

Performance

Total aviation movements	Feb 25	Mar 25	Apr 25	Total
2025/26	2,405	3,372	3,884	9,661
2024/25	1,895	2,378	2,310	6,583
Commercial mvt 2025/26	255	295	670	1,220
Commercial mvt 2024/25	233	239	271	743
Passengers 2025/26	14,698	17,795	75,466	107,959
Passengers 2024/25	15,479	15,971	15,078	46,528

CEO update

Our airport colleagues have done a great job of launching for the start of summer, for both easyJet and Eastern.

In February, easyJet announced three new routes for winter 2025 – Barcelona, Salzburg and Lanzarote – adding to Gran Canaria, Enfidha, Malta, Faro, Antalya, Tenerife, Marrakech, Malaga and Palma, and will now operate all-year-round. Eastern Airways launched a new route to Newquay on 3rd April.

On March 31st, easyJet opened its 10th UK base at London Southend Airport, creating 140 direct jobs for pilots and crew in the UK and supporting 1,200 indirect jobs. Three based A320 Neos will serve 20 destinations including Malta, Pisa in Italy, Marrakech in Morocco and Antalya in Turkey with a mix of beach, winter and city destination.

The airline's restart of based operations to London Southend is a significant sign of a return to growth at the airport. The news was welcomed by 10,000s of local residents who posted messages of support and congratulations across social media channels. Serving 122 weekly flights (a 133% increase on 2024), easyJet will provide over 330,000 seats for holiday customers to choose from when planning their getaway for this summer.

Passengers using London Southend Airport have given amazing feedback on our customer service. Happy or Not data collected from our lounge, security, check-in and arrivals area scored a glowing 91% satisfaction rating in the first four months of the year.

LSA has won the award for Best Route Development & Marketing in the airports under five million passengers' category at this year's Routes Europe Awards in Seville, Spain. This accolade recognises London Southend's rapid growth, airline relationships and an innovative approach to route development, underpinned by high-impact marketing activities.

London Southend Jet Centre, the dedicated private aviation facility at London Southend Airport, has extended its opening hours from 31st March 2025, providing even greater flexibility for

private and business aviation. The London Southend Jet Centre (LSJC) will operate 6:00am – 1:30am local time year-round, aligning with the easyJet base at London Southend Airport.

Our Skylife lounge re-opened in March and our F&B teams have welcomed thousands of passengers into the Navigator pub and Sky Cafe.

Employment

LSA has recruited almost 150 new colleagues since the start of 2025. Ahead of the busy summer flight schedule, 18 passenger facing colleagues attended a course which gave delegates an experience of what autism might be like by using specialist equipment and creating a simulated environment.

There are currently 24 different roles on offer on the LSA website including Ramp Agents, Food & Beverage roles, Operations, Passenger Experience Assistants, Security, Air Traffic Control (ATC) and Technical Services.

88% of airport colleagues currently live in an SS postcode area.

S106 Operational Review

Having agreed final comments and feedback from SCC, our consultants, Logika, are now preparing the final draft plans for sharing with the ACC and CNF ahead of final submission to SCC.

Community Relations

- Our RFFS colleague Mike Edwards ran the London Marathan in aid of our charity partner SECE Mind, raising over £2500
- The airport will continue to sponsor and support local events and good causes in 2025. Confirmed sponsorships for 2025:
 - Essex Cricket Club
 - World Cup-on-Sea charity Football match at SUFC
 - Lazydays festival
 - LSA v RunFree charity Football match at SUFC
 - Strictly Air Ambulance – Essex & Hert Air Ambulance
 - Havens Hospice - Southend half marathon
 - Rochford Parish Council – Festive lights
 - SECE Mind – Mental Elf run.
- LSA colleagues were back at Roots Hall on 13th May for our annual charity football match against Run Free FC (and emerged victorious).
- The team will also take part on the World Cup-on-sea charity tournament the following week in aid of Southend YMCA
- During May, our ATC team are hosting visits from 1476 (Rayleigh) Sqn Air Cadets

R4 Noise Action Plan

Progress of the [R4 Noise Action Plan](#) targets/commitments will be regularly monitored by the LSACNF. The ACC will be provided an annual progress update for audit purposes.

Night movements

Over the 3-month Q1 period there were a total of 28 night-flights of which 6 were delayed passenger flights (17 were passenger arrivals between 23.00 – 23.30 that were counted towards the night quota). All night movements for the quarter period remained within the agreed monthly quota of 120. Just 9 of the 28 night-flights operated over Leigh on Sea and did not follow the preferred runway due to wind/weather conditions.

Noise

The total number of noise complaints for the Q1 period Feb – Apr 2025 was 299, of which 66 related to night-time operations.

The 299 noise complaints were generated from 196 airport operations (events) over the three-month period.

	Total ATMs	B727 Departures (QC4) ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Feb 25	2,117	5	19	0	19	16	5	14
Mar 25	2,999	2	19	0	19	17	3	16
Apr 25	3,192	3	263	2	261	163	58	203
	8,308	10	301	2	299	196	66	233

This data shows that less than 3% of aircraft movements during the Q1 period generated complaints. There were 10 B727 departures in the Q1 period which generated just one complaint.

As expected, the number of complaints increased with the start of the easyJet base at the end of March. Complaint numbers increased from 19 in March to 263 in April. The number of complainants increased from 5 to 15 with 91% of all complaints coming from 3 residents.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Feb 25	8	19	100%	19	74%	14
Mar 25	5	19	100%	19	89%	17
Apr 25	15	261	100%	261	91%	238
		299		299		269

118 complaints related to aircraft operating to/from the SW over Leigh on Sea and 135 complaints related to aircraft operating to/from the NE over Rochford. (46 complaints related to helicopters, training circuits and overhead aircraft which are not runway direction specific).

	No. of night flights over Leigh	Total Night complaints	Biz Jets	Delayed passenger	HM Coastguard/Military
Feb 25	1	5	5	0	0
Mar 25	0	3	0	3	0
Apr 25	7	58	9	49	0
	8	66	14	52	0

During the Q1 period, there were eight night-flights to/from the SW over Leigh on Sea which did not follow the preferred runway for reasons permitted under the S106 exemptions.

All complaints for the Q1 period were investigated and the aircraft in question were fully investigated.

There were three non-compliant flights during the Q1 period i.e., turned early and broke NPR controls. There were no complaints received in relation to the NPR breaches. Please see quarterly 106 return for NPR breaches for details.

Mobile Noise Monitoring Requests

No requests for the Mobile Noise Monitor (MNT) were received during the Feb - Apr 2025 reporting quarter.

Noise Forum

The latest Community Noise Forum (CNF) meeting was held 13th May and led by the Chair Mike Thwaites.

The revised [ToR](#) and minutes of previous meetings are published on the LSA website under [Noise Management - London Southend Airport](#)

ACC members are encouraged to direct any local community groups to the LSA website for more information on how to apply for membership to the noise forum.

Environment

Surface Water Drainage surveys continue to be recorded to inform our future strategy and in line with our obligations under regulation 61 (PFAS monitoring).

London Southend Airport has now completed an upgrade programme to replace existing High Mast Lighting (Stands 1-10) with LED.

Approximately 23% of the airport's energy usage is currently produced by renewable sources generated onsite from our solar farm.

Jude Winstanley
Chief Executive Officer