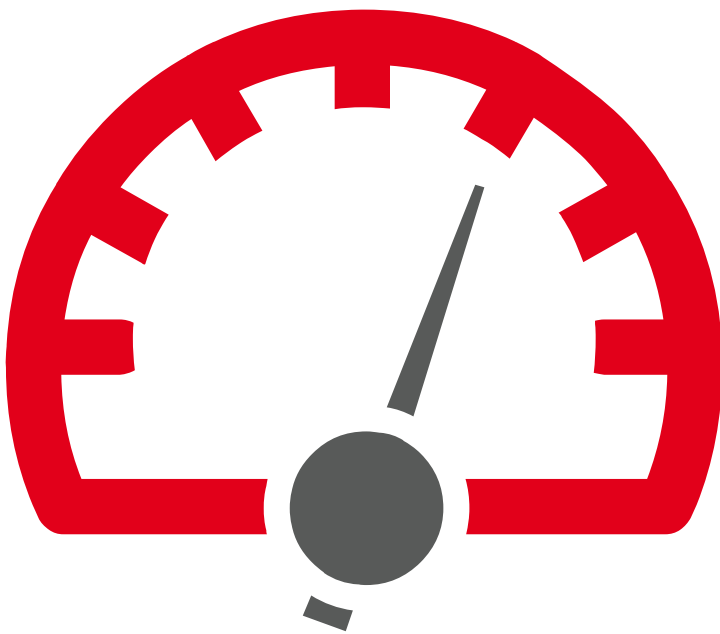


# London City Airport 2011 Section 106 Annual Performance Report



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# 1 Introduction

## 1.1 Overviews

1.1.1 London City Airport (LCY) is the UK's leading business airport<sup>1</sup> serving over 40 destinations across the UK, Europe and USA with connections to the rest of the world through major European hubs. The only airport actually in London, LCY is just two miles from the main site of the 2012 Olympic Games; three miles from Canary Wharf and six miles from the City of London.

1.1.2 The airport's location on the doorstep of London's financial districts is considered vital to business and plays an integral part in contributing to the prosperity of the UK's capital city. The airport is a committed member of the local community and actively engages with its neighbours providing:

- extensive environmental programmes to minimise its impact on the surrounding areas;
- significant employment and training opportunities for local residents; and
- support and participation with community partners such as local schools, colleges, charities and businesses.

1.1.3 The aviation industry and LCY in particular are indicators of general economic conditions and, after many years of unparalleled growth at the airport, it has not remained immune to the current economic climate. In 2011 the airport handled just over 3m passengers compared to 2.79m in the previous calendar year, an increase of 7.5%. The total number of aircraft movements at the airport increased marginally from 67,871 in 2010 to 68,100 in 2011.

1.1.4 On 9 July 2009, the London Borough of Newham (LBN) approved LCY's planning application (LBN ref: 07/01510/VAR) for an increase in the total number of permitted aircraft movements at LCY to 120,000 per annum. The framework for the delivery of this planning consent is contained in a "Planning Agreement" (under Section 106 of the Town and Country Planning Act 1990) between LCY and LBN. This 2009 Agreement supersedes previous planning agreements.

1.1.5 Planning agreements are commonly used as a way of delivering or addressing matters that are necessary to make a development acceptable in planning terms. The Planning Agreement between LCY and LBN provides the framework for the airport to utilise the planning permission sustainably and covers a wide and complex range of areas including (but not limited to):

- Noise monitoring and mitigation programmes;
- Air quality monitoring and mitigation programme;
- Sustainability and environmental strategies;
- Transport and surface access planning;
- Education, employment and training programmes; and
- Financial contributions by LCY to local community programmes and infrastructure projects.

1.1.6 Planning agreements provide a long term framework for delivering planning consents and as such are expected to be in place for a number of years. In the initial periods much of the work will be to put in place the strategies, systems and processes which, once established, will drive the delivery of the provisions of the Planning Agreement in future years. This Planning Agreement is no different in this respect and many of the activities reported on in this report relate to the establishment of the necessary strategies, systems and processes as set out in the agreement.

<sup>1</sup>Civil Aviation Authority

## 1.2 Annual Performance Report

- 1.2.1 The Planning Agreement provides for LCY to produce an Annual Performance Report (APR) to LBN on 1 July each year documenting the airport's performance under the Planning Agreement during the previous calendar year (January – December). The requirement to prepare an APR was included in the Planning Agreement to document monitoring and recording of LCY's activities in relation to its 2009 planning consent and it is published online so that it is readily available for members of the public (see section 1.4 below).
- 1.2.2 The structure of the 2011 APR follows that of the previous APRs for 2009 and 2010 which were submitted to LBN on 1 July 2010 and 1 July 2011 respectively. Notwithstanding this, a draft structure of the 2011 APR was also provided to LBN for their review on 23 April 2012. A limited number of comments were received from LBN on 1 May 2012 and, where appropriate, a response to these has been included in the APR.
- 1.2.3 In addition to LCY's formal monitoring and reporting requirements under the Planning Agreement, regular quarterly meetings are held with LBN Officers to discuss progress on Planning Agreement obligations. Subject-specific meetings are also held with LBN Officers where appropriate and communication with LBN's Airport Monitoring Officer (AMO) about a broad range of airport-related matters is ongoing. LCY holds monthly meetings with Officers at LBN and the adjoining boroughs to discuss progress of the Sound Insulation Scheme, given the scale and importance of this particular environmental programme (see section 3 of the APR).

## 1.3 How to Read this Document

- 1.3.1 To indicate what is required to be reported under the Planning Agreement, references to the relevant section of the Planning Agreement have been included throughout this report and are generally indicated in square brackets in the following way: [Schedule/ Part/ Paragraph – Page]. Corresponding extracts of the Planning Agreement outlining a description of the Planning Agreement requirements (as well as LBN's comments on the proposed structure of the APR for 2011) are provided in **Appendix 2**.
- 1.3.2 A glossary of terms used throughout the APR is provided at the end of this document.

## 1.4 Publication of Annual Performance Report

- 1.4.1 Subject to approval from LBN, from 31 July 2012, the APR will be available to download from the London City Airport Consultative Committee (LCACC) website at the following URL: <http://www.lcacc.org>
- 1.4.2 Subject to approval from LBN, from 31 July 2012, the APR can also be found on the London City Airport website at the following URL: <http://www.londoncityairport.com/environment>
- 1.4.3 Additional information on LCY's ongoing community engagement programme, including initiatives beyond the Planning Agreement, can be found at the following URL: <http://www.londoncityairport.com/community>
- 1.4.4 LBN confirmed in its letter dated 22 June 2012 that LCY has complied with the Planning Agreement obligations for the period 1 January to 31 December 2011 [8th Schedule / Part 2 – Page 62]. A copy of this letter is provided at Appendix 1.

## 2 Aircraft Movements

### 2.1 Numbers and Types of Aircraft using the Airport [4th Schedule / Part 7 / 6 – Page 45]

- 2.1.1 During the 2011 calendar year the airport handled 68,100 total aircraft movements.
- 2.1.2 Table 2.1 overleaf outlines the numbers and types of aircraft using the airport during the 2011 calendar year.
- 2.1.3 During the 2011 calendar year the airport handled 71,967 factored aircraft movements.

### 2.2 Daily Numbers of Movements Including Noise Category

- 2.2.1 Details of daily numbers of movements for the 2011 calendar year are provided in **Appendix 9**.
- 2.2.2 Condition 8(1)(a) to (j) attached to planning permission 07/01510/VAR restricts the daily number of aircraft movements permitted at the airport and Condition 8(4)(a) and (b) restricts the weekly number of factored movements permitted at the airport.
- 2.2.3 During the 2011 calendar year, all movements were in compliance with Condition 8(1)(a) to (j) and Condition 8(4)(a) and (b) which is reproduced in full in **Appendix 3**.

**Table 2.1 – Numbers and Types of Aircraft Using the Airport (Jan – Dec 2011)**

Aircraft Type	AC Code	Number of Aircraft Movements
Airbus A318	A318	1058
ATR-42	AT42	2104
ATR-72	AT72	10
Beechcraft Super King Air 350	B350	38
BAe-146-100	B461	4
BAe-146-200	B462	435
Beechcraft Super King Air 200	BE20	66
Beechcraft Beechjet 400	BE40	243
Cessna Citation CJ2	C25A	360
Cessna Citation CJ3	C25B	113
Cessna Citation Mustang	C510	152
Cessna Citation CJ1	C525	78
Cessna Citation Bravo	C550	520
Cessna Citation V	C560	28
Cessna Citation Excel	C56X	1661
Cessna Citation Sovereign	C680	145
Canadair Challenger	CL60	128
Dornier 328	D328	2074
Dash 8 Q400	DH8D	2597
Embraer 135	E135	203
Embraer 170	E170	8423
Embraer 190	E190	11317
Fokker 50	F50	14970
Dassault Falcon 2000	F2TH	40
Dassault Falcon 900	F900	230
Dassault Falcon 10	FA10	37
Dassault Falcon 50	FA50	115
Dassault Falcon 7X	FA7X	423
Hawker 800	H25B	1739
Learjet 40	LJ40	40
Learjet 45	LJ45	126
Piaggio 180 Avanti	P180	92
Piper PA-31	PA31	15
Avro RJ-100	RJ1H	7187
Avro RJ-85	RJ85	11329
<b>TOTAL</b>	<b>-</b>	<b>68100</b>

## 2.3 Times of Flights and Maintenance

- 2.3.1 Conditions 6(a), 6(b), 6(c) attached to planning permission 07/01510/VAR restrict the times that the airport shall be used for the taking off or landing of aircraft. During the 2011 calendar year, all flights fell within the allowed times as set out in Conditions 6(a), 6(b), 6(c) which are reproduced in full in **Appendix 3**.
- 2.3.2 In addition, Conditions 9 and 10 attached to planning permission 07/01510/VAR restrict the number of aircraft movements permitted at the airport in the early morning (0630-0659 hours) period. Conditions 9 and 10 are reproduced in full in **Appendix 3**. There was one occasion during the year (Monday 21 March) on which there was one additional flight during the period 06:30 to 06:44. This flight was an arrival at 06:44 and exceeded the capacity limitation period by less than one minute. This rare occurrence arose as a result of the fact that Air Traffic Control gives a landing clearance when the aircraft is 8 miles from the airport. On this occasion, the weather conditions meant that the actual landing time was a few seconds earlier than expected.
- 2.3.3 Condition 5 attached to planning permission 07/01510/VAR and reproduced in full in **Appendix 3** restricts the times during which ground running of aeroplane engines for testing or maintenance is permitted. During the 2011 calendar year, all ground running occurred within the allowed times as set out in Condition 5.
- 2.3.4 In addition, there were no occasions when aircraft maintenance took place outside of operational hours where noise generated by these works was discernible at the boundaries of the airport site; this is on the basis that no complaints were received by LCY in relation to noise generated by aircraft maintenance outside of the permitted hours [3rd Schedule / Part 2 – page 30].

## 3 Noise

### Noise Monitoring and Management

#### 3.1 Noise Management Scheme (until NOMMS is fully operational) [4th Schedule / Part 7 / 5 – Page 45]

3.1.1 During the 2011 calendar year, LCY continued to operate its existing Noise Management Scheme. This scheme requires:

- The combined monitoring of noise and track-keeping in order to identify any deviations from the standard routes that should be followed by aircraft using the airport and to verify the noise contours.
- A system of incentives and penalties in order to:
  - (i) minimise noise disturbance from aircraft using the airport including any aircraft maintenance facility
  - (ii) ensure that track-keeping is maintained by aircraft using the airport
  - (iii) control maximum noise levels of aircraft using the airport.
- The minimising of noise disturbance arising from the operation of any aircraft overhaul facility or from aircraft at the Approved Ground Running Location or generally from any aircraft ground noise source subject to the requirement to ensure the safe operation of aircraft at all times.
- Regular meetings and consultation with the Airport Consultative Committee and such other statutory body or bodies as may be reasonably nominated by the Council, and provision to the Local Authority of all relevant information indicating the efficacy of the Noise Management Scheme.

3.1.2 This is supplemented by the Temporary Noise Monitoring Strategy during an interim period until the new Noise Monitoring and Mitigation Strategy (NOMMS) is drawn up, agreed and implemented, to replace the existing Noise Management Scheme.

3.1.3 A report on the operation of the Noise Management Scheme in 2011 is provided at **Appendix 9**.

#### 3.2 Temporary Noise Monitoring Strategy [4th Schedule / Part 11 / 1 – Page 47]

3.2.1 The Temporary Noise Strategy (approved by LBN and implemented by LCY in 2009) includes a requirement to provide quarterly reports that record the daily operational status of each monitor together with the total monthly correlation rate of noise events to aircraft departures. [Para A6.0 in Temporary Noise Strategy]

3.2.2 Copies of the four quarterly reports (January to March, April to June, July to September and October to December) that were provided to LBN for the 2011 calendar year are included at **Appendix 10** of this report.

#### 3.3 Noise Monitoring and Mitigation Strategy (NOMMS) [4th Schedule / Part 10 / 1 – Page 46]

3.3.1 The draft NOMMS was submitted to LBN on 8 October 2009 and a letter was subsequently received from LBN on 26 February 2010 confirming the draft NOMMS was acceptable, subject to full details set out in Implementation Guidelines to be progressed through a series of workshops with LBN and to be submitted for approval.

3.3.2 The NOMMS Implementation Guidelines were submitted to LBN on 6 July 2010 for approval. Discussions on the NOMMS Implementation Guidelines continued with LBN and their acoustic consultants during 2011 and identified work to be undertaken to develop the proposals set out in the submitted Guidelines.



### 3.4 Aircraft Categorisation [Condition 7(4) Planning Permission]

- 3.4.1 The Annual Aircraft Categorisation Report for 2011 is included at **Appendix 11** of this report. This report provides a review of any provisional categorisation for an approved aircraft type having regard to departure noise levels; it provides the basis for provisional categorisation either to be approved or amended.
- 3.4.2 No new aircraft were introduced to LCY during 2011.
- 3.5 Aircraft Categorisation Review [4th Schedule / Part 13 – Page 47]
- 3.5.1 On 1 July 2010, LCY consulted LBN on the draft Aircraft Categorisation Review (prepared by its noise consultants Bickerdike Allen Partners) which reassessed the methodology, categories, noise reference levels, noise factors and procedures for categorisation with the objective of providing further incentives for aircraft operators using the airport to emit less noise.
- 3.5.2 Consultation continued throughout 2011 and identified work to be undertaken in order to further develop the proposals set out in the draft Categorisation Review.
- 3.5.3 The most significant Categorisation Review projects undertaken in 2011 were:
- The tender process for procurement of new noise and track keeping equipment and software; and
  - Temporary additional noise monitoring at locations in East India (Tower Hamlets) and Thamesmead (Greenwich).

### Sound Insulation Scheme (SIS) and Purchase Scheme

#### 3.6 SIS: Noise Contours

- 3.6.1 The following Noise Contours are presented in **Appendix 4** of this report:
- Actual 57 dB (2011 actual contour)
  - Actual 66 dB (2011 actual contour)
  - Actual 69 dB (2011 actual contour)
  - Predicted Reduced 57dB (2012 best estimate forecast contour)
  - Predicted Reduced 66dB (2012 best estimate forecast contour)
  - Predicted 57 dB
  - Predicted 66 dB
  - 1998 57dB
- 3.6.2 The primary purpose of the noise contours listed above is to determine the eligibility boundaries for the SIS and/or Purchase Scheme under the terms of the 2009 Section 106 Agreement. Further details on the SIS and Purchase Scheme are provided below.
- 3.6.3 During 2011, LCY has continued to operate its SIS and on 15 December 2011, the airport launched its new, enhanced SIS<sup>2</sup>.
- 3.6.4 LCY holds monthly meetings with LBN Officers and those from adjacent boroughs in relation to the Sound Insulation Scheme to report on progress of this significant workstream.

<sup>2</sup>In accordance with the provisions of the Planning Agreement and with the agreement of LBN, implementation of the new enhanced SIS was suspended due to an on-going claim for judicial review. This was determined in June 2011 with the airport's 2009 planning permission being upheld and the new SIS was subsequently implemented within 6 months of this date, as required by the Planning Agreement.

3.6.5 No Public Buildings were identified under the First or Second Tier Works Eligibility Boundaries within the 2010 APR. However, during the implementation of the new SIS, five potentially eligible first tier Public Buildings were identified:

- Faraday Primary School
- Prince's Drawing School
- UEL Dance School
- My Nursery
- Peacock Gym

3.6.6 The airport is currently in the process of inspecting and assessing these buildings.

3.6.7 Since implementation of the new SIS on 15 December 2011, a number of residential premises additional to those listed in Appendix 6 of the 2010 APR have been identified from site inspections and from updated mapping information as being eligible for First Tier Works. These additional residential premises are included in the figures in Table 3.1 below and listed in **Appendix 6**.

3.6.8 Table 3.1 summarises the progress of the scheme between 15 December 2011 and 1 June 2012.

3.6.9 All surveys requested by eligible properties have been completed. However, LCY and its SIS delivery partners continue to face challenges in gaining access and consent for surveys and works in a number of locations.

**Table 3.1 – Sound Insulation Scheme: Summary of Progress for Eligible Premises (15/12/11 – 1/6/12)**

	Location	Total No. Properties	Notified	Works Permission Requested	Surveys Completed	Works Complete
<b>Re-inspection Properties</b>	Various	153	100 %	100 %	55 %	33 %
<b>First Tier – Phase 1</b>	Britannia Village E16	352	100 %	100 %	24 %	5 %
<b>First Tier – Phase 2</b>	Canning Town (1) E16	373	100 %	100 %	54 %	19 %
<b>First Tier – Phase 3</b>	Thamesmead SE28	889	100 %	100 %	23 %	0 %
<b>First Tier – Phase 4</b>	Tower Hamlets E14	1,288	100 %	100 %	7 %	0 %
<b>First Tier – Phase 5</b>	Barrier Point E16	67	100 %	100 %	0 %	0 %
<b>First Tier – Phase 6</b>	North Woolwich E16	302	100 %	100 %	0 %	0 %
<b>First Tier – Phase 7</b>	Canning Town (2) E16	84	100 %	100 %	35 %	7 %
<b>Second Tier</b>	Camel Rd & Parker St	27	100 %	100 %	15 %	0 %
<b>Total</b>	-	3535	100 %	100 %	20 %	4 %

### 3.7 SIS: Further Inspection of Treated Premises [4th Schedule / Part 1 / 1 – Page 36]

- 3.7.1 LCY has committed to upgrade its SIS to include re-inspection of properties treated through the Scheme 10 years or more ago. Provided at **Appendix 5** of this report is a list of all residential premises and Public Buildings where a period of 10 years or more has expired since sound insulation works were completed by LCY (i.e. treated premises).
- 3.7.2 Two public buildings requiring further inspection were identified in the 2010 APR (Appendix 5): Camel Road Community Centre and Storey Road School.
- 3.7.3 The Camel Road Community Centre (now known as Andrews Street Tenants and Residents Association Hall) has been notified of eligibility for re-inspection. A letter was sent on 23 November 2011 requesting access to re-inspect. At the date of writing permission has not been granted to gain access.
- 3.7.4 Storey Road School is no longer used as a traditional primary school. However, it is understood that the site may still be used for teaching purposes and an inspection to confirm this is due to be carried out.

### 3.8 SIS: First Tier Works [4th Schedule / Part 2 / 1 – Page 39]

- 3.8.1 Residential premises and Public Buildings that are newly eligible for First Tier Works are listed in **Appendix 6** (together with the Eligibility Boundary). In summary, there are a total of 49 new residential premises eligible for First Tier Works. There are no newly eligible Public Buildings.

### 3.9 SIS: Second Tier Works [4th Schedule / Part 3 / 1 – Page 41]

- 3.9.1 Residential premises and Public Buildings that are eligible for Second Tier Works are listed in **Appendix 7** (together with the Eligibility Boundary). In 2011 there were no new residential premises or Public Buildings eligible for Second Tier Works.

### 3.10 Publicity for SIS [4th Schedule / Part 4 – Page 43]

- 3.10.1 To coincide with the implementation of the new SIS on 15 December 2011, LCY published advertisements for the new SIS in the following local newspapers which are in circulation within the vicinity of the airport:

**Table 3.2 – Sound Insulation Scheme: Local Newspaper Advertisements (2011)**

Title of Publication	Date of Advertisement
Newham Recorder	14/12/2011
Greenwich Mercury	14/12/2011
The Wharf	15/12/2011
Docklands and East London Advertiser	15/12/2011
Newham Mag	16/12/2011
Greenwich Time	20/12/2011

- 3.10.2 Copies of the published advertisements are provided in **Appendix 8**.
- 3.10.3 Details of the new SIS have also been published on the airport website (<http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>) and on the Consultative Committee website (<http://www.lcacc.org/noise>).
- 3.10.4 In addition, the new SIS has been advertised in two editions of 'Runway News' which is delivered to approximately 33,300 homes (Winter 2012 (Edition 20) (page 4); Spring 2012 (Edition 21) (page 3)). These advertisements included the dates of the SIS Road Show which is being held in areas where eligible properties are located and includes a mobile display unit to publicise the availability of the Scheme. This unit is staffed by professionals able to undertake surveys of eligible properties and provide information to residents. Copies of the Runway News publications and the Road Show timetable are provided in **Appendix 8**.

### **3.11 Purchase Scheme [4th Schedule / Part 12 / 3 – Page 47]**

- 3.11.1 LBN approved the Purchase Scheme on 14 June 2011 and it was adopted by LCY on 9 September 2011.
- 3.11.2 There are no dwellings falling within the 2011 Actual 69dB contour (see **Appendix 4**). As such, no dwellings were eligible for the Purchase Scheme in the 2011 calendar year.

### **3.12 Neighbouring Authority Agreements [4th Schedule / Part 5 / 1 and 2 – Page 44]**

- 3.12.1 The Neighbouring Authority Agreement (NAA) with Greenwich was completed on 19 August 2010.
- 3.12.2 The NAA with Tower Hamlets is the subject of ongoing discussions with that authority. LCY is keeping LBN updated on progress with this and will continue to do so.

### **3.13 Noise Insulation Payments Scheme [4th Schedule / Part 6 / 1 and 2 – Page 44]**

- 3.13.1 The draft Noise Insulation Payments Scheme (NIPS) was submitted to LBN on 9 July 2010 for approval, together with evidence of consultation undertaken with persons interested in developments that are likely to benefit significantly from NIPS. LCY has considered the consultation responses received and will submit a revised draft NIPS to LBN in due course.

## 4 Ground Noise

### 4.1 Ground Running of Aircraft Engines [5th Schedule / Part 1 / 2 – Page 49]

4.1.1 The ground running of aircraft engines is required for testing and maintenance purposes. Details of ground running for the 2011 calendar year are included in the Report on the Operation of the Noise Management Scheme at **Appendix 9** of this report.

### 4.2 Exceedences of Ground Running Noise Limit [5th Schedule / Part 1 / 3 – Page 49]

4.2.1 There were no exceedences of the ground running noise limit for the 2011 calendar year. Details are included in the Report on the Operation of the Noise Management Scheme at **Appendix 9** of this report.

### 4.3 Ground Noise Study [5th Schedule / Part 4 / 2 – Page 50]

4.3.1 Following submission of the Ground Noise Study by LCY on 6 August 2010, LBN requested further information and this was provided in the Addendum Report submitted to LBN on 18 April 2011.

## 5 Air Quality

### 5.1 Data from Air Quality Measurement Programme [3rd Schedule / Part 3 / 1(c) – Page 31]

- 5.1.1 The Air Quality Measurement Programme (AQMP) includes the continued operation of monitoring equipment on the roof of the airport's administration building, City Aviation House, and diffusion tubes located in and around the airport. Furthermore, LCY has also commissioned and installed a second automatic monitoring station at a location on the north side of Royal Albert Dock, adjacent to the Newham Dockside building. The results from this additional monitoring station are reported alongside the other data.
- 5.1.2 Quarterly data from the AQMP were reported to the London City Airport Consultative Committee (LCACC) and posted on the LCACC website (<http://www.lcacc.org>). These data are, together with other results for the full 2011 calendar year, summarised in the Air Quality Measurement Programme: Annual Report 2011 which is included at **Appendix 12** to this report. During 2011 there were no recorded exceedences of the statutory air quality objectives set by Government<sup>3</sup> for nitrogen dioxide and fine particulate matter (PM<sub>10</sub>) at any relevant location.

### 5.2 Results from any Deposits Study in the Preceding Calendar Year [3rd Schedule / Part 3 / 1(d) (iii) – Page 31]

- 5.2.1 LCY will commission a Deposits Study in the event that the airport receives a complaint regarding black smut deposits or oily deposits that could be associated with the operation of the airport.
- 5.2.2 LCY has adopted a protocol that relates to the commissioning of Deposits Studies should a complaint of this nature be received. No such complaints were received during the 2011 calendar year.

### 5.3 Air Quality Action Plan [3rd Schedule / Part 3 / 2(a) – Page 31]

- 5.3.1 On 8 July 2010, LCY submitted the Air Quality Action Plan to LBN for approval. Discussions progressed with LBN during 2011 and comments were received by LCY in February. A response to these comments was provided to LBN in August with further comments received by LCY in November 2011.

<sup>3</sup>The air quality objectives are set out in the Air Quality (England) Regulations 2000 as amended by the Air Quality (England) (Amendment) Regulations 2002, and are available at: <http://www.defra.gov.uk/environment/quality/air/airquality/regulations.htm>

## 6 Sustainability & Biodiversity Strategies

### 6.1 Airport Sustainability Strategy and Airport Biodiversity Strategy [3rd Schedule / Part 6 / 1 - Page 34] [3rd Schedule / Part 6 / 5 - Page 34]

- 6.1.1 On 8 October 2010, LCY submitted to LBN for approval the Airport Sustainability Strategy (and Airport Sustainability Action Plan). This work includes a review of the airport's recent sustainability performance, the auditing of operational activities, updating baseline data including carbon emissions, and the establishment of specific objectives and targets against a range of sustainability indicators.
- 6.1.2 Discussions progressed with LBN during 2011 and comments were received by LCY in August 2011. During 2011 the baseline data for the Airport Sustainability Strategy was also updated from 2009 to 2010.
- 6.1.3 On 8 October 2010, LCY also submitted to LBN for approval the Airport Biodiversity Strategy. Discussions progressed with LBN during 2011 and identified work to be undertaken in order to further develop the proposals. A revised Airport Biodiversity Strategy was submitted to LBN for approval on 19 May 2011.

# 7 Education, Employment & Training

## 7.1 Community Engagement

7.1.1 London City Airport (LCY) has continued to invest substantial resources into ensuring that the jobs and careers available on-site are accessible to local people. The airport's local recruitment policy and ethos not only ensures that those affected by environmental impacts of the airport are given an opportunity to share in our business success, but also ensures our employees are reliable and flexible due to living in close proximity to the workplace.

7.1.2 LCY has a Community Strategy which aims to ensure that the social and economic benefits of the airport's operation are shared with those living in close proximity to the site to strike a balance with those who are affected by the environmental impacts of its operation. The Community Strategy can be found at the following URL: [www.londoncityairport.com/community](http://www.londoncityairport.com/community)

7.1.3 LCY has employed a full-time Community Relations Team since 1997. We believe that this team is currently the largest such team of any airport in the UK relative to the number of passengers it serves. The LCY Community Strategy focuses on communication and consultation; local employment; education excellence, health and wellbeing for work, and charity. Below is an outline of 2011 performance against the employment, education and training related matters included in the Planning Agreement.

## 7.2 Employment Statistics Reporting [6th Schedule / Part 2 / 1(f) – Page 55]

7.2.1 In order to achieve LCY's aspiration of being recognised as a beacon local employer in East London, the airport focuses on two main strands of activity in this area. Firstly, the airport implements recruitment procedures that prevent or reduce barriers to employment for local people. Secondly, the airport invests in an extensive community engagement programme to ensure local people are aware of jobs available and have access to skills coaching to enable them to gain employment. Some of the processes, initiatives and activities are included in the Planning Agreement; others are operated as part of the wider LCY Community Engagement Programme.

7.2.2 LCY collects data that records where employees live each year. This data is collected from the address information provided by employees when applying for an airport security pass. A report is then compiled including details of the percentage of people living in the local labour catchment area and in particular those living in Newham. This is then provided to LBN and LCACC.



7.2.3 As at December 2011:

- 51 employers were operating on-site at LCY; a complete list of these is included at **Appendix 14** of this report. [6th Schedule / Part 2 / 1(c) – Page 55]
- 2105 people were employed on-site at LCY
- 218 of these on-site employees were not required to provide address information to the airport as they are employed by control authorities such as the Metropolitan Police, Special Branch, UK Border Agency and Department for Transport.

7.2.4 Of the 1887 remaining on-site employees:

- 26% resided in the London Borough of Newham;
- 58% lived in the “Local Area”<sup>4</sup>.

7.2.5 Further employees work with contractors and sub-contractors at LCY on a regular basis and hold a full airport security pass, but are not based on-site and are therefore not included in these figures. These organisations include cargo agents, construction companies, communications, sign-writers, advertising installers and many others.

7.2.6 London City Airport Limited (airport owner/operator) is the largest on-site employer with 567 employees as at December 2011, 25% of which lived in the London Borough of Newham and 67% of which lived in the “Local Area”.

7.2.7 LCY endeavours to ensure that jobs at the airport are accessible to local people and to support them to demonstrate the skills and knowledge required to be successful in a job application [6th Schedule / Part 2 / 1(a) – Page 55]. These endeavours are delivered by the LCY Community Team with on-site partners and employee volunteers, and include:

- Maintaining an airport jobsline and website for job opportunities
- Links with local employment organisations such as Newham Workplace, Skillsmatch Tower Hamlets and Greenwich Local Labour & Business
- Ongoing engagement with Local Authorities
- A new basic skills test developed by adult education experts at the University of East London
- Attending careers fairs
- Delivering presentations to jobseekers
- Mock Interviews
- Work Placements
- Airport visits for employment organisations and young people
- Distribution of the “Airport Careers” booklet to local organisations and online
- Delivery of employment-related education programmes in schools, colleges and universities.

7.2.8 During 2011, the airport delivered the following programmes and processes to ensure that jobs available on-site were accessible to local people and that barriers to employment were minimised:

<sup>4</sup>The “Local Area” is defined by the 2009 Section 106 Agreement to include the 11 East London Boroughs of Newham, Tower Hamlets, Greenwich, Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council.

## Airport Jobsline and Website Information

7.2.9 Reed Specialist manages all recruitment for London City Airport Ltd (LCY Ltd). A dedicated Reed Specialist Account Manager for LCY Ltd is based at 22 Harbour Exchange Square, Isle of Dogs, E14 9GE. A dedicated airport jobs telephone line, 020 7517 3594, is also provided. All jobs are advertised 24 hours a day, 7 days per week at [www.reed.co.uk](http://www.reed.co.uk) with a further direct link from [www.londoncityairport.com/careers](http://www.londoncityairport.com/careers)

## External Company Vacancies Webpage

7.2.10 An external vacancies web page was created on the LCY website in 2010 to allow all companies onsite to advertise current job vacancies to local people. This development has been maintained throughout 2011 and now makes accessing jobs on-site even easier for local people. Employers were updated on this development during the Employers' Forum meetings held in 2011 and now liaise with the airport Community Team to ensure the page is kept updated. External job vacancies can be directly accessed at [www.londoncityairport.com/careers](http://www.londoncityairport.com/careers)

## Links with Local Employment Organisations

7.2.11 All entry level job vacancies for LCY Ltd are provided to Newham Workplace (Newham), Skillsmatch (Tower Hamlets) and Greenwich Local Labour and Business (GLLaB, Greenwich) for advertisement to local jobseekers. In addition, these vacancies are provided to JobCentre Plus to be uploaded on their jobseekers software, as well as Anchor House (Newham) and Newham College (Newham).

## LCY Selection Test

7.2.12 LCY Ltd partnered with the University of East London (UEL) to develop three new LCY Selection Tests to assist with its recruitment process during 2011. The tests consist of seven main questions relevant to the basic skills required for employment in an entry level role at LCY, namely basic literacy, arithmetic, the 24 hour clock and European geography. LCY has worked with UEL to develop these tests to ensure that job applicants are tested at a level relevant to the job for which they are applying and that the question structure and standard are aligned with national qualification framework. This test allows LCY Ltd to ensure that job applicants will be able to successfully complete the regulated training necessary for roles based on-site at LCY.

7.2.13 During 2011, job applicants that did not pass the LCY selection test were referred by Reed Specialist to free training courses, which enable candidates to brush up their literacy and numeracy skills, before they are able to re-apply to the airport after six months.

## Internal Recruitment

7.2.14 To allow local staff who have achieved employment at LCY to progress, all job roles are advertised internally. Implementation of this policy has encouraged many LCY employees to progress through the company to more senior positions.

## 7.3 Employers' Forum [6th Schedule / Part 2 / 1(b) – Page 55]

7.3.1 LCY established an Employers' Forum in 2008 which provides all employers at the airport an opportunity to engage in matters relating to local employment, sustainability, community and environment. The LCY Employers' Forum meets regularly during each calendar year. LCY also ensures that all employers recruit locally as far as practicable and advertise job vacancies through the Airport website and relevant recruitment centre (Newham Workplace). The LCY Employers' Forum met on 22 February, 26 July and 15 November 2011.

7.3.2 The following items were discussed/ presented:

- Company updates on local recruitment successes/ challenges (standing item)
- Company updates on upcoming vacancies (standing item)
- LCY website updates for all onsite companies to advertise their jobs
- Update on the 2012 Olympics and Paralympics
- Presentation on Staff Travel Survey by BDRC Continental Research Company
- Presentation on Airport Stand Replacement Project
- Update from Newham Workplace on Take off into Work

7.3.3 Attendees from the following on-site companies have participated in the meeting above:

- Aria Passenger Handling Agent
- Aelia Tax & Duty Free
- Avis Car Rental
- British Airways
- Caffè Nero
- Carlisle Cleaning
- Europcar
- Execair
- Gassan Diamonds
- Glistening Jets
- Hertz Rent A Car
- Metropolitan Police
- Nuance Tax & Duty Free
- Quay Vennards
- Securitas
- Shinecorp
- SSP
- Travelex
- UK Border Agency
- UK Power Network
- WH Smith

7.3.4 In addition, members of LBN's Regeneration Team and the East London Business Alliance's Employment Team are invited to meetings of the Forum.

## 7.4 Staff Participation [6th Schedule / Part 2 / 1(g) – Page 56]

7.4.1 LCY and its on-site partners are keen to engage in local community projects and initiatives and LCY works with on-site companies to facilitate their community engagement.

7.4.2 In 2011, LCY engaged its staff and those of companies based on-site in its community projects and initiatives via:

- LCY Employers' Forum
- London City Airport Consultative Committee
- LCY Site Email Distribution
- Posters
- "The Chronicle" Staff Newsletter, distributed to all staff on-site eight times per year
- The "Chronicle Lite" newsletter for staff of London City Airport Limited, distributed with payslips monthly
- Word of mouth campaigns with "Barnaby Bear" character, synonymous with community engagement at LCY.

7.4.3 In 2011, LCY continued its "Take off into Work" programme for long-term unemployed Newham residents, in partnership with Newham Workplace. With the aim to encourage even more local residents to successfully apply to job roles at LCY, the airport has worked in partnership with Newham Workplace and the East London Business Alliance since 2009 to deliver the LCY 'Take off into Work' programme. This programme, which runs five times per year, invites unemployed Newham residents to take part in a two week airport-specific into work training programme including workshops at the airport on topics such as airport careers, CV and interview preparation. This is then followed by a work placement opportunity lasting between two and nine weeks across a number of airport departments and other companies based on-site such as Customer Services, Ramp Services, Aria Passenger Handling Services, WH Smith, SSP, Aelia Tax and Duty Free, Europcar and Hertz. All candidates taking part in the scheme receive a guaranteed job interview at the end of their placement.

7.4.4 During 2011, 59 unemployed Newham residents gained employment through the programme, of which 50% were previously unemployed for a year or longer. A report from Newham Workplace on the performance of Take off into Work during 2011 is provided in **Appendix 15**.

## Airport Careers

7.4.5 Airport Careers is a publication providing an outline of key careers and jobs found on-site at London City Airport. The document, available on the LCY website <http://www.londoncityairport.com/careers> or in hard copy document, includes key requirements, roles and responsibilities and information to apply for each job role. The booklet was updated and re-launched in 2011 as a guide for students, job seekers and employment advisors and is a useful resource to distribute at career events and workshops attended by the airport.

7.4.6 The presence of an airport is a driver for employment on both the airport site in roles directly related to the day to day airport operation and in the local economy through direct and induced jobs.

7.4.7 A summary of the projects delivered in the areas of Local Employment during 2011 is provided below:

- Delivery of five rounds of Take off into Work – over 59 people into work in 2011
- 9 x airside airport employment tours (in addition to Take off into Work tours) – 135 people
- Redbridge Careers Fair (LBR) – over 250 jobseekers and young people

## 7.5 Training [9th Schedule / Part 3 / (d) – Page 67]

### City Interview

7.5.1 LCY has continued to offer its City Interview Training Programme for local young people who are NEET (Not in Employment, Education or Training). During 2011 engaging NEET groups proved difficult as these individuals are, by nature, not usually involved in structured local groups or networks, which led the airport to work with third parties to seek candidates to work with. During 2011, the programme which was updated with the Newham Education Business Partnership, was delivered to five groups of young people with a total of 25 participating from Landmark Training and Fight for Peace (Newham).

7.5.2 The airport continues to work with Local Authorities, community organisations and membership organisations such as the East London Business Alliance to deliver this programme.

## 7.6 Airport Job Policy [6th Schedule / Part 2 / 1(d) – Page 55]

7.6.1 To share information on the policy adopted by the airport company to fill job vacancies, the Airport Job Policy can be found at **Appendix 16**.

## 7.7 Training Programmes [6th Schedule / Part 2 / 1(e) – Page 55]

7.7.1 LCY has a comprehensive training offer available to its employees. Details of the 2011 LCY Staff Training and Development Programme are outlined below.

7.7.2 LCY is committed to investing in its staff through a wide range of learning and development activities. This commitment has continued throughout the economic downturn. Training is provided for health and safety, job specific skills and in the general competencies which provide employees with the ability to do their jobs and develop key transferable skills. The general competencies programme is based on the key 'core skills' required for the long term success of the business including training during 2011 in:

- Aviation Foundation Studies City & Guilds 2000 (Avtech)
- Recruitment & Selection
- Managing the Employment Relationship
- Appraisals & Return to Work
- Train the Trainer
- Speedwriting
- Minute Taking
- Proofreading
- Advanced Excel
- Customer Service NVQ2/Apprenticeship
- ILM Level 3 First Line Management
- Grow Your Own Leader
- Discovery Insights

7.7.3 The airport operates a specialist business in the London Borough of Newham and therefore does not expect to recruit ready-trained airport specialists such as Airfield Operations Controllers from Newham or surrounding boroughs. Consequently LCY is committed to and invests a significant amount in job-specific skills training for its staff. Initial job-specific training is often regulated by the Civil Aviation Authority or Department for Transport and LCY recognises the value of integrating core skills into this training requirement. It invests between £1,000 and £11,000 in the initial training of every member of operational staff that joins the company. Furthermore, this training must be re-visited on a regular basis throughout the time employees work in operational roles, resulting in substantial additional investment throughout employees' careers.

7.7.4 In order to ensure that local employees that do not have a background in aviation can access the theory behind the industry, a programme of distance learning accredited by City and Guilds is available to staff. In 2011, one LCY employee worked with the training provider "AVTECH 2000" to achieve their City and Guilds in Aviation Foundation Studies.

## 7.8 2010 Education Programme Updates [6th Schedule / Part 2 / 4 – Page 56]

7.8.1 LCY has built robust local recruitment practices to ensure local people are able to access employment at the airport. However, we recognise that some local residents who would like to work at the airport do not yet have the skills (basic and employability) or experience to do so. In addition, LCY understands it can be difficult for those who have not had previous experience of LCY or any other airport to be aware of the different types of jobs, careers or employers at LCY.

7.8.2 This comprehensive programme is carried out by three full-time employees working in the airport's Community Relations Team, who are in turn supported by seven Community Ambassadors. Community Ambassadors work in various departments across the airport but conduct community based activities for four hours or more per month. Furthermore, LCY actively encourages employee volunteering from its own staff and other companies based on-site to help assist with these programmes. LCY Ltd's employee volunteering policy is as follows:

*"All London City Airport Limited employees are encouraged to volunteer for charitable or community causes that form part of the airport's community programme. Each staff member is entitled to volunteer for at least one day (8 hours) per year at the company's expense, subject to agreement with their Line Manager and depending on operational requirements.*

*The London City Airport Community Programme is focused on community organisations and education establishments located closest to the airport to ensure those affected by the airport's operation benefit from its significant economic and social benefits. All employee volunteering opportunities are advertised by the Community Team by email, poster and via the Community Ambassadors. Every volunteer is eligible for consideration for the annual Employee Volunteer of the Year Award."*

## **Employee Volunteer of the Year 2011**

7.8.3 In order to recognise and celebrate the achievements of its staff, including those that have given that bit extra to the local area, the "Employee Volunteer of the Year" Award was launched. Winners receive a £300 cash reward and a trophy for the most significant contribution to the LCY Community Programme that year. By rewarding exceptional members of staff in this way, the airport hopes to encourage volunteering throughout the business and engage more employees in community outreach programmes.

7.8.4 LCY endeavours to ensure that its community programmes are delivered to a focused geographical area in London Boroughs of Newham, Tower Hamlets and Greenwich, followed by the East London Boroughs included in the Planning Agreement<sup>5</sup>. This ensures that those living closest to the airport benefit from the social and economic benefits it provides. The Programme does not solely focus on adults as LCY is a business rooted in its local area and unable to move location, so it therefore also invests in young people of primary and secondary school age. This ensures that a proactive approach to local employment is taken through engaging. LCY believes that prevention of unemployment is better than cure.

<sup>5</sup>London Boroughs of Hackney, Waltham Forest, Redbridge, Barking & Dagenham, Havering, Bexley, Lewisham, Southwark and Epping Forest District Council.



## Education Excellence

7.8.5 The LCY Education Excellence Programme delivers projects to all age groups from primary to adult education. The main themes outlined earlier in this report ensure that local people are equipped with the skills and knowledge required from business to gain employment at the Airport or elsewhere. During 2011 LCY continued its partnerships with local Education Business Partnership Organisations (EBPOs), with the airport's Community Relations Manager sitting on the Board of the Newham EBPO (NEBPO) and Advisory Group of the Greenwich EBPO<sup>6</sup>. The airport also regularly liaises with the Tower Hamlets EBPO on individual projects.

7.8.6 LCY works with a number of 'partner' schools in the local area, with which it has a long-standing and productive relationships. These partner schools are listed below:

**Table 7.1 – Partner Schools**

<b>Newham</b>	<b>Greenwich</b>	<b>Tower Hamlets</b>
Britannia Village Primary School	Linton Mead Primary School	Old Palace Primary School
Drew Primary School		Langdon Park Secondary School
Royal Docks Secondary School	Woolwich Polytechnic Secondary School and Sixth Form	
Eastlea Secondary School		
Rokeby Secondary School		
NewVic Sixth Form College		
Newham College of Further Education		
University of East London		

7.8.7 During 2011, the Community Relations Team engaged with well over 100 community, employment and educational establishments, including spending more than 1050 man hours delivering education and employment programmes and tours to almost 2400 students and adult learners.

7.8.8 The table below summarises the projects delivered in the areas of education and employment during 2011.

<sup>6</sup>Greenwich EBPO disbanded in 2011



**Table 7.2 – Education and Employment Projects**

Primary Education	Secondary Education	Further & Higher Education
<ul style="list-style-type: none"> <li>• S106 LCY Barnaby Bear Programme -14 groups, 420 young people</li> <li>• Reading Volunteers at Old Palace Primary, LBTH -80 hours</li> <li>• Sponsorship of Modern Foreign Language Award at Portway Primary school – whole school competition</li> <li>• St Luke's Primary (LBN) Business Road show for Parents – 100 adults</li> <li>• Gainsborough Primary (LBN) 'Inspirations Day' workshop -75 young people</li> <li>• St John's &amp; St James Primary (LBHackney) 'Inspirations Day' workshop -65 young people</li> <li>• Old Palace Primary (LBTH) 'Careers Workshop' -65 young people</li> </ul>	<ul style="list-style-type: none"> <li>• 'Plane Business' LCY Secondary School Programme promoted in S106 schools 2 LBN, 1 LBTH &amp; 1 LBG</li> <li>• Building Opportunities and Skills Seminars (BOSS) in 2 LBN schools - 360 students</li> <li>• Mock Interviews as part of BOSS Days</li> <li>• Getting Ahead Conference in Sir John Cass Foundation School (LBTH) -100 students</li> <li>• 4 Modern Foreign Languages Programmes for 100 students</li> <li>• Represent London Modules delivered to 4 Schools - 60 students</li> <li>• Members of the Rokeby and Eastlea School Business Support Groups (LBN)</li> <li>• 'European Languages Conference' (LBN) – 60 students</li> <li>• Lister School (LBN) 'Transition Day' event -90 students</li> <li>• Presentation on 'Importance of Customer Service' at Cumberland School (LBN)-50 students</li> <li>• Presentation on 'Importance of Customer Service' at Bow Park School (LBTH)-30 students</li> <li>• Tower Hamlets EBP's 'Future in Hospitality' Event -70 students from Morpeth, Mulberry &amp; Langdon Park School</li> <li>• Caterham High School (LBR) 'Opportunities Day' event -225 students</li> <li>• Caterham High School (LBR) 'Transition Day' event -190 students</li> <li>• 'Co-operation Ireland' Event in partnership with Cityjet for 25 students</li> </ul>	<ul style="list-style-type: none"> <li>• S106 Work experience provided to 48 students</li> <li>• 9 students participating in the S106 LCY University Prize Scheme</li> <li>• Airport volunteers attended UeL 'Employability Tips' Assessment Centre Event (LBN)-70 students</li> <li>• UeL 'Getting Down to Business' lecture delivered to Business students – 35 students</li> <li>• UeL lecture delivered by Airport Director to undergraduates - 60 students</li> <li>• City University lecture delivered by Airport Director - 40</li> <li>• fUeL Employment &amp; Training Fair- 100 students</li> <li>• Shooters Hill 'Career Fair' employability skills event -100 students</li> <li>• NewVic 6th Form College (LBN) 'Employment and Training' Fair- 180 students</li> <li>• Sponsorship of NewVic 6th Form College (LBN) Annual Awards Ceremony 'Top Language Student'</li> <li>• NewVic 6th Form College (LBN) European Language Event - 50 students</li> <li>• Redbridge EBP's '6th Form Careers Aspiration Day' Oak Park School - 10 students</li> </ul>

## 7.9 Primary Education [9th Schedule / Part 3 / (a) – Page 67]

### Barnaby Bear

- 7.9.1 The Barnaby Bear Geography Programme is one of most popular primary school workshops from the LCY Education Excellence Programme. Barnaby is a character used to engage Year Two students in learning about geography, transport and travel, and is aimed at making students think about their local geographical area, and the upcoming Olympic Games (skills and knowledge useful for employment at LCY). In 2011, the airport offered the programme to all schools south of the A13 in Newham and to its partner Primary Schools in Greenwich and Tower Hamlets.
- 7.9.2 In total, 14 Barnaby Bear workshops were delivered across seven schools, engaging over 420 students. The Barnaby Bear Programme was updated by the NEBPO late 2009 to keep the programme in line with national curriculum, and LCY has received very positive feedback from teachers to these updates.

7.9.3 The schools that benefitted from the Barnaby Bear geography programme in 2011 were:

- Hallsville Primary School (LBN)
- St Joachim's Primary School (LBN)
- North Beckton Primary School (LBN)
- Winsor Primary School (LBN)
- Gallions Primary School.(LBN)
- Linton Mead Primary School (LBG)
- Old Palace Primary School (LBTH)

### Reading Volunteers Scheme

7.9.4 The airport's emphasis on the value of basic skills is supported as early as primary age through two trained reading volunteers spending one lunchtime per week at Old Palace Primary School (London Borough of Tower Hamlets) assisting reading sessions with Year One pupils. This equated to approximately 68 hours of volunteering during 2011.

## 7.9 Secondary Education [9th Schedule / Part 3 / (b) – Page 67]

### Plane Business

7.9.1 In 2010 LCY developed a new education programme called “Plane Business” with the help of NEBPO. Plane Business uses the airport as a case study to give local students an insight into business, trade, markets and our passengers. It is aimed at year nine students, the resource meets parts of the following: KS3 Curriculum Outcomes, elements for PHSEE (economic wellbeing), 11-19 Work Related Learning Framework, Personal Learning and Thinking Skills, and Literacy objectives.

7.9.2 Efforts and on-going meetings have been made to implement and deliver this programme to the four eligible schools (Royal Docks, Kingsford, Langdon Park and Woolwich Polytechnic). Progress to deliver a pilot programme in Royal Docks is being arranged. Letters were distributed in September 2011 with follow up letters sent again on 15 November 2011. Efforts are being made to continually chase these schools to engage in the delivery of this programme.

### Getting Ahead Conferences

7.9.3 Getting Ahead is a programme organised by Tower Hamlets EBPO, based on employability skills to prepare young people for the world of work. Airport Volunteers work with a small group of young people through several workshops across a daylong conference. In 2011, Airport Volunteers engaged with over 200 students through Getting Ahead.

### Building Opportunities and Skills Seminars (BOSS Days)

7.9.4 LCY continues to support the NEBPO organised “BOSS” Days which are delivered in almost every secondary school in Newham. The seminars give students in Year Ten the opportunity to spend the whole day considering jobs and careers. LCY volunteers attended two BOSS Days in 2011, delivering workshops to over 300 students on topics such as first impressions, aspiration building, application form completion and interview technique.

## LCY Modern Foreign Languages Programme

- 7.9.5 The LCY Modern Foreign Languages Programme is highly popular amongst local schools. In order to demonstrate the links between the curriculum and working environment, LCY has developed modules for students studying modern foreign languages (MFL).
- 7.9.6 The LCY MFL Programme lasts for two hours, providing students with the opportunity to meet airport employees who use their own language skills in the workplace. During the session, students receive an airport tour in their relevant language, a presentation from staff, and are able to practice their language skills through role play and written exercises. This programme has been developed to meet all key areas of language development: speaking; listening; reading; and writing. In 2011, the airport delivered 4 MFL programmes to schools in the London Boroughs of Newham, Tower Hamlets and Greenwich (60 students).

## 7.10 Work Experience [6th Schedule / Part 2 / 1(h) – Page 56]

- 7.10.1 In 2011 LCY partnered with the NEBPO to administer and manage the airport's work experience programme to ensure that those eligible to participate were considered fairly. NEBPO administers the work experience programme, which provides a one week taster experience to a student, 48 weeks every year. Students participating in the programme gain experience in the main airport departments of Airfield Operations, Finance, Customer Services, Business Development and the Jet Centre. The work experience programme is open to all students aged 16 years or over, living in local boroughs around the airport, with specific focus on students within the London Borough of Newham.
- 7.10.2 In 2011, 48 students carried out work experience at the airport. One week placements were offered to a minimum of 40 residents of Newham and for a minimum eight residents of Bexley, Barking & Dagenham, Greenwich and Tower Hamlets.
- 7.10.3 Students participating in work experience at LCY during 2011 lived in the following areas:
- Newham – 40
  - Bexley – 2
  - Barking & Dagenham – 2
  - Greenwich – 2
  - Tower Hamlets – 2

## 8 Surface Access

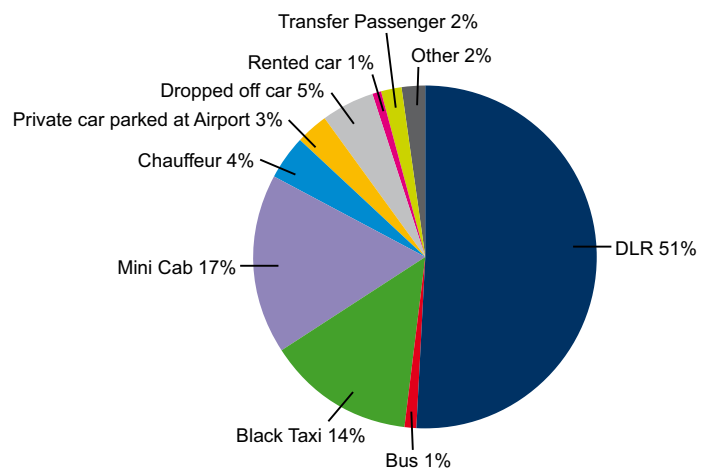
### 7.11 Higher Education [9th Schedule / Part 3 / (c) – Page 67]

#### University Prize Scheme (UPS)

- 7.11.1 The LCY University Prize Scheme currently provides £2,000 per year for three years to nine students, three from Newham, two from Tower Hamlets and four from Greenwich. Advertising and application packs are distributed annually to all further education establishments in Newham, Tower Hamlets and Greenwich, and students are invited to apply to the airport, giving reasons why they believe they should receive the prize.
  - 7.11.2 Young people participating in the UPS not only receive financial assistance, but also an airport management mentor, paid work experience placements and access to the airport's employee development training courses.
  - 7.11.3 In June 2011, LCY placed advertisements in local newspapers in the London Boroughs of Newham, Tower Hamlets and Greenwich to seek three new recruits to the UPS. Copies of the advertisements placed can be found in **Appendix 13**.
  - 7.11.4 Following a selection process, two students from Greenwich and one from Tower Hamlets were selected and commenced a university degree course in September 2011.
  - 7.11.5 Also in 2011, three of the nine students participating in the scheme graduated from their degree courses and an event to celebrate their success was held at the Airport in August 2011.
- 8.1 Surface Access Statistics

- 8.1.1 The operation of the airport has enticed developers of public transport links to establish fixed services in the Royal Docks for the benefit of airport passengers and local people. The Docklands Light Railway "City Airport Rail Extension", which opened in 2005 continues to remain the single most popular mode of transport for air travellers to access the airport.
- 8.1.2 Surface access statistics for 2011 are summarised in Figure 8.1 below and demonstrate that during 2011, 66% of passengers travelled to the airport using London public transport, including Transport for London Licenced Black Taxis.

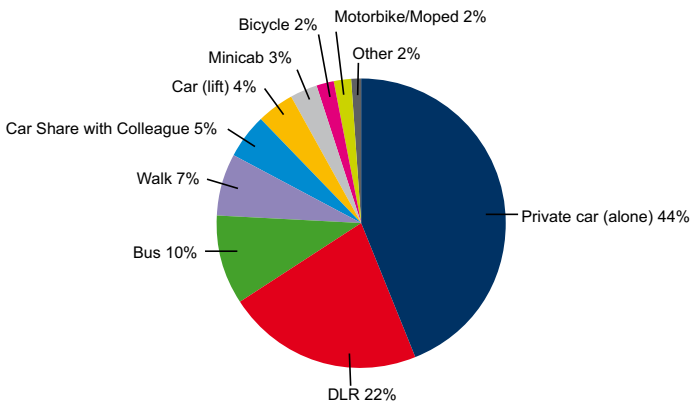
**Figure 8.1 – 2011 Passenger Surface Access Statistics**



8.1.3 During 2011, the airport undertook a staff travel survey (see Appendix 17), in which 514 employees from 41 different companies onsite took part. This represents a sample of 24%.

8.1.4 The survey showed that 44% of respondents use a private car (alone) to drive to work, a reduction of 15% from the 2009 survey. A break-down of the results for staff last mode of transport from the 2011 staff travel survey can be found in Figure 8.2.

**Figure 8.2 - 2011 Staff Surface Access Statistics**



## 8.2 Travel Plan [6th Schedule / Part 1 / – Page 53]

8.2.1 To support LCY in reducing the impact of air passengers and airport staff on the local road network, and in line with the requirements of the Planning Agreement, LCY has developed a Travel Plan focused on increasing the use of sustainable transport methods to access the airport site. The Travel Plan was approved by the London Borough of Newham on 14 February 2011.

8.2.2 Following approval of the Travel Plan, London City Airport appointed a Travel Plan Coordinator and implemented the Travel Plan in the period February - August 2011. The Travel Plan can be found on the airport website: <http://www.londoncityairport.com/visitingtheairport/GettingHere> and the Consultative Committee website: <http://www.lcacc.org/access/index.html#Green>.

8.2.3 The Travel Plan is a living document which is continually implemented and considered at the airport with the leadership of the Travel Plan Coordinator. The specific actions undertaken to implement the Plan during 2011 are outlined below.

## 8.3 Implementation of the Travel Plan

### 8.3.1 Travel Plan – Management

- **Objective: Appoint a Travel Plan Coordinator**

The LCY Travel Plan Coordinator during the period February – October 2011 was Kellie Heath, who performed this role as part of her responsibilities as LCY Community Relations Executive. Kellie was promoted to a new role at LCY in October and her successor, Anthony Angol, became the Travel Plan Coordinator in October 2011.

- **Objective: Provide information regarding Travel Plan to other companies on site**

A Travel Plan briefing and subsequent updates were given in the LCY Employers' Forum meetings on 22 February, 26 July and 15 November 2011. These briefings and updates included details of and encouragement to participate in, the 2011 Staff Travel Survey.

- **Objective: Each individual employer onsite appoint member of staff to be point of contact with Travel Plan Coordinator**

During the LCY Employers' Forum meetings of 8 October 2010 and 22 February 2011, employers were asked to provide the name and contact of named contact who would act as the Travel Plan Champion for their company. There are currently 29 Travel Plan Champions with whom the Travel Plan Coordinator communicates key Travel Plan messages.

- **Objective: Any renewed or new lease arrangements to include clause requiring that tenants liaise with Travel Plan Coordinator, adhere to Travel Plan and agree to participate in and promote travel surveys**

From April 2011, the following clauses were added to all new and renewed leases and concession agreements for the airport operational site:

'The Tenant shall take part in the Travel Plan process and as such shall liaise with the Travel Plan Coordinator as directed by the Landlord, and adhere to the Travel Plan and agree to participate in, and promote, travel surveys.'

- **Objective: Different methods of marketing the Travel Plan will be employed to maximise the impact of the different measures implemented**

Emails regarding the LCY Travel Plan and its initiatives were distributed to all staff onsite regularly during 2011, along with hard copy posters which were produced and displayed across the airport site in all staff areas. The staff newsletter 'The Chronicle' and LCA Ltd (airport operator) staff payslip newsletter 'Chronicle Lite' was used to provide Travel Plan updates and promotions on travel schemes in place. Updates were also given in LCA Ltd Staff Association meetings, which are monthly meetings involving staff representatives from all departments, as well as updates in the LCY Employers' Forum.

- **Objective: Induction Packs will be provided on commencement of employment to new employees and retrospectively to existing employees**

Induction packs were distributed to all new LCA Ltd staff during 2011 during the initial induction training session. This pack includes contact details for the Travel Plan Coordinator, the schemes & initiatives in place and a copy of the LCY Travel Plan.

- **Objective: Provision of information on alternatives to the car via a number of mediums**

Information on the LCY Cycle to Work Scheme and Docklands Light Railway promotions were made available to staff on a regular basis during 2011:

- DLR promotions and ticket information available at LCY Information Desk;
- LCY Cycle to Work leaflets attached to payslips 27/07/11;
- LCY Cycle to work posters distributed around site and displayed in communal areas during July and August 2011;
- Agenda item on Employers' Forum 22/02/11, 26/07/11 and 15/11/11;
- Agenda Item on Staff Association 27/07/11;
- Emails to all staff promoting LCY Cycle to Work Scheme sent 03/05/11, 27/05/11, 07/07/11, 26/07/11;
- 'Walk to Work' posters distributed via hard copy posters to all staff on site 22/08/11.

- **Objective: Information to be displayed prominently within the airport and in Communal Staff areas**

Staff Notice Boards are available in each department across the site. Email and hard copy posters advertising Travel Plan initiatives were distributed amongst administration staff and in all communal areas during 2011 (see dates above).

In addition to the above, Transport for London's 'Itrace' Travel Plan Site Survey was completed and submitted 4th May 2011, providing site wide data relating to staff travel behaviours, site data and modal information.

Liaison and cooperation with other Travel Plan coordinators located in the local area was initiated in order to coordinate measures, efforts and initiatives. Talks are on-going in 2012 with Tate & Lyle, the Excel Exhibition Centre and UeL.

### 8.3.2 Travel Plan – Mode of Transport Objectives for Passengers and Staff

The Travel Plan includes objectives for each mode of transport available at the airport, with the aim of promoting sustainable modes and incentivising staff to think about their journeys to and from the airport site. Modal objectives are split into four categories; Car, Taxi, Cycling/Walking and Public Transport.

#### Car

- **Objective: To restrict the number of staff driving to the site by single occupancy car and continue to promote the use of non-car modes of travel to and from the site**

In order to reduce the number of staff travelling to and from the site by single occupancy car, LCY has encouraged the use of more sustainable modes of travel to the airport through regular communication of the benefits and details of alternative modes to staff.

The results of the 2011 Staff Travel Survey undertaken in August and September 2011 are included in Appendix 17 and demonstrate that the percentage of airport staff that drive to work alone in 2011 had fallen to 44% from 59% in 2009 (baseline).

- **Objective: Continue to monitor car park charges on-site to encourage airport passengers to use public transport**

Car Park charges are reviewed by LCY on an annual basis. In January 2011, charges rose by 5% to encourage passengers to find alternative modes of transport. Feedback and complaints are regularly monitored to ensure that service can be provided for those without practical access to public transport. Prices were also monitored on a quarterly basis by the LCY Travel Coordinator.



- **Objective: Set up an informal car share database for all employees**

Research into the demand for an informal car-share during 2011 demonstrated that there is currently not significant demand for a car-share database. The 2011 Staff Travel Survey showed that 5% of staff car share with a colleague. Staff Representatives in the LCY Staff Association were asked during 2011 for feedback to the Travel Plan Coordinator on what they would like to see from a staff car share scheme. To date there has been no response, however LCY intends to pursue this again during 2012 to monitor appetite for such a scheme.

- **Objective: Provision of Guaranteed Ride Home Scheme (GRHS) in event that car share ride falls through**

The car share scheme was not implemented during 2011 and as such a GRHS was not required.

- **Parking in Local Streets:** In addition to the actions listed above, posters discouraging staff from parking in local streets, and thus minimising the effect on local communities, were distributed among staff and made available on all staff notice boards on 30th August 2011.

## Taxi

- **Objective: Increase efficiency of this mode (taxi) of travel by increasing occupancy of taxis travelling to and from site at peak times**

The appointment of a Taxi Coordinator was made by LCY to ensure availability of taxis and coordination of passenger loading/queue management in peak hours. The Taxi Coordinator encourages efficient use of taxis departing the airport site.

- **Objective: Continue to monitor level of demand for taxi share scheme**

In anticipation of the approval of the Travel Plan, a question regarding the demand for a taxi share scheme was asked in the quarterly LCY Customer Satisfaction Survey in September 2010. Results indicated that only 33% of passengers said 'Yes' to the likelihood of using a shared taxi scheme, with 35% indicating that they would not use such a scheme. 32% indicated they would 'maybe' use such a service. A question was also asked in the 2010 LCY Taxi Survey (see below) regarding a possible taxi share scheme with results indicating that 40% of taxi users would not use such a scheme. LCY will continue to monitor the level of demand for such a scheme.

- **Objective: Taxi occupancy rates will be monitored**

In anticipation of the approval of the Travel Plan, a Taxi Survey was conducted at LCY in October 2010 however occupancy rates were not included in the survey. LCY intends to carry out a taxi survey in 2012 which will record occupancy rates.

## Cycling and Walking

- **Objective: The environmental and health benefits of walking and cycling to work will be emphasised to staff**

During 2011, a 'Walk to Work' week initiative was promoted to all staff across site, with some LCY signing up to the online membership of the scheme. Emails and posters were distributed across the site to encourage all staff to take part in the walking initiative 3rd May 2011. Furthermore, posters promoting the benefits of walking to work were distributed to all staff onsite and placed on staff notice boards 22nd August 2011.

- **Objective: Formation of walking/cycling clubs will be considered**

LCY made an application to the 'Walk to Work' charity on 8th July 2011 in order to become part of the initiative and receive funding in order to further promote walking to and from the workplace. Unfortunately this application was unsuccessful however LCY continues to monitor the level of demand for walking and cycling clubs in its Staff Travel Survey. Results from the 2011 Staff Travel Survey indicate that 73% of staff would never be encouraged to walk to work (with 61% stating that they live too far from the airport site to walk to work).

- **Objective: Investigate discounts for employees with local cycle shops and potential for holding cycle maintenance workshops**

A Cycle to Work Scheme (cycle and cycle equipment interest-free loan) managed by the LCY Human Resources Department, including discounts from Halfords Cycle Store has been in place at LCY for a number of years. The Scheme, including the Halfords Discount scheme, was promoted to all staff via email and hard copy posters 7th July 2011. LCY Cycle to work leaflets were attached to LCY staff payslips 27th July 2011, and the poster was featured in the August 2011 edition of 'The Chronicle', available to all staff onsite at the airport.

- **Objective: Encourage employers to offer employees interest free loan for purchase of cycle and relevant safety equipment**

Promotion of the LCY Cycle Loan Scheme to other companies operating at the airport has been undertaken through communication with the Travel Plan Champions. Onsite employers were also updated in the Employers' Forum (22/02/11, 26/07/11 and 15/11/11) on LCY's Cycle to Work Scheme and encouraged to think about their current offer to staff with regard to sustainable travel. To date no other employer has implemented such a scheme at LCY.

- **Objective: Availability of showering and changing facilities onsite for LCY Staff. Encourage Employers onsite to make arrangements for their own staff welfare in regard to availability of showering and changing facilities**

Showering and changing facilities are currently available onsite in City Aviation House, the Ledger Building, Fire Station and Jet Centre. Promotion of these facilities distributed via email, hard copy posters and leaflets to all staff onsite – 7th July 2011. Onsite employers were updated in the Employers' Forum (22/02/11, 26/07/11 and 15/11/11) on LCY's Cycle to Work Scheme and encouraged to think about their current offer to staff with regard to sustainable travel. To date, no other employers onsite have approached the airport to consider installing their own showering or changing facilities.

- **Objective: Cycle routes and other cycling information provided on notice boards and induction packs**

Cycle Maps 7 & 8 for the local area were obtained from TfL and staff were made aware that these were available from the LCY Travel Plan Coordinator, via the LCY Cycle to Work leaflet and this is shared with staff as part of the Induction Training Session.

Furthermore, during 2011 lockable bike cages were installed and promoted to in October 2010. An email was sent to all staff on-site regarding key deposit scheme 28th September 2010. The scheme is also promoted via the LCY Cycle to Work scheme leaflet. During 2011, 23 staff onsite applied for a key to the bike cages. Staff were also sent an email regarding cycle safety sessions and free cycle marking available from the Met Police on 26 July 2011. The Travel Plan Coordinator also communicated to staff onsite that i-Cycle, a MIND and London Borough of Newham initiative was taking place during May 2011.

## Public Transport

- **Objective: Encouragement of airlines to promote the DLR on-board flights**

During 2011, discussions took place between LCY and TfL regarding possible Oyster sales on board. Whilst these talks are still on-going, LCY will continue to encourage airlines to partake in such a scheme.

- **Contact numbers and web details for various transport providers and service prominently displayed on notice boards**

Such information is available to all staff and passengers at the LCY Terminal Information desk. Live information display screens displaying real time DLR service times are also provided in the Arrivals Halls for passengers, with public transport options and contact numbers displayed.

- **Objective: To encourage and offer LCY Ltd employees the provision of season ticket loans**

An email and poster were distributed to all LCY staff on 1st August 2011 advertising the season ticket loan scheme. Hard copy posters were also distributed and placed on staff notice boards within communal areas.

Objective: Investigate possibility of early start times for public transport

During 2011 LCY continued to lobby the DLR and TfL for earlier public transport start times through participation in the Canary Wharf Transport Forum and also on-going meetings with TfL/DLR

### 8.3.3 Travel Plan - Monitoring & Review

Objectives in place for 'Monitoring & Review' ensure the effectiveness of the LCY Travel Plan and set out a clear timeline for regular monitoring to measure current and changes in staff travel behaviours. Future Travel Plans may also be updated based on feedback received from staff.

- **Objective: To monitor travel behaviour of employees and passengers on a regular basis**

The Staff Travel Survey was undertaken in August and September 2011. Passenger travel behaviours are monitored on a quarterly basis via 'Customer Satisfaction Surveys' which are conducted in the airport departure Lounge by BDRC Continental, an independent research company. Results are presented quarterly to LCY Management staff.

- **Objective: The Travel Plan will be monitored annually on the anniversary of the initial employee baseline travel survey. The baseline survey represents the start of the Travel Plan for monitoring purposes and is known as 'Year 0'**

The baseline survey was undertaken in 2009 and shared with the LBN through meeting with the Airport Monitoring Officer and an Officer from the Transportation Team.

- **Objective: Results of any monitoring will be reported back annually and discussed with officers of the London Borough of Newham**

The results of the 2011 Staff Travel Survey can be found at Appendix 17.

- **Objective: Review of targets and measures to show whether targets are being met and whether measures implemented are having the desired effect on employee/passenger travel (2011/2012)**

LCY plans to meet with LBN Officers during 2012 in order to review the targets and measures of the Travel Plan to consider the above.

- **Objective: Second Review involving full and comprehensive review of travel plan in 2013 involving complete update of travel plan document to account for future growth**

This action is to be undertaken in 2013.

# 9 Environmental Complaints/Enquiries

## 9.1 Report of any Complaint or Action in Summary in Preceding Calendar Year [3rd Schedule / Part 7 / 2 (c) – Page 35]

9.1.1 The annual incidence of environmental complaints and enquiries to the airport remains very low at less than one complaint per thousand aircraft movements per year. This remains one of the lowest airport complaint incidence rates in the UK.

9.1.2 LCY reports environmental complaints and enquiries to the Airport Consultative Committee as part of the quarterly Airport Environment Report.

9.1.3 A total of 43 environmental complaints regarding LCY's operation were received during 2011 (compared with 55 in 2010 and 74 in 2009). In addition, 24 environmental enquiries relating to LCY were received during 2011 (compared with 39 in 2010 and 33 in 2009) and 19 complaints and 2 enquiries (21 total) regarding aircraft operating from/to other airports were received during the same period (compared with 13 in 2010 and 21 in 2009).

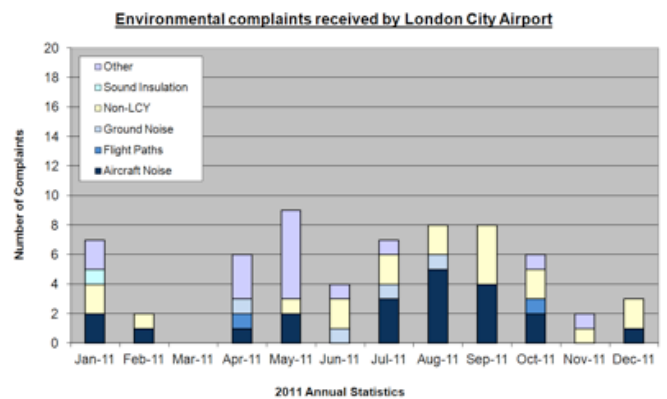
9.1.4 Of the 43 LCY complaints received:

- 21 were related to aircraft noise at LCY;
- 2 were related to flight paths;
- 4 were related to ground noise;
- 1 was related to the airport's Sound Insulation Scheme; and
- 15 were related to other environmental matters such as alleged TV signal interference, waste disposal etc.

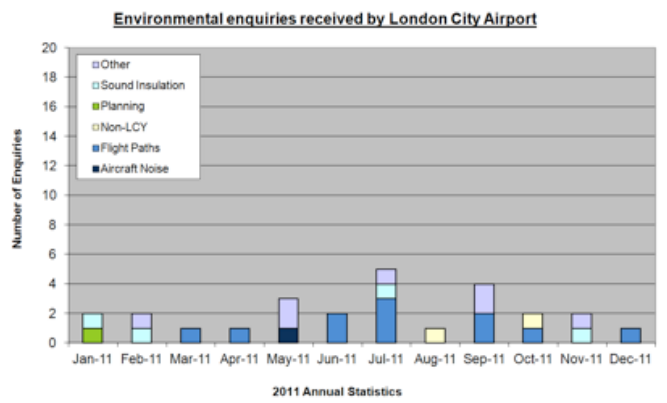
9.1.5 A summary of environmental complaints and enquiries for the 2011 calendar year is provided in Figures 9.1 and 9.2 below. All complaints have been investigated in accordance with LCY's environmental complaints procedure and reported in detail to LBN within 15 days of each complaint being made.

9.1.6 Further details of environmental complaints received can be found on the London City Airport Consultative Committee (LCACC) website (<http://www.lcacc.org>).

**Figure 9.1 – Summary of 2011 Environmental Complaints**



**Figure 9.2 – Summary of 2011 Environmental Enquiries**



# 10 Financial Contributions

10.1.1 LCY has a schedule of financial contributions towards local initiatives that it will make over the life of the Planning Agreement.

10.1.2 The following contributions, which totalled £968,404.27, were made to LBN during the 2011 calendar year:

- **3rd Annual Monitoring Payment – £61,135.16 on 1 July 2011**  
[6th Schedule / Part 6 / 2 – Page 58].
- **Education and Training Contribution – £99,529.51 paid on 1 July 2011**  
[6th Schedule / Part 2 / 3 (c) – Page 56].
- **Community Projects Contribution – £647,739.60 paid on 1 July 2011**  
[6th Schedule / Part 3 / 1 (c) – Page 57].
- **Landscape Contribution - £160,000 paid on 23 December 2011**  
[6th Schedule / Part 8 – Page 59].

# 11 Other Matters

## 11.1 Judicial Review Claim

- 11.1.1 A claim for judicial review against LBN's decision-making process was lodged by Friends of the Earth Justice Centre on behalf of Fight the Flights in September 2009. This was finally determined on 15 June 2011 with the airport's 2009 planning permission being upheld.
- 11.1.2 In accordance with the wording of the Planning Agreement, the effect of the judicial review claim was to suspend the dates by which any investigation/ study/ report/ scheme/ strategy was required to be submitted to LBN for approval with the unexpired part of such period not resuming until the date on which the claim had been finally determined, provided that if the unexpired period is less than six months, that period shall when it resumed be extended to six months [Clause 8.12 (b) and (c) – Page 21].
- 11.1.3 Notwithstanding this, wherever possible, LCY continued to progress with such matters in accordance with the timescales set out in the Planning Agreement.

## 11.2 Wake Turbulence Study [7th Schedule / Part 1 – Page 60]

- 11.2.1 On 7 January 2011, LCY submitted the Wake Turbulence Study to LBN for approval. The study investigated any damage arising to buildings surrounding the airport as a result of wake turbulence (only two incidents are known to have occurred in respect of LCY) and proposed a claims handling procedure to handle any claims for compensation arising from such damage. LBN approved the study on 13 September 2011.

## 11.3 Value Compensation Scheme [7th Schedule / Part 2 – Page 60]

- 11.3.1 The draft Value Compensation Scheme (VCS) was submitted to LBN for approval on 2 June 2010. Comments were subsequently received from LBN on 19 September 2010 and a revised draft VCS is intended to be submitted to LBN for approval in due course.





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