

Annual Monitoring Report 2020





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Foreword

After a record-breaking year in 2019, 2020 was a very different year for us all at London Luton Airport. The closure of borders and pause on international travel led to a dramatic drop in passenger numbers and flights. This, in turn, had serious knock-on effects for the business and operations, both at the airport and throughout the supply chain.



Despite these disruptions, we made a number of significant changes to the airport to ensure the safety of both our passengers and employees. As a result, we were delighted to be the first airport in the country, and one of the first in the world to be awarded certification by Airports Council International (ACI) in their Airport Health Accreditation (AHA) Programme, confirming the airport's industry-leading approach to safety.

In addition to changes made with safety front of mind, we also carried out a series of actions with a view to the future. We worked closely with the UK's air traffic agency NATS to consult on changes to our arrival routes, receiving exceptional levels of engagement throughout the process. A total of 2,400 responses were received and 11,000 visits were made to our virtual exhibition, providing comprehensive feedback for our final submission expected in summer this year.

To further ensure the airport is in a strong position to build back better, we submitted a planning application to increase our annual passenger cap by an extra one million passengers, to 19 million. The increase will not require any physical changes at the airport but will enable us to make the best use of the terminal building, prepare the airport for future success and create reassurance for the thousands of people and businesses that rely on us.

Of course, it is vital that any planned growth is sustainable. During 2020 we joined the Airport Carbon Accreditation Programme, were awarded the ISO14001 standard for environmental management and published our Responsible Business Strategy. This sets out the airport's sustainability commitments across six key areas and demonstrates how our proposed growth benefits everyone around us.

Lastly, looking beyond the airport and future growth, it is also worth highlighting the numerous ways in which our team were able to support the local community throughout the pandemic. The airport hosted a National Health Service (NHS) testing centre, our staff volunteered with charities in the local area and, more recently, at vaccine centres too. It's incredibly heartening to see our colleagues bring the same energy to the local community as they would do in their day-to-day roles.

While 2020 has been a year like no other, our outlook is positive. We are incredibly proud of the work we have carried out to ensure that our staff and passengers remain safe and are confident that after over a year of not being able to travel, they will. We cannot wait to welcome them back.

Neil Thompson

*Operations Director
London Luton airport*

A handwritten signature in black ink, appearing to read 'N. Thompson', written in a cursive style.

Key Monitoring Indicators

Parameter		2020	2019
Total Aircraft Movements	↓	63,593	141,481
Day Movements (07:00 - 23:00)	↓	55,929	124,306
Night Movements (23.00 – 07.00)	↓	7,664	17,175
Early Morning Movements (06.00 – 07.00)	↓	2,525	5,968
Total Scheduled Passengers	↓	5,457,201	17,751,946
Total Charter Passengers	↓	15,585	248,023
Total Passengers	↓	5,472,786	17,999,969
Number of Destinations	↓	140	141
Number of New Airlines	↓	0	1
Number of New Routes	↓	0	19
Westerly/Easterly Runway Split (%)	-	72/28	70/30
Night Quota Used (3,500 Limit)	↓	1650.00	3159.00
Average Ratio of Aircraft movements % (day/night)	-	88/12	88/12
Track Violations	↓	11	53
Departure Noise Infringements (Day)	↑	2	0
Departure Noise Infringements (Night)	-	0	0
Fines transferred into Community Trust Fund	↓	£14,000	£58,000
24hr Continuous Decent Approach (% achievement)	↓	88%	91%
No. Departures Recorded at ≥ 85 dB(A) during Day (Night)	-	0 (0)	0 (0)
No. Departures Recorded at ≥ 76 dB(A) during Day (Night)	↓	1,345 (206)	7,749 (1,056)
No. Departures Recorded at ≥ 70 dB(A) during Day (Night)	↓	16,714 (2,505)	48,567 (6,333)
Night Noise Contour Area (48 dB L _{Aeq, 8h})	↓	28.8km ²	44.2km ²
Population within Night Noise Contour (48 dB L _{Aeq, 8h})	↓	14,800	21,250
Dwellings within Night Noise Contour (48 dB L _{Aeq, 8h})	↓	6,350	8,950
Noise Complaints	↓	4,489	12,735
Complainants	↓	395	664
Number of New Complainants	↓	165	357
Largest Source of Complaints	-	Depts. West	Depts. West
Number of PM ₁₀ exceedances	-	0	0

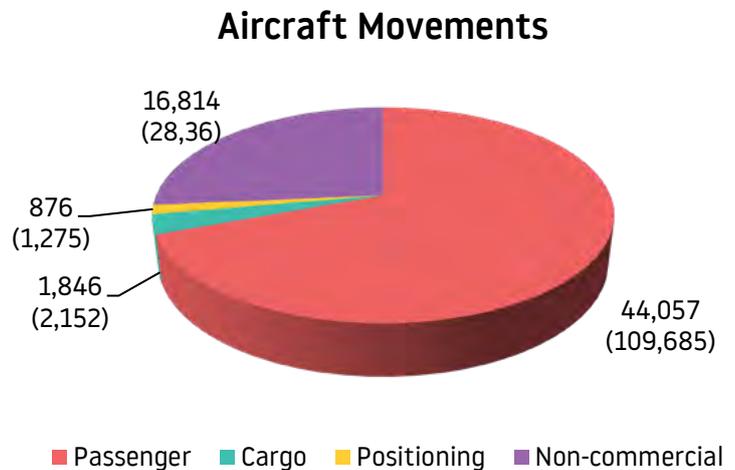
Air Traffic Data

Aircraft movements

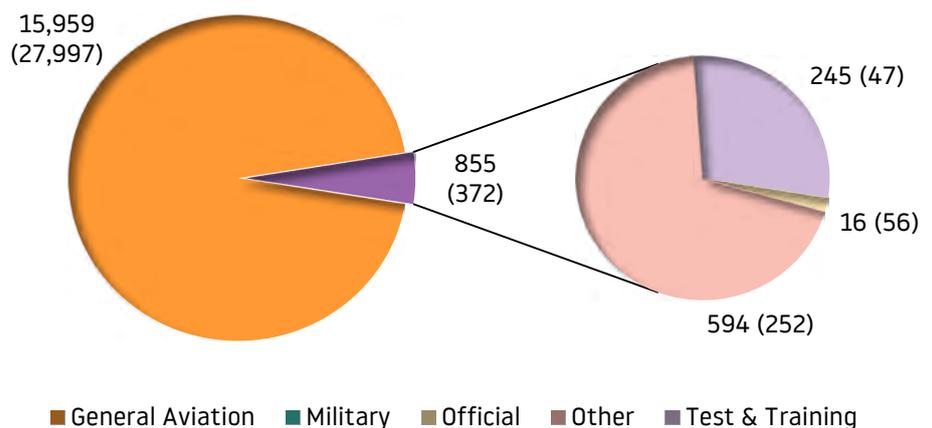
LLA handled a total of 63,593 aircraft movements during 2020, an decrease of 55% compared to 2019. An aircraft movement is the take-off or landing of any aircraft from the airport.

The majority of aircraft movements were passenger flights at 44,057 movements. This includes commercial flights by executive aircraft (compared with 109,685 in 2019). Other movements included cargo, positioning flights and non-commercial flights.

For comparison purposes 2019 data is shown in brackets.



Non-Commercial Aircraft Movements



Movement Classification

Commercial – operating for hire or reward and includes cargo, passenger and positioning flights

Non-Commercial – not operating for hire and reward

Cargo – aircraft movements which are solely for freight. It should be noted that freight can also be carried on aircraft in other categories

General Aviation – private aircraft, helicopters and business jets not operating for hire or reward

Passenger – commercial passenger flights, including executive aircraft

Positioning – typically empty flights to/from other airports

Military – flights on military business

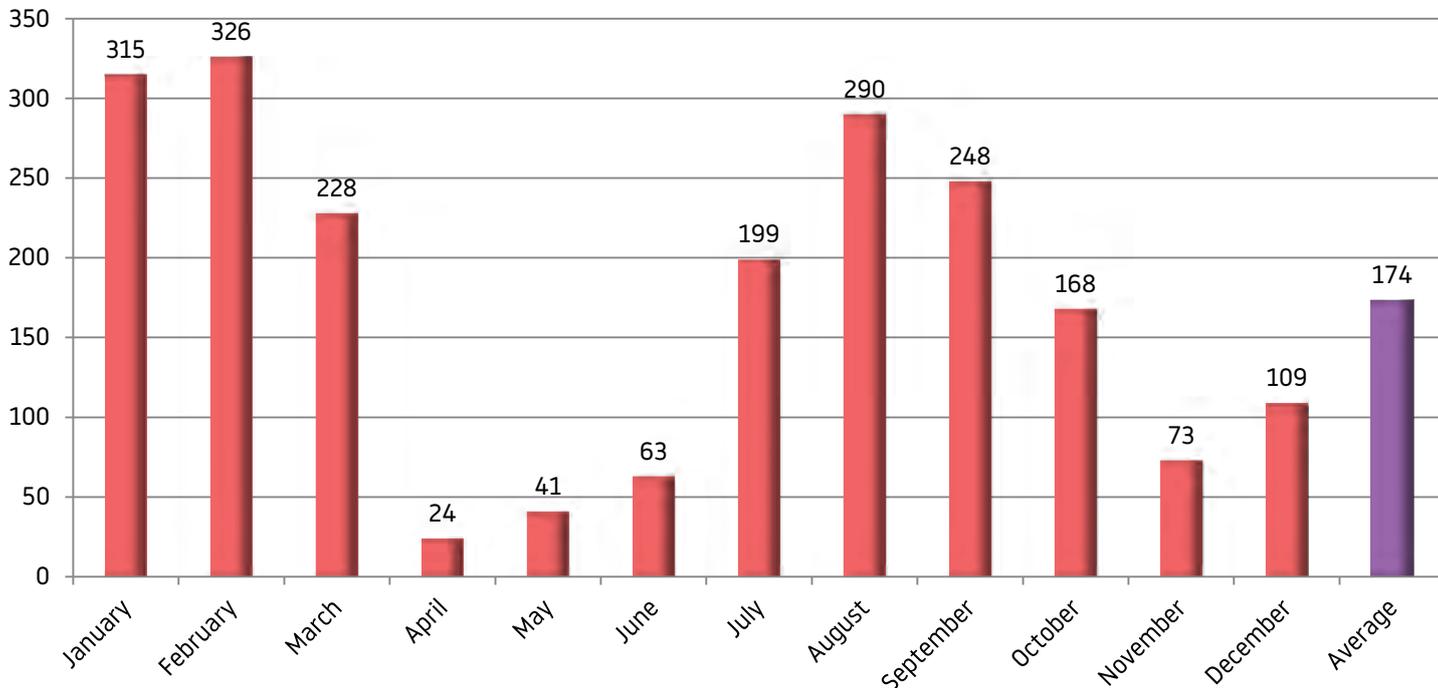
Official – flights solely for official purposes by British or foreign civil government departments

Other – flights coming for maintenance and or departing aircraft that have made an unscheduled return to base

Test & Training – training flights involving aircraft and also flights following or during aircraft maintenance

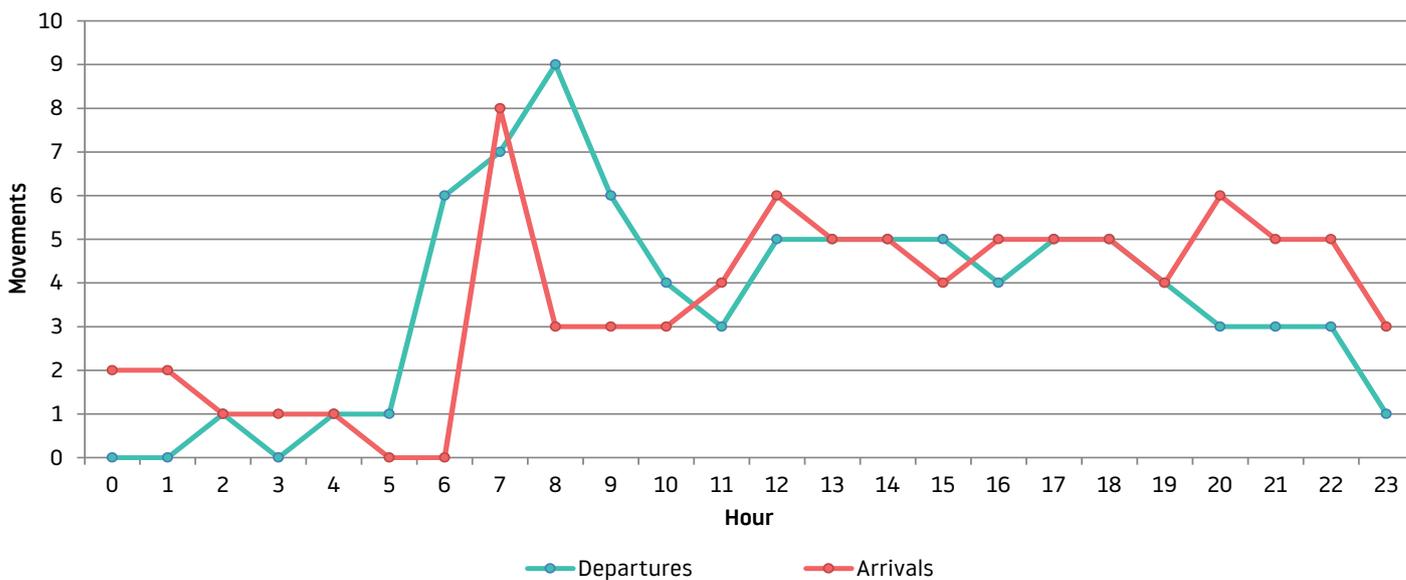
The graph below illustrates that the busiest time of year was February, before the Covid-19 pandemic. **Our busiest day of the year was 23rd February with 428 aircraft movements.** In comparison, April was the quietest when national lockdown and travel restriction were in place in the UK. On average there were 174 movements per 24 hours (compared to 388 movements in 2019).

Annual Average Daily Movements

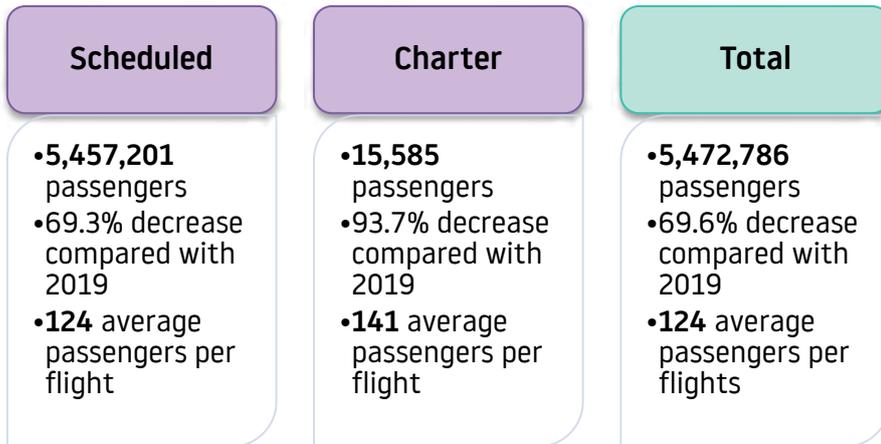


The busiest time on average for departing aircraft was 08:00-09:00 hrs during 2020. The average busiest time for arrivals was 07:00-08:00 hrs. The graph also highlights a low level of average movements during 00:00-06:00 hr.

Annual Average Hourly Movements

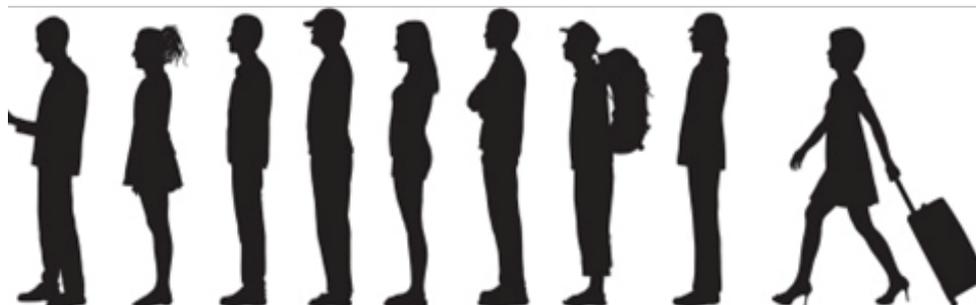
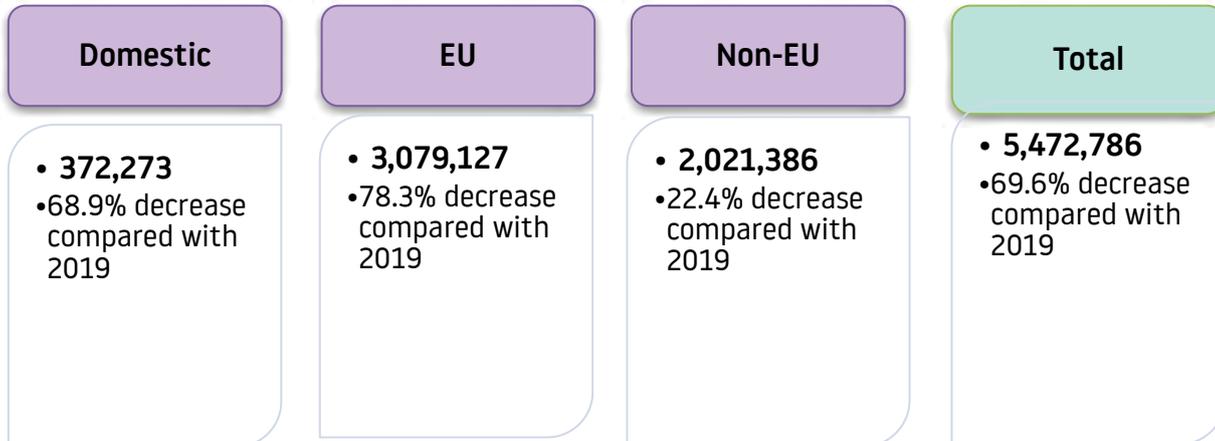


Passenger data



Charter flights are flights in which the aircraft has been chartered (or leased) by a company, typically a tour operator or an executive customer. Charter seats are typically not sold directly by the airline. Scheduled flights are regular flights organised by the company which owns the aircraft.

A total of 5,472,786 passengers used LLA during 2020; 5,457,201 on scheduled flights (99.7%) and 15,585 on charter flights (0.3%). This represents an decrease in passengers of 69.6% compared with 2019.



Cargo

Cargo operations represented 3.8% of all air transport movements at London Luton Airport in 2020. Night movements accounted for 66% of total cargo movements, which is an increment compared to 2019. These were primarily postal flights or intra-European express delivery services moving time sensitive and perishable freight such as fresh food, medication and urgently needed technical equipment vital to supporting and sustaining economic growth. The flights carrying more general, less time-sensitive cargo already operate outside of the night-time period. This would include Formula 1 cars, live animals, clothing, machine parts and more.

We are still seeing similar commodities being shipped however in 2020 we saw an upside in shipments of NHS and private sector PPE supplies, and COVID-19 testing equipment being shipped owing to the pandemic. We also saw a notable amount of supplies being shipped as a means of 'stockpiling' before the Brexit Transition Period ended at the end of 2020.

Operator	Movements			Tonnes
	Day Movements	Night Movements	Total	Total
2020	819	1,609	2,428	32,693
2019	1,210	1,618	2,828	36,906
2020/2019 comparison	-32%	-0.6%	-14%	-11%

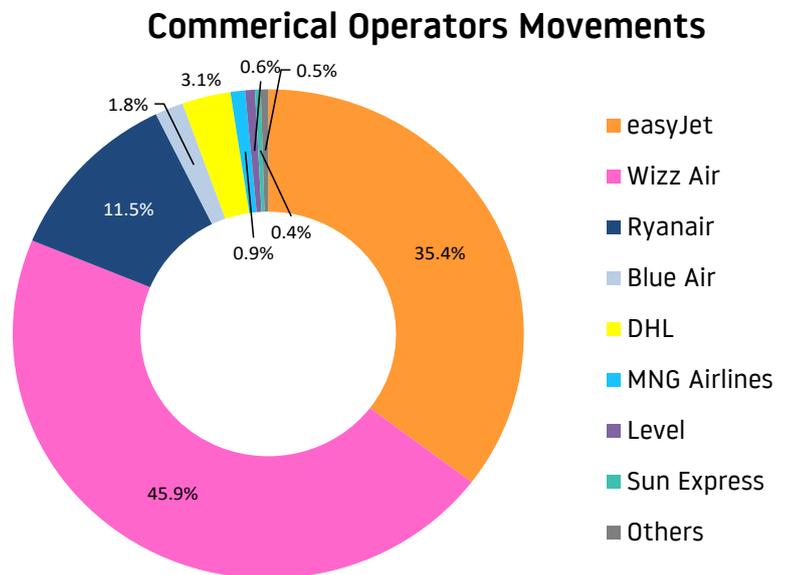
N.B. The cargo movement count is the total number of movements that carried cargo as opposed to flights that are primarily operated for the carriage of cargo. This is because 1% of total cargo tonnage was carried on passenger aircraft. Consequently the movement figures in this section will differ from figures in the Aircraft Movements piechart which shows dedicated cargo movements.



Airlines

London Luton Airport works very closely with its airline partners. The table below provides the movement statistics by commercial operators.

Operator	Movements
easyJet	16,229
Wizz Air	21,061
Ryanair	5,289
Blue Air	825
DHL	1,411
TUI	421
Level	282
Sun Express	168
Others	217
TOTAL	45,903



N.B This table includes movements for both passenger & cargo aircraft but excludes positioning flights and air-taxis.



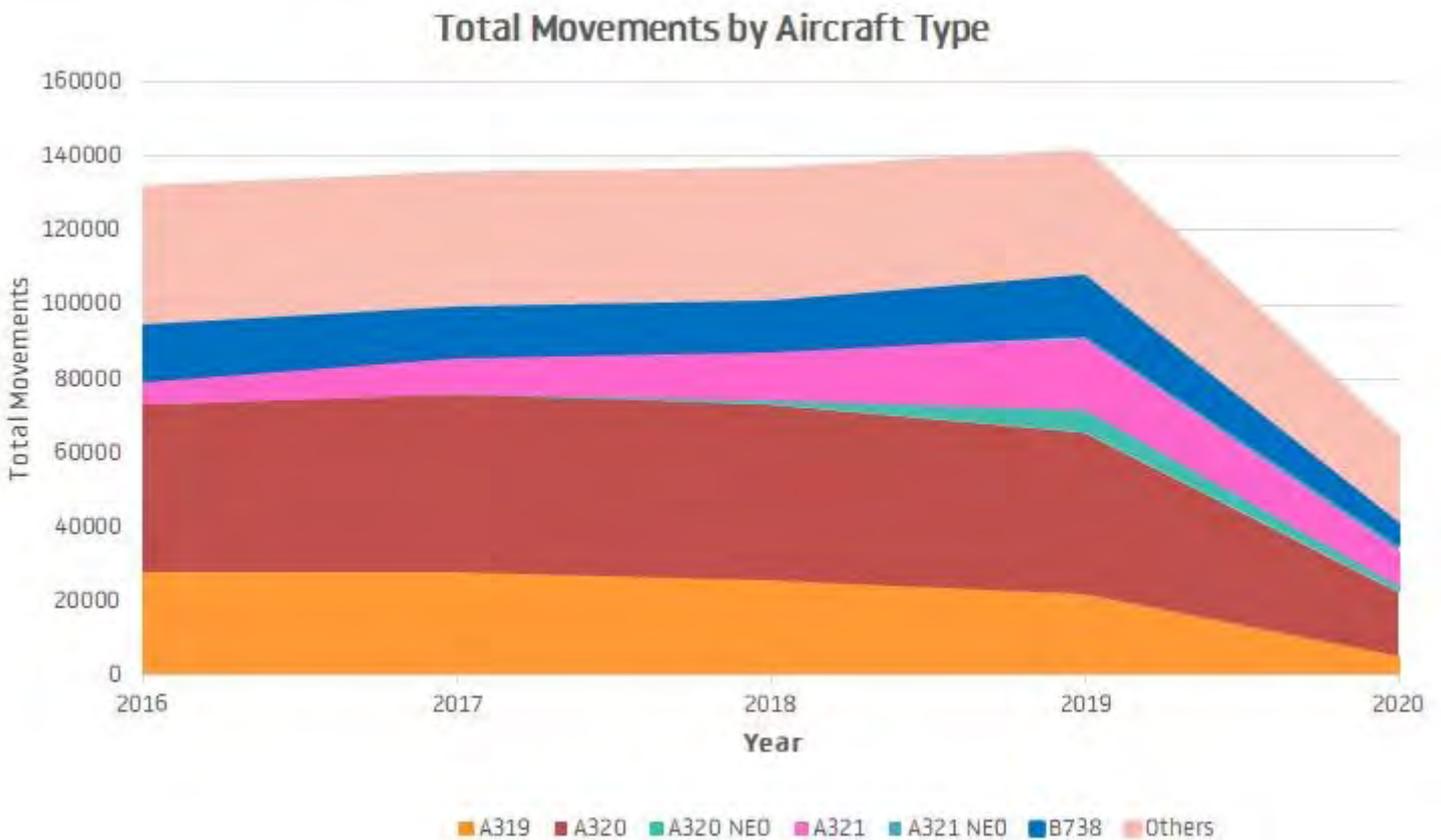
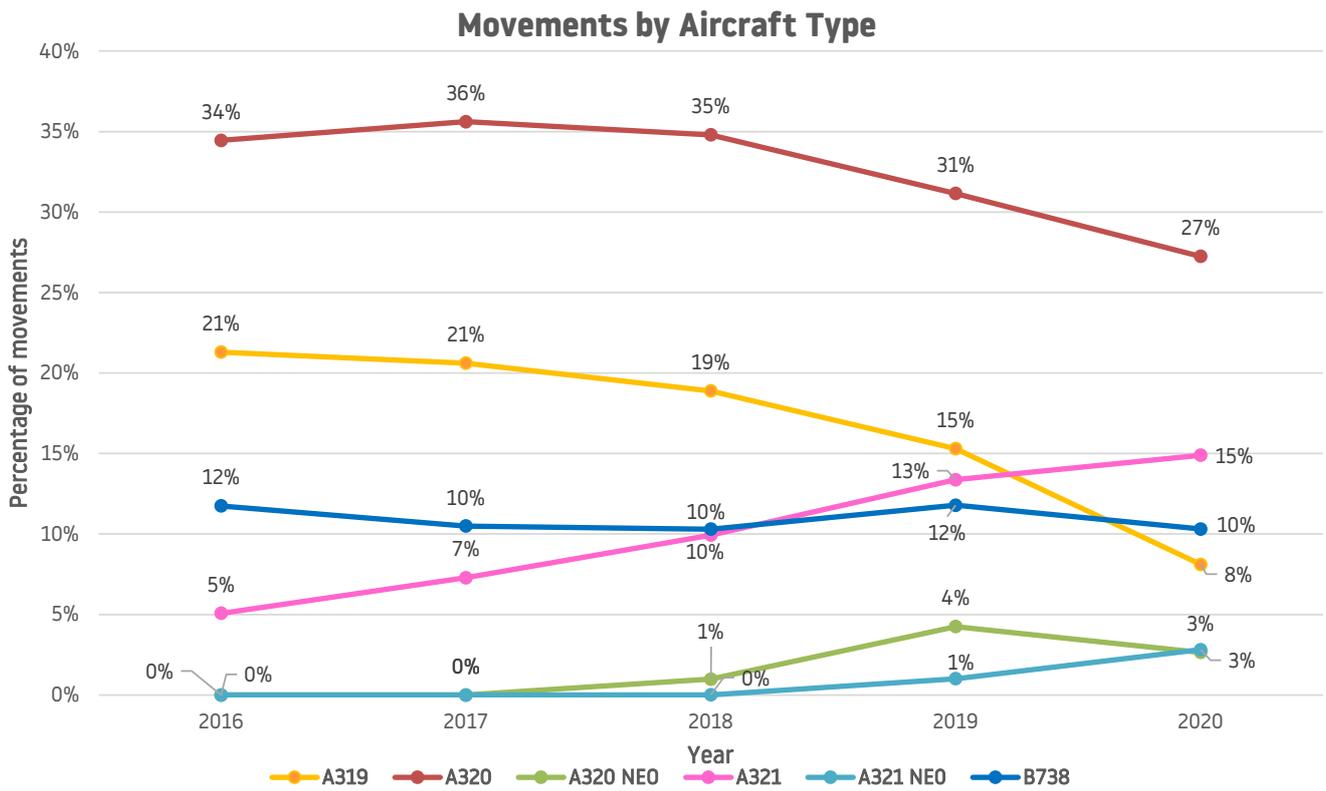
Movements by aircraft type

Aircraft Type	Movements	% of Total movements
A306	1,312	2.1%
Airbus A319	5,157	8.1%
Airbus A320	17,325	27.2%
Airbus A320 NEO	4,682	7.4%
Airbus A321	9,471	14.9%
Airbus A321 NEO	1,792	2.8%
Airbus A330	26	-
Boeing B737-300	20	-
Boeing B737-400	362	0.6%
Boeing B737-500	64	0.1%
Boeing B737-700	145	0.2%
Boeing B737-800	6,554	10.3%
Boeing B737-900	14	-
Boeing B757	264	0.4%
Boeing B767	12	-
Boeing B777	0	-
Boeing B787	34	-
Canadair Global Express GLEX	2,213	3.5%
Cessna Citation Excel C56X	1,926	3.0%
Canadair Challenger CL30	147	0.2%
Canadair Challenger CL60	702	1.1%
Gulfstream 3,4 & 400 series GLF3/GLF4	500	0.8%
Gulfstream 5 and 500 series GLF5	769	1.2%
Gulfstream 650 GLF6	748	1.2%
Embraer Legacy 600	361	0.6%
Cessna Citation Jet C525	136	0.2%
Dassault Falcon FA7X	482	0.8%
Helicopter	190	0.3%
Other aircraft	8,185	12.9%
TOTAL	63,593	100%

The aim of this section is to provide the number of movements for a specific aircraft type. The groups are conditional, assuming that these are the typical aircraft types used for passengers, cargo and general aviation movements. As a result the number quoted here within this section will differ from those within the Aircraft Movements Section.

¹ - Winglets and sharklets are small aerodynamic surfaces mounted almost vertically at the wingtips. There is no difference between winglets and sharklets; the term sharklet is just the name used by Airbus for the winglets fitted to their aircraft.

The graphs below show the most popular type of movements by aircraft type at LLA. The data goes back five years for data comparison purposes.



Destinations

In 2020, London Luton Airport saw a decrease in both passengers and movements due to the Coronavirus (COVID-19) pandemic. From March onwards there were changing government restrictions on travel which impacted LLA.

As a result of the pandemic the slot guidelines were changed for airlines during the summer period. The normal rule (known as the 80:20 rule) is that an airline must operate at least 80% of their allocated slots during the season, if they do not the airlines loses its right to that slot the next season. During 2020, this rule was lifted to allow operators to respond to the changing government restrictions and capacity levels, therefore avoiding the need to run empty services in order to maintain slots. As a result of this some operators cancelled their summer and winter programmes. The routes cancelled by airlines during 2020 are not classified as routes ending, but are classified as postponed until normal market conditions resume.

Despite the pandemic, during 2020 our airlines fly to 140 destinations across 39 different countries.

Top 10 destinations by movement

Destination	Number of Movements
Amsterdam	1,873
Bucharest-Otopeni	1,641
Geneva	1,477
Sofia	1,412
Milan-Malpensa	1,320
Budapest	1,301
Malaga	1,286
Lisbon	1,204
Belfast	1,113
Warsaw-Chopin	1,109

More information about our destinations can be found on the airport's website: <http://www.london-luton.co.uk/inside-lla/destination-map>

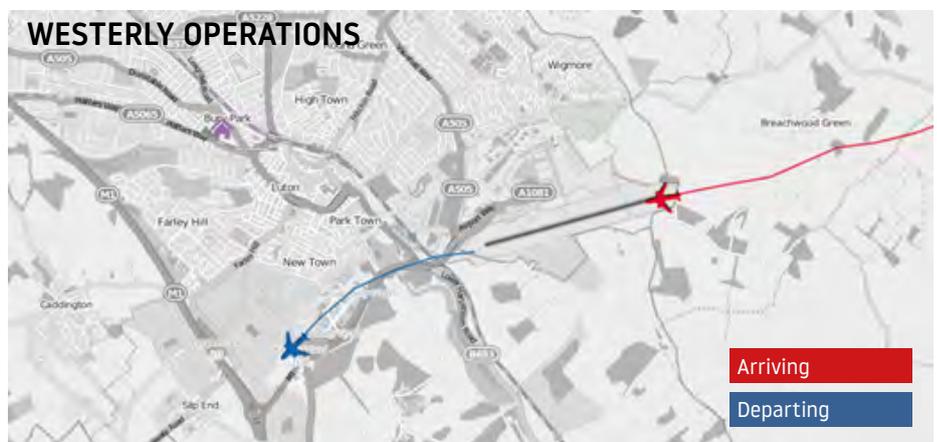


Runway usage

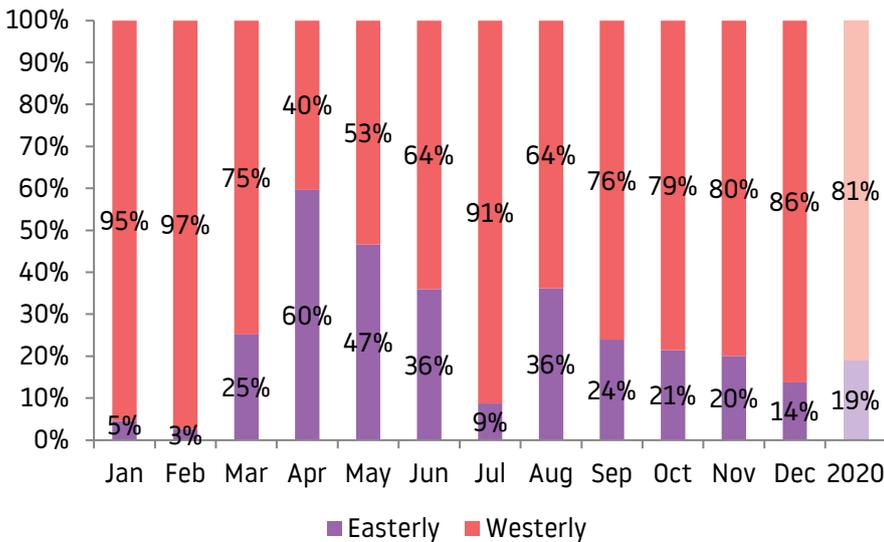
Aircraft need to land and take off into the wind and therefore the prevailing wind direction determines the direction of airfield operation. South westerly and westerly winds prevail for much of the year, typically around 70 per cent of the time.

Wind speeds and directions recorded at higher altitudes can vary considerably from those recorded at ground level. The position of the wind is under constant review by NATS which is why the operation can change direction more than once in a day. However it is also not unusual for the runway to operate in the same direction for several weeks.

A monthly breakdown is shown, highlighting the increased usage of westerly runway in winter months and increased levels of easterly operations over Q2 of 2020.



Runway Usage



Year	Easterly	Westerly
2020	19%	81%
2019	30%	70%
2018	37%	63%
2017	21%	79%
2016	30%	70%
Average	28%	72%

The runway split during 2020 was 19% easterly and 81% westerly (compared to 30% / 70% in 2019). A breakdown of runway usage over the last five years is also shown in the table, giving a historical split of 28% easterly and 72% westerly.

Night Flights

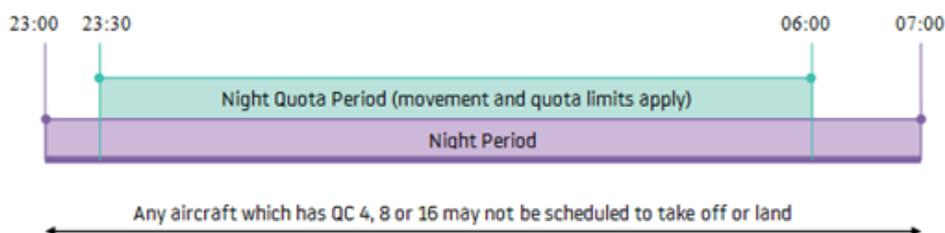


Night Flying Restrictions

As from 1st April 2015 London Luton Airport introduced new night restrictions as part of the planning conditions imposed by Luton Borough Council.

These restrictions have been put in place to limit and mitigate noise disturbance from aircraft operating at night, to prohibit aircraft of certain types from operating, as well as limiting the number of occasions on which aircraft may take off or land.

The night flying restrictions contain a 12 month period aircraft movement limit and a 12 month period quota count limit. The quota count (QC) means that points are allocated to different aircraft types according to how noisy they are. The noisier the aircraft type, the higher the points allocated. This provides an incentive for airlines to use quieter aircraft types.



The table overleaf records the QC bands identified by the certified noise levels, and gives some typical example aircraft, some of which operate from LLA.

The 'Night Quota Period'

The 'Night Quota Period' is from 23:30 to 06:00 hours local, during which period aircraft movements (take-off or landing) are restricted by a limit on the number of movements with noise quotas as an additional measure.

Aircraft are certificated by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take off and landing. The points are then allocated to different aircraft types according to how noisy they are.

The 'Early Morning Shoulder Period'

The 'Early Morning Shoulder Period' is 06:00 to 07:00 hours local. During this period aircraft movements (take-off or landing) are restricted by a limit on the number of movements (the same as the Night Quota Period).

Aircraft movement and quota count limits (per 12 month period)

Condition 9(iii) requires that for the Night Quota Period (2330 - 0600) the following limits shall not be exceeded:

- Total annual movements by aircraft per 12 month period shall be limited to 9,650;
- The total annual noise quota in any 12 month period shall be limited to 3,500.

Certificated noise level (EPNdB)	Typical aircraft	Quota Count
93 to 95.9	B772, A306, A332	QC 2
90 to 92.9	A320/A321, some B738, B752, B788	QC 1
87 to 89.9	A319/A320, some B734, B738, B788	QC 0.5
84 to 86.9	A319/A320, GLEX, FA7X/F900/F2TH	QC 0.25
81 to 83.9	A320 NEO, A321 NEO	QC 0.125
Less than 84	Challenger series (eg CL60), ATP & C525/C550	QC 0

Condition 9(iv) requires that for the Early Morning Shoulder Period (0600 - 0700) the total annual movements by aircraft in any 12 month period shall be limited to 7,000.

The table below provides total aircraft annual movements and noise quota per 12 month period and compares those against the limits set by planning conditions.

	Night Quota Period (2330 - 0600)		Early Morning Shoulder (0600 - 0700)
	Movements Limited to 9,650	Quota Count Limited to 3,500	Movements Limited to 7,000
Jan 2020	540	187.25	357
Feb 2020	497	172.75	315
Mar 2020	377	144.75	224
Apr 2020	144	98.00	3
May 2020	175	97.75	19
Jun 2020	238	110.25	30
Jul 2020	405	152.25	268
Aug 2020	565	191.50	511
Sep 2020	494	163.25	416
Oct 2020	327	126.50	242
Nov 2020	205	92.25	66
Dec 2020	283	113.50	74
Total for preceding 12 months	4,250	1650.00	2,525

There were 21 QC 2 aircraft movements in 2020 during the night time period; 13 were departures by Airbus A300-600 aircraft and the other 8 were departures by Airbus A330-200 aircraft. During 2020, the QC2 restrictions was temporarily relaxed due to the impact of the COVID -19 pandemic. This was required for cargo operators as a period of flexibility was needed across the network as part of business recovery from the pandemic. LLA's cargo operators were key in transporting essential PPE in to the country. Whilst these aircraft are classified QC2 at their Maximum Take-off Weight, due to the runway length at London Luton Airport, they would never operate at their maximum and therefore the actual noise impacts are below that of their noise certification. There were no night time aircraft movements with a QC value greater than 2 in 2020.

Marginally Compliant Chapter 3 aircraft

Taking the year as a whole, of the 62,622 movements where Chapter 3 categorisation is applicable, but none are known to be marginally compliant. There were two movements by an aircraft with unknown classification. These movements were by an Dassault Falcon 20.



Day/Night ratio of movements

There were 7,664 night movements during 2020 (compared to 17,175 in 2019, a decrease of 55%), an average of 21 movements per night (compared to 47 last year). Arriving aircraft accounted for 50%

of total night movements, relating primarily to the last rotation of Luton based passenger aircraft scheduled to land back at the airport at night, between 23:00 hrs and midnight. 62% of total night

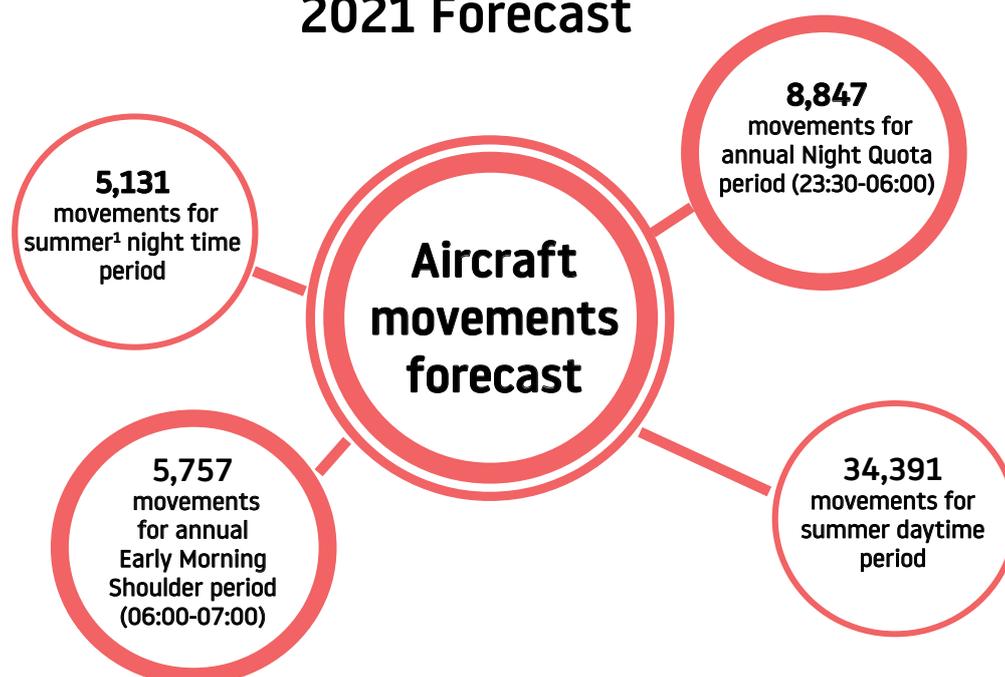
departures took off between 0600 - 0700 in the morning.

The average ratio of total aircraft movements during 2020 was 88% day / 12% night (same as 2019 and 2018).

2020	Day Movements (0700 - 2259)	Night Movements (2300 - 0659)		
	Day Movements	Night Quota Period (2330 - 0559)	Early Morning Shoulder (0600 - 0659)	Total Night Movements (2300 - 0659)
Departures	27,984	1,336	2,362	3,821
Arrivals	27,945	2,914	163	3,843
TOTAL	55,929	4,250	2,525	7,664

The figure below shows forecast aircraft movements for 2021, separated into daytime and night time periods. As a result of COVID-19 forecasts are uncertain and forecasts change based on the number of COVID cases in other countries and the UK Foreign and Commonwealth Office's advice.

2021 Forecast



¹ - Summer time covers period from 16th June until 15th September

Departing Aircraft

All propeller-driven aircraft with Maximum Take Off Mass (MTOM) over 5,700kg and all jet aircraft leaving London Luton Airport are required to follow specific departure routes known as Noise Preferential Routes (NPRs). These are established by consultation with the Safety and Airspace Regulatory Group (SARG) at the CAA and the London Luton Airport Consultative Committee, and they are designed to avoid flying over built-up areas wherever possible.

There are four Standard Instrument Departure (SID) routes for each runway – OLNEY, COMPTON, MATCH and DETLING.

Associated with each NPR is a swathe of airspace extending 1.5km (1km for RNAV) each side of the NPR centre line, within which aircraft concentrate and are considered to be flying on track. Aircraft must follow the NPR controls applicable to the runway in use at that time.

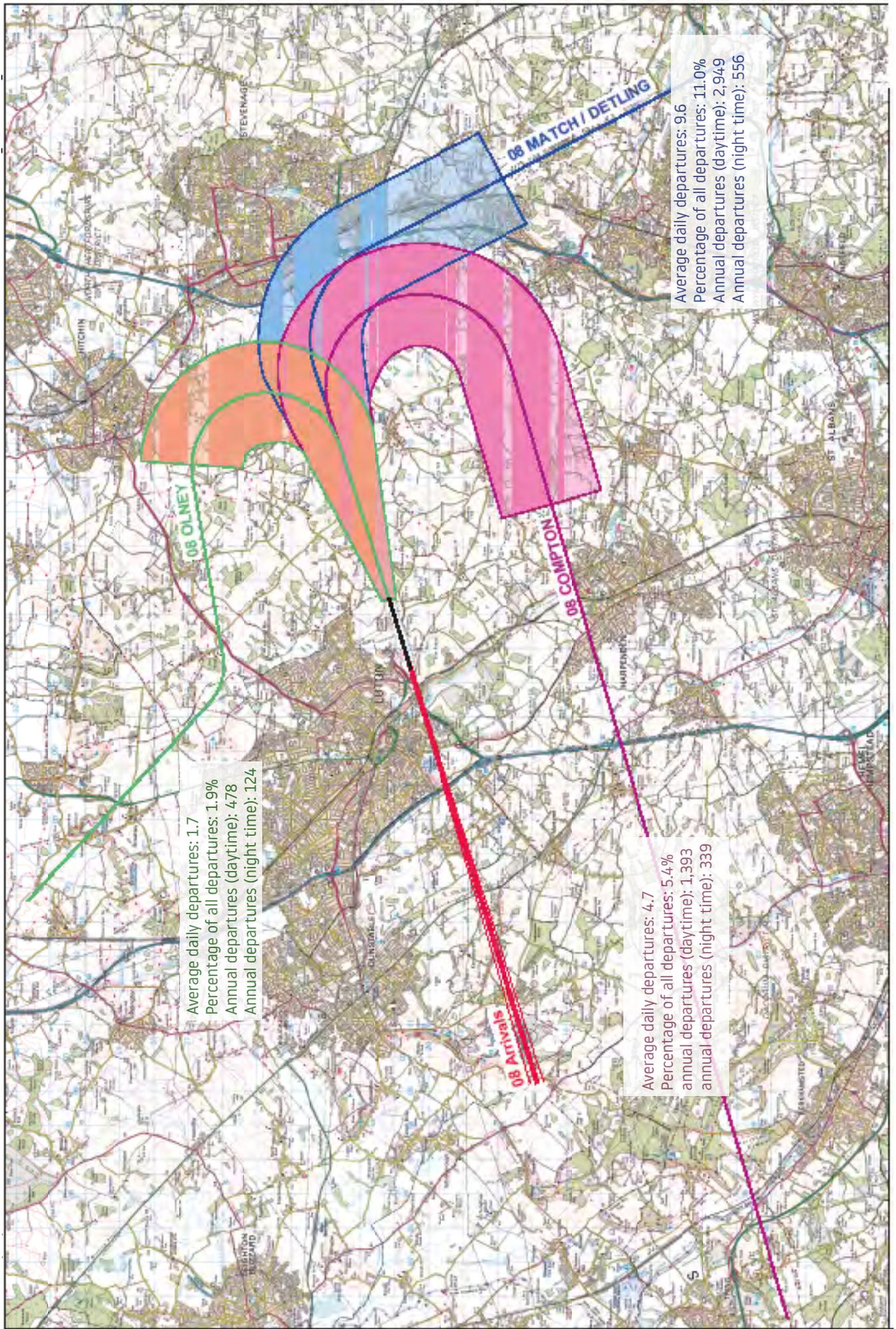
In the UK, the obligations of Noise Preferential Routings for aircraft following conventional SIDs cease when a height of 3,000ft (between 07:00hrs to 22:59hrs local time) and 4,000ft (during night time, 23:00hrs to 06:59hrs local time) has been reached. The obligations of the RNAV NPR ceases when a height of 4,000ft has been reached at all times.

Once aircraft have reached the NPR restricted altitude they will be considered no longer on the Noise Preferential Route. At that stage the aircraft may be directed by Air Traffic Controllers onto a different heading in order to integrate with the overall flow of traffic, this is known as vectoring. However on RNAV Match/Detling SID aircraft should not be vectored before the railway line between St Albans and Harpenden, unless this is required for safe separation from other aircraft or for other safety issues such as avoiding adverse weather.

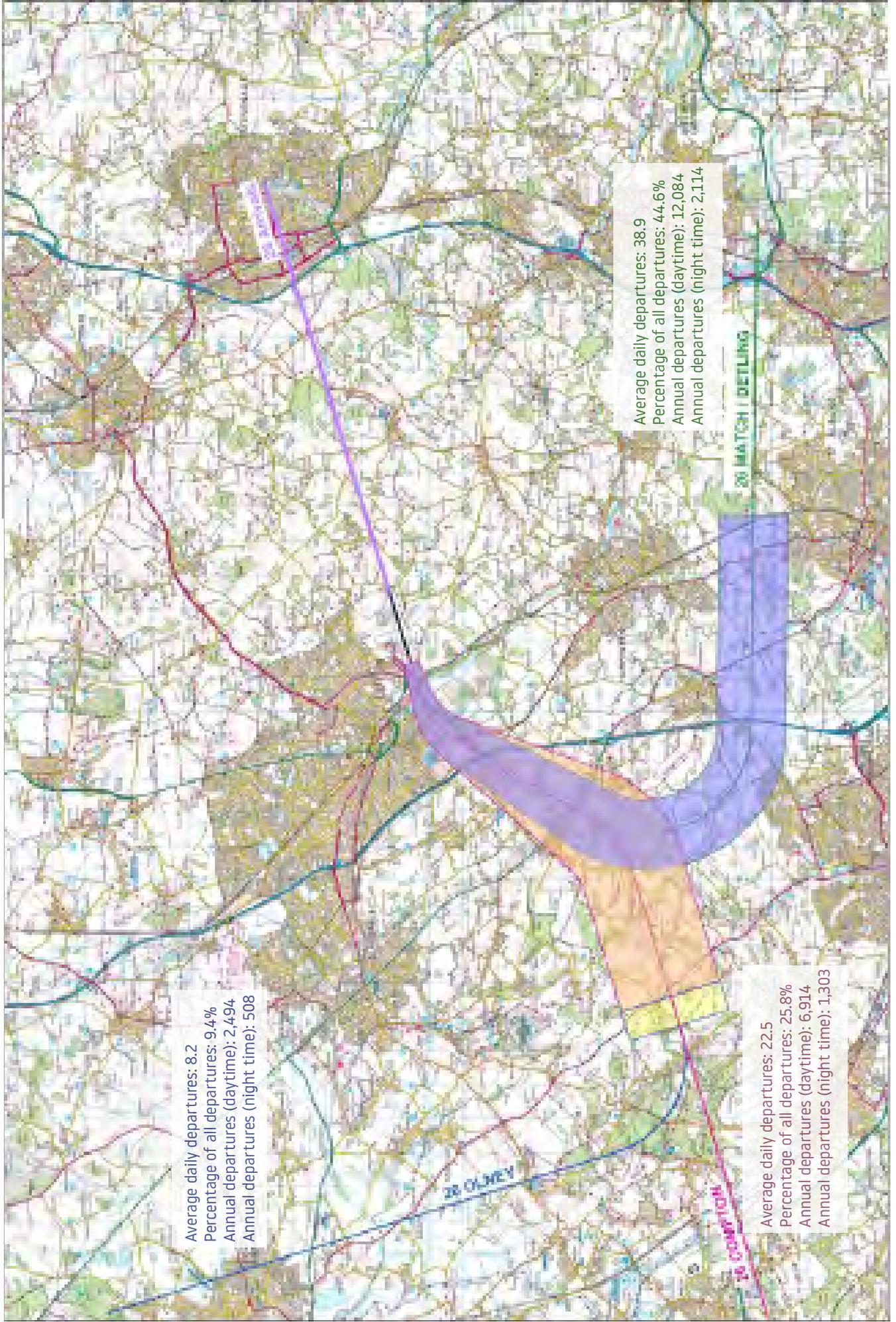
Two maps overleaf show indicative flight routes for westerly and easterly operations at London Luton Airport with detailed information about each departure route.



Plan showing Easterly (07) flight routes



Plan showing Westerly (25) flight routes



On Track performance

On the 1st April 2015 London Luton Airport implemented a Track Violation Penalty System as part of the noise related planning conditions. Using the airport's Aircraft Noise and Track Monitoring System, the Flight Operations Team evaluates the radar tracks and investigates them with required input from Air Traffic Control (ATC) and airlines. A departure is deemed to have complied with the Noise Preferential Routing if the portion of flight below the appropriate vectoring altitude is flown wholly within the Lateral Swathe (LS). Where the aircraft is clearly flying outside the LS, the aircraft is identified as causing a "possible" track violation and is subject to a nominal fine. This money is transferred to our Community Trust Fund which awards grants to community projects.

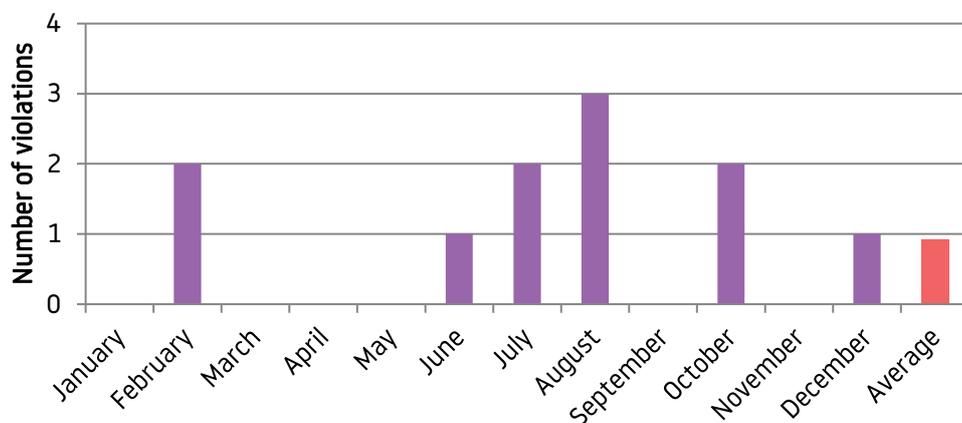
From 1st April 2018, the penalty was increased to £1,000 for a daytime violation (07:00-22:59hrs) and £2,000 for a night time violation (23:00-06:59hrs).

As always, safety is paramount and there may be cases which involve vectoring an aircraft sooner than at the NPR height restriction. If ATC identifies any valid justification that could explain the deviation from the track, then the operator causing it will be exempt from the fine. Valid justifications include:

- Safety or operational reasons, i.e ATC vectoring
- Weather avoidance due to thunderstorm activity (as instructed by ATC)
- Emergencies

The diagram below shows off-track violations by month in 2020. The track keeping performance was 99.6%. This calculation excludes deviations for weather, traffic avoidance and those identified as violations.

Off Track Violations



£12,000 the total of all collected fines transferred to Community Trust Fund

The breakdown of the violations by aircraft type is shown in the tables below.

A/C Type	Total No Violations
CRJ2	1
E135	1
C550, C56X, C650	4
GLEX	2
GLF4, GLF6	2
F900	1
TOTAL	11

Airspace Change Proposal's

At LLA we are currently working on our next phase of airspace change which involves Performance Based Navigational procedures. In order to change any piece of airspace, the Civil Aviation Authority (CAA) require all airports to follow a regulatory process which is detailed in the CAA's publication CAP 1616. This document can be downloaded from [here](#).

Furthermore, in line with the CAP 1616 process all documentation surrounding an Airspace Change Proposal will be uploaded to the CAA's dedicated portal which can be accessed at <https://airspacechange.caa.co.uk/>

Swanwick Airspace Improvement Project - Airspace Development 6 (SAIP AD6)

In 2019, LLA started an airspace change proposal with joint sponsors, NATS. The purpose of the airspace change is to reduce the complexity of LLA arrivals (and their interacting relationship with London Stansted Airport arrivals), in turn assuring a safe operation for the future. This involves a new holding stack for Luton arrivals.

In August 2020, NATS and LLA submitted Stage 3 documentation to the CAA for a planned consultation. As COVID-19 was a known risk, the decision was made to make the consultation digital to allow participation regardless of government restrictions. The consultation strategy and consultation document were approved by the CAA.

The consultation began on 19th October 2020 until 5th February 2021. This consultation included two options for the lower level airspace and a new holding stack for Luton arrivals in the upper airspace. On launch day there was significant media interest, and over 2,500 visits to our virtual exhibition. There were also numerous webinar events throughout the consultation period.

This airspace change will continue throughout 2021 with a targeted submission to the CAA in June 2021, should this be approved by the CAA the earliest implementation would be February 2022. All updated documentation submitted to the CAA for this airspace change is available on the CAA's airspace change portal [here](#).

Future Airspace Strategy Implementation - South (FASI-S)

As part of a National airspace change programme, as detailed in the Civil Aviation Authority's (CAA) Airspace Modernisation Strategy, London Luton Airport is required to update all of its arrival and departure procedures in a move towards satellite based technology. The programme is known as FASI-S and involves many airports and NATS.

The Future Airspace Strategy Implementation South (FASI South) programme in 2019 and 2020 was co-ordinated by a group known as ACOG (Airspace Change Organisation Group). However, each airport is an airspace change sponsor and responsible for their own designs and integrating these routes with other airports and upper airspace.

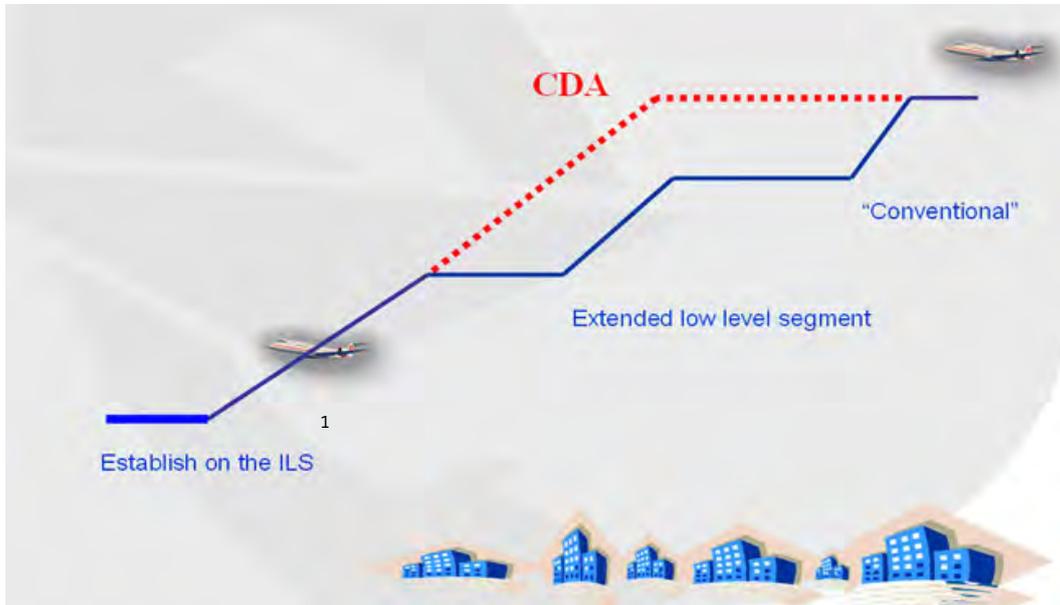
In the first quarter of 2020, LLA developed a long list of designs and started some engagement with stakeholders as part of Stage 2A of the CAP 1616 process. Unfortunately, due to COVID, the Airspace Change Proposal (ACP) was paused in line with other sponsors.

Despite the ACP being in a paused state, LLA set up a Community Airspace Modernisation Working Group (CAMWG) formed of individuals from local communities with knowledge and experience of airspace changes and noise impacts. CAMWG will provide additional insights during the design of airspace change proposals, including consultation material. There will still be extensive engagement with the wider community as part of the CAA's CAP1616 Airspace Change Guidance through our community focus groups, well as with our airlines and general aviation stakeholders.

All updated documentation submitted to the CAA for this airspace change is available on the CAA's airspace change portal [here](#).

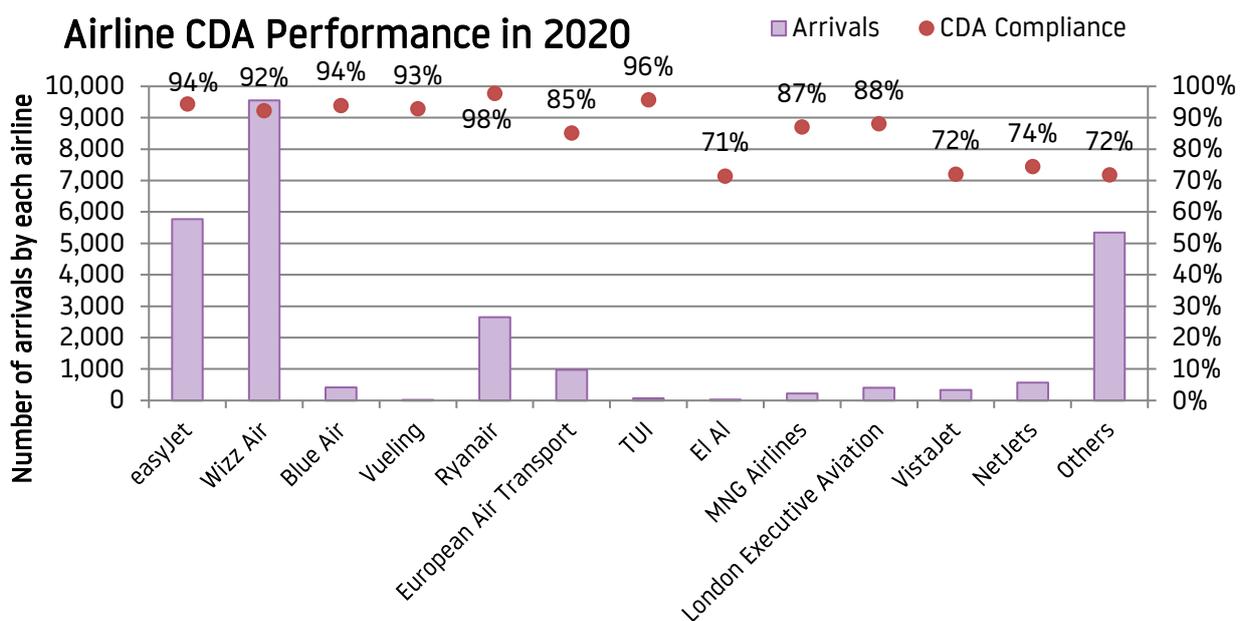
Arriving Aircraft

Although there are no set routes for arriving aircraft there are long established procedures to mitigate the disturbance that can be caused on approach to the airfield. One of the most successful measures is a noise mitigation procedure called Continuous Descent Approach (CDA).



The conventional approach involves descending in steps using engine thrust to level off. 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. With CDA 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.

The overall CDA achievement was 88% with several major LLA operators achieving higher performance; Ryanair, TUI, easyJet, Blue Air, Vueling and Wizz Air. The chart compares the level of CDA performance by our main airline operators.



¹ - An Instrument Landing System (ILS) is a ground-based instrument approach aid based on two radio beams which together provide lateral and vertical guidance to an aircraft approaching and landing on a runway.

Delayed Landing Gear Deployment

At LLA we always aim to work constructively with our local community in order to reduce the impacts of noise. In 2017, LLA conducted an aviation leading trial to reduce noise by from arriving aircraft. The trial, conducted during the summer, consisted of aircraft delaying the deployment of landing gear.

As an aircraft makes its final approach most noise is caused by the flow of air over the fuselage as drag is created to slow the aircraft down. Noise was measured along the arrivals flightpath to understand what, if any, reduction which could be achieved. Stevenage, Dagnall and Whipnade were among those communities who saw the greatest benefit of between 2.7db and 3.4db

Following the successful trial, some operators have already changed their operating procedures to make this standard practice. During 2020, LLA continued to work with operators to encourage delayed landing gear deployment.

Departure and arrival flight tracks

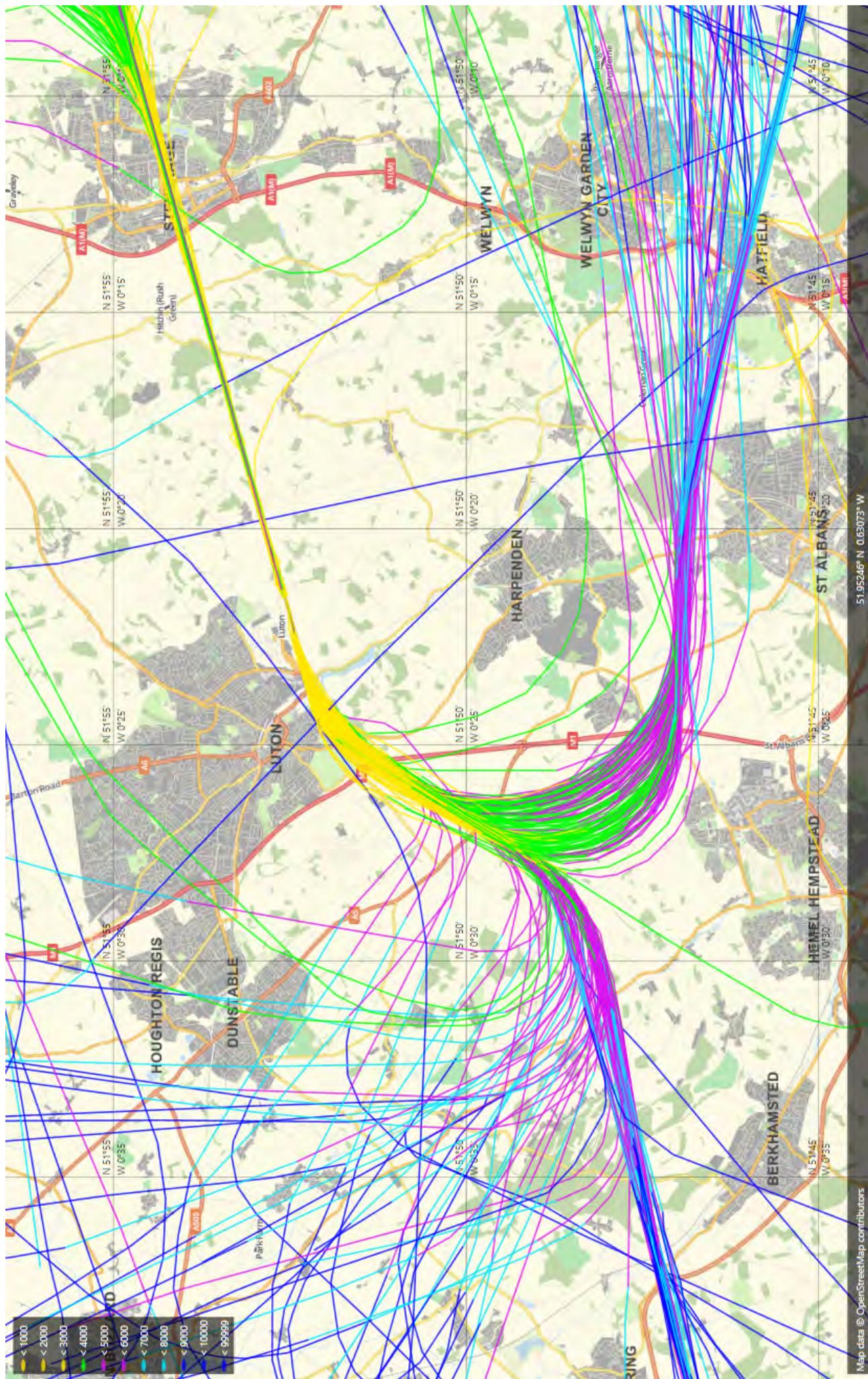
Maps overleaf display typical 24 hour periods of both westerly and easterly operations. They were captured before the Covid impact on air travel. The colour coding from yellow to blue represents different altitude bands up to 10,000ft above mean sea level.

The last two maps display aircraft track density plots for the summer period 16th June - 15th September 2020. A track density plot is a map which displays the pattern of aircraft flight track passing over the region around the airport during a specific period. The system analyses the number of flights passing over each grid element of an array. The colour coding from purple to red represents the range 10 to over 700 flight tracks over a grid element. If any grid element is not colour-coded, the number of aircraft flight tracks passing over that element was less than 10 flight. The red areas represent locations where operations are more densely concentrated.

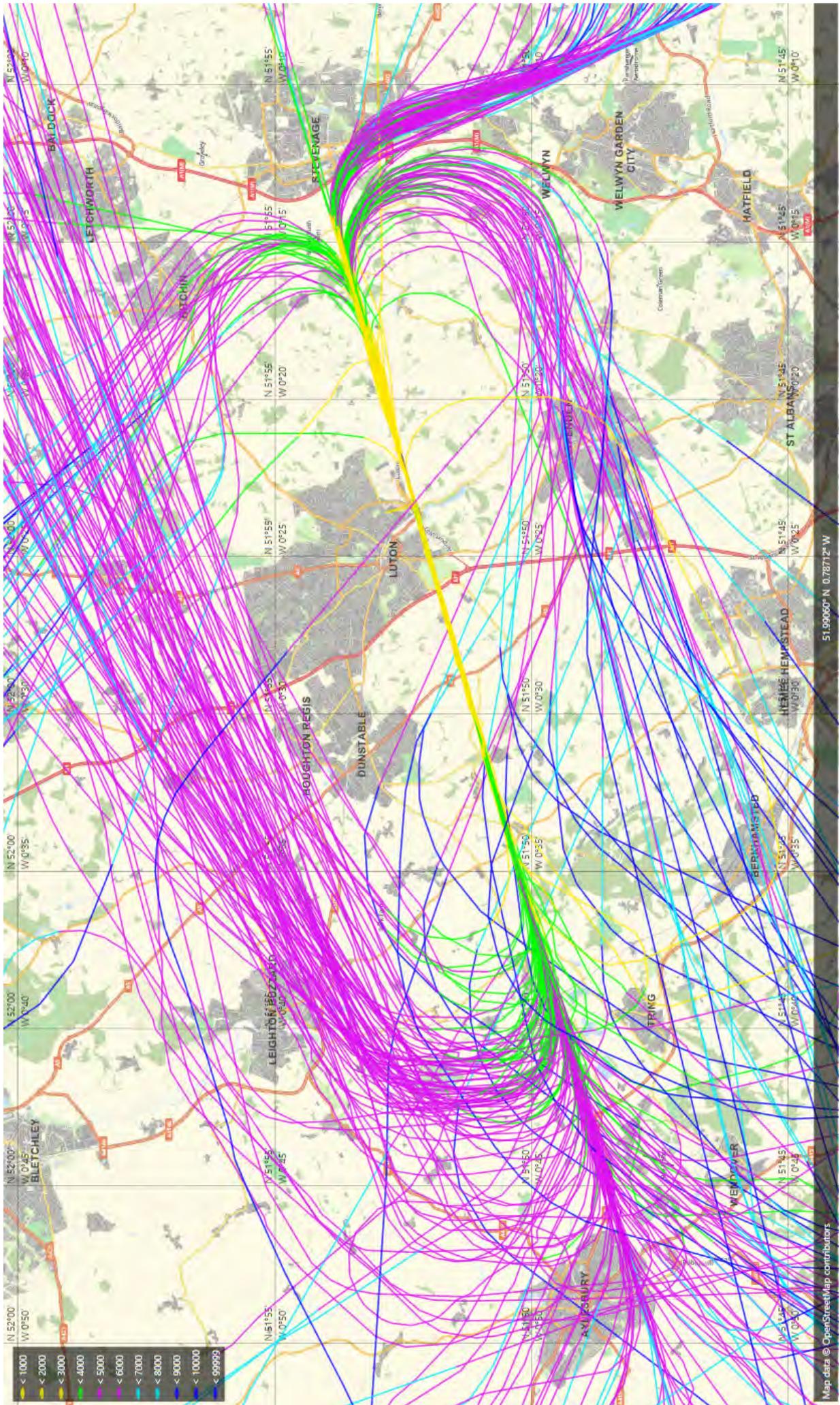
It should be noted that London Luton Airport's aircraft movements integrate with a traffic network travelling to and from other airports in the region, and the South East is one of the world's busiest sectors of airspace. However the following sample flight tracks only include operations for London Luton Airport and overflights from other airports have been omitted for clarity.



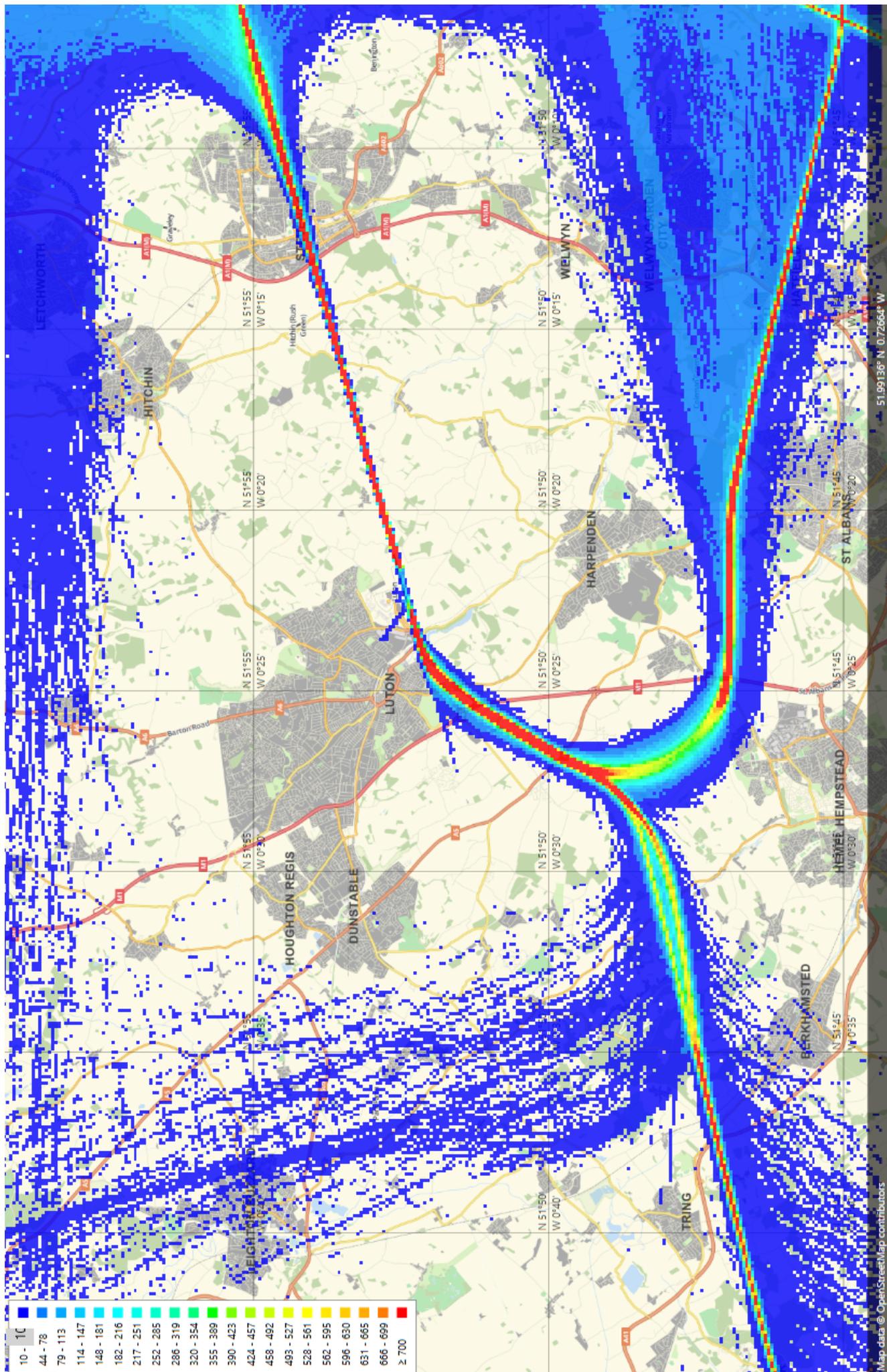
Westerly (25) Flight Routes (24 hour period)



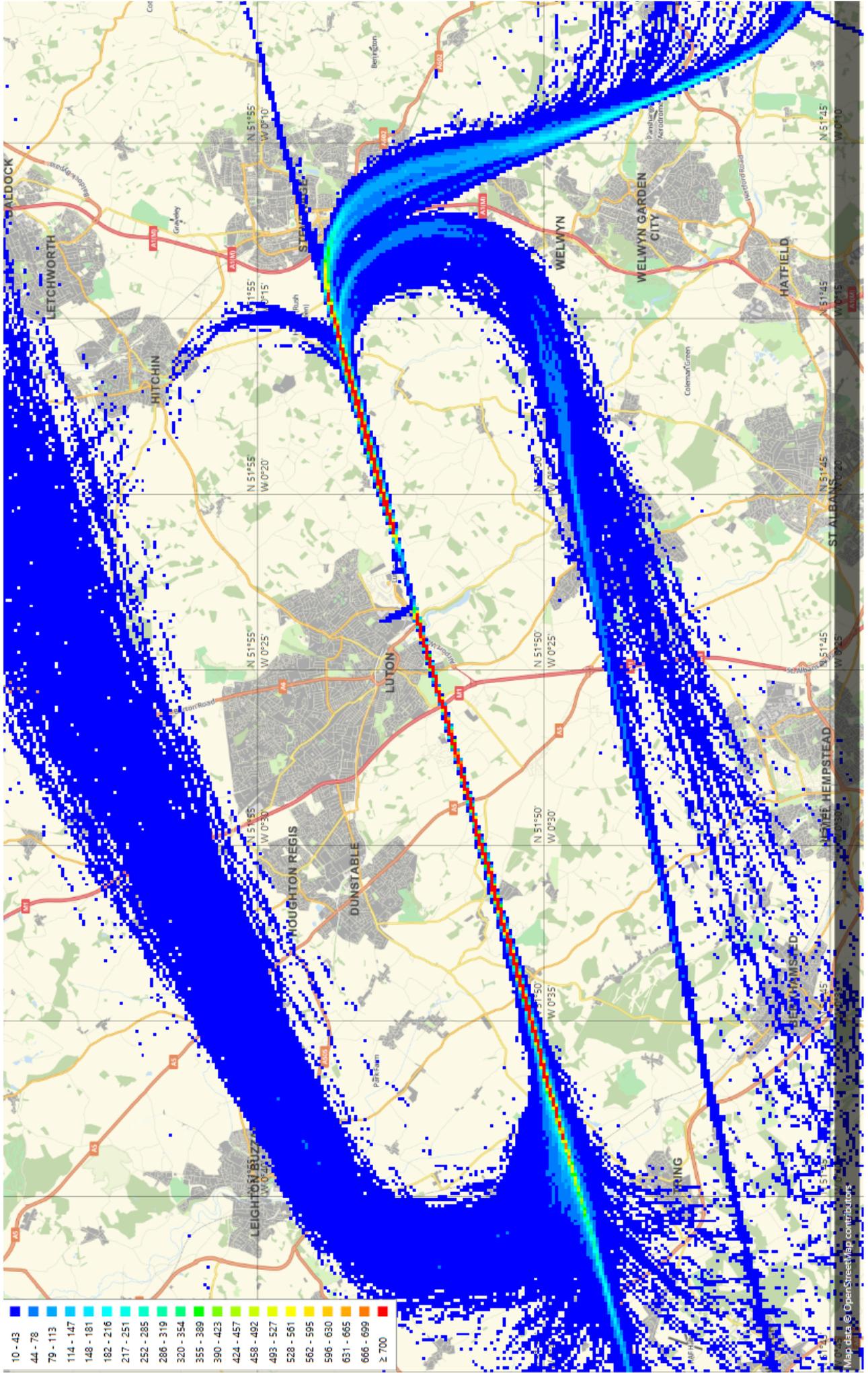
Easterly (07) Flight Routes (24 hour period)



Plot Density - 16th June - 15th September 2020 - Westerly (25)



Plot Density - 16th June - 15th September 2020 - Easterly (07)



Aircraft Noise

Noise is generally defined as unwanted sound. Although it is recognised that noise perception is very subjective, there are a number of internationally recognised terms to describe and measure aircraft noise. Most airport related noise is created by aircraft approaching, taking-off and taxiing to and from the runway. The management and control of noise continues to be a major element of the airport's policy to constantly seek to minimise and mitigate our environmental impact.

How is noise monitored?

People who live close to airports or under flight paths can often feel strongly about the disturbance to their lives from noise. Effects of noise include general distraction, speech interference and sleep disturbance which can lead to annoyance and complaints.

At LLA we monitor noise and track keeping with a specialised system that is designed to monitor air traffic within a radius around the airport (set at around 25 miles), and generally up to an altitude of 12,000ft. It downloads noise data from three fixed noise monitors located 6.5km from the aircraft start of roll, at either end of the runway within the neighbouring communities. This method records the maximum noise level at a point, rather than the way it is spread over the surrounding area. New features and system enhancements continue to improve the functionality and capabilities available to the Flight Operations Department.



LLA has 7 portable noise monitors and 3 fixed noise monitors. During 2020, noise was monitored in 6 locations: South Luton, Pepperstock, Markyate, Flamstead, St Alban, Redbourn and Wilstone. The Community Noise Report for each location can be found on <https://www.london-luton.co.uk/corporate/community/noise/community-noise-reports>.

Noise violation levels



The following table identifies daytime and night-time noise levels correlated to departing aircraft at the fixed noise monitoring terminals.

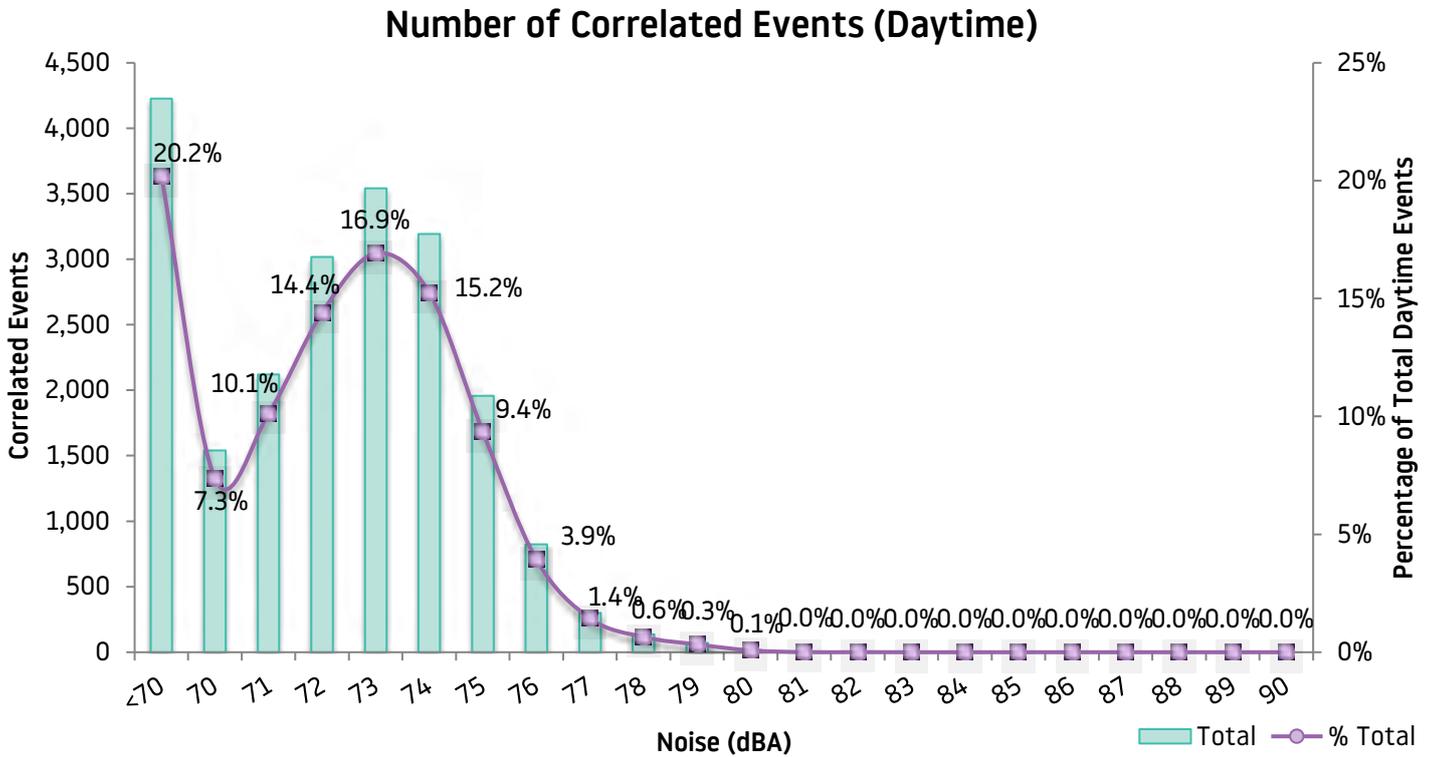
In order for a noise event to be correlated to an aircraft it should reach a detection threshold. The noise monitoring terminals are set at the lowest level to record the maximum number of aircraft noise events. However, a number of smaller aircraft types, such as business jets and propeller aircraft, get very close to but do not reach the detection threshold. Ambient background noise is also an important factor as specific incidents such as loud road traffic, emergency vehicle sirens, lawn mowers, drills etc. can register noise levels louder than an aircraft overhead, which results in not all aircraft movements being correlated to noise events. Generally, the louder noise events have more certainty of being correlated with aircraft movements.

Weather conditions can also effect the number of noise monitoring events recorded in the table; for example, if winds are greater than 10m/s and temperature is either higher than 25°C or below -10°C, results from noise monitors will be invalid and therefore will not be correlated.

	dB (A)	Daytime	NightTime	Total	
Number of Correlated Events	<70	4,226	625	4,851	During the daytime 99.6% of correlated departing aircraft recorded maximum noise levels less than 79dB(A), with 93.6% registering below 76dB(A). Throughout the year, 87 correlated daytime departures (0.4%) registered maximum noise levels at 79dB(A) or above.
	70	1,539	254	1,793	
	71	2,120	314	2,434	
	72	3,017	467	3,484	There were no correlated departing aircraft in the daytime which recorded a maximum noise level greater than 83dB.
	73	3,542	546	4,088	
	74	3,193	439	3,632	
	75	1,958	279	2,237	
	76	823	120	943	During the night 99.0% of correlated departures recorded maximum noise levels below 79dB(A), with 93.4% below 76dB(A). During the year, 11 correlated night departures (0.4%) registered maximum noise levels at or above 79dB(A).
	77	300	54	354	
	78	135	21	156	
	79	69	11	80	
	80	16	0	16	
	81	1	0	1	There were no correlated departing aircraft in the night time which recorded a maximum noise level greater than 81dB. Note: This table comprises of noise measurements from NMT01 and NMT02 fixed monitors only. Readings from NMT03 have been discarded due to system downtime.
	82	1	0	1	
	83	0	0	0	
	84	0	0	0	
	85	0	0	0	
	86	0	0	0	
	87	0	0	0	
	88	0	0	0	
89	0	0	0		
90	0	0	0		

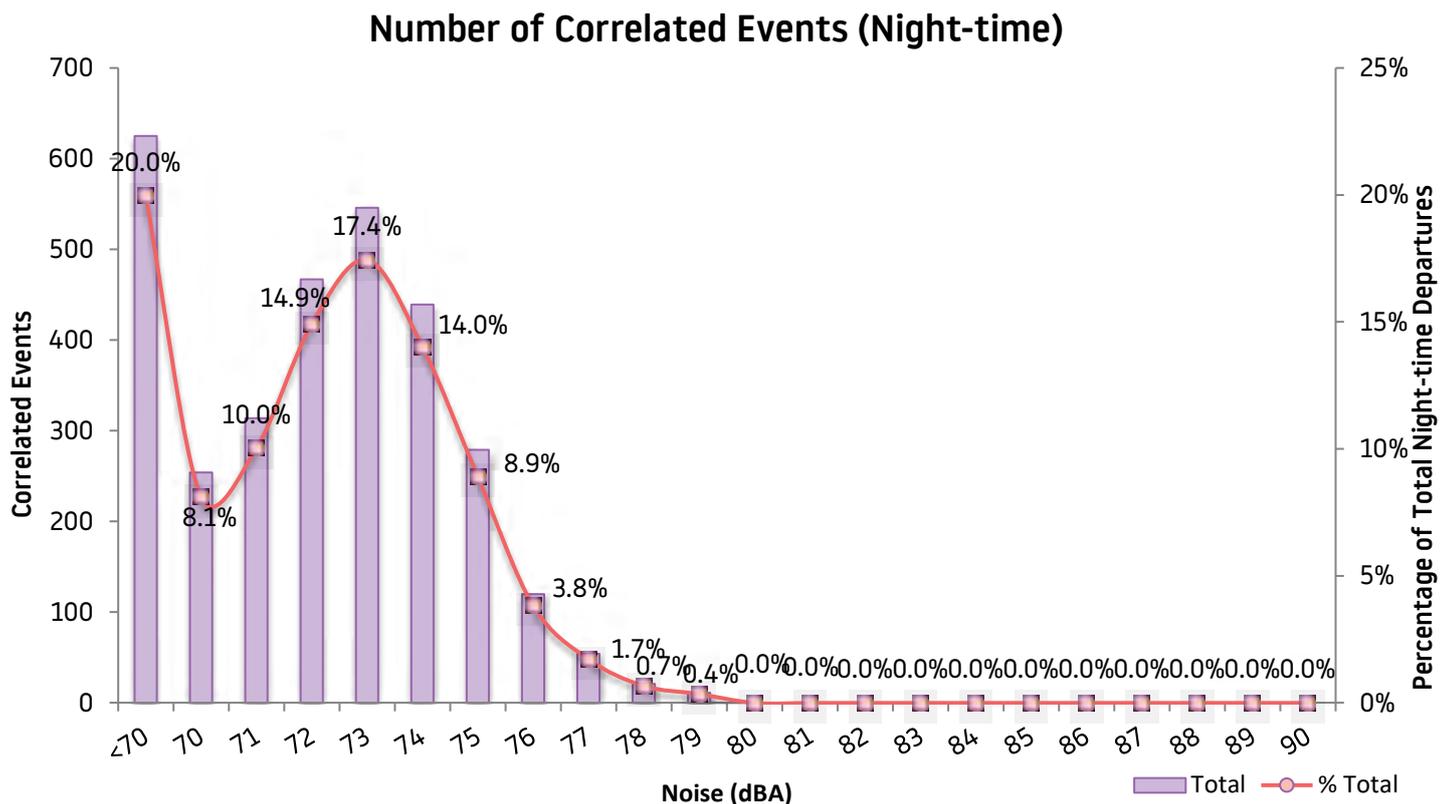
Daytime Noise

The following graph shows the number of correlated events during the daytime period (07:00hrs - 22:59hrs) compared to the total percentage of correlated events during the daytime.



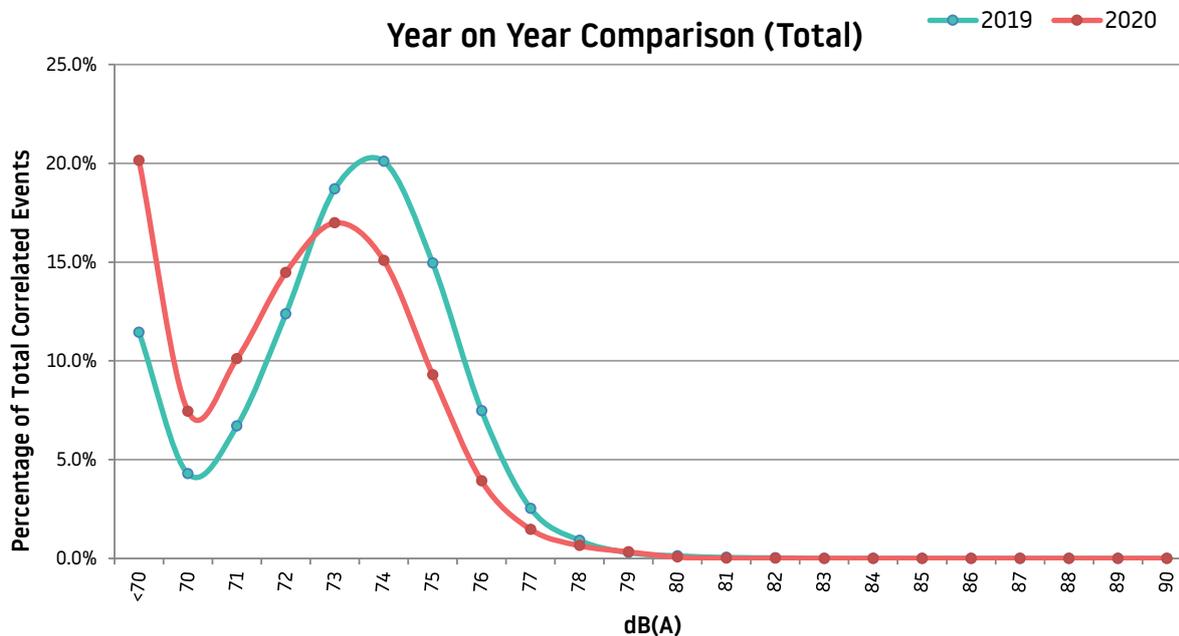
Night-time Noise

The following graph shows the number of correlated events during the night-time period (23:00hrs - 06:59hrs) compared to the total percentage of correlated events during the night-time.



Annual Comparison

The graph below shows the year on year comparison of the correlated departure noise events. The decrease in noise level in 2020 was mainly due to the reduction in commercial air traffic movements and bigger share of private air traffic movements during the COVID pandemic. Also, our main airline operators had increased the use of more environmental friendly aircraft (A320 NEO and A321 NEO) by share in 2020.



Noise violations during 2020

There were two daytime noise violations in 2020. They were both operated by private operators and fined £1,000 for each violation. Noise Violation fines are passed to the London Luton airport Community Trust Fund, further details of which can be found at: <https://www.london-luton.co.uk/corporate/community/noise/supporting-lla's-community-trust-fund>

Noise Insulation Scheme

Our Noise Insulation Scheme is just one element of our noise management plan to reduce the impact of noise on those properties in Hertfordshire and Bedfordshire closest to the airport. 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.

During the first quarter of 2020, 214 letters were sent to new properties selected for 2020 and these were all located in Bedfordshire. By the end of Q1, 43 properties had accepted the scheme. However from end of March 2020 to December 2020, the noise insulation scheme was paused due to COVID-19 and government restrictions. Therefore no properties were contacted or insulated during these months.

The scheme will start up again in 2021, when safe to do so, in line with the relaxation of government restrictions.

Noise Contours

Since 1989 the preferred measure of aircraft noise, recognised by UK Government, has been the A-weighted equivalent noise level Leq. This indicator takes account of all the noise energy that occurs over a particular time period and thus takes account of all the aircraft movements, both departures and arrivals, that occurred in that period. In the UK the noise impact of an airport is primarily described in terms of the LAeq averaged over the 16 hour period from 0700-2300 for an average day between the 16th June and 15th September.

When planning permission was given in 2014 for development at Luton Airport (Application No: 12/01400/FUL) a number of conditions were imposed. Condition 12 required that daytime and night-time contours are produced on an annual basis, for the previous summer period based on actual ATM data, and for the following summer period based on predicted ATM data. The areas of these contours are to be compared to the limits contained in Condition 12. London Luton Airport Operations Limited (LLAOL) have retained Bickerdike Allen Partners LLP (BAP) to produce airborne aircraft noise contours for the 92 day summer period based on the actual movements for 2020.

Forecast contours have also been produced for 2021, based on a forecast provided by LLAOL and a conservative assumption on the performance of a key aircraft type.

Types of Contour

Summer daytime and summer night time (within this report)

The contours are determined from the movements in the 92 day period 16 June – 15 September inclusive. The individual movements during the period are analysed by aircraft type, operation and runway used, and the movements are split into those during the 16 hour daytime (07:00-23:00) and 8 hour night time periods (23:00-07:00). The totals are then divided by 92 to get the daily average number of summer period movements. These are then input into the modelling software. So while in the reporting the overall runway split is given, in the production of the contours the individual runway used by each movement is taken into account. The condition 10 contour area limits apply to these contours.

Annual Contours (within this report)

These are calculated for two parameters Lden and Lnight from the annual movements. Lden considers the whole 24 hour period, with 5 dB added to the noise in the evening (19.00-23.00) and 10 dB added to the noise at night (23.00-07.00). Lnight considers the night period only without any additions and so is similar to the summer night contour except that it relates to the annual period, not just the summer period. The individual movements are processed along the same lines as those for the summer contours except that those during the evening are identified separately from those in the 12 hour day (07:00-19:00). The annual totals by aircraft type and operation and runway are divided by 365 to get the daily average. These contours are produced to comply with the actions in the our Noise Action Plan and originally comes from an EU Directive which requires the production of contours based on annual activity.

Quarterly Night Contours (within Quarterly Monitoring Reports)

These are produced for the NTSC/LLACC and provide information on how the activity at night varies across the year. They also provide an early indication of trends prior to the production of the summer contours. The processing of the movements is the same as the other contours.

Methodology

Aircraft movement data for use in the contour production has been supplied by LLAOL. The 2020 contour production methodology has been updated from that used for the 2019 contours. It retains the inclusion of terrain, and the use of the INM software (Version 7.0d), but the validation has been updated. The validation is now based on measured results in 2019 at the fixed noise monitors. The effect of the update, when tested on the 2020 Q1 night contours, was a small increase in contour area of around 0.5%.

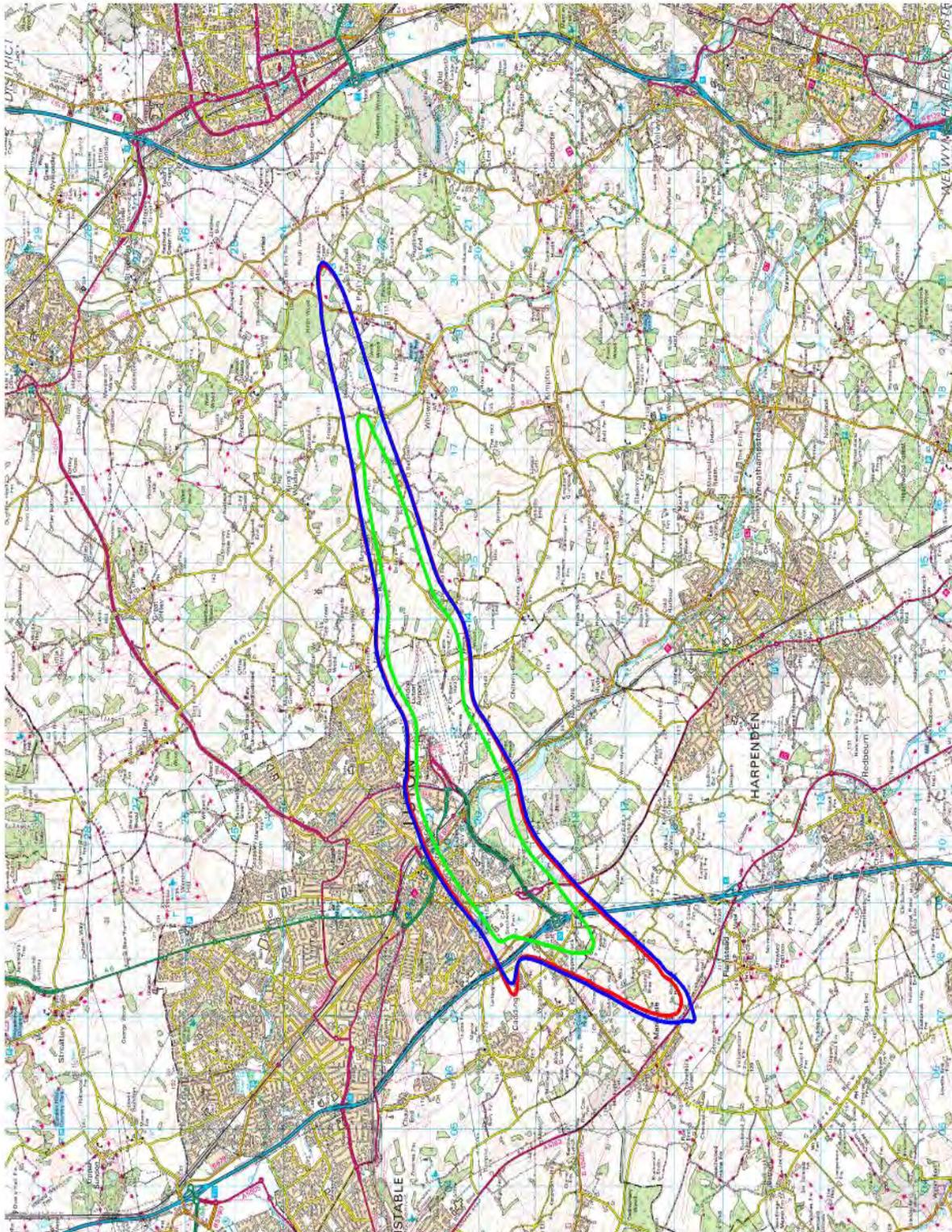
Given the current COVID-19 pandemic there is some uncertainty over the activity in 2021. The contours for this year have been produced based on a forecast provided by LLAOL, with the same methodology as that used for the 2019 contours with the exception of the modelled noise levels for the Airbus A320ceo.

An analysis of the historical variation in the measured noise levels of the Airbus A320ceo was undertaken. For the 2021 contours the A320ceo has been modelled based on its loudest noise levels in the previous 5 years (2014-2018). In the case of arrivals this didn't require a change as 2018 was the joint loudest year. For departures the A320ceo was up to 0.5 dB louder than in 2018 and therefore its modelled noise levels were increased accordingly.

The forecast 2021 contours have been produced based on the long term (2015-2019) average modal split, which is shown in the table below. The 2020 contours are based on the actual runway usage in 2020. The 2019 contours which are included for comparison are based on the actual runway usage in 2019.

Year	% of Summer Movements	
	Runway 07	Runway 25
2019 Actual	27%	73%
2020 Actual	22%	78%
Long Term Average (2015-2019)	22%	78%

Summer Day time Comparison 2019, 2020 and 2021



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LEGEND:

- 57 dB Leq,1h Noise Contours
- 2019 Actual
- 2020 Actual
- 2021 Forecast

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Airborne Aircraft Noise Contours
Summer Daytime Comparison
2019, 2020 and 2021

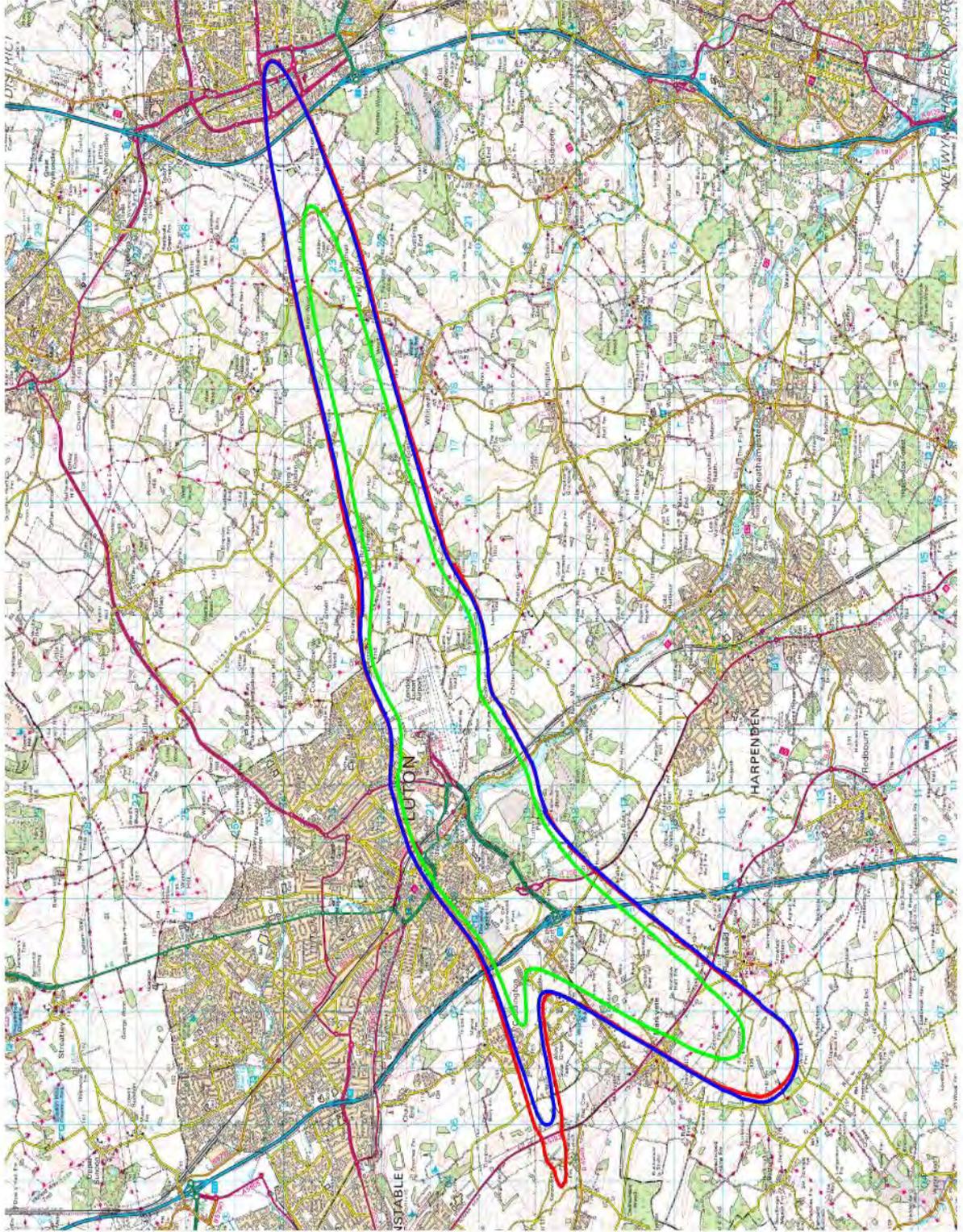
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DATE: March 2021 SCALE: 1:100000@A4

FIGURE No:

A11060/N55/05

Summer Night time Comparison 2019, 2020 and 2021



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LEGEND:

- 48 dB $L_{Aeq,8h}$ Noise Contours
- 2019 Actual
- 2020 Actual
- 2021 Forecast

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**Airborne Aircraft Noise Contours
Summer Night-time Comparison
2019, 2020 and 2021**

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FIGURE No: **A11060/N55/06**

Annual noise contours summer 2020

The table below shows the annual daytime noise contours for summer 2020 covering the standard summer period from 16th June to 15th September inclusive, using the latest version of INM software (the Integrated Noise Model) version 7.0d which is the method used by many other airports in the UK.

L _{Aeq, 16 hour} Daytime	Contour Area (km ²)					
	1984	1999	2019	2020	Difference 2019-2020	2021 (forecast)
>72	1.63	1.5	1.1	0.7	-0.4	1.2
>69	2.80	2.5	1.9	1.2	-0.7	1.9
>66	4.86	4.4	3.6	2.0	-1.6	3.8
>63	9.10	7.3	6.7	4.0	-2.7	7.1
>60	17.18	11.8	11.5	7.3	-4.2	12.0
>57	31.52	19.6	20.8	12.2	-8.6	21.6

Considering the 57 dB LAeq,16h daytime noise contour there is a decrease in area of approximately 41% when comparing the 2020 contour with the 2019 contour. The 2020 contours are much smaller than the 2019 contours. This is due to the significant decrease in movements in 2020 due to the COVID-19 pandemic. The 2021 contours are larger than those for 2020 as they are based on a return to similar levels of activity to 2019. Overall the 2021 contours are similar in size to the 2019 contours. The 57 dB LAeq,16h daytime contour is around 4% larger than the equivalent contour for 2019. The 48 dB LAeq,8h 2021 night time contour is around 3% smaller than the equivalent contour for 2019.

The table below shows the annual night time noise contours for summer 2020 covering the standard summer period from 16th June to 15th September inclusive, using the latest version of INM software (the Integrated Noise Model) version 7.0d which is the method used by many other airports in the UK.

L _{Aeq, 8 hour} Night-time	Contour Area (km ²)					
	1984	1999	2019	2020	Difference 2019-2020	2021 (forecast)
>69	1.39	1.8	0.8	0.6	-0.2	0.8
>66	2.42	3.0	1.3	0.9	-0.4	1.3
>63	4.01	5.2	2.2	1.5	-0.7	2.1
>60	7.06	8.3	4.4	2.7	-1.7	4.2
>57	13.05	13.2	8.0	5.4	-2.6	7.7
>54	24.48	21.6	14.6	9.3	-5.3	14.1
>51	44.92	36.0	26.0	16.3	-9.7	25.4
>48	85.04	60.6	44.2	28.8	-15.4	42.9

Considering the 48 dB LAeq,8h night time noise contour there is a decrease in area of approximately 35% when comparing the 2020 contour with the 2019 contour. The reduction is also due to the significant decrease in movements in 2020 as an impact of the COVID-19 pandemic.

Contour population counts

An assessment has been carried out of the number of dwellings and the population within the noise contours produced for 2020. This has utilised a postcode database supplied by CACI Ltd, specifically the 2019 iteration of the database. Each postcode in the database is described by a single geographical point, and if this point is within a given contour then all of the dwellings and population in the postcode are counted as within the contour.

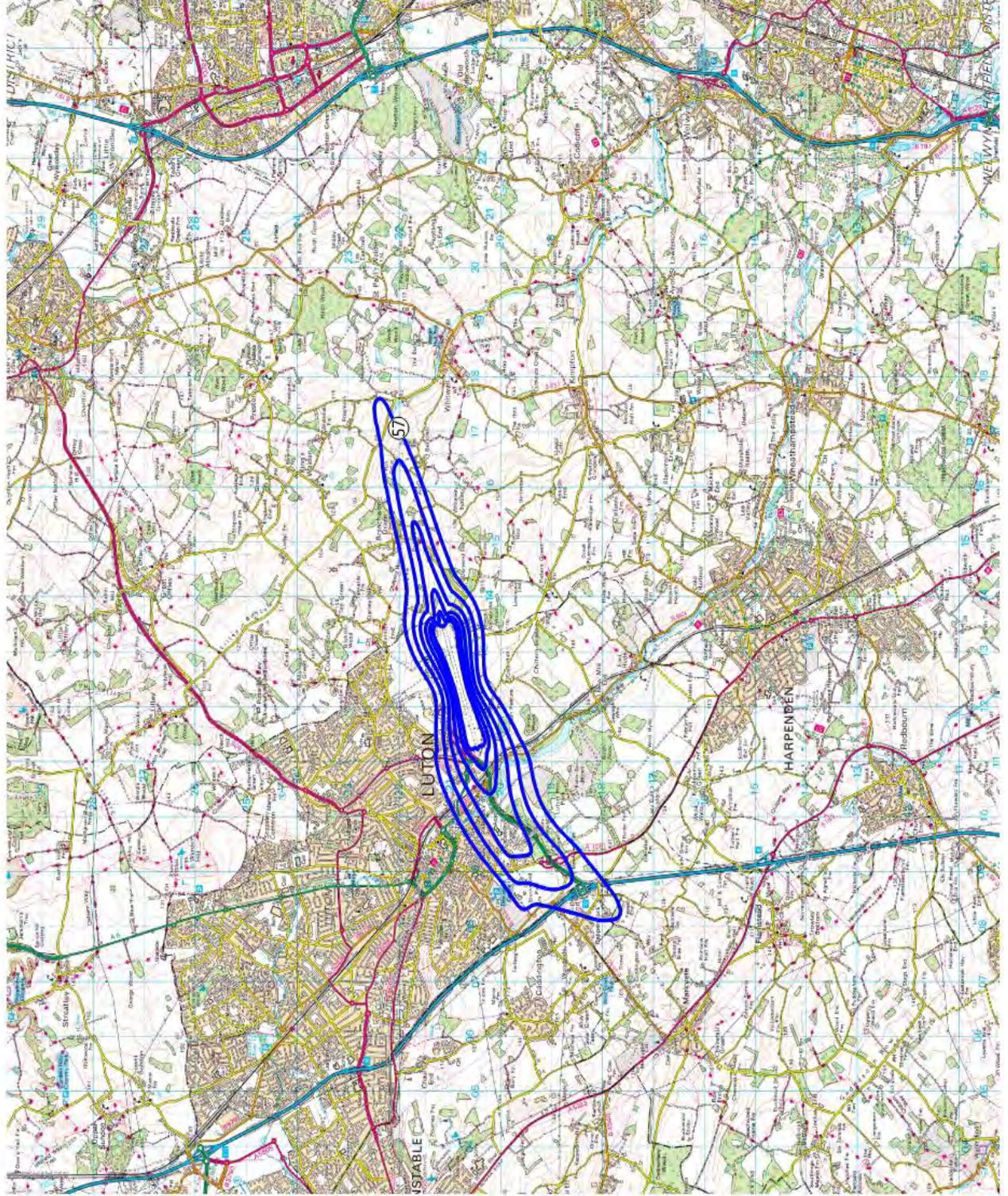
The dwelling and population counts are given for the 2019 and 2020 daytime and night-time contours in tables below. The values in these tables have been rounded to the nearest 50, except where less than 50 when the actual value is given. The 2019 counts given here have been updated to utilise the latest postcode database, and so may differ from those previously reported.

L_{Aeq, 16 hour} Daytime	2019		2020	
	Dwellings	Population	Dwellings	Population
>72	0	0	0	0
>69	0	0	0	0
>66	11	26	0	0
>63	650	1,850	150	400
>60	1,950	4,950	750	2,050
>57	4,350	10,200	2,400	5,900

L_{Aeq, 8 hour} Night-time	2019		2020	
	Dwellings	Population	Dwellings	Population
>69	0	0	0	0
>66	0	0	0	0
>63	0	0	0	0
>60	150	450	9	21
>57	750	2,000	450	1,200
>54	2,300	5,950	1,400	3,700
>51	4,900	11,450	3,600	8,500
>48	8,750	20,450	6,350	14,800

The population and number of dwellings within the contours have decreased, in line with the contour area.

Annual Day Noise Contours Summer 2020



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LEGEND:

Noise Contours,
 57 to 72 dB Leq,16h in 3 dB steps

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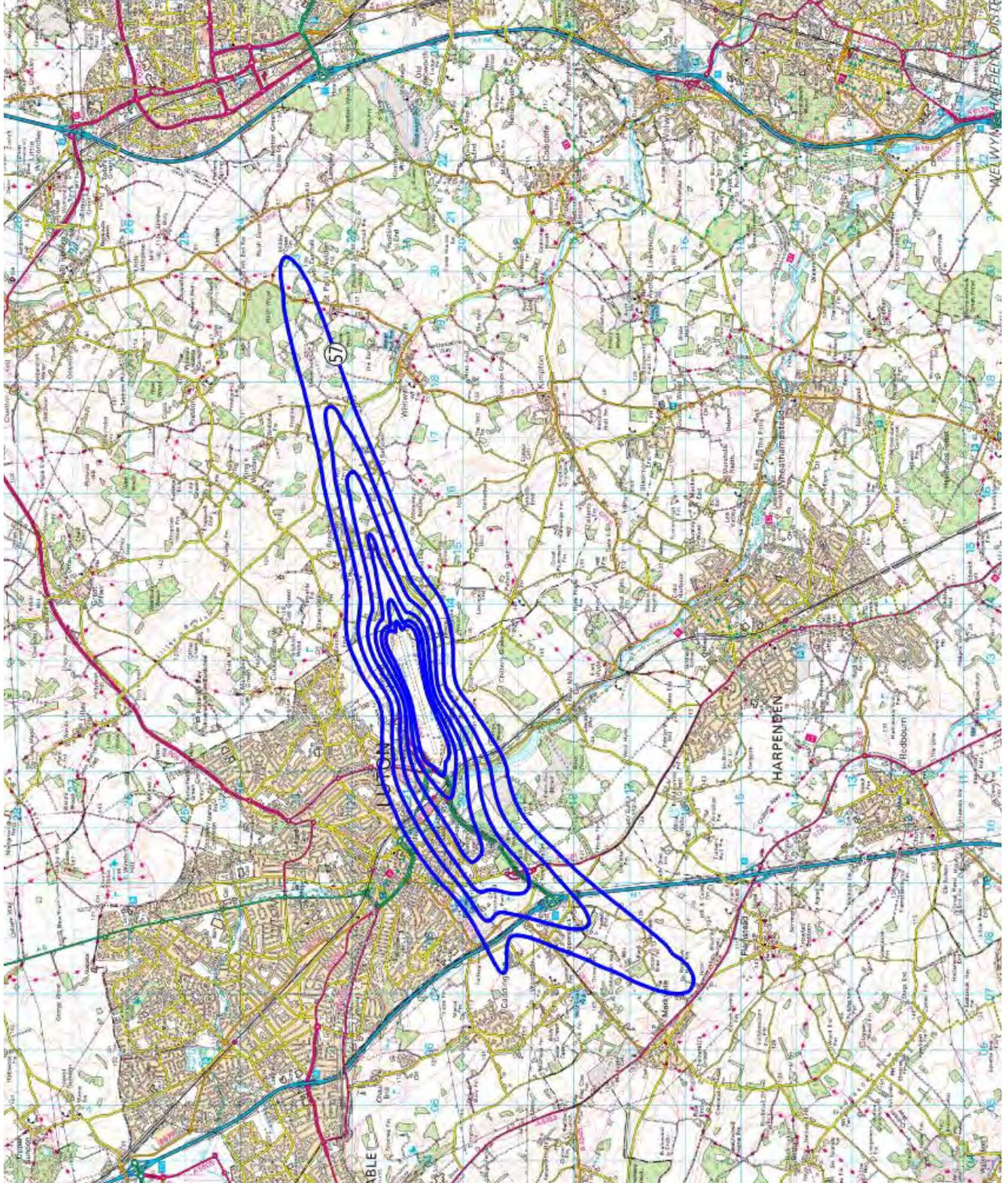
London Luton Airport
 Regular Contouring

Airborne Aircraft Noise Contours
 2020 Summer Actual Daytime

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 DATE: November 2020 SCALE: 1:100000@A4

FIGURE No: **A11060/N55/01**

Annual Day Noise Contours Summer 2019



Noise Contours,

57 to 72 dB Leq,6h in 3 dB steps

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Airborne Aircraft Noise Contours
2019 Summer Actual Daytime

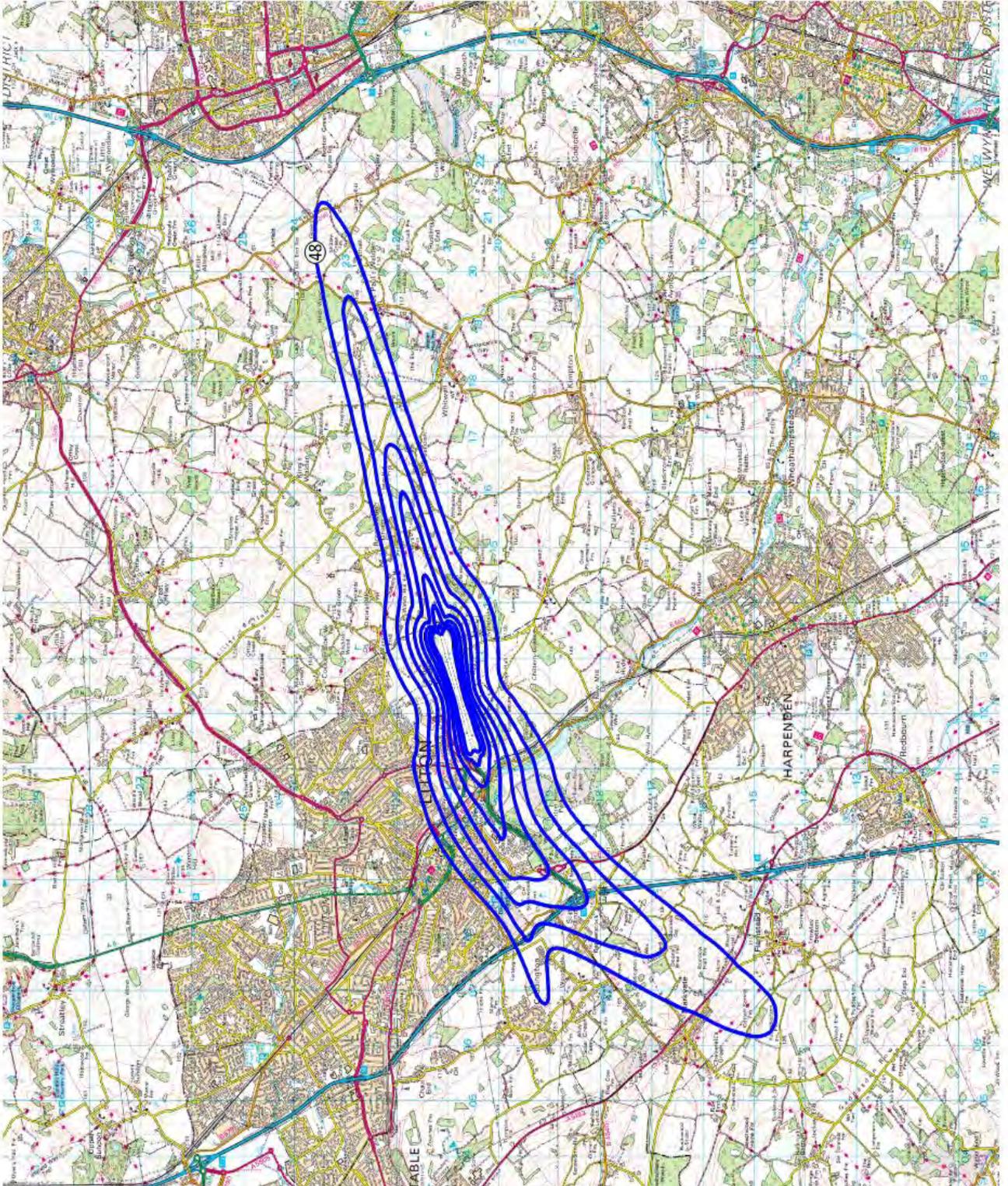
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FIGURE No:

A11060/N41/01

Annual Night Noise Contours Summer 2020



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LEGEND:

Noise Contours,
 48 to 69 dB Leq,sh in 3 dB steps

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**Airborne Aircraft Noise Contours
 2020 Summer Actual Night time**

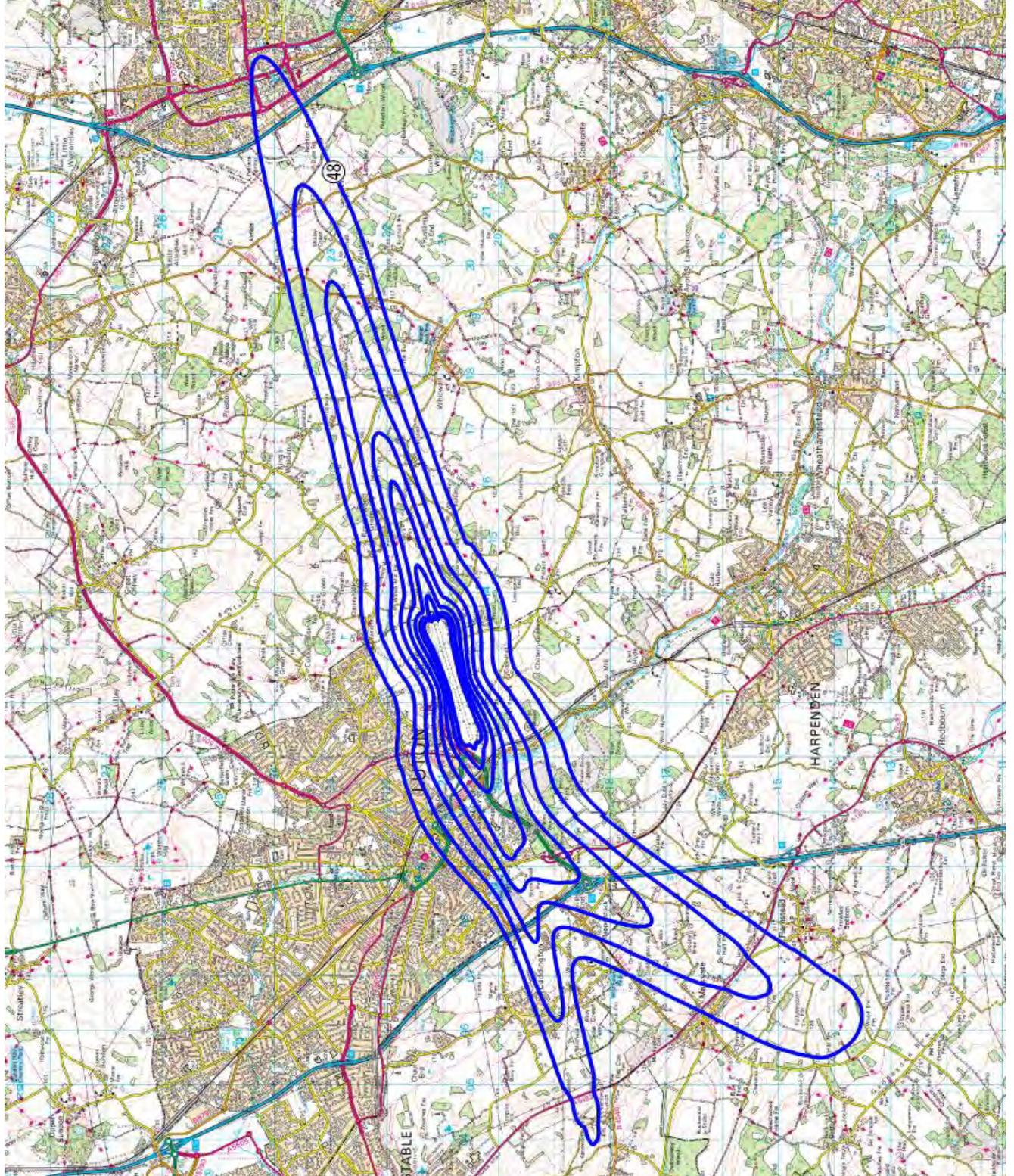
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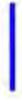
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Annual Night Noise Contours Summer 2019



LEGEND:

Noise Contours,
48 to 69 dB LAeq,8h in 3 dB steps



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Regular Contouring**

**Airborne Aircraft Noise Contours
2019 Summer Actual Night time**

DRAWN: DR CHECKED: DC

DATE: November 2019 SCALE: 1:100000@A4

FIGURE NO:

Annual Noise Contours 2020

The annual Lden noise contours for 2020 have been produced in accordance with London Luton Airport's Noise Action Plan. The corresponding annual Lnight noise contours have also been produced, along with population and dwelling counts for each contour.

Compared to annual summer 2020 noise contours Lden is an A-weighted, Leq noise level, measured for an average 24 hr day between 1st January and 31st December 2020, with a 10dB penalty added to the level between 23.00 and 07.00 hours and a 5 dB penalty added to the level between 19.00 and 23.00 hours to reflect people's extra sensitivity to noise during the night and the evening.

Lnight is similarly an A-weighted Leq noise level, for an average 8 hour night period between 2300 and 0700 for the period 1st January to 31st December 2020.

Annual Lden Noise Contour Results

Contour Value (dB(A) L _{den})	Contour Area (km ²)		Population ¹		Dwellings ²	
	2019	2020	2019	2020	2019	2020
>75	1.0	0.6	0	0	0	0
>70	2.3	1.4	0	0	0	0
>65	7.1	3.9	1,900	<100	700	<50
>60	18.5	10.0	8,300	4,100	3,450	1,500
>55	45.6	25.9	22,000	13,400	9,400	5,500

Annual Lnight Noise Contour Results

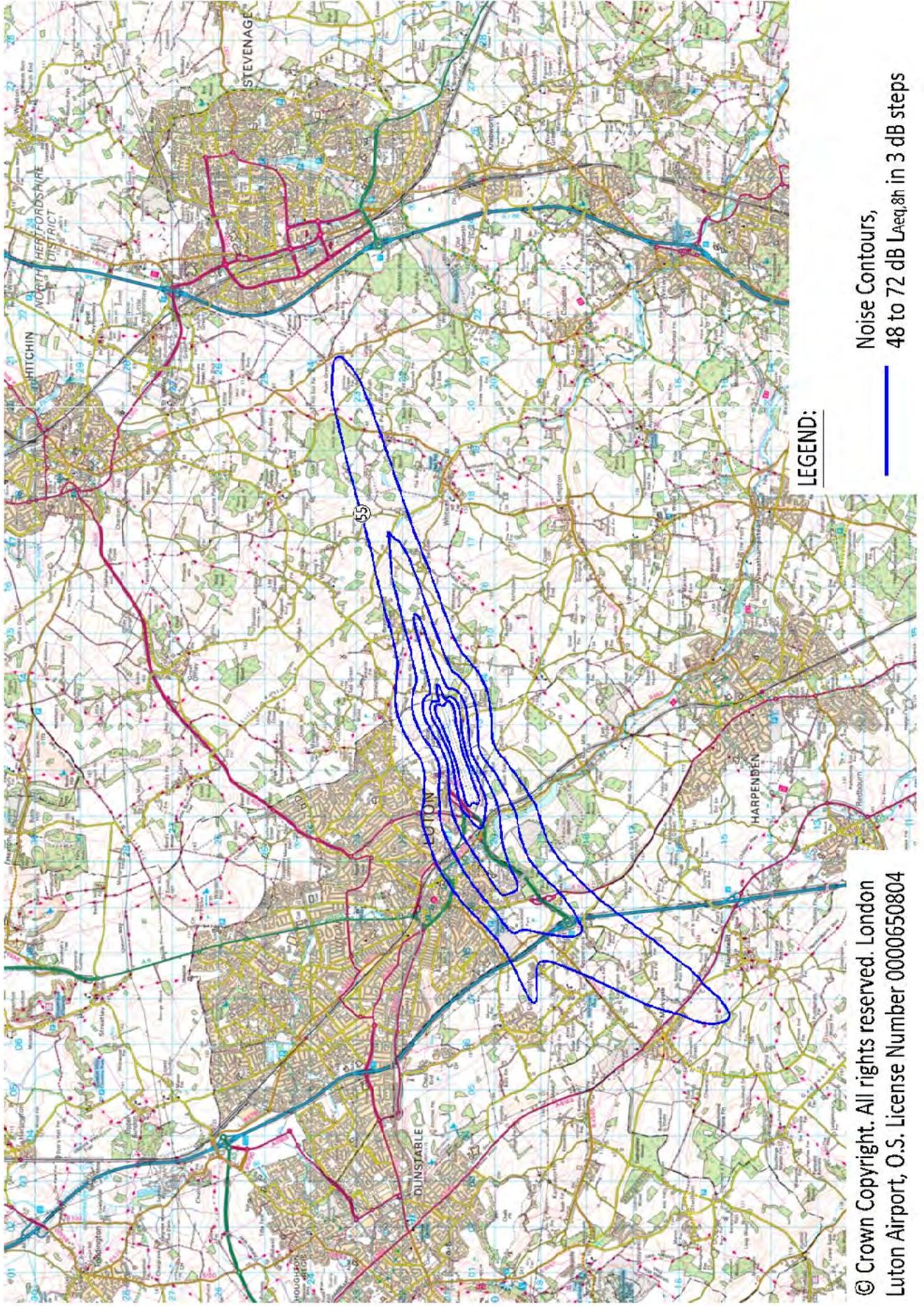
Contour Value (dB(A) L _{night})	Contour Area (km ²)		Population ¹		Dwellings ²	
	2019	2020	2019	2020	2019	2020
>66	1.1	0.7	0	0	0	0
>63	1.8	1.2	0	0	0	0
>60	3.5	2.0	<100	0	<50	0
>57	6.6	3.8	1,500	<100	550	<50
>54	11.7	7.1	4,300	2,100	1,650	750
>51	21.3	11.9	9,300	5,400	4,000	2,150
>48	36.9	21.5	17,300	11,000	7,300	4,500

As can be seen from the tables above, the areas of the Lden and Lnight contours have decreased. Both the L_{den} and L_{night} contours have decreased in area by around 40%, largely due to the decrease in the number of movements. The population and number of dwellings within the contours have also decreased, due to the smaller contour areas.

¹ - Population counts rounded to nearest 100

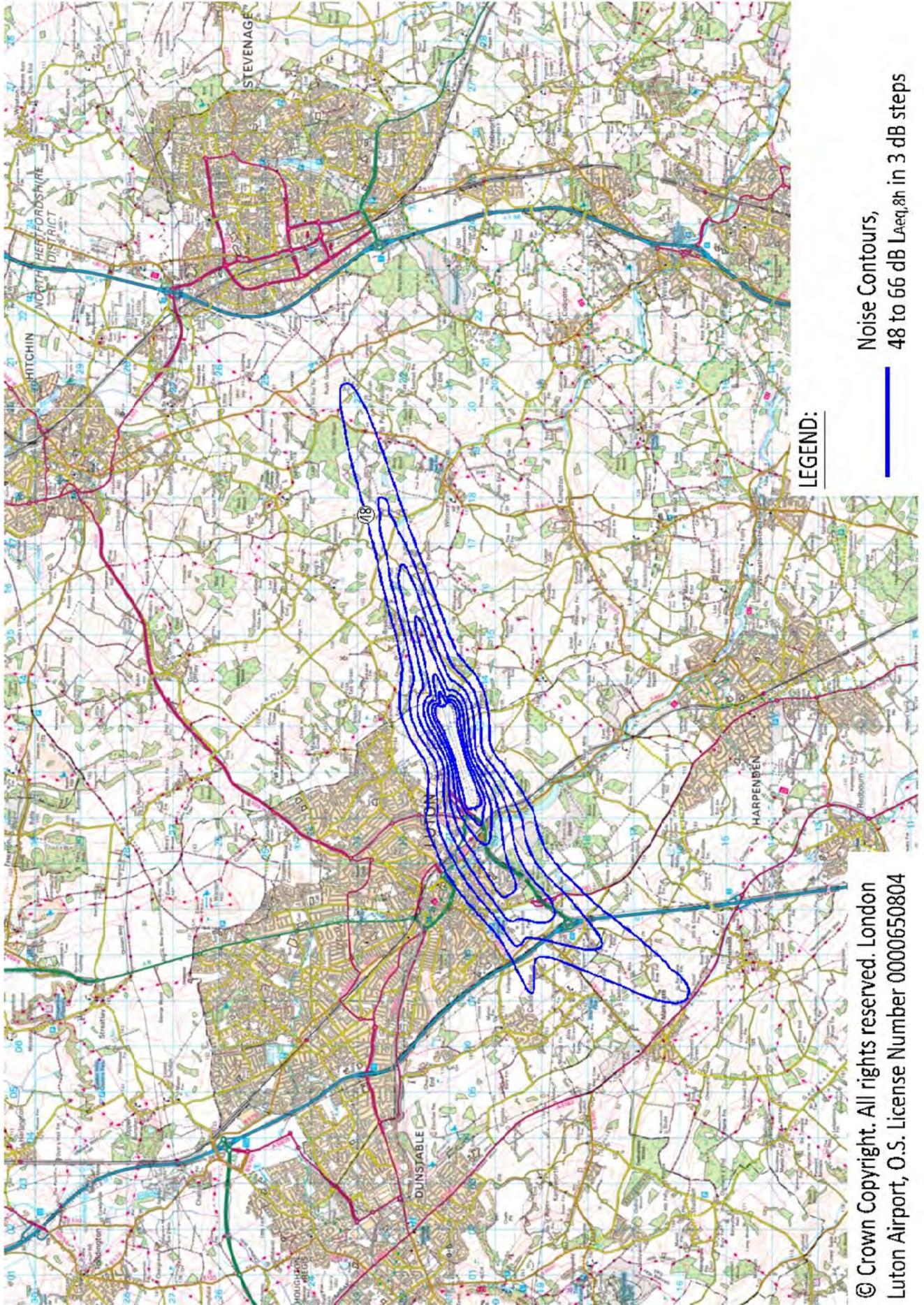
² - Dwelling counts rounded to nearest 50

Annual L_{den} Noise Contours 2020



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Annual L_{night} Noise Contours 2020



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Correspondence and Complaints

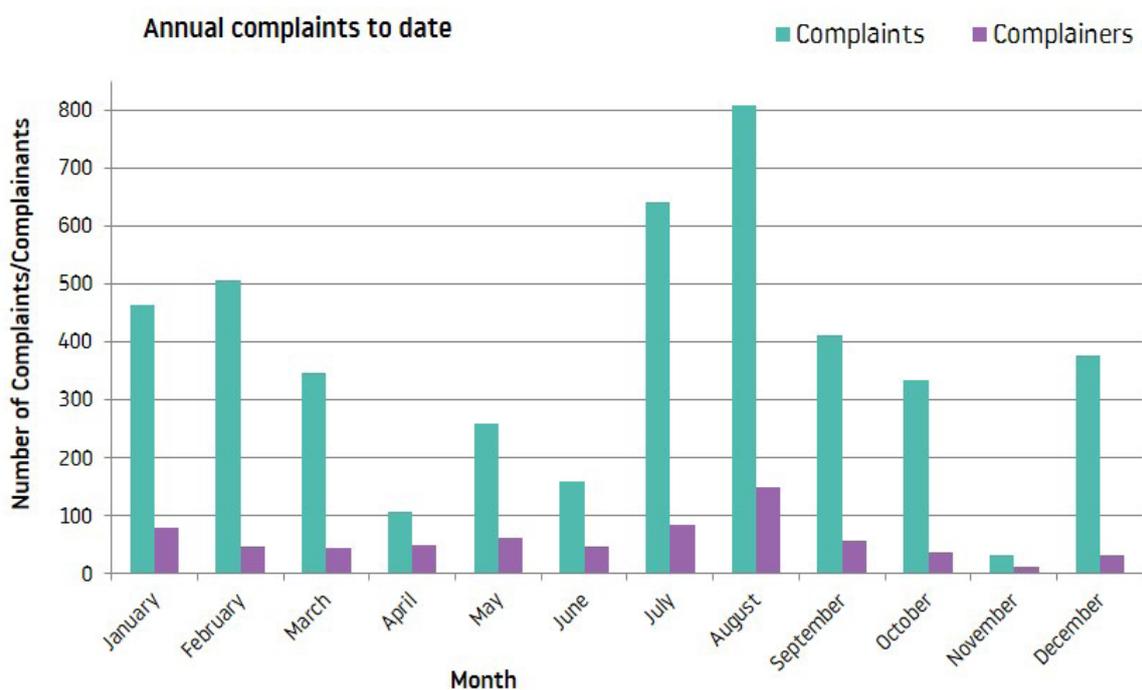
Complaint statistics can be extremely difficult to interpret as people’s tolerance of noise and their perception of what causes annoyance varies widely. It is highly subjective and differs between neighbours experiencing the same levels of noise.

Complaints are reported in two forms – general disturbance and specific disturbance. A general disturbance relates to a complaint that does not specify a time period, examples of this type of complaint includes frequency, air quality and ground noise. A specific complaint relates to a complaint which specifies the time which can be correlated to an aircraft, example complaints of this type include too low, too loud, night flight and off-track. If a single piece of correspondence contains multiple specific disturbances, this will be logged as a general complaint regarding frequency.

Total complaints relating to LLA aircraft operations

	2019	2020	% change
Total No. of Complaints relating to LLA aircraft operations	12,735	4,489	-65%
No. of Complainants	664	395	-41%
No. of General Complaints	1,478	468	-68%
No. of Specific Complaints	11,257	4,021	-64%
Average No. of Complaints per Complainant	19.1	11.4	-40%
No. of Aircraft Movements per Complaint	11.1	14.2	+28%

During 2020 a total of 4,489 complaints (on average 12.3 complaints per 24 hours) relating to LLA aircraft operations were received, compared with 12,765 complaints in 2019. Out of the total complaints 80% were registered by the 20 most regular complainants and 52% from just two individuals. A further 438 complaints received were not attributable to LLA traffic. The figure below shows the complaints statistics throughout 2020, the most complaints were received in July and August, correlating with an increase in aircraft activity. There was a significant drop in complaints in April, May, June and November which correlates to government restrictions due to COVID-19 pandemic and reduced operations.



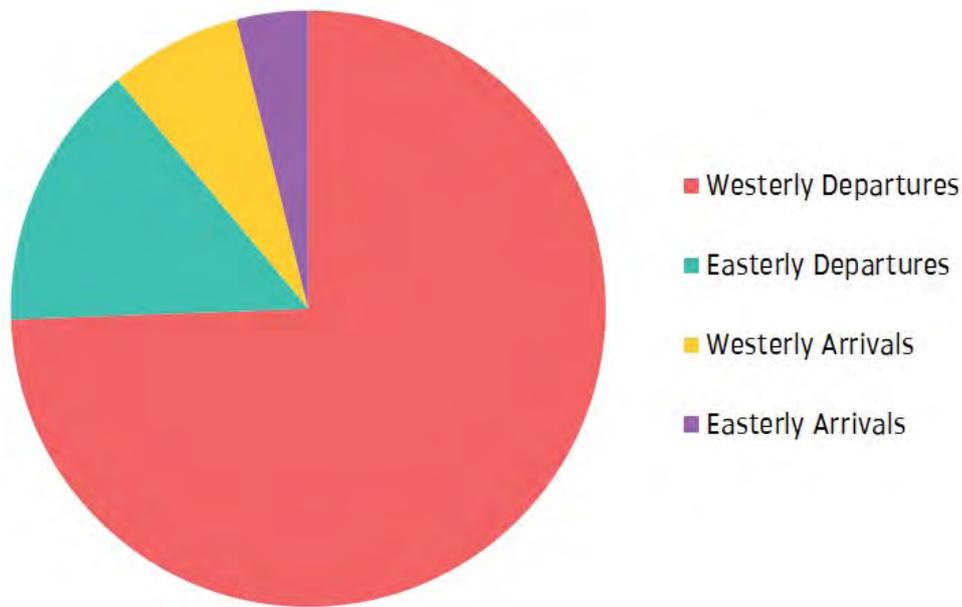


Complaints by aircraft type

Of the 4,489 complaints relating to LLA aircraft operations registered during the year, 3,277 complaints (73%) were clearly correlated to a specific aircraft type, although many complaints were of a general nature. The table below shows aircraft types generating complaints.

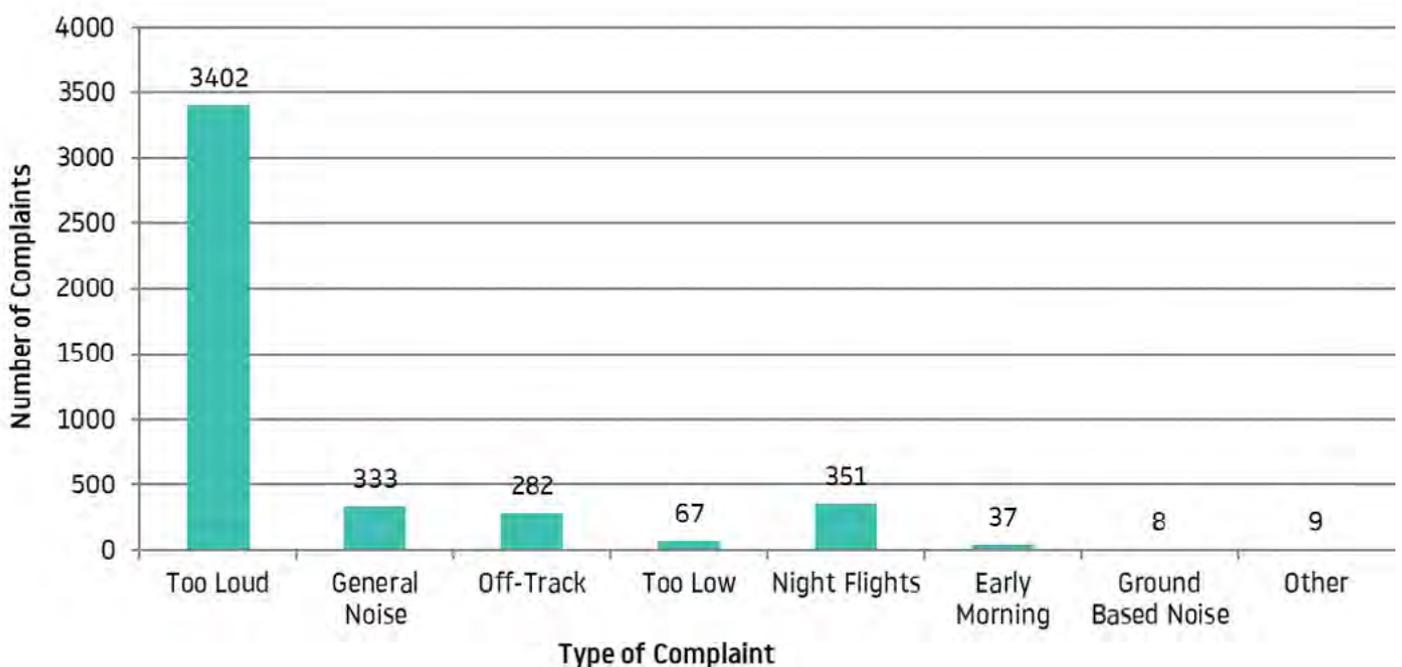
Aircraft Type	No. of Correlated Complaints	% of Correlated Complaints	Annual No. of Movements of Aircraft Type	Movements of Aircraft Type per Correlated Complaint
A319	125	3.8%	5,157	41
A320 Neo	115	3.5%	4,682	41
A320	1082	33.0%	17,325	16
A321	723	22.1%	9,471	13
A321 Neo	132	4.0%	1,792	14
B737-800	388	11.8%	6,554	17
A306 (Cargo)	205	6.3%	1,312	6
B737-400	44	1.3%	362	8
GLF4/GLF5/GLF6	51	1.6%	2,017	40
B757 & B767	48	1.5%	758	16
B737-300	1	0.0%	20	20
B737-900	5	0.2%	14	3
Helicopter	1	0.0%	190	190
CL30/CL60	41	1.3%	849	21
GLEX/GL5T	70	2.1%	2,213	32
Other Aircraft	246	7.5%	10,877	44

Nature of Disturbance



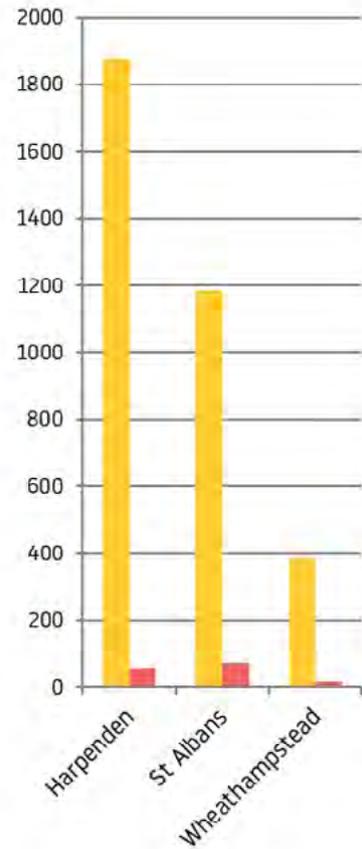
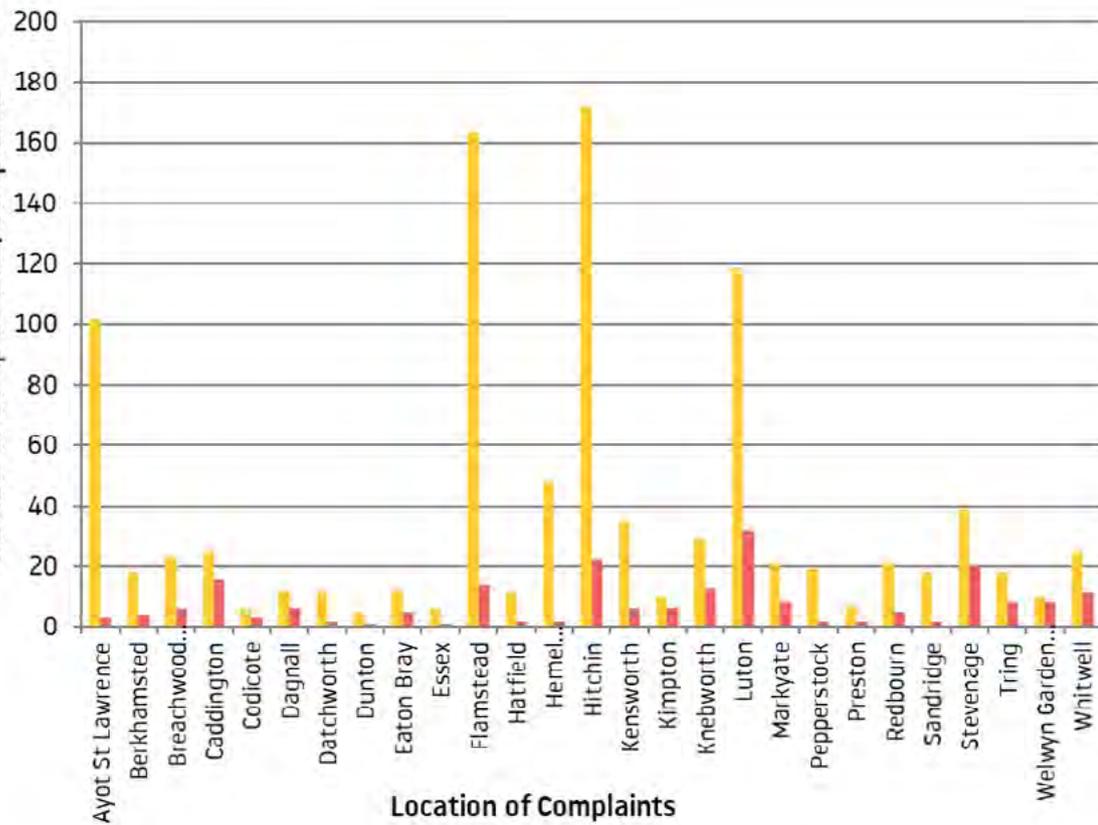
Within the 2,904 specific complaints correlated to aircraft movements concerning westerly departures, 2,762 reported specific aircraft following the Match/Detling route, 58 related to aircraft on the Compton route and 42 related to aircraft following the Olney heading. 42 other complaints involved positioning flights following off-airways flight routes. Of the 566 complaints specifically attributed to easterly departures 477 related to aircraft following the Compton heading, 12 related to aircraft on Olney flight route and 58 to aircraft on the Match/Detling heading. A further 19 complaints involved positioning flights following off-airways flight routes.

Out of the total 432 complaints correlated to specific arriving aircraft, 280 related aircraft arriving at the airport during westerly operations and 152 complaints related to easterly arrivals.



Location of Complainants (5+)

Complaints Complainants



Communication method

The following table shows the method of communication used to contact London Luton Airport regarding noise.

Communication Method	% of Total Complaints
TraVis	28.6%
Email	66.3%
Telephone	5.0%
Letter	0.0%

Any concerns relating to aircraft operations associated with London Luton Airport can be reported to the Flight Operations Team by the following means:

Postal Address	Flight Operations London Luton Airport Percival House Percival Way Luton Beds LU2 9NU
Direct Telephone	(01582) 395382 (24 hours)
Direct email	noise.enquiries@ltn.aero
TraVis	www.travisltn.topsonic.aero

Complaints analysis

During 2020 there was a decrease in both complaints and complainants compared to 2019.

- A large number of complaints were generated by a small number of people. The 20 most regular complainants in 2019 created 80% of total complaints, with two individuals generating 52% of total complaints.
- Out of the specific complaints that were reported, the main reason that was that aircraft were too loud, this reason accounted for 85% of specific complaints.
- As winds dictated westerly operations for 72% of the time, the largest percentage of complaints related to aircraft operations during westerlies, this is in line with previous years.
- High numbers of complaints were recorded from specific locations, for example Harpenden, St Albans and Wheathampstead. Complaints from these areas accounted for 77% of total complaints.
- Harpenden recorded the highest number of complaints with 1,878 complaints in 2020; of the 1,878 complaints 1,578 (84%) were recorded from one person.

Community Relations

Through the London Luton Airport Consultative Committee (LLACC), which meets every quarter, London Luton Airport maintains a close working relationship with representatives of its local authorities and resident groups. Information on the Consultative Committee including meeting minutes and its representatives can be found at the following link: <https://www.london-luton.co.uk/corporate/the-llacc>

In 2020, the Flight Operations Team intended to continue the Public Surgery programme. These drop-in events allow local residents to talk to the team face to face to discuss any concerns regarding the impact of LLA's operations. In February 2020, an event was held in Flamstead which was not well attended with less than 20 residents attending. Unfortunately in light of COVID-19 and the need to continue social distancing measures the remaining public surgeries arranged for 2020 were cancelled. Details about our public surgeries are published on our website here: <https://www.london-luton.co.uk/corporate/community/noise/noise-surgeries>

The Flight Operations team held face to face meetings with the public during Q1 2020, during this quarter two councillors from Kings Walden parish Council visited the airport in order to further discuss the levels of noise in Breachwood Green, this visit was on 29th January 2020. Furthermore, the team also welcomed a resident accompanied by members of Stop Luton Airport Expansion to visit on Monday 2nd March 2020, in this visit noise concerns and communication methods were discussed. Invitations are often extended to local residents and LLACC members to visit the Flight Operations Team for a demonstration of the Aircraft Noise & Track Monitoring System, to discuss specific concerns and to view the specific tracks of LLA aircraft operations in their area.

In 2020, a public consultation began regarding changes to LLA's arrival routes. As part of this consultation virtual webinars were held with the public and local government. The consultation started on 19th October and ran until 5th February 2021.

Community Engagement

At LLA we continue to recognise the critical role we play in our local community. Our operations are intrinsically linked to the community's wellbeing and future prosperity. The proximity to residential areas means that impacts such as noise, produced by aircraft and airport operations, has the potential to adversely impact the life of people living nearby and under its flight paths. Whilst schemes exist to mitigate noise, it cannot be eliminated. We also recognise that our futures are intertwined; we prosper together and want to develop along with the town itself. Our Community Engagement programme therefore aims to ensure those living close by also see the benefits of a successful airport. Our focus for community engagement is promoting a healthy life, supporting skills development of the local community and in turn alleviating the effects of poverty.

In 2019 the funding for the airport's Community Trust Fund was increased to £150,000, During 2020 despite the challenges everyone faced we continued to support this and again contributed £150,000. This supported beneficiaries across Hertfordshire, Bedfordshire and Buckinghamshire.

The Community Trust Fund assisted 14 organisations in the local areas supporting all different projects that met LLA's criteria of "Healthy today, Skilled tomorrow", these are listed on the following page.

Organisation	Description of project	Area
Active in the Community	Parents and Babies Exercise to Music classes & Parents and Tots Tennis classes	Aylesbury Vale
Breachwood Green Primary PTFA	To develop an outdoor learning area- establishing new garden area for young people and the community to access	Hertfordshire
Caddington Youth Football	Provide start-up funding to support new girls football team and associated coaching costs	Central Bedfordshire
Community Link Project Houghton Regis Baptist Church	Singing Café- supporting the mental health and well-being for people with dementia, providing weekly online sessions and one to one support	Central Bedfordshire
Dallow Development Trust Ltd	Community building improvements- replacement of main and small hall flooring	Luton
GRIT; Growing Resilience in Teens	Project Manager Role costs to support Mental Health provision for young people	Hertfordshire
Linslade Crusaders Swimming Club	To enable to club to continue to provide lessons as well as help establish a hardship fund for families in need	Central Bedfordshire
Para Dance UK	Accessible dance programme for people with physical disabilities	Hertfordshire
PoetsIN	Online Mental Health Workshops for young people	Hertfordshire
Stevenage sporting futures team	Action Mats Go- programme to encourage sport & fitness in KS1 aged children, working with 10 primary schools	Hertfordshire
The John Clements Sports & Community Trust	Building Development Project to provide more space for sport, fitness and other community activities	Hertfordshire
Veg Box donation scheme	Veg Box Donation Scheme (VBDS) for those experiencing food poverty	Central Bedfordshire
Weston Cricket Club	Pavilion Extension Rebuild to provide both additional club facilities and provision for the wider community	Hertfordshire
Stevenage Swimming Club	Replace equipment to enable the club to continue providing classes for young people to use	Hertfordshire

Towards the end of 2020 we saw the charity partnership with Macmillan Cancer support come to an end and in total we raised over £180,000 for the charity. The application process was then opened for new charities to apply for the next three-year partnership.

During 2020 the worldwide pandemic had a huge impact on the successful programs that LLA usually run throughout the year. Our school's programs could not go ahead, and we could not host any Princes Trust programs.

The pandemic came with great opportunities for our LLA staff. Most of which were placed on furlough, took it upon themselves in their own time to volunteer in all different projects helping to support the local community, we had a total of 66 employees volunteer their time.

Noise Action Plan

LLA's Noise Action plan is valid from 2019- 2024, the full document can be downloaded [here](#).

1: Operational Procedures

Ref:	Action	Impact	Timescale	Performance Indicator	Numbers Affected	Target	Progress to date
1.1	Reduce the Maximum Noise Violation Limits (NVL) for departing aircraft and bi-annually review the penalties to ensure it remains effective in seeking to reduce departure noise.	Departure Noise	2020	Reduction of NVL's.	Residents within and beyond 55dB L _{den}	Reduce NVL's to 80dB during the day time and 79dB during the night-time by 2020.	Complete - reduction implemented from 1st Jan 2020
1.2	We will work with our airline partners to improve performance relating to Continuous Descent Approach (CDA) with the aim of reducing the noise impact to the communities below.	Arrival Noise	Ongoing	CDA Compliance.	Residents within and beyond 55dB L _{den}	92% compliance by 2020. 95% compliance by 2022.	Ongoing - implemented new target from 1st Jan 2020
1.3	We will identify and act on opportunities to minimise noise through modernisation of the airspace structure working with both community and industry partners.	Departure/ Arrival Noise	Ongoing	Progress through CAP 1616 process.	Residents within and beyond 55dB L _{den}	Submit Airspace Change Proposal to the CAA by 2022.	Ongoing - work paused in 2020 due to COVID.
1.4	Work with Air Traffic Control, airlines and local communities stakeholders to explore opportunities to facilitate more continuous climb operations (CCO).	Departure Noise	2019-2023	Evidence of work.	Residents within and beyond 55dB L _{den}	Explore opportunities and make appropriate changes to facilitate more CCO's.	Ongoing
1.5	Undertake a review of Noise Abatement Departure Procedures used at London Luton Airport to evaluate their effectiveness and work with our airline partners to identify and implement improvements.	Departure Noise	2019	Evidence of the review.	Residents within 55dB L _{den}	To assess the effectiveness and establish targets for noise reduction.	Incomplete - new target to be complete by end of 2021.
1.6	Review and promote the Arrivals Code of Practice and Departures code of Practice and work with our airline partners to set minimum performance criteria and a method for measuring performance.	Arrivals/ Departure/ Ground Noise	2019-2023	Evidence of review and new performance criteria.	Residents within and beyond 55dB L _{den}	Set minimum performance criteria by Q2 2019.	Incomplete - new target to be complete by end of 2022.
1.7	Continue to promote and encourage the use of single engine taxi procedures at London Luton Airport.	Ground Noise	Ongoing	Minutes of FLOPC meetings.	Residents within 65dB L _{den}	Increase the number of aircraft using single engine taxi procedures.	Ongoing
1.8	Work with our airline partners to promote and encourage the adoption of low power, low drag procedures such as delayed landing gear deployment in order reduce noise from arriving aircraft.	Arrival Noise	Ongoing	% of aircraft using low power, low drag procedures.	Residents within and beyond 55dB L _{den}	Increase the number of operators using low power, low drag procedures.	Ongoing
1.9	Working with our partners at Sustainable Aviation we will challenge current operational procedures to ensure continuous improvement to best practice.	Departure/ Arrival Noise	Ongoing	Minutes of Sustainable Aviation meetings.	Residents within and beyond 55dB L _{den}	Annually review and improve the departures and arrivals code of practice.	Ongoing

2: Quieter aircraft

Ref:	Action	Impact	Timescale	Performance Indicator	Numbers Affected	Target	Progress to date
2.1	We will work with our Airline Partners to achieve the voluntary phase out of aircraft that are Chapter 3 or below, to encourage the introduction of quieter aircraft.	Departure/Arrival/ Ground Noise	2019-2023	% of Chapter 4 aircraft.	Residents within and beyond 55dB L_{den}	100% Chapter 3 aircraft by 2020 and 100% Chapter 4 aircraft by 2022.	Ongoing - 100% Chapter 3 aircraft or above achieved in 2020.
2.2	We will review our landing charges annually to encourage the use of quieter aircraft at London Luton Airport.	Departure/Arrival/ Ground Noise	Annually	Publication of Charge's and Conditions of use.	Residents within and beyond 55dB L_{den}	Reduce the size of the noise contours.	Ongoing
2.3	Introduce incentives for airlines to adopt the quietest aircraft e.g. Airbus NEO and Boeing Max.	Departure/Arrival/ Ground Noise	2019	Publication of Charge's and Conditions of use.	Residents within and beyond 65dB L_{den}	Introduce new charges in 2019.	Complete - new charges implemented for 2020-2021.



3: Operational restrictions

Ref:	Action	Impact	Timescale	Performance Indicator	Numbers Affected	Target	Progress to date
3.1	We will operate within our agreed Total Annual Movement caps.	Night Noise	Ongoing	Movement reports in AMR and QMR.	Residents within and beyond 48dB L_{night}	A maximum of 9,650 movements between 23:00hrs-06:00hrs and a maximum of 7000 movements between 06:00hrs-07:00hrs for a rolling 12-month period.	Ongoing
3.2	We will continue to operate within our agreed Total Annual Quota Count (QC) caps.	Night Noise	Ongoing	QC reports in AMR and QMR.	Residents within and beyond 48dB L_{night}	3,500 QC points for a rolling 12-month period between (23:30hrs-06:00hrs).	Ongoing
3.3	To review and reduce the Total Annual Quota Count (QC) cap.	Night Noise	2020	Reduction of annual QC cap.	Residents within and beyond 48dB L_{night}	To review the Quota Count (QC) cap in 2020 to minimise night time noise disturbance.	Ongoing
3.4	We will operate within our agreed contour area limits.	Arrivals/Departure/ Ground Noise	Ongoing	Area of noise contours	Residents within 57dB $L_{aeq 16 hr}$ and within 48dB L_{night}	57dB(A) Leq16hr (0700-2300) - 19.4 sq km. 48dB(A) Leq8hr (2300- 0700) - 37.2 sq km.	Ongoing - although planning application to change limits.
3.5	Develop a noise contour reduction strategy to define methods to reduce the area of the noise contours.	Arrivals/Departure/ Ground Noise	2021	Evidence of work.	Residents within 57dB $L_{aeq 16 hr}$ and within 48dB L_{night}	Submit strategy to Local Planning Authority in 2021.	Complete - submitted to local planning authority.
3.5	In order to minimise ground noise we will monitor and enforce restrictions around the use of Aircraft Auxiliary Power Unit's (APU).	Ground Noise	Ongoing	Minutes of FLOPC meetings.	Residents within 65dB L_{den}	Ensure operators are aware of the APU procedures at Flight Operations Committee meetings.	Ongoing
3.6	In order to minimise ground noise, particularly at night, we will restrict the permitted hours for engine testing to daytime periods only.	Ground Noise	Ongoing	Log of engine testing.	Residents within 48dB L_{night}	Restrict engine testing for aircraft in the daytime period only.	Ongoing

4: Land-use Planning and Mitigation

Ref:	Action	Impact	Timescale	Performance Indicator	Numbers Affected	Target	Progress to date
4.1	We will install acoustic insulation in eligible properties as part of our residential and non-residential Noise Insulation schemes.	Ground/Departure/Arrival Noise	Ongoing	Noise Insulation Scheme update in QMR and AMR.	Residents within 63dB L _{day} or 55dB L _{night} or any property in which airborne noise level in excess of 90dB SEL occurs.	Continue to spend the full NIS budget annually.	Ongoing - scheme paused in 2020 due to COVID.
4.2	We will conduct an annual survey of those properties who have received noise insulation to measure the levels of satisfaction with the current Noise Insulation Scheme.	Ground/Departure/Arrival Noise	2019- 2023	Annual Survey Results.	N/A	Conduct annual survey of insulated properties by the following February. Report results of survey to Noise and Track Sub-Committee.	Ongoing
4.3	We will offer households exposed to levels of noise of 69dB L _{Aeq 16h} or more assistance with the cost of moving.	Ground/Departure/Arrival Noise	Ongoing	Evidence in AMR.	Residents within 69dB L _{Aeq}	Continue to offer assistance.	Ongoing - no properties within this contour.
4.4	We will work with community stakeholders to develop a plan to protect quiet areas as defined by UK government policy.	Ground/Departure/Arrival Noise	2020	Evidence of Plan.	Residents within and beyond 55dB L _{den}	Develop a plan by 2020 and ensure this is protecting quiet areas.	Incomplete - new target to complete by end of 2022.
4.5	Through the Airspace Change Process we will ensure areas identified as 'quiet areas' are preserved as far as possible. 'Quiet Areas' will be defined and assessed as per government legislation.	Ground/Departure/Arrival Noise	Ongoing	Stages in CAP 1616 process.	Residents within and beyond 55dB L _{den}	Preserve quiet areas through Airspace Change Process as far as possible.	Ongoing
4.6	We will work with local authorities to raise awareness of the impacts of siting new developments that may be affected by aircraft noise.	Ground/Departure/Arrival Noise	Ongoing	Local Planning Group meeting minutes.	N/A	Increase awareness for local authorities through our Local Planning Group.	Ongoing

5: Working with the Local Community and Industry Partners

Ref:	Action	Impact	Timescale	Performance Indicator	Numbers Affected	Target	Progress to date
5.1	Carry out biennial surveys of local communities to seek feedback on our approach to noise management and our complaints service for continual improvement and to offer the ability for local communities to help shape the future of noise controls.	Community relationship	2019 / 2020	Results of Survey.	N/A	Carry out first survey in 2019 to define baseline and set improvements in 2020.	Incomplete - new target, to complete survey by end of 2022.
5.2	We will improve communications through regular updates to our website, noise blog, community newsletters (Inform) and reports.	Community relationship	Ongoing	Evidence of comms. on website.	N/A	Review website annually and publish newsletter bi-monthly.	Ongoing
5.3	We will positively respond to requests for meetings with airport representatives regarding aircraft noise, airspace modernisation and expansion plans*.	Community relationship	Ongoing	Minutes of meetings.	N/A	Engage proactively with any visitors to the airport, as well as visiting local residents.	Ongoing - increase in virtual meetings in 2020 due to COVID.
5.4	We will regularly organise public drop in sessions in locations surrounding the airport for community members to visit and speak to airport employees about noise management.	Community relationship	Ongoing	Evidence in QMR and AMR.	N/A	Organise and attend at least 6 Public Surgery drop-in events each year.	Ongoing
5.5	We will log all enquiries and complaints relating to airport operations and publish complaint statistics in our QMR & AMR.	Community relationship	Ongoing	Evidence in QMR and AMR.	N/A	Regularly publish statistics in monitoring reports on quarterly and annual basis.	Ongoing
5.6	We will annually monitor the Noise Action Plan (NAP) actions with LLACC and where we recognise that further improvements can potentially be achieved; we will look to address it.	Community relationship	Ongoing	Evidence in AMR.	N/A	Publish NAP update in the AMR annually.	Ongoing
5.7	We will give the public access to our online noise and track monitoring system (TraVis) and work with the supplier to enhance future functionality.	Community relationship	Ongoing	Evidence of TraVis website.	N/A	Maintain and enhance functionality of TraVis system.	Ongoing
5.8	We will divert all money raised from noise and track violations penalty schemes into the Community Trust Fund (CTF).	Community relationship	Ongoing	Evidence in annual Community Strategy and AMR.	N/A	Annually publish the amount of money diverted to the CTF.	Ongoing

*expansion of the airport is currently being sought by the airport owners, more detail will be provided as and when it becomes available. Any increase in noise will be addressed through this application process.

Ref:	Action	Impact	Timescale	Performance Indicator	Numbers Affected	Target	Progress to date
5.9	We will produce and publish Quarterly Monitoring reports to inform Stakeholders of performance trends and noise management at London Luton Airport.	Community relationship	Ongoing	QMR published on website.	N/A	Publish reports on our website at earliest opportunity each quarter.	Ongoing
5.10	We will continue to present summer and annual noise contours within our Annual Monitoring Report.	Community relationship	Ongoing	Evidence in AMR.	N/A	Publish contour statistics in Annual Monitoring Reports.	Ongoing
5.11	We will continue to produce and publish an Annual Monitoring Report to inform stakeholders of performance trends and noise management at London Luton Airport.	Community relationship	Ongoing	AMR published on website.	N/A	Publish AMR on our website by 31st May each year.	Ongoing
5.12	We will engage proactively with LLACC and NTSC to identify initiatives which will help minimise noise in our local community.	Community relationship	Ongoing	Minutes of Meetings.	N/A	Meet with LLACC and NTSC every 3 months.	Ongoing
5.13	We will collaborate with our Flight Operations Committee (FLOPC) to determine new initiatives to reduce noise.	Community relationship	Ongoing	Minutes of FLOPC meetings.	N/A	Engage proactively with FLOPC at meetings held twice a year.	Ongoing



Employment

Employment at and surrounding London Luton Airport (LLA) contributes significant economic benefits to Luton as a whole and to the sub-region. A large number of businesses are based in Luton due to the presence of the Airport. Thus, any analysis of the Airport's impact upon the locality needs to contain an economic perspective, and this includes employment. An analysis of employers within and around the Airport boundary has been conducted, the results of which are summarised below. These figures were calculated from 2020 data from the Office for National Statistics' Inter Departmental Business Register (IDBR) which records the employees. With the impact of the Covid-19 pandemic, if employees have been on furlough they are still recorded as being in employment on the business records.

A list of businesses at London Luton Airport was matched with the Inter Departmental Business Register (IDBR). The IDBR dataset produced by the Office for National Statistics (ONS) is a comprehensive list of UK businesses that is used by the government for statistical purposes. It provides a sampling frame for surveys of businesses carried out by the ONS and by other government departments. It is also a key data source for analysis of business activity.

The IDBR combines administrative information on VAT traders and PAYE employers with ONS survey data in a statistical register comprising over two million enterprises, representing nearly 99% of economic activity. Analyses that are produced as part of this service are at the same level at which business statistical surveys are conducted. (Source: ONS website www.statistics.gov.uk).

An initial list was received from London Luton Airport of companies within their boundary. The listing was

- ❖ Spittlesea Road
- ❖ Part of Frank Lester Way
- ❖ President Way
- ❖ Wigmore House
- ❖ Part of airport Way
- ❖ Barratt Industrial Park
- ❖ Airport Executive Park

A handful of companies which appeared on the list, but not the IDBR, had imputed estimates from analysis of the size of the enterprise and information from the airport. Furloughed employees are recorded by the IDBR if the employee is still registered with the business.

Total employment in and around the airport

Employment was measured using main section headings from the Standard Industrial Classification 2007 (SIC 2007). Data has been rounded to the nearest hundred, as per ONS guidelines.

Standard Industrial Classification 2007, Section Names	Total Employees
Accommodation and Food Service Activities	500
Administrative and Support Service Activities	3,200
Financial and Insurance Activities	#
Manufacturing	700
Professional, Scientific and Technical Activities	#
Public Administration & Defence; Compulsory Social Security	300
Real Estate Activities	#
Transportation and Storage	6,300
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	400
Grand Total	11,200

- Figures have been suppressed where there are less than three companies in a given Sector and/or employment in that sector is less than 100 in accordance with the regulations covering the use of IDBR data. Standard Industrial Classification 2007 industrial sector codes have been used. Components may not sum to total due to rounding and suppressed data.

Due to confidentiality issues we are bound by ONS protocols to round to the nearest 100 when reporting IDBR figures. This will mean that any changes in reported figures will be in multiples of 100 and therefore lie within that range.

The table illustrates that there are an estimated 11,200 employees in and around the airport although some of these will have been on furlough, working reduced hours or working from home in the last year. This employment number is the same as recorded in 2019. The effects of the pandemic are not yet seen in the data because of the furlough scheme. There are 9,200 full time and 2,000 part time employees.

Employment by working pattern

The IDBR provides employment figures by full and part time working patterns. The total number of full time employees was 9,200 which decreased by 300 between 2019 and 2020, a fall of 3 per cent. The figure for part time employees was 2,000 which was an increase of 300 on the previous year’s figure, an increase of 24 per cent.

The percentage split of full/part time employees found at the Airport compared to that found in Luton as a whole is as follows:

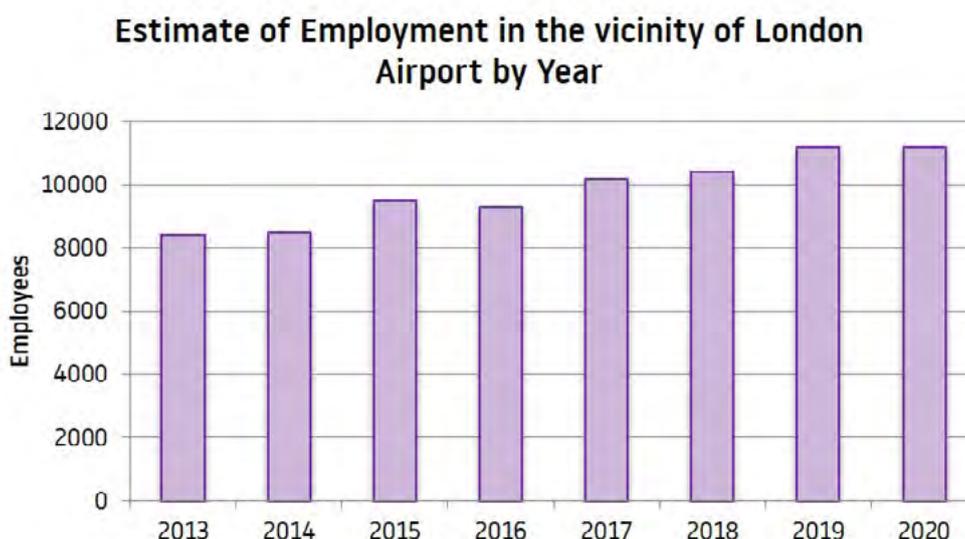
	Full Time Employees	Part Time Employees
Vicinity of LLA	82%	18%
Luton UA	68%	32%

Source for Luton UA Figures: ONS Business Register & Employment Survey 2019, latest data. Figures are percentages of those in employment.

Full and part-time working patterns in the vicinity of the Airport differs from that found within Luton as a whole, with the Airport having a higher proportion of full time workers.

Time series

The following figures from 2013 to 2020 show the estimated employment levels in the vicinity of the Airport.



Source: AMR Employment Surveys 2013- 2020

The numbers recorded as in employment around Luton Airport in both 2019 and 2020 show approximately 11,200 employees working in the vicinity of the airport. These figures include those who have been furloughed throughout parts of 2020. The impact of the Covid-19 pandemic cannot yet be seen in the data but many jobs will be at risk with the long term impact on the airport.

Employment Skills and Recruitment Plan

At the beginning of 2020 we continued our commitment to ensuring high quality job opportunities were made available to a wide cross-section of local people. We recruited across the business, in Security, Fire, Commercial, Technical Services and Customer Experience amongst others. Around 70% of our new starters have come from a LU postcode, with a further 10% from within neighbouring areas. We launched a well received assessment centre process for our Security function which saw a high level of interest from entry level candidates, job returners, semi-retired and student candidates.

Unfortunately due to the conditions that Covid placed on the business we have seen very limited recruitment since March 2020 and anticipate very limited activity through 2021. That said we have made a further commitment to the Luton-focussed recruitment portal, Luton Connect and we see this as a vital part of our recovery and growth plans in the future.

We have continued to ensure that our people have access to high quality training and development opportunities even through the pandemic, maintaining mandatory and regulatory training but also developing internal programmes to cover Equality and Inclusion, Stress Management and a range of associated wellbeing topics, which have seen a good level of take up by our people.

As we move through 2021 and beyond the People Strategy for LLA will continue to focus on developing new engagement paths, training and development focussed on driving a performance culture and inclusive working practices which will see LLA continue to be a local employer of choice.

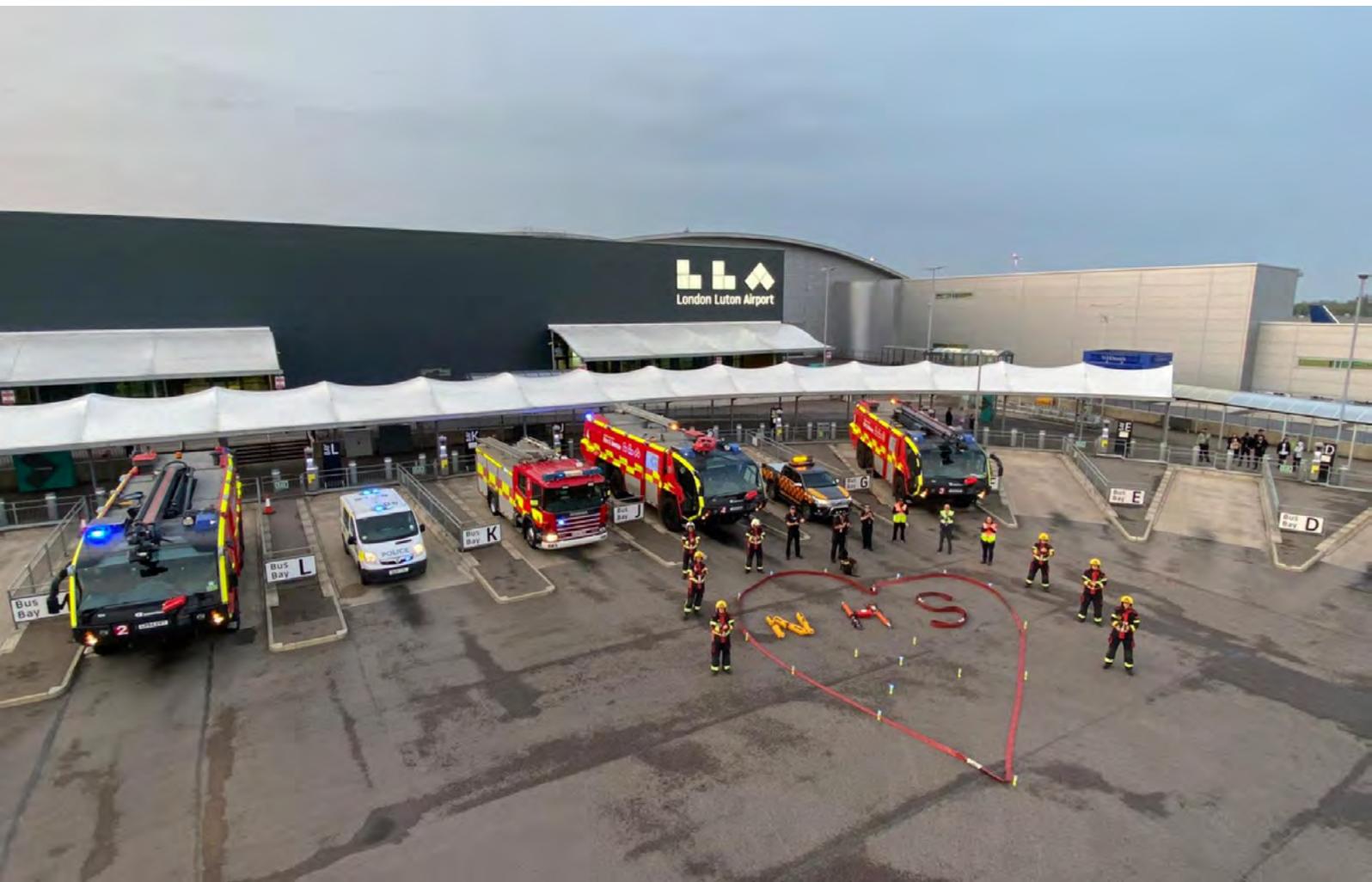


Procurement

London Luton airport support the Local Procurement Protocol and have implemented many initiatives to increase local involvement.

- We continue to run Training sessions in Luton, working with the local chamber of commerce and Luton Borough Council on how to bid for contracts at London Luton airport for local suppliers and to date 162 suppliers have attended these courses.
- We have improved the quality of SME and local suppliers' bids. Local supplier content has risen by 15%. (currently over 35%)
- We built on our Corporate social responsibility by making the selection criteria have greater focus on Sustainability, Environment, Health and Safety, equalities and Social Value.
- 80% of the Procurement team are local to the Luton area.
- We continue with upskilling the Procurement Team, be it individually through CIPS training that all the team have undertaken to embedding the CIPS accreditation and recommendations
- We have always been committed to supporting and promoting women in procurement with 85% of the team being female. Furthermore, we are truly dedicated to identifying emerging talent and employee development. Three members were new to procurement when joining the team and we have during this tough period supported their growth as individuals with in-house training and through The Chartered Institute of Procurement and Supply (CIPS). We also have employed our first procurement apprentice.
- We have promoted procurement as a career through Stopsley High School.

In 2020, London Luton Airport won the "Team of the Year" award at the National Go awards for Recognising Excellence in Public Procurement.



Surface Access

LLA aims to improve access to the terminal, particularly by public transport in order to reduce the contribution that journeys make to total airport-related CO2 emissions and also to air pollution. COVID-19 had a significant impact on public transport usage, and a number of operators suspended services due to a lack of demand, throughout large parts of 2021. This has made the push to public transport and away from cars in 2020 unachievable, however this had not stopped our focus on improving services once passengers do return and looking at new initiatives to permanent get staff and passengers away from public transport.

The 2018-2022 ASAS provides an update on the projects and steps taken towards LLA's sustainable travel targets. The objectives of the ASAS are to:

1. Promote and encourage sustainable surface transport options for employees and passengers;
2. Reduce the impact of surface access to the airport on the local community.

These targets are being monitored regularly, as part of the wider Local Transport Plan 3 (LTP) monitoring framework. The LTP was published in March 2011 and includes a long-term strategy for the period up to 2026. The LTP long-term vision involves providing an integrated, safe, accessible and more sustainable transport system which supports economic regeneration, prosperity and planned growth in the Luton conurbation. LLA's Surface Access Targets fully support the LTP's vision for an increased focus on the delivery of high quality, high capacity public transport.

Modes of Transport

LLA is well-placed in relation to many areas of the UK, and benefits from excellent accessibility by road and rail. It is located close to the M1 Motorway, linking London with the East Midlands and North East. It is also situated close to Luton Airport Parkway Railway Station, with local, regional and long-distance services calling at this station, including frequent direct services to Central London and the South-East. The bus and coach interchange at the airport provides extensive local, regional and long-distance journeys, with a range of operators providing services. Major changes are currently underway both at the airport and in the vicinity, to improve surface access modes. For example, work continues on the DART system, which will connect LLA with Luton Airport Parkway Railway Station in less than four minutes from circa Q1 of 2022.

Passenger mode share

The Civil Aviation Authority (CAA) undertakes continual passenger surveys at many of the major airports in the UK, including London Luton. In common with other airports, LLA uses this survey data to assess trends in passenger 'modal shift' from private to public transport. The table below shows the weighted CAA data for 2012-2020. The CAA statistics suggest that only 9% of airport passengers chose to use the public transport methods of rail, bus or coach in 2020 as a result of COVID-19.

%	2012	2013	2014	2015	2016	2017	2018	2019	2020
Drop Off	27	28	25	27	28	43	45	45	56
Car Park	23	23	28	27	23	20	17	16	31
Rail	17	16	14	16	16	17	17	21	6
Bus/Coach	16	16	15	15	16	16	16	17	3

Whilst the figures have remained fairly static for the last few years, LLA continues to work to promote the use of sustainable transport, examples of which are given below.

In the realm of rail, Luton Council's airport company, London Luton Airport Ltd (LLAL), is building the DART, a state-of-the-art, £225m fast transit system that will link London Luton Airport with Luton Airport Parkway station in under four minutes. The aim of the project is to support a seamless journey from St Pancras to the UK's fifth biggest airport in just 30 minutes, and to achieve a reduction in the number of passengers travelling to and from the airport by private car. The DART is intended to be brought into operation in 2022.

We introduced our first concessionary rate for Electric vehicles (EV) in our Terminal Car Parks. This allowed users of those vehicles to pick up or drop off passenger for £2 for up to 30 minutes. The usage of this scheme was more widely used than anticipated so as a result the initially trial period was extended.

We introduced a vehicle non-idling policy which includes a code of conduct for all our 3rd party operators. It is not always the emission that result from a journey but also those when a vehicle is waiting at the Terminal. This has been received well by our partners and feedback is a drop in CO2 emissions at the Terminal front.

LLA recognises that access via private car, and the use of car rental services, is required for passengers that need increased flexibility beyond the offering of public transport options. To reduce carbon emissions associated with these modes, electric charging points are in use across both staff and passenger car parks, this included 8 new charging points at the LLA Head Office at Percival House.

LLA is committed to working closely with the on-site car hire suppliers to introduce environmentally friendly transport initiatives, such as hybrid or electric vehicles.

Staff mode share

LLA aims to reduce the proportion of staff travelling alone by car to and from London Luton Airport. Whilst employee travel does not generate as many trips as passengers, it remains an important consideration, due to the frequency of a commute. Staff travel surveys are undertaken once every 2 years, the results for which are presented below.

%	2010	2012	2014	2016	2018	2020
Drive alone	66	66	62	68	59	78
Car share	12	8	11	7	8	1
Taxi	1	1	0	1	1	2
Motorcycle	1	1	1	1	1	5
Rail	5	5	10	7	8	2
Bus/Coach	7	9	8	9	16	3
Cycle	2	2	2	2	2	3
Walk	5	6	7	5	6	6

Airport Surface Access Strategy

The Airports Surface Access Strategy (ASAS) sets out the objectives, travel targets and action plan for the period 2018–2022. Monitoring of the progress made at LLA will take place throughout this time. The progress against these targets was last updated in 2020 based on 2019 data. The strategic targets and progress from this review are shown below.

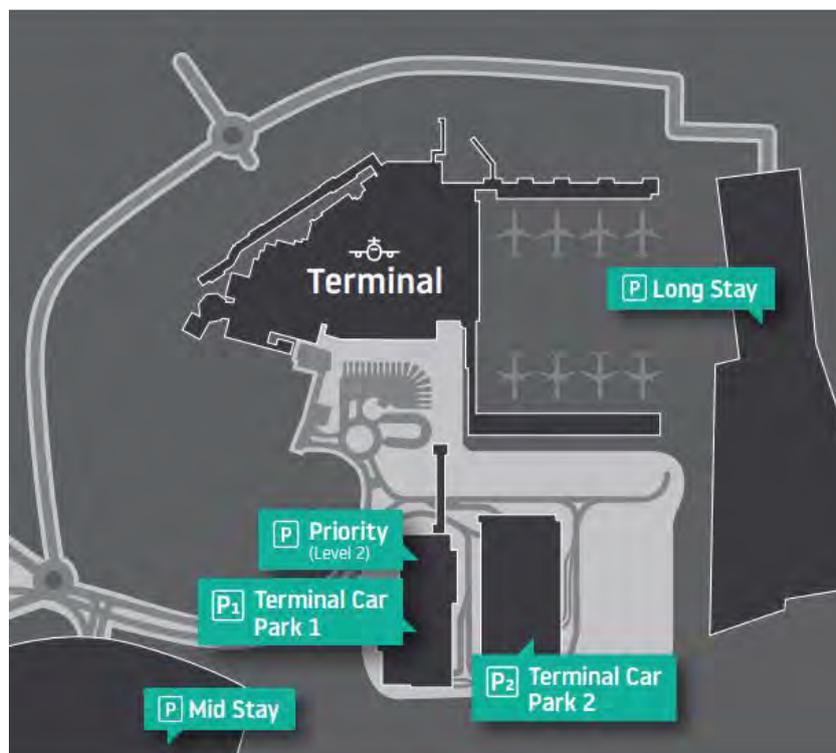
Target	Description of project	2019 Target	Progress to date
1A	Reduce employee single occupancy vehicle (SOV) travel	66%	Achieved - 59% in 2019
1B	Reduce passenger private car travel	49%	Achieved - 46% in 2019
2A	Increase employee travel by sustainable modes of transport	26%	Achieved - 31% in 2019
2B	Increase passenger travel by sustainable modes of transport	32%	Focus needed - 33% in 2019
3A	Secure participation in the staff travel survey	12%(1,020) employees participating	Focus needed
3B	Increase the number of organisations attending the Airport Travel Forum (ATF)	-	Achieved - thirteen organisations attended the ATF in 2019.

More information on the Airport Surface Access Strategy can be found at: <https://www.london-luton.co.uk/corporate/lla-publications/surface-access-strategy>



Car Parks

There are four on-airport car parks at LLA; Terminal Car Parks 1&2 (TCP1 and TCP2), the Mid Stay Car Park and the Long Stay Car Park. The location of these are shown in the map below.



Spaces

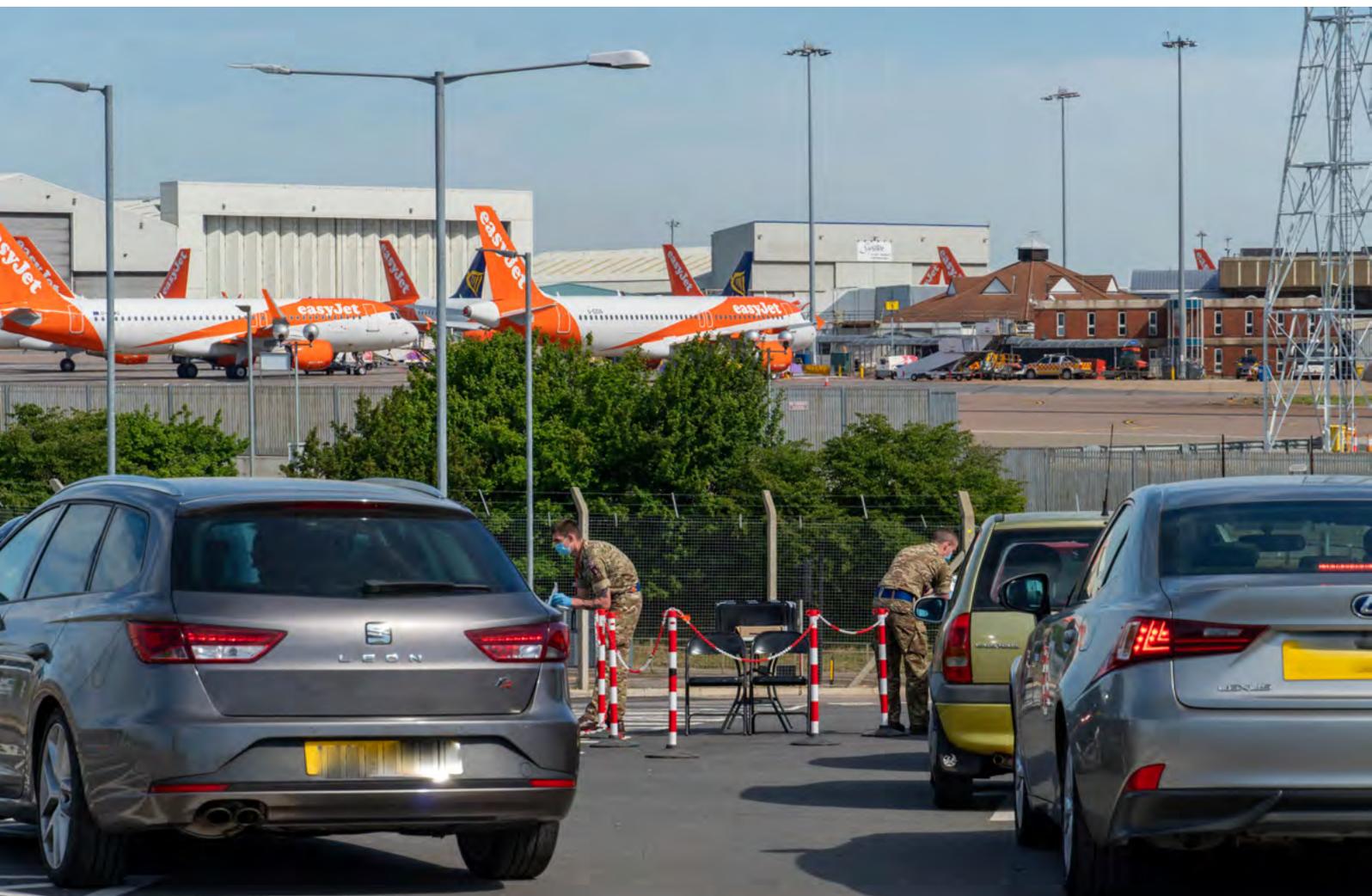
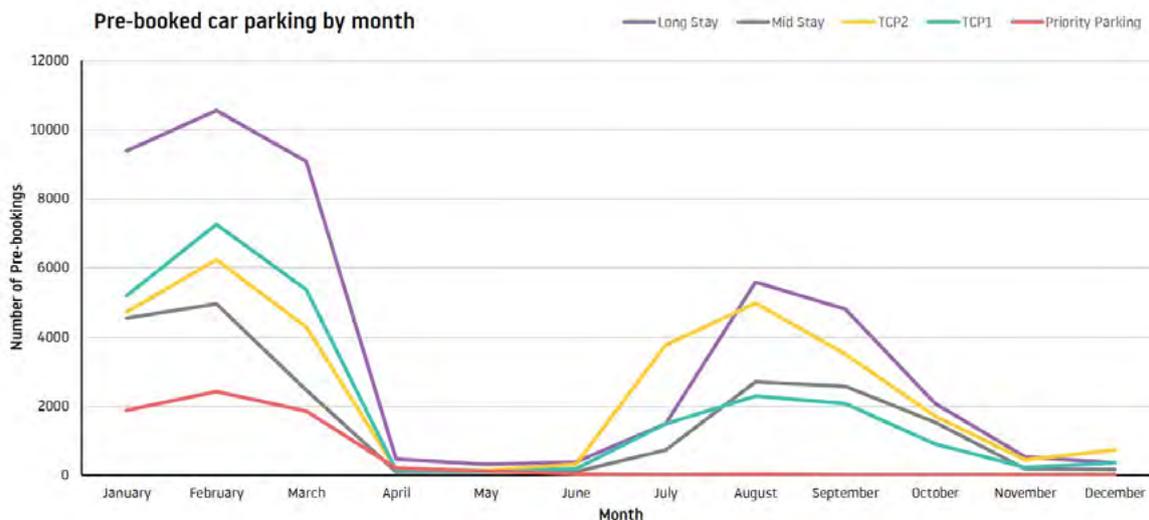
TCP1 and TCP2 are located adjacent to the terminal area and are connected to the terminal by a covered pedestrian walkway. The Mid Stay and Long Stay Car Parks are located approximately 400m and 2km away from the terminal area, respectively, and are accessible via regular, free shuttle bus services. The number of car parking spaces in LLA owned car parks are listed below.

Car Park	Total Spaces
Passenger - Terminal Car Park 1 (TCP1)	1,699
Passenger - Terminal Car Park 2 (TCP2)	1,924
Passenger - Mid-Stay	1,281
Passenger - Long Stay	4,151
Total Passenger	9,055
Staff - Executive	79
Staff - Car Park B	555
Staff - Car Park 7	200
Staff - Building 134	50
Total Staff	884
Other - Hotels	200
Other - Hangar 26	40
Other - Terminal Drop off Zone	150
Other - Long stay disabled	160
Total Other	550

Car Park Pre-bookings

LLA allows pre-booking of all passenger car parks, the graph below shows the number of pre-bookings per month during 2020. The number of pre-bookings each month can exceed the number of spaces within the car park as the same space can be booked for different periods during the month.

In 2020 the number of bookings for all car parks dropped in March as the start of the COVID-19 pandemic. April, May, and June saw virtually no booking throughout the months of UK national lockdown. These bookings increased slightly between June – November 2020, but still were not up to the same levels as Jan-Feb 2020.



Sustainability

London Luton Airport is committed to operating in a way that maximises the socio-economic benefits for the local and regional area whilst minimising the environmental impacts. To ensure this vision is shared and supported, we work closely with airlines, stakeholders and business partners to promote this approach across the airport, ensuring that the full benefits that London Luton Airport can bring to the region are realised.

Air Quality

Air quality monitoring has been carried out in and around London Luton Airport (LLA) since 2003. The results of the monitoring programme are used to assess whether applicable national air quality objectives have been met, and to assess trends in pollutant concentrations in the area, over time. The parameters measured are PM10 and NO₂.

PM₁₀ (Particulates measuring 10µm or less)

Airborne particulate matter (PM) varies widely in its physical and chemical composition, source and particle size.

PM consist of primary emissions, which are emitted directly into the atmosphere, for example from vehicles, and secondary particles, which are the result of reactions that occur between sulphur dioxide, NO_x and other chemical species. Secondary PM can be transported long distances and result in elevated levels when polluted air is transported from continental Europe. PM are typically classified according to their median aerodynamic diameter: PM10 are particles whose effective size is <10 µm. When breathed in, PM can cause inflammation of the airways, and exacerbate symptoms in those with respiratory diseases.

PM10 has been continuously monitored at LLA since 2003. The monitoring site is situated adjacent to the taxiway in the middle of the airport site (Lat/Lon: 51.877650, -0.376297).

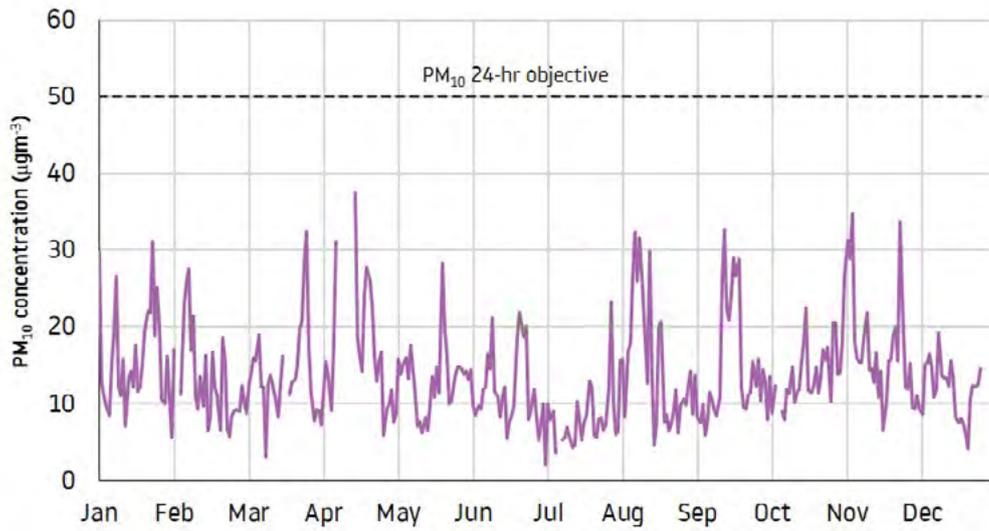
PM10 is monitored using a Beta Attenuation Monitor (BAM). BAMs work by measuring the attenuation of beta radiation as air passes through a filter, which is related to the change in particulate mass. The BAM meets the equivalence criteria after slope correction is applied.

Hourly PM10 data for Luton Airport is available to download from the Air Quality in England website (<https://www.airqualityengland.co.uk/>).

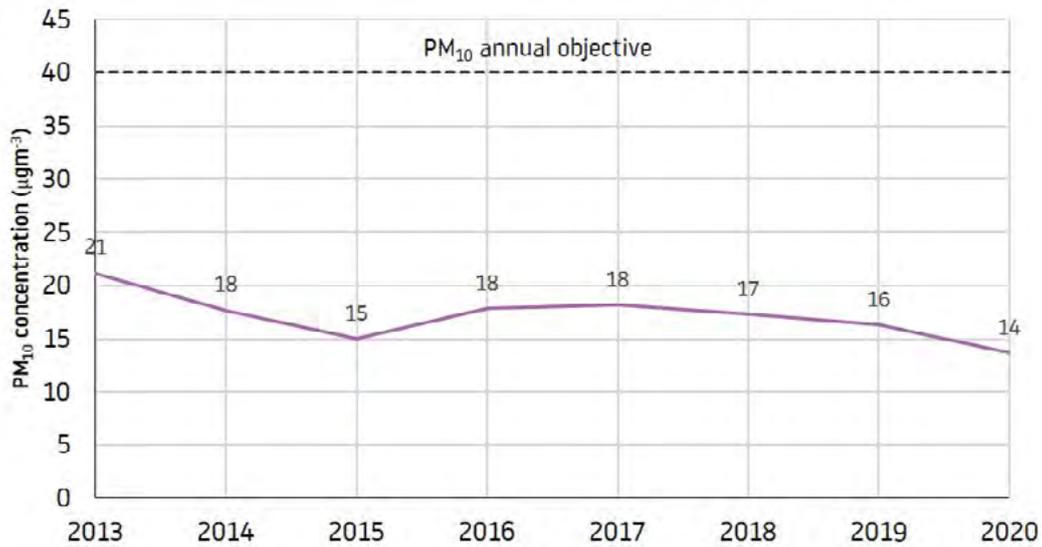
The UK air quality objectives for protection of human health has 2 key objectives for PM10:

1. **PM10 24-hr limit value of >50 µg m⁻³ not to be exceeded more than 35 times per year**
2. **PM10 Annual mean limit value of >40 µg m⁻³**

The figure below shows the 24 hour PM10 concentrations (µg m⁻³) for 2020. The data capture rate for PM10 during 2020 is 97%. The maximum 24 hour average recorded during this period is 37 µg m⁻³, therefore, there were no exceedances of the PM10 24 hour objective in 2020.



The figure below shows the PM₁₀ annual mean from 2013 to 2020. The site registered an annual mean of 14 µg m⁻³ in 2020, which is well below the annual mean air quality objective for PM₁₀ of >40 µg m⁻³. Concentrations of PM₁₀ at this location have consistently remained below the limit value.



NO₂ Diffusion Tube Monitoring

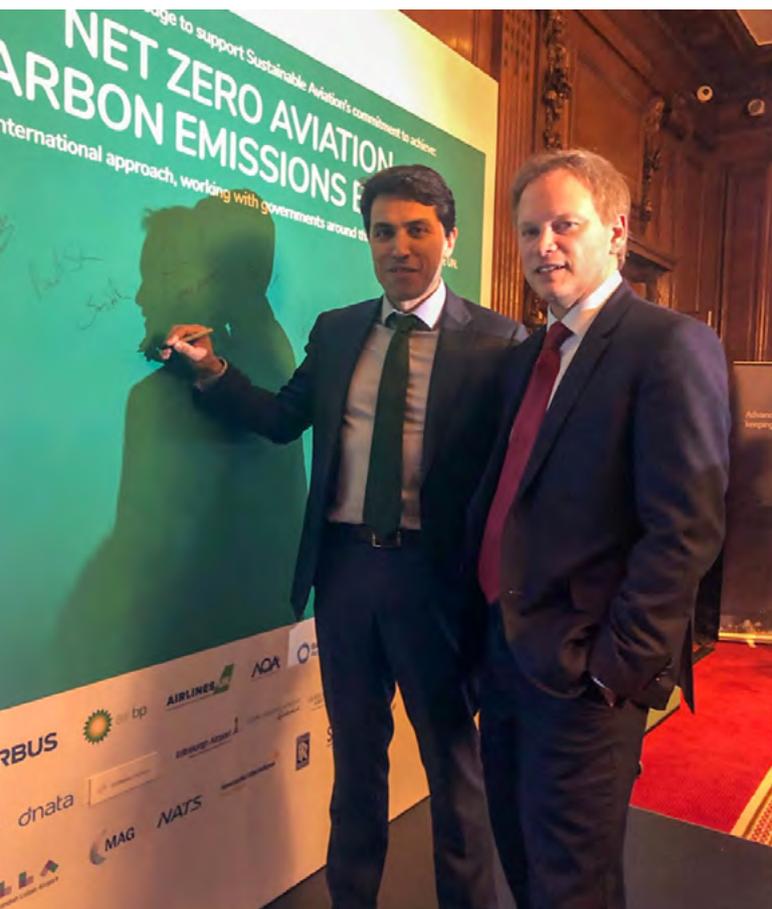
Oxides of nitrogen, nitric oxide (NO) and nitrogen dioxide (NO₂), collectively termed NO_x are emitted from combustion processes. NO₂ has both a primary (emitted directly from the source) and secondary (formed from the oxidation of NO) component. NO₂ is a respiratory irritant and is toxic at high concentrations. It is also involved in the formation of photochemical smog and acid rain and can cause damage to crops and vegetation.

NO₂ monitoring was performed at 19 sites during 2020 using diffusion tubes (see map of locations below). Diffusion tubes are small passive samplers, i.e. they absorb the pollutant directly from the surrounding air, and do not need a power supply. Diffusion tubes at London Luton Airport were typically exposed for a period of four or five weeks at each site, each corresponding to a calendar month. The periods were based upon the recommended calendar of diffusion tube exposure periods, which is provided for Local Air Quality Management (LAQM) purposes and available online at <http://laqm.defra.gov.uk/diffusion-tubes/data-entry.html>.

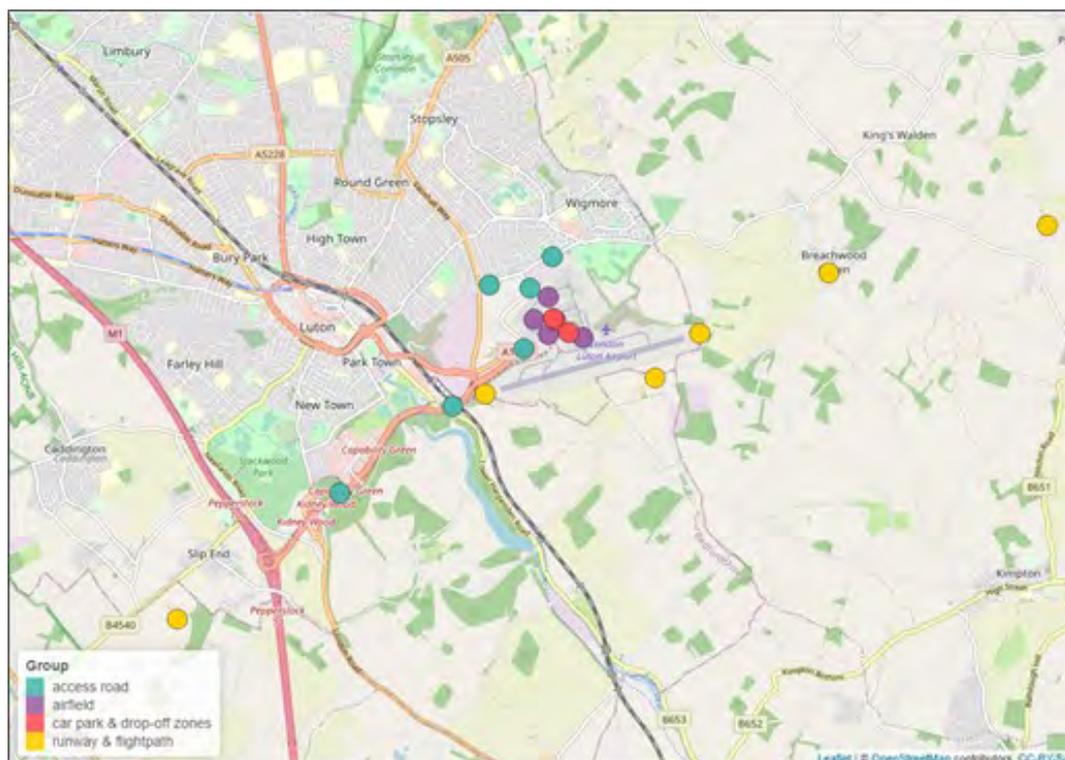
The diffusion tubes sites have been classified according to their environment (location type and area type) based on the information provided, in accordance with the UK Local Air Quality Management Technical Guidance LAQM.TG(16) siting criteria. A further classification groups similar sites together based on their geographic locations in and around the airport: access roads; runway and flightpath; airfield; carparks and drop-off zones.

The sites located within the airfield and on the runway are categorised “other” as defined by LAQM.TG(16) (“any special source-oriented or location category covering monitoring undertaken in relation to specific emission sources such as power stations, car-parks, airports or tunnels”).

¹ - <https://laqm.defra.gov.uk/technical-guidance/>



Location of the 19 NO₂ diffusion tube sites in 2020. The colour of the circle represents the site group, based on their geographic locations.



Details of the diffusion tube locations in 2020:

Location	Longitude	Latitude	Station type	Area type	Group
Airport Approach Road	-0.38045	51.87622	Traffic	Urban	Access road
Runway Threshold Western	-0.38687	51.87144	Other	Urban	Runway & flightpath
Runway Threshold Eastern	-0.35064	51.87778	Other	Urban	Runway & flightpath
Airside Stand 5	-0.37864	51.87927	Other	Urban	Airfield
President Way Jct	-0.37937	51.88251	Traffic	Urban	Access road
BAM Co-Location tube	-0.37626	51.87763	Other	Urban	Airfield
Stagenhoe Bottom Farm	-0.29205	51.88914	Background	Rural	Runway & flightpath
Grove Farm Slip End	-0.43901	51.84775	Background	Rural	Runway & flightpath
Airside Stand 61	-0.37626	51.88156	Other	Urban	Airfield
Eaton Green Road	-0.37556	51.8858	Traffic	Urban	Access road
Undercroft Access	-0.375	51.87915	Traffic	Urban	Car park & drop-off zones
Dane Street	-0.35821	51.87309	Traffic	Rural	Runway & flightpath
Eaton Green Road Lower	-0.38629	51.88284	Traffic	Urban	Access road
A1081 Southbound Carriage Way	-0.41145	51.86098	Traffic	Urban	Access road
Breachwood Green Community Hall	-0.32898	51.88408	Background	Rural	Runway & flightpath
Airside South Stands	-0.3704	51.87731	Other	Urban	Airfield
A1081 New Airport Way	-0.39238	51.87009	Traffic	Urban	Access road
Terminal front (canopy)	-0.37549	51.87935	Traffic	Urban	Car park & drop-off zones
Drop-off zone (new)	-0.37285	51.87782	Traffic	Urban	Car park & drop-off zones

NO₂ diffusion tubes are also affected by various external conditions during exposure, which can result in an over-estimation or under-estimation of the ambient NO₂ concentration, when compared to reference analysers. To correct for this, a bias adjustment factor is applied to the annual averaged data, before comparing to any air quality objectives. The bias adjustment factor can be determined by co-locating diffusion tubes with a local automatic NO_x analyser and comparing the results of the two methods. If there are no local bias adjustment factors available, or they are unsuitable, the bias adjustment factor from the national database can be used. As no co-location study was performed here, bias adjustment factors from the national database have been applied (for 2020, the bias correction factor is 0.82).

The UK air quality objectives for protection of human health, has 2 key objectives for NO₂:

1. **NO₂ 1-hr limit value of >200 µg m⁻³ not to be exceeded more than 18 times per year**
2. **NO₂ Annual mean limit value of >40 µg m⁻³**

Only the NO₂ annual mean limit value can be directly compared to monitoring with passive diffusion tubes as tubes only measure over a monthly period duration. Additionally, the annual mean objective is only applicable in locations where members of the public may be regularly exposed, for example, building façades of residential properties. In the case of the London Luton Airport monitoring network, there are no NO₂ diffusion tubes located where the annual mean objective applies.

The figures below show the NO₂ annual mean concentrations from the diffusion tube monitoring programme, from 2013 to 2020 for sites located in the groups:

- I. runway and flight path,
- II. airfield,
- III. car parks and drop off zones, and
- IV. access roads.

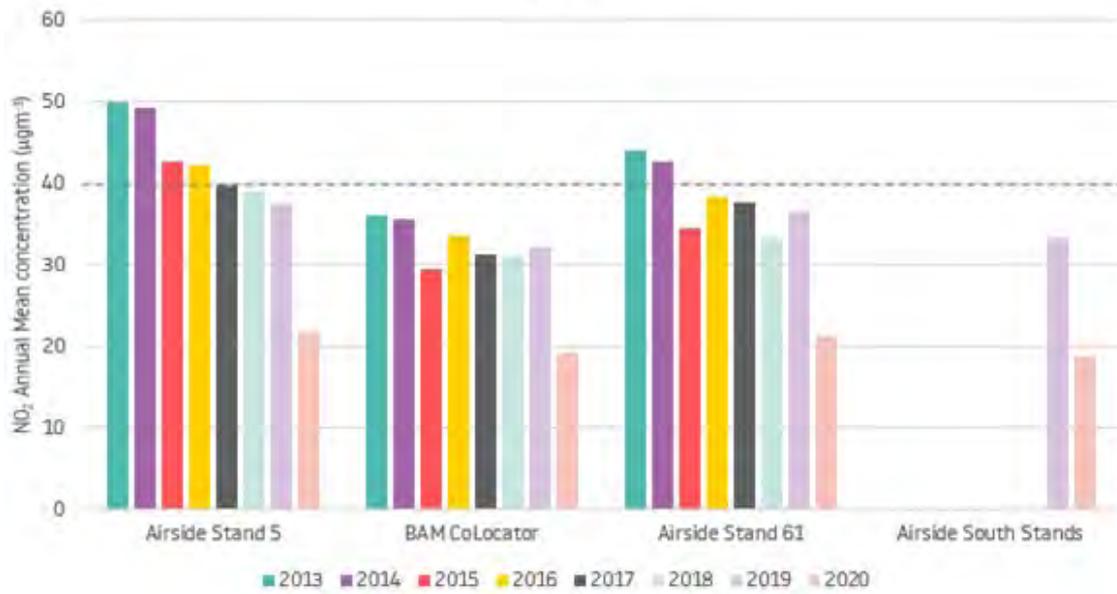
In all figures, the dashed line at 40 µg m⁻³ represents the annual mean NO₂ limit value.

On the runway and under flight paths, the annual mean NO₂ concentrations are well below the limit value of 40 µg m⁻³. For those locations on the airfield, NO₂ concentrations since 2017, have not been above the limit value at any of these sites. The tubes located in car parks and access roads indicate that NO₂ concentrations are typically higher in these areas, with some locations exceeding the limit of >40 µg m⁻³ in previous years. However, as mentioned above, these measurements are located where the public are not regularly exposed for prolonged periods, therefore the annual limit objective is not applicable.

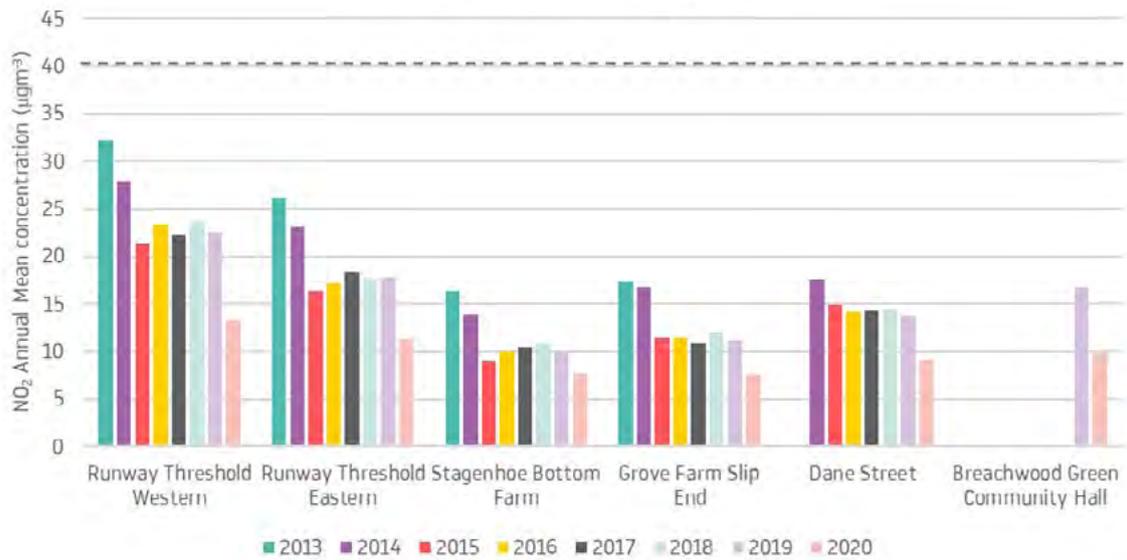
What is particularly noticeable is that the NO₂ concentrations in 2020 were much lower than in previous years. The average reduction in NO₂ concentrations observed between 2019 and 2020 for the “runway and flight path” and “access road” locations are 35% and 36%, respectively. A greater reduction is observed for the “airfield” (42%) and “carpark and drop off zone” (46%) locations.

The reduced traffic and operations at the airport, as a result of lockdown measures, are likely to have contributed to the large reduction in NO₂ concentration observed in 2020. What is particularly noticeable is that the NO₂ concentrations in 2020 were much lower than in previous years, with no exceedances of the annual mean NO₂ concentration at any site.

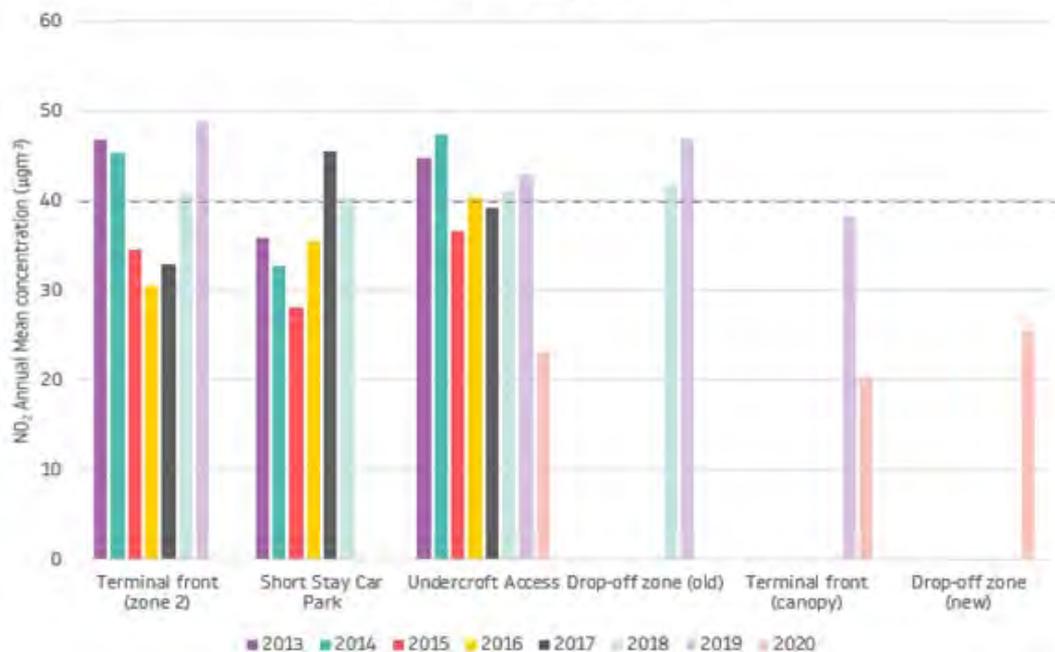
Airfield

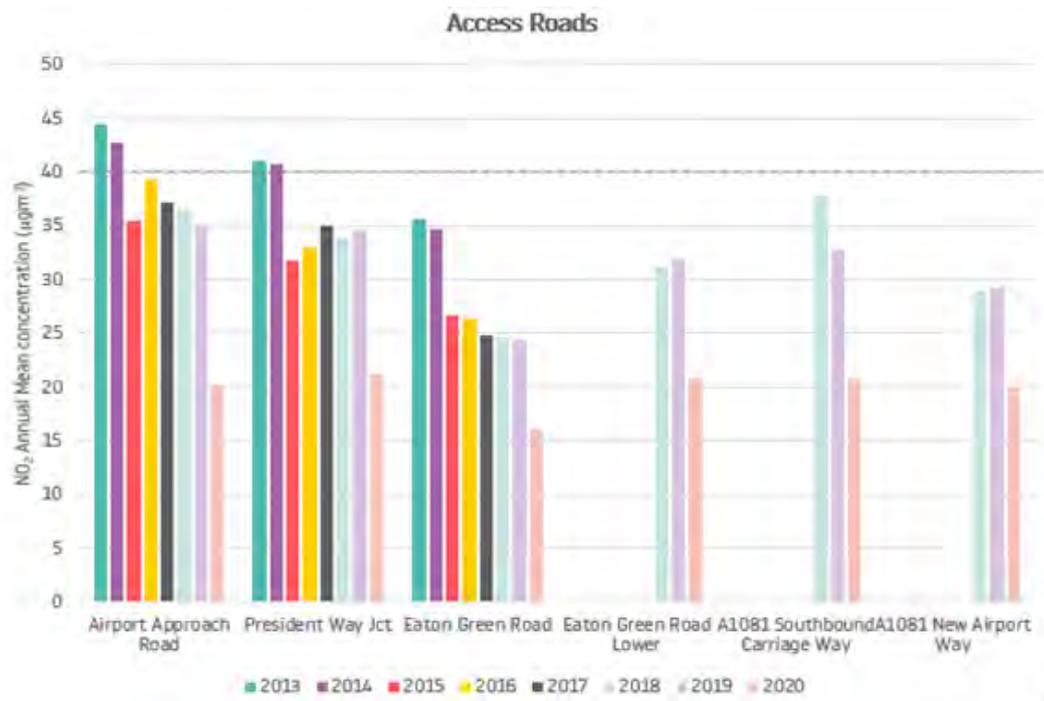


Runway and under flight paths



Car parks and drop-off zones





In summary, the following conclusions have been drawn from the analysis of the data from the air quality monitoring programme at London Luton Airport.

The annual mean PM₁₀, monitored within the airport boundary, was 14 µg m⁻³ in 2020, which is below the annual mean air quality objective for PM₁₀ of >40 µg m⁻³, and there were no exceedances of the air quality objective for 24-hour mean PM₁₀ of 50 µg m⁻³.

NO₂ was measured by 19 diffusion tubes in and around the airport. The annual mean NO₂, after bias correction, ranged from 7.5 to 25.6 µg m⁻³, across the 19 sites. The annual mean AQS objective of 40 µg m⁻³ for NO₂ is not applicable at any of the sites as they are not located where members of the public may be regularly exposed, however, there were no exceedances of this limit in 2020.

Responsible Business Strategy

Our Responsible Business Strategy (RBS) sets our commitments on environmental, social and business ethics at the airport. The tables below detail our targets, and progress can be found within our Sustainability Reports which are published on our website each year. These can be viewed and downloaded here.

1: Ensure Environmental Responsibility and Efficiency

Ref:	Theme	Target	Ref.	Theme	Target
1.1	Carbon accreditation	Achieve the 'Mapping' level of certification within the Airport Carbon Accreditation Scheme by end of 2020 and the 'Reduction' level of certification by end of 2022.	1.14	Noise	100% Chapter 4 aircraft or better by 2022.
1.2	Carbon reduction	Develop a Carbon Management Strategy with ambitious emission reduction target by the end of 2020.	1.15	Noise	Assess if Slightly Steeper Approaches can be adopted and implement recommendations by 2023.
1.3	Energy	Source 100% of electricity from renewable sources by end of 2021.	1.16	Noise	Carry out a survey of local communities to seek feedback on our approach to noise management and our complaints service by end of 2020 and define improvement targets.
1.4	Energy	At least 25% of the energy we use to come from on-site renewables by end of 2026.	1.17	Noise	By 2020, develop a strategy to define methods to reduce the area of the noise contours by 2028 for the daytime and the night-time.
1.5	Energy	Reduce operational electricity demand (excluding vehicles) to less than 2.0 kWh/pax by end of 2023.	1.18	Sustainable travel	Reduce single occupancy vehicle travel to the airport for customers and employees (employees: 2022 – 64%; customers: 2022 – 47%)
1.6	Water	Reduce total water consumption to less than 6.98 litres/pax by end of 2023, representing a 10% reduction from the 2018 baseline.	1.19	Sustainable travel	Greater than 28% of employees and 36% of customers travelling to and from the airport using sustainable modes of transport by 2022.
1.7	Water	Identify and quantify operations that currently use potable water but could be served by non-potable water by end of 2021.	1.20	Sustainable travel	Promote and monitor sustainable travel at the airport. Secure 12% participation in the staff travel survey by 2020 and increase the number of organisations attending the airport travel forum.
1.8	Waste	Recycle at least 70% of nonhazardous operational waste (excluding aircraft waste) by end of 2022.	1.21	Sustainable travel	Establish a plan for low-carbon airside and landside vehicles by mid-2021.
1.9	Waste	Reduce operational waste (excluding aircraft waste) to 0.12 kg per passenger by end of 2023.	1.22	Spills	Reduce the number of fuel spills with a severity rating of 'Major' to less than 5 per year by 2025, and zero spills with a severity rating 'Hazardous' or 'Catastrophic'.
1.10	Waste	Achieve the Carbon Trust Standard for Zero Waste to Landfill accreditation by end of 2020.	1.23	De-icing	More than 95% of all airframes will be de-iced in areas designed for capture and collection of de-icing fluid by March 2024.
1.11	Waste	Less than 5% of non-hazardous construction & demolition waste by weight from qualifying projects to be sent to landfill by 2021.	1.24	Single-use plastics	All new concession contracts to include a requirement for zero singleuse plastics.
1.12	Air quality	Develop an air quality strategy which includes measures to limit the airport's contribution to air pollution by end of 2022.	1.25	Climate change risk	Identify climate change risks and develop a resilience plan and integrate it into business risk assessment process by the end of 2022
1.13	Noise	No Chapter 3 aircraft operating at the airport by 2020.			

2: Community Engagement - A healthy today and a skilled tomorrow

Ref:	Theme	Target
2.1	Charitable giving	Maintain LLA's contribution to the Community Trust Fund at £150,000 per annum.
2.2	Charitable giving	Promote the airport's employee matched-funding scheme and achieve 20 requests for matchfunding per year.
2.3	Charitable giving	Dedicate £30k per year to support selected local and regional initiatives that support community spirit and cohesion.
2.4	Skills and training	Instigate a training and skills development programme for ten local schools per year. Arrange at least two on-site tours for local schools per year.
2.5	Volunteering	Increase the proportion of staff taking at least one day of paid time off (PTO) per year for volunteering in the local community meeting the following annual targets: 10% in 2020, 15% in 2021, 20% in 2022, 25% in 2023.
2.6	Community wellbeing	Implement a programme that supports wellbeing and increases the standard of living in our community
2.7	Community wellbeing	The community support team to attend at least four community noise surgeries a year to showcase the additional support available to members of the community

3: A Safe and Secure Airport

Ref:	Theme	Target
3.1	Enhanced security training	Create a career development programme for airport security above the minimum requirements stipulated by the CAA, including customer experience and leadership.
3.2	Health and safety	Across 2020, share the learning from at least 90% of health and safety investigations to embed lessons learned and prevent repeat events.
3.3	Health and safety	Senior Managers will complete four safety tours a year and we will align this with a recognition scheme embedded in our risk governance process to reinforce best practice and behaviours.
3.4	Health and safety	In 2020, all members of our senior management team will complete training on 'Safety Differently' to support our vision and culture journey.
3.5	Health and safety	Senior Managers will be required to attend 75% of risk governance meetings throughout the year.
3.6	Health and safety	We will conduct pre-emptive assessments (appreciative investigations) on each department every quarter to identify opportunities to improve.
3.7	Health and safety	We will conduct quarterly continuous improvement safety tours for each of our key on-site suppliers.
3.8	Information security	Achieve certification to ISO 27001 (information security management system) by the end of 2021.
3.9	Information security	Fully compliant with the NIS Directive by the end of 2020.

4: Grow with our People

Ref:	Theme	Target
4.1	Facilitating talent	Develop a facilitating talent strategy by the end of 2020, including entry-level talent. Support Luton Council with a financial commitment for their training academy. We will put in place measures that will double the number of apprenticeships by 2021.
4.2	Facilitating talent	In partnership with the Prince's Trust deliver no less than two 'Get into Airports' programmes, each with 15 individuals or more, securing a 75% or higher positive outcome.
4.3	Facilitating talent	Promote airport career opportunities. Complete ten career and job events for schools including events at the airport and in schools. Activities promoting career opportunities and employment to be focussed within the more deprived wards.
4.4	Diversity and inclusion	Develop a broad Diversity and Inclusion strategy by the end of 2020. This will include supporting Women in Aviation and Aerospace Charter making a commitment to work together to build a more balanced and fair industry for women.
4.5	Wellbeing	Develop a wellbeing strategy by the end of 2020.
4.6	Wellbeing	15% of staff to receive mental health first aid training by 2020.
4.7	Fair pay	Undertake a cost-benefit analysis of achieving Living Wage accreditation status and present for decision by the end of 2020.
4.8	Internal engagement	At least 85% of staff to confirm they are 'well informed' or 'very well informed' about our vision, values and strategic pillars in 2020.
4.9	Internal engagement	At least 60% of staff to feel they have a voice on what goes on at the airport in 2020.
4.10	Internal engagement	Raise the visibility and profile of the Executive team with at least 80% of staff knowing the team members by 2020.
4.11	Internal engagement	Support and enable managers to become better communicators with at least 60% communicating with their teams 'regularly' or 'very regularly' by 2020.

5: Deliver Great Customer Experience

Ref:	Theme	Target
5.1	Customer experience training	100% of customer-facing LLA employees undergo training in customer experience by the end of 2020.
5.2	Customer experience charter	Customer experience charter in place by mid-2021.
5.3	Customer experience	Achieve customer satisfaction score of 80% by the end of 2021 and 82% by the end of 2022.
5.4	Training	Provide training to all LLA frontline staff on hidden disabilities by the end of 2020.
5.5	Accessibility	Achieve the highest rating of 'very good' in the CAA's Persons of Restricted Mobility (PRM) categorisation by the end of 2021.
5.6	Accessibility	Establish our Accessibility Focus Group by the end of 2020.
5.7	Accreditation	Gain certification to ACI's customer experience accreditation programme by the end of 2020.

6: Sustainable Supply Chain

Ref:	Theme	Target
6.1	Code of conduct	Create supply chain sustainability code of conduct and standards by the end of 2020.
6.2	Sustainability in contracts	75% of supplier contracts by spend to include sustainability objectives by December 2020.
6.3	Supplier capacity building	Sustainable supply chain toolkit for suppliers in place by December 2022.
6.4	Supplier capacity building	Undertake capacity building events for suppliers each year: 6 in 2020, 8 in 2022.
6.5	Local spend	Maintain at least 25% of total supply chain spend with suppliers based within a 20-mile radius of the airport, and provide support for local organisations to maximise opportunities to work with the airport.
6.6	Climate change risk	Identify strategic suppliers and assess the climate change risks for these suppliers by the end of 2021.
6.7	Climate change risk	Develop a supplier climate change resilience plan by 2023.



Planning and Development

Through its Local Plan, Luton Council (the Council) sets out local planning policies and identifies how land is used, determining what will be built where. The Council also is responsible for the Local Transport Plan (LTP) providing policies, strategies and schemes primarily for Luton. The LTP also refers to strategic transport, infrastructure and other cross boundary matters for Luton's neighbouring towns of Dunstable and Houghton Regis which form the wider urban conurbation.

Local Plan

The Luton Local Plan (2011-2031) adopted in November 2017, is a strategic document setting out the vision, objectives and spatial planning strategy for Luton up to 2031.

It comprises the following document and accompanying maps:

- Luton Local Plan (2011-31), November 2017
- policies map
- town centre inset

These are available on the Council's website at:

<https://www.luton.gov.uk/Environment/Planning/Regional%20and%20local%20planning/Pages/Local%20Plan%202011%20-%202031.aspx>

Policy LLP6 of the Local Plan covers the London Luton Airport strategic allocation, an area of 325 hectares, identified on the policies map, including land within the airport boundary, Century Park and Wigmore Valley Park.

Planning Applications

The following planning applications and consultations under Part 8 of the Town and Country Planning (General Permitted Development) Order (which confers permitted development rights upon the airport operator as statutory undertaker) were either submitted in 2020, determined that year, or else have been undertaken pursuant to an earlier planning permission:

- It was confirmed in January 2020 that the provision of a new apron to accommodate six aircraft stands and the reconfiguration of the engine test facility to accommodate two overnight aircraft stands (ref: 19/01683/GPDOPD) was permitted development by virtue of Part 8 of the Town and Country Planning (General Permitted Development) Order;
- The airport operator submitted its Noise Reduction Strategy (ref: 20/00131/DOC) in February 2020, this application has not yet been determined;
- The construction of the Direct Airport to Rail Transport (DART) system continued apace in 2020 (ref: 17/00283/FUL) with much of the infrastructure now in place. It is anticipated that the DART will be open by March 2022.

Separately, following the consultation in 2019 by the airport owner, London Luton Airport Limited (LLAL), on their proposed expansion of the airport to increase the passenger numbers to 32 million passengers per year, in 2020 LLAL considered the feedback received and reviewed the scheme and measures to mitigate its environmental impacts (including noise, air quality and climate change). LLAL propose to submit an application for a Development Consent Order (DCO) in 2021, the DCO will be determined by the Secretary of State.

Hotel developments

The Luton hotel market is very much dominated by airport related demand, from passengers and crew, with the Luton Hotel Study (July 2015) indicating that demand was likely to continue to grow.

The following hotel developments have been granted planning permission, are being implemented, or are still under consideration, since the table in the 2018 AMR was produced –

Site address	Current status of application	Number of bedrooms
Bartlett Square	Planning permission for 172 bedroom hotel granted planning permission in January 2020 (yet to be implemented)	172
Napier Gateway (part of the Napier Park site)	Mixed development including 209 bedroom hotel (still to be built)	209
Power Court (Town Centre)	Outline permission for football stadium and associated infrastructure granted planning permission in September 2019 (yet to be implemented. Note: a new application on the site was received in 2020 which did not include a hotel)	150
Land adjoining junction 10 to junction 10A of M1	Outline application for mixed use development including a hotel granted planning permission in September 2019 (yet to be implemented)	350
Former Honda Garage, Cumberland Street (Town Centre)	Five to nine storey hotel (resubmission) granted planning permission in March 2018 (still to be implemented. Note: in 2020 a permission was granted for 154 dwellings, so the hotel permission may never be implemented)	235
Phoenix House (Town Centre)	Change of use to hotel granted planning permission in August 2017 (development still to be completed)	87
Prudence Place, Proctor Way	Demolition of existing buildings and erection of four storey hotel with undercroft parking granted permission in July 2018 (yet to be implemented)	92
New Century Park	Planning permission for 145 bedroom hotel recommended for approval subject to a legal agreement in March 2019 (still awaiting signing of legal agreement in 2020)	145
15-23 Manchester Street (Town Centre)	Planning permission was granted for the change of use of the upper floors to 39 bedroom hotel in January 2019 (yet to be implemented)	39
Manor Court, Manor Road (Town Centre)	Temporary permission, up to November 2022, for change of use from student accommodation to flexible hotel/ student accommodation granted planning permission in October 2020	97
Courtyard by Marriott Airport Way	Application for eight storey hotel comprising 171 bedrooms recommended for approval subject to the signing of a legal agreement in September 2020 (still awaiting the signing of legal agreement in 2020)	171

National Aviation Policy

The Aviation Policy Framework (APF) published in March 2013 set out the Government's policy on aviation. The APF focuses on the benefits of aviation to the UK economy as well as its environmental impacts.

The 'Airports National Policy Statement: new runway capacity and infrastructure at airports in the south-east of England' (the ANPS) was designated on 26 June 2018. The ANPS provides the primary basis for decision making in relation to the Development Consent Order (DCO) for a new runway at Heathrow, whilst also being an important and relevant consideration in respect of applications for new runway capacity in London and the south east of England.

The ANPS sets out:

- The Government's policy on the need for new airport capacity in the South East of England;
- The Government's preferred location and scheme to deliver new capacity (the Heathrow Northwest Runway); and
- Particular considerations relevant to a development consent application to which the ANPS relates.

The ANPS includes policies that will be important and relevant for any nationally significant infrastructure project (NSIP) related to airports in the south east of England.

The ANPS was the subject of a legal challenge on the basis that in designating the NPS the Government had failed to take account of the Paris Agreement in climate change. The High Court dismissed the initial application for judicial review, though the Court of Appeal allowed the subsequent appeal, holding that the ANPS was unlawful. Heathrow appealed to the Supreme Court and following a hearing in October 2020, the Supreme Court issued its decision in December 2020 reversing the decision of the Court of Appeal and determining that the Government had taken proper account of the UK's climate change commitments.

Between December 2018 and April 2019 the Government sought feedback on its proposed new aviation strategy: 'Aviation 2050: The Future of UK Aviation'. The strategy is to focus on: balancing growth from passenger demand with action to reduce environmental and community impacts; improving the passenger experience; and building on the UK's success of establishing new routes and greater choice.

Local Transport Plan (LTP)

The current local transport plan (LTP) produced by the Council in April 2011, sets out how the Council will deal with transport matters in and around Luton. It comprises three parts:

- A long term Transport Strategy up to 2026. With regard to the transport affecting the airport, this sets out anticipated passenger numbers of between 15.5mppa and 18mppa by 2026, together with an additional 3,000 employees;
- A series of transport policies, setting out how the strategy will be implemented; and
- An Implementation Plan covering the five year period from the date of the LTP, which is reviewed annually. This includes a number of key elements that are relevant to the airport, such as: a focus on smarter choices and travel by more sustainable modes; implementation of a new entrance from the north to Luton Airport Parkway Station; and an extension of Airport Way to serve planned employment sites to the east of the airport.

The LTP strategy also refers to the role of the Airport Surface Access Strategy (ASAS) in promoting sustainable travel to the airport for both passengers and employees, and the Council will work with the airport operator to achieve this.

The adopted LTP is currently under review to ensure consistency with Luton Council's Vision 2040, together with the Government's Transport Decarbonisation Plan and Luton's Climate Change Action Plan. Consultation on the draft new LTP took place between mid-September and mid-November 2020. The consultation draft LTP sets out the Council's key ambitions (decarbonising transport, reducing poverty and improving inclusion in Luton and ensuring links with development). Strategic transport priorities and detailed policies arranged around supporting a healthy environment and safer and inclusive communities are also set out in the draft LTP.

The Luton DART is referenced in the draft LTP and will replace the shuttle bus service from Luton Airport Parkway Station to the airport by a direct fixed link transit, in order to improve access as well as encourage a modal shift away from the use of private cars to public transport.

The adopted LTP is currently under review to ensure consistency with Luton Council's Vision 2040, together with the Government's Transport Decarbonisation Plan and Luton's Climate Change Action Plan, and consultation on the draft Sub-national Transport Strategy for England's Economic Heartland, of which Luton Council is a constituent authority.



