and Southend Borough Council

### Nitrogen dioxide (NO<sub>2</sub>)

In order 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 NO<sub>2</sub>.

Legislation	Annual limit
EU first daughter directive (99/30/EC)	40 µg m <sup>-3</sup>
Air quality strategy (2000)	40 µg m <sup>-3</sup>

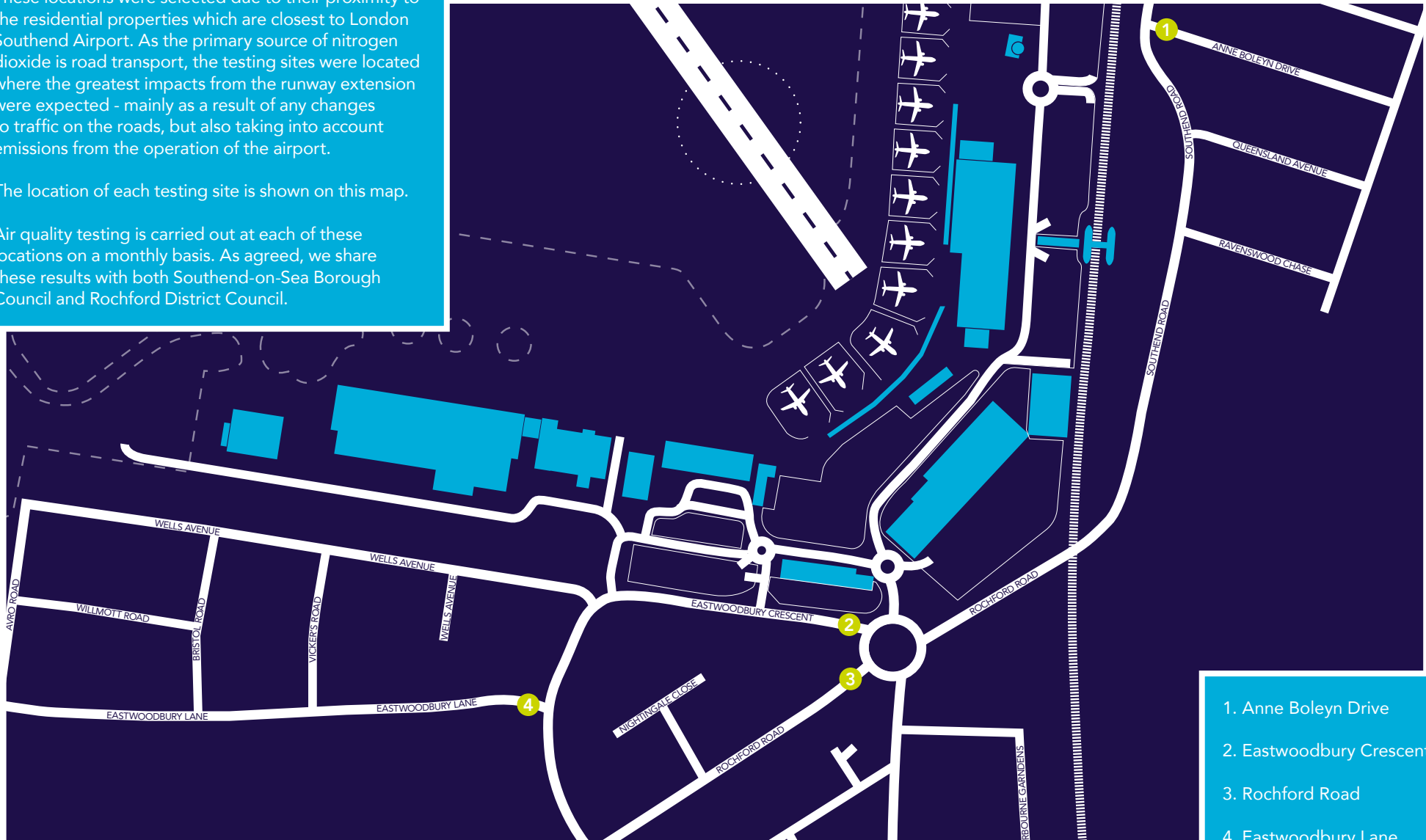
The objective is not to exceed an annual mean average of 40µg/m<sup>3</sup> for NO<sub>2</sub> levels.  
London Southend Airport tests for NO<sub>2</sub> at a number of permanent locations.

### Testing sites

These locations were selected due to their proximity to the residential properties which are closest to London Southend Airport. 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, we share these results with both Southend-on-Sea Borough Council and Rochford District Council.



- 1. Anne Boleyn Drive
- 2. Eastwoodbury Crescent
- 3. Rochford Road
- 4. Eastwoodbury Lane

## Results

Concentration levels of NO<sub>2</sub> measured around London Southend Airport have consistently remained 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. The majority of pollutants in the local area come from road traffic.

The annual results for NO<sub>2</sub> monitoring at all four testing sites around the airport are reported in the table (Figure. 1).

These results are also plotted on the graph (Figure. 2), which also demonstrates that NO<sub>2</sub> levels at all four sites continue to remain well below the 40 µg/m<sup>3</sup> Government limit value, and that the 2015 results for all sites are lower than those recorded in 2011 (before the runway extension was opened).



Results of nitrogen dioxide (NO <sub>2</sub> ) testing					
Site	2011	2012	2013	2014	2015
Anne Boleyn Drive	29.9 µg/m <sup>3</sup>	26.3 µg/m <sup>3</sup>	24.8 µg/m <sup>3</sup>	23.6 µg/m <sup>3</sup>	22.07 µg/m <sup>3</sup>
Rochford Road	34.2 µg/m <sup>3</sup>	32.4 µg/m <sup>3</sup>	32.7 µg/m <sup>3</sup>	32.6 µg/m <sup>3</sup>	28.38 µg/m <sup>3</sup>
Eastwoodbury Lane	31.6 µg/m <sup>3</sup>	28.3 µg/m <sup>3</sup>	28.0 µg/m <sup>3</sup>	28.4 µg/m <sup>3</sup>	24.29 µg/m <sup>3</sup>
Eastwoodbury Crescent	33.6 µg/m <sup>3</sup>	30.9 µg/m <sup>3</sup>	29.4 µg/m <sup>3</sup>	29.5 µg/m <sup>3</sup>	25.84 µg/m <sup>3</sup>

Figure. 1

Annual mean nitrogen dioxide concentrations 2011-2015 (µg/m<sup>3</sup>)

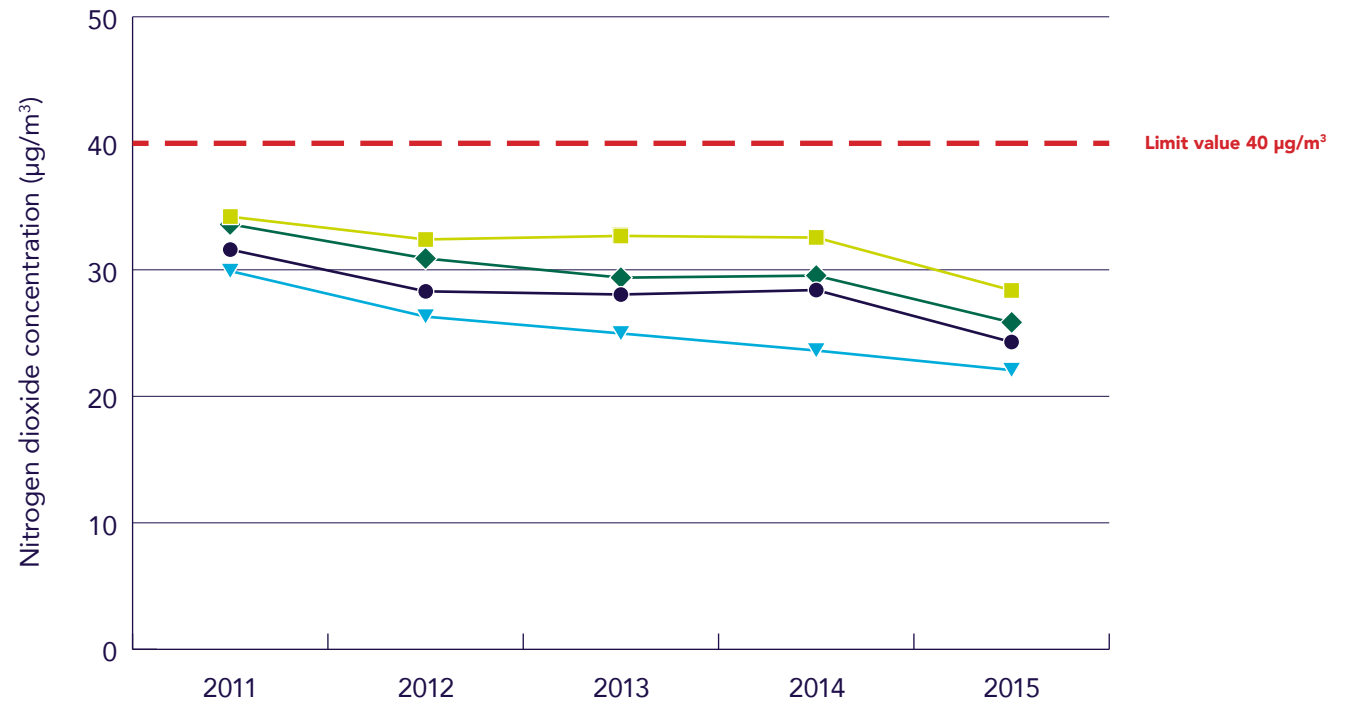


Figure. 2







## 7. Carbon management.

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### Introduction

Energy consumption is essential to the operation of an airport. London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases from operations and to minimise the overall impact on the environment.

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. CO<sub>2</sub> reductions were considered alongside financial aspects when making capital investment decisions.

London Southend Airport invested in a new rail station on the Southend Victoria to London Liverpool Street line to provide an excellent sustainable transport option for passengers. The new rail station is just 100 paces from the passenger terminal.

Before construction of the runway extension could start, London Southend Airport agreed a Construction Environmental Management Plan (CEMP) in accordance with the Section 106 planning agreement. This ensured that the impact on the environment and surrounding communities was minimised.

London Southend Airport agreed that during the construction period, wherever possible, materials would be recycled. The aim would be for a balance of cut and landfill so that no landfill materials would need to be brought onto or taken off the site. Soil removed during the construction of the new road was re-used for the 300m runway extension.

### Energy management and control

The main source of energy at London Southend Airport is electricity. All incoming electricity is metered monthly through remote access meters and London Southend Airport uses this information to monitor overall consumption as well as for financial tracking and forecasting.

One of the main ways London Southend Airport controls energy consumption is through its Building Management System (BMS).

This allows London Southend Airport to carefully monitor and control energy consumption in all areas of the new terminal building and provides data on electricity kW/h and CO<sub>2</sub> consumption as well as rain water harvesting.

### Utilising natural resources: Water

London Southend Airport utilises two 60,000 litre underground water reservoirs that hold rainwater collected from the new terminal roof for use on site. The harvested water is fed through a series of filters in a Stormsaver rainwater recovery system, making it suitable for use on site.

The rain water collected is used specifically for toilet flushing. The new terminal building has 59 toilets in total and during the 2015–2016 reporting period, 14,470 m<sup>3</sup> (14,470,000 ltrs) of rain water was harvested to be used for flushing.

This environmental advantage improves sustainability. Usage will be continuously monitored to measure impact for London Southend Airport and cost and environmental savings on an ongoing basis.



### Energy consumption: Electricity

The new passenger terminal at London Southend Airport is very energy efficient when measured on an energy per passenger basis. The table below shows the kW/h per passenger energy use for the four years since the new building has been operational.

To compare this rating with other UK Airports we would need to include the energy for the total airport. However, there are a large number of businesses based in Aviation Way which is located around the perimeter of the airport site. These draw their electricity from London Southend Airport’s own ring main, meaning that the total airport consumption would include these non-airport based businesses.

	2012 – 13	2013 – 14	2014 – 15	2015 – 16
Total kW/h (Passenger terminal)	1,523,116	1,438,398	2,292,060	2,666,685
Total passengers	724,986	1,001,580	1,088,377	900,450
kW/h per passenger	2.10	1.44	2.11	2.96

In April 2014 the new terminal extension was opened. The overall size of the passenger terminal more than doubled whilst the passenger numbers remained steady which resulted in a slight increase in kW/h per passenger for 2014/15. During 2015-16, the new Lakers Bar & Restaurant was opened in the new terminal extension, this has increased the energy consumption for this area of the terminal whilst passengers numbers have fallen slightly over the 12 month period, which explains the small increase in kW/h per passenger for the 2015–16 reporting period.

### Minimising energy use

A number of energy saving products and principles were incorporated into the new passenger terminal including:

- At least 10% of energy from on-site renewable sources
- Solar photovoltaic panels to provide circa 9% of energy needs
- Air source heat pumps provide around 3% of energy needs
- Extensive use of LED lighting
- Dimmable concourse lighting to react to daylight
- PIR sensors in office lighting
- Highly insulated building envelope
- Tinted glass and solar shading to reduce solar gain and limit cooling requirement
- Rainwater harvesting and waterless urinals

### Sustainable energy

The new £10 million terminal extension achieved a BREEAM (Building Research Establishment Environmental Assessment Methodology) "Very Good" certification with an overall score of 57.9%. A project's overall BREEAM score is based on ten criteria, with categories including land use and ecology, water and minerals. It encourages architects, builders and clients to work together to deliver low carbon and low impact designs that minimise energy demands created by the building itself, whilst maximising energy efficiency and utilising low carbon technologies. London Southend Airport introduced a number of features into the terminal extension that reflected both the public sectors partners' wishes and those of the general public.

Air source heat pumps absorbed heat from the outside air and then uses it to warm the interior of the building. Even with a temperature as low as -15C outside, these remarkable pumps continue to create heat from natural resources. London Southend Airport also created a wildflower meadow to increase the biodiversity of the site and raise the overall ecological value of London Southend Airport's footprint.

#### What is BREEAM?

BREEAM is an environmental assessment method and rating system for buildings. BREEAM sets the standard for best practice in sustainable building design, construction and operation and has become one of the most comprehensive and widely recognised measures of a building's environmental performance. It encourages clients to think about low carbon and low impact design, minimising the energy demands created by a building before considering energy efficiency and low carbon technologies.



Solar panels installed on the roof of the new terminal.

## Utilising renewable resources: Solar

### Solar Farm

During November 2015 the installation of a £2 million solar farm at London Southend Airport began and was officially registered with Ofgem on 31<sup>st</sup> December 2015. The array supports London Southend Airport’s objectives of reducing its carbon footprint and reduce electricity required from the national grid network. It connects to the airport’s electrical ring main, supplying approximately 20% of the airport’s annual electricity requirements with the capability for limited power being exported to the national grid.

Stobart Developments, (part of Stobart Rail) managed the construction of the 2.5 megawatt solar array. The array consists of over 9,500 individual solar panels mounted 6 high on steel frames supported on approximately 2600 piles across 37 rows. The design has been laid out in a formation which prevents reflective glare from affecting both approaching aircraft and the Air Traffic Control Tower.

The solar farm is located in an unused field within the airport in an area of active flood plain from Eastwood Brook, meaning that it would be difficult to use for future development. As part of the design and planning, extensive hydraulic modelling was required to satisfy the local planning authority and the Environment Agency that installation of the panels would not affect the flood plain or contribute to flooding elsewhere. As a result the frames have been installed so that all equipment is at least 1m above ground level. Also in preparation for the work an Archaeological investigation was required which found pottery dating from Late Iron Age, Roman Age and Medieval times, all of these have been recorded and submitted to the planning authority.

The solar farm is in addition to the 496 solar panels previously installed on the roof of the terminal extension during 2014.

London Southend Airport is starting to collect data on the amount of energy produced by the solar farm and will provide annual data in future reports.

**The array consists of over 9,500 individual solar panels mounted 6 high on steel frames supported on approximately 2600 piles across 37 rows.**

Environmental benefits

The solar farm is predicted to save approx. 28,000 Tonnes of CO2 over its 25 year life.

(Source: Syzygy Renewables Scheme Appraisal 26/05/15).





## Waste management and recycling

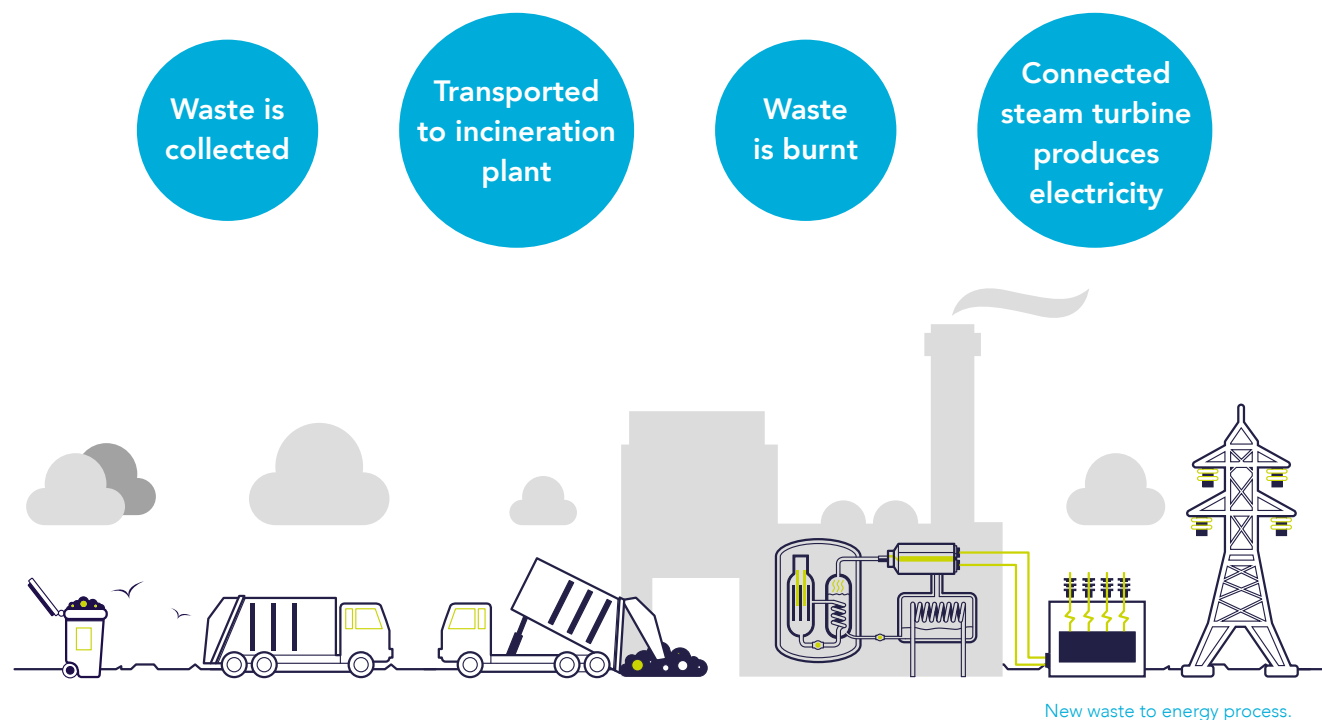
As previously reported London Southend Airport actively encourages recycling around the airport site. The percentage of waste recycled in previous years is shown in the table below;

Recycling percentage table			
2012 – 13	2013 – 14	2014 – 15	2015 – 16*
33%	35%	44%	30%

\*Data collected for 2015-16 was for nine month period only.

London Southend Airport is fully committed to reducing the amount of waste sent to landfill sites and regularly reviews and evaluates waste management and acts on initiatives to reduce their landfilled waste.

As a result, and in line with initiatives to reduce/eliminate landfill waste, in December 2015 London Southend Airport changed the way in which it disposes of waste, and started a new waste-to-energy (WtE) contract with local contractor, TLM Management Ltd, thus avoiding any waste being sent to landfill sites. The airport's waste is now disposed of at a local incineration plant where it is burnt and a connected steam turbine produces electricity. Modern incineration plants are capable of reducing the volume of waste by over 95 to 96% and also reducing the cost of separating higher risk waste.



London Southend Airport continues to collect cardboard and glass separately for recycling.

Due to the changes in the way waste was disposed of during the reporting period 2015–2016, data is not comparative to previous years. London Southend Airport will report on the total amount of waste to energy and waste recycled in future reports.

London Southend Airport works very closely with its based operators and supports airline initiatives to reduce weight carried on board aircraft. easyJet has recently reviewed its aircraft cleaning procedures to minimise the amount of water and traveller magazines carried on board its aircraft.

Further carbon reduction incentives are considered within the Airport Surface Access Strategy (ASAS) and the Quiet Ground Operations Scheme.

**Modern incineration plants are capable of reducing the volume of waste by over 95 to 96% and also reduce the cost of separating higher risk waste.**



## 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.

## Protecting and enhancing biodiversity

In September 2011 London Southend Airport completed a new link road between Eastwoodbury Crescent and Nestuda Way which allowed for the closure of Eastwoodbury Lane to make way for the runway extension.

The new route was carefully chosen and designed in order to minimise impact on St Laurence Park. A new children's play area was constructed, including £800k of state-of-the-art play equipment, and a new wildflower meadow was created. The park is now over a hectare larger than before.

Over the past three years the new planting has become established, the wildlife has flourished and many local children now enjoy a safer environment with a better equipped play area.

The area to the north of the terminal extension was seeded with a wildflower meadow mix to increase the ecological value of the site and encourage insects such as bees.

## Procurement of goods and services

London Southend Airport applies sustainable principles to the procurement of goods and services, paying particular attention to the procurement of the following:

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





## 8. Air traffic movements controls.

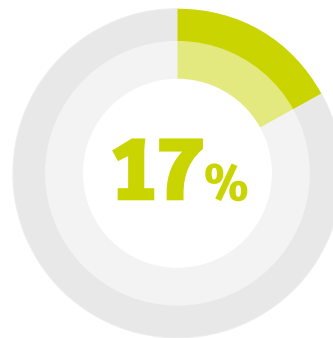
During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed in order to reduce the impact of the development on the local community.

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.

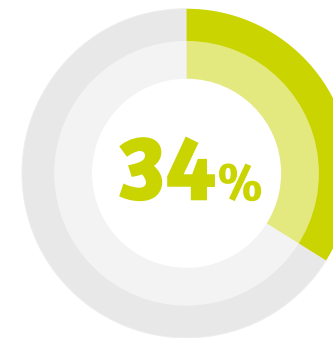
### Quarterly reporting

In addition the number of permitted night time movements was reduced from 940 per month to 120. Further caps were imposed on the number of cargo flights and B737-300 movements at London Southend Airport.

In accordance with our Section 106 planning agreement, we regularly report on our performance against a number of agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils and made publicly available on our website.



We're only using **17%** of our permitted **2,285 cargo ATMs**.



We're only using **34%** of our permitted **1,440 annual night time ATMs**.



## Annual reporting

For the 12 month period March 2015–February 2016, London Southend Airport has operated within all of the agreed limitations on aircraft movements, with the exception of just one scheduled passenger departure which left earlier than its scheduled time, at 06:26 (four minutes before the start of the agreed daytime period) on 1<sup>st</sup> March 2015. This has been the only incident of this nature since reporting began in 2012.

Ref.	Air traffic movement type	Quota Annual Limit	Annual Total Mar 15 - Feb 16	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	22,849	43%
ii	Cargo ATMs (permitted lessor of 10% of total ATMs or 5,300 p.a.)	2,285	395	17%
iii	Boeing 737-300 ATMs	2,150	9	0.4%

The table above shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2015 - February 2016.

Ref.	Flights in night quota period (23:00 - 06:30)	Quota Annual Limit	Annual Total Mar 15 - Feb 16	% of agreed annual limit
iv	Total night time ATMs		607	
v	Diverted ATMs (of which all were QC1 or less)		8	
vi	Delayed ATMs (of which all were QC1 or less)		99	
vii	Exempt ATMs		7	
	<b>Night time ATMs to be included in quota total (120 per quote a month)</b>	<b>1440</b>	<b>493</b>	<b>34%</b>

The table above shows London Southend Airport's performance and compliance against the total night time Aircraft Traffic Movement (ATM) controls for March 2015–February 2016.

The definitions of diverted, delayed and exempt ATM's were agreed within the Section 106 planning agreement and are as follows:

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

Delayed ATM's – 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).

Exempt ATMs – ATM's 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.

Diverted, Delayed and Exempt ATM within the 2015 - 2016 reporting period

Of the eight diverted ATM's, all were diverted to London Southend Airport due to poor weather conditions at their destination airports.

Of the 99 delayed ATM's, all 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.

Of the seven exempt ATM's, all aircraft operated on behalf of the police, military, and/or coastguard, or operated an air ambulance flight.

## Preferred runway procedures

London Southend Airport has just one main runway which is aligned 050°/230°. For reasons of safety and to maximise aircraft performance capabilities, aircraft usually take-off and land into wind. In the south east of the UK the prevailing winds are south westerly, meaning that about 70% of the time aircraft take off to the south west and arrive from the north east.

In order to minimise the number of properties overflown in the more densely populated area to the south west of London Southend Airport, (e.g. the Leigh-on-Sea area) a Preferred Runway Procedure has been introduced.

The Section 106 planning agreement identifies a number of reasons whereby the Preferred Runway Procedure may not be implemented:

- Safety
- Any reasonable requirements of the air traffic control of the airport to ensure the safe operation of the airport and aircraft using it
- Standard separation requirements of National Air Traffic Services
- Weather conditions prevailing at the time of the relevant ATM making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport
- Performance capabilities of the aircraft to take off from or land at the airport in the prevailing conditions at the time of the relevant ATM and/ or
- Limitations of the approach aid facilities at the airport

## Airport initiatives

London Southend Airport regularly monitors the use of the Preferred Runway Procedures. Our Air Traffic Control (ATC) team record specific information relating to each ATM and where the Preferred Runway has not been used, ATC record the reason why.

Pilots are advised of the requirement to follow Preferred Runway Procedures at London Southend as part of the Noise Abatement controls provided to pilots within the UK AIP (Aeronautical Information Publication).

We pride ourselves on having good working relationships with our based airline operators and will continue to work closely with them to maintain and, wherever possible, improve the use of the Preferred Runway Scheme.



### Preferred runway procedures during the daytime

During the daytime, in total fewer than 50% of all landings and less than 50% of all ATM's 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 2015 to February 2016, all ATM's remained within the required percentages for the Daytime period.

Daytime ATMs	Annual Total Mar 15 - Feb 16	% of ATMs to/from the south west ( Leigh-on-Sea)
Total daytime arrivals	11,032	
Arrivals from south west (over Leigh-on-Sea)	3,301	<b>30%</b>
Total daytime arrivals and departures	22,362	
Arrivals and departures to/ from south west (over Leigh-on-Sea)	10,061	<b>44%</b>

### Preferred runway procedures 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).

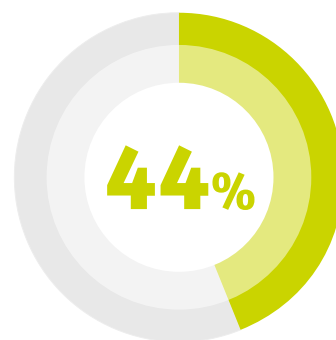
ATMs operating during the night quota period (23:00 - 06:30)	Annual Total Mar 15 - Feb 16	% of ATMs to/from the south west ( Leigh-on-Sea)
Total ATMs	607	
Number of aircraft which did not take off towards, or land from, the north east (over Rochford)	140	<b>23%</b>

London Southend Airport is required to record the reasons why an ATM does not use the Preferred Runway Procedure during the night quota period and include this information in the Annual Report.

Of the 140 ATM's that did not follow the Preferred Runway Procedure, 115 of the aircraft concerned operated to/from the south west under clause 3.39 (iv) of the Section 106 planning agreement i.e. due to the weather conditions at the time making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport. 25 of the ATM's were circuits and are permitted under clause (c) of 3.39 of the Section 106 planning agreement.



**Just 3,301 arrivals operated over Leigh-on-Sea during the daytime period.**



**Fewer than half of all ATM's operated over Leigh-on-Sea.**

**140 All night time ATM's that operated over Leigh-on-Sea did so under agreed exemptions.**



## 9. Departures.

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All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPR's at London Southend Airport were agreed with Southend-on-Sea Borough 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 NPRs in March 2012, 99.8% of all passenger flights within the four year period have departed London Southend Airport within their agreed NPR.

There were more than 11,000 departures from London Southend Airport for the 12 month period March 2015–February 2016, of which over 7,300 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period only 15 aircraft turned on departure before exiting the NPR zone - two were instructed to do so by London Southend ATC for safety reasons due to traffic and weather.

Just 13 (0.16%) aircraft were identified as having breached the NPR due to non-compliance i.e. pilot turned early without instruction by ATC.

The majority of NPR infringements were issued to non-based operators who had not reviewed the changes to departure procedures as published within the UK AIP (Aeronautical Information Procedures). All of the airlines and operators were immediately contacted as a result of these NPR infringements and have responded quickly and efficiently. All have taken robust action to ensure that all of their pilots are familiar with the current operating procedures to prevent further infringements occurring.



## Noise Preferential Routes

London Southend Airport has two Noise Preferential Routes (NPRs), one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5700kg) 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 1500ft altitude and one nautical 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 1500ft altitude and 2.5 nautical 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 our dedicated system.

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

London Southend Airport  
The preferential routes.

Reproduced from Ordnance  
Survey digital map data © Crown  
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### Results of NPR monitoring

A summary of each NPR infringement issued March 2015–February 2016 is shown on the table below.

	Date	Operator	Aircraft registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total year end 2015	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
1	03.05.15	BMI	GRJXE	E145	24	Business charter	✓	1 <sup>st</sup>	✓	✓	n/a	0
2	19.05.15	Luxair	LXLGE	DH8D	24	Departure following diversion from LCY	✓	1 <sup>st</sup>	✓	✓	n/a	0
3	22.05.15	Iceland Air	TFISF	B757-200	24	Departure following routine maintenance	✓	1 <sup>st</sup>	✓	✓	n/a	2
4	31.05.15	Essar	N92SR	B737-700	24	Departure following routine maintenance	✓	1 <sup>st</sup>	✓	✓	n/a	0
5	18.07.15	Skyworks	HBAEV	D328	24	Scheduled passenger	✓	1 <sup>st</sup>	✓	✓	n/a	0
6	19.07.15	Privilege	ECISY	B757-200	24	Departure following routine maintenance	✓	1 <sup>st</sup>	✓	✓	n/a	2
7	26.07.15	BA Cityflyer	GLCYS	E190	24	Departure following diversion from LCY	✓	1 <sup>st</sup>	✓	✓	n/a	0
8	27.08.15	Swiss Air Force	T784	C56X	24	Departure following training	✓	1 <sup>st</sup>	✓	✓	n/a	0
9	23.09.15	Cross Jet	N272NR	E55P	24	Private (following tyre change)	✓	1 <sup>st</sup>	✓	✓	n/a	0
10	24.09.15	Adria Airways	S5AAR	A319	24	Scheduled passenger	✓	1 <sup>st</sup>	✓	✓	n/a	0
11	08.10.15	Flybe	GFBXA	AT72	24	Scheduled passenger	✓	1 <sup>st</sup>	✓	✓	n/a	0
12	28.01.16	Air Hamburg	DCGAA	C56X	23	Business charter	✓	1 <sup>st</sup>	✓	✓	n/a	0
13	06.02.16	Luxair	LXLGE	DH8D	23	Departure following diversion from LCY	✓	2 <sup>nd</sup>	✓	✓	n/a	0



## Fines relating to NPR infringements

London Southend Airport has introduced a scheme to fine airlines which continue to operate off track despite previous warnings.

As NPR's were introduced to London Southend Airport for the first time in 2012 we have worked with both Airlines and Operators to ensure that they are familiar with the new noise abatement controls.

Most of the NPR infringements were issued to non-based operators who may only visit London Southend Airport once or twice a year for routine maintenance, private flights, medical flights or diversions.

All correspondence relating to the NPR infringements issued is routinely reviewed by the Chairman of the Airport Consultative Committee (ACC). A full summary of each breach is also shared with all ACC members. Should the ACC or London Southend Airport consider the action taken by offending operators to be inadequate, or that an operator has continued to breach the NPR controls despite appropriate measures being taken, fines will be levied as per the rates detailed in the table below.

London Southend Airport works very closely with its based operators to resolve any issues which may arise following investigations into the causes of NPR infringements.

Funds generated from these fines will go into a Community Fund. The ACC decide on how this fund is diverted to local good causes.

Scale of fines March 15 - Feb 16	1st Fine	2-5 Fines	5+ Fines
Aircraft QC1 or less	£500	£1,000	£2,000
Aircraft QC1-QC2	£1,000	£2,000	£4,000
Aircraft QC2+	£2,000	£4,000	£8,000

Aircraft with a higher Quota Count (QC) will be liable to heavier fining as they are noisier;

Aircraft are assigned quota count (QC) classifications as follows:

Certified noise level (EPNdB)	Quota count
96 – 98.9	QC/4
93 – 95.9	QC/5
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

Aircraft are classified separately for take-off and landing. Schedules showing the QC classification of individual aircraft are published twice a year by the CAA.

**These fines are being put to good use within the community. See page 56.**



**Infringements have halved in the past 12 months.**

## Essex charities boosted by London Southend Airport

For the previous reporting period March 2014–February 2015 a total of three fines were issued equating to £2000. This money has now been donated to four separate local charities.

Children with cancer, people of all ages with learning difficulties and the elderly are those benefited from the London Southend Airport Consultative Committee’s community fund.

Equal People Performing Arts (Mushroom Theatre Company), The Dengie Project Trust, The Sunday Club and Unlock a Life for Lockey each received substantial donations.

“As part of our ongoing commitment to local communities and in conjunction with the Airport Consultative Committee (ACC) we are delighted to be able to give each of these four very worthwhile charitable organisations a cheque for £500” said the ACC’s representative Les Sawyer.

Les Sawyer adds: “As a result of issuing three fines over the 2014–15 reporting period, we had £2000 in the pot, so the ACC decided to share this between these four good causes.”

**Unlock a Life for Lockey** was launched by seven-year old Laughlin Whiteley from Burnham-on-Crouch. He wanted to provide Unlock boxes - full of craft materials and activities - to other children undergoing cancer treatment in hospital. Despite a brave battle against leukaemia, Laughlin died in 2014. His mum Andrea Poyser said “Thanks to this support we are a step closer to our dream of purchasing a holiday home for the families of children with cancer. This will also be the only facility of its kind to welcome families which have lost children to cancer. Following our own experience, to be able to do this through our charity is extremely important.”

**The Sunday Club** is an organisation for people aged primarily 14–40 years of age with special needs from across South Essex. Its Anne Ashdown says, “This donation will fund the costs of one minibus for our annual trip to Unison Croyde Bay Holiday Camp in Devon, which is open for one week only in September especially for ‘Special Needs’ from all over the country.”

**The Dengie Project Trust** has been delivering day care for the elderly in Southminster for over 20 years. CEO Sharon Dodson said “Being a small local charity we rely heavily on donations to buy equipment and new furniture and this money will be put to good use in purchasing some new high backed chairs for our elderly clients at the Knightswood Centre.”

**Equal People Performing Arts (Mushroom Theatre Company)** is a fully inclusive dance and drama group based in Rayleigh, integrating able bodied performers alongside disabled children, or those with special needs. Founder Penny Bubb says “We are very pleased to be receiving a cheque today as it will enable us to continue our valuable works of inclusion within the performing arts and wider society.”



London Southend Airport’s Jon Horne (centre left) presents the ACC’s Les Sawyer (centre right) with a cheque to four local charities.







## 10. Charity and community.

In addition to nationwide Stobart Group charity activities, staff at London Southend Airport have continued raising and donating money to a number of local charities and good causes.

During the 2015–2016 reporting period the London Southend Airport Community Team have organised events and raised money for a number of local charities;

### Santa flights

On Saturday 12th December 2015 London Southend Airport held its annual 'Santa Flight Experience' which raised over £8,000 delivering an enchanting experience in the skies for local children.

Four non-profit flights donated by JOTA Aviation took off from the Airport taking 169 children along with their friends and family members on a flying adventure over the county. Upon its return, each flight's guests disembarked to join an exclusive party in the airport's terminal, including a visit to Santa in his grotto.

£6,000 was equally divided and donated to three local charities;

- Southend University Hospital Keyhole Cancer Appeal
- Turning Tides / SAVS
- Fair Havens / Little Havens

Five hundred pounds worth of Santa Flight tickets were provided for local community groups, schools and charitable organisations. £500 was also donated to the Rayleigh Brass Band, who performed at the event. The donation was agreed in return for their contribution and will go towards helping local young children learn to play musical instruments. Rochford Rotary Club also assisted in



London Southend Airport staff helped to raise over £8,000 as the airport held its annual Santa Flight Experience.

providing snowmen and other Christmas characters on the day.

The London Southend Airport Community Team worked tirelessly to make the event a huge success. The 2015 Santa Flights were kindly sponsored by JOTA Aviation, WHSmith, Moneycorp, British Airways and Air BP.

At the last minute a further £540 was raised by the team with the proceeds going to the Kids Club in Cumbria that was affected by Storm Desmond. Well done to the Community Team and volunteers who all donated their time and worked tirelessly to make the flights happen.

### Saint Laurence and All Saints Church winter wonderland

For the second year running the London Southend Airport Community Team helped to raise funds for St Laurence Church. £200 was donated and staff helped decorate a 10ft Christmas tree which was then donated to the Elizabeth Loury Cancer Ward at Southend University Hospital.



The 10ft Christmas tree donated to the Elizabeth Loury Cancer Ward at Southend University Hospital.

### Elizabeth Loury Cancer Ward at Southend University Hospital

The London Southend Airport Community Team continue to fund and provide for the upkeep and maintenance of a courtyard garden adjacent to the cancer ward where patients and relatives can go to relax together. The upkeep of the garden is around £800 annually.

### Vulcan fly past

Over the weekend of 27<sup>th</sup> and 28<sup>th</sup> June both Carlisle and London Southend Airports played host to an historic fly past by the last airworthy Vulcan (XH558). The aircraft was taking part in her farewell tour visiting all the remaining static Vulcans across Britain including her sisters XL426 at London Southend and XJ823 at Carlisle. Over 2,000 people came to London Southend on the Sunday. This beautiful and extraordinary plane was breath-taking as it swooped over the airport. Staff at the airport helped to ensure that the large crowds were safe and able to enjoy this special Vulcan's last flight.

### Lost property

London Southend Airport has adopted a charity policy which provides for unclaimed lost property to be donated to local good causes. Lost property which remains unclaimed for more than three months is collected by the London Southend Airport Community Team and donated to The Project Shop who help vulnerable and disadvantaged people get back on their feet.

### Westerings Primary Academy

In May 2015 Westering's Primary Year Two pupils came down to the airport for a visit and talk. The children were treated to a guided tour of the new terminal and then talks from the London Southend Airport team and an easyJet Pilot before taking part in paper plane competitions!

The school were delighted with the trip and thanked the airport. "The children were greeted with enthusiasm and for the entire trip the children were in awe of the level of detail and complexity of operating an airport. It was great to share with the pupils aspects of airport management from the check-in desk to the boarding gates. Speaking with a real pilot was the icing on the cake and our children thoroughly enjoyed acting-out the check-in and boarding process with your enthusiastic and knowledgeable staff. Our children had a brilliant time and were able to transfer all the things they learned to their written work at school. Thank you for making such an experience possible."

### Charity tins

Every year London Southend Airport enters into an agreement with a local charity to host charity tins within certain areas both airside and landside within the terminal. In the reporting period £906.72 was collected for the Rochford Rotary Club who support many good causes in the local community. The annual Royal British Legion collection for the Poppy Appeal was held in the terminal for the months of October and November before Armistice Day, a total of £373.74 was raised.

### Cool Aeronautics event

On Thursday 25<sup>th</sup> February, 71 children from two Southend-on-Sea schools – Bournes Green Junior and Trinity Road Primary – experienced the fascinating world of flying, aerospace and engineering at a day-long Cool Aeronautics event held at London Southend Airport and organised by the Royal Aeronautical Society.

The day began with a series of inspirational talks delivered by aerospace and aviation professionals. Jon Horne, London Southend Airport, Chief Operating Officer, shared his career journey and highlights with the children, while Captain George Hutton of easyJet discussed the role of a modern airline pilot and the current routes to the flight deck for young aspiring pilots. Ryan Lupton, Air Traffic Control Officer also spoke to the children about his career path and what it's like to work in the control tower.

On the day, the Year Five pupils also participated in a series of fun, interactive workshops, each designed to introduce them to a particular aerospace discipline.

This event, the very first Cool Aeronautics to be held at London Southend Airport, was a huge success. Nicole McBain, Year Five Teacher at Trinity Road Primary School, said that the event "was extremely well organised and all of the workshops were well received by the children. The children have taken away a lot from the workshops that were provided and thoroughly enjoyed the whole day!"





## 11. Feedback.

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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

[LSAenquiries@SouthendAirport.com](mailto:LSAenquiries@SouthendAirport.com)

### By post

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

## 12. Appendix.

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A summary of the ASAS targets, commitments and actions are shown on the following pages. London Southend Airport's performance against the set targets has also been rated, please refer to the colours at the top of page 61.

## Appendix i - 2014 ASAS Summary of new targets, commitments and actions as at February 2016

- Target timescale not reached - no action required at present.
- Progress made - target has not yet been achieved but progress has been made.
- Target completed - all actions have been completed and performance has reached target level.
- Target not achieved - targets have not been met but some actions may have been taken to achieve results.

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
<b>Mode share</b>					
1	Air passenger public transport mode share should be at least 20% by 1.5mppa and 25% by 2mppa.	When passenger numbers reach 1.5 and 2mppa.	Unchanged from 2011, 1.5 mppa not yet reached. Current share 29%. See target 15 for date of next survey.	The threshold of passenger numbers has not yet been reached, however the passenger travel survey undertaken in Autumn 2012 showed a public transport mode share of 29% - due largely to the investment of a new rail station opposite the passenger terminal. Rail transport continues to be a popular mode of transport for passengers. A new passenger survey is currently being undertaken.	
2	Staff mode share should not exceed 65% using car alone.	Ongoing.	Current share 62%. See target 15 for target date for next survey.	From the staff travel survey undertaken in October 2015, the percentage of staff using single occupancy cars was 62%.	
<b>Sustainable modes</b>					
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.	'All' changed to '100%'. Section 106 DDA target added. Support for JAAP policies added.	Good pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension that opened in April 2014. Plans to improve the layout of the terminal forecourt area and drop off/pick up points will also consider improvements to pedestrian access and DDA compliance. Planned for 2015/16.	
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Co-ordinator 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.	'All' changed to '100%'. Section 106 target noted. Support for JAAP policies added.	Secure cycle racks are now provided in station car park, hotel and staff validation point. Showers and lockers provided in staff facilities. Cycle promotions coordinated by Travel Plan Coordinator and HR Manager and include campaigns at certain times of year promoting cycling and designed to raise awareness of benefits. Demand for cycle storage is monitored. The number of cycles stored in the staff cycle rack is steadily increasing with approx. 80% capacity on dry weather days.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
5	Work with stakeholders to persuade Government to include requirements for additional early morning and late evening rail services, and significant improvements in the quality of the rolling stock, in the specification for the next Greater Anglia franchise.	2016.	Modified to reflect current aspirations. Current air passenger rail share 25%, staff 11%.	The DfT have issued a consultation about the proposed East Anglia franchise, scheduled to commence in Oct 2016, London Southend Airport has submitted a response to that consultation setting out the airports requirements and has met potential bidders.	
6	The airport will engage with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area, including the new business parks. Bus shelters or other forms of weather protected areas for passengers awaiting onward travel services to be provided.	Ongoing.	Modified from 2011. Air passengers bus and coach share 4%, staff 3%. Section 106 target added. Terminal canopy provides weather protection.	Ongoing dialogue with bus and coach operators service providers.  Weather shelters to be considered as part of the forecourt development scheme. A number of safety improvements will be made to prevent unauthorised parking and introduce better drop off/pick up zones.  London Southend Airport has been in contact with ECC regarding potential funding for secure cycle storage and shelters.	
7	The Travel Plan Co-ordinators will investigate 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.	Minor change from 2011. Currently 10% of staff car share.	The number of staff that car share is increasing, however shift patterns limit the potential for car sharing. Car share promotions in place plus designated car parking spaces for car sharers. System in place to facilitate contact between those interested in car sharing. The results of the 2015 staff travel survey will used to develop new initiatives.	
<b>Car parking</b>					
8	Electric car charging points to be provided in car park.	Ongoing.		There is no current demand from car rental companies to provide electric charging points. London Southend Airport will continue to review demand.	
9	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. The Council's monitoring of street parking will be supported.	Ongoing.	Modified to be on an ongoing basis. On airport car parking demand was 600 spaces in 2012. DDA compliance and support for street parking monitoring added.	Demand is continuously monitored. Car parking availability continues to be sufficient for air passenger demand. The local authorities routinely monitor surrounding residential roads and have found that any increases in non-residential parking is less than that experienced around local rail stations.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
<b>Travel planning and information</b>					
10	Designate responsible individual(s) to undertake travel planning.	Ongoing.	Modified to reflect current responsibilities.	Community Affairs Coordinator and HR Manager to undertake responsibility for travel planning. London Southend Airport met with Travel Planning colleagues from ECC in 2015 to share advice and information.	
11	New staff to be made aware of sustainable travel options.	Ongoing.	Unchanged from 2011.	Travel options information sent with new joiner pack.	
12	Airport to participate in joint promotion and marketing of sustainable travel through the Airport Transport Forum and Transport Liaison Group.	Ongoing.	Unchanged from 2011.	Airport Transport Forum held annually – proposed date for 2016 is 17/3/16.  Transport Liaison Group meets quarterly – additional meetings held as required. 4 dates for 2016 have been agreed.	
13	Provide 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.	By the end of 2014.	Modified to be by the end of 2014. Section 106 Agreement target noted.	Within the airside, baggage reclaim area, real time train information is provided on three separate screens. A travel kiosk has been installed in the landside arrivals area which provides live bus information and access to internet travel information and planning tools. Maps and bus information will soon be displayed next to the kiosk.	
14	Provide smart ticketing facilities in the rail station and terminal.	Ongoing.	Smart ticketing moved from above to separate target	London Southend Airport welcomes the announcement made by the DfT on 26/3/15 with regard to the introduction of smart tickets on the Liverpool Street to Southend Victoria line will form part of the new franchise. London Southend Airport intend to install the necessary smart ticketing facilities in preparation for the introduction of smart ticketing.	
<b>Surveys, monitoring and review</b>					
15	Air passenger surface travel surveys to be undertaken every three years, or when there are significant changes in passenger profiles, or when passenger numbers exceed 1.5 mppa.	2015, or earlier if passenger profile changes or numbers exceed 1.5mppa as monitored by the Transport Liaison Group.	Modified to align with next ASAS review.	A new air passenger survey is currently being undertaken and will be ongoing until a target of 400 surveys have been completed.	

No.	Target, commitment or action	Timescale	Review comments	Performance against target	Rating
16	Staff travel surveys to be undertaken every three years or if on-airport staff numbers grow to more than 1,500.	2016, or earlier if on-airport staff numbers grow to more than 1,500 as monitored by the Transport Liaison Group.	Modified to be every three years or if there is major growth in staff.	A new staff survey was completed in 2015.	
17	ATF to meet annually.	Ongoing.	Modified to be annually and ongoing.	Proposed date for 2016 meeting is 17th March 2016.	
18	Transport Liaison Group (TLG), principally comprising London Southend Airport and the three local authorities, to be set up to assess the performance of the ASAS and ATP and determine a programme of reviews and surveys.	TLG to meet quarterly.	Modified to be quarterly.	TGL quarterly to review ASAS targets.	
19	Review the Airport Surface Access Strategy (Section 106 Agreement target).	Within 6 months of the airport reaching 1.5 and 2 mppa.	Modified as first threshold reached. Section 106 Agreement target noted.	Target not yet reached.	





DEPARTURES

FLY	TO	STATUS	TIME	STATUS
BA	London	On Time	10:00	Boarding
BA	London	On Time	10:30	Boarding
BA	London	On Time	11:00	Boarding
BA	London	On Time	11:30	Boarding
BA	London	On Time	12:00	Boarding
BA	London	On Time	12:30	Boarding
BA	London	On Time	13:00	Boarding
BA	London	On Time	13:30	Boarding
BA	London	On Time	14:00	Boarding
BA	London	On Time	14:30	Boarding

← Toilets  
↑ Gates 1-3  
↑ Lifts  
↑ First Class Lounge /

easyJet  
Groningen  
Antwerp  
Osirabruk  
Cologne  
Rennes  
Caen

easyJet  
Hannes





**London Southend Airport, Southend on Sea, Essex, SS2 6YF**  
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