



Simply easier.

**London Southend Airport
Annual Report
2012-2013**

Foreword

Welcome to our first Annual Report which highlights the regeneration of London Southend Airport over the past couple of years.

This report also details our performance against a number of planning conditions for the period March 2012 to February 2013. I am pleased that in the current economic environment, the airport has delivered against its promises for growth and employment whilst performing well against set targets. We continue to take positive steps in reducing our environmental impacts whilst helping to boost jobs and regeneration in the local area. Passenger numbers continue to grow, showing a strong demand for travel to and from Europe.

As we move forward, we remain committed to providing excellent customer service whilst operating the airport sustainably, understanding both the needs of the local community and our passengers.



Alastair Welch

Managing Director London Southend Airport



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Section 1 - Development

Investment

Stobart Group has invested over £100 million into London Southend Airport's redevelopment. Following this investment and the start of new passenger services, there are now over 500 more people working at the airport and passenger numbers are set to pass 1 million in 2013.

Phase 1 of the redevelopment saw a new Air Traffic Control tower and railway station constructed in close proximity to the new terminal building. Phase 2 encompassed the runway extension and the new passenger terminal facility.

Air Traffic Control Tower

Officially opened by the Minister for the Thames Gateway, Bob Neill MP. on 21 July 2011.

The tower is 26m tall and contains an approach radar control room in addition to the visual control room at the top of the building. This 'cab' offers panoramic views of the airfield and wider Thames Gateway area, with air traffic controllers able to see over 20 miles on a clear day, with radar coverage over a far wider range.

Southend Airport Railway Station

Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP. on 21 September 2011.

A key part of the airport development has been connectivity with Central London and the Queen Elizabeth Olympic Park in Stratford. The new privately funded railway station provides a covered over-bridge and sheltered platforms.

There are up to eight trains an hour into Central London and Stratford with the railway station located under 100 paces from the new passenger terminal.

As part of the station project 350 adjacent car parking spaces were also constructed.

300m Runway Extension

Opened in March 2012. The runway is now 1856m in length and 37m wide.





New Passenger Terminal

Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP. on 5 March 2012.

Phase 1 of the terminal is 60m by 40m in size. Phase 2 construction began in late 2012 with completion set for December 2013.

Stobart Executive Handling Lounge

Opened during July 2012.

A state of the art handling facility, the new Executive Handling area includes; a meeting room (complete with full video conferencing technology), a pilot's rest zone and facilities for chauffeurs who are waiting for passengers.

Holiday Inn Southend

Opened during October 2012.

The hotel provides high quality and convenient facilities for airport passengers and staff, as well as local business users. The five-storey hotel has a rooftop bar and restaurant and is just a few minutes' walk from the London Southend Airport terminal and railway station.

The hotel offers 129 bedrooms including 28 Executive rooms and four King Superior rooms over its five floors.

Airlines and Route Development

In 2011 London Southend Airport offered regular passenger services with Aer Lingus Regional, operated by Aer Arann, to Galway and Waterford in the Republic of Ireland, plus a Flybe service to Jersey in the Channel Islands.

In 2012 London Southend Airport was very pleased to welcome easyJet, who based three of their Airbus 319's at London Southend Airport. easyJet currently offers departures each week to Alicante, Amsterdam, Barcelona, Belfast, Edinburgh, Faro, Geneva, Ibiza, Jersey, Majorca, Malaga and Venice. Further flights to Berlin, Krakow and Newquay start in June 2013.

Aer Lingus Regional, operated by Aer Arann, also expanded its services from London Southend Airport, scheduling three daily flights to Dublin with onwards connections to USA destinations (Boston, Chicago, New York and Orlando).



Awards and Achievements

ERA Airport Achievement Award

London Southend Airport won the prestigious ERA (European Regions Airline Association) Airport Achievement Award 2012/13 in September 2012 – the second time in three years it has achieved this top honour.

The award recognises the best achievements by an airport over the previous 12 months and the positive role it has played in support of future intra-European air transport operations. London Southend Airport was picked as the winner in recognition of the number of major projects the airport had completed in a relatively short space of time and its focus on customer service.

easyJet Customer Satisfaction Survey

London Southend Airport was rated highest in easyJet's Customer Satisfaction Survey across its European airports in January 2013.

Over 26,000 passengers were asked for their opinion when travelling through London's newest airport, which resulted in a satisfaction score of 92% - the highest result. This beat scores from more than one hundred airports across Europe, including other London airports such as Luton, Gatwick and Stansted.

The research showed that 95% were satisfied with London Southend Airport, 98% were satisfied with the length of time at check in and 100 per cent of passengers were satisfied with the efficiency of check-in staff. The punctuality of easyJet's flights from London Southend also featured highly, along with the warmth and friendliness of the London Southend based crew.

At London Southend Airport we have worked with Southend-on-Sea Borough Council and Rochford District Council to develop an Airport Surface Access Strategy (ASAS) and Staff Travel Plan. These outline a number of targets to actively promote and monitor the use of sustainable modes of transport. Both can be found at www.southendairport.com/news/environmental-responsibilities

Overall, London Southend Airport has performed well against targets set. Having invested £16 million on a new rail station located less than 100 paces from the new passenger terminal, the percentage of London Southend Airport passengers using public transport is ahead of the agreed targets.

London Southend Airport is committed to providing ample, reasonably priced safe parking on-site for passengers to enable them to park with confidence and minimise road mileage. We are conscious that low cost car parking can discourage passengers from considering public transport as a viable travel option, but also that high cost car parking may encourage them to park on public roads surrounding the airport or with unauthorised off airport parking operators.

In collaboration with Southend Council, we have undertaken regular monitoring of parking around the airport, but to date there have been very few issues from airport users parking in residential streets. However there have been a number of complaints from passengers concerning off-airport car parking operators. Some passengers felt that they had been misled by advertising that suggested these companies were associated with London Southend Airport, only to discover that this was not the case. London Southend Airport has not awarded any third party concessions for off-site parking.

Most staff shift patterns do not coincide with local bus and train times, making the staff travel target to reduce the number of staff using single occupancy cars a challenging one. Some parts of the airport (e.g. the hotel) have achieved much better results than those with much earlier shift start times. Staff are regularly encouraged to consider the benefits to the environment and the cost savings of sharing car travel with the colleagues. We believe that with further development (including that of the Joint Area Action Plan land) we will see additional bus services to further help reduce single car occupancy.



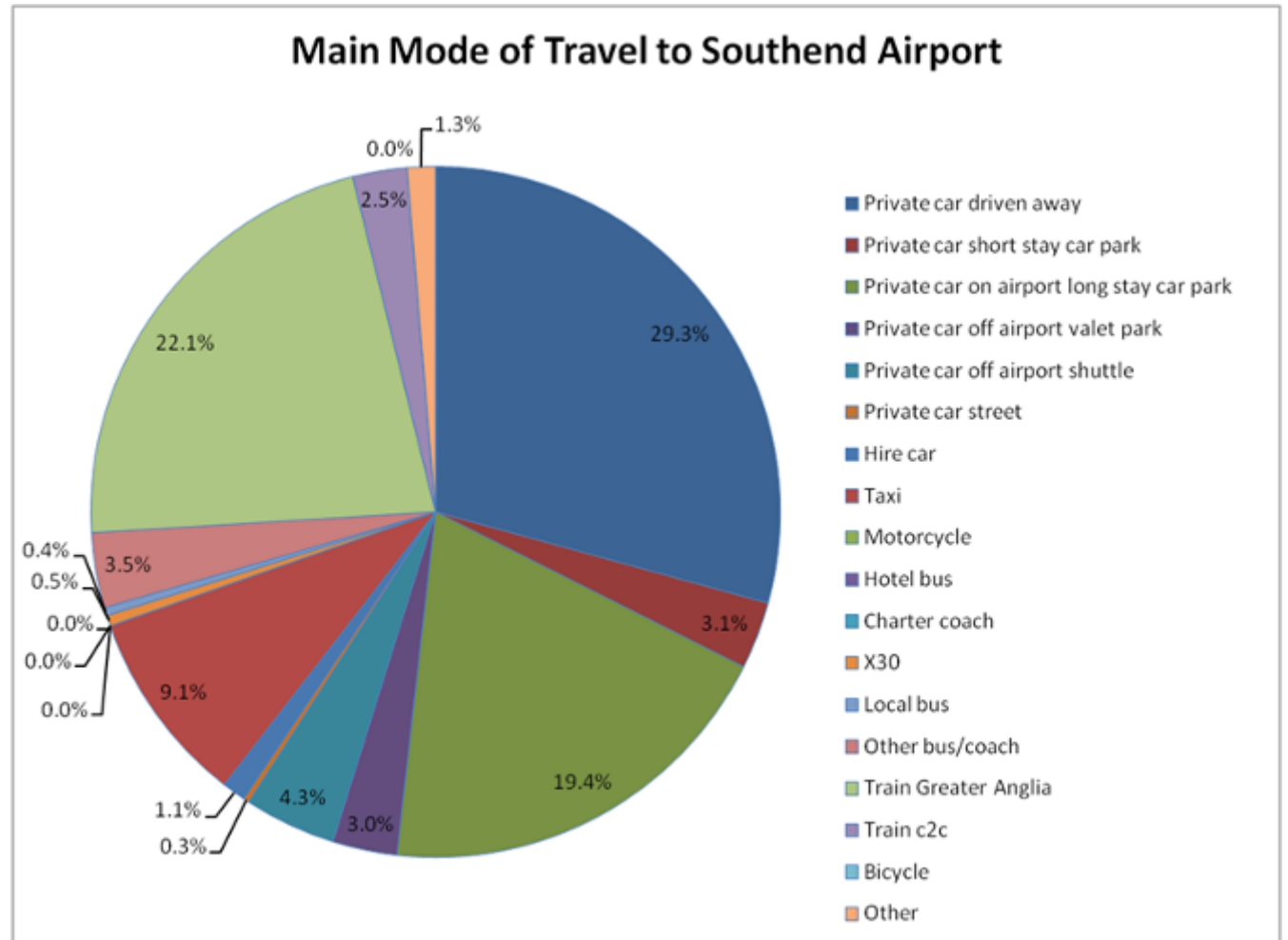
Passenger Travel Survey

A Passenger Travel Survey was carried out in October 2012. Departing passengers were asked a number of questions relating to their travel arrangements to and from the airport.

This survey showed that 29% of passengers are using public transport to access the airport. This consists of 22.1% using Greater Anglia trains, 2.5% using c2c trains, 0.5% using the First X30 coach, 0.4% using local buses and 3.5% using other bus and coach (the survey included a group on an organised tour).

The survey also gave us a lot of information about travel patterns, which is very helpful for planning future developments.

- 55% of departing passengers originated from Essex, with 16% from Southend-on-Sea. 30% were from London and 8% from the London Borough of Havering
- The highest users of public transport were on flights to Amsterdam, Belfast, Dublin and Waterford. Passengers going to Alicante, Faro, Malaga and Palma were the highest users of cars
- Over 80% of passengers took up to one hour to get to the airport, with around 20% in each 15 minute band (0-15, 16-30, 31-45 and 46-60 minutes)



Staff Travel Survey

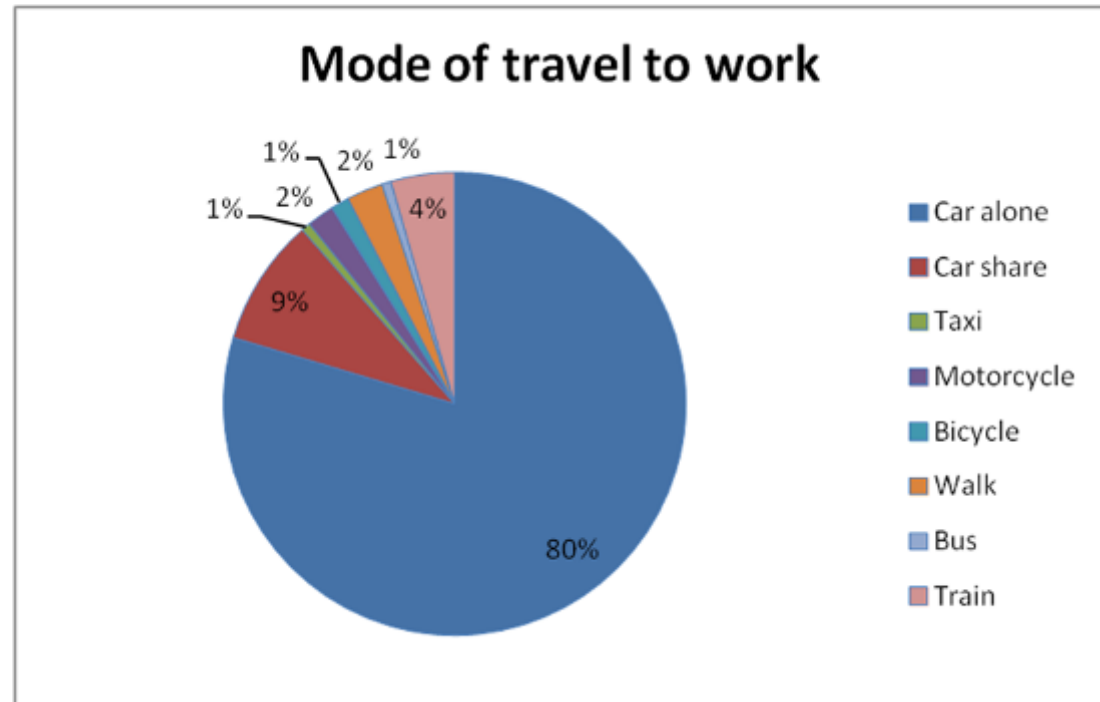
A Staff Travel Survey was undertaken in December 2012. It is worth noting that due to bad weather at the time of the survey, some usual modes of travel may have been more difficult or unavailable i.e. cycling and walking.

The proportion of directly employed London Southend Airport staff using single occupancy cars was 80% - a similar survey of Southend Airport Holiday Inn staff taken showed a lower result of 46%. The target as agreed in the ASAS is to achieve no more than 65% of airport staff using single occupancy cars. Clearly, there is still work to be done to achieve an overall percentage which satisfies the ASAS target.

London Southend Airport has employed many new staff as a result of the airport development, and appreciates that car sharing, in particular, can be difficult for new staff who may not yet know their colleagues. London Southend Airport will be rolling out a number of planned incentives to encourage staff to share their car journeys with team members who have the same shift patterns. A new Staff Travel Survey will be undertaken in 2013.

The staff travel survey also provided further information, as follows:

- 75% of staff take less than 30 minutes to get to work
- 38% of staff live in Southend-on-Sea and 20% live in Rochford
- 43% of staff occasionally use another mode of transport



Airport Surface Access Strategy and Staff Travel Plan Targets

A summary of the ASAS and ATP targets and incentives are shown in the table below. The airports performance against the set targets has been rated as follows;



Target bettered - The airport has achieved more than the set target



Progress made - The target has not yet been achieved but progress has been made



Target achieved - All actions have been completed and performance has reached target level



Target not achieved - The targets have not been met although some actions may have been taken to achieve results

ASAS Ref	Target	Timescale	Commentary	Rating
Mode Share ASAS 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	Target passenger numbers have 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 £16m in a new rail station opposite the passenger terminal	
Mode Share ASAS 2	Staff mode share should not exceed 65% using car alone	On-going	From the staff travel survey undertaken in Dec 2012, the percentage of staff using single occupancy cars was 80%. Many of the staff surveyed were new to the company and those on late shift patterns found it difficult to source timely public transport - bad weather at the time of the survey may also have contributed to the disappointing results. Where possible staff from the same area are put on the same shift patterns to make car sharing easier. The Holiday Inn survey conducted at the same time showed only 46% of staff using single occupancy car travel.	
Travel planning ASAS 3/ ATP 1	Produce a Wide Area Travel Plan sponsored by the Airport's major employers	By runway extension opening (March 2012)	Achieved by the publication of the Airport Surface Access Strategy	
Travel planning ASAS 4/ ATP 2	Designate a Travel Plan Co-ordinator to monitor the Travel Plan and progress new initiatives	By runway extension opening (March 2012)	Achieved by the appointment of Jo Marchetti as the Travel Plan Co-ordinator at the Airport Transport Forum in November 2011	
Travel Information ASAS 5	Provide real-time, web-based onward travel information and smart ticketing facilities in the rail station and terminal	By the opening of the new terminal (March 2012)	Smart ticketing machines were introduced to the airport rail station in Sept 2011 and live rail information is provided. General onward travel information is currently provided by airport staff. The provision of real-time, web-based onward travel information was delayed, but will be installed into the new arrivals area of the terminal extension as it is completed in Summer 2013. Ticket machines for rail travel are also planned for the new arrivals area.	

Travel ASAS 6	Ensure current public transport information is readily available to the public via the internet	On-going	Achieved by the provision of a dedicated 'Onward Travel' page on the Airport website www.southendairport.com	
Surveys ATP 3 ATP 15	Air passenger surveys to be undertaken to determine mode share	Sept/Oct 2012	Surveys undertaken in Autumn 2012 – 418 questionnaires were completed and the results shared with the Airport Transport Forum in Dec 2012	
Surveys ATP 4	Staff travel surveys to be undertaken	2012	Surveys undertaken in Dec 2012. 159 questionnaires were completed and the results shared with the Airport Transport Forum in Dec 2012	
Walking & Cycling ATP 5	All new developments will include good pedestrian access	On-going	Achieved by the pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012. A covered, step-free walkway was installed between the rail station and passenger terminal	
Walking & Cycling ATP 6	All new developments will include secure cycle parking, showers and lockers. Demand for cycle parking to be monitored and additional cycle racks provided when required. Travel Plan Co-ordinator to arrange cycle promotions.	On-going	Regular monitoring of cycle storage facilities has identified cycling as a popular mode of transport for airport staff. Additional secure cycle racks will be provided at the Rail Station and Staff Validation Points. Cycle promotions from 'Cycle Southend' are displayed on staff notice boards and 'Ideas In Motion' branding will be incorporated onto cycle shelters. Staff are encouraged to participate in organised fund raising bike events.	
Rail ATP 7	Work with train operators to promote and market rail services to staff and air passengers	On-going	Flight timetable information has been provided to Greater Anglia (London Liverpool to Southend Victoria line). Southend Airport is labelled on London tube maps for stations which offer connections to the airport. During Jan to Apr 2012 the airport undertook a major multiplatform advertising campaign in London and on Greater Anglia trains to promote rail transport to the airport. Further advertising and promotions to be done.	
	Work with Airlines to provide train information and sell train tickets on board aircraft	On-going	Both easyJet and Aer Lingus sell train tickets on board their flights and provide train information on their website.	
	Airport to work with rail industry partners to seek improvements	On-going	The airport has failed to persuade Greater Anglia to provide trains that connect with the first and last flights of the day. Also, Greater Anglia has not made any significant improvements to the quality of the rolling stock or customer service provided.	
Bus & Coach ATP 8	Airport to engage with bus and coach operators to identify route gaps and seek discounts for staff travel	On-going	On-going discussions with First Group and Arriva about the X30 and local services 7, 8 & 9. Members of Southend MoveEasy can obtain discounts on season tickets. Expected improvements to routes as a result of the Joint Area Action Plan	

Car Sharing ATP 9	To investigate car-sharing schemes and reserve car parking spaces for car sharers	On-going	9% of staff currently car-share. Details of the Essex Liftshare Scheme have been publicised to airport staff. The closest staff car park to the staff Validation Point has reserved spaces for car-sharers. Regular leafleting of staff car parks will be carried out to advise staff of car sharing advantages and collect information that may be used to put staff in contact with other staff on similar shift patterns from similar areas who want to car share.	
Car Sharing ATP 10	Car Clubs to be investigated	On-going	The airport has investigated the use of schemes such as Zip-Car which provide short term hourly car rental, however it was concluded that Car Clubs are better suited to passenger use rather than staff. We are looking to make Car Clubs available to passengers.	
Car Parking ATP 11	Electric charging points	Summer 2012	This has been delayed due to the re-allocation of car parking areas. Our aim is to provide charging points to car rental providers once the final car parking areas have been established.	
Car Parking ATP 12	Monitor car parking demand	Summer 2012	Achieved by continuous monitoring of parking spaces. Throughout summer 2012 the car parks never reached capacity. Local authorities have also undertaken surveys of street parking in the surrounding area.	
	Remote valet car parking contingency plan	Summer 2012	A remote valet parking contingency plan was prepared, utilising land to the south of the airport. The plans have not yet been required, but will remain in place for future years	
Staff ATP 13	New staff to be made aware of sustainable travel options	On-going	A staff travel information leaflet is distributed to all staff and displayed in staff rest rooms. Travel information is discussed with new staff as part of their induction. Travel information will be regularly reviewed and updated.	
Marketing ATP 14	Airport to participate in promotion and marketing sustainable travel	On-going	Major multi media advertising campaign in Spring 2012 to advertise and promote rail travel and the new airport train	
Airport ATP 16	ATF to meet in 2012	2012	The first meeting of the ATF was held in December 2012. The forum is now well established and has since met to discuss matters resulting from the Dec 2012 meeting	
	Transport Liaison Group to be set up to assess the performance of the ASAS and ATP	Spring 2012	A TLG, consisting of the local authorities and the Airport met three times in 2012 to discuss issues and targets within the ASAS, including travel surveys	
	ASAS to be reviewed 6 months after reaching 1.5 and 2mppa	Not yet due		

Section 3- Employment

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

Following the approval of the planning application for the runway extension, a recruitment campaign commenced in October 2011 offering a significant amount of diverse opportunities for local people.

London Southend Airport is committed to ensuring that jobs available at the airport are publicised locally and opportunities are advertised via the 'Careers' page of the London Southend Airport website. In addition, roles which require specialist expertise may also be advertised in targeted publications, for example those for air traffic controllers. When required, the services of local agencies are also used.

Internal progression and development for employees at the airport is encouraged and supported through advertising vacancies internally by email and use of notice boards.

Jobs Created

The redevelopment of the airport has seen over 500 more staff working at the airport in Summer 2012 than in Summer 2011. Jobs have been created in a number of different areas.

Area of Airport	New Jobs Created
Airport Staff (Directly employed by LSA)	175
Airlines & Aircraft Catering	166
Retail & Concessions	65
Hotel & Station	66
Control Authorities	40
Other	5
Total	517





500th New Employee

In June 2012 London Southend Airport welcomed the 500th new member of staff on site since summer 2011.

The milestone new starter was the appropriately named Stuart Holliday, who became the new Cleaning Manager. Stuart from Wickford is in charge of a team of people responsible for keeping the terminal building clean and tidy, as well as the aircraft which are based at London Southend.

Stuart says *“I was absolutely delighted when I got this job as I really wanted to be part of an expanding new enterprise and help it grow – and now I am. I’ve loved my first few days in the job, every day is different and it is a really exciting place to work.”*

Training

London Southend Airport offers many specialised roles and to ensure a high percentage of our 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. The airport invests heavily in staff training and development with all operational staff receiving between 2-10 weeks of initial training supported by an on-going development programme.

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 the airport. In addition to working with the college on bespoke requirements for training in 2012 a number of students, attended the airport to support the testing of the equipment and overall passenger experience prior to the opening of the new terminal building. A number of graduated Travel and Tourism students are now employed by the airport.

London Southend Airport is a supporting member of a Prospects College initiative for a Group Training Association, Aviation Services and is actively engaged in the employers’ forum of this group. It is currently identifying key skills required for specific aviation related roles to inform future apprentice requirements, schemes and opportunities. The airport has liaised with the Learning Skills Council and looks forward to growing this relationship in the future.

The successful Engineering Apprentice Programme run by Prospects College within the ATC Lasham hanger supports ten new engineering apprentice posts each year.

Through building support and involvement with local schools the airport has attended mock interviews, business plan sessions, offered limited work experience, facilitated visits to the airport and supported career related events.

London Southend facilitated a graduate placement during 2012/13 which has provided the opportunity of involvement in key functions of the business.

Local Staff

The initial phase of recruitment was managed in close conjunction with Job Centre Plus. In February 2013, the airport itself employed 222 people. 79% were from the SS postcode area, 13% were from the wider Essex area and only 8% were from outside of Essex.



The airport operates a resourcing model is 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 approximately 12%. 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 the 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 2013.



Section 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). These are used for air conditioning an aircraft cabin whilst it is on stand, supplying electrical power and other aircraft services when the main engines are not operating. It is also used for starting the main engines
- Testing (ground running) of aircraft engines

Aircraft Taxiing

One of our main operators - Aer Lingus Regional, operated by Aer Arann - is trialling a new technique of single engine taxiing at London Southend Airport. In order to reduce ground noise and NO₂ emissions, their ATR42 and ATR72 aircraft now taxi from the runway using just one engine.

Our other main operator – easyJet - already incorporates this procedure across its network of airports where the distance from aircraft stand to runway is a considerable distance. They are currently investigating the possibility of adopting this procedure at London Southend in the future.

Fixed Electrical Ground Power (FEGP)

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, all our new aircraft stands are fitted with Fixed Electrical Ground Power (FEGP). In 2012, five FEGP stands were provided for our four based aircraft. As a result, during the 12 month period starting from 8 March 2011, there has not been any occasion when FEGP has not been available to based passenger aircraft. During 2013 we hope to make a further three FEGP stands available.

Engine Testing

There have been large aircraft maintenance bases at London Southend Airport for many years. We ensure 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 March 2011 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.



History

Airports bring a wide range of economic and environmental effects to an area, both positive and negative. They are important economic generators, providing jobs, encouraging inward investment and boosting local tourism.

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 onto. In the 1980's the 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. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to make it 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 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 scheduled passenger flights 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 1 (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shows 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

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.

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.

The airport may not permit scheduled passenger flights during the night period. Up to 3 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.

Preferred Runway Scheme

During the night period – and 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 the airport is busier and the runway direction cannot be changed - the airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

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.

Noise Preferential Routes

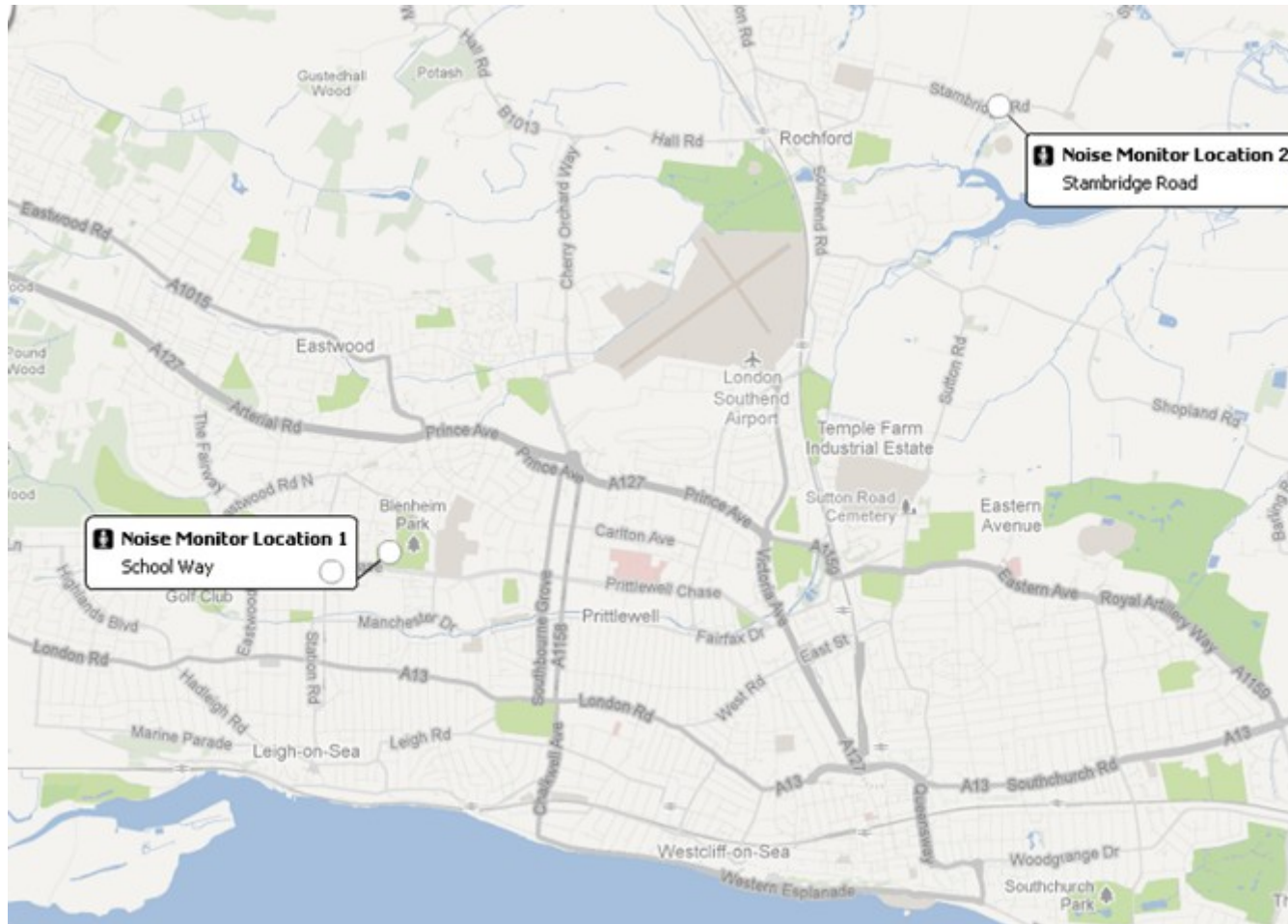
To minimise the number of local residents being overflown by departing aircraft, a Noise Preferential Route was introduced. This means that all aircraft weighing over 5700kg must follow a straight departure heading for 2.5 miles when departing towards the south west (over Leigh-on-Sea) and 1 mile when 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 1 mile from each end of the single runway - as shown on the map below.

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 our 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 (the form can be seen here www.southendairport.com/contact-us/enquiries/noise-comment). 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 7 working days.

If a complainant is dissatisfied with the airports 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.

About you and your location

Name *	<input type="text"/>
House Number/Name *	<input type="text"/>
Road *	<input type="text"/>
Town *	<input type="text"/>
Postcode *	<input type="text"/>
Telephone number *	<input type="text"/>
Email address *	<input type="text"/>
Date of disturbance (dd/mm/yyyy) *	<input type="text"/>
Time of disturbance (hh:mm) *	<input type="text"/>

About the complaint *

- Low flying
- Noisy
- Off track
- Flight over my location
- Ground noise
 - Being woken up, difficulty getting to sleep or disturbed sleep
- Ground running of engines
 - General complaint about frequency of flights or level of

Noise and Track Keeping Complaints

Using our noise and track keeping system we are 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 airports *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.

The screenshot displays the 'Process Inquiries' interface for the period 21 Jan - 3 Feb 2013. On the left, the details for 'Inquiry 2203' are shown:

- From:** Example, Fairview Gardens, Leigh on Sea SS9 3DP
- Time:** 07:16 Tue, Jan 29 2013
- Reason:** Low flying
- Comment:** Aircraft too low and noisy, Response Required

The 'Cause' section shows 'EZYP70Y' (A319) at 0.5 mi as the selected option, with 'No Aircraft Found' as an alternative. The 'Notes' field contains: 'Standard departure operating within agreed NPR, Letter sent 02/02/2013'. The status is 'Closed'.

The main map area shows the location of the complaint at Fairview Gardens, Leigh-on-Sea, Southend-on-Sea SS9, UK. A red pin marks the location, and a green star indicates the flight path. A table of 'Closest Flights' is displayed:

		mi	mi	ft
EZY970Y	07:16	0.5	0.1	2,835
CFE46P	07:28	1.0	0.5	4,843
BCY70A	07:07	1.1	0.6	4,856

A detailed callout for flight EZY970Y shows it is an A319 at an altitude of 2,835 ft. A 'Distance to Inquirer' callout shows distances of 2,735 ft, 543 ft, and 2,680 ft. The map includes a scale bar at the bottom showing 07:16:42 and a zoom level of 1x.

Airport Consultative Committee

Through the Airport Consultative Committee, which meets each quarter, London Southend Airport maintains a close working relationship with representatives of all 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
- Rayleigh Town Council
- Thames Gateway South Essex
- Southend Flying Clubs
- West Leigh Residents Association
- Residents of Eastwood and St Laurence
- Southend Trades Council

Issues discussed include employment opportunities, training, new investment and environmental management together with recommendations for the airport company to consider and progress.

Minutes of the quarterly ACC meeting are available on our website; www.southendairport.com/community-relations/

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

Annual Report

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.

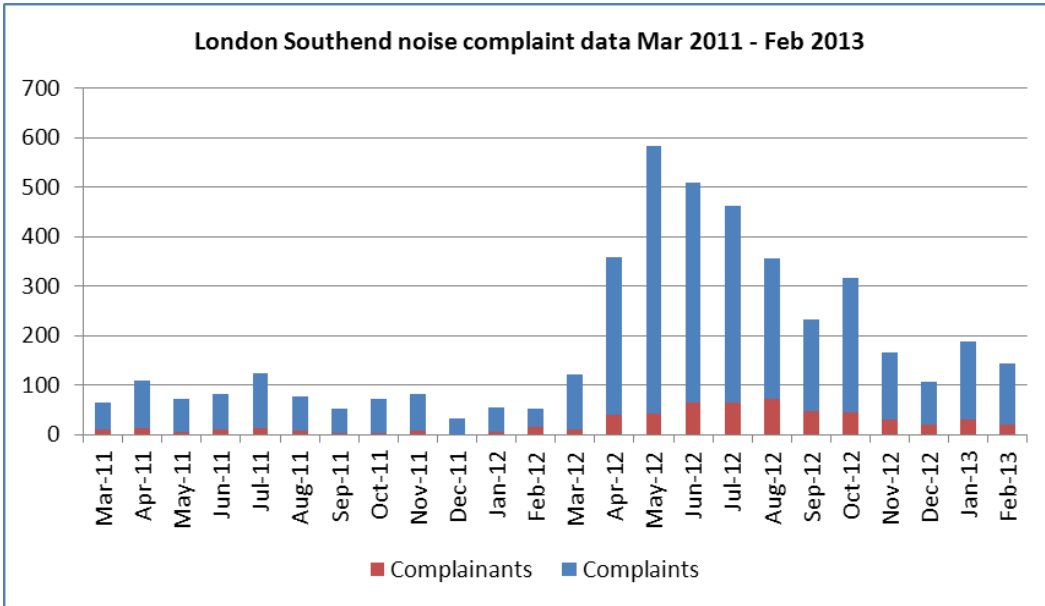
A draft report was presented to the ACC in May 2013 and following the feedback from the committee was approved in June 2013.

Noise Complaint Statistics

Whilst London Southend Airport regrets that some residents have felt the need to complain about aircraft noise, of the 3,050 complaints investigated, not one aircraft was found to have operated outside of the airport agreed control framework.

In the 12 month period March 2011- February 2012, (before the opening of the runway extension) we received a total of 782 noise complaints (this figure includes those complaints for which no aircraft could be identified / no aircraft were operating at the time of the complaint). 86% (673) of these complaints were submitted by one person.

For the same 12 month period following the opening of the extended runway, the number of noise complaints rose to 3050. After receiving 542 complaints in May 2012, the number of monthly complaints has continued to steadily fall.



The graph to the left shows the volume of complainants and complaints received and investigated by the airport from March 2011 to February 2013.

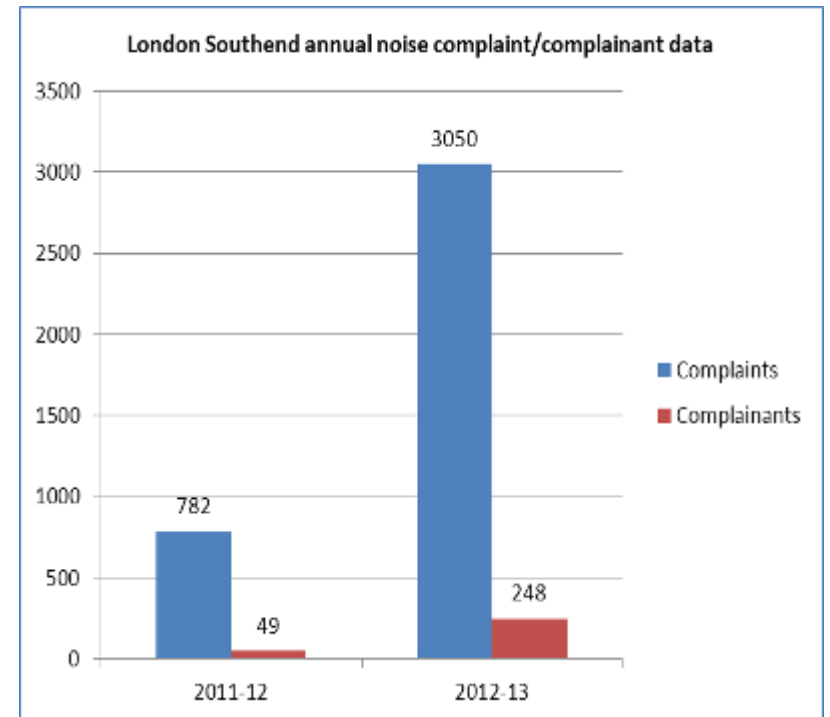
The graph below compares the volume of complainants/complaints for the annual reporting period March 2011 to February 2012 and March 2012 to February 2013.

About 80 – 90% of all complaints come from 10 people.

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 the 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.

The Chairman of the ACC reviewed all of the correspondence for seven complainants within the 12 month period March – February 2013 and recommended that London Southend Airport suspend correspondence with them for a period of six months.



Sound and Noise Insulation Grant Schemes

In accordance with the conditions set out in the S106 Planning Agreement, London Southend Airport commissioned an independent firm of aviation noise specialists to produce noise contours for the summer 2012 period.

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 $L_{Aeq\ 16\ hr}$ noise contour*
- **Sound and Thermal Insulation Grant Scheme** – for properties that fall within the 63dB $L_{Aeq\ 16\ hr}$ noise contour*

* $L_{Aeq\ 16\ hour}$ is the standard way of measuring aircraft noise around airports and is the measurement the airport is required to use under the S106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, L_{Aeq} noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16 June to 15 September and 'day' is defined as the 16-hour period 0700-2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bikerdike Allen Partners (BDA) to produce the summer 2012 noise contours. BDA are widely recognised within the aviation industry and have 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. BDA is a founder member of the [Association of Noise Consultants](#) and bound by their Code of Ethics. BDA is also a member of the British Standards Institute.

Based on Ordinance Survey mapping, the results of the 2012 noise assessment carried out by BDA are shown in the table below.

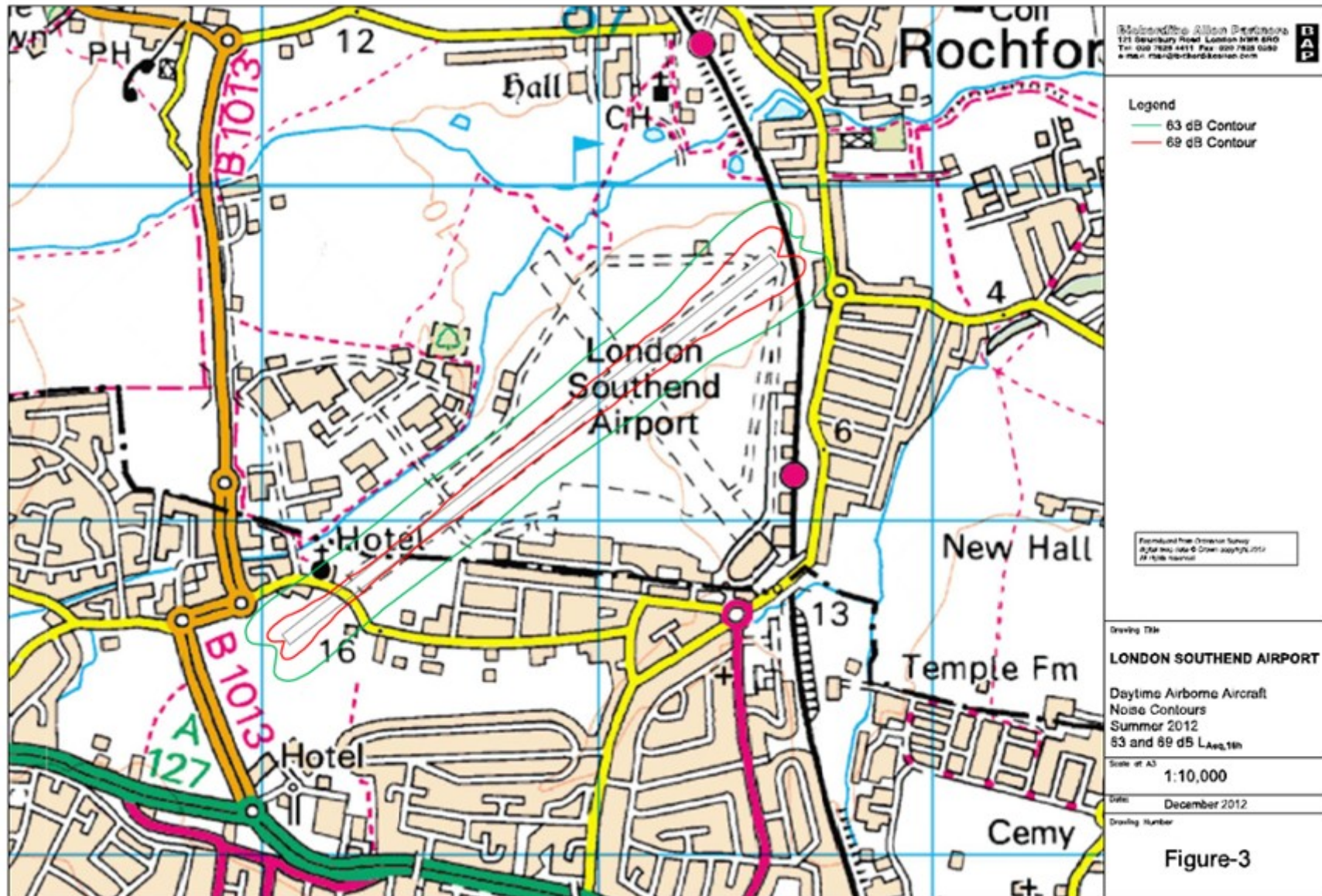
Properties within 69dB $L_{Aeq\ 16\ hr}$ that qualify for Property Acquisition		
Street	No. of properties	No's
N/A	0	N/A
Properties within 63dB $L_{Aeq\ 16\ hr}$ that qualify for Sound and Thermal Insulation		
Street	No. of Properties	No's
Eastwoodbury Lane	5	Eastwoodbury Cottages Nos. 1-4, 19 Smallholdings
Southend Road	12	12 Nos. 66-88 (even)

There are no properties within the 69 dB $L_{Aeq\ 16\ hr}$ noise contour. 17 dwellings are shown within the 63 dB $L_{Aeq\ 16\ hr}$ noise contour.

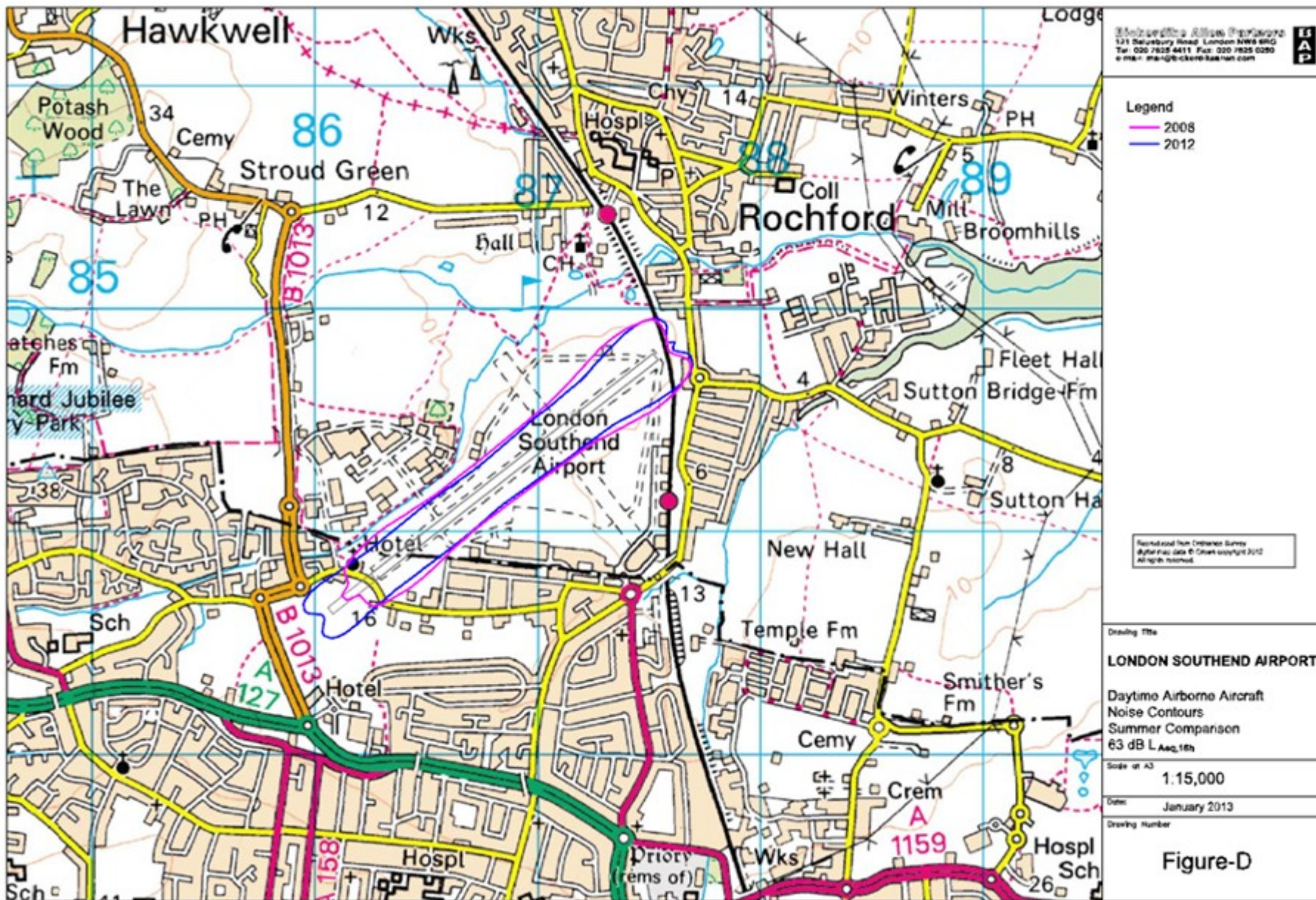
Of these 17 properties, five were purchased by the airport and demolished as part of the runway reconfiguration works. The owners of the remaining 12 properties in Southend Road have been contacted by the airport.

Summer 2012 Noise Contours

The map (Figure-3) shows the daytime airborne aircraft noise contours for summer 2012 on which the properties have been identified.



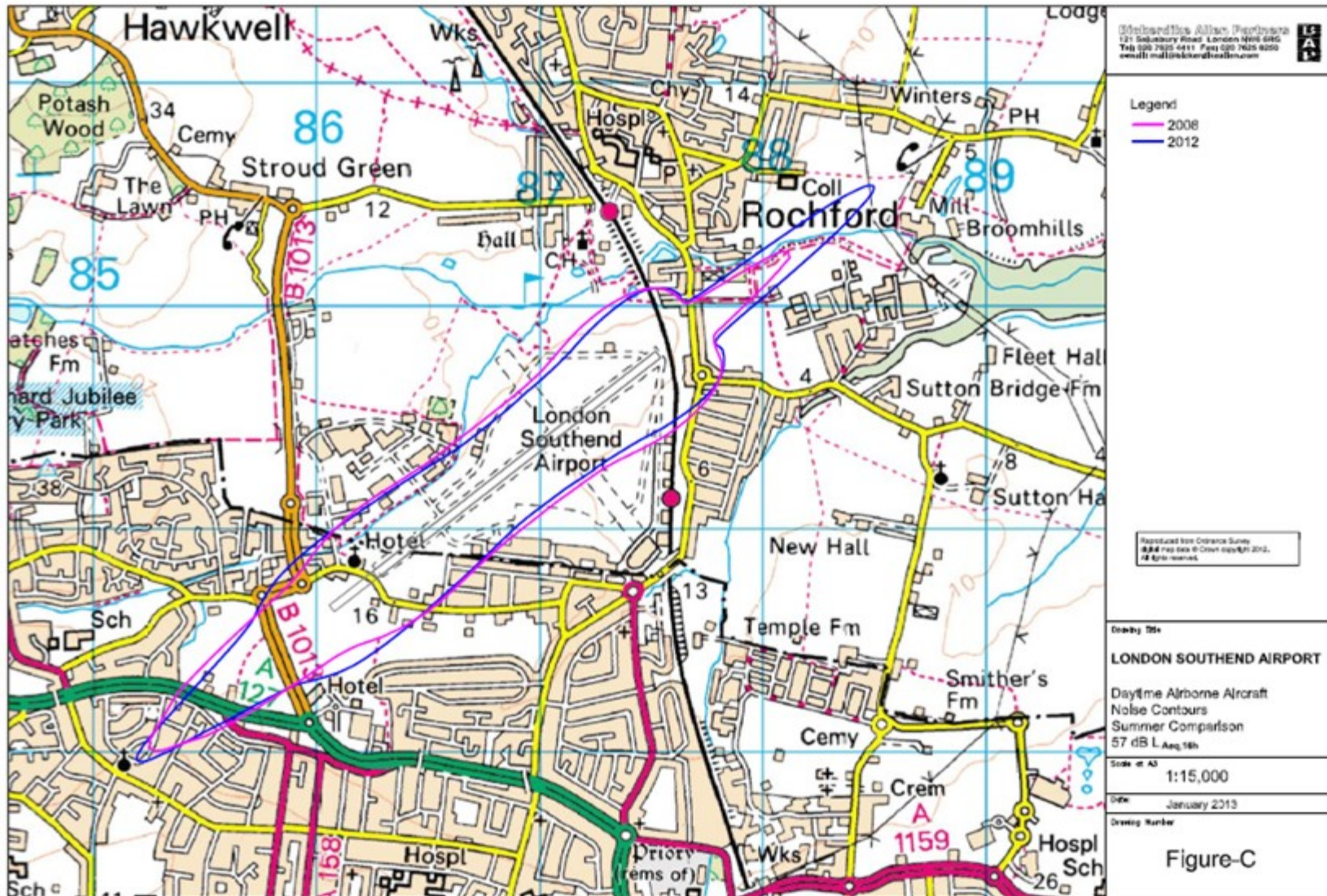
The map (figure-D) compares the 2008 and 2012 63dB L_{Aeq 16 hr} noise contours. It shows that there has been very little change to the contour at the north east end of the runway,



Government guidance is that 69 dB $L_{Aeq, 16\text{ hr}}$ represents high levels of community annoyance, whereas 63 dB $L_{Aeq, 16\text{ hr}}$ represents moderate levels of community annoyance. 57dB $L_{Aeq, 16\text{ hr}}$ is considered to be the level at which there is an onset of community annoyance.

The map (Figure-C) shows the 57dB $L_{Aeq, 16\text{ hr}}$ contours for both 2008 (before the runway extension) and 2012 (following the runway extension);

The number of properties within the 57dB $L_{Aeq, 16\text{ hr}}$ has not significantly changed following the runway extension.



Section 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 very good and consistently remains below the 40 µg/m³ value limit of NO₂ 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 the airport site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy.

Our S106 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 (NO₂)

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 NO₂

Legislation	Annual Limit
EU First Daughter Directive (99/30/EC)	40 µg m-3
Air Quality Strategy (2000)	40 µg m-3

The objective therefore, is not to exceed an annual mean average of 40µg/m³ for NO₂ levels. The airport tests for NO₂ at a number of permanent locations.



Testing Sites

These locations were selected due to their proximity to the residential properties which are closest to the 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 the map below.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed we share these results with both Southend Borough Council and Rochford District Council.



Results

Concentration levels of NO₂ 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.

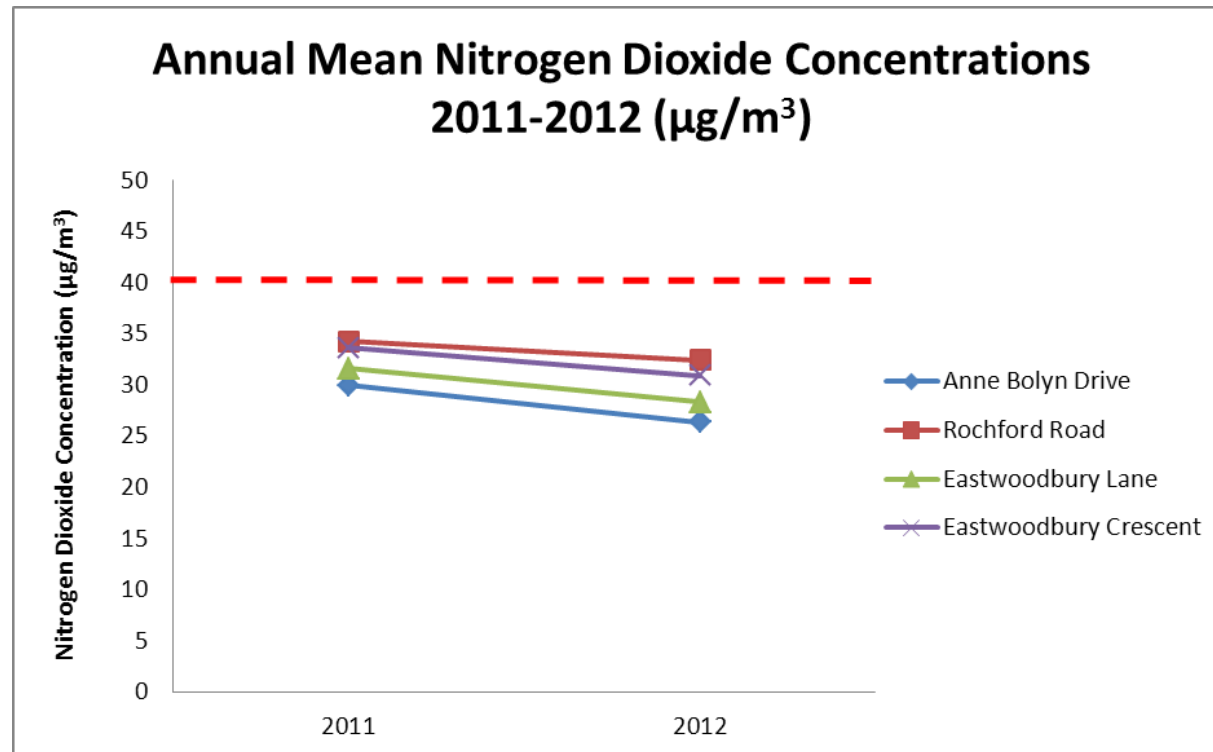
The annual results for NO₂ monitoring at all four testing sites around the airport are reported in the table (fig. 1);

These results are also plotted on the graph (fig. 2), which also demonstrates that NO₂ levels at all four sites have reduced in 2012 compared to 2011.

Figure 1.

Results of Nitrogen Dioxide (NO ₂) Testing		
Site	2011	2012
Anne Boleyn Drive	29.9 µg/m ³	26.3 µg/m ³
Rochford Road	34.2 µg/m ³	32.4 µg/m ³
Eastwoodbury Lane	31.6 µg/m ³	28.3 µg/m ³
Eastwoodbury Crescent	33.6 µg/m ³	30.9 µg/m ³

Figure 2.



Section 7– Carbon & Environmental Management



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 gasses from the airport's own operations and to minimise the airport's 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. CO₂ reductions were considered alongside financial aspects when making capital investment decisions.

London Southend Airport invested £16m 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 a hundred paces from the passenger terminal.

Construction

Before construction of the runway extension could start, London Southend Airport agreed a Construction Environmental Management Plan (CEMP) in accordance with the S106 planning agreement. This ensured that the impact on the environment or surrounding communities as a result of the development 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.

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.

The BREEAM pre-assessment of the new passenger terminal stated that London Southend Airport had the potential to achieve a 'very good' assessment result which is encouraging as an airport development is particularly challenging.





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
- Energy saving mode on escalators
- Rainwater harvesting and waterless urinals

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 we use this information to monitor overall consumption as well as for financial tracking and forecasting.

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

This allows us to carefully monitor and control energy consumption in all areas of the new terminal building and provides data on electricity kw/h and CO₂ consumption as well as rain water harvesting.

This system will also be installed into the new terminal extension due to be completed in 2013. This will enable us to provide comparable kw/h per passenger data for 2012 and 2013 in the next Annual Report.

Waste Management & Recycling

The number of people using London Southend Airport has grown significantly over the past 12 months. As numbers increase so does the amount of waste collected. London Southend Airport is fully committed to reducing the amount of waste sent to landfill sites. Recycling points are available in all public areas of the airport.

To promote recycling within internal departments, all waste bins have been removed from desk areas, and replaced with recycling/general waste points.

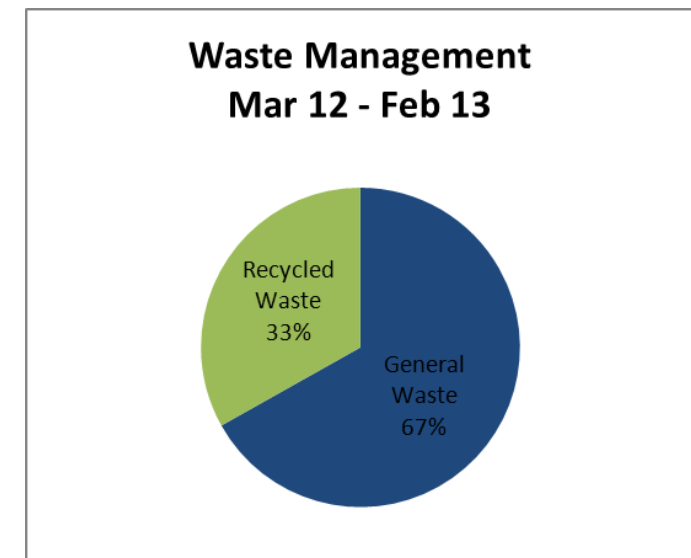
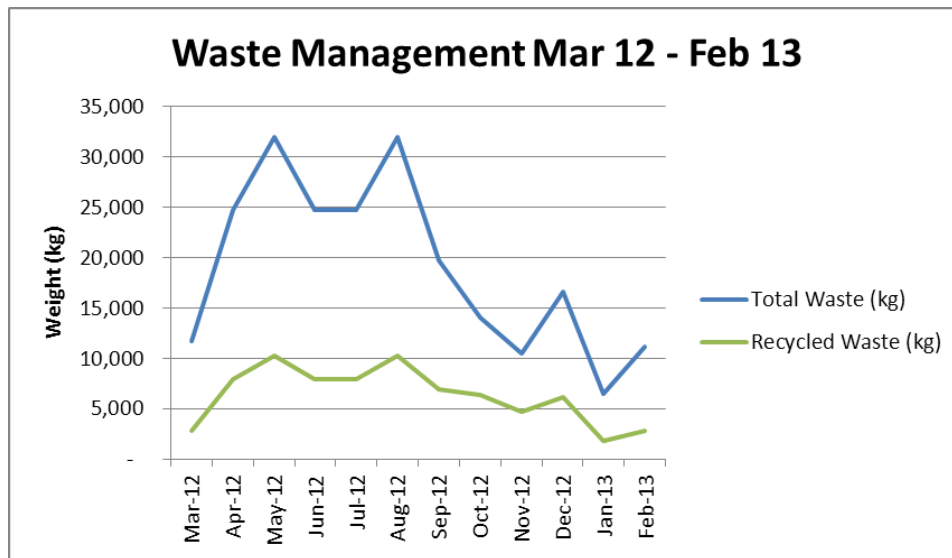
During the 12 month period March 2012 to February 2013, London Southend Airport conducted a major review of waste management. After careful consideration the contract for waste disposal was awarded to Biffa Waste in September 2012.

London Southend Airport monitors the amount of waste that is recycled; during the busier summer months the amount of waste produced at the airport increases, peaking in August at 31,930kg. In September and October the percentage of waste sent for recycling peaked at 45%. The overall annual percentage for recycled waste was 33%.

Recycling is regularly promoted within internal departments through emails and staff notices. London Southend Airport aim to monitor recycling progress and set targets to increase the amount of recyclable waste collected from the airport site. Wherever possible equipment and materials are re-used and shared between departments or donated to local charities.

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.



Sustainable Procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with S106 planning conditions. The policy applies to Airport development projects as well as the procurement of goods and services by London Southend Airport Company.

Third Party Contractors

Buckingham Group was awarded the contract for the construction of the new terminal building. Key elements for sustainable procurement were considered during the tender process.

Buckingham Group delivered against the following targets;

- At least 50% of orders by value to be placed with local companies
- Subcontractors encouraged to recruit local labour

During the construction of the new terminal building in 2011, Buckingham Group employed 85% of sub-contractors locally.

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 stopping up 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 12 months 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.

Communication

Key events in the progress of the airport development were communicated to local residents via hand delivered letters, public meeting and airport tours, which provided information regarding each stage of the new development works. Information and press releases are regularly made available on the London Southend Airport website www.southendairport.com

Procurement of Goods and Services other than for Developments

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)

Section 8 – Aircraft Transport Movements (ATM) 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.

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 movements at Southend.

Quarterly Reporting

In accordance with our S106 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.

Once the first Annual Report has been published, quarterly reports will also be made publically available on our website (www.southendairport.com).

Annual Reporting

For the 12 month period March 2012 - February 2013, London Southend Airport has operated within all of the agreed limitations on aircraft movements.

The table below shows the Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2011 - February 2013.

Ref	Aircraft Traffic Movement Type	Quota Annual Limit	Annual Total Mar 12 - Feb 13	% of agreed Annual Limit
i	Total ATMs (excluding exempt ATMs)	53,300	28,546	54%
ii	Cargo ATMs (permitted lesser of 10% of Total ATMs or 5,300 p.a.)	2,857	23	0.8%
iii	Boeing 737-300 ATMs	2,150	38	2%



ATM's in the Night Quota Period

The table below shows the Airports performance and compliance against the total night time Aircraft Traffic Movement (ATM) controls for March 2011 - February 2013

	Flights in Night Quota Period (23:00 – 06:30)	Quota Annual Limit	Annual Total Mar 12 - Feb 13	% of agreed Annual Limit
iv	Total night time ATMs		402	
v	Diverted ATMs (of which all were QC1 or less)		3	
vi	Delayed ATMs (of which all were QC1 or less)		52	
vii	Exempt ATMs (of which all were QC1 or less)		112	
	Night time ATMs to be included in Quota Total (120 per quota month)	1,440	235	16%

The definitions of diverted, delayed and exempt ATM's were agreed within the S106 planning agreement and are as follows;

Diverted ATM's – This means 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 – This means 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 – This means 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.

Of the 3 diverted ATM's, all were diverted to London Southend Airport due to poor weather conditions at their destination airports.

Of the 52 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 112 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 060°/240°. 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 the airport, (e.g. the Leigh-on-Sea area) a Preferred Runway Procedure has been introduced.

The S106 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

We regularly monitor 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 our 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). An internal audit was conducted of the Preferred Runway usage throughout November and December 2012 and it was found that in every instance where the prevailing weather conditions had been recorded as a reason for not following the Preferred Runway Procedures, the tailwind recorded was greater than 5 knots.

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 2012 to February 2013, all ATM's remained within the required percentages for the Daytime period.

Daytime ATMs	Annual Total Mar 12 - Feb 13	% of ATMs to/ from South West (Leigh on Sea)
Total daytime arrivals	13,928	
Arrivals from South West (over Leigh on Sea area)	3,998	29%
Total daytime arrivals & departures	28,558	
Arrivals & departures to/from South West (over Leigh on Sea area)	11,877	42%

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 12 - Feb 13	% of ATMs to/ from South West (Leigh on Sea)
Total ATMs	402	
Number of aircraft which did not take off towards, or land from, the North East	82	20%

We are 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 82 ATM's that did not follow the Preferred Runway Procedure, all of the aircraft concerned operated to and from the south west 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.

Section 9– Departures

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

There were more than 14,000 departures from London Southend Airport for the 12 month period March 2012 - February 2013, of which almost 8,000 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period only 34 aircraft turned on departure before exiting the NPR zone -11 were instructed to do so by London Southend ATC for safety reasons due to traffic and weather.

Just 23 (0.2%) aircraft were identified as having breached the NPR due to non-compliance i.e. pilot turned early without instruction by ATC.

The majority of our NPR infringements were issued to non-based operators who had not reviewed the recent 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 our current operating procedures to prevent further infringements occurring.



Noise Preferential Routes

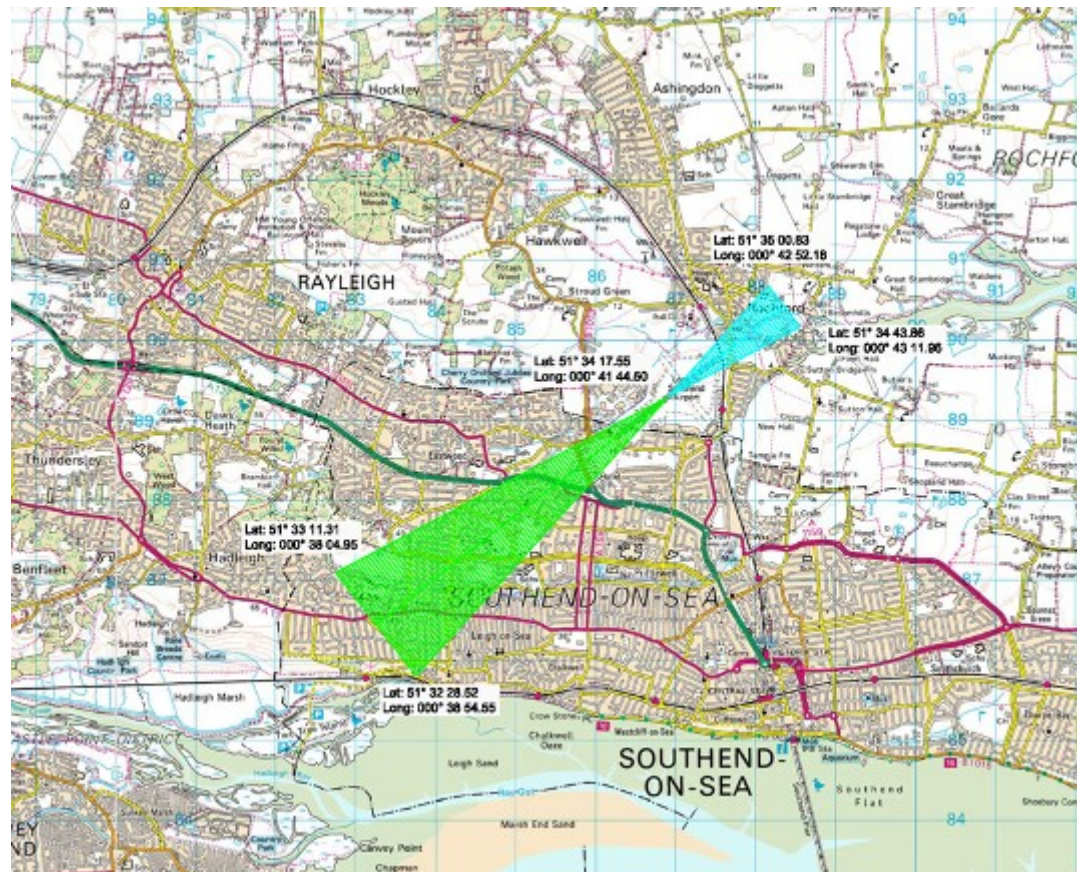
London Southend Airport has two noise preferential routes – one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5700kg) must follow the NPR controls applicable to the runway in use at that time:

When departing on Runway 06, towards the north east (e.g. Rochford area) aircraft must maintain a straight departure heading until at least 1500ft altitude and 1 mile in distance

When departing on Runway 24, 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 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;



Results of NPR Monitoring

A summary of each NPR infringement issued March 2012 - February 2013 is shown on the table below

	Date	Operator	Aircraft Reg	Aircraft	Runway	Flight type	Infringement notice issued	Satisfactory action taken	Reviewed by ACC	Off track complaints received
1	15/06/2012	Germaina	DAHIM	A319	24	Ford charter	✓	✓	✓	1
2	28/06/2012	Rossiya	VQBAC	A319	24	Maintenance	✓	✓	✓	1
3	02/07/2012	Germaina	DAGET	B737-700	24	Ford charter	✓	✓	✓	0
4	17/07/2012	Golden Air	SEMDH	AT72	24	Maintenance	✓	✓	✓	0
5	31/07/2012	OLT Express	SPIC	A319	24	Maintenance	✓	✓	✓	0
6	20/08/2012	Irish Air Ambulance	EIMED	C550	24	Air Ambulance	✓	✓	✓	0
7	27/08/2012	Aer Arann	EIEHH	AT43	24	Scheduled passenger	✓	✓	✓	0
8	11/09/2012	Rossiya	VQBAT	A319	24	Maintenance	✓	✓	✓	0
9	25/09/2012	Aer Arann	EIBYO	AT43	24	Scheduled passenger	✓	✓	✓	0
10	25/09/2012	Nesma Airlines	SUNMC	A320	24	Maintenance	✓	✓	✓	0
11	04/10/2012	Cobham Aviation	GOMAF	D228	24	Government Fisheries	✓	✓	✓	0
12	05/10/2012	Cobham Aviation	GOMAF	D228	24	Government Fisheries	✓	✓	✓	0
13	16/10/2012	Air Alliance	DCFCF	LJ35	24	Return to base following medical flight	✓	✓	✓	0
14	01/11/2012	Jetcall	DCFST	LJ31	24	Private	✓	✓	✓	0
15	19/11/2012	Cobham Aviation	GOMAF	D228	24	Government Fisheries	✓	✓	✓	0
16	08/12/2012	Cityjet	EIRJJ	RJ85	24	Return to LCY following Diversion	✓	✓	✓	0
17	11/12/2012	Cityjet	AIRJR	RJ85	24	Return to LCY following Diversion	✓	✓	✓	0
18	21/12/2012	OLT Express Germany	DAFKD	F100	24	Scheduled passenger	✓	✓	✓	0
19	24/12/2012	Easyjet	GEZAZ	A319	24	Scheduled passenger	✓	✓	✓	0
20	16/01/2013	Cityjet	EIRJA	RJ85	24	Return to LCY following Diversion	✓	✓	✓	0
21	04/02/2013	WWAF	5YVWV	DH8D	24	Ferry flight - delivery of aircraft	✓	✓	✓	0
22	10/02/2013	Parc Aviation	EIEYL	A319	24	Maintenance/positioning	✓	✓	✓	0
23	10/02/2013	T Holding	N80HB	C25C	24	Private	✓	✓	✓	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 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.

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

For the 12-month period March 2012 - February 2013 no fines were issued. This is because it was considered that all of the operators involved had taken appropriate action to prevent further breaches from occurring.

Scale of Fines 03/12 – 03/13	1 st 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) are liable to heavier fining as they are noisier. They are assigned quota count (QC) classifications as follows:

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

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.

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 through the London Southend Airport Staff Fundraising Team (LSASFT), which is led by Eileen O'Conner and Amy Such.

Here are some of the local good causes that have benefited from the money raised by the LSASFT in the past year...



“Runway” the Guide Dog

LSASFT raised enough money to sponsor a guide dog for the blind. The Labrador puppy was named 'Runway' and the team is regularly updated with his progress. On his first birthday LSASFT presented him with a special doggy birthday cake in the shape of an Eddie Stobart lorry.



Southend Hospital – Elizabeth Loury Cancer Ward

LSASFT helped to rejuvenate the once neglected garden that is beside the Elizabeth Loury Cancer Ward at Southend Hospital. The garden has now been completely overhauled and is regularly maintained.

Clooney Square Christmas Dinner

At London Southend Airport we actively encourage links to the local community - and as part of this Christmas Dinners were delivered to elderly residents of the Clooney Square Tower Block in Southend.

Samaritans

New sack barrows were donated to the Samaritans store in Southend to help staff distribute the goods which arrive on a daily basis.

HARP (Homeless Action Resource Project)

In 2012, LSASFT donated toiletries and sleeping bags to the night shelters in Southend which are run by HARP, assisting its support of the homeless in the local community.

St Mark's Church

LSASFT helped to fund the new solar panels which were installed into St Marks Church in Southend to improve its sustainable energy commitments.

Turning Tides Team (TTT)

In 2012 the LSASFT helped raise funds for the TTT afterschool club in the Kursaal Ward, Southend. The children took delivery of a brand new drum kit and other musical instruments.

The TTT children also enjoyed a guided tour of the new airport passenger terminal ahead of the public opening.

London Southend Airport likes to get local community groups involved in Airline celebrations....

easyJet One Year Anniversary

To commemorate the first anniversary of the launch of easyJet's operations from London Southend Airport, the airport invited local children - including a group from Little Havens Children's Hospice - to attend a paper plane master class with world renowned origami artist Mark Bolitho. Little Havens cares for children from across Essex which have been diagnosed with a life-limiting illness and also offers support for their families.



Aer Lingus Regional Santa Express Flight

On 1 December 2012 more than 30 children from Our Lady's Children's Hospital, Crumlin in Dublin (the largest paediatric hospital in Ireland) and their families flew to Southend on the Aer Lingus Regional Santa Express Flight for a festive day out supported by London Southend Airport. The group enjoyed Rossi Ice Cream and dressing up in Sancto's reindeer antlers and Santa hats before a First Group double decker bus ride to the seafront for a trip up Southend Pier to meet Santa. The day was rounded off with a meal in Feelgoods Restaurant before the flight back to Dublin.

Engaging with the local community

As well as hosting a number of public tours during the recent development of the airport to help keep our local residents up to date with our progress, the airport has made many presentations to local residents and business groups, schools and colleges. We also continue to attend local schools and colleges to talk about the various employment opportunities available at the airport.



Thank you for taking the time to read our first Annual Report.

We would welcome your comments and feedback – you can contact us;

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