

Annual Performance Report 2023



01 June 2024

Chief Executive Foreword

Thank you for taking the time to read London City Airport's Annual Performance Report (APR). This report provides a review of the airport's planning compliance in 2023 and how we performed against our environmental and operational controls.

While previous APRs spoke about the unprecedented impact of the pandemic on aviation, the sector is continuing its path to recovery. Despite a challenging economic environment, demand for air travel remains resilient and London City Airport has continued to see year-on-year growth since the pandemic.

I am proud to report in the 2023 APR Report that, once again, there were no reported issues of non-compliance. This is the seventh year in succession that the airport has reported full compliance with the CADP1 permission.

We are continuing to closely monitor the extent and profile of our recovery and growth and will keep this under review ahead of making any further decisions on when construction of the CADP1 scheme will re-commence.

During the year, we continued to operate within all controls on noise and air quality. We also remain committed to maintaining our strong environmental performance and have made progress against our targets and commitments for becoming a zero-waste airport and increasing the number of passenger journeys to-and-from the airport by sustainable travel modes.

As part of our drive to cut carbon emissions, our operations have maintained carbon neutral status through the Airport Carbon Accreditation (ACA) programme and our Level 4+ (Transition). Similarly, we have continued to make good progress in maintaining the

reduction of carbon emissions for which we are directly responsible (Scope 1 and Scope 2), despite year-on-year growth in passenger numbers. Specifically, our carbon emissions have shown a significant decrease compared to our 2018 baseline figures, with 2023 demonstrating a 45% reduction in Scope 1 emissions since that time.

Last year, we were proud to once again achieve the UK's highest percentage of passenger journeys to-and-from the airport made by sustainable transport modes. This included a 5% increase in the use of the Docklands Light Rail (DLR) and a 4% reduction in staff driving alone to work, which was aided by the introduction of our new carshare scheme. We are continuing to work with partners to enhance train and bus connections to the airport to promote the use of public and sustainable transport modes for our passengers and staff.



In terms of staff, the number of LCY employees as well as Onsite Partner employees grew. Of these new recruits, 30% of LCY employees lived in Newham and 69% lived in the local area.

We have continued to place significant importance on supporting our local community through charitable initiatives, education and employment programmes, and business opportunities. We built on the continued success of our annual Community Fund, which provides £75,000 every year to support projects that deliver significant and positive change in diverse, inclusive communities across east London. Last year, we went even further, donating a total of £86,000 to 20 organisations, including Salaam Peace, West Silvertown Community Foundation, Powerhouse for Women and the Helping Disabilities Trust. £50,000 of this funding went directly to support local foodbanks in light of the cost-of-living crisis. Since launching in 2019, the fund has awarded over £435,000 in grants to more than 135 local charities and not-for-profit organisations.

In addition, our new biodiversity fund invested £50,000 to support vital local projects, including greening local schools and making improvements to the River Roding.

As part of our commitment to support local schools, we hosted our annual STEM in Aviation event for over 500 east London students to learn about careers in aviation. The theme of the event was 'fuelling our future', focusing on the production and use of alternative fuels, including green hydrogen and Sustainable Aviation Fuels (SAFs) to help decarbonise the aviation sector. We

worked alongside a range of businesses including British Airways CityFlyer, Boeing, GKN Aerospace, AtkinsRéalis, UK Power Network Services, NATS and Accenture.

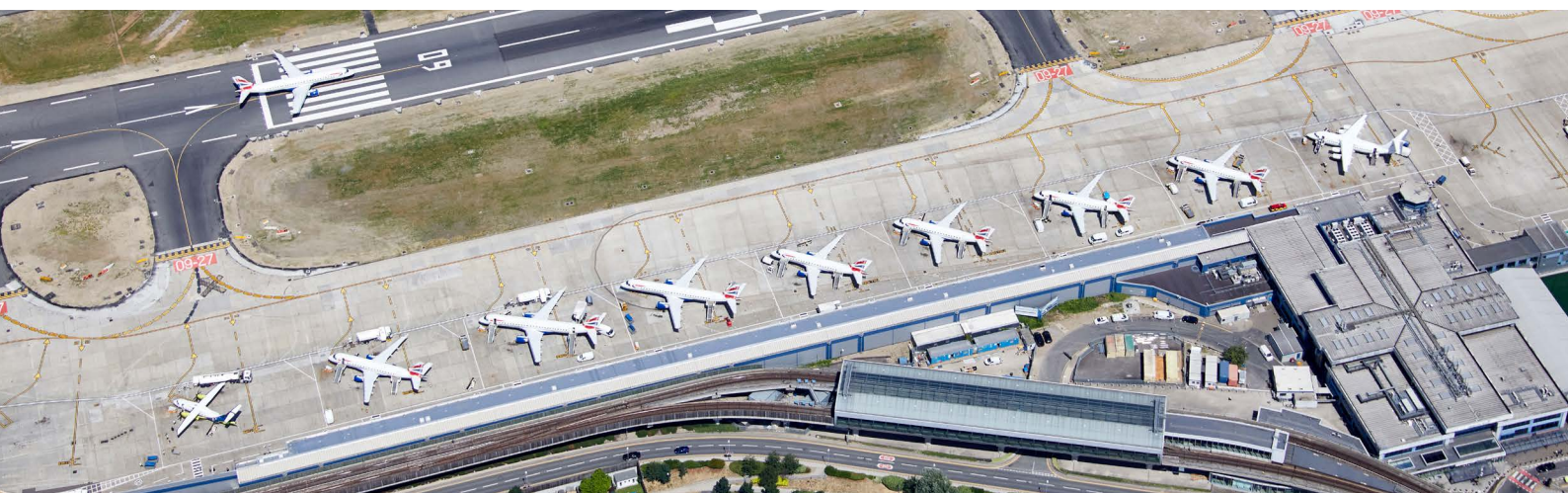
In addition, last year we signed a Memorandum of Understanding with the University of East London (UEL) to enhance jobs, research and skills in the local area. Through this partnership, we offered four paid internships to UEL students to support their education and employability to provide them with the chance to work across and learn about different parts of the airport, including sustainability and community engagement.

To support local businesses, we held our annual Meet the Buyer and East London Business Summit, one of the leading procurement events in the area where we connected over 150 SMEs to larger organisations and enabled them to learn about tender opportunities and build connections. This resulted in £2.9m worth of contracts generated, meaning we have now helped to generate more than £10m overall for local businesses since we started the annual event in 2018.

At the time of writing this APR, we are expecting a busy summer in 2024. Alongside this, we look forward to building on our success in supporting our staff, local community and environment through new and existing initiatives and programmes.

Thank you again for taking the time to read the report.

Alison FitzGerald, Chief Executive Officer



Contents

1 Introduction

- 1.1 The CADP1 Permission
- 1.2 CADP1 APR Requirements
- 1.3 Airport Recovery Post COVID-19
- 1.4 2023 Annual Performance Report

2 Environment

- 2.1 2023 Headlines
- 2.2 Aircraft Noise Categorisation Scheme
- 2.3 Noise Management and Mitigation Strategy
- 2.4 Incentives and Penalties Scheme
- 2.5 Ground Noise and Ground Power
- 2.6 Air Quality
- 2.7 CADP1 Sound Insulation Scheme and Purchase Scheme
- 2.8 SIS Performance
- 2.9 Neighbouring Authority Agreement
- 2.10 Sustainability and Biodiversity
- 2.11 Environment Complaints/Enquiries

3 Employment, Local Procurement and Education

- 3.1 2023 Headlines
- 3.2 LCY Employees
- 3.3 Onsite Employment
- 3.4 City Airport Development Supply Chain Opportunities
- 3.5 CADP1 Procurement & Contractors
- 3.6 Community Engagement & Opportunities
- 3.7 Employer's Forum
- 3.8 Employment, Local Procurement Initiatives

4 Surface Access

- 4.1 2023 Headlines
- 4.2 Passenger Travel
- 4.3 Staff Travel
- 4.4 Construction Traffic Management
- 4.5 Travel Plan
- 4.6 Surface Access Initiatives
- 4.7 Airport Transport Forum

5 Financial Contributions & Payments

- 5.1 2023 Headlines
- 5.2 Claims Under the Planning Agreement Compensation Schemes
- 5.3 Wake Turbulence

Annexes

- Annex 1:** Summary of CADP1 APR Requirements & References
- Annex 2:** Noise Management and Mitigation Strategy (NOMMS) Report
- Annex 3:** Aircraft Noise Categorisation Scheme (ANCS) Report
- Annex 4:** Community Fund 2023 Awardees
- Annex 5:** Annual Air Quality Monitoring Report
- Annex 6:** Air Quality Action Plan Progress Update
- Annex 7:** Sustainability and Biodiversity Strategy Update
- Annex 8:** List of Employers Onsite and CADP1 Contractors
- Annex 9:** Our Newham Work Statistics 2023
- Annex 10:** LCY Employment Policy
- Annex 11:** Employee Travel Survey
- Annex 12:** Travel Plan Measures Update

Figures

- Figure 2.1** 2023 Quota Count comparison with 2024 Quota Forecast
- Figure 2.2** Noise Contour Forecast for 2024
- Figure 2.3** Summary of London City Airport Community Fund benefits
- Figure 2.4** LCY Complaints Received in 2023
- Figure 2.5** Number of correspondents and individuals by area
- Figure 3.1** London Borough of Newham, and the Local Area

Tables

- Table 2.1** Annual Mean NO2 Concentrations for 2018–2023
- Table 2.2** Summary of Eligible Properties under 2022 and 2023 APRs
- Table 2.3** Number of Correspondents and Individuals by area
- Table 4.1** Summary Passenger Travel Statistics
- Table 4.2** Staff Travel Survey Mode of Transport to Work Results
- Table 5.1** CADP1 S106 Planning Agreement Financial Contribution 2017–2023

1 Introduction

1.1 The CADP1 Permission

1.1.1

The City Airport Development Programme (CADP1) planning permission is the current operational consent at London City Airport (the Airport or LCY) and includes a comprehensive set of controls including 97 conditions and over 100 Section 106 obligations (the Planning Agreement), which cover a variety of issues including operations, construction mitigation, environment, employment, surface access and a programme of regular reporting.

1.1.2

The CADP1 permission was granted in July 2016 by the Secretaries of State for Communities and Local Government and Transport and allows for new airfield infrastructure, extended passenger facilities and up to 111,000 Air Transport Movements (ATMs) per year.¹



1.2 CADP1 APR Requirements

1.2.1

The CADP1 permission requires the submission of an Annual Performance Report (APR) to the Local Planning Authority (LPA) by 1 June each year in respect of performance and compliance with the CADP1 permission in the preceding calendar year. Reasonable endeavours to ensure publication on the website of the London City Airport Consultative Committee (LCACC) by 30 June are also required. The full reporting requirements for the APR under the CADP1 permission are listed at Annex 1.

1.2.3

As well as quarterly reporting of specific operational and noise performance data, the CADP1 permission requires a rolling programme of compliance meetings with the LPA to monitor and report planning compliance throughout the year.

1.2.2

In November 2023, a new website for the LCACC was launched, which included a rebranding to LCYCC. The LCYCC continues to serve the legal role and purpose of the LCACC. The acronym LCYCC is used throughout this report instead of LCACC.

1.2.4

The quarterly reviews are supported by a number of technical working groups which meet regularly to track progress on more detailed matters of compliance including environment and operations, surface access, construction, education and employment.

¹ The previous permission and associated Planning Agreement fell away upon triggering the CADP1 permission in October 2017. The saved provisions from the 2009 Agreement are set out in Clause 10 of the new CADP1 S106 Planning Agreement.

1.3 Airport Recovery Post COVID-19

1.3.1

The 2020 to 2022 APRs recorded the unprecedented and severe impacts caused by the COVID-19 pandemic on the Airport and wider aviation industry, as well as the gradual recovery once travel restrictions were lifted.

1.3.2

In 2023, passenger numbers at LCY continued to improve from the years prior, which reflected a continued recovery in passenger numbers relative to 2021 and 2022. In total, more than 3.4 million² passengers used the Airport in 2023, representing around 67% of pre-pandemic levels. Following some temporary deferrals and bespoke arrangements during the pandemic, all regular compliance reporting resumed in 2023, with the exception of construction as the CADP1 build remains on hold pending further recovery of passenger numbers.

1.3.3

The Airport continues to monitor the extent and profile of recovery from the pandemic with no decision yet taken on when construction of CADP1 scheme will restart. A number of non-material amendments to the CADP1 permission have been approved by LBN to date. Additionally, in December 2022, the Airport submitted an application to make some minor material changes to the CADP1 permission, namely to amend operating hours on Saturday and increase the annual permitted passenger throughput. That application was refused by LBN in July 2023 and subsequently appealed by the Airport. At the time of writing this APR, a decision is awaited from the joint Secretaries of State for Transport and Levelling Up, Housing and Communities.

1.3.4

The status of the appeal does not affect the compliance reported in this APR, which is based on the existing CADP1 permission only.

² A total of 3,417,924 passengers were reported by airport over the 12 months to December 2023.



2023 Annual Performance Report

1.4.1

This Annual Performance Report details that in 2023 there were no reported issues of non-compliance with the City Airport Development Project permission. This is the seventh year in succession that the Airport has reported full compliance with the CADP1 permission³.

1.4.2

The structure and reporting requirements of the 2023 APR were reviewed and agreed in writing by LBN between February and May 2024.

1.4.3

As no CADP1 construction took place in 2023 it was agreed with the Local Planning Authority (LPA) that there was no requirement to have a section on CADP1 construction in the 2023 APR.

1.4.4

A draft of the 2023 APR was provided to LBN for review in April 2024. A number of comments were received from LBN and, where appropriate, these have been addressed in the final APR which was submitted to LBN on 31 May 2024, and is available to download from the Airport's website and LCYCC website from 30 June at the following links:

- <https://www.londoncityairport.com/corporate/corporate-info/reports-and-publications>
- <https://www.lcycc.org/meetings-and-reports>

1.4.5

The APR focusses on reporting key headlines across four themes:

- Environment (Section 2);
- Employment and Local Procurement (Section 3);
- Surface Access (Section 4); and
- Financial Contributions and Payments (Section 5).

1.4.6

Additional information on the Airport's ongoing community engagement programme can also be accessed via the following link:

- <https://www.londoncityairport.com/corporate/our-community>

³ The LPA did note an alleged minor compliance issue relating to 2018, which was disputed by the Airport and the matter since closed.

2 Environment

2.1 2023 Headlines

2.1.1

Aircraft Movements

In 2023 the Airport handled around 52,000 Air Transport Movements (ATMs)⁴, compared to around 46,000 ATMs in 2022 and 83,000 ATMs in 2019. All movements fell within the permissible movement limits and times and complaints remained very low at 6 per 1,000 aircraft movements.



2.1.2

Aircraft Noise Categorisation Scheme (ANCS)

The Airport operates under a daytime noise quota count system, mirroring the approach adopted by other UK airports to control noise at night. London City is one of the only UK airports to use this method for daytime flights. A quota count is allocated to each aircraft based on certified noise levels. The quota count for 2023 was 9,957 against an annual limit of 22,000 and a limit of 742.5 in a week. All aircraft operated within these limits during the year, and further details on the scheme are included below at Section 2.2.

2.1.3

Noise Management and Mitigation Strategy (NOMMS)

The Airport continued to operate a comprehensive suite of noise management and mitigation measures detailed in the NOMMS throughout 2023. Full details are included below in Section 2.3.

2.1.4

Incentives and Penalties Scheme (IPS)

The IPS rewards improved aircraft noise performance and penalises poor noise performance. In 2023 there were no penalties incurred by airlines, however 4 credits were removed from airlines with noisy departures. Additionally, 3,067 credits were awarded to airlines. In total, over £75,000 in community funding was distributed to not-for-profit organisations, charities and foodbanks in the locality throughout the year under this scheme. LCY additionally contributed £10,000 to this fund in January 2023, bringing the total fund expenditure to more than £86,000. The most improved airline in 2023 was Swiss (for the second year running), who have been invited to partner with LCY to co-deliver the fund in 2025 (see Section 2.4).

2.1.5

Sound Insulation Scheme (SIS) Performance

Of the 474 properties which became eligible for re-inspection under the 2022 APR, 88 properties had responded to letters sent. Of these, 59 properties had been surveyed and 24 properties had works undertaken. There were no newly eligible properties within the 2022 APR. This is due, in part, to fewer flights and smaller noise contours than pre-pandemic years.

In the 2023 APR, 628 dwellings and 3 public buildings became eligible for re-inspection. Dwellings become eligible for re-inspection once 10 years have passed since the completion of SIS works.

Further information is provided in relation to the SIS scheme at Section 2.8.

⁴ There were 51,970 ATMs recorded in 2023, as noted in Annex 2, Appendix 10 'Number of Aircraft Operating at LCA'

2.1.6

Air Quality

In 2023 the Airport continued to report air quality data in real time. There were no exceedances of the annual mean objectives for PM10, PM2.5 or nitrogen dioxide (NO2).

2.1.7

Carbon Neutrality Accreditation

LCY was awarded Level 4+ (Transition) accreditation in 2022 under the Airport Carbon Accreditation (ACA) programme. This was followed by successful recertification in 2023. The accreditation demonstrates the Airport's transition pathway towards net zero carbon and recognises the work ongoing with third parties at the Airport to reduce scope 3 emissions. Direct carbon emissions that could not be completely eliminated by Airport operations continue to be compensated through natural based offsetting, which provides funds to other projects aimed at reducing overall carbon dioxide.



2.1.8

Environmental Strategies

In 2023, five existing environmental strategies were reviewed and updated by LCY and approved by the LPA. These included the Ground Engine Running Strategy (Condition 48), the Ground Running, Testing and Maintenance Strategy (Condition 49), the Sustainability & Biodiversity Strategy (Condition 56), the Air Quality Monitoring Strategy (Condition 57), and the Air Quality Management Strategy (Condition 58). The London City Airport Travel Plan was also updated for the 2023 to 2025 period, in accordance with Condition 71.

2.1.9

Environmental and Quality Management Systems

The Airport successfully completed an external surveillance audit in 2023 for its Environmental Management System (EMS under ISO 14001:2015) and Quality Management System (QMS under ISO 9001:2015), meeting the requirements of both international standards.



2.2 Aircraft Noise Categorisation Scheme

2.2.1

The ANCS uses manufacturers' independently assessed noise certification data to categorise each aircraft that uses the Airport, taking into account side-line, flyover and approach noise. The scheme ensures that no noisier aircraft than currently operate at the Airport will be allowed to do so in the future and provides a more robust approach to categorising aircraft based on noise.

2.2.2

The ANCS noise quota count system mirrors the approach adopted by other UK airports to control noise at night, but applies this to daytime operations at LCY. It requires a quota count (QC) to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each aircraft type, with a quota budget set at 22,000 per calendar year, as well as a budget of 742.5 in any given week. All aircraft operated fully within these limits in 2023, with a QC Quota Count of 9,957 recorded. The QC forecast for 2024 is 9,937.

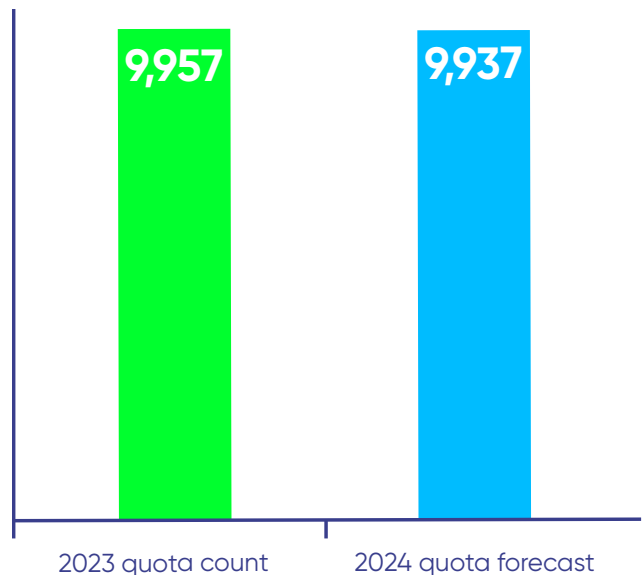
2.2.3

The Embraer E195-E2 was approved in 2023 by the LPA. The Embraer E195-E2 is part of the new generation of aircraft which would service the Airport into the future, making use of aerodynamic and technological improvements to increase passenger capacity and range compared to current generation aircraft. The new generation aircraft also offer substantially enhanced noise and emissions performance.

2.2.4

Due to ongoing engine manufacturing issues and resulting corrective action backlogs, the Embraer E195-E2 is yet to have entered service as of the end of 2023.

Figure 2.1 2023 Quota Count comparison with 2024 Quota Forecast



2.3 Noise Management and Mitigation Strategy

2.3.1

The NOMMS came into force on 18 August 2017 and was amended in March 2019. In 2022, the NOMMS was subject to a further review as required by Condition 31.

2.3.2

The NOMMS includes details of current schemes in place to manage and monitor aircraft noise such as:

- A combined noise and track monitoring system;
- Quiet operating procedures;
- Penalties and incentives;
- Control of ground noise;
- The Airport Consultative Committee;
- Annual noise contours;
- Integrity of NOMMS;
- Auxiliary power units;
- Reverse thrust; and
- Sound insulation scheme

The full report on the operation of NOMMS in 2023 is in Annex 2.

2.3.3

The noise contour for 2023 is reported in the NOMMS Report at Annex 2, Appendix 5. In 2023, the 57dB⁵ contour area was 5.9km², and in 2024 it is forecast that the 57dB contour area will be 5.8km². Both of these contour areas comply with the 9.1km² 57dB contour area limit contained within the CADP1 consent, and remain smaller than the pre-pandemic 57dB contour areas reported in 2019.

2.3.4

Noise management and mitigation operations operated effectively throughout the year. The detailed NOMMS report is included at Annex 2, read in conjunction with the ANCS Report at Annex 3.

Figure 2.2 Noise Contour Forecast for 2024

Note: 57dB LAeq, 16h shown in purple outline in the image below



⁵ For the purposes of this section 57dB is taken to mean 57dBLAeq,16h Actual Average mode summer daytime contour, as prescribed by CADP1 Condition 33.

2.4

Incentives and Penalties Scheme

2.4.1

The Incentives and Penalties Scheme (IPS) is included as part of the NOMMs (Condition 31) and includes:

- i) incentives to encourage airlines to operate aircraft more quietly, rewarding those airlines with credits towards partnering with the Airport to deliver a Community Fund each year; and
- ii) a fixed financial penalty of £600 (per decibel) for infringement of an upper noise limit to penalise airline producing departure noise above the expected range for an aircraft. All financial penalties are added to the Community Fund each year.

2.4.2

A summary of fixed penalties, credit awards and credit removals for 2023 by airline are provided at Annex 2, Section 4 and Appendix 2.

The Community Fund is a minimum of £75,000, made available on an annual basis and distributed via a Board of Trustees to local not-for-profit organisations and charities. In addition to the minimum of £75,000, LCY contributed £10,000 to this fund in January 2023, bringing the total fund to more than £86,000 for the year. Since inception in May 2019, nearly £435,000 has been granted, directly benefitting over 135 local charities and organisations in East London, including the 20 that were awarded funding in 2023. Further details on the fund and the 2023 awardees is provided at Annex 4 and can also be found via the link below:

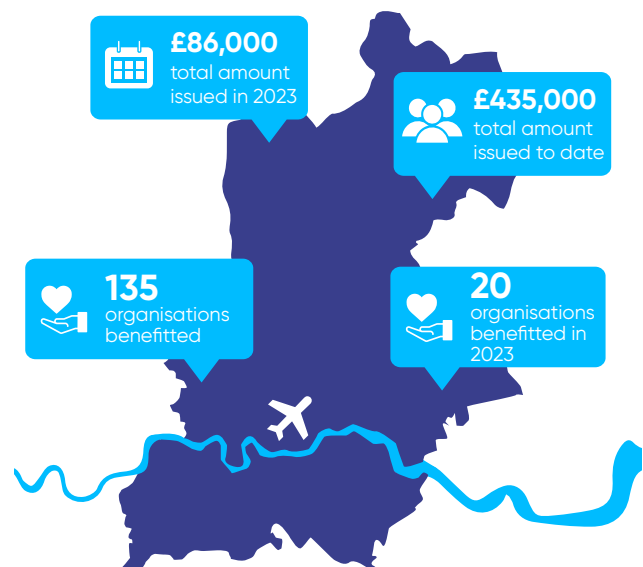
○ <https://www.londoncityairport.com/corporate/our-community/community-investment/community-fund>

2.4.3

The most improved airline in 2023 was Swiss (for the second year running), who will be invited to partner with LCY in delivering the Community Fund in 2025.



Figure 2.3 Summary of London City Airport Community Fund benefits



2.4.4

Further details on the performance of the IPS are included at Annex 4, and copies of the Annual Community and Airline Report, as well as the list of the 2023 Community Project Fund awardees are provided at Annex 4.

2.5

Ground Noise and Ground Power

2.5.1

The ground running of aircraft engines is required for testing and maintenance purposes. There was no exceedance of the ground running noise limit for the 2023 calendar year (Condition 51). Details are included in the report on the operation of the NOMMS at Annex 2.

2.5.2

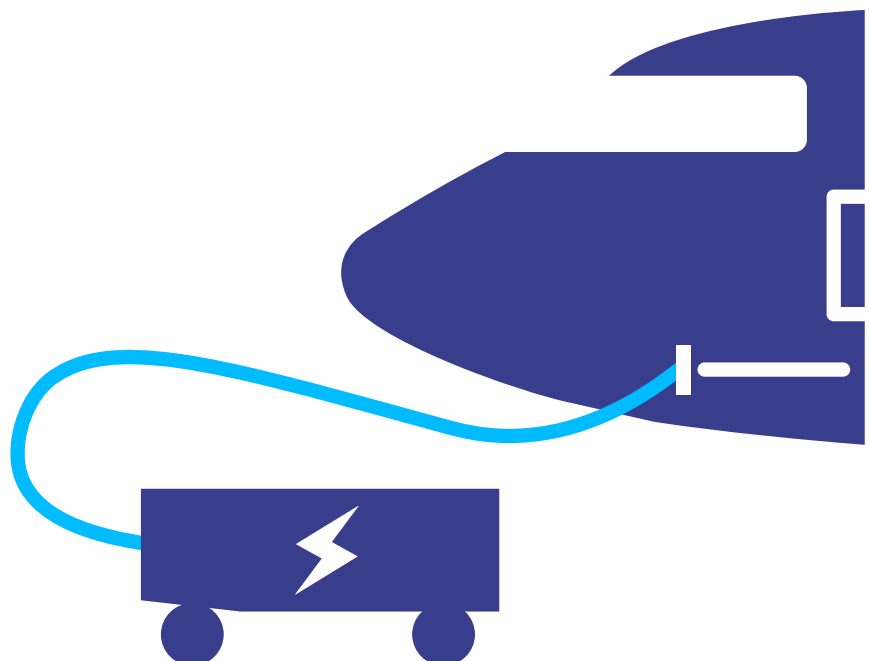
The Ground Engine Running Strategy approved by the LPA (Condition 48) provides annual summaries by airline and aircraft for Engine Run on Stand time (ERS); Taxi Time for Departure (TTD); and Taxi Time for Arrivals (TTA). A summary of the TTA; TTD; and ERS for 2023 is included at Annex 2.

2.5.3

Throughout 2023 ground power continued to be fully provided by fixed electric ground power units and battery powered mobile ground power units. The use of ground power is provided in the Air Quality Action Plan Progress Update at Annex 6.

2.5.4

In 2023 the Ground Engine Running and Ground Running and Testing Maintenance strategies were both reviewed, as required by Conditions 48 and 49. As a result, the relevant reporting is against the updated strategies in this report and the annexes.



2.6

Air Quality

2.6.1

The Airport operates a comprehensive air quality monitoring network, with no recorded breaches since monitoring began in 2006. The Airport uses the government's established set of air quality standards and objectives to protect human health, which are for use by the local authorities as prescribed within the Air Quality (England) Regulations 2000, and the Air Quality (England) (Amendment) Regulations 2002 Statutory Instrument (2002).

2.6.2

During 2023 the network comprised two automatic monitoring stations⁶. One located to the north of Royal Albert Dock adjacent to the Newham Dockside building (LCA-ND); and one adjacent to the King George V House (LCA-KGV)⁷. These

automatic sites were supplemented by a network of passive monitoring devices (nitrogen dioxide diffusion tubes) located at 16 sites in and around the Airport boundary.

2.6.3

The pollutants measured include nitrogen oxides (NOx), nitrogen dioxide (NO₂), fine particulate matter (PM₁₀) and, since the end of 2018, very fine particulate matter (PM_{2.5}).

2.6.4

Ambient air quality is monitored continuously and results are shared in real time online. Our monitoring data shows that all concentrations are consistently below the UK air quality objectives for all the pollutants monitored over the past five years. The annual mean NO₂ concentrations for 2019–2023 are shown at Table 2.1 below.

Table 2.1 Annual Mean NO₂ Concentrations for 2019–2023

Monitor Location	2019	2020	2021	2022	2023
City Aviation House (automatic monitor)	29.7	20.9	23.2	22.7	17.1
Newham Dockside (automatic monitor)	26.6	19.7	20.6	22.1	17.1
Straight Road	26	20.8	21.9	20.9	17.4
Gallions Way	26.9	23.8	23.2	19.7	15.5
Brixham Street	25.3	19	20.3	18.7	13.8
Eastern end of the University of East London	32.4	25.2	26	25.7	19.4

⁶ A third monitor was operational between 1 January and 31 May 2022 and was decommissioned on 1 June 2022. LCA-KGV was upgraded to incorporate a NO₂ analyser on 1 June 2022, and now operates as a replacement to the previous third monitor.

⁷ LCA-ND measures NO₂, LCA-KGV measures PM₁₀, PM_{2.5} and NO₂.

2.6.5

In 2023, there were no exceedances of the annual mean objectives for PM10, PM2.5 or nitrogen dioxide (NO2):

- The annual mean PM10 concentrations at the onsite monitoring station was $13\mu\text{g}/\text{m}^3$, well below the objective value of $40\mu\text{g}/\text{m}^3$;
- There were just 2 recorded exceedances of the PM10 24-hour mean objective of $50\mu\text{g}/\text{m}^3$ against a national target of 35 exceedances in a calendar year (none within the 'High' or 'Very High' pollution bands);
- The annual mean PM2.5 concentration was $8.2\mu\text{g}/\text{m}^3$, well below the national objective value of $25\mu\text{g}/\text{m}^3$ (non within the 'High' or 'Very High' pollution bands);
- The annual mean NO2 concentrations at both of the onsite monitoring stations was $17.1\mu\text{g}/\text{m}^3$, well below the objective value of $40\mu\text{g}/\text{m}^3$;
- There were no instances during the year where the 1-hour mean objective value ($200\mu\text{g}/\text{m}^3$) was exceeded (against a national target of 18 exceedances in a calendar year).

2.6.6

Observed peaks of all pollutants measured correlated with that of other London background sites. This suggests that these occurrences were principally attributable to regional sources.

2.6.7

Quarterly air quality data was reported to the LCYCC and posted online throughout 2023. This data, together with other results for the 2023 calendar year, are summarised in the Air Quality Monitoring Strategy; Annual Report 2023, which is included at Annex 5.

2.6.8

A progress update against the targets set out in AQMS is included at Annex 6.

2.6.9

The Air Quality Monitoring and Air Quality Management Strategies were reviewed and updated in 2023, as required by Conditions 57 and 58⁸.

⁸ Planning application reference 23/01196/AOD

2.7

CADP1 Sound Insulation Scheme and Purchase Scheme

2.7.1

Under the CADP1 permission, the Airport operates an improved three tier Sound Insulation Scheme (SIS), offering sound insulation treatment to eligible residential properties within the 57dB LAeq,16h (Tier 1) and 66 dB LAeq,16h (Tier 2) and a 63 dB LAeq,16h (Tier 3: Intermediate) noise contours. The Tier 1 lower threshold for eligibility remains the joint lowest daytime threshold in the UK. The 3 tier schemes are set out in the S106 Planning Agreement Annexures 2, 7 and 12 and comprise:

Tier 1: offers properties that are eligible under the scheme acoustic ventilation, and any existing single glazed properties are offered 100% of the cost for replacement standard thermal glazed windows or secondary glazing, whichever is preferred;

Tier 2: offers improved secondary glazing or high-performance double glazing, together with acoustic ventilation; and

Tier 3 (intermediate): offers secondary glazing and acoustic ventilation or, alternatively, a contribution of £3,000 (index linked) towards high performance acoustic double glazing and acoustic ventilation.

2.7.2

Those residents that would prefer the high-performance double-glazing option may choose to treat only one or two rooms, such as those which are most affected by aircraft noise, as opposed to all rooms.

2.7.3

The eligibility contours are reviewed on an annual basis. Due to the relative reduction in the number of ATMs in 2023 (~52,000) compared to the peak year (~83,000 in 2019), the eligibility contour remains reduced commensurate with the reduced noise impacts. As a result, no new properties became eligible under the CADP1 three tier SIS in this APR (see Section 10 and Annex 2, Appendix 8).

2.8

SIS Performance

2.8.1

The following noise contours are relevant to SIS and are presented in Annex 2, Appendix 5:

- Actual 57 dB (2023 actual contour)
- Actual 63 dB (2023 actual contour)
- Actual 66 dB (2023 actual contour)
- Predicted reduced 57 dB (2024 best estimate forecast contour)
- Predicted reduced 63 dB (2024 best estimate forecast contour)
- Predicted reduced 66 dB (2024 best estimate forecast contour)
- 1998 57 dB

2.8.2

The primary purpose of the noise contours listed above is to determine the eligibility boundaries of the SIS and / or Purchase Scheme under the terms of Schedule 9 of the CADP1 Planning Agreement. Further details are provided at Annex 2.

2.8.3

This APR identifies a total of 628 residential properties which previously had SIS works carried out and have become eligible for re-inspection in the 2023 APR (Annex 2, Appendix 8). Additionally, 3 public buildings became eligible for re-inspection in the 2023 APR. Properties become eligible for reinspection 10 years after treatment, with replacements provided for any mechanical parts if they are no longer fit for purpose.

2.8.4

The following update is provided for the properties which were eligible for works from previous APRs:

- The 2022 APR had identified 474 properties which became eligible for re-inspection, comprising 472 residential properties and 2 public buildings.
- Letters were sent to occupants, leaseholders and freeholders on 23 August 2023 and 6 December 2023. The Airport also published advertisements and information about the SIS in September and December 2023 with the following local newspapers:
 - Newham & Stratford Recorder;
 - Docklands & East London Advertiser; and
 - Greenwich Info.
- As of the end of 2023, of the 474 properties eligible for re-inspection:
 - 88 properties had responded to the re-inspection letters;
 - 59 properties had been surveyed to confirm if works were required; and
 - 24 properties had been subject to installation works.
- An additional 12 properties had been subject to works from previous APR years. These largely comprised properties where ownership had recently changed, or freeholders had become aware of eligibility under the SIS at a later date.
- Table 2.2 summarises the status of eligible properties from the 2022 and 2023 APRs.

Table 2.2 Summary of Eligible Properties under 2022 and 2023 APRs

APR Year	2022	2023
New Properties Eligible for Works	0	0
Residential Properties Eligible for Re-Inspection	472	628
Public Building Eligible for Re-Inspection	2	3
Responses Received	88	-
Properties Surveyed	59	-
Properties Subject to Installation Works	24	-

2.8.5

Where work was yet to have been completed at the end of 2023, this is due to a number of factors which include the following:

- The issue of the second notification letter, and posting of the second advertisement in December, which meant that in a number of cases the works had not yet been completed by the end of December 2023.
- A large number of properties (~180 dwellings) being owned by a small number of freeholders for which permission to undertake reinspection surveys had not been granted at the time.
- The entirety of works being notified under the 2022 APR being for re-inspections. The re-inspection process is likely to draw a lower response rate than new sound insulation works, particularly for respondents where:
 - the works are operating as intended, and no issue is identified by the freeholder / tenant;
 - ownership of the property has changed in the period since the works were installed;
 - other works have been undertaken to the property since the time that the sound insulation works were installed.

2.8.6

Five properties identified in the 2018 APR Tier 1 scheme and subsequently identified as Listed Buildings commenced treatment in 2023, following receipt of approval of Listed Building Consent from the London Borough of Tower Hamlets (LBTH) in May 2023.

2.8.7

The works on one of these properties is now complete, with minor administrative amendments being sought for the other four properties. Following the determination of these amendments, the sound insulation works will be completed.

2.8.8

The Airport held monthly meetings with the LBN throughout 2023 to provide an update on the Sound Insulation Scheme (SIS) delivery. Following the commencement of the Neighbouring Authority Agreement (NAA) with LBTH, officers from LBTH have also attended the monthly meetings since September 2023. LBN, LBTH and the Royal Borough of Greenwich (RBG) were also invited to quarterly meetings throughout 2023.

2.8.9

Details of the SIS performance is included in the NOMMS report at Annex 2.

2.9

Neighbouring Authority Agreement

2.9.1

The S106 Planning Agreement Schedule 9, Part 9 makes provision for the Airport to enter into a binding NAA with any London borough within whose administrative boundary the Actual 57dB Contour falls. The current relevant London Boroughs are LBTH and RBG. The form of the NAA is provided at Annexure 13 of the CADP1 Planning Agreement.

2.9.2

The NAA with LBTH was completed and signed in 2023, and is now operational. As a result of this, LBTH has started to attend regular SIS meetings, and has taken over from LBN the SIS role since September 2023.

2.9.3

RBG confirmed in June 2022 that they did not want to enter into an NAA at this stage, a position which was reconfirmed in September 2023. In 2023, RBG were invited to quarterly updates on the implementation of the SIS, where updates were provided on the status of the scheme implementation.

2.10

Sustainability and Biodiversity

2.10.1

The Sustainability and Biodiversity Strategy (Condition 56) was reviewed after three years in place and an update was submitted and approved by the LPA⁹ in May of 2023. The 2023 update to the strategy generally retained the overall intent of the previous strategy, although a number of commitments / targets were updated to reflect relevant policy updates.

2.10.2

Key developments in sustainability and biodiversity for 2023 included:

- Continuation of the Biodiversity Fund, which for 2023 included support of:
 - GreenTheUK, benefitting 18 East London schools with wildflower planting for habitats and educational value.
 - Thames21, enhancing biodiversity along the River Roding.

- Implementation of CT scanners for departing passengers, removing the use of Liquid Aerosol and Gel bags (LAGS) altogether, thereby reducing the amount of plastic waste through the terminal.
- Establishment and operational use of a Sustainable Aviation Fuel bowser in the jet centre.
- Launch of the Green Hydrogen Alliance, of which LCY is a founding member alongside Airbus, Thames Estuary Growth Board and Cranfield University. This group will seek to demonstrate the benefits of Government expediting support for Green Hydrogen technologies which will ultimately support Zero Emissions Flight.

2.10.3

There was no CADP1 construction in 2023 and therefore no information to report in this APR on the management of construction waste.

⁹ Condition 56 Sustainability and Biodiversity Strategy (planning reference 23/01195/AOD)

2.11

Environment Complaints / Enquiries

2.11.1

The annual incidence of environmental complaints and enquiries relating to Airport operations remains the lowest of any London airport, with 6 complaints per thousand aircraft movements for 2023. This compares with 26 complaints per thousand aircraft movements in 2022, and 48 complaints per thousand movements in 2021.

2.11.2

In 2023, there has been a reduction in the number of overall complaints received, with just over 900 less complaints received than in 2022. This reduction is likely due to a mix of factors including a reduction in the number of complaints made by serial complainants, as well as a continued restoration of normal operations at the Airport throughout 2023.

2.11.3

In 2023, a total of 313 complaints were received regarding the Airport's operation from 79 complainants. 150 (47.92%) of these complaints were received from 3 individuals. Just slightly over half of the complaints derived from remaining 76 complainants (52.08%). This represents a significant decrease from the number of complaints received in 2022. Most complaints were received between May 2023 and September 2023.

2.11.4

In addition to the complaints received, 5 enquiries were received in 2023 by the Airport.

2.11.5

There were 20 environmental complaints received in 2023 that did not relate to Airport operations and therefore did not relate to the Airport. Of these, 11 complaints were regarding aircraft noise experienced during the hours the Airport was not operating. A further 9 complaints were related to aircraft noise and frequency of aircraft, experienced over locations that were not under the Airport's flight paths. A breakdown of complaints by area has been provided in Table 2.3 and Figure 2.3 shows a full breakdown of the types of complaint received.

2.11.6

Of the 313 complaints received relating to the Airport:

- 221 related to aircraft noise;
- 37 related to low flying aircraft;
- 20 related to flight paths;
- 17 related to aircraft frequency;
- 15 related to air quality;
- 1 related to early/late operations;
- 1 related to ground noise; and
- 1 related to other topics.

Table 2.3 shows a full breakdown of the types of complaint received.

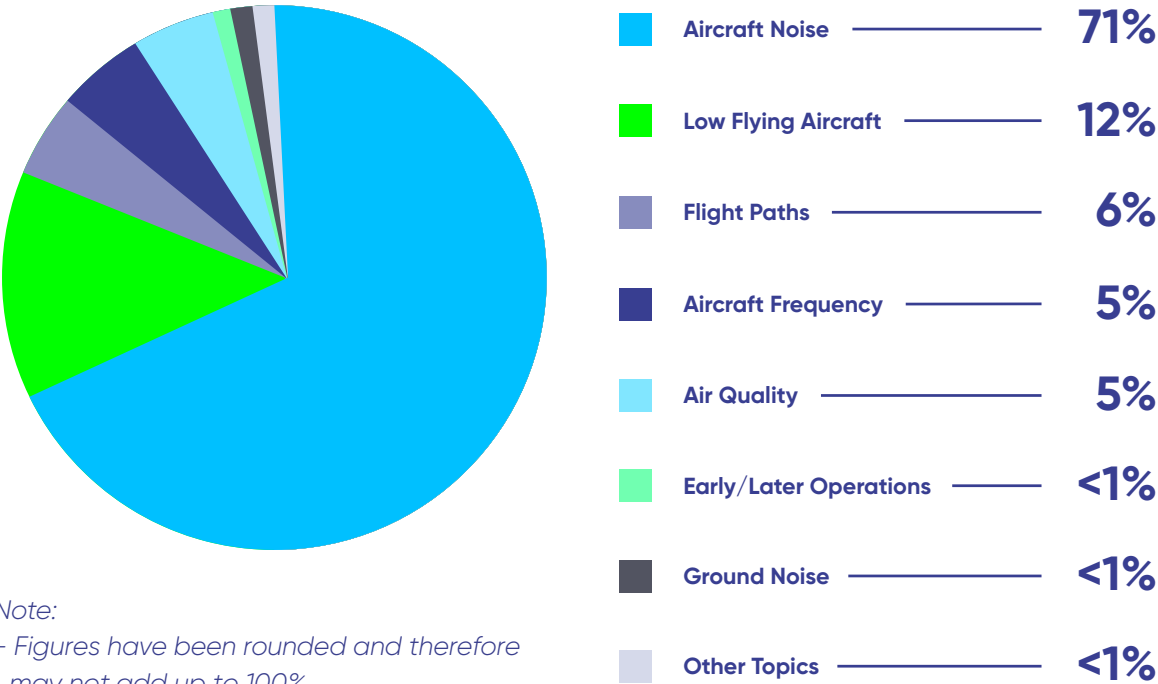
2.11.7

All complaints were investigated in accordance with the Airport’s environmental complaints procedure and reported in summary to the LPA. All complaints were reported within 15 days of receipt as required by the CADP1 planning permission. The Airport also reports environmental complaints and enquiries to the LCYCC as part of the Quarterly Airport Environment Report.

2.11.8

No CADP1 build took place in 2023 and therefore there have not been any enquiries relating to CADP1 construction.

Figure 2.4 LCY Complaints Received in 2023



Note:
- Figures have been rounded and therefore may not add up to 100%
- Approximately two thirds of aircraft noise complaints were made by four complainants.

Figure 2.5 Number of correspondents and individuals by area

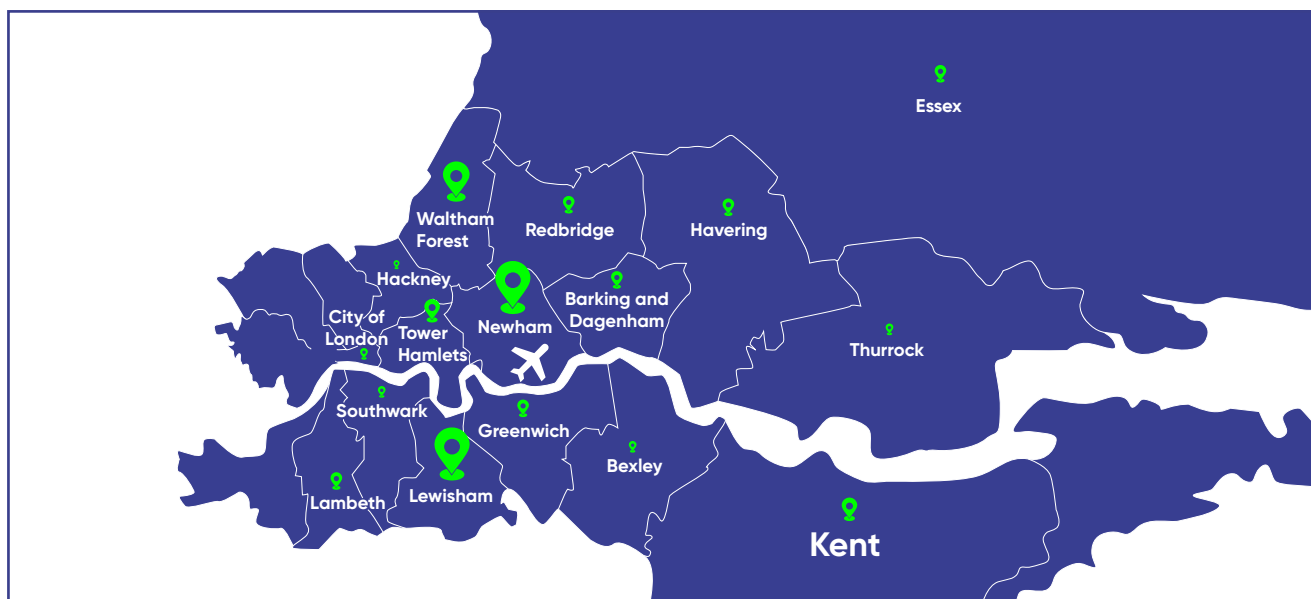


Table 2.3 Number of Correspondents and Individuals by Area

Administrative Area	No of Complaints and Enquiries	No of Individuals	Average Number of Complaints or Enquiries per Person
Barking and Dagenham	3	2	1.5
Bexley	4	4	1
City of London	1	1	1
Essex	2	2	1
Greenwich	4	4	1
Hackney	1	1	1
Havering	2	2	1
Kent	4	1	4
Lambeth	4	4	1
Lewisham	112	11	10.2
Not given	2	2	1
Newham	138	17	8.1
Redbridge	3	2	1.5
Southwark	3	2	1.5
Thurrock	2	2	1
Tower Hamlets	22	20	1.1
Waltham Forest	11	7	1.6
Total 2023 APR	318	84	
Total 2022 APR	1215	95	

3 Employment, Local Procurement and Education

3.1

2023 Headlines

3.1.1

In 2023, the Airport continued to grow, with new routes being launched and Airport roles being filled throughout the year, which accounted for the growth of LCY / Onsite Partner employees.

3.1.2

Despite this growth, the total number of staff employed at the Airport by December of 2023 moderately decreased to 2,035 employees, when compared to 2022. This small decrease was entirely due to a reduction in the number of police / border force officers on site. Both the number of LCY employees as well as Onsite Partner employees grew in comparison to 2022.



LCY newly recruited

30% Lived in Newham
69% Lived in Local Area

Onsite newly recruited

30% Lived in Newham
68% Lived in Local Area

3.1.3

New Recruits from Newham and Local Area

30% of newly recruited London City Airport (LCY) employees lived in Newham and 69% lived in the Local Area. Of the onsite¹⁰ new recruits, 30% lived in Newham and 68% lived in the Local Area (see Sections 3.2 and 3.3)¹¹.

Figure 3.1 London Borough of Newham, and the Local Area



¹⁰ 'Onsite' or 'campus' employment in this report refers to employment at the airport site, as per the definition used in Schedule 11, Section 1 of the S106.

¹¹ The 'Local Area' is defined in the Planning 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.

3.1.4

Local Procurement

In 2023 LCY hosted the East London 'Meet the Buyer' event, which was held on 30 November 2023 at the London Stadium. The event was very successful with over 125 businesses attending. In 2023, the event facilitated contract opportunities for and between local businesses to the value of over £2.9 million (including contracts won and in the pipeline). Unlike previous years, LBN were unable to support the Meet the Buyer event in 2023. We hope to work jointly in 2024 to continue the success of the event which has resulted in more than £10 million worth of contracts since its inception in 2018.

3.1.5

Employment and Education Payments

In 2023 the Airport paid the annual Employment Contribution (£909,064.33) and Education Contribution (£159,417.85) to LBN to fund initiatives to improve opportunities (see Section 5.1).

3.1.6

The employment contribution is to be used by LBN for measures such as:

- supporting people in getting entry into work associated with the Airport and the Development including through Newham Workplace (including any equivalent replacement body); and
- ensuring local residents are given the opportunity to access jobs at the Airport or related to the Development.

3.1.7

Employment Partnership Board (EPB)

The EPB, with representatives from LBN and the Airport, met twice during 2023 and executed and identified initiatives to increase employment opportunities for Newham residents. This included hosting the government Sector-based Work Academy Programme, working with Our Newham Work (ONW) to put forward roles with LCY and across the Airport campus, the annual Meet the Buyer Event and Business Summit, as well as the Airport's Science Technology, Engineering and Maths (STEM) focused events.

3.1.8

The Airport has been supporting local residents to gain employment at the Airport since 2009 through various initiatives in collaboration with ONW. In 2023 a total of 80 Newham residents gained employment through ONW in various roles, including campus security officers, customer service concierges, ramp agents and passenger service agents. The 2023 figures are provided at Annex 9.

3.2 LCY Employees

3.2.1

The Airport is committed to use reasonable endeavours to ensure that at least 70% of its new recruits for jobs advertised are residents of the Local Area, including 50% of new recruits being from Newham. A copy of LCY's Employment Policy is provided at Annex 10.

3.2.2

A summary of performance for 2023 is included below.

- As of 31 December 2023, there were 601 LCY employees (429FT, 172PT), equating to 518 Full Time Equivalent (FTE) jobs.
- 30% of the employees recruited by LCY in 2023 lived in Newham.
- 69% of the employees recruited by LCY in 2023 were from the Local Area.

3.2.3

In 2023, the LCY employment percentages dropped for both LBN residents (by 9%) and the residents of the local area (by 14%). This is largely incongruous with the positive results which LCY has seen in recent years. Work is currently underway to ascertain the reason for this reduction in local recruitment numbers.

3.2.4

An initial review of the information provided does not provide a clear reasoning for this dip, rather pointing to a series of smaller individual issues. For example, in the second half of 2023 there was a general reduction in ramp staff and customer service recruitment, roles which tend to attract local applicants. Following a year of bulk recruitment for these roles in 2022, there was a period of stabilisation in 2023 as operations normalised. We will continue to analyse future data in the coming months to confirm this.



3.2.5

A range of measures continued to be implemented through 2023 to ensure that LCY attracted local talent from LBN and the Local Area, including:

- Continued close work between the LCY's HR team and ONW to identify opportunities to increase the number of new recruits from Newham and the Local Area. This includes organisation of in person briefings and invitation of ONW personnel to candidate assessment sessions to give them a greater awareness of the testing procedure and an opportunity to meet candidates so that they can provide follow up support.
- Provision of appealing adverts (updated in 2022), promotion of staff benefits and offer of attractive salaries for Airport roles (especially noting LCY's status as a London Living Wage employer).
- Promotion of opportunities at the Airport through the E16 newsletter.

3.2.6

In 2023, measures were improved or updated to further improve local area employment by LCY, including:

- Provision of a dedicated room for ONW during candidate assessment sections, allowing for ONW advisors to speak to candidates directly.
- Attendance at an increased number of job fairs around the Airport (15 in 2023, up from 5 in 2022).
- Design of new part time ramp roles in 2023, which provide more regular shift patterns. These part time roles are aimed at local people who require more regular shift patterns to balance against other local obligations (for example, students at UEL who can balance classes against Airport employment).
- Updates to the LCY application form to bring classification of the applicant as being from LBN or the Local Area to the front, to allow early identification of local applicants in the hiring process.

3.2.7

In 2024, in response to the 2023 result, LCY will be focusing our efforts on additional measures to improve local employment statistics, including:

- Investigating further the results provided from 2023, in order to identify potential specific areas for improvement.
- Introduction of an LCY HR representative to the Quarterly QSR meetings, who will be able to provide a direct update on recruitment at the Airport.
- Improved distribution of the E16 newsletter to key drop points, and publication of the newsletter online to increase circulation of job opportunities on site.

3.2.8

Further measures will be discussed at the Employment Partnership Board, where we will seek to explore further measures with LBN and ONW.

3.2.9

Key challenges which remain at the site include the lack of early morning DLR services to the site, as well as issues relating to requisite Airport mandatory security / background checks, and certain roles requiring drivers' licences and employability requirements for candidates.

3.2.10

The majority (95%) of opportunities that were filled by local candidates in 2023 were in front line services, including aviation security officers, customer service concierges, ramp services agents, campus security officers and aerodrome operations stand planners. The remaining 5% of jobs included an Executive Assistant and a Sound Insulation Scheme Officer.

3.3 Onsite Employment

3.3.1

The CADP1 S106 Planning Agreement requires that all onsite employers use reasonable endeavours to ensure that at least 40% of new recruits for jobs advertised at the Airport are residents of Newham and at least 70% are filled by residents living in the local area.

3.3.2

On 31 December 2023 there were:

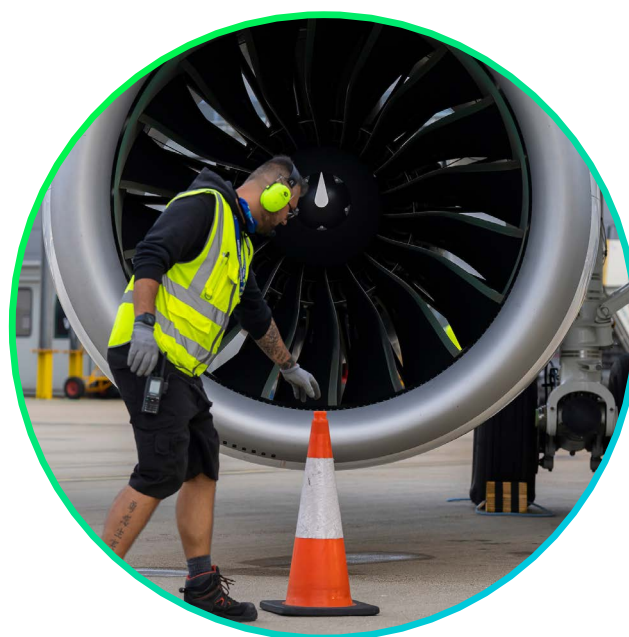
- 2,035 employees working onsite (1,399FT and 636PT), equating to 1,760 Full Time Equivalent (FTE) jobs.
- 31 employers operating onsite; a complete list of these is included at Annex 8.
- 30% of new recruits employed by onsite employers lived in Newham and 68% lived in the Local Area.

3.3.3

The total number of staff employed at the Airport in December of 2023 was 2,035, representing a moderate decrease relative to 2022. This decrease was entirely due to a reduction in the number of police / border force officers on site¹², with growth seen for both LCY employees as well as Onsite Partners relative to 2022. Specifically, the police / border force reduction was principally due to return of staff normal operations following COVID-19, including transfers and retirements. However, the Airport continued to grow, with new routes being launched and Airport roles being filled throughout the year, which accounted for the growth of LCY / Onsite Partner employees¹³.

3.3.4

In 2023, the campus employment percentages dropped for both LBN residents (by 9%) and for the residents of the local area (by 11%). Similar to the LCY employment results, this is largely incongruous with the positive results which LCY has seen in recent years. Work is currently underway to ascertain the reason for this reduction in local recruitment numbers.



¹² Police / border force staff reduced from 395 in 2022 to 212 in 2023.

¹³ LCY and onsite partners increased from 1,705 in 2022, to 1,823 in 2023.

3.3.5

A key potential reason for this indicator appears to be the flow on effects of British Airways CityFlyer (BACF) closing its base at Edinburgh Airport, which has led to a disproportionately high number of pilots and flight attendants being recruited outside of London but based at the Airport due to repositioning from Edinburgh or recruited via BA's mainline employment process. This impact has been compounded by the length of time it takes to hire and train aircrew relative to other roles at the Airport, which means that any local recruitment will take time to be seen in the employment figures. Overall, BACF hired the largest number of personnel at the Airport in 2023, compared to other employers who hired more people in 2022 and stabilised in 2023 in the period following relaxation of restrictions related to COVID-19. We envisage that this will be a relatively short term impact and will undertake additional analysis to confirm this reasoning.

3.3.6

A range of measures continued to be implemented through 2023 to ensure that LCY attracted local talent from LBN and the Local Area, including:

- Continued close work between ONW and the Airport, in facilitating discussions with various employers at the site.
- Provision for local hiring objectives in concessionary contracts.
- Identification of local hiring objectives through the Bi-Annual Employers Forum.
- Publication of employment opportunities at the Airport through the Inside E16 newsletter.

3.3.7

In 2024, LCY will be focusing our efforts on additional measures to improve local employment statistics, including:

- Investigating further the results provided from 2023, in order to identify potential specific areas for improvement.
- Provide additional updates at the Employment Forum in 2024, to ascertain feedback on the results provided and ensure that reasonable endeavours are being used by employers at the Airport campus.
- Undertake a review across the site of the employment measures used in various businesses at the Airport.
- Improved distribution of the E16 newsletter to key drop points, and publication of the newsletter online to increase circulation of job opportunities on site.

3.3.8

There are 22 other contractors and subcontractors working at the Airport on a regular basis, but these are not based on-site and are therefore not included in the figures reported in this section.

3.4 City Airport Development Supply Chain Opportunities

3.4.1

The CADP1 Planning Agreement Schedule 11 Part 1 (e) requires that all CADP1 contractors use reasonable endeavours to ensure that at least 40% of new recruits for jobs which related to the construction of CADP1 are residents in Newham.

3.4.2

No CADP1 construction works took place in 2023, and therefore there are no recruitment figures to report in this APR. Construction works remain temporarily paused until the post COVID-19 requirements of the Airport are better known.



3.5 CADP1 Procurement & Contractors

3.5.1

There were no procurement opportunities on the CADP1 build in 2023 given the pause of construction.



3.5.2

To support future supply chain opportunities, the airport held the annual 'Meet the Buyer' event in November of 2023. This was attended by over 100 SMEs, including Newham College London, 8 Build, Canary Wharf Group, Bechtel, Lendlease, Taty & Lyle, and London Stadium. This generated contract opportunities between local businesses to the value of £2.9 million (including contracts won and in the pipeline). To date, the Meet the Buyer programme has resulted in more than £10 million in contracts since inception in 2018.

3.6

Community Engagement & Opportunities

3.6.1

The Airport is a responsible and inclusive business, that ensures local communities benefit from its presence through a variety of activities stemming from four key objectives:

- recruiting people from local areas into jobs available at the Airport wherever possible;
- creating pathways into employment for East Londoners through awareness raising and skills training;
- raising aspirations of young people through education programmes with a focus on STEM to address a skills gap and diversity within the aviation industry; and
- investing in community partnerships with a particular focus on stronger, safer and healthier communities.

3.6.2

Education Programmes

LCY has an established network of support for education programmes in the local area, working closely with local schools, colleges and universities.

The following education initiatives were pursued in 2023:

- A sector-based work academy programme (SWAP) was undertaken with Newham College, where the Airport encouraged more people to consider aviation roles.
- The relaunch of the 'Women in Aviation' programme, which supports circa 300 young women in the local area in gaining knowledge, understanding and awareness of the STEM / aviation field, as well as the jobs available to them.

- The annual STEM in aviation event hosted by LCY, which in 2023 hosted over 500 students from 23 local schools (including 7 from Newham). The STEM in aviation event provides an opportunity for students to meet a number of businesses in the aviation and STEM fields, including GKN Aerospace, Boeing, UK Power Network Services, Accenture, Atkins Realis, BACF and NATS.
- The LCY 'Youth Mentoring' programme, where 15 students were mentored by 8 volunteers from LCY, covering topics such as resilience, positive social behaviour, setting targets and employability skills. Since launching, the programme has supported 45 students with up to 24 staff volunteering 8 hours each.

3.6.3

Volunteering and Community Programmes

In 2023, LCY maintained a number of existing volunteering programmes, as well as growing and extending the system to maximise the positive impact of the Airport in the surrounding community. Throughout the year, 122 staff from LCY volunteered 640 hours in a variety of different activities, including in relation to the volunteering fortnight programme in July, as well as the '12 Days of Giving' programme in December. The 'London City Helpers' plan has also been followed through to completion in 2023.



3.6.4

The programmes run by LCY in 2023 included supporting:

- local food banks;
- homeless shelters;
- community support networks;
- a Christmas dinner for the elderly;
- biodiversity programmes;
- a toy appeal; and
- education programmes.

3.6.5

To supplement the volunteering programmes available, LCY has launched a new policy which allows staff to volunteer 8 hours annually, enabling more staff to go out and support the local community. In 2024, staff will be able to increase this to volunteer 16 hours annually.



3.6.6

LCY supported a number of community partnerships during the year and sponsored the Newham Chamber of Commerce Business Award 'Sole/Micro Trader of the Year' and the Royal Greenwich Business Awards. LCY also made donations including to the King's Coronation, Eid Celebration and the Summer Festival, Diwali local events, and to local centres in the form of fruit donations.

3.7

Employer's Forum

3.7.1

The CADP1 Planning Agreement Schedule 11, paragraph 1.2 requires LCY to hold an Employer's Forum twice per calendar year. These were held in June and November in 2023.

3.7.2

All employers at the Airport and external stakeholders (such as ONW) are invited to attend each Forum meeting. The meetings enable LCY, other Airport employers, and stakeholders to collectively share information on recruitment opportunities, qualification and skill requirements, pre-employment and post-employment training availability and recruitment initiatives, to increase recruitment from the London Borough of Newham and the Local Area.

3.7.3

In addition to the Employer's Forum, LCY continued to liaise regularly with the LPA on the Airport's employment situation throughout 2023.



3.8

Employment, Local Procurement Initiatives

3.8.1

LCY and the LPA will continue to hold bi-annual EPBs in 2024 to identify how LCY can further support the upskilling of Newham and Local Area residents to increase their success in obtaining roles at the Airport.

3.8.2

The joint initiatives established through the EPB in 2023 included:

- ONW invitation to forums where supply chain partners are present to promote recruitment services offered by the LPA and encourage contractors to use reasonable endeavours to recruit Newham residents;
- ONW attending assessment days at the Airport to better understand the process and requirements so they can support residents gain employment (including provision of a separate room where ONW can talk directly to candidates);
- Continuation of and increase in collaboration with ONW representatives;
- Improvements to application forms to make more user friendly, and to clearly identify applicants from Newham / the Local Area; and
- Continued publication on how to access opportunities via the Airport's 'Inside E16' newsletter.

3.8.3

In 2023 LCY will also be donating up to 20% of its Apprenticeship Levy un-used funds to local businesses, to recruit and train apprentices in their business. We will continue to engage with local charities, SME's, organisations and other bodies in relation to the potential use of these funds.



4 Surface Access

4.1 2023 Headlines

4.1.1

Passenger use of public and sustainable transport was reported at 69% for 2023. This comprises a 1% improvement on the 2022 passenger mode share, towards the public and sustainable transport target of 75% by 2025 set out in the Travel Plan. This continues to be the highest mode share for any UK airport, and shows a continued recovery in passenger mode share towards pre-pandemic levels. The DLR remained the dominant mode of choice for passengers travelling to the Airport, with a total of 55% of journeys made by the DLR.



4.1.2

The mode share of staff travelling alone by car to work was identified as 53% in the 2023 Staff Travel Survey. This comprises a 4% improvement from 2022, and represents a positive progression towards the Travel Plan target of 48% mode share for staff travelling by car alone to work by 2025.



4.1.3

No construction works took place in 2023 and therefore there are no construction traffic figures to report.

4.2 Passenger Travel

4.2.1

To align with the Mayor of London's Transport Strategy targets the combined total of passengers travelling by public and sustainable transport (including London Taxis) was 69% in 2023, compared to 73% in 2019. This represents a 1% growth from 2022, which had a 68% public and sustainable transport mode share for passengers. This demonstrates a continued recovery in sustainable and public transport from the impacts of COVID-19, which had a significant impact on travel habits.

4.2.2

The Travel Plan requires the results of quarterly passenger travel surveys to be included in the APR. The passenger mode share performance for 2023 is set out in Table 4.1 alongside the 2019 pre-pandemic and 2022 data for comparison. This data shows a continued recovery in passenger travel mode share, as travel habits continue to normalise following the impacts of COVID-19 in 2020-2022. The DLR remained the most significant mode of transport use in 2023 with a 55% mode share for passengers travelling to the Airport, representing a substantial shift back to and recovery of the DLR mode share (6% increase).

4.2.3

A key barrier to more passengers travelling to the Airport by sustainable transport is the lack of early morning DLR services, which will be a focus for future engagement as the new DLR rolling stock is delivered from 2024. Promotional measures will be pursued by the Airport in 2024, to align with the rollout of new DLR rolling stock. Bus connectivity, including to the new SL2 Superloop service, will also be a focus area in 2024.



Table 4.1 Summary Passenger Travel Statistics

Mode	2019 (%)	2022 (%)	2023 (%)
DLR	64	49	55
Bus	1	1	1
London Taxi	8	15	11
Minicab	8	9	8
Ride Sharing/Transport as a service (e.g. Uber)	7	13.5	14
Private Car (+Car Rental)	9	10	8
Other/Transfer	3	-	-
Walking/Cycling		2	2

4.3

Staff Travel

4.3.1

The Travel Plan requires that the results of staff travel surveys are included in the APR. In 2023, the survey was undertaken between 4 October and 8 November. All onsite employees were invited to take part in the survey, which had a response rate of 20%. This comprised 405 staff members, representative of 26 employers at the campus.

4.3.2

The main modes of staff travel used in the 2023 staff survey were single occupancy car (53%), and DLR/train/tube (27%). The results for all modes are shown in Table 4.2, and the full results are provided in Annex 11.

Table 4.2 Staff Travel Survey Mode of Transport to Work Results

Mode	2022 (%)	2023 (%)
Car (alone)	57	53
DLR/Tube/Train	27	27
Bus	6	8
Walk	4	4
Cycle	3	3
Motorcycle	1	0
Carshare	1	4
Other ¹⁴	1	2

4.3.3

The number of staff travelling alone by car to work reduced by 4% from that reported in the 2022 APR (57%). This represents a positive progression towards the 2025 target.

4.3.4

In the staff travel survey, staff were asked what time they start and finish work, what would encourage them to use public and sustainable travel modes more, and whether they work from home, amongst other questions.

The responses are provided in Annex 11.

4.3.5

The staff travel survey will be undertaken again in October of 2024. Additional incentives, targeting of historically low response rate employers, and regular communications through the survey period will be utilised to maximise the 2024 response rate.

¹⁴ 'Other' category includes answers with multiple public transport modes nominated, fly and run.

4.4

Construction Traffic Management

4.4.1

The Use of the River Thames for Construction strategy was approved in 2017 and requires the monitoring and reporting of movement of

materials by road (HGV) and the Thames (barge). There was no CADP1 construction traffic in 2023 and therefore no movements by road or the Thames.

4.5

Travel Plan

4.5.1

The 2023–2025 Travel Plan (Condition 71) was approved in March 2023. This comprises an update to the 2019 Travel Plan and sets out the measures between 2023 and 2025 which will help the Airport to achieve the aims of its Surface Access Strategy (2017–2025) (ASAS). The 2023 travel plan provides an update to the remaining period of the ASAS, with both documents scoped to 2025. The ASAS will be updated in 2025 when the current version expires. At this point a new travel plan will also be developed, to set out a path to achieve new sustainable staff and passenger targets.

4.5.2

Progress on delivery of the 2023–2025 Travel Plan during 2023 was presented to the LPA at the LCY Newham Surface Access workshop, held on 30 January 2024.

4.5.3

In this workshop, progress on each of the individual actions was discussed, and the LPA confirmed that the annual Travel Plan update requirement was satisfied as part of this meeting. The progress register for 2023 has been provided at Annex 12 of this APR.

4.5.4

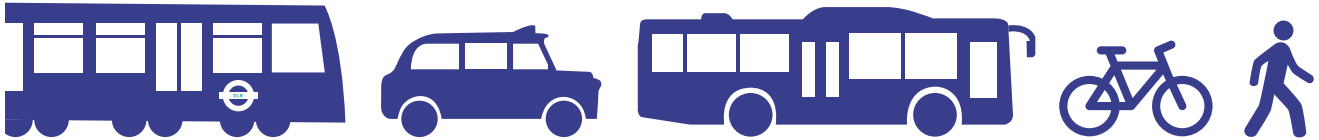
In relation to both staff and passenger travel, short term habits continued to move back towards public and sustainable modes as the immediate threats of the pandemic subsided. However, it is too early to tell the permanent impacts on public and sustainable travel due to COVID-19, noting that the following are not yet known:

- Changed long term staff and passenger habits which occurred as a result of COVID-19.
- Delays to the construction of CADP1, which included a number of measures to facilitate improved public and sustainable transport facilities.

This will continue to be a situation which is reviewed in 2024 by LCY.

4.6

Surface Access Initiatives



4.6.1

The Airport continues to promote the use of public and sustainable transport, by both our passengers and staff. LCY continues to work with a wide range of stakeholders to achieve the objective of developing initiatives to improve sustainable surface access, infrastructure and information to the campus. Our stakeholders include the ATF members, the LPA, TfL and the DLR.

4.6.2

Key measures updated in 2023 at the Airport include the following:

- The investment in an improved ride share offering (through the Liftshare platform), which included the provision of four new priority spaces for employees, as well as targeted prize draws for staff.
- Work with DLR in relation to the establishment of the new DLR information centre at the LCY DLR Station, alongside new wayfinding signage between the terminal and the station.
- Participation in promotional events, including TravelWise week.
- The development of an internal staff 'Way to Work' brand, which provided a point of contact for transport related queries, and facilitated communication of travel related benefits.



4.6.3

Further action updates are provided at Annex 12.

4.7

Airport Transport Forum

4.7.1

The ATF met twice in 2023, in June and November.

4.7.2

The forum discussed matters such as the continued recovery of passenger numbers at the Airport from the impacts of COVID-19, and measures being progressed by LCY to meet the agreed sustainable transport targets by 2025 and align with the actions under the Travel Plan. The forum also discussed the potential Sustainable Transport Fund, which could be realised subject to the success of the Section 73 application / appeal.

4.7.3

The role and membership of the forum was also discussed, and it was agreed to expand the membership to include local developers. Ballymore, Lendlease, Canary Wharf Group and the Marriott hotel subsequently attended the November meeting and provided additional updates on their activity in the surrounding area.

4.7.4

In terms of specific matters, the forum discussed matters including the following:

- Continued integration between the Elizabeth Line and other public transport options in the area, particularly at Custom House and Canary Wharf.
- The status of new rolling stock being delivered for the DLR from the end of 2024, as well as a future potential extension of the Beckton branch to Thamesmead.
- Operational updates on the opening of the DLR Information Centre at the LCY DLR station.
- The development of Superloop route SL2, as well as bus connectivity more broadly across the region.
- Developments across the area, including in Silvertown, Knights Road, Excel and Canary Wharf.



5 Financial Contributions & Payments

5.1

2023 Headlines

5.1.1

In 2023, LCY paid £1,756,509.75 of financial contributions to the LPA under the CADP1 Planning Agreement.

These are listed below.

- Development Management Contribution – £69,015.70 paid in January 2023 [S106 Schedule 14, paragraph 4]
- Community Recreation Contribution – £345,078.51 paid in January 2023 [S106 Schedule 5, paragraph 3]
- Annual Monitoring Contribution – £172,485.64 paid in July 2023 [S106 Schedule 14, paragraph 3]
- Employment Contribution – £909,064.33 paid in October 2023 [S106 Schedule 5, paragraph 3]
- Education Contribution – £159,417.85 paid in October 2023 [S106 Schedule 5, paragraph 3]
- Environmental Health Monitoring Contribution – £101,447.72 paid in October 2023 [S106 Schedule 13, Paragraph 5]

5.1.2

To date the airport has paid over £12.2 million of financial contributions to the LPA and TfL under the CADP1 Planning Agreement. These are listed at Table 5.1, including the status of all payment obligations.



Table 5.1 CADP1 S106 Planning Agreement Financial Contributions 2017-2023¹⁵

Contribution	Payments to Date*	Payment Status
DLR Contribution	£2,533,921.57	Payment fulfilled
CADP DLR	£2,717,352.06	Payment fulfilled
Walking and Cycling	£111,796.25	Payment fulfilled
ANCS	£25,199.32	Payment fulfilled
Community Recreation	£624,569.13	Payment fulfilled
DLR Station Management	£111,667.94	Second instalment of £100,000 + RPI remains, will resume once passenger numbers reach 4.5m
Education	£663,949.04	2 annual instalments of £110,000 + RPI remaining
Employment	£3,769,267.62	3 annual instalments of £627,246 + RPI remaining
Development Management	£400,766.30	£50,000 + RPI paid annually until occupation (of all phases) of CADP1
Environmental Health Monitoring	£584,148.13	£70,000 + RPI paid annually until practical completion (of all phases) of CADP1
Annual Monitoring	£814,357.04	£120,000 + RPI recurring, paid annually

5.2

Claims Under the Planning Agreement Compensation Schemes

5.2.1

The Value Compensation Scheme (VCS); Noise Insulation Payments Scheme (NIPS) and 69dB Purchase Scheme were all operated in 2023. The second generation VCS and NIPS schemes became operational under the CADP1 permission in October 2017.

5.2.2

There were no claims under any of the compensation schemes in 2023.

¹⁵ These payments include RPI and do not include payments made in 2024 prior to the publication of this report. Payments made in 2024 prior to the publication of the APR include the Community Recreation Contribution (£345,078.51) and Development Management Contribution (£72,577.56).

5.3 Wake Turbulence

5.3.1

In 2022 the LPA approved a review of the Wake Turbulence Strategy at Annexure 11 of the S106 Planning Agreement and an amendment to Schedule 12, paragraph 3.3 of the S106 Planning Agreement to insert a threshold below which aircraft would not need to be assessed in terms of their wake turbulence. Provision was also added to require a review of the Wake Turbulence Study within three months of any reported instance of wake turbulence.

In 2023, no new aircraft above the threshold were introduced to LCY.



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