London Southend Airport
Frequently Asked Questions

CONTENTS:

1. Who owns London Southend Airport?

Southend-on-Sea Borough Council ("the Council") owns the freehold of London Southend Airport even though most of the Airport land lies within the administrative district of Rochford District Council. The Council has leased the Airport to London Southend Airport Company Limited.

If you require copies of the freehold or leasehold titles relating to the Airport, these are available from the Land Registry.

2. Who operates London Southend Airport?

The Airport is operated by London Southend Airport Company Limited ("the Airport Operator").

3. Where can information be found about the Operational Controls relating to the London Southend Airport, which the Airport Operator have to comply with?

See the following Airport information page on the Council's website.

This includes:

a) An Operational Controls Summary Table (see **Appendix 1** for a copy), which sets out the key controls imposed by:
   - Planning Permission ref. 09/01960/FULM to extend the runway and carry out associated works ("the 2010 Planning Permission");
   - the associated Section 106 Agreement dated 30th April 2010 as modified by a Deed of Variation dated 20th June 2012 made between Southend-on-Sea Borough Council, Rochford District Council, Essex County Council and London Southend Airport Company Limited ("the S.106 Agreements"); and
   - the leases relating to the Airport (which repeat the Operational Controls in the S.106 Agreements).

b) Details of the Council's Transport, Capital, Inward Investment Working Party (previously the London Southend Airport Monitoring Working Party), which monitors the Operational Controls.

Documentation relating to the 2010 Planning Permission (including the reports to the Development Control Committee) and the S.106 Agreements can be viewed via the Council's online PublicAccess for Planning database. The reports to the Development Control Committee on 20th January 2010 set out all material planning considerations and consultation responses, which formed the basis of the decision to allow the runway extension at the Airport.

4. What is an ATM?

An 'ATM' is an Air Traffic Movement and is defined in the S.106 Agreements and:

> "means any rotary or fixed wing aircraft carrying out air traffic movements comprised of taking off from or landing at the Airport and for the avoidance of any doubt one arrival and one departure are to be counted as two (2) separate air traffic movements"

5. What is the Airport Consultative Committee (ACC)?

The ACC is a statutory committee required to be established under Section 35 of the Civil Aviation Act 1982 (as amended) for consultation between London Southend Airport, users of the Airport, neighbouring local authorities and representatives of the local community with respect to matters concerning the management and administration of the Airport, which affect their interests. More details relating to the ACC's function are set out in FAQ no.13 below.

6. What is the Transport, Capital, Inward Investment Working Party?

On the 19th July 2012, the Council established London Southend Airport Monitoring Working Party (now incorporated within the functions of the Transport, Capital, Inward Investment Working Party) as an additional mechanism to check that the Airport Operator is complying with its obligations, particularly the Operational Controls, and to have an overview of their complaints handling processes. More details relating to the Transport, Capital, Inward Investment Working Party are set out in FAQ no.14 below.

7. What were the Operational Controls introduced in 2010 designed to do?

The Operational Controls were designed to strike a balance between encouraging Airport development, economic growth and job creation, while adopting tough measures to protect residents as much as possible from the environmental impact of air traffic movements (ATMs), particularly at night.

It is important to note that the current controls are far more stringent than those which existed prior to 2010. The controls imposed in 2010 introduced new and important restrictions including the following:

- the number of possible night flights per month was reduced from more than 900 to 120
- the defined night period was increased from 6 hours to 7.5 hours
- strict noise controls were introduced on aircraft operating from the Airport
- night time passenger flights are generally prohibited
- there is now a runway preference scheme to restrict the number of take offs and landings over the south west, Leigh-on-Sea area

8. Can the Operational Controls, which currently govern the operations at the Airport, be changed?

Planning legislation provides scope for an application to be made to modify the terms and conditions of a past planning permission or S.106 Agreement. The Airport Operator could submit such an application to modify the Operational Controls relating to the Airport. This application would be subject to public consultation in the usual way and all environmental, social and economic impacts would be carefully considered by the Local Planning and Highway Authorities (Southend-on-Sea Borough Council, Rochford District Council and Essex County Council). If the application was refused, then there would be a right of appeal to the Secretary of State. However, it would not be open to Southend-on-Sea Borough Council (as landowner) to apply to itself to unilaterally vary the Operational Controls in the S.106 Agreements, for example to remove or reduce the permitted night flights.

Neither can the Council unilaterally change the terms of the leases relating to the Airport, which repeat the Operational Controls in the S.106 Agreements. Both parties (i.e. the Council and the Airport Operator) would need to agree.

At present, the Airport Operator has not submitted any applications to modify the Operational Controls in the S.106 Agreements or the leases relating to the Airport.

9. How much can the Airport grow within existing Operational Controls?

The maximum number of ATMs permitted in a year is 53,300 (excluding “Exempt” ATMs as set out in the Operational Controls Summary Table at **Appendix 1**). In 2018/19 the total number of ATMs was 32,685. Therefore, the Airport Operator has only limited scope to increase the number of ATMs within the existing Operational Controls.

Any changes to the current Operational Controls set out in the S.106 Agreements would require a formal application to the Council to vary and would be subject to due process. All environmental, social and economic impacts of any such proposal would be carefully considered by the Council’s Development Control Committee. Separately, the Airport Operator would also need to apply to the Council to vary the terms of the Airport leases. At present, no such applications have been made by the Airport Operator.

10. Are night time flights allowed and what exceptions apply?

As set out in the Operational Controls Summary Table in **Appendix 1**, there are strict controls on night time flights. Prior to 2010, there were far less restrictions on night time flights with more than 900 ATMs per month being allowed without the other noise controls that are now imposed. Since 2010, only a maximum of 120 ATMs are permitted per month during the Quota Night Period (2300hrs – 0630hrs). This is subject to the limited exceptions set out in the Operational Controls Summary Table, which includes an allowance to schedule up to 90 commercial passenger flights per month between 2300hrs and 2330hrs (any commercial passenger flights scheduled within this period will be included in the 120 monthly night flight quota limit and are subject to the night time QC limits – see **Appendix 1** for further details).

Delayed or Diverted ATMs may operate during the Quota Night Period and are not included in the 120 night flight quota limit. The exceptions relating to Delayed ATMs and Diverted ATMs are defined in the S.106 Agreements as:

> "Delayed ATM(s) means an ATM where the aircraft was scheduled to take off or land prior to 2300 hours and the take off or landing (as the case may be) 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)"
>
> "Diverted ATM(s) means unforeseen diversions of ATMs from other airports to the Airport due to weather conditions, industrial action, temporary runway closure/repairs"

Delayed aircraft that return to London Southend Airport are only those that were scheduled to land at London Southend Airport; whereas **Diverted** aircraft are those that were not originally flight planned to land at London Southend Airport but for unavoidable reasons are required to change destination after take-off and land at an alternative airport. Requests for diversions into London Southend Airport would be received from NATS. See FAQs published by the Airport Operator in **Appendix 2** for reasons aircrafts may be delayed or diverted.

11. What information is published by the Airport Operator regarding its operations?

a) London Southend Airport corporate and community information page:

b) Community reporting including:

- London Southend Airport Annual Reports
- Airport Consultative Committee (ACC) minutes

c) Aircraft Noise information page including, amongst other matters, details of:

- Night Flights
- Runway Direction
- Noise Preferential Routes
- Noise Action Plan
- FAQs (including details of how to make a noise complaint) – copied as **Appendix 2** of this document for ease of reference

12. How does the Council monitor Airport activities and ensure that the Airport Operator adheres to the Operational Controls?

Ensuring that the Airport Operator complies with the Operational Controls is very important to the Council, Rochford District Council and Essex County Council (as signatories to the S.106 Agreements). In this regard the Council receives and retains regular data from the Airport Operator including details of Air Traffic Movements (ATMs) and noise complaints. The data supplied by the Airport Operator is taken from air traffic control logs maintained by controllers individually licensed by the Civil Aviation Authority (CAA). The data is also supplied to the CAA and the Airport Consultative Committee (ACC) for monitoring purposes.

The S.106 Agreements require an Annual Report to be prepared by the Airport Operator and presented to the Airport Consultative Committee (ACC) for consideration and approval, and this report must include a report on each of the following matters:

“

(a) the effectiveness of the implementation of ASAS and associated Green Travel Plan;

(b) details of local employment initiatives and the effectiveness of the local employment policy set out in Paragraph 2 of this Second Schedule;

(c) the effectiveness of the Quite Operations Policy and performance of noise monitoring procedures (including any breaches thereof with the date, time, nature of the breach and the identity of the Ground Operator and/or Operating Airline);

(d) a summary of any noise complaints received within the preceding twelve (12) months from the public associated with the Airport and any action taken to mitigate any adverse effects identified;

(e) a summary of any air quality monitoring results pursuant to the approved Air Quality Monitoring Programme;

(f) a summary of the Carbon and Environment Management Plan and the progress of all resulting initiatives;

(g) a summary of how the Sustainable Procurement Policy has been implemented in the preceding twelve (12) months;

(h) the performance of the Preferred Runway Procedures (including any review or refinement of them in accordance with the terms or this Second Schedule);

(i) a summary of an monies received from aircraft operators pursuant to Paragraph 3.65 of this Second Schedule and an outline of any project on which those monies have been spent;

(j) details of each Breach (including the date, time, nature of the Breach and the identity of the Ground Operator) and any action taken by the Operator (including date and time) pursuant to Paragraphs 3.30 and 3.46 of this Second Schedule;

(k) the total number of:

i. ATMs;

ii. Cargo ATMs;

iii. ATMs undertaken by Boeing 737-300 aircraft;

iv. ATMs within the Quota Night Period;

v. Diverted ATMs (including detail as to those Diverted ATMs within the Quota Night Period and the Operator’s reasons for why it considers each ATM to be a Diverted ATM); and

vi. Delayed ATMs (including detail as to those Delayed ATMs within the Quota Night Period and the Operator's reasons for why it considers each ATM to be a Delayed ATM); and

vii. Exempt ATMs (including details as to those Exempt ATMs within the Quota Night Period and the Operator’s reasons for why it considers each ATM to be an Exempt ATM)

“

itemised by reference to each class of Quota Count

[Extract from the S.106 Agreements]

London Southend Airport's Noise Monitoring System ('Noise Desk') was established in 2011 in accordance with the requirements of the S.106 Agreements. This is where data is stored in relation to ATMs, preferential routes and noise complaints. The Council is regularly provided with Quarterly Section 106 Returns, together with a Section 106 Year Summary covering each of the above matters relating to ATMs and compliance with Operational Controls. The Council is also provided (upon request) with all data on the Airport's Noise Monitoring System including Daily Air Traffic Control movement logs. Checks carried out by the Council (including an annual audit/spot check of reporting data compiled by London Southend Airport for the CAA and the Council) have not cast any doubts on the integrity of the data supplied.

The Council's Senior S.106 & CIL Officer (Planning) currently carries out the annual audit/spot check at the Airport and the information gathered informs the report to the Transport, Capital, Inward Investment Working Party.

The ACC also keep check on Airport operations, and minutes relating to these meetings can be found on-line.

13. What is the role of the Airport Consultative Committee (ACC)?

As set out in the S.106 Agreements, the ACC is a statutory committee required to be established under Section 35 of the Civil Aviation Act 1982 (as amended) for consultation between London Southend Airport, users of the Airport, neighbouring local authorities and representatives of the local community with respect to matters concerning the management and administration of the Airport, which affect their interests. The ACC has no executive powers. The ACC meets each quarter and details of its Constitution, the organisations represented and meeting minutes can be found online.

The purposes of the ACC are:

- to enable aerodrome operators, communities in the vicinity of the aerodrome, local authorities, local business representatives, aerodrome users and other interested parties to exchange information and ideas;
- to allow the concerns of interested parties to be raised and taken into account by the aerodrome operators, with a genuine desire on all sides to resolve any issues that may emerge; and
- to complement the legal framework within which the aerodrome operates.

Public representations to the ACC can be made through local ward councillors. Alternatively, members of the public may be allowed by invitation to attend the section scheduled at the start of each meeting to ask and receive answers to questions. The questions must be submitted in writing to London Southend Airport at least two weeks in advance of the date of the meeting. The questioners will only attend for the part of the section of the meeting during which their question is being considered.

14. What is the role of the Transport, Capital, Inward Investment Working Party (previously London Southend Airport Monitoring Working Party)?

On the 19th July 2012, the Council established a Working Party as an additional mechanism to check that the Airport Operator is complying with its obligations, particularly the Operational Controls, and to have an overview of their complaints handling processes. The agendas and minutes of the meetings of the Working Party are available on-line.

The last meeting of the Transport, Capital, Inward Investment Working Party was held on 21st November 2019 and the report is available on the Council's website at:. In reviewing London Southend Airport's compliance with the Operational Controls in the S.106 Agreements and Airport leases, the Working Party was satisfied in respect of compliance.

15. How does the Council monitor the Preferred Runway Take Off & Landing Procedures?

a) General

During both the daytime period (0630hrs-2300hrs) and the night period (2300hrs-0630hrs) all aircraft must take off towards and land from the north east where movement volumes, weather conditions and safety allow in accordance with the Preferred Runway Procedures/Preferential Runway Usage Scheme ("Preferred Runway Procedures") set out in the S.106 Agreements.

While the S.106 Agreements require a significant level of reporting to the Council, the Airport Operator is not required to provide details of the reasons why every aircraft takes off towards, or lands from the south-west, during the course of a year. The Council takes a practicable, proportionate and reasonable approach to monitoring, taking into account the fact that the direction of aircraft is a technical safety matter overseen by Air Traffic Control (ATC), the Civil Aviation Authority (CAA – the UK's aviation regulator and a government body) and NATS (provider of air traffic navigation services for aircraft flying through UK controlled airspace and at numerous UK and international airports; overseen by the CAA).

Data provided to the Council to demonstrate compliance with the Preferred Runway Procedures is based on real ATC data including weather data, which is shared with the Met Office, and other data that is shared with the CAA. Should you have concerns regarding ATC operations/decisions/data accuracy then a complaint should be directed to the CAA, who are responsible for overseeing ATC operations including the licensing of each individual air traffic controller.

b) Daytime Procedures

During the daytime there is a greater degree of flexibility, in terms of the directions for take-off and landings, than at night time. The Airport requires such flexibility in order to conduct normal operations:

- For performance and safety, aircraft generally need to take-off and land into the wind.
- The Airport has a single operational runway and the prevailing wind is south-westerly. These factors favour aircraft taking off towards the south-west and landing from the north-east (over Rochford). Accordingly, the main factor for considering the runway direction and compliance with the Operational Controls set out in the S.106 Agreements will be wind strength and direction.
- It is not practical to keep changing the direction in which aircraft take-off and land during the day, when the vast majority of aircraft movements take place. The process takes a significant period of time as new approach routes are planned for individual aircraft and conflict between arriving and departing aircraft (and any overflying aircraft) is avoided. Accordingly, the Preferred Runway Procedures can only operate where aircraft movement volumes allow (paragraph 3.40 of the S.106 Agreements). The Airport Operator has confirmed that wherever possible Air Traffic Control (ATC) will ensure that take-offs are towards the north-east and landings are from the same direction, particularly during the first wave of departures from 06:30 when the direction of the runway is established.

Therefore, while there is a preference for aircraft to take-off towards or land from the north-east, this is only 'where movement volumes allow' and where safety permits (hence the six prescribed safety reasons set out in paragraph 3.40(b) of the S.106 Agreements that apply during the daytime).

In order to ensure overall compliance with the Preferred Runway Procedures the S.106 Agreements impose two controls:

- Fewer than 50% of the landings in the daytime can be from the south-west; and
- Fewer than 50% of all landings and departures in the daytime can be over the south-west when assessed annually.

On a regular basis, the Council receives details of the percentages of landings in the daytime from the south-west and the percentage of landings and departures in the daytime over the south-west. These percentages are reported to the ACC and the Council's Transport, Capital, Inward Investment Working Party. To date, the Airport Operator has never breached these percentage figures.

It is neither necessary (as a requirement of the S.106 Agreements), practical nor proportionate for the Council to routinely monitor or investigate the direction of every individual flight during the daytime over the course of the year. However, an annual audit of the reporting data is carried out at the Airport by a Council officer shortly after the publication of London Southend Airport's Annual Report each year (after it has been agreed by the ACC). The officer will select several dates and check that the Daily S106 Return, Air Traffic Control (ATC) Movement Logs (which are returned to the CAA each month) and Noise Desk details for these dates are consistent and compliant with the Operational Controls in the S.106 Agreements. These details will

be checked against the Section 106 Year Summary, which is presented to the Transport, Capital, Inward Investment Working Party each autumn. Should any issues arise regarding the integrity of the data in London Southend Airport's Annual Report, then the matter would be reported to the Transport, Capital, Inward Investment Working Party.

As compliance has been found on every occasion data has been checked, a more rigorous regime is not justified and has not been required to date by the ACC or the Transport, Capital, Inward Investment Working Party.

c) Night Period Procedures

During the defined night period, the S.106 Agreements set out a more rigorous monitoring regime and require that a record be kept by the Airport Operator of any ATM that did not follow the preferred take off or landing procedures with the reasons for this. If an aircraft does not follow the preferred take off or landing route and it is found to be without justification (i.e. within the six prescribed safety reasons set out in paragraph 3.39(b) of the S.106 Agreements), a full investigation is carried out by the Airport Operator in conjunction with the aircraft operator. This information has to be included in London Southend Airport's Annual Report and is therefore considered by the ACC and the Transport, Capital, Inward Investment Working Party to ensure genuine safety or weather conditions existed.

d) Noise Preferential Routes (NPRs)

In addition to the Preferred Runway Procedures set out above, all aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5700kg) are required to follow initial flight paths known as Noise Preferential Routes (NPRs). 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. Further information regarding the NPRs, including details of fines that have been levied for NPR infringements, are set out in the London Southend Airport Annual Report.

16. What is an aircraft's certification and Quota Count (QC)?

Noise Certification

The world's noisiest airliners are effectively banned from UK airports through a combination of European and national legislation. The Balanced Approach to Aircraft Noise Management developed by the International Civil Aviation Organisation (ICAO) is an approach to managing noise at an airport. An important pillar of the Balanced Approach to Aircraft Noise Management is the reduction of noise at source. Aircraft noise ("*noise at source*") has been controlled since the 1970s by the setting of noise limits for aircraft in the form Standards and Recommended Practices (SARPs) contained in Annex 16 to the Convention on International Civil Aviation (the "Chicago Convention", "Annex 16"). This continues to be the case today. Noise provisions appear in Volume I of Annex 16. The primary purpose of noise certification is to ensure that the latest available noise reduction technology is incorporated into aircraft design and that this is demonstrated by procedures that are relevant to day-to-day operations. This aims to ensure that noise reductions offered by technology are reflected in reductions around airports.

Chapters 2, 3, 4, 5 and 14 of Annex 16 prescribe the requirements for large propeller and large sub-sonic jet aircraft. When certificating an aircraft three noise readings are taken: a sideline or lateral, fly-over and approach. The departure noise is assessed from the sideline and fly-over, whilst arrival noise is assessed by the approach reading. Every aircraft type and every derivative of the aircraft type must be certified. The European Aviation Safety Regulation publishes details of all aircraft noise certifications which can be accessed online.

Quota Count

The Quota Count was introduced to the UK in 1993 based on aircraft noise certification data. Each aircraft type is classified and awarded a quota count (QC) value depending on the amount of noise it generates. The quieter the aircraft, the smaller the QC value as presented in the following table are assigned. Aircraft are classified separately for landing and take-off. To identify the relevant QC it is necessary to first calculate the relevant noise classification, which is subtly different to the noise certification levels.

Noise classification (EPNdB)	Quota Count
Below 81	0
81 – 83.9	0.125
84 – 86.9	0.25
87 – 89.9	0.5
90 – 92.9	1
93 – 95.9	2
96 – 98.9	4
99 – 101.9	8
Greater than 101.9	16

For the purposes of landing the noise classification or QC is determined by:

a) in the case of an aircraft certificated to the standards of Chapter 2, 3, 4, 5, or 14 of Annex 16 (or the equivalent standards): the certificated approach noise level in of the aircraft at its maximum certificated landing weight, minus 9 EPNdB; and
b) in the case of a light propeller-driven aircraft with a maximum take-off weight not exceeding 8,618 kg: the noise classification will be QC/0; and
c) in the case of any other aircraft not certificated to the standards of Chapter 2, 3, 4, 5, or 14 of Annex 16 (or the equivalent standards): the noise level indicated in relation to that aircraft in the noise data supplied for this purpose to the CAA.

For the purposes of take-off the noise classification or QC is determined by:

a) where the aircraft is certificated to the standards of Chapter 3, 4, 5, or 14 of Annex 16 (or the equivalent standards): half the sum of the flyover and the sideline noise levels in EPNdB as measured at the certification points specified in that Annex during the noise certification of the aircraft at its maximum certificated take-off weight; and
b) where the aircraft is certificated to the standards of Chapter 2 of Annex 16 (or the equivalent standards): half the sum of the flyover and the sideline noise levels in EPNdB as measured at the certification points specified in that Annex during the noise certification of the aircraft at its maximum certificated take-off weight, plus 1.75 EPNdB; and
c) where the aircraft is a light propeller-driven aircraft with a maximum take-off weight not exceeding 8,618 kg: the noise classification will be QC/0; and
d) in the case of any other aircraft not certificated to the standards of Chapter 2, 3, 4, 5, or 14 of Annex 16 (or the equivalent standards): the noise level indicated in relation to that aircraft in the noise data supplied for this purpose to the CAA.

NATS, on behalf of the Department of Transport, publish a supplement to the UK Aeronautical Information Publication that relates to the operation of night flights at Heathrow, Gatwick and Stansted airports (www.nats-uk.ead-it.com/aip/current/misc/SUP/EG_Sup_2019_044_en.pdf). The publication provides details of the QC scoring system as well as the QC scores for many aircraft types but not all derivatives.

Example aircraft that operate from the Airport:

Boeing 737-400

The range of the individual certificated noise levels for all 737-400 aircraft are set out below and all derivatives are either Annex 16 Chapter 3 or Chapter 4 compliant:

Approach: 97.7 – 100.2 EPNdB
Fly-over: 81.7 – 90.1 EPNdB
Sideline: 88.5 to 93.3 EPNdB

On arrival the noise classification range of the 737-400 is between 88.7 and 91.2 EPNdB which qualifies as either QC 0.5 or QC 1.0 depending on the derivative of the aircraft. For departures the minimum sum of the fly-over and sideline noise values divided by 2 is 86.35 and the maximum is 90.1 which gives a QC of between 0.25 and 1.0.

The QC of the 737-400 on approach or departure is always 1 or less.

Boeing 737-800

The range of the individual certificated noise levels for all 737-800 aircraft are below and all derivatives are either Annex 16 Chapter 3 or Chapter 4 compliant:

Approach: 95.3 – 96.9 EPNdB
Fly-over: 80.3 – 88.6 EPNdB
Sideline: 91.2 – 95.8 EPNdB

On arrival the noise classification range of the 737-800 is between 86.3 and 87.9 EPNdB which qualifies as either QC 0.25 or 0.5 depending on the derivative of the aircraft. For departures the minimum sum of the fly-over and sideline noise values divided by 2 is 86.75 and the maximum is 90.9 which gives a QC of between 0.25 and 1.0.

The QC of the 737-800 on approach or departure is always 1 or less.

17. What kinds of aircraft currently operate from London Southend Airport?

The aircraft used by easyJet and Ryanair do differ in how they are flown and consequently how noise is perceived. However, all aircraft operating in/out of Southend are subject to a noise quota count system. During the daytime any aircraft up to and including QC2 are permitted to operate and during the night period the limit is QC1.

QC levels of current based passenger aircraft:

Aircraft Type	QC level on arrival	QC level on departure
easyJet A319/A320	0.25 – 0.5	0.5- 1
Stobart Air ATR42/72	0.25 – 0.5	0 – 0.25
Ryanair Boeing 737-800	0.5	0.5

The current cargo aircraft that is regularly operating from London Southend Airport is a Boeing 737-400, which has a noise quota level of 0.5-1 and is similar to the Ryanair Boeing 737-800. As the QC level of all the aircraft set out above is less than 1, they are all permissible during both the daytime and night period under the current Operational Controls.

18. What is a Noise Action Plan?

In accordance with the terms of the Environmental Noise (England) Regulations 2006 London Southend Airport submitted a Noise Action Plan to DEFRA on 29/11/2018, which was approved on 13/02/2019. A copy of the Noise Action Plan can be downloaded from London Southend Airport's website.

Noise from the Airport is monitored by specialists on behalf of the Airport Operator and they publish the results in the Noise Action Plan, which the Airport Operator is legally obliged to prepare and publish. The Noise Action Plan is designed to be reviewed by the Secretary of State for the Environment and there is also a requirement for the noise contours to be reviewed every two years under the terms of the S.106 Agreements. In either case, the Environmental Health team at the Council will have the opportunity to be consulted and make comments in view of any changes in recommended health criteria or best practice guidance.

The results of the monitoring around the Airport are illustrated in a noise contour map so the Airport Operator can see the extent of the noise around the perimeter. Noise criteria were adopted in 2014 for the Noise Action Plan and designed to protect residents in the area.

There is no specific “right to sleep”; however, the potential adverse health effects due to sleep disturbance are recognised. Therefore, the risk to loss of sleep is minimised by the imposition of night time noise criteria and the restrictions on flight times. The Airport Operator is also required to have a Public Noise Complaints Handling Service and Quiet Ground Operations Policy. Where there is the greatest risk of noise disturbance, the Airport Operator has installed sound insulation in homes.

Where there are breaches of the Noise Action Plan by the Airport Operator, complaint lies to the ACC and the Secretary of State. In turn, the Airport Operator is able to take enforcement action against airlines or aircraft operators who breach the restrictions.

19. Will the Council deal with Airport Noise Complaints?

The Council will address breaches of the Operational Controls in the S.106 Agreements with the Airport Operator. However, it is the Airport Operator who is responsible for dealing with individual complaints, not the Council.

It is also important to note that aircraft noise is not currently a statutory nuisance in the UK so the Council is not able to take any enforcement action under Environmental Health legislation. Airport noise is not covered by the Environmental Protection Act 1990 or the Noise Act 1996. This means that the Council does not have any statutory powers to take action on matters of aircraft noise, and nor does the Civil Aviation Authority (CAA) have the legal power to prevent aircraft flying over a particular location or at a particular time on environmental grounds.

If you are affected by Airport noise, you are advised to contact London Southend Airport directly using its Public Noise Complaints Handling Service (see FAQ no.20). If you are unhappy with the response from the Airport Operator then the matter can be referred to the Airport Consultative Committee (see FAQ no.13 for further details regarding the ACC).

20. How do I contact the Airport’s Public Noise Complaints Handling Service?

Details of London Southend Airport’s Public Noise Complaints Handling Service have been approved by the Council and the Airport Consultative Committee (ACC) as required by the S.106 Agreements. A summary flowchart of the procedure is set out in **Appendix 3** and an amendment relating to ‘vexatious complainants’ is included in **Appendix 4**.

It should be noted that complainants who fall within the definition of ‘vexatious complainants’ are <u>not</u> banned from submitting further complaints; however, London Southend Airport will not provide written responses to any further complaints for a 6 month period. Those complainants who have been identified as ‘vexatious’ after

submitting more than 100 complaints and have been advised that the Airport Operator will not respond to further complaints for 6 months, but nonetheless continue to submit complaints throughout the banned period, will be written to and invited to the Airport to discuss their concerns with the Noise Manager and the Airport Director in the interests of seeking a resolution.

Although complaints are managed via an electronic database and are predominantly submitted via the on-line submission form, noise complaints can also be submitted by letter to London Southend Airport as set out on their website.

All complaints correspondence is independently reviewed in detail by the ACC.

If members of the public are dissatisfied with the reply they have received from London Southend Airport then there is opportunity for complaints to be reviewed via the ACC.

21. Are there any restrictions in relation to the use of Taxiway C and holding of aircraft on taxiways?

Providing the Airport Operator complies with their restrictions in the S.106 Agreements (as set out in the attached Operational Controls Summary table at **Appendix 1**), there is no requirement for the Airport Operator to notify either the Council or residents should there be changes in operations at the Airport.

No planning permission was required to resurface Taxiway C for the purpose of holding aircraft. This taxiway has always been used but to a lesser extent. Should any property within the vicinity of this (or any other taxiway) be found to fall within the 63 or 69 decibel noise contour then they would potentially benefit from the Property Acquisition & Sound and Thermal Insulation Grant Scheme (see FAQ no.18 and **Appendix 2** for further details regarding noise contours and the grant scheme). In the interests of protecting residents from noise nuisance, the Airport Operator has stated that aircraft are only moved to the holding point on this taxiway that is just before the taxiway turns to join the runway (i.e. closer to residential properties) when the aircraft holding time is less than 5 minutes until before the aircraft flight slot. Before this time, aircraft are held close to the edge of North Apron (behind the hangars), which is further away from residential properties.

The Airport Operator is required to operate in accordance with the approved Quiet Ground Operations Policy approved pursuant to the S.106 Agreements, which is subject to regular review.

22. Is the Airport Operator required to notify the Council of changes in airlines or aircraft operating from the London Southend Airport?

Providing London Southend Airport comply with their quota limits and other restrictions in the S.106 Agreements (as set out in the Operational Controls Summary table at **Appendix 1**), there is no requirement for the Airport Operator to notify either the Council or residents should there be changes in the airlines/aircraft

operating at the Airport, as they would be considered to be operating lawfully within the limits of what has been permitted.

23. What additional operational control documents are linked to the S.106 Agreements?

The following operational controls documents are required pursuant to the S.106 Agreements and are subject to regular review:

- Engine Testing Best Practice Plan
- Quiet Ground Operations
- Carbon & Environmental Management Plan
- Air Quality Monitoring
- Wake Vortex Scheme
- Airport Surface Access Strategy

24. What restrictions apply to flights to/from Stobart Jet Centre?

As explained in the Operation Controls Summary table (**Appendix 1**), there is a night flight quota limit of 120 ATMs per month at the Airport and private jets fall within this quota.

25. Are there any restrictions on training flights?

There are no restrictions on training flights although they count towards the overall annual limit of 53,300 ATMs each time they touch down or take off at the Airport and all other Operational Controls (as set out in **Appendix 1**) apply.

26. What are the Council and the Airport Operator doing to protect the environment and tackle Climate Change?

The Council is committed to helping tackle climate change at a local level. Further information can be found on our website.

London Southend Airport are also seeking to minimise and mitigate their impact on the environment and further information can be found on the Airport's website:

As a requirement of the S.106 Agreements, an Airport Surface Access Strategy is published and regularly reviewed by the Airport Operator in liaison with Southend-on-Sea Borough Council, Rochford District Council, Essex County Council and infrastructure providers. This Strategy actively seeks to promote sustainable transport to, from and within the Airport.

According to DEFRA (Government Department for Environment, Food & Rural Affairs) and UK AIR, (see) *'Historically, the main air pollution problem in both developed and rapidly*

industrialising countries has typically been high levels of smoke and sulphur dioxide emitted following the combustion of sulphur-containing fossil fuels such as coal, used for domestic and industrial puposes. These days, the major threat to clean air is now posed by traffic emissions.'

Most of the Airport lies within the administrative district of Rochford District Council although a small part is within the Borough of Southend-on-Sea. Southend-on-Sea Borough Council monitors air quality at roadside locations nearby. Airside operations are expected to only make an imperceptible contribution to background pollutant concentrations.

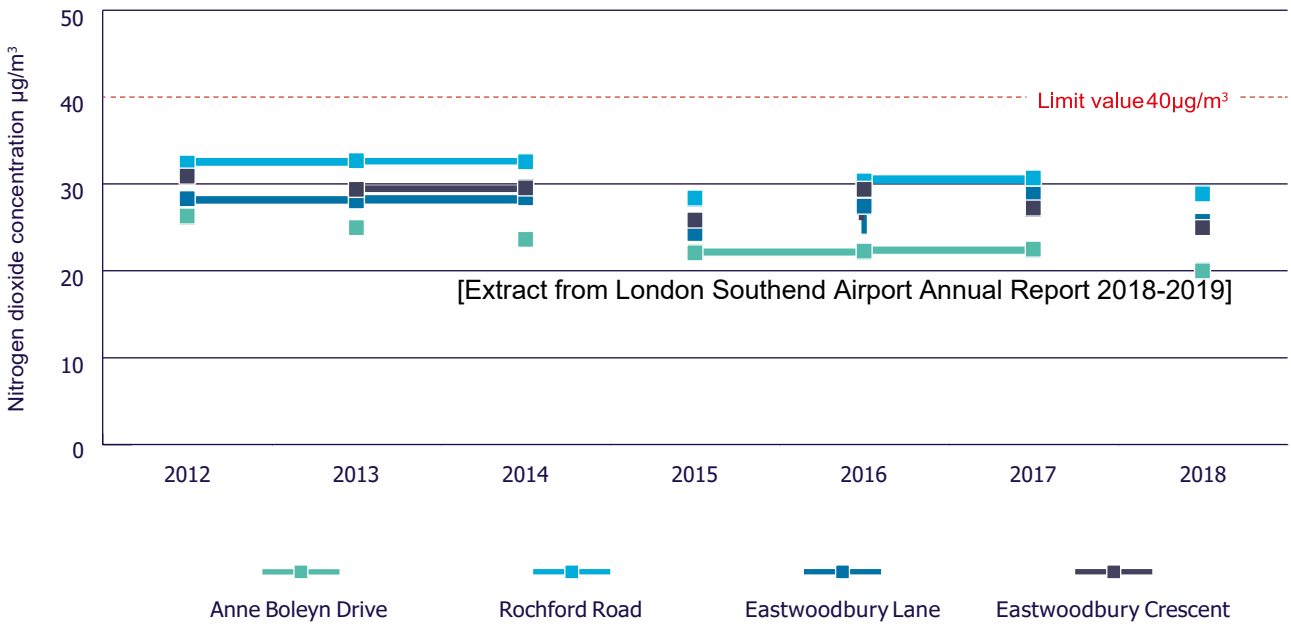
Concentrations of nitrogen dioxide (NO_2) measured around the Airport have consistently remained well below the 40µg/m^3 Government limit level at various testing sites:

Results of nitrogen dioxide (NO_2) testing

Site	2011	2012	2013	2014	2015	2016	2017	2018
Anne Boleyn Drive	29.9 µg/m³	26.3µg/m³	24.8µg/m³	23.6µg/m³	22.07µg/m³	22.27µg/m³	22.49µg/m³	20.00µg/m³
Rochford Road	34.2µg/m³	32.4µg/m³	32.7µg/m³	32.6µg/m³	28.38µg/m³	30.34µg/m³	30.68µg/m³	28.85µg/m³
Eastwoodbury Lane	31.6µg/m³	28.3µg/m³	28.0µg/m³	28.4µg/m³	24.29µg/m³	27.44µg/m³	28.81µg/m³	25.69µg/m³
Eastwoodbury Crescent	33.6µg/m³	30.9µg/m³	29.4µg/m³	29.5µg/m³	25.84.µg/ m³	29.38µg/m³	27.23µg/m³	24.96µg/m³

Figure 1

Annual mean nitrogen dioxide concentrations 2011–2018 (µg/m³)



[Extract from London Southend Airport Annual Report 2018-2019]

Figure 2

[Extract from London Southend Airport Annual Report 2018-2

The main source of air pollution in the Borough of Southend-on-Sea is road traffic emissions from major roads, notably the A13, A127 and A1159, and the Council is actively working to improve this infrastructure (see FAQ no.27 for more details). Other pollution sources including commercial, industrial and domestic sources also make a contribution to background pollutant concentrations.

Notwithstanding the fact that the aviation industry is not the main source of air pollution in the Borough of Southend-on-Sea, the Council and London Southend Airport are committed to both minimising and mitigating their environmental impact. London Southend Airport have recently committed to delivering an Environmental Action Plan in 2020.

27. What is the Council doing to improve road infrastructure?

Over the past five years, the Council has been making incremental improvements to traffic pinch-points along the A127 within the Borough. We have already upgraded junctions at Progress Road, Cuckoo Corner, Tesco and Kent Elms; and are continuing to work towards upgrading The Bell junction.

Similar junction upgrades have also been delivered or are in the pipeline for parts of the A127 that fall within the jurisdiction of Essex County Council.

Funding for these projects has largely come from Department for Transport and was the result of a competitive bidding process through the South East Local Enterprise Partnership (SELEP).

One of the main reasons the Council has bid for this funding was because of the anticipated expansion of the Airport, the development of the Airport Business Park Southend, and general population and housing growth.

Looking further ahead, the Council is working with other South Essex Authorities to develop a Joint Strategic Plan that will ensure we collectively make the case for the major infrastructure that South Essex will need in order to grow.

28. What is Rochford District Council's involvement in the airport?

As explained previously, much of the Airport lies within the administrative district of Rochford including the terminal building, railway station and control tower. Rochford District Council has granted planning permission for this infrastructure and if you require further information in relation to this then contact Rochford District Council

Appendix 1:

London Southend Airport - Operational Controls Summary Table

Annual Operational Air Transport Movement ("ATM[1]")Limits

- Total Annual ATM limit of 53,300 excluding "Exempt" ATMs
- Annual Cargo ATM limit of lesser of 5,330 or 10% of total ATMs
- Annual Boeing 737-300 Aircraft ATM limit of 2,150

Night Flight Controls (2300hrs – 0630hrs)

- Night Flight Quota of 120 ATMs per month[2]
- No aircraft with Quota Count ("QC") of more than 1.0 (EPNDB 92.9) or any helicopters allowed to take off or land in the night period[1 & 2]
- No Passenger Flights[3] to take off or land between 2300 and 0630 unless they are Delayed or Diverted, provided that up to 90 Passenger Flights per month may be scheduled to land during the shoulder period of 2300 and 2330hrs[4]
- If the number of ATMs at night exceed 120 there are provisions for compensatory adjustments in the Night Flight Quota for the following Quota Month.

Daytime Noise Restrictions (0630 – 2300hrs)

- No aircraft with QC of more than 2.0 (EPNDB 95.9) allowed to take off or land[5], provided that up to 60 daytime movements of aircraft with a QC between 2 and 4.0 (EPNDB 95.9 - 98.9) undergoing maintenance are allowed in each Quota Year
- If the number of ATMs of aircraft of between QC2 and QC4 exceed 60 in a Quota Year there are provisions for compensatory adjustments in the Quota for the following Quota Year.

Take-off and Landing Procedures

Night Time (2300hrs – 0630hrs):

- All aircraft will take off towards and land from the north-east unless prevented from doing so for safety reasons.

Day Time (0630hrs – 2300hrs):

- All aircraft will take off towards and land from the north east where movement volumes and safety requirements allow
- Departing Aircraft shall follow the defined south-westerly and north-easterly Noise Preferential Routes[6]
- Fewer than 50% of landings in daytime to be from the south-west
- Fewer than 50% of all landing and departures in daytime to be over the south-west when assessed annually

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[1] ATM means any rotary or fixed wing aircraft carrying out air traffic movements comprised of taking off or landing at the Airport. Each take off is one ATM and each landing is one ATM.

[2] Excludes certain prescribed aircraft movements namely "Delayed ATMs", "Diverted ATMs" or "Exempt ATMs" which have a QC of 1 or less and are approved by the Airport Consultative Committee. "Exempt" includes movements by police, military, air ambulance, organ transplant and official government flights. Compliance assessed annually not monthly. Delayed ATMs, Diverted ATMs and Exempt ATMs with a QC of 1 or more shall count towards the Quota of 120 per month, those with QC less than 1 shall not count towards the Quota.

[3] Passenger Flights means any ATM by a commercial passenger aircraft carrying passengers whether scheduled or unscheduled and excludes a) movements by aircraft carrying no passengers (e.g. for repositioning or maintenance) and b) movements by business jets or other business aircraft subject to private air charter.

[4] Any such flights must have a QC of 1 or less and will be included in the 120 monthly night flight quota limit

[5] Excludes "Diverted" or "Exempt" ATMs

[6] Excludes aircraft with a Maximum Certificated Weight of 5.7 tonnes or less

Air Quality Noise and Track Monitoring by the Airport Company

- Operate an Air Quality Monitoring Programme and Carbon and Environmental Management Plan
- Maintain Noise and Track Keeping System (including 2 fixed and 1 mobile noise monitors) and produce annual reports
- Maintain a Noise Complaints Service
- Instrument Landing System and Secondary Radar shall be installed and maintained

Monthly and Three Monthly Reports by the Airport Company

- Number of ATMs, cargo ATMs, Boeing 737-300 ATMs
- Number of Night Flights including Diverted, Delayed and Exempt from night quota limits
- Flights that did not follow the north easterly take off and landing preference

Ground Noise

- Quiet Ground Operations Scheme
- Best Practice Plan for Aircraft Engine Testing
- Engine Tests only permitted at the following times:
  - 0800 to 2000 Monday to Friday
  - 0800 to 1800 on Saturday
  - 0900 to 1800 on Sunday

Penalties

- Fining of airlines if they consistently fail to comply with the take off, landing, track keeping procedures or ground noise restrictions

Property Purchase, Noise Insulation, and Vortex schemes operated by the Airport Company

- Property Purchase Scheme offered to properties within 69dBA LAeq contour
- Sound and Thermal Insulation Grants offered to residential properties, schools and hospitals within 63dBA LAeq contour
- Repairs to any roofs damaged by wake vortex turbulence

Appendix 2 – Aircraft noise FAQs published on the Airport Operator's website [Last updated 28 November 2019]

Why am I noticing an increase in flights operating during the night time?
Whilst passenger flights cannot be scheduled during the night time, London Southend Airport is permitted to operate up to 120 other air transport movements (ATMs) between 23:00 – 06:30. These may include; freight, private charter (executive business jets), training and non-passenger positioning flights. Delayed, diverted and exempt (e.g. police, coastguard and emergency) flights may also operate.

During winter months the average number of ATM's has averaged about 20 per month and the number of delayed aircraft has averaged about 11 per month.

During the busier Summer months i.e., June – September we would expect to see an increase in executive business jet using the Stobart Jet Centre and delayed passenger arrivals, as the number of scheduled flights increase. During the summer, the number of scheduled passenger flights increase across the wider network and departing aircraft may have to wait until they can be integrated into the busy upper controlled airspace.

For what reasons can passenger aircraft be delayed/diverted?
There are many reasons why a passenger flight may be delayed or diverted.

Weather
Weather disruption is a common reason for flight cancellations and delays. Whether there's a snow storm, lightning or strong winds, airplanes are not allowed to fly during any extreme weather conditions. Heavy rainfall and fog (reasonably common in the south east of the UK) are also responsible for flight cancellations and delays.

Air Traffic Control Strikes
Flights may be delayed or cancelled due to Air Traffic Control strikes in other counties. For example, when French ATC take industrial action during busy summer period this will affect a much wider range of the European network than just those aircraft landing or departing from airports in France. Many aircraft routing towards a destination to the south of the UK, will have to overfly France and will therefore be affected. During events such as this, other routes and sectors of airspace will be impacted by the event and Air Traffic Flow measures ('slots') will be applied. This invariably results in delays to flights from Southend as aircraft wait for their 'slot window'.

Congestion in air traffic / Available slots
Whilst the sky's above Southend and the immediate surrounding areas may seem quiet, it could well be the case that the Upper Controlled Airspace is very congested. Southend ATC may need to await clearance from other air traffic control sectors before releasing outbound aircraft.

Late arrival of the aircraft to be used from a previous flight
Passenger aircraft based at Southend are normally scheduled to operate three destinations a day. Delays caused during the first or second destination flights may impact the aircraft schedule and result in delays later in the day.

Boarding passengers
Passengers that have checked in but are late boarding (or do not board) the aircraft can delay departure. If the number of passengers boarded do not match the flight manifest, checks will be made to identify the missing passengers and luggage may have to be removed from the hold.

Passengers taken ill
The primary concern for all airlines will be the safety of passengers. It may be necessary to divert a flight to the nearest airport if a passenger is taken ill. The aircraft may be delayed whilst medics attend the aircraft before the flight can be resumed.

Technical issues
There are times when an aircraft is affected by minor or serious technical issues. In case of any such technical problem, the passengers will not be allowed to board the plane until the issue is dealt with. If the problem is a serious one, the airline might be forced to cancel the flight altogether and find a replacement aircraft resulting in significant delays.

Flight crew Limitations
For safety reasons all Flight Crews are restricted to maximum working hours and are required to take minimum rest periods. When delays occur, for any of the reasons stated above, Flight Crews may go ‘out of hours’ and replacement crews may need to be sourced from other airports before a flight can continue.

Extraordinary Events
There can be more unusual reasons for unavoidable flight delays or cancellations. E.g. security alerts, national and international events, extreme weather, volcanic eruptions (ash clouds).

Why are delayed passenger arrivals allowed to operate past 23:30?
Whilst passenger flights may only be scheduled between 06:30 – 23:30 (a limited number between 23:00 – 23:30) delayed aircraft may still operate back to Southend during the night-time period.

This was considered as part of the planning application for the runway extension; Southend-on-Sea Borough Council, Rochford District Council and Essex County Council agreed that as London Southend Airport had always been operational during the night-time, and was already a diversion destination for other airports, and it was reasonable for delayed passenger flight to be able to return passenger back to Southend when there no other suitable alternative airports in the London area.

Delays and cancellations have a huge financial impact on both the airline and the airport. Airlines will do everything possible to ensure aircraft operate to schedule to avoid compensation payments, additional airport duties and crew costs.

Unavoidable delays also impact the passengers, and airlines will do everything possible to return them to their destination airport.

Aircraft must also be returned to their base airport to be available for departures the following morning.

I'm moving to the area, where can I find more information about flight routes?
Firstly, we always recommend that you spend some time in the area to gain an understanding of where aircraft fly in the vicinity. It is best to pick different times over a number of different days so you can understand how the schedule and routes can vary. We also encourage you to get in touch with us so we can give you an accurate picture of flight paths and any more information to better inform your decisions. Your estate agent should be able to put you in touch with the seller of the property to discuss their experiences but please remember that noise is subjective, what affects one may not affect another. For further information, please email our Noise Manager.

What happens when an aircraft does not follow the noise preferred routes?
There are occasions where aircraft are instructed by Southend Air Traffic Control (ATC) not to follow the noise preferred routes, usually due to weather conditions or other safety reasons. However, if an aircraft deviates for no reason, a full investigation will be carried out in conjunction with the aircraft operator.

In the first instance, we request a thorough investigation as to the cause of the breach to determine whether it was due to any mitigating circumstances such as weather or aircraft avoidance.

If it is established that pilot error is the primary cause, a formal infringement notice is issued. Steps are taken to ensure that the operator concerned has all of the correct noise abatement controls to ensure no further breaches occur; however, if they continue to breach then automatic fines are issued.

The London Southend Airport Consultative Committee are responsible for reviewing all infringements and they decide which local charitable causes should benefit from any fines collected.

I live in Thorpe Bay/Shoeburyness – Why do I hear aircraft in my area?
Aircraft will only depart over Thorpe Bay/Shoeburyness when the wind direction is north easterly (approx. 30% of the time) and they are routing towards a destination in Southern Europe. As there can be quite lengthy periods of time when departures are operating over Leigh on Sea due to the prevailing wind conditions, residents to the east/east west of the airport may assume that this is the 'correct'/'usual' departure pattern and can be alarmed/surprised when they notice aircraft in their location.

Aircraft will always fly the safest and expeditious route toward their destination – meaning that they are carefully positioned with consideration for other conflicting air traffic and provided the quickest route to gain height into the upper controlled airspace.

Since the introduction of the London Airspace Management Programme (LAMP) Phase 1A, in February 2016, London City arrivals have been routed further south of the airport, along the Thames Estuary. As a result, Southend departures must remain below the overhead air traffic at 3,000ft.

Further information on LAMP can be found at on the NATs website and CAA website.

Due to the hazardous nature of work carried out at MOD Shoeburyness, an Air Danger Area is established by the Civil Aviation Authority (CAA) around Shoeburyness and Foulness, when any of the Ranges D136, D138, D138A or D138B are active. Southend Airport Air Traffic Control provides a Danger Area Activity Information Service (DAAIS) to warn pilots of aircraft flying outside controlled airspace, when the Ranges are active. Southend Airport receives daily communication from the range controller to confirm when the site is active. It is not always obvious to the general public when the site is active due to differing nature of the work that is carried out at the range. General information is provided as:

Activity: Live Firing / Unmanned Aircraft Operations.

Hours: Mon-Fri 0830-1800 Winter (Summer 1hr earlier) and when notified.

Further information on the Qinetiq website.

The no fly restriction zone map can be found in the UK AIP.

It is not possible to extend the straight departure route for aircraft departing on runway 05 (towards Rochford) further east before turning south (effectively going the longer way round the Qinetiq site to avoid Thorpe Bay/Shoeburyness) as this will result in increased track miles (i.e. fuel spent and CO2 pollution) and possibly increased delays due to:

- Aircraft conflicting with arriving aircraft from the north east of the airport and air traffic from other airports.
- Aircraft being positioned incorrectly to connect to the upper controlled airspace network. Increased workload for controllers and flight crew.

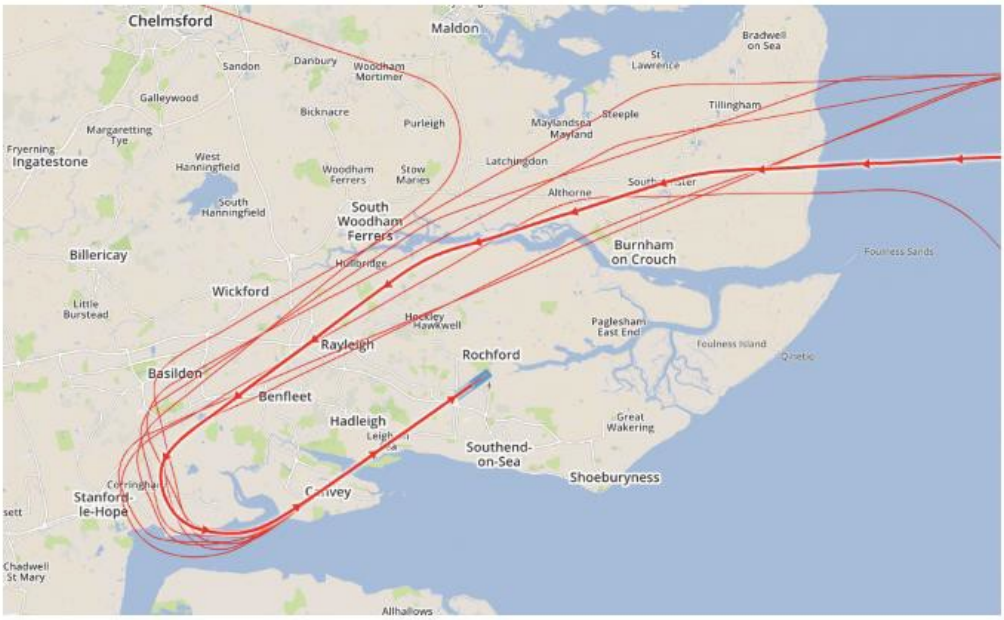
I live in Hockley/Rayleigh – Why do I hear aircraft in my area?
Hockley and Rayleigh fall within the Class D controlled airspace associated with Southend Airport therefore aircraft may be positioned and/or routed overhead. The precise positioning will depend on a number of factors including where control of the aircraft is handed over to Southend ATC from the upper controlled airspace.

Arriving aircraft using runway 05 (when the wind is North Easterly);
Aircraft on final approach to Southend from destinations to the North or East of the airport that are required to land on runway 05 will be routed to the north of the airfield over Hockley/Rayleigh in order to turn and come back around to line up with runway 05 from 5-8 miles out.

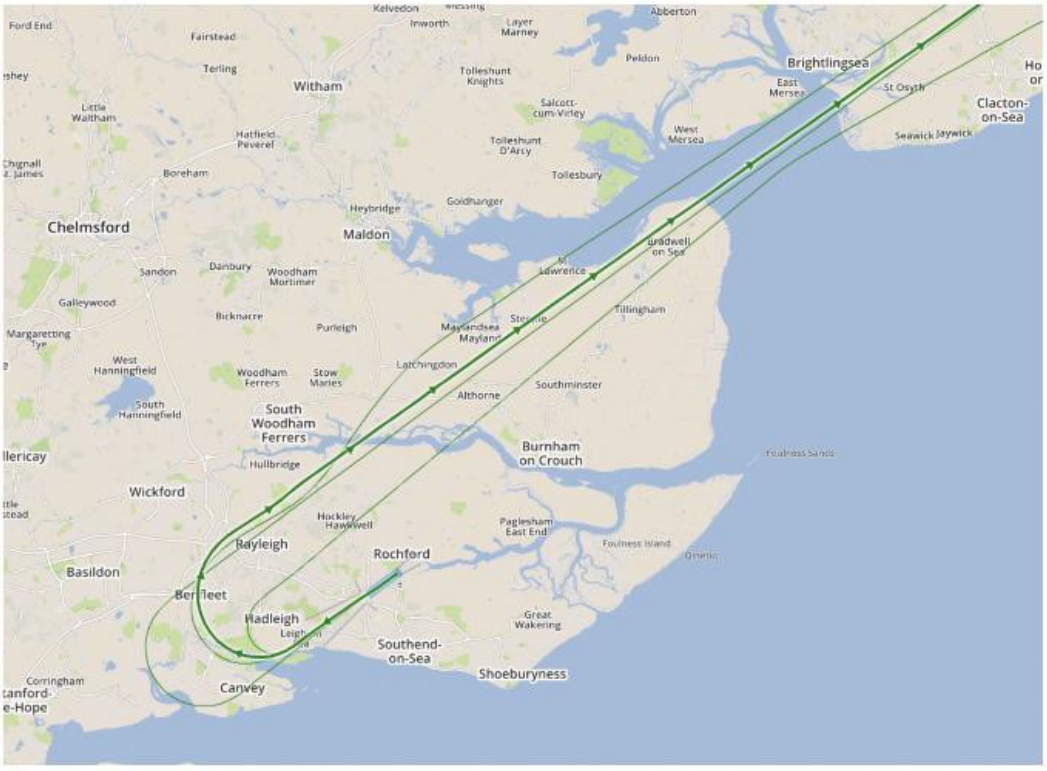
Since the introduction of the London Airspace Management Programme (LAMP) Phase 1A, in February 2016, London City arrivals have been routed further south of the airport, along the Thames Estuary. As a result, Southend arrivals are usually routed north of the airfield to avoid conflicting air traffic and the No Fly Zone at the MOD site in Shoeburyness when it is declared active.

Further information on LAMP can be found on the NATs website and CAA website.

The map below shows how aircraft arriving on runway 05 from the North or East of the airport may operate;



Departing aircraft using runway 23 (when the wind is South Westerly);
Aircraft departing on runway 23 (when winds are South Westerly) that are flying to a destination to the East of the airport (Holland/Germany/Belgium) will be routed towards a ground based navigational system in Clacton before they head out over the Channel. The map below shows how aircraft departing on runway 23 that are routed towards Clacton may operate;



I live in Kent – Why do I hear aircraft in my area?
Aircraft operating over your location will not be under the direct control of Southend Air Traffic Controllers. Aircraft departing Southend will be passed to Thames Radar as they approach 3,000ft and are transferred into the upper controlled airspace. Arriving aircraft will be directed by Thames Radar until they are closer to Southend (the direct position of the hand over will depend on overhead traffic and how busy the surrounding airspace is.

A major review of the airspace in the south east (London Airspace Management Program (LAMP) Phase 1A) was carried out in 2015 – further information about his can be found on the CAA website.

The proposed Southend departure routes were required to be integrated with the much wider LAMP project. Since the implementation of LAMP in early 2015, the result has been that Southend departures are now routed slightly further east over Kent.

You may also notice London City (LCY) air traffic which is also now routed over your area as a result of the LAMP changes.

The airspace in the south east of the UK is some of the most congested in the world and Kent has always been overflown by aircraft using London airports. The changes implemented under LAMP have improved operational efficiency and environmental performance, helping to minimise delays and deliver safety benefits.

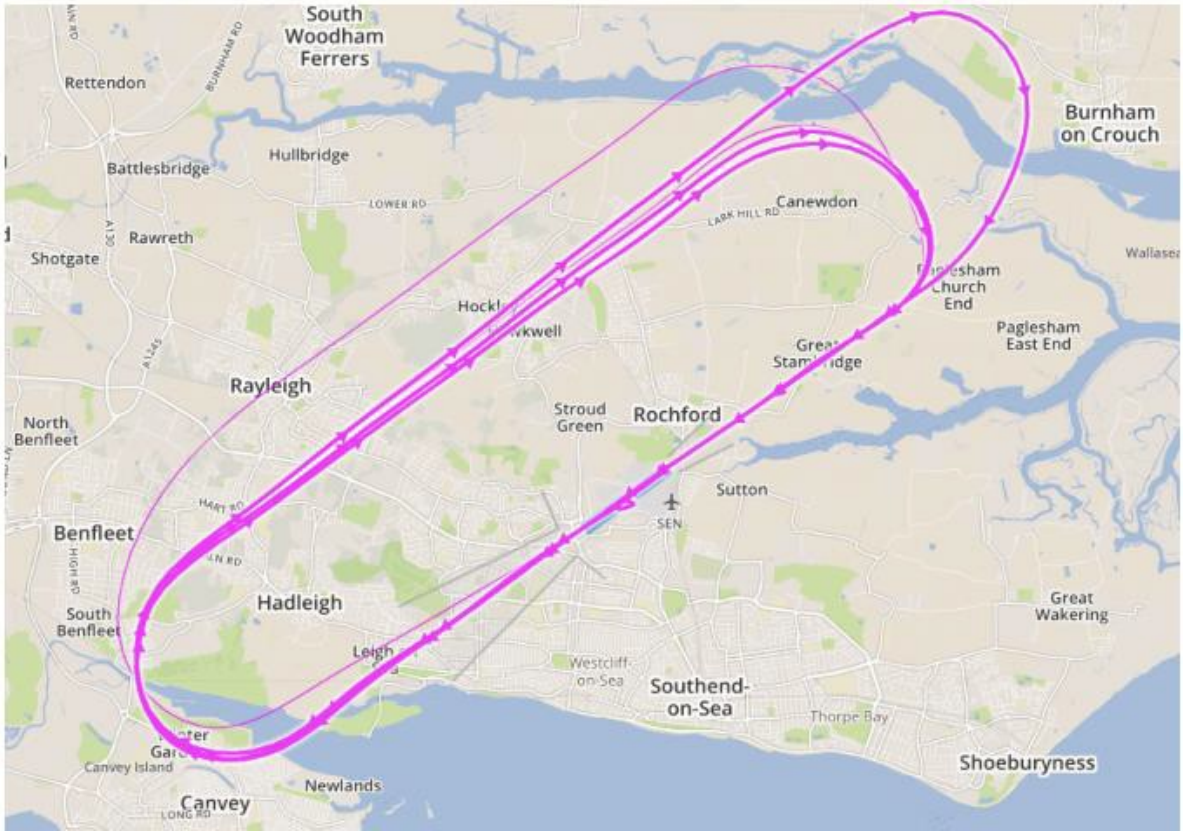
Why do British Airways use Southend Airport for crew training?
As you would expect, pilots must be competent in all types of aircraft operations/arrival procedures and are required to carry out specific training exercises to ensure that high safety standards are maintained.

Due to feedback from local residents in 2017 when BA carried out a number of training exercises at weekends, the training circuits have been varied to reduce the level of noise disturbance over specific areas. (More often than not, circuits are operated to the north of the airport). Wherever possible, the height and direction of the circuits is also varied.

Furthermore, London Southend Airport has been working with BA to reduce the amount of training at weekends and to encourage training during the weekdays when it goes fairly unnoticed by local residents. Whilst we can do whatever we can to minimise disturbance from this type of training, we cannot eliminate it completely as specific elements are essential and training needs to be conducted when crews and aircraft are available to the airline concerned.

The circuits are generally taken north of the airport as it's easier for our ATC to maintain a visual on the aircraft during some specific types of training, and there are sometimes no-fly restrictions to the south east over the MOD site at Shoeburyness.

The map below shows a typical training flight to the north of the airfield;



In addition to British Airways, other operators and flying clubs may use Southend for training. The airspace in the south east of the UK is one of the most congested in the

world and there is a demand for pilots to be trained in light aircraft before progressing to the larger passenger jets.

Pilots must be trained in specific aspect of flying and that they must learn to use different airfields during their training (part of the syllabus defined by the CAA). This also includes landing practice that requires the use of the visual circuit to position the aircraft in a safe manner.

There are a limited number of airfields left to accommodate this type of training and Southend ATC do not have the authority to place additional restrictions on aircraft operators other than those agreed within the S.106 planning Agreement (2010).

Training of this nature is fully compliant with our S.106 planning controls as well as any related CAA safety requirements and still makes up a very small percentage of our overall movements.

The airport is not obligated to publish advance notifications of planned training events, however the airport does try to provide advance notification via social media/website, the Airport Consultative Committee and some local councillors.

I live very close to the airport – why do I hear aircraft noise when there are no flights?
We know that it's not just aircraft in the air that can be disturbing; aircraft on the ground can cause disturbance too and we are working to reduce this as much as possible.

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 the airport's main operators – Stobart Air – uses the technique of single engine taxiing at London Southend Airport reducing ground noise and NO2 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).

Engine testing may be required from time to time. Whilst Southend no longer support a large maintenance overhaul operation (MRO) some of our based aircraft may have to undergo routine check and on-line maintenance.

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

Engine testing will not be permitted:

- Between 2000 hours and 0800 hours on Monday to Saturday
- Between 1800 hours on Saturday and 0900 hours on Sunday
- Between 1800 hours on Sunday and 0800 hours on Monday
- Between 1055 hours and 1105 hours on 11 November

Bird Scaring is an essential part of maintaining a safe airfield. The type of bird scaring method used depends on the type of bird and their nesting/feeding habits. Before releasing flares or firing a gun, alternative bird scaring methods are used; the Wildlife Controller will initially drive a vehicle along the runway and use a speaker to emit distressed bird sounds to try and disperse the birds, they will also pull up and get out of the vehicle to try and scare the birds away. If these methods have little or no effect, then the gun or flares will be used. We usually find that the larger birds such as gulls or crows can be more stubborn than most.

Being a coastal town, gulls can be a particular problem at certain times of the year and they tend to come inland to find food when the seas are rough. Once gulls land or find food they are very difficult to disperse so flares will be fired as soon as the gulls are identified over the airfield.

It is essential to keep the airfield clear prior to any departures or arrivals. The safety of passengers and those living under the flight path is paramount.

We were told that London Southend Airport would only operate 'Whisper Jets' once the runway was extended, why can I still hear noisy jets?
The term 'Whisper Jet' was an aviation name for the old Bae 146 and RJ85's. Admittedly, the term 'Whisper Jet' implies a very quiet aircraft, (and certainly at the time these aircraft were a lot quieter than the old B727's BAC 111's etc.) however, it is slightly misleading as this term is now quite dated and aircraft have evolved a lot since then. The more modern Embraer's, Airbus 319's and A320's that are currently based at Southend are much newer and quieter than 'Whisper Jets'.

What time is the first passenger departure?
Passenger flights may be scheduled to depart from 06:30. The airline (and Flight Information Display (FID) screens) may advertise a slightly earlier departure time than 06:30 to allow for the aircraft to be boarded and pushed back from stand, however Southend ATC will not allow any passenger aircraft to depart the runway prior to 06:30.

Based aircraft will usually be scheduled to fly up to three different destinations per day which is why they will all depart soon after 06:30, then will then be a fairly quiet period until the first wave of aircraft start to return to Southend. Departures will then be staggered for the rest of the day as destination distances vary.

What time does the last passenger flight arrive?
Passenger flights may be scheduled to arrive up until 23:30 (with restriction on the number than can be scheduled between 23:00 – 23:30 – please refer to the Operational Controls Summary (link). Aircraft that are scheduled before 23:30 may occasionally be delayed due to circumstances beyond the airports control e.g. bad weather (fog/snow/storm), Air Traffic Control industrial action, technical faults, delays at the destination airport.

Delayed aircraft are permitted to return to the airport during the agreed night time period. Both the airport and the airlines work very hard to avoid delays. As well as wanting to provide a great customer service and avoid late flights, any delays are very costly with regard to compensation claims, staffing costs and onward travel arrangements.

I heard a helicopter operating at night aren't they banned?
Private helicopters are banned at night. Helicopters operated by the Police, HM Customs, Coastguard, Military and Air Ambulance are exempt from the ban, in accordance with the S.106 Planning Agreement.

What is airspace?
The true definition of Airspace is the portion of the atmosphere controlled by a country above its territory, including its territorial waters or, more generally, any specific three-dimensional portion of the atmosphere. The airspace over Southend Airport is classed as controlled airspace. Controlled airspace exists where it is deemed necessary that air traffic control has some form of positive executive control over aircraft flying in that area. This is for the safe passage of commercial aircraft and is for the safety of passengers on board the flight. Air Traffic Control will sequence flights within controlled airspace to ensure that strict separation is maintained, both laterally and horizontally between aircraft. An aircraft can manoeuvre anywhere within an area of controlled airspace. The following links to the NATs and CAA websites may be helpful in explaining how the airspace is managed.

How does the airport measure aircraft noise levels?
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.

The data captured by all these systems is used to investigate noise and route keeping complaints and also to validate noise contour data. Noise Monitor Location 1: School Way Noise Monitor Location 2: Stambridge Way

How do I make a noise complaint?
Noise Complaints Handling Service

Noise Manager
The dedicated Noise Manager for London Southend Airport is Mrs Jo Marchetti

Complaints regarding noise at the airport should be made in the first instance via our online submission form;

Noise complaint form

or by letter to;

The Noise Manager
London Southend Airport
Southend on Sea
Essex
SS2 6YF

Please ensure that your letter includes your full name, address and a contact number as well as details of the aircraft/flight you wish to complain about i.e. date, time, and the nature of your enquiry/complaint.

Our aim is to respond in writing to all noise comments within 7 working days.

Investigating the event
Once the data relating to the complaint has been recorded, it will be investigated. The investigation will be processed through the Noise Desk system and may involve further actions as necessary to establish the circumstances of the flight. If further information is needed the person making the complaint will be requested to provide more information / specific details so the investigation can continue. Once the investigation is complete the findings will be recorded in the database, including, if necessary, a summary of any conversation / correspondence with the person making the complaints.

Response
Once fully investigated, a written response will be sent explaining the event which created the noise incident and will conclude whether the identified aircraft was operating to standard procedures, with the airports operating conditions. The response will ask for the person making the noise complaint to respond within 10 days if they are dissatisfied otherwise the matter will be filed. The appointed noise manager will continue to investigate any further comments on the matter however if after further investigation and further response the person making the noise comment remains dissatisfied the matter will be referred to the Airport Consultative Committee for further consideration. All data relating to noise complaints is collated monthly and shared with the local councils and Airport Consultative Committee. A summary of all noise complaints is provided within the airports Annual Report.

What is the point of complaining about aircraft noise?
Enquiries and complaints from the local community help us to understand how different locations around the airport are impacted by Southend Airport aircraft movements. Making a noise complaint is not an effective way of stopping aircraft operations, changing the flight paths or agreed Operational Controls.

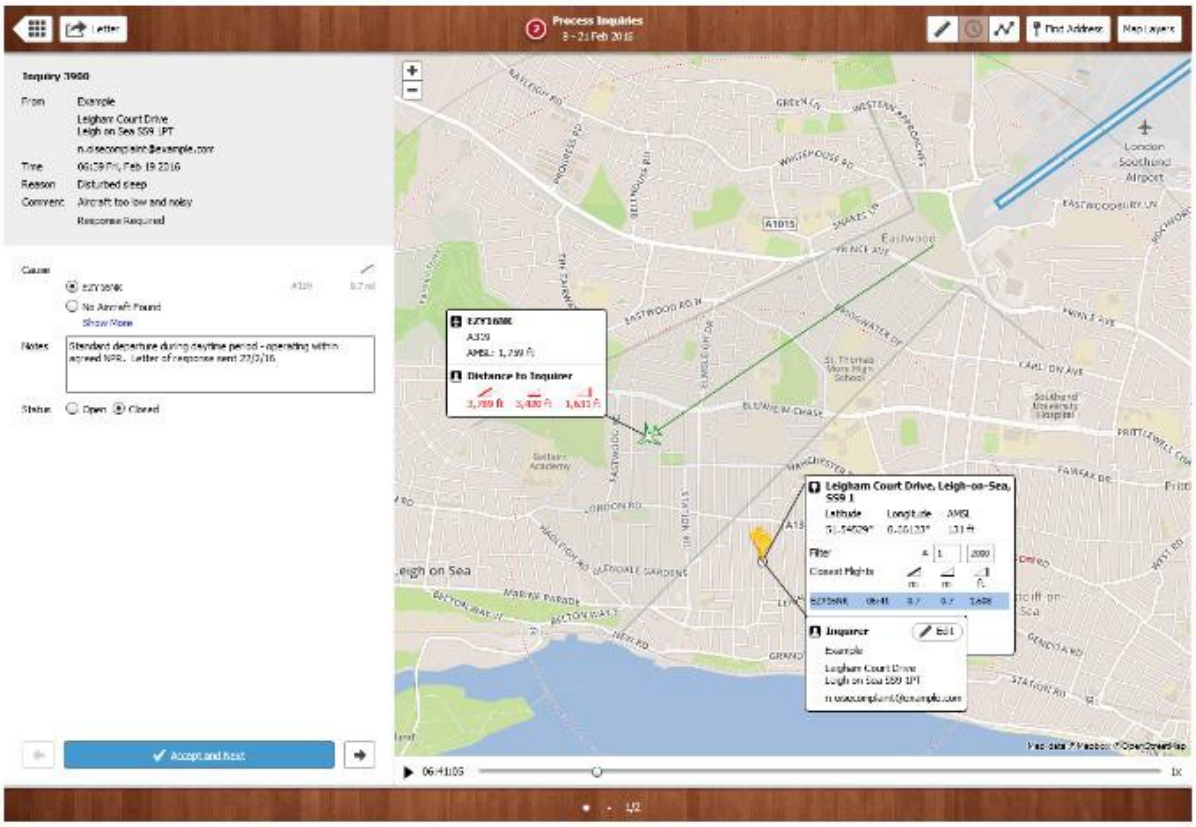
Southend Airport has a comprehensive noise complaints handling service which responds to comments and complaints about aircraft noise and routing.

Following feedback from the local community, improvements were made to this service in 2012. A new digital submission form was introduced on the airport website to make feeding back to us easier and also to ensure that all of the data required 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.

The airport aims to investigate and respond to complaints within seven working days. 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.

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.



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. The number of noise complaints received is reported in the Annual Report.

What happens to my complaint after I have logged it?
The information is reviewed, analysed and presented to the Southend Airport Consultative Committee. It is important for us to listen and engage with local communities in order to understand how our operations affect our neighbours, and make positive changes where possible and practicable.

Where can I find out about your Property Acquisition & 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* [There are currently no properties that fall within the 69dB LAeq 16 hr noise contour and therefore no properties would qualify for an offer to purchase the property]

- Sound and Thermal Insulation Grant Scheme – for properties that fall within the 63dB LAeq 16 hr noise contour* [See below for details of the scheme) *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 Planning Agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, LAeq noise contours are produced for the average summer day, where 'summer' is defined as the 92–day period from 16 June to 15 September and 'day' is defined as the 16–hour period 0700–2300 (GMT).

More information on how noise around airports is monitored.

If your property falls within the 63dB LAeq 16 hr noise contours you will automatically be contacted by the airport and invited to apply for your property to be insulated under our Sound and Thermal Insulation Grant Scheme.

This scheme has been introduced to offer sound attenuation to homes identified as falling within the 63dB LAeq 16hr noise contour. Qualifying homeowners can apply for either:

- 100% of the cost of installing secondary glazing or
- 50% contribution to standard primary double glazing PVC-U replacement windows

The airport will offer to sound insulate up to two living rooms and all bedrooms up to a maximum of habitable rooms (i.e. not including bathrooms, conservatories, hallways or kitchens (unless used as a dining area)) in total under the scheme. A landing may be included instead of another room. Where a kitchen and living room are in the same room or where an external door opens immediately into a habitable room then these rooms will be eligible for the Sound and Insulation Grants Scheme.

As the homeowner you may add rooms or upgrades to the white PVC-U windows offered within the scheme at your own cost.

Free mechanical ventilators will be offered with either option, where required. Where secondary sound insulation or double glazing is fitted to a window facing south and this gives rise to solar gain an additional sum of up to £150 (Index Linked from June 2012 incl. vat) will be paid for solar shading measures.

In addition, we will offer to install loft insulation of a type to at least 270mm to improve the sound attenuation of any qualifying properties.

The work will be carried out by a glazing contractor appointed by the airport and will be guaranteed for a minimum of 5 years against defective workmanship or materials. Qualifying properties shall only be entitled to one grant and once installed any sound insulation (glazing or loft insulation) shall become the responsibility of the property owner/occupier.

You may not wish to take up this offer at the current time; however, you will remain eligible for the scheme for a period of 10 years from the date of the property's first inclusion in the Sound and Thermal Insulation Grants Scheme i.e. qualifying as within the 63dB LAeq 16hr noise contour.

The latest noise contour maps are published in the Annual Report. The noise contours are reviewed every two years and all qualifying properties falling within the contours will be notified if they qualify for the Property Acquisition or Sound and Thermal Insulation Grant Scheme.

I live under the flightpath, close to the airport and I think the tiles on my roof have been damaged by aircraft coming into land, can the airport pay for the damage?
In accordance with its S.106 Planning Agreement, London Southend Airport offers a Wake Vortex Compensation/Repair Scheme; This scheme covers any residential property, including residential properties above commercial premises (eg. flats above shops).

Wake Vortices are turbulence in the air formed behind an aircraft, particularly when landing. Many of the new aircraft operating at London Southend Airport such as the Airbus A319 and Embraer 170/190 are equipped with winglets. These winglets improve aerodynamics and reduce the intensity of the wake vortices and reduce the likelihood of a wake turbulence impacts. Wake turbulence damage is usually verified by its pattern of damage. Only traditional slate or tiled roofs can be damaged and this damage is usually in the centre of the roof.

The legal liability for damage caused by wake vortex is with the aircraft operator but, because of the difficulty in establishing which aircraft may have caused the damage, the Airport provides a scheme to ensure that damage is repaired.

If you think your property has been affected by wake vortices, please contact us via our Compliments and Complaints form as soon as any damage caused by wake turbulence is noticed.

When a complaint of damage to property caused by wake turbulence is received the Airport will, within 15 days, investigate the extent (if any) to which the damage has been caused by wake turbulence. If it is established that damage has been caused by wake turbulence, then the property owner or occupier will be able to choose either to have the damage remedied by the Airport directly within six weeks of the date of the complaint or to have the sum representing the estimated cost to the Airport of

undertaking remedial works itself paid by the Airport to the property owner or occupier.

How can I make a claim for devaluation of my property due to the airport development?
Please visit our compensation page.

Will there be any changes to how air traffic is managed in the future?
The Air Traffic Control team at London Southend Airport constantly review procedures, airspace requirements and developments in the industry, to allow the air traffic service to be improved and to maintain our excellent safety performance. Recently we consulted on changes to departure and arrival routes that will take advantage of performance-based navigation technology in use by most aircraft operators at London Southend Airport. We expect that these changes will be implemented by the beginning of 2020. Further information can be found on our webpage.

London Southend Airport is also a stakeholder in the development of the wider UK Airspace Modernisation Strategy that is being sponsored by the Department for Transport and developed by the CAA. This will see a once in a lifetime opportunity to modernise airspace, in particular in the SE region of the UK, that has not had any significant changes for the last 50 years. London Southend Airport have filed an Airspace Change Proposal to support this strategy.

More general information about this can be found via The sky's the limit website, but London Southend Airport will continue to engage with the local community groups as the strategy is further developed.

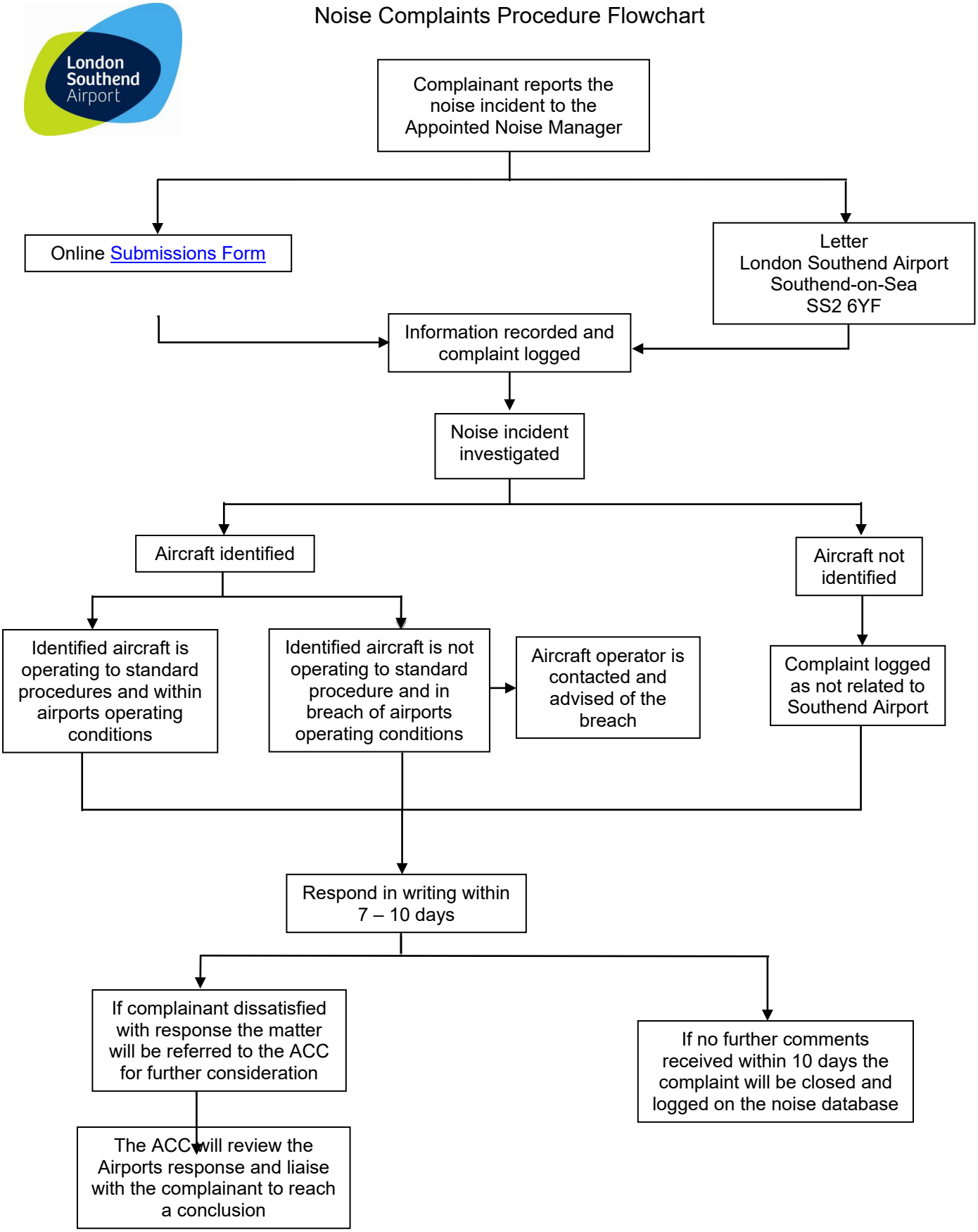
I live close to the airport and have seen someone flying a drone close to overhead aircraft. Is this dangerous & what should I do?
Operators of drones should fly in accordance with the Air Navigation Order, which is summarised in the Drone Code.

Commercial operators may have further permissions from the Civil Aviation Authority that allows them to operate in a different way - for example above 400 feet. They will also be in contact with Air Traffic Control to ensure that their flight can be co-ordinated with the airport operation.

If you believe that a drone is not being flown in accordance with the law, then you should contact the local police.

If you would like to operate a drone in either the Flight Restricted Zone (FRZ), the Runway Protected Zone (RPZ) or in controlled airspace surrounding Southend Airport, then please contact Southend ATC through the enquiries e-mail.

Appendix 3 – Extract from London Southend Airport's Public Noise Complaints Handling Service



Appendix 4 – Extract from London Southend Airport's Public Noise Complaints Handling Service – Vexatious Complainants

- "Those complainants that have been identified as 'vexatious' after submitting more than 100 complaints and advised that the Airport will not respond to further complaints for 6 months, but nonetheless continue to submit complaints throughout the banned period will be written to and invited to the Airport to discuss their concerns with the Noise Manager and the Airport Director. If they decline the offer of a meeting, or alternatively during the meeting it is clear they have no intention of seeking a reasonable solution, they may be written to and advised they will not be responded to on an indefinite basis. If they demonstrate a reasonable approach with the desire to work with the Airport on reaching a resolution, then complaints to and correspondence with the Airport may be reinstated.

- Those complainants, who continuously complain about legitimate aircraft operations from Southend or elsewhere, will be asked by the Airport in writing, the outcome they are seeking by doing so. If a stage is reached whereby the airport recognises that the complainant will never be satisfied and that simply continuing to investigate the same legitimate aircraft operations will serve no benefit or purpose to the complainant then it will ask the ACC Chairman on behalf of the ACC to review the correspondence and determine if the Airport request that the complainant be categorised as 'vexatious', is legitimate. Those complainants that are deemed 'vexatious' because no reasonable action by the airport could address their concerns, will be notified in writing that the Airport will not enter into any further correspondence indefinitely.

- The outcome of any actions resulting from the proposed changes will be summarised and reported within the ACC Managing Directors Report.

  Note: This amendment does not in any way affect those complainants who wish to complain about a specific noise or other event."
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[i] Southend-on-Sea Borough Council FAQ document Version 1 – last updated 20/02/2020