



London Luton Airport

## COMMUNITY ENGAGEMENT

Annual Report 2017







# Contents

- 02** *Foreword*
- 04** *2017 Commitments*
- 06** *Five Years of Progress*
- 08** *Building Sustainable Communities*
  - 09** *Connect*
  - 10** *The Community Trust Fund*
  - 14** *Our Charity Partner*
  - 15** *Bedfordshire Student Internship Scheme*
- 16** *Contributing to Economic Growth*
  - 17** *The Prince's Trust 'Get into Airports'*
  - 19** *Jobs and Careers Fair*
- 20** *Health Safety and Environment*



## FOREWORD

*London Luton Airport's (LLA) transformation is now well underway. With over 15.8 million passengers choosing to travel with us in 2017 we're busier than ever before. To meet this continued demand, we are building a bigger, better airport and improving the experience for our passengers. As the airport grows there are new opportunities to make sure everyone benefits; from passengers to our local community.*

2017 marked the conclusion of our five-year Community Engagement Strategy. We have made significant strides within this time and the highlights have been numerous and varied:

- 83% of the 161 local young people who have taken part in our 'Get into Airports' programme since it began have secured full-time employment.
- Our Community Trust Fund donated £370,810 to local organisations.
- LLA was named as one of the top performers for Health and Safety against other airports of a comparable or bigger size.
- We were also named as a finalist for 'Best Partnership in the Community' at the National CSR Awards, which was a great endorsement of our efforts and a reflection of what we've achieved.

2017 also saw the final year of a two-year charity partnership with Keech Hospice Care. We raised £115,563 – exceeding our target of £50,000, thanks to the amazing efforts of our staff, passengers and airport partners. Events included the airport's first ever "runway run" and a sponsored cycle ride to Amsterdam which raised over £50,000. In 2018 and 2019 we look forward to supporting Macmillan with more fundraising efforts.

Looking ahead, we've just finalised our new Responsible Business Strategy which builds on the achievements of the past five years and sets out a vision for the next five. The strategy encompasses all aspects of the business, from customer experience and security to economic growth and the environment, but the local community will always lie at the heart of everything we do.

The future for LLA is an exciting one and we will ensure our local community continues to see the benefits of our journey.



**Nick Barton**  
Chief Executive Officer  
London Luton Airport

# 83%

who joined the  
Get into Airports'  
programme  
secured full-time  
employment

LLA was named  
as one of the  
top performers  
for Health and  
Safety against  
other airports of  
a comparable or  
bigger size

We raised over

# £115k

for Keech Hospice Care  
exceeding our target  
of £50,000



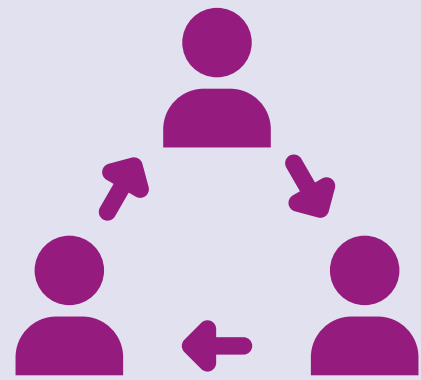
# 2017 COMMITMENTS

In 2016 we made ten commitments to ensure that we continued to play a positive role in our local community.

This report details our progress against the priorities and commitments as set out in the 2013-2017 Community Engagement Strategy, published in January 2013.

PRIORITIES	COMMITMENTS	ACHIEVEMENTS
<div>  <div>                     BUILDING SUSTAINABLE COMMUNITIES                 </div> </div>	<div>  <div>                     Raise a minimum of £50,000 and awareness of Keech Hospice Care with our employees and passengers during our two year charity partnership.                 </div> </div> <div>  <div>                     Commit a minimum of £50,000 to the annual London Luton Airport Community Trust Fund.                 </div> </div> <div>  <div>                     Deliver our Communications skills programme 'Connect' to a minimum of 10 secondary schools.                 </div> </div>	<div>  <div>Exceeded</div> </div> <div>  <div>Exceeded</div> </div> <div>  <div>Work in progress</div> </div>
<div>  <div>                     CONTRIBUTING TO ECONOMIC GROWTH                 </div> </div>	<div>  <div>                     Work with airport businesses to hold a job fair to support local employment.                 </div> </div> <div>  <div>                     In conjunction with The Prince's Trust and business partners open new employment opportunities to a minimum of 24 local young people.                 </div> </div> <div>  <div>                     Work to ensure at least 55% of The Prince's Trust programme participants secure employment within three months of finishing their course.                 </div> </div>	<div>  <div>Achieved</div> </div> <div>  <div>Achieved</div> </div> <div>  <div>Achieved</div> </div>
<div>  <div>                     HEALTH, SAFETY AND ENVIRONMENT                 </div> </div>	<div>  <div>                     Reduce energy consumption usage per passenger by 5%.                 </div> </div> <div>  <div>                     Deliver Health &amp; Safety management excellence by successfully migrating and complying with OHSAS18001 updated standard ISO45001 by the end of 2017.                 </div> </div> <div>  <div>                     Work with Air Traffic Services to ensure 90% of aircraft complete a continuous decent approach (CDA) into the airport to help mitigate against the impacts of aircraft noise on affected routes.                 </div> </div> <div>  <div>                     Make £100,000 available to the local residents Noise Insulation Scheme.                 </div> </div>	<div>  <div>Achieved</div> </div> <div>  <div>Work in progress</div> </div> <div>  <div>Achieved</div> </div> <div>  <div>Achieved</div> </div>

# FIVE YEARS OF PROGRESS



**£370,810**  
Community trust fund



**161**  
Young people supported



**83%**  
into work



Supported regional tourism by sponsoring the St Albans film festival which welcomed over  
**3,000 people**



Achieved full BS OHSAS 18001 and ISO 14001 health & safety and environmental accreditation.



Supported local business by hosting the 3rd Meet the Buyer event



**6 million**  
passengers have had the opportunity to view the Gateway Gallery



Made Theme Airport available to approximately  
**45,800 pupils**



Engaged with over  
**2,500**  
children through penguin explorer Fun bus studio



**£338,563**  
Raised for charities



Gained international recognition for our energy management system. Achieving full ISO45001 energy Accreditation



**166**  
year 10s support on our connect programme



## BUILDING SUSTAINABLE COMMUNITIES

Our ambition is to support people in our local community - particularly those facing social disadvantage - to build successful lives and reduce social deprivation.

LLA's first ever 'Runway Run' and a sponsored cycle ride to Amsterdam, which alone raised more than

£50k

166

year 10 supported during 2016/2017 academia year



We made  
10  
workshops available to schools in Bedfordshire

## Connect

*In 2017, we built on the success of Connect and introduced career presentations to selected schools within Luton's most deprived areas. The purpose: To empower people through skills and employability, especially those who are marginalised.*

Our work around careers support for young people has never been more important as we face a widening skills gap in our industry sectors, and improving social mobility is a key challenge for the communities where we work and live. We aim to build better communities through targeted engagements with schools to inspire the next generation.

Connect was a brand new programme for 2016 to help prepare secondary school pupils for success in the workplace. The programme is the second initiative from LLA's 'Inspiring Young People' commitment and has been developed in conjunction with local not-for-profit training provider Develop. Connect offers a series of workshops to help young people develop their communication skills.

### WHAT IS CONNECT?

Our programme aims to equip young people aged 13–14 (Year 10) with the transferable skills and knowledge needed to make a smooth transition from education to the workplace. Two three-hour interactive sessions concentrate on three key areas: verbal and non-verbal communication, listening and writing. The workshops enable participants to tackle real-world examples of communication at work such as composing professional emails, thinking about body language during conversations and presentation tips for interviews.

### WHO HAS THE PROGRAMME BENEFITTED?

We have committed to have 10 programmes available within Bedfordshire over the 2017/18 academic year to take into account teacher feedback on timings. Since September 2017 we have hosted workshops at 10 schools in Luton and Bedfordshire. Typically, schools identify 25–30 pupils who will benefit most from the support offered. The programme particularly helps students from disadvantaged backgrounds or those with less academic ability, helping them to compete on a level playing field with their peers who may have had a more advantaged start in life. Two of the participating schools have intakes from Luton's most deprived wards, including Northwell, Biscot and Dallow.<sup>1</sup>



# The Community Trust Fund

*Throughout 2017 we have continued to deliver on our long-term commitment to invest in the local community. Our primary channel for this investment is the London Luton Airport Community Trust Fund which provides a minimum of £50,000 in grants every year. Through the fund, we seek to support local charities and community organisations that deliver projects benefiting good causes such as young people, communities and the environment.*

The Fund is independently administered by the Bedfordshire and Luton Community Foundation (BLCF), which was established in 2009. The BLCF's experienced panel awards grants to deserving local causes with continuous monitoring and evaluation to ensure the money has a significant impact on the social, environmental and economic life of our community.

Over the last five years we have donated more than £250,000 across Hertfordshire, Bedfordshire and Buckinghamshire, with grant sizes ranging from £250 to £7,500. In 2017 we particularly focused on raising awareness of the availability of funds to communities in Hertfordshire, which had been underrepresented in the past. As a result we saw a 175% increase in applicants compared with 2016. In total, we awarded 26 grants totalling £114,685.

We work hard to make our funding as accessible as possible for all local charities and community groups. The BLCF grants team is able to provide guidance and will support applicants through the process.

If you are unsure whether you are eligible to apply for funding or have any general questions then please contact the BLCF grants team:

**mail@blcf.org.uk**

## HOW TO APPLY

1. Go to [www.blcf.org.uk/grants](http://www.blcf.org.uk/grants)
2. Select London Luton Airport Operations Ltd
3. Check you are eligible
4. Download the application, complete and submit

We awarded

26

grants totalling  
£114,685





## The Projects we Supported

We contributed over

**114k**

GBP, total funds  
towards 26 projects

GROUP	PROJECT	BEDS	HERTS	BUCKS
<b>Volunteering Matters</b> <b>RSVP Beds &amp; Herts</b>	Cost of wool, and running costs	£1,000		
<b>The Wildlife Trust for Bedfordshire</b>	Staffing and running costs	£5,000		
<b>Shillington Lower School PTFA</b>	Refurbishment of swimming pool	£7,200		
<b>Chilterns MS Centre</b>	Running costs and to provide therapies	£7,500		
<b>CHAT</b>	Short-term respite care cost for families with children			£6,720
<b>Cambridgeshire &amp; Northamptonshire Mind BLMK</b>	Community heritage garden and staff in Luton	£7,495		
<b>Beanstalk</b>	Children's reading in school	£6,213		
<b>Downside Magazine</b>	Community Magazine	£1,000		
<b>Sorted Counselling Service</b>	Counselling to young People	£5,000		
<b>Dallow Play Scheme</b>	After School Club	£3,350		
<b>Edgcott Parish Centre</b>	Hall extension and refurbishment		£1,489	
<b>Chearsley Village Hall</b>	Rebuild		£7,500	

GROUP	PROJECT	BEDS	HERTS	BUCKS
<b>Aylesbury Town Chaplaincy</b>	Day Time Chaplains and Night time Street Angles			£2,500
<b>Redbourne Scout Group</b>	Upgrade and refurbishment		£6,260	
<b>Cruse Bereavement Care Bedfordshire</b>	Bereavement service for people with mental health	£6,333		
<b>St Albans District CVS</b>	Dragons Den challenge for young people		£6,445	
<b>Potton Colts</b>	Training for young people including coaching courses	£1,930		
<b>All Saints Church Chalgrave</b>	Repairing and replacing the roof	£5,000		
<b>Dunstable &amp; District Citizens Advice</b>	Moving and building extra capacity	£7,000		
<b>Herts Vision Loss</b>	Sight Life		£3,500	
<b>Hertfordshire County Athletic Network</b>	Academy for young people		£3,750	
<b>Hitchin Hackspace Ltd</b>	Building expansion		£3,750	
<b>Home-Start Royston &amp; South Cambridgeshire</b>	Home-Start Home visiting service		£3,000	
<b>Southill Parish Hall</b>	Flooring replacement	£1,000		
<b>The Living Room</b>	Males can talk		£3,750	
<b>Stepping Stones Pre-School</b>	Container replacement		£1,000	
<b>TOTAL</b>				<b>£114,685</b>



## Our Charity Partner

*Caron Hooper from Keech Hospice Care looks back on a successful two-year partnership with LLA that smashed all fundraising targets.*

It costs around £5.7 million a year to provide our specialist care services to adults and children in Hertfordshire, Bedfordshire and Milton Keynes with life-limiting and terminal illnesses. 70% of our funding comes from the local community. So back in 2015 we applied to be LLA's charity partner to help raise vital funds to ensure we can keep delivering the highest level of care possible to our patients and their families. We were thrilled when we were chosen, but could not have anticipated just how successful the partnership would be.

The driving force behind this success was the airport staff's passion to support us. Across all the departments at the airport, the enthusiasm and commitment has completely exceeded our expectations.

Looking back at the fundraising activities LLA has organised alongside Keech, the volume and variety is overwhelming. More traditional initiatives such as football tournaments and live music events were joined by bigger events such as LLA's first ever 'Runway Run' and a sponsored cycle ride to Amsterdam, which alone raised more than £50,000. As a result, our £50,000 fundraising target was smashed within the first year and in total the partnership raised £115,563.

The numbers in themselves are impressive, but increased awareness from the partnership has also increased indirect funding from the wider community. LLA has created a legacy for future funding within the community which has been previously untapped and, we like to think that although it has officially come to a close, the impact of our work with LLA will live on for years to come.

Everyone here at Keech Hospice Care will truly miss this partnership but thank all at LLA for making the difference when it mattered the most.

We raised over  
**£115k**  
for Keech Hospice Care  
exceeding our target  
of £50,000



# 75

Each student  
completes 75 paid  
hours at the airport

# “

*The placement  
at LLA was  
challenging, but  
ultimately rewarding.*

**Daniel Assumadu**

# ”

# 12

interns are  
participating over  
the 2017/18  
academic year

## Bedfordshire Student Internship Scheme

*A major area of concern in the UK today is a skills deficit in the workforce, making training schemes and preparation for young people more vital than ever.*

The Bedfordshire Student Internship Scheme gives students the opportunity to gain first-hand experience of working at a major airport while studying for their degree.

The scheme runs in partnership between LLA and the University of Bedfordshire. 12 interns have participated over the 2017/18 academic year, from varying backgrounds and nationalities. Students are given the opportunity to develop essential workplace skills, enhance their CV and gain practical experience at a range of businesses, including LLA.

Each student completes 75 paid hours at the airport, assisting passengers in the pre-security preparation area and advising them what is permitted through security search. Working at the airport challenges participants by removing them from their comfort zone and exposing them to a customer-orientated environment, where they are required to manage passenger requests on a daily basis.

This is complemented by workshops run by the University of Bedfordshire, which provide guidance on the skills students need to be successful when entering the world of work. This includes CV writing and communication skills.

Going forward, our ambition is to expand the scheme further; we're working with the University of Bedfordshire to identify ways to increase awareness and participation.

*"The placement at LLA was challenging, but ultimately rewarding. It exposed me to new things which I may not face in my daily routine and encouraged me to use my initiative and imagination to solve problems which I may not have explicitly been taught to deal with. My communication skills have improved – I have learnt to adapt the way I give out certain information to ensure that different people can understand it more easily. Towards the end of my time working for the airport, I noticed that I had become more confident and could easily project my voice, no matter how many people were around me."* Daniel Assumadu

## CONTRIBUTING TO ECONOMIC GROWTH

OUR AMBITION IS TO SUPPORT THE CREATION OF GROWTH, PRODUCTIVITY AND DEVELOPMENT IN THE REGION'S ECONOMY.

Over  
**800**  
people attended LLA's  
Jobs and Careers Fair

**70%**  
of young people  
found employment  
in 2017



**163**  
young people  
supported

## The Prince's Trust 'Get into Airports'

*Our 'Get into Airports' scheme aims to create more inclusive communities by engaging with our neighbours, improving social mobility and inspiring the next generation of skilled workers.*

The scheme, which is run in partnership with The Prince's Trust, has provided work experience, training and support to 23 young people, aged 18–30 years old, this year alone. Of these, 70% have now found employment.

Since it started in 2011, the programme has gone from strength to strength, supporting 161 young people with almost all of them (83%) finding permanent employment. For those few who have not, The Prince's Trust provides a further six months of support.

### THE PROGRAMME

'Get into Airports' is a five-week programme offering local unemployed young people the opportunity to gain experience working in a variety of roles at the airport. The aim is to help them develop their confidence and competence in the workplace. Ultimately, it's hoped they will secure employment either with LLA or another on-site employer.

The first three weeks of the programme are dedicated to training and getting ready for the world of work. Candidates take part in CV workshops, presentation skills training, interview practice sessions and have the opportunity to achieve the newly introduced 'Exploring the Aviation Industry' NCFE Level 1 Certificate. They then spend two weeks on a placement offered by a range of employers from around the airport in sectors such as retail, engineering and operations.

Our partnership with The Prince's Trust is vital in ensuring that the scheme is accessible to even the most vulnerable young people. We do our best to alleviate financial barriers by covering the cost of transport and uniform. We also make sure the young people involved in the programme have the emotional support they need, both during and after the placement. Each participant has a mentor who can provide guidance and practical help navigating the sometimes overwhelming first experiences of the working environment.



## Case Study: Thomas Cundy

*Originally from Sheffield, Tom moved to Bedford in 2013 with his wife and their son to be closer to her family. However, after the move, Tom found himself stuck in a cycle of temporary work, struggling with a lack of security.*

*"I became really down and depressed about being out of work. I was working hard but then I would get to the end of my contract and have to find a new role all over again. This continuous change was a challenge and not having any security was stressful. I felt like I was letting my family down and always worried about how I could find a permanent job."*

Tom's mother-in-law then suggested he take part in an employability programme at LLA. The Barclays Connect with Work Programme, run in partnership with The Prince's Trust and LLA, gave Tom the chance to learn more about a customer service role and increase his employability.

*"I was nervous just attending the taster day to hear more about the programme. I was not sure I'd be accepted on to the course. But when I heard there was a spot for me, I was delighted. It was such a boost to know I was on the right track and not letting my family down. I enjoyed the course and found that I really wanted to work in customer service."*

After taking part in the programme, Tom interviewed for and secured a permanent role at LLA with National Express.

*"I am now joining National Express as a permanent member of the team. It is such a relief to have a stable role, and I am excited about what lies ahead. My new job has also given my wife a boost, as she wants to study to be a nurse but couldn't take the next steps until she could afford to reduce her work hours."*



# 295

current vacancies  
were offered  
by exhibiting  
employers

## Jobs and Careers Fair

*Together with our event partners, Luton Borough Council and Community Interest, we hosted our second careers fair in May. The event drew over 800 people to Venue Central in Luton.*

The event brought together 27 employers based in and around the airport that are looking for new staff, ranging from Harrods Aviation and National Express to Beungo and Luton based Ryebidge Construction. In total, exhibiting employers offered 295 current vacancies at the event. Attendees were able to meet prospective employers, find out more about the opportunities available and apply for jobs on the spot.

As LLA makes its biggest ever investment to transform the airport and increase capacity, there are an increasing number of employment opportunities for local people. The investment is expected to create 10,500 new jobs on top of the 27,200 jobs LLA already supports. Over 7,000 of these will be located in the Three Counties area.

This year there was a particularly large selection of roles in the retail and hospitality sector as a range of new leisure options open at the airport. This will include an additional 43 shops as well as new restaurant and bar outlets.

We've already seen some great success stories following the fair. 459 attendees completed a post-event evaluation, 85% said they found the event helpful and 70 people noted they were offered a follow-up interview on the spot or invited to an assessment day. Exhibitors such as Bella Italia have confirmed up to 80% of its staff are from the local area.

# 10.5k

new jobs expected to  
be created on top of  
the 27,200 jobs LLA  
already supports

Since 2011 we  
have supported

# 161

young people

## A BETTER ENVIRONMENT

OUR AMBITION IS TO PROTECT WHAT MATTERS MOST BY OPERATING IN A SUSTAINABLE AND ETHICAL WAY.

The overall Continuous Descent Approach achievement was

90%

38

LLA installed insulation in 38 properties during 2017



Over

£100k

was spent to complete the work

## Health Safety and Environment

*Health, Safety and Environment is paramount to the operations at LLA. Last year we identified a number of key priorities, focusing on employee awareness, waste management, and achieving excellence.*

### CONTINUOUS DESCENT

One of LLA's most successful measures to reduce noise for arriving aircraft is known as a Continuous Descent Approach (CDA). In a Continuous Descent Approach, or CDA, an aircraft stays higher for longer and descends at a continuous rate to the runway threshold therefore reducing periods of prolonged level flight at lower altitudes. Whereas, the conventional approach involves descending in steps using engine thrust to level off. By using a CDA approach less fuel is burnt, less emissions are produced but most importantly it reduces the noise by avoiding the use of engine thrust required for level flight.

During 2017 the team worked with LLA's operators and Air Traffic Control to increase the CDA performance. The overall CDA achievement was 90% with several major LLA operators achieving higher performance; easyJet, Wizz Air, Ryanair, and TUI.

### NOISE INSULATION SCHEME

Our Noise Insulation Scheme aims to assist in reducing the noise for properties in our local communities. The scheme covers both residential and non-residential properties. Depending on any existing insulation in the property, double glazing, secondary glazing and ventilation units can be provided. Rooms eligible for insulation include living rooms, dining rooms, kitchen-diners and bedrooms. The scheme is administered by the London Luton Airport Consultative Committee (LLACC) who decide the properties to insulate each year based on the annual noise contours.

During 2017, LLA installed insulation in 38 properties, which included 30 flats and 8 houses, these were all residential dwellings; over £100,000 was spent to complete this work.





# Notes

KEEP IN TOUCH

This report has been designed to inform stakeholders, staff and passengers with the aim of facilitating dialogue. We welcome both your feedback on our current work and new ideas for future initiatives. To share your comments, inquiries and suggestions, please email **[communityupdate@ltn.aero](mailto:communityupdate@ltn.aero)** or visit **[www.london-luton.co.uk/corporate/community](http://www.london-luton.co.uk/corporate/community)**





London Luton Airport

# COMMUNITY ENGAGEMENT

Annual Report 2017

