



Annual Report

2024-25



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Annual Report

2024-25

Facts and figures



Passenger and aircraft statistics

Passengers per year:
0.29 mppa – up 66% on previous year

Destinations: **23** – up by 12 on previous year

Countries served: **11**



Community

Staff living within an SS postcode area: **84%**

Number of LSA employees: **295** (increase of 68 from previous year)

Fundraising this year: **£8,000+**

Fundraising total since 2011: **£138,000+**

Volunteering hours: **225**



Environment

NO2 levels around the airport (4 locations):
Range 16.30 – 18.76 µg/m3 (Government Air Quality Objective is 40 µg/m3)

Solar Farm: **23%** of electricity used came from our on-site solar farm

Waste: **0%** waste to landfill



Aircraft Movements

Total Air Traffic Movements (ATMs) excluding exempt flights:
26,860

% of annual ATM quota used: **50%**

% night-time ATM quota used: **6%**

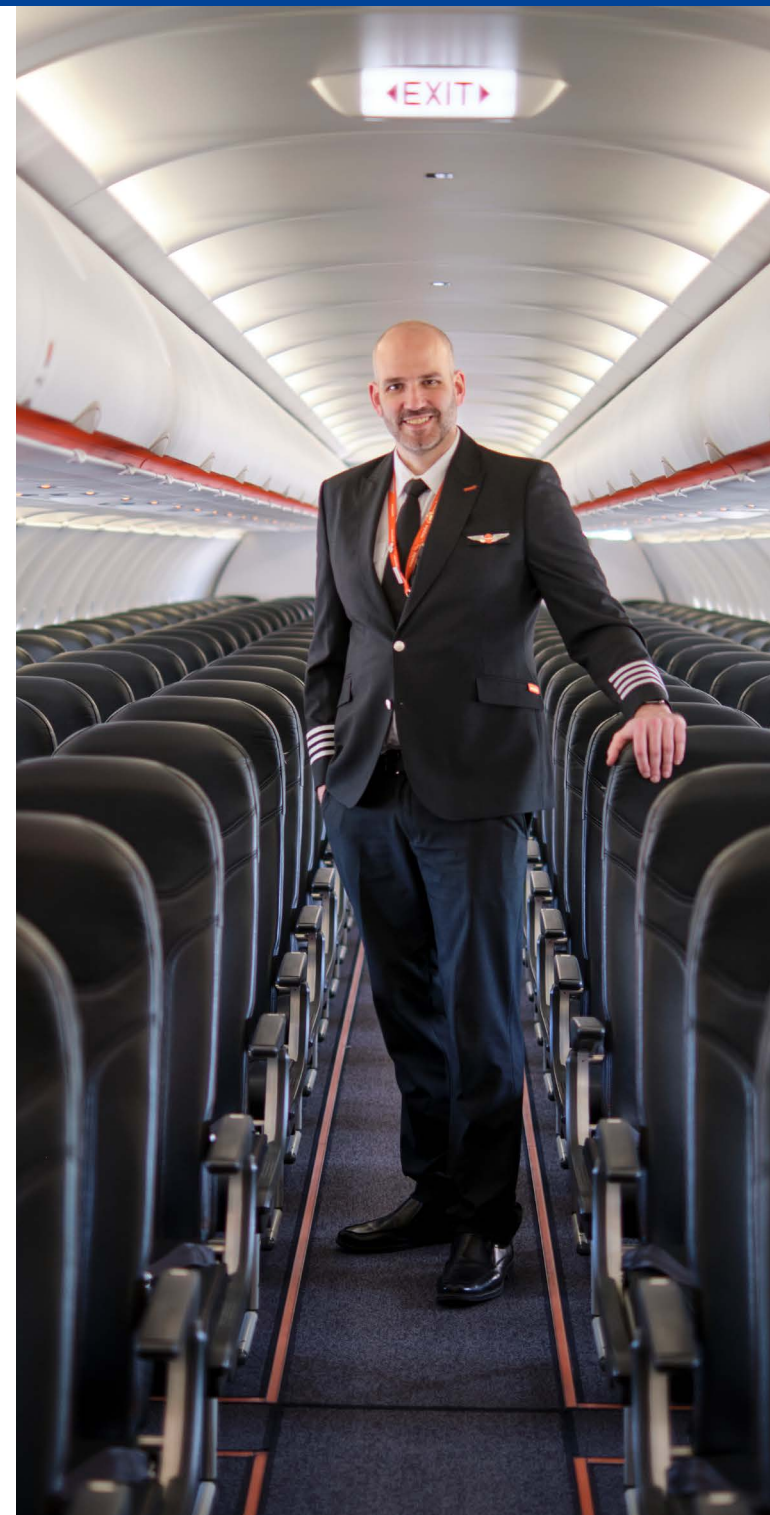


Noise

Complaints: **453**

Complainants: **40**

100% of complaints relate to aircraft operating within the Airport's agreed controls.





Chief Executive Officer's message 2024-25

Welcome to our 2024-25 Annual Report.

It's been a busy but rewarding year for London Southend Airport. I was delighted and honoured to join the vibrant and hard-working team in December as their new CEO, having taken over the reins from our acting CEO, Marc Taylor. Marc has been an integral part of the airport's operational team since 1998 and provided outstanding leadership for the airport for much of 2024 – he now becomes our Managing Director for Operations.

I bring over 25 years' commercial aviation experience with companies such as British Airways, Swissport, Bain and International Airlines Group, with roles across Ground Handling, Cargo, Aircraft Operations and customer experience. London Southend is an important asset to London, Essex, City of Southend and the wider East Anglia region, and I look forward to providing leadership to the airport's highly skilled team.

I have been suitably impressed by the dedication and hard work that our colleagues across the site have put in preparation for the return of a three-aircraft easyJet base. This is a significant point as the airport's history, and we are now well positioned for continued expansion and growth.

My focus will be on continuing the airport's success – providing our passengers with industry-leading, safe and secure services. London Southend is a popular airport for our community, and we will work with the airlines to keep building on the destinations that we serve, whilst maintaining our high standard of customer service, especially for those travelling with visible and hidden disabilities. I'm particularly happy to report that 88% of passengers with reduced mobility rated the general helpfulness and courtesy of the airport staff as 'excellent'.

Earlier this year, the airport also brought back the well-loved 'Happy or Not' feedback system. From over 22,000 responses, 91% were positive.

The Elizabeth Line widens our catchment area even further into London and beyond. In our efforts to provide, reliable and sustainable transport to and from the airport, we have our own dedicated rail station just 100 paces from the main terminal and manned 24/7 by airport colleagues. Passenger travel surveys indicate that, across the year, 38% of our passengers arrive by rail, peaking at 50% during the winter.

With a fast-growing population of nearly eight million people within an hour from our airport, and other London airports facing full capacity, we're ideally placed to serve airlines looking to grow their London operations. Developing London Southend is also important for the region as it brings significant economic growth and provides skilled jobs for local people.

The three-aircraft easyJet base has provided opportunities for 140 new colleagues at the airport, as well as creating around 130 direct jobs for pilots and crew and supporting over 1,200 indirect jobs.

Our recruitment events continue to attract hundreds of local people, and we've built new teams ready for a soar in passenger numbers – numbers which increased by 66% on 2023-24.

The number of our directly employed colleagues grew by 30% to February 2025 and we were joined by a further 65 new starters in March. With more new roles being advertised, we hope to grow our team up to 400 colleagues in 2025. 84% of our colleagues live in an SS postcode area, thus providing nearby jobs for local people and limiting the number of long journeys to and from work.

As part of our efforts to be a good neighbour to our community, we are also pleased that easyJet will be operating three new A320neos. These aircraft are 50% quieter during take-off and landing and are 15% more fuel efficient than current generation aircraft.

Whilst noise complaints remained low during the reporting year, our Community Noise Forum is one of just four UK airport noise forums and is now well established to provide an impartial pathway for local communities to engage with the airport on noise issues.

We're actively developing our plan to deliver Net Zero and have made notable progress. Already, 23% of terminal energy usage is being met by renewable sources – generated onsite from our solar farm.

Reducing the airport's carbon footprint remains important and we are minimising energy consumption wherever we can. Sustainability initiatives, such as switching light bulbs to LEDs and introducing new certified 'Earth Pro' uniforms for our teams, will help to expedite the process of reaching Net Zero.

In January, the airport hosted its second-ever consumer travel show at the airport's Holiday Inn hotel. The event, organised alongside the East of England Co-op Travel, welcomed more than 300 visitors, who had access to discounted holiday offers. Exhibitors included Balkan Holidays, Co-op Holidays, Crystal Ski Holidays, Disney Holidays, East of England Co-op, easyJet holidays, Holiday Inn, Iberostar, Palladium Hotels, Santa's Lapland, Spring Hotels, Typically Holidays, Visit Malta and Visit Portugal.

We know that support for the airport is strong; we have seen a 103% increase of reach across key social media platforms, such as Facebook, Instagram, YouTube & TikTok, to almost 7.5 million.

I'd like to end by saying how enormously proud I am of our talented and highly committed team. All our colleagues from cleaners, ramp agents, food & beverage, operations, health & safety, passenger experience assistants, security, air traffic control (ATC), technical services, fire and administration work tirelessly alongside our management team to ensure our passengers have an easy, speedy, friendly experience and that our airport delivers to sensational, high standards.

Our award-winning Jet Centre provides ongoing support for flights operating in relation to the global economy such as international sporting events, as well as a range of crucial operations, comprising of critical medical, military, and special mission flights – including the 2Excel Oil Spill Response (OSR) team and its two based 727 aircraft.

Locally, the London Southend team will be continuing its valuable charity work through a partnership with SECE Mind. As well as proudly supporting the mental wellbeing of our local community in 2025, we'll be sponsoring charitable, community and educational good causes in the immediate area and across Essex and London.

The airport continues to operate well within its S106 planning commitments. I am pleased to provide an update on progress of the airport's performance, against our planning conditions, for the period March 2024 to February 2025.

Jude Winstanley

Chief Executive Officer
London Southend Airport



1. Development

Airspace

In 2017, the Government set out its policy on the future of UK airspace which made it clear that airspace modernisation is essential. UK airspace has undergone very little change since it was first mapped out in the 1950s, and with the increasing demand for flying, a lot of the way our skies are managed is outdated.

Therefore, the Civil Aviation Authority (CAA) launched its Airspace Modernisation Strategy in 2018 with the objective of delivering quicker, quieter and cleaner journeys.

London Southend Airport (LSA) fully supports airspace modernisation and the wide range of benefits that it can offer, notably helping to reduce carbon emissions, enabling us to better manage how noise impacts our local communities, reducing the need for aircraft stacking on arrival and reducing delays for passengers.

LSA currently has two Airspace Change Proposals (ACPs) underway.

UK Airspace Modernisation Strategy (AMS)

As a stakeholder in the development of the wider UK AMS, currently sponsored by the Department for Transport (DfT) and CAA, London Southend has a unique opportunity to continue modernising its airspace – particularly in the South East region (FASI-S (Future Airspace Strategy Implementation – South)), which has not seen any significant changes for more than 50 years.

The Airport filed an ACP with the CAA in December 2018 to support this regional strategy alongside 16 other airports in the South East. This activity was paused during the Coronavirus pandemic and later reactivated in 2021.

London Southend passed the Stage 2 Gateway in October 2024 and has progressed to Stage 3.

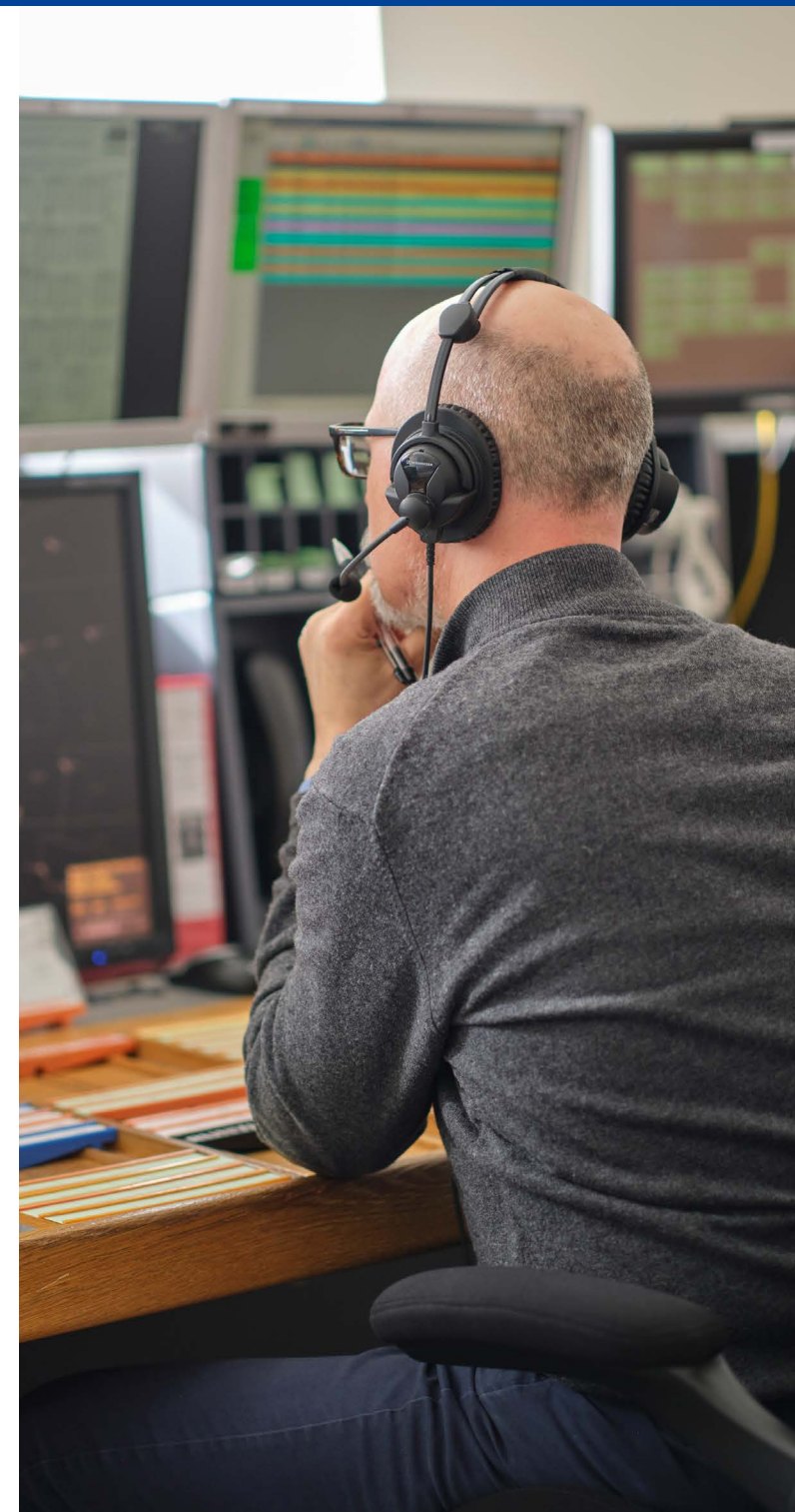
FASI-S is expected to be implemented around 2030.

Area Navigation (RNAV) Instrument Approach Procedures

The procedure designs and ACP have been submitted to the CAA and are awaiting approval.

For further information on airspace changes:

[Airspace Change Proposals - London Southend Airport](#)



Awards & achievements



Pictured: L-R Louise Steel (Marketing Manager at Routes), Richard Walker (LSJC Business Development Executive), Amit Rikhy (Carlyle Airport Group), Marc Watkins (Route Development Manager), Nigel Mayes (Business Development Director), Lin Hull (EA/Office Manager), Jude Winstanley (CEO).

Best Route Development and Marketing in the 'Under 5 Million Passengers' category

London Southend Airport is proud to announce its victory in the 'Best Route Development & Marketing' category for airports under 5 million passengers at this year's Routes Europe in Seville, Spain - the industry's leading aviation event.

This accolade recognises London Southend's rapid growth, airline relationships, and an innovative approach to route development, underpinned by high-impact marketing activities.

The award follows a year of significant growth for the airport, which recorded an impressive 133% year-on-year increase in flights from 2024 to 2025.

Nigel Mayes, Business Development Director, said: *"This award is a testament to the dedication of our team and the strength of our airline partnerships. London Southend is uniquely positioned to support meaningful growth for carriers, backed by modern infrastructure, unbeatable access, and a marketing approach that gets noticed. We're thrilled to be recognised by the industry at Routes Europe."*

"London Southend is uniquely positioned to offer immediate capacity for airlines looking to expand their network into the world's largest aviation market."



Travel Industry Awards

London Southend was delighted to have been shortlisted for UK & Ireland Airport of the Year at The Travel Industry Awards by TTG. Although we didn't make pole position, it was a massive honour to be recognised amongst our airport peers.



Happy or Not feedback system

Earlier this year, the airport brought back the well-loved 'Happy or Not' feedback system – smiley-face buttons dotted throughout the terminal that give passengers a quick way to rate their experience at key touchpoints.

With nearly 22,000 responses collected between February and April 2025, the results speak for themselves. The airport landed a 91% positive feedback score.

Passengers have been keen to share their love for the airport;

Melanie from Rochford said *"All of the airport staff are so polite and friendly – it really does make the start of your holiday. Such a great airport!"*

Louise from Maldon, flying out to Alicante with easyJet, said *"it's the nicest and most efficient airport she's visited"*, while Hannah from Southend praised the team for *"always making her smile."*

Passenger survey

Feedback is also collected via an easy-to-use QR code survey, advertised throughout the terminal. Survey results show that 4.5/5 passengers would recommend London Southend Airport to others.

Communication with our customers

Social media

London Southend Airport continues to connect with its growing audience through a vibrant mix of social media platforms - delivering fun, engaging, and informative content that brings the airport experience to life. From operational insights and career opportunities to outlet offers and behind-the-scenes moments, our followers are encouraged to interact and share feedback, either directly through social channels or via in-terminal 'passenger survey' QR codes.

We consistently see strong engagement with route-specific posts, with followers sharing destination requests and route preferences - valuable data we use to inform discussions with airline partners.

Instagram has now surpassed 10,000 followers, marking a key milestone in our digital growth. Overall, Facebook and Instagram combined reach spiked to more than 5.9 million (an increase of 51.9% on 2023), following the implementation of a paid social media strategy on Meta.

TikTok continues to be a key platform for reaching younger audiences within our 8.2 million catchment. Since launching in April 2023, our dedicated TikTok presence has grown steadily, helping us boost awareness and engagement among 18 - 35 year olds across Essex and London. In summer 2025, we will launch a brand-new educational AI-powered airfield camera - organised by Spotter Dedicated TV, designed to bring live aviation activity to our digital community, especially our TikTok followers, through regular, real-time content.

We have seen a 103% increase of reach across our combined key platforms, Facebook, Instagram, YouTube & TikTok to almost 7.5 million.

We also launched our first bespoke destination campaign, Turf & Surf at the start of April - a creative video developed in partnership with Southend United FC, Eastern Airways and local videography agency, Circuit Creative. The campaign promotes our domestic route to Newquay, Cornwall and brings our community even closer to the airport by driving brand awareness in a fun, locally resonant way.

All digital content is now aligned under our refreshed brand strapline: 'Easy. Speedy. Friendly.'



Website development

London Southend continues to improve its digital experience with easy navigation, one-click bookings and clear access to key services such as Parking, the SKYLIFE Lounge and Fast Track.

In the reporting period, the website has seen an increase in 'new users' of 9.5% and maintained an impressive engagement rate of more than 72.54%.

The Travel Hub blog, launched in summer 2023, remains a high-performing SEO asset, regularly ranking #1 on Google for key travel terms and more than 78.8% of users accessing the channel via organic search.

The Travel Hub provides 'Airport Insights', 'Destination Guides' and 'Travel Tips'.

To be one of the first to get information on new routes and ticket release dates [Subscribe here](#)

With enhanced KPI tracking, we continue to optimise messaging and positioning across our channels, adapting our USPs in line with customer behaviour and feedback.

Community newsletter

Our local community remains a key focus. Through our bi-annual Community Newsletter, SS residents stay informed about airport developments, opportunities, and updates. Meanwhile, our weekly email newsletter shares exciting promotions, exclusive offers, travel tips and new route announcements with our wider UK audience.

Community newsletters can be found here:
[Connecting Communities - London Southend Airport](#)



Cash Hunt Essex

As part of our marketing campaign for the 10 brand-new easyJet routes from London Southend Airport in targeted locations across the county, we delivered a six-week 'holiday hunt' campaign in collaboration with Cash Hunt Essex; hiding cash and holidays around Essex for people to find.

The results speak for themselves:

2.4 million multi-channel views, a 12% increase in Instagram followers and an average 'views per video' of 36,000. The activation was supported by local and key business partners, including Essex Cricket, Hays Travel and Crystal Ski Holidays.

A total of 16 holidays were given away, with 'Golden Tickets' for airport parking, fast track and lounge access.

Charlene Watkins (pictured above) was one of our lucky prize winners!

Passenger numbers

In the year ending February 2025, 286,074 passengers were handled by London Southend Airport, representing 66% growth versus the same period in 2023-24. The average load factor on the 1,949 commercial flights which operated in the year to February 2025 was 81%.

easyJet flights for summer 2025 are on sale to 17 destinations, including the 10 new services to Antalya, Dalaman, Almeria, Las Palmas, Malta, Enfidha, Pisa, Marrakech, Reus and Tenerife. Flying to destinations in Turkey and the Canary Islands has been made possible as easyJet plans to use the latest technology Airbus A320neo aircraft at London Southend, which offer industry-leading operational and environmental performance.

From winter 2025, easyJet will be making the majority of its new summer routes year-round, with additional routes to Lanzarote, Barcelona, Salzburg starting, as well as established services to Malaga, Faro and Palma operating through the winter for the first time in five years.

With flights now on sale for winter 2025, this brings the total number of easyJet destinations to 20.

In addition to the growing easyJet base, Eastern Airways is operating a daily service to Newquay, marking a return to domestic flights from London Southend, plus a seasonal service from tour operator Balkan Holidays to Bourgas, Bulgaria and a one-off Christmas flight to Lapland with Santa's Lapland.

The airport's management team attended a variety of airline conferences, such as Routes World 24, Routes Europe 24 and CONNECT to build relationships with potential new airline partners.

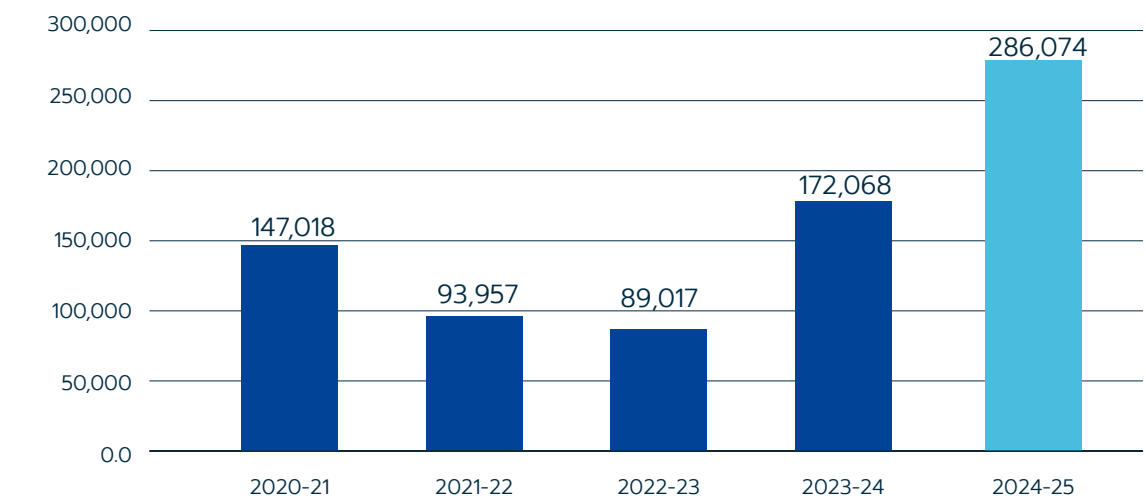
London Southend continues to drive awareness through its B2B and B2C marketing activities, with innovative campaigns such as Cash Hunt Essex, sponsoring bagel bags at the famous Brick Lane Beigel Shop, as well as the C2C ticket gate line barriers.

Further route announcements for 2025 are anticipated.

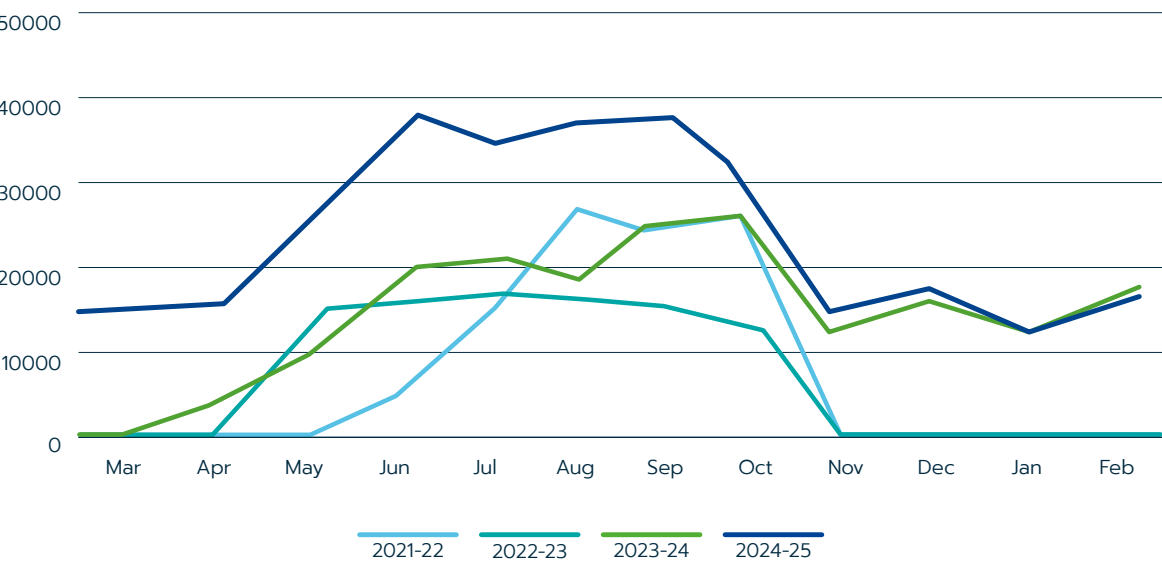
Map showing all 23 destinations on sale as of February 2025.



Total passengers per year 2020-25



Passenger numbers by month 2020-24





2025 Travel show event

On Sunday 26th January, the airport hosted its second-ever consumer Travel Show at the airport’s Holiday Inn hotel. The event, which was organised by the airport alongside East of England Co-op Travel, welcomed more than 300 visitors, who had access to discounted holiday offers. Exhibitors included Balkan Holidays, Co-op Holidays, Crystal Ski Holidays, Disney Holidays, East of England Co-op, easyJet holidays, Holiday Inn, Iberostar, Palladium Hotels, Santa’s Lapland, Spring Hotels, Typically Holidays, Visit Malta and Visit Portugal.

Caroline Thorne, Head of Travel for the East of England Co-op said: “We’re thrilled to be hosting at the Travel Show at London Southend Airport, offering customers an exciting opportunity to explore the world of travel options in one convenient location. It’s a chance to showcase the best holiday destinations and provide expert advice to help make every journey memorable. Our colleagues will be on hand to book holidays as well as help with booking extras such as airport parking and exciting excursions.”

“Southend’s growing appeal as a hub for both leisure and business travel, make it the perfect venue to connect with our community and help them plan their next adventure.”



Sarah Martin (pictured above) joined the airport team in January 2024 as our first Trade and Events Manager. Sarah has more than 20 years’ travel industry experience and will be organising and hosting travel industry events to promote destinations on offer from London Southend.





Assisted travel

London Southend recognises that passengers with reduced mobility or hidden disabilities should experience the same great customer experience travelling through its airport as any other passenger and offers a range of special assistance measures. The 'Assisted Travel' webpage has been updated to provide clear and helpful advice for passengers looking for extra help. It also includes information on how the airport works with disability groups to improve its own understanding and assistance provided.



Blue Band Scheme and Sunflower Scheme

Free, discreet blue bands have been available for passengers with hidden disabilities such as autism, dementia and/or anxiety since 2016, helping staff to identify passengers that may need extra assistance when travelling through the Airport.

A new partnership with Hidden Disabilities Sunflower - rolled out to all major UK airports and launched at London Southend in 2022 - has meant that all airport staff are trained to identify and support people who are wearing a sunflower lanyard or pin.



Essex Therapy Dogs

London Southend offers a weekly timetable of on-site therapy dogs, support by the [Essex Therapy Dogs](#) team.

Known to reduce anxiety, therapy dogs can help some of the most nervous fliers regain their confidence and are fully trained to bring comfort, furry cuddles and a noted reduction in pre-flight stress – particularly around people with hidden disabilities.



Guide Dog familiarisation training

The team works closely with Guide Dogs for the Blind, who regularly bring new puppy recruits to the terminal for a series of familiarisation training activities. London Southend also engages with Blind Welfare on airport transport forums to gain valuable knowledge on the challenges faced by passengers with impaired sight, both at the Airport and during their onward travel.

Jo Thorne, Puppy Development Advisor said *"It's so important that our puppies are given new experiences, seeing Southend Airport and Airport Fire Service is invaluable for them. During their life as a Guide Dog, the pups will find themselves in all sorts of new situations and being able to experience a wide variety when they're young means that they'll have the tools they need to adapt"*.



PRM (Person with Reduced Mobility) Committee

In 2019, London Southend formed a Disability Awareness Committee to ensure all passengers, including those with reduced mobility and hidden disabilities, can access and travel through the airport with ease. Representatives from the following groups are invited to tour the Airport facilities and provide helpful feedback on how improvements could be made: Disability Assistance London Southend recognises that passengers with reduced mobility or hidden disabilities should experience the same great customer experience travelling through its airport as any other passenger and offers a range of special assistance measures.

The ‘Assisted travel’ webpage has been updated to provide clear and helpful advice for passengers looking for extra help. It also includes information on how the Airport works with disability groups to improve its understanding and the assistance provided:

- Blind/impaired sight
 - Hearing loss
 - Age Concern
 - Dementia
 - Early on-set dementia
 - Autism
 - Autism/ADHD in children
- Anxiety
 - Mental Health
 - Guide Dogs
 - Essex Therapy Dogs
 - Sunflower - Hidden Disabilities
 - Wheelchair users
 - Airport Consultative Committee

The PRM Committee meet at the Airport every six months ahead of the oncoming winter/summer schedules.

26 Passenger Experience Assistants (PEAs) have been recruited to assist PRM passengers. PEAs will be available to assist passengers from the time they arrive through the terminal doors.

Actions arising from the PRM meetings can be found within the meeting notes published on the Airport website: [Assisted Travel - London Southend Airport](#)



Autism awareness

Through working with our PRM Committee, London Southend was provided an opportunity to host an ‘Autism Experience’ training day.

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.

Training2Care bought their virtual tour vehicle along to London Southend, and delegates were each given gloves, glasses and headphones to distort their perceptions of touch, vision and sound. They were then shown a video of a busy airport environment and asked to listen for specific instructions and to then complete some simple tasks. All the delegates found the experience challenging but insightful.

The course also provided an opportunity for LSA colleagues to share their own experiences with autism and discuss ways that they could improve customer service for passengers that have hidden disabilities.



Liam Quick said: “I really enjoyed the Autism Awareness Course and found it a real eye-opener. It gave me a small glimpse into the struggles that people with autism deal with daily. I will now have more confidence to assist wherever possible when passengers with autism visit the airport.”

Michelle Kingsland (Head of People) said: “For me, the experience was amazing. It has given me invaluable insight as to what support and adjustments we can make to our recruitment, onboarding and support processes for colleagues who join the business!”

Jo Marchetti said: “The course provided invaluable insight into the challenges faced by people on the autistic spectrum, especially in a busy environment like an airport, where there are loud noises, unusual smells and unfamiliar people. Understanding how the senses may be affected enables us to better support our passengers with autism or those travelling with children with autism.”

Lisa Philpott said: “The course was excellent! It’s made me far more aware of watching out for people with invisible disabilities that prior to this experience I may not have recognised. Disability awareness training is essential to front of house staff, and I have greatly benefited from this.”

CAA PRM customer survey results

81% of departing passengers rated LSA excellent for the quality of assistance provided from arrival to the Airport to boarding the aircraft.

87% of departing passengers rated LSA excellent for the general helpfulness and courtesy of airport staff in meeting assistance needs.

76% of arriving passengers rated LSA excellent for the quality of assistance provided from the arrival gate, through immigration and baggage collection, and out of the Airport building.

82% of arriving passengers rated LSA excellent for the general helpfulness and courtesy of airport staff in meeting assistance needs.

"Fantastic care and attention. Far exceeds other airport experiences."

"Excellent everywhere, staff at all stages were wonderful."

"Overall, your care package was second to none; a total pleasure to fly from London Southend Airport."

"Dear Sirs/Madam, the assistance and friendliness of the staff at London Southend Airport was exceptional. It made the experience enjoyable. I would use London Southend Airport just for this only in future."

"Stress-free and with a smile."

"Assisted us all the way from getting off the plane to being picked up from the airports' taxi area."

"From start to finish to boarding the aircraft was 5-star service."

"Again, the assistance was amazing lift down provided and them an assistant arrived with wheelchair to take to passport control on to luggage area and then through customs and then on to carpark exceptional service, but ever so friendly and polite couldn't praise them enough for their help."



Development	Airport surface access strategy	Employment	Quiet ground operations	Noise	Air quality	Environment management	Air traffic movement controls	Departures	Charity and community	Feedback
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Targets

The Airport is committed to ensuring that everyone who has requested assistance in advance will reach their aircraft in time for departure. The airport will make every effort to provide assistance to its passengers who have not requested help in advance and constantly checks. The airport constantly monitors quality standards to ensure they are meeting targets and commitments to passengers with reduced mobility and other needs.

Departing

	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Pre-booked	Number of PRMs		134	195	165	84	60	112	125
	10 mins	80%	98%	96%	99%	100%	100%	100%	98%
	20 mins	90%	2%	4%	1%	100%	100%	100%	2%
	30 mins	100%	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Number of PRMs		3	10	2	1	1	1	0
	25 mins	80%	100%	100%	100%	100%	100%	100%	-

Arriving

	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Pre-booked	Number of PRMs		119	292	331	204	149	350	409
	5 mins	80%	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Number of PRMs		0	1	3	0	0	0	0
	25 mins	80%	-	100%	100%	-	-	-	-

Jet Centre

London Southend Jet Centre (LSJC) delivers exceptional services with convenient access to London by executive chauffeurs, rail or even helicopter, offering a practical solution to the limited and costly aircraft parking at other London Flight Briefing Officer (FBOs) and airports.

With extended daily operating hours of 06:00 – 01:30 local time coming into effect from 30th March 2025, LSJC will be the only London airport that can regularly accept business aircraft earlier than 07:00 and later than 22:00 local time.

With focus on customer experience, value and quality, the Jet Centre provides:

- Seamless travel from aircraft to car in under two minutes
- Direct vehicle access to the ramp
- Helicopter transfers from Battersea in less than 12 minutes
- An award-winning team with extensive knowledge and expertise
- A prime location just 40 miles from central London
- A VIP luxury lounge for ultimate comfort
- Immigration and Customs pre-clearance for eligible passengers
- Established departure routes for shorter flight times and reduced fuel consumption
- Premium third-party partnerships for chauffeur, catering services and much more

LSJC continues to support global flight operations, including international sporting events and vital missions such as medical, military, and special operations. This includes hosting the 2Excel Oil Spill Response (OSRL) team and its two Boeing 727 aircraft, which remain on standby to respond to major oil spills worldwide.

The LSJC team actively participates in industry events both in the UK and internationally, including ACE, EBACE, Schedulers and Dispatchers, NBAA-BACE, and other various single-day aviation events in the UK. LSJC even hosts its own summer Networking Event, welcoming professionals from around the aviation industry to come and visit London Southend Airport and the Jet Centre in person.

After earning the 'Best FBO award' for the EMEA region, (as voted for by Business Air News readers) in 2023, LSJC were placed a respectable 3rd place in 2024, maintaining its position as the highest ranked FBO in the UK for two years running.





easyJet base restart

In May 2024, easyJet announced it would open its 10th UK base at London Southend in March 2025.

easyJet is the largest leisure airline in the UK, responsible for a third of all UK leisure travel growth this summer, with the opening of its London Southend base alone driving 8% of this.

Investing in a new UK base with three 186-seat A320neo aircraft strengthens easyJet's network by positioning it as the carrier of choice to serve UK consumers and capture the continued strong demand for travel. In addition to the jobs created at London Southend, easyJet's investment creates around 130 direct jobs for pilots and crew in the UK and supports over 1,200 indirect jobs.

The base opening has been enabled by the growth of easyJet's UK fleet with more modern and fuel-efficient aircraft, its unrivalled short-haul leisure network and easyJet holiday's unique package holiday proposition.

The new A320neo is 50% quieter during take-off and landing and are 15% more fuel efficient than current generation aircraft.

During summer 2024, easyJet served international routes from London Southend to the popular beach and city destinations of Alicante, Amsterdam, Geneva, Faro, Palma, Malaga and Paris, and has flown over seven million customers from London Southend since operations began in 2012.

The airline's return 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.

Along with the news of the base, easyJet announced seven new package holiday destinations: Gran Canaria and Tenerife in the Canary Islands, Dalaman and Antalya in Turkey, Enfidha in Tunisia, Marrakech in Morocco and Pisa in Italy. Three further routes to Reus, Almeria and Malta went on sale in August.

Both flight-only seats and easyJet holidays packages are available for all ten destinations, with the first flights set to depart from 30 March 2025, bringing the total number of beach, city and ski routes from London Southend to 17.

In February, easyJet added three brand new winter 2025 routes to Barcelona, Lanzarote and Salzburg taking off from October 2025.

The three-aircraft base adds to away-based easyJet flying already operating at London Southend.

To directly support the increase in passengers and operations for the new base, London Southend has recruited 140 new colleagues to the business.

Ali Gayward, easyJet's UK Country Manager, commented:

"Our continued growth and investment in the UK with the opening of our newest base at Southend in March 2025 highlights the importance of this market for easyJet, where customers continue to choose our flights and holidays for our great value, unrivalled short-haul leisure network and fantastic customer service, and we can't wait to welcome them onboard."

Kenton Jarvis, easyJet's CEO, said:

"I am really pleased to be opening our newest base at London Southend today. As the Government has recently acknowledged, aviation plays a crucial role as an enabler of economic growth by providing much-needed connectivity and creating many skilled jobs for regions like these, which in turn contribute to the wider prosperity of the UK."

"Through our UK fleet growth, unrivalled short-haul network and unique easyJet holidays offering, our new base at London Southend further consolidates our position as the UK's largest leisure airline."

Jude Winstanley, CEO London Southend Airport said:

"The opening of easyJet's 10th base at London Southend Airport marks a significant milestone for both the airport and the local community. The creation of wider employment for 1,200 jobs in the region, including 140 new jobs for airport colleagues, reflects the positive momentum we are seeing as we head into our biggest summer for six years."

"Our airport is uniquely positioned to offer passengers a seamless travel experience, with our dedicated, on-site train link connecting Central London to the airport in under an hour and Stratford in just 43 minutes, making us the easy, speedy, friendly airport of choice for people across Essex, London and East Anglia. With immediately available capacity to support this growth, we're excited to welcome even more passengers and provide greater choice and connectivity across Europe and beyond."

Aviation Minister Mike Kane said:

"Aviation is critical to unlocking economic growth across the country, and I'm delighted to see easyJet open its new base at Southend Airport."

"We are committed to working hand in hand with the sector to help build a resilient UK workforce, and together with their plans to expand its fleet, I know this move will propel an aviation economic boom in the region and create hundreds of jobs across the sector."

On Monday 31st March 2025, our local MPs Bayo Alaba (Southend East and Rochford), David Burton-Sampson (Southend West and Leigh) joined easyJet's Chief Executive, Kenton Jarvis and Chief Executive of easyJet Holidays, Garry Wilson and London Southend's CEO, Jude Winstanley for the launch of the new base.



Improvements to our passenger terminal

We have been working hard behind the scenes to make improvements to our terminal to make the passenger experience even better than before.



The Navigator Pub

In March 2024, the Navigator Pub re-opened its doors with a brand-new summer menu, focusing on pub classic and local heritage food and drink.

As well as creating many new jobs opportunities, the pub is a welcome development for both staff and passengers alike at London Southend, some of whom will remember its resounding popularity prior to the pandemic.

With news of the easyJet base return, the food and beverage team has grown significantly, often receiving praise from passengers via email and our QR code survey.

The Navigator Pub is now open daily from 04.30am till the last flight and offers a comfortable yet contemporary environment, quality produce and world-class welcome.



SKYLIFE Lounge

Also making a welcome return is our dedicated airport lounge located on the first floor of Departures.

A quiet space away from the bustle of the main Departures terminal, complete with light bites, snacks and a selection of hot, cold and alcoholic refreshments. Comfortable seating, unlimited Wi-Fi and charging facilities are readily available.

The SKYLIFE Lounge is open daily from 04.30am for all departures.



Piano

Passengers can now add a little music to their journey, as a grand piano has been set up on the first floor of the Departures lounge just after security.

The piano, generously donated by an airport colleague, who is also a concert pianist, is there for everyone to enjoy.

London Southend has previously made use of pianos in the past, but they were removed during the pandemic. Now, the much-loved tradition is back, bringing a touch of spontaneity and joy to the departures experience.



New directional signage

In readiness for increased passenger numbers, we refreshed our terminal with modern signage to support wayfinding and easy to follow guidance through security and beyond.



Water refill station

A new water fountain/refill station has been installed just outside The Navigator Pub.



Quiet Space and Breast-Feeding area

Our Quiet Space offers a restful place for passengers of all faiths and those who find the airport environment challenging.

A comfortable armchair has been placed in a calming corner with a privacy curtain for mothers wishing to breastfeed in a more secluded setting. London Southend welcomes and supports breastfeeding mums.

2. Airport Surface Access Strategy

The Airport is working with its transport stakeholders to deliver excellent and sustainable transport connectivity.

Airport Surface Access Strategy (ASAS)

The latest Airport Surface Access Strategy (ASAS) was published prior to the pandemic in February 2020, based on passenger numbers in 2019. It identified 32 targets* for delivery in anticipation of passenger numbers rising to 2.5 million passengers per annum.

Targets for mode share are:

- Air passenger public transport mode share should be at least 35% by 5mppa
- Staff mode share should not exceed 65% using single car occupancy vehicles

Whilst the Airport is celebrating the return of an easyJet base from March 2025 and a strong growth in passenger numbers in the coming years, it will take some time to reach the 2019 passenger numbers used to forecast and identify targets in the current ASAS.

Some targets, therefore, are still not relevant to current passenger demand and cannot be progressed until passenger and staff activity significantly increases.

The annual Airport Transport Forum, attended by local authorities, bus and rail stakeholders, bus user groups, residents, and disability groups, allows the Airport to work with transport stakeholders to progress the relevant ASAS targets. There is also an opportunity to discuss the provision of sustainable public transport services against current passenger demand.

Throughout 2024-25, the Airport has continued to host quarterly meetings with the Transport Liaison Group (TLG) which includes Southend City Council, Rochford District Council and Essex County Council, to try and identify and progress any targets that will aid the return of passengers and enable them to travel to and from the Airport sustainably.

One of the key assets at London Southend is the dedicated on-site rail station, just 100 paces from the terminal. With more varied city and beach destinations on offer during the summer and winter, there is a significant increase in the number of passengers arriving by train.

STRATFORD (LONDON)

For Stratford International

- Central
- Jubilee
- DLR (for London City)
- Elizabeth

LONDON LIVERPOOL STREET

For Central London (Zone 1)

- Central
- Circle
- Hammersmith & City
- Metropolitan
- Elizabeth

SOUTHEND AIRPORT

SHENFIELD

For London & Heathrow and connection to Chelmsford

- Elizabeth

*A full list of the 32 targets can be found in appendix A.

Rail

The Southend Airport rail station is serviced by the new Class 720 Bombardier trains, introduced by Abellio Greater Anglia in 2020. Both five and ten carriage formations provide three trains an hour to the station (up to six at peak times), with the earliest train from London Liverpool Street arriving at 05:30, and the final service departing Platform 1 towards London at 23:59.

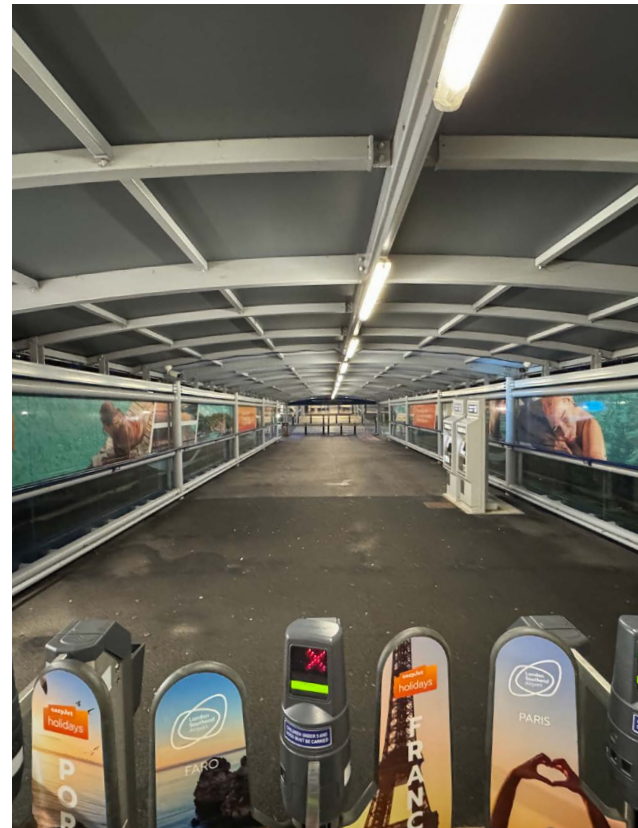


Featuring easy connections to the new Elizabeth Line at Shenfield, Stratford and London Liverpool Street, the airport is just 20 minutes away from London underground stations.

<https://londonsouthendairport.com/getting-to-and-from/trains/#elizabeth>

London Southend is working with Transport for London (TfL) on 'Project Oval' to extend the contactless 'Pay As You Go' zone to include the airport rail station. The project is anticipated to be completed by the end of 2025.

London Southend continues to work with Greater Anglia to monitor passenger demand and seek additional services to support early and late flights in the future.



London Southend is set to welcome three times the number of passengers into London Southend Airport in 2025, and whilst continual improvement and investment is paramount, the rail station facility is capable of rapid expansion in passenger number this year and beyond.

During the reporting year, London Southend has made the following improvements:

- easyJet branding at the station
- Six new roles in the Surface Access team
- New training programmes for Surface Access team
- Improved relationships with Network Rail and Train Operators
- Office of Road and Rail (ORR) Operating Licence success
- Working with TfL to progress Project Oval (contactless payments)
- Working with forums including Passengers with Reduced Mobility (PRM) and Learning Disabilities groups
- Improvements to station signage
- Continuous commitment to proactively improve safety
- Supporting mental health initiatives such as 'Time to Talk'

In August, the Surface Access Team, with the support from an in-house Health and Safety team, submitted documentation to support the intention to renew the London Southend Airport Safety Authorisation with the ORR, and was successfully awarded its five-year safety operating licence.

This legal requirement recognises a commitment to operating in a way that protects airport colleagues, passengers and the general public.



Airport CEO Jude Winstanley taking time to talk with Lorna Gill, SECE Mind Community Engagement Officer

Samaritans Training and Rail Industry Suicide Prevention Programme

Across the National Rail network, fatalities on the railways – often due to suicide – have a lasting effect on family and friends, as well as rail staff, commuters and the wider community.

The London Southend Surface Access team work alongside trusted colleagues at the Samaritans, with training and support available to better recognise those who may need assistance.

London Southend rail team also supported a national 'Time to Talk Day', a campaign that encourages everyone to 'get comfortable' and talk about their mental health. Working with charity partner SECE Mind, 'Fancy a chat?' banners were installed on both rail station platforms to/from the capital.



Car Parking

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parks for both air passengers and colleagues.

There are four car parks on-site:

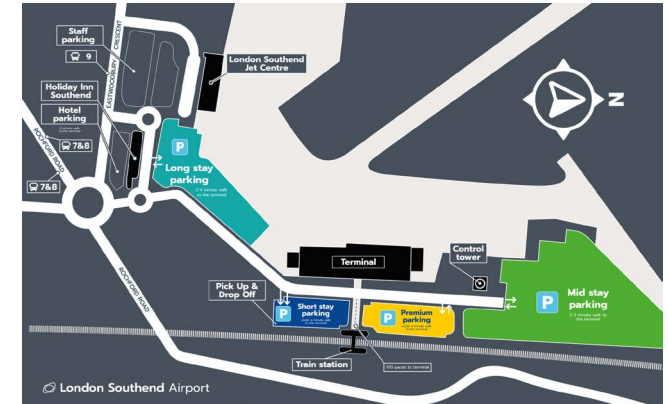
- Premium Car Park – opposite the terminal, just a 2 minutes' walk to check-in
- Short-stay – conveniently located just a 2 minutes' walk to the terminal
- Mid-stay – 2-3 min walk to the terminal
- Long-stay – 3-5 min walk to the terminal

A 15-min free drop-off and pick up service is available in the Long-stay car park (just 200m from the terminal).

There are conveniently located blue badge bays in our Short-stay car park (charges apply) that provide the closest option for accessing the terminal.

Staff parking is provided in a separate car park adjacent to the Holiday Inn car park.

An electric car charging point has been installed at London Southend Jet Centre car park and is available for customers and staff.



Bus / X30

The nearest bus stop is conveniently located in Eastwoodbury Crescent, a few minutes' walk from the Holiday Inn and staff entry points, serving the Arriva 9 service and the X30 from Southend to London Stansted Airport via London Southend Airport and Chelmsford.

The Arriva 7 & 8 services are accessed from Rochford Road, Warners Bridge.

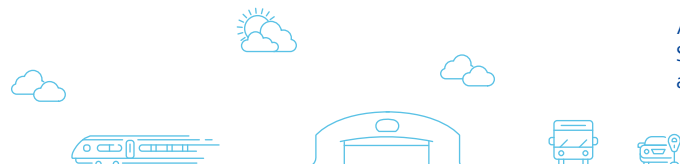
In February, Southend City Council (SCC) announced plans for two new bus routes, one of which will connect Leigh on Sea (from the c2c Leigh-on-Sea rail station) to London Southend Airport.

The proposed new bus service is expected to run every half hour – Monday to Saturday – with a limited service to be supported on Sundays.

The half-hourly service will loop alternately via the Launch Pad at the Airport Business Park and Holiday Inn bus stop at London Southend Airport* and will connect residents within St Laurence, Eastwood Park, Belfairs, Blenheim Park, Leigh-on-Sea and West Leigh wards.

*The Airport is currently working with SCC to agree access onto the airport site and provide aircraft departure and arrivals times to assist scheduling the route timetable.

The tender process is expected to run until July 2025.





Cycle / walking

London Southend participated in the Essex County Council Local Cycling and Walking Infrastructure plan (LCWIP) consultation in January 24. Once finalised the LCWIP should help connect cycling and walking paths in the Rochford District to the north and east of the Airport. Cycle storage and changing facilities are provided at staff entry points.

London Southend has joined Cyclescheme, the UK's largest supplier of the Cycle to Work scheme, saving airport colleagues 21-39% RRP on bike and accessories.

Colleagues can purchase a bike from more than 2,600 cycle shops across the UK.

Colleague Travel Survey 2023

Surveys to monitor colleague travel habits to and from the Airport are conducted when staffing (and passenger) numbers significantly increase. The latest Colleague Travel survey was carried out in 2023, and a new survey will be conducted in summer 2025.

The 2023 survey provided key information to help understand the challenges faced when trying to influence sustainable travel habits, and how best London Southend can encourage its colleagues to make better choices when they are available.

Colleagues receive advice and tips on how to make more sustainable travel choices via the monthly on-line airport magazine, 'Plane Talking'.

- 88% of colleagues that completed a survey live in a Southend City postcode
- 60% - 76% of colleagues used a single occupancy car against an ASAS target of 65% (more than one mode of transport is used by some colleagues)
- 3% of colleagues surveyed use electric cars
- 15% of colleagues surveyed regularly work from home (between 1-4 days a week)
- 100% of staff that drive use a staff car park and do not park off site or on residential streets
- 46% of staff have a 'journey to work' time of 15 minutes or less, with 80% having a journey of 30 minutes or less
- 27% of staff said that they would be interested in a Cycle to Work scheme
- 22% of staff said that they would consider bus or rail transport if discounts were offered
- 11% of staff said that they would consider getting an electric vehicle if charging points were provided (the Airport currently has one EV charging point in the Jet Centre Car Park)
- 10% of staff said they would be interested in an organised car share scheme
- 30% of staff answered that they could not be persuaded to change their current travel mode

Passenger Travel Survey 2024-25

The current passenger throughput is below the levels that require a CAA passenger survey. Until passenger levels significantly increase, London Southend has been collecting travel mode information via a QR code survey for passengers in Departures.

Passengers can voluntarily answer several questions and provide feedback on their airport experience; incentivised with the chance to win SKYLIFE Lounge access ahead of their next flight.

We included questions relating to travel mode share:

- Postcode area
- How did you get here?
- How long did your journey take?
- What is your destination?

The information collected is routinely shared with the Transport Liaison Group and provides a valuable insight into how our passengers are choosing to arrive at London Southend.

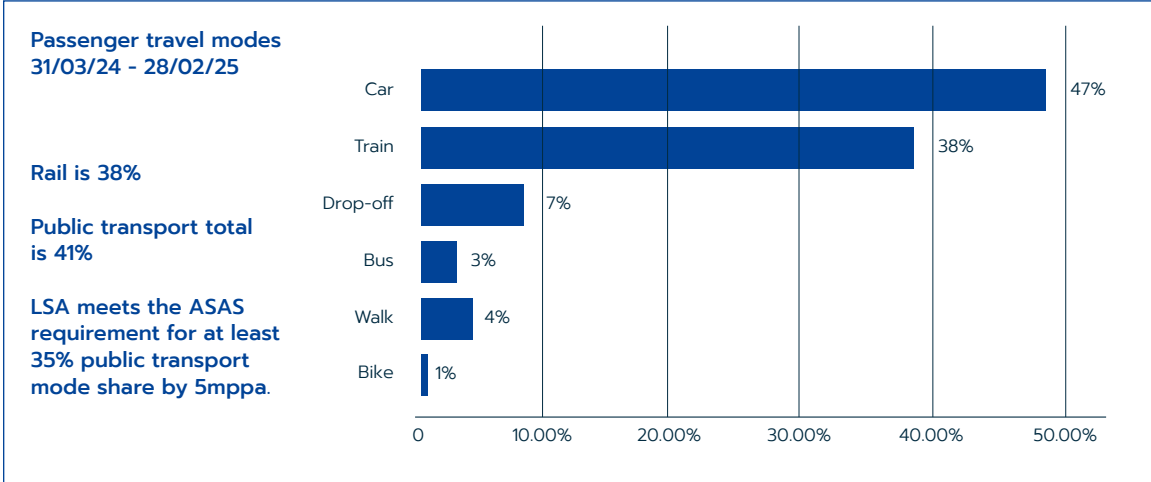
The key finding is that rail usage is good and even better during the winter schedule when passengers are using the Amsterdam, Paris and Alicante routes.

Results

384 passengers engaged in the QR code survey between 31/03/24 – 28/02/25

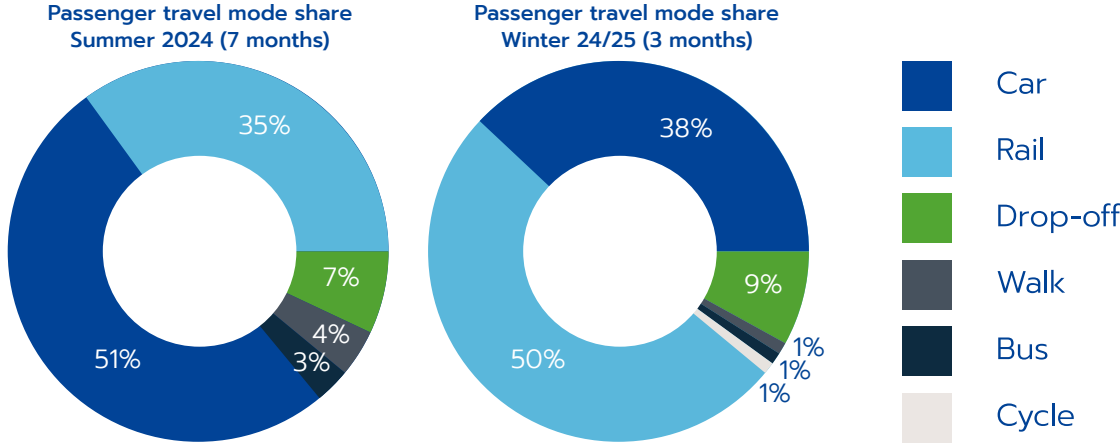
Of the **384 results**, **57 passengers** did not answer the question 'how did you arrive at the airport?'

The results for 327 passengers are shown on the table below.



Cycle storage is available in the Premium Car Park due to its location adjacent to the terminal, and easy walking access – local people can walk to the Airport with their suitcases.

Due to the reduced route frequency and destinations on offer during the Winter 24/25 compared to the Summer 2024 the passenger travel modes are separated below:



Key highlights:

- 384 passengers provided their postcode address
- 44% of passengers live in a local SS postcode area
- 13% of passengers live outside the UK, most in Amsterdam, Alicante, Paris and other EU countries
- 80% of passengers living in London travelled to the airport by rail
- 83% said their journey time to the airport was under 60 mins
- The most popular destinations of passengers arriving by rail are Amsterdam and Paris

3. Employment

London Southend Airport is a prominent employer within the local community, providing employment opportunities for local people with the majority of its colleagues originating from the surrounding 'SS' postcodes.

Over the past year, the London Southend Airport People Team have transitioned from the Group Support function (previously in place under the Esken ownership structure) to a standalone HR function, which is strategised and tailored to the needs of its people.

Head of People, Michelle Kingsland said: *"Being fully autonomous of our own people agenda has allowed us to vastly improve our People Offering. We have made significant improvements to our benefits package, focusing on colleague health, wellbeing and support. We have transformed our Learning and Development programme within the airport, in conjunction with my partnership with SEATS, and are proud to now be able to offer colleagues educational and learning support from a functional skills level upwards. We have started to move away from e-learning and will continue to build our classroom-based offering in the future to ensure that our learning is more accessible, impactful and engaging; the feedback from our colleagues has been extremely positive."*

As an employer, London Southend strives to remove the barriers to employment that impact its more vulnerable colleagues and is proud to say that 99% of flexible working requests that have been submitted and approved this past year.

Benefits:

Renewal of the colleague benefit package at London Southend has led to the focus being on both physical and mental wellbeing in the offering provided, as well as exclusive savings and discount opportunities to address the rising cost of living.

Some of the wellbeing initiatives colleagues can now access as part of their benefits package include:

- Face-to-face counselling services

- Digital counselling – in the form of text message, video call, live chat – however the colleague feels comfortable
- Digital physio – certified physiotherapy services delivered remotely, meaning colleagues have access to rehabilitation when they need it
- Virtual GP appointments available same day
- Meditation and mindfulness apps
- Discounted gym memberships, gym equipment and clothing
- Assistance for those colleagues who may have additional responsibilities as carers when preparing and planning care for their elder relatives
- Wellbeing trackers – helping colleagues confidentially track areas of their wellbeing that they feel would benefit them (water intake, sleep, weight loss, steps, activity etc)
- Mini health checks available immediately allowing colleagues to focus on specific areas of their wellbeing and celebrate the small wins
- Mood trackers – helping colleagues track their mood/ symptoms (which can be shared with medical professionals)
- Skin screening app – checks regularly for skin cancer alerts and is recognised by dermatologists – all using phone
- Sustainable travel discounts – colleagues can save money on bus travel (encourages greener modes of transport etc)
- Expansion of EAP programme – hugely improved and the service offered now is extremely comprehensive



Gender Pay Gap:

Following the devolution from Group Structure, London Southend was no longer required to report on the Gender Pay Gap for 2024. Instead, time and effort has been invested into aligning our pay with market benchmarks, improving benefit packages and improving the colleague welfare offering.



Recruitment event

With the announcement of the three-aircraft easyJet base, London Southend held recruitment events at the Airport to fulfil the 130+ new job opportunities on offer; including ramp agents, food & beverage roles, operations, passenger experience assistants, security, air traffic control (ATC) and technical services.

The recruitment event held in November resulted in over 400 applications for employment. A further recruitment event specifically for Food and Beverage roles was held in January – this saw a further 100+ applications from local people interested in working in the terminal restaurant and cafes.

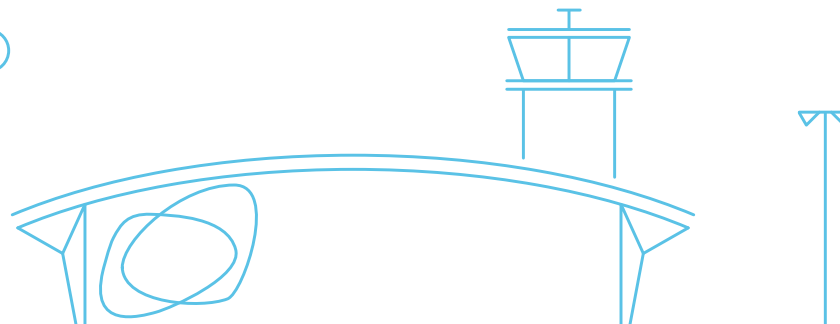
Most were interested in the part time and flexible contracts on offer for the 2025 summer base launch. Whilst many of these contracts have initially been issued on a fixed-term contract basis, London Southend is hoping to retain as many of these colleagues as possible once the winter schedule has been announced.

London Southend is delighted to have received applications from colleagues that were made redundant during the pandemic and wanted to return to the Airport.

The number of London Southend colleagues rose to 295 at the end of February 2025, but this number rises significantly as the new starters enrolled during March and April.

The Airport supports 539 jobs on its site.

84% of LSA staff live in a SS postcode area



Induction and training

A new Colleague Induction Process has been developed this year, ensuring all new starters are introduced to the business and aware of the support available to them from the first day of employment.

The Diversity and Inclusion strategy now includes initiatives not only related to women in careers, but minorities from different ethnicities, physical abilities, LGBT+ status and generations.

Colleagues at the Airport were offered 'Autism Awareness' training allowing them to better support colleagues and passengers who are on the spectrum. This was an interactive, immersive experience and every colleague who attended found it invaluable. For more details see page 15.

The Airport offers development opportunities tailored to the needs of the colleague and the developmental of their role; London Southend took aspirations for growth and progression into consideration through the huge variety of options on offer. The airport can offer specialist options including immersive experiences, classroom-based training, e-learning and one-to-one training to ensure that development opportunities are inclusive and available to all those who are looking for the business to support with their development.

Site Environmental Awareness Training Scheme (SEATS) Learning and development

As an employer, London Southend is in the unique position of having a direct link with SEATS - an organisation designed to bring education to those in the local area who may not previously have been able to access it; anything from short courses through to degree level qualifications.

Head of People, Michelle Kingsland is one of the founding Board Members and works closely with the rest of the board and colleagues every month. This allows London Southend to be able to source learning and development opportunities for our colleagues that may not be available through other means.

London Southend is extremely proud to be able to offer colleagues development opportunities that are relevant to them – from a Level 1 course all the way through to Level 7, all fully-funded; even with the ability to create bespoke designs for our own in-house courses.



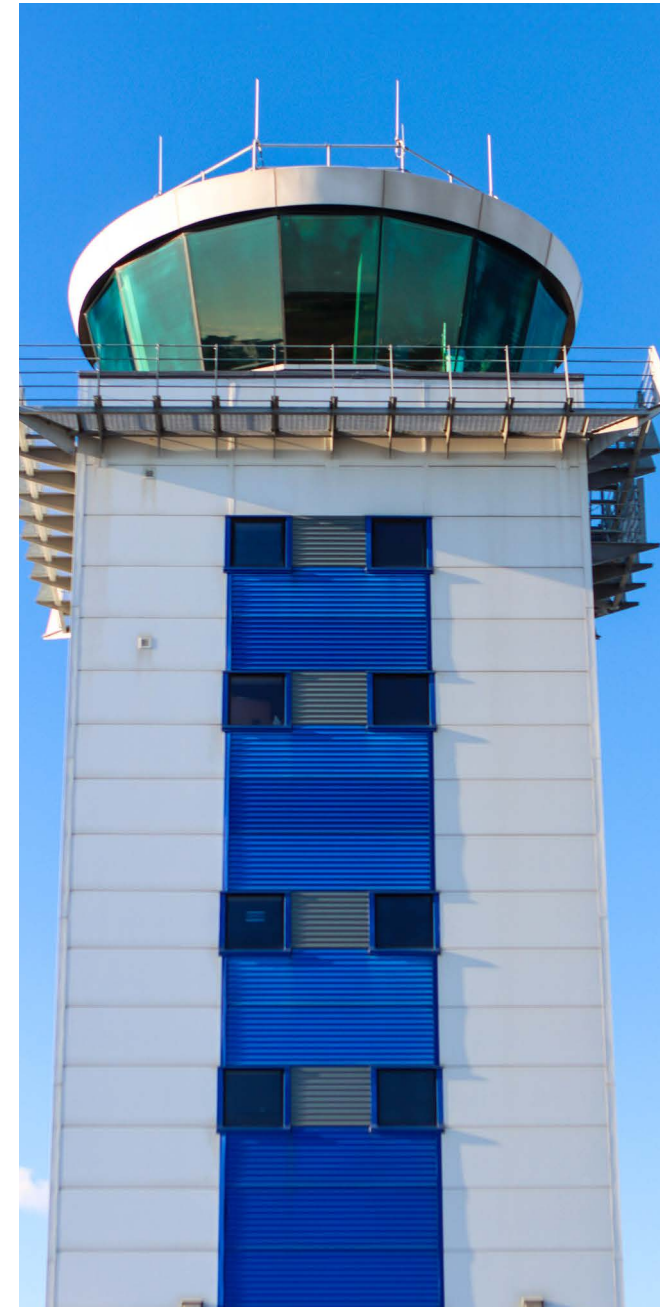
Air Traffic Apprenticeship Scheme

Last year London Southend was delighted to celebrate our first employee to take advantage of the new Air Traffic Control Apprenticeship scheme. Harry Donovan has since successfully completed his apprenticeship and continues his career with London Southend Airport as an Air Traffic Controller.

Many other airports have since taken advantage of the scheme and continue to support it; Leo Bruce started his apprenticeship in February and is currently undergoing his initial rating training, Nicole Park is member of the FutureQuals Air Traffic Control Advisory board, assisting to enhance and develop the apprenticeship offering, and Colin Dale continues to provide his support as an assessor for the scheme.

Harry Donovan (pictured above) completed his level five ATCO apprenticeship in January, and he has just received his official certificate. He is our first apprentice to complete the program, and one of the first few in the UK to do so too.

London Southend ATC led the way in the development of this apprenticeship, so we are not just proud of Harry's success, but excited to see many UK airports follow in our footsteps and take advantage of the apprenticeship.





Air Traffic Control (ATC) training

The ATC team continue to train new colleagues, whilst maintaining overall currency and competency:

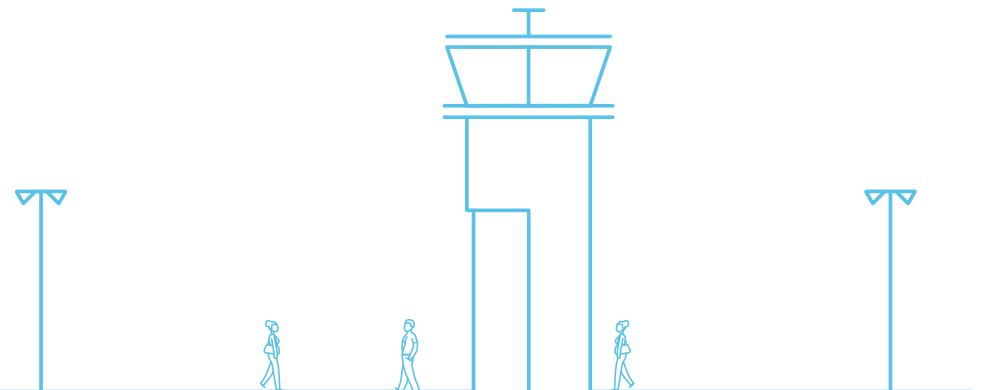
- Two ATC colleagues completed their ATCO training, validating in the aerodrome position;
- Four ATC colleagues completed their ATCO training, validating in the radar position;
- Four ATC colleagues completed initial controller training at the air traffic control training college, one in aerodrome, three in radar;
- Six ATC colleagues completed the meteorological observers course

Air Traffic Control simulator

Having gone live in April 2024, the simulator offers invaluable training benefits through a realistic environment for controllers to practice various scenarios and procedures.

This hands-on experience enhances decision-making skills, improves situational awareness, shortens training time, and helps trainee controllers practise emergency exercises, completing training which was often not possible unless real emergency occurs.

Additionally, the simulator has been used to support the Airport's tabletop emergency exercise with external agencies and support interdepartmental training ahead of the return of based operations in April 2025.



Rescue Fire Fighting Service (RFFS)

Rescue Fire Fighting Service (RFFS) colleagues continued to maintain their training regime through 2024-25, including on-site technical and practical training.

- Two new RFFS recruits Lewis Hall and Ryan Mason attended the International Fire Training Centre (IFTC) at Teeside Airport for their five-week initial firefighter course
 - The course involved classroom based technical training, practical drill ground assessments and live firefighting on specially designed aircraft simulator fire rigs. The 5 week course was rounded off with technical, practical and one-to-one assessment
 - Both Lewis and Ryan (pictured below) achieved great results and after reviewing all the candidates on the course IFTC awarded Ryan with top student
- A series of promotion panels were held in 2024 following the retirement of two Station Managers, the successful applicants attended The Fire Service College at Moreton-in-Marsh and Teeside Fire Training Centre for promotion courses
 - RFFS staff also honed their driving skills with emergency response driver training delivered through internal instructors and assessors



The RFFS moved their Revalidation of Competence (ROC) scheme to the Fire Service College in Moreton-In-Marsh, Gloucestershire and are now their biggest Aviation ROC customer.

Crews from London Southend RFFS embarked on their ROC training at The Fire Service College during May. The Fire Service College provide specialist Fire and Rescue training for airports and fire and rescue services from around the country, enabling all crew members to develop their knowledge and skills to confidently deal with any situation.

Crews dealt with a wide range of scenarios during their day on the fire ground, with incidents involving a variety of aircraft including small planes, helicopters, military aircraft as well as tackling fires in domestic buildings.



Education visits - Future airport colleagues

As a major employer in the area, we want our local young people to have an awareness of the many different roles on offer at our airport. Our colleagues are happy to support airport visits for young people interested in aviation. Current resourcing has limited educational visits to Air Cadets and Scouts but as the airport grows, we intend to provide more school visits in the future.

The Airport Air Traffic teams have supported six air cadet visits during the reporting year. 1312 Squadron is based on the airport site and regular visitors. The young cadets are shown around the control tower, radar room and engineering departments.

On the evening of 12th September, 39 Air Scouts and Leaders from Night Hawk Explorer Scout Unit, Canvey Island were treated to a tour of the Control Tower, ATE and Fire Section.

The following day, Lead Volunteer Gareth sent a letter expressing *"thanks for an incredible experience. Many of the parents have contacted me to say their young people were absolutely buzzing after the trip and this was the best 'Air Night' they have ever had! This is all credit to your team". Lucky for them the Lancaster Bomber landed during their visit which 'topped an awesome evening'.*



ATC also hosted visits from local students and Cub Scouts:

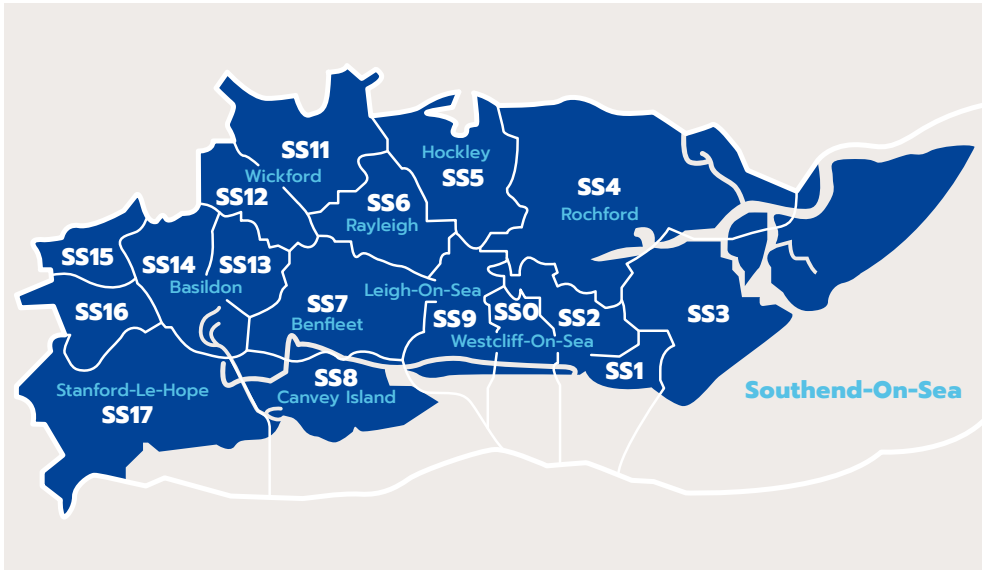
- St Thomas More High School for Boys;
- 1st Rayleigh Cub Scouts – 31st January 2024;
- Two students from Prince Avenue Primary School who were aviation enthusiasts;
- 1st Rayleigh Cub Scouts



In September, Passenger Services Supervisor, David Bower, volunteered his time to provide a talk to a Rayleigh Brownie Group about careers in aviation.

Local staff directly employed by London Southend Airport

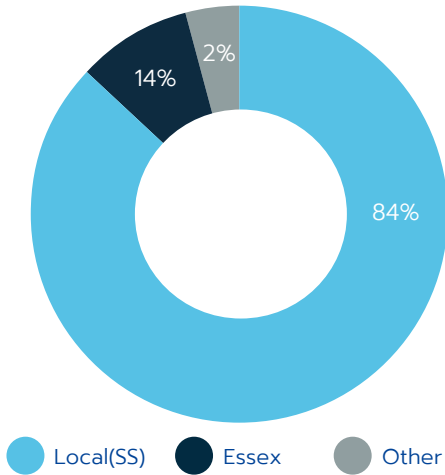
In February 2025, London Southend employed 295 people - of which 195 were part time. 84% were from the SS postcode area, 14% were from the wider Essex area and only 2% were from outside of Essex.



The table below shows the number of staff directly employed by London Southend Airport between 2020 – 2025.

	As at 29/02/20	As at 28/02/21	As at 28/02/22	As at 28/02/23	As at 28/02/24	As at 28/02/25
Total	270	244	178	174	227	295
Full time staff	220	163	127	141	166	103
Part time staff	50	81	51	33	61	192
Full time equivalents	239	210	150	160	194	236

Locality of London Southend Airport employees

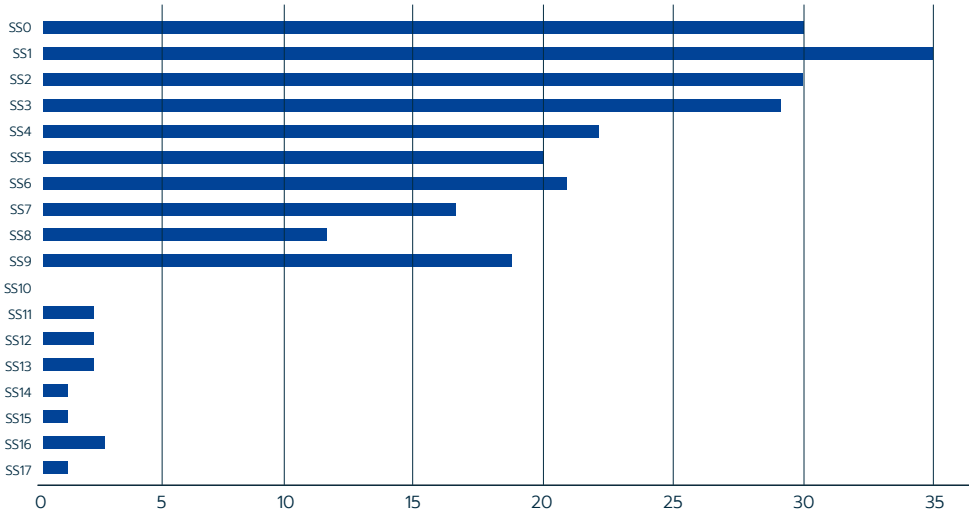


234 of the 292 employees live in a local authority area.

Location of employees per local authority:

Southend City Council	188
Rochford District Council	67
Castle Point Borough Council	29

Location of London Southend Airport employees living in an SS postcode area



General airport employment

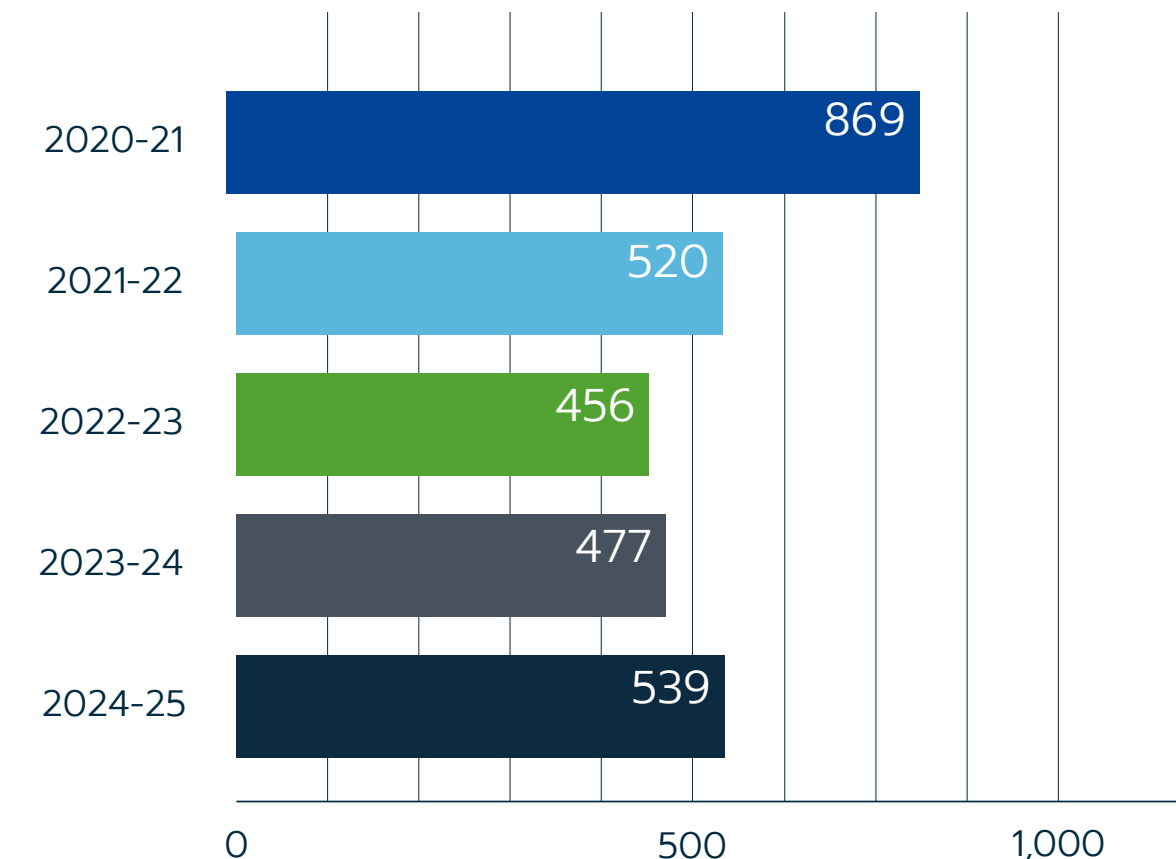
The Airport estate remains a significant provider for local jobs.

The number of people employed on the airport site is 539, an increase of 62 (13%) from the previous reporting period. 84% of the airport’s directly employed colleagues live in an SS postcode area. 88% of direct and indirect employees, site-wide - which includes people working in businesses like flying clubs, maintenance companies and in-terminal retail concessions - live in an SS postcode area. Only 5% of the airport’s direct and indirect employees live outside of Essex.

Airport employment	2023-24	2024-25	+/-
Airport operations, terminal and handling	220	258	38
Terminal concessions	15	30	15
Aircraft support and catering	0	0	0
Onward travel	3	3	0
Hotel	80	81	-1
Airlines	0	0	0
Cargo	0	0	0
Rail station	7	9	2
Control authorities	9	4	-5
Aircraft maintenance	99	108	9
Private charter	0	0	0
Flying clubs	16	18	2
Travel agents	0	0	0
Other	28	28	0
Total	477	539	62

Airport employment 2020/21 - 2024/25

The decrease in overall people employed on the airport site in 2021-22 was due to the pandemic and loss of passenger flights. A further 89 roles were lost in 2022-23 due to the cessation of the cargo operation. Since 2023 the number of people employed has consistently increased. There will be a significant increase in the number of people employed during 2025 with the return of the three-aircraft easyJet base.



4. Quiet Ground Operations

London Southend Airport has put a wide range of measures in place to control and minimise ground noise.

There are three main sources of airport ground noise:

- Aircraft taxiing (minimised where possible)
- Aircraft mounted auxiliary power units (APUs)
- Testing (ground running) of aircraft engines

Following discussions with local residents, the use of the Charlie taxiway (situated close to Wells Avenue) is restricted between 23:00 – 06:30 (unless alternative taxiways are closed for maintenance).

Larger passenger jets are expected to utilise single engine taxiing for arrivals; however, this is dependent on the type of aircraft and ability to power down during the relatively short distance between the runway and aircraft stand.

To ensure that the use of diesel fuelled Ground Power Units (GPUs) and aircraft Auxiliary Power Units (APUs) are kept to a minimum, all passenger/terminal contact stands are fitted

with Fixed Electrical Ground Power (FEGP). Where FEGP is installed on aircraft stands, it was available for 100% of the time over the 12-month reporting period.

The existing Quiet Ground Operations Scheme limits the use of APU to 30 minutes for passenger aircraft. To minimise impact an Aerodrome Directors Notice has been issued to all airlines to reduce APU use to 15 minutes.

In accordance with the S106 Agreement Deed of Variation, London Southend is currently working with the local authorities to conduct a five-year review of the Quiet Ground Operations Scheme. The review ensures that the scheme is updated regarding current/future operations and any potential new ground noise mitigation controls. The final draft will be shared with the Airport Consultative Committee and Community Noise Forum before being formally submitted for approval.

London Southend Airport will continue to review its aircraft operations to seek further ways to mitigate ground noise, especially during the night-time period.



Engine tests & complaints received

In the last four reporting years, there has been just a single noise complaint about engine testing, which was made against the Vulcan Bomber. The Vulcan XL426 has been restored by the Vulcan Restoration Trust who carry out three taxi runs a year which are enjoyed by enthusiasts from all over the UK.

	2020-21	2021-22	2022-23	2023-24	2024-25
Engine tests (Idle – High)	77	44	65	17	102
Complaints about noise from engine testing	3	0	0	0	1



5. Noise

While it can't be eliminated completely, London Southend is committed to reducing noise at and around the Airport by working with airlines that use the latest, cleanest and quietest commercial passenger aircraft. London Southend is one of only four UK airports to have established an independent Community Noise Forum (CNF).

Throughout its varied history, the number of flights and type of aircraft in operation at London Southend has varied greatly; from Lancaster bombers in the 1940s, 'drive-on' Carvair aircraft in the 1960s to today's modern Airbus and Boeing passenger jets.

Now, as a result of planning permission in 2010 for a 300m runway extension, a Section 106 Agreement (S106) was entered into between the Airport and local authorities.

The agreement includes controls to minimise any negative impact on the surrounding communities that the Airport development might bring.

A summary of the operational controls, which were agreed by Rochford District Council, Southend City Council and London Southend Airport, can be found on the Southend City Council website:

[London Southend Airport – Southend-on-Sea City Council](#)

Night noise restrictions

The night-time period is classified as 23:00 – 06:30.

- The number of night-time operations is capped at 120 per month
- Only aircraft classified with a Quota Count of one (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shown in the table below
- London Southend may not schedule passenger flights during the night period
- ° Up to three arrivals per night may be scheduled between 23:00 – 23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night-time quota

Certified noise level (EPNdB)	Quota count
96-98.9	QC/4
93-95.9	QC/2
90-92.9	QC/1
87-89.9	QC/0.5
84-86.9	QC/0.25



Wind direction and aircraft operations

Wind speed and direction are two critical factors that affect the flight of an aircraft. Wind is the movement of air from high-pressure areas to low-pressure areas.

The speed and direction of wind can have a significant impact on an aircraft’s performance, such as its airspeed and groundspeed.

The direction of the wind is defined by the direction from which it is blowing. For example, an east wind is blowing from the east towards the west. Similarly, a west wind is blowing from the west towards the east.

The direction and speed of the wind can impact the lift and drag of the aircraft, affecting its ability to take off or land safely.

Why do aircraft take off into the wind?

Aircraft need airflow over the wings for it to generate lift. The faster the airflow, the more lift is generated.

By taking off into the wind the wind velocity itself adds to the speed of the air flowing over the wing allowing the aircraft to lift off sooner than if there was no wind.

Landing into headwinds allows planes to slow down faster and optimise runway length, enabling then to exit the runway more efficiently.

Preferred runway scheme

During the night period, when weather and safety conditions allow, London Southend is committed to operating all aircraft movements from and to the north east (over Rochford), as this is a much less densely populated area than that to the south west of the Airport.

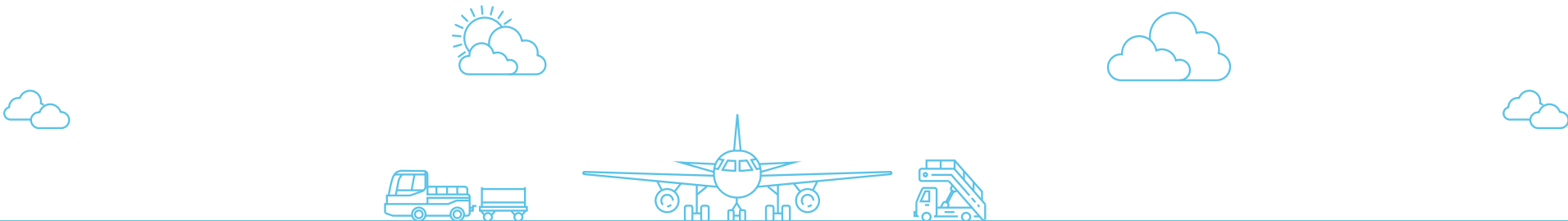
During the daytime, when weather and safety conditions allow, and movement volumes allow the runway direction to be changed, the Airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

The Airport regularly reports its runway use to the local authorities and Airport Consultative Committee.

Since the Preferred Runway Scheme was introduced in 2012, London Southend has operated fewer than 50% of daytime departures and arrival over the south west, Leigh-on-Sea.

Aircraft operations to/from the South West over Leigh-on-Sea

Description	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Number of arrivals in daytime from South West, over Leigh-on-Sea	29%	32%	30%	30%	31%	22%	34%	29%	19%	36%	37%	33%	29%
Number of arrivals & departures in daytime from South West, over Leigh-on-Sea	41%	43%	42%	44%	42%	45%	44%	45%	35%	46%	47%	48%	48%



ILS – Instrument Landing System

The ILS utilises three radio beams which are emitted from ground-based infrastructure located within the Airport boundary.

The first beam ensures that the aircraft is aligned with the runway centreline, a second beam creates a “glide path” for aircraft to follow to allow them to descend at the correct speed and angle and a third beam gives distance away from touch down.

This system works in conjunction with specialist systems on board the aircraft and allows for a consistent flight path.

The ILS approach is used for all arrivals during low visibility and low cloud and is classed as a precision approach.

Noise Action Plan

London Southend is committed to minimising the impact of airport operations on neighbouring communities. Our Noise Action Plan (NAP) 2024 details a range of actions and measures to reduce or mitigate the impact of aircraft noise on our communities.

Following consultation with our Airport Consultative Committee and Community Noise Forum, we submitted our Round 4 Draft NAP to Defra in June 2024. In July, we received notification from Defra that our Draft NAP meets the Environmental Noise (England) Regulations 2006 (as amended).

The R4 NAP was formally adopted by the Secretary of State for Environment, Food & Rural Affairs (Defra) 18th October 2024.

The [Noise Action Plan 2024 – 2028](#) is published on the Airport website [Noise Management - London Southend Airport](#)

Noise preferential route

Introduced to minimise the number of local residents being overflown by departing aircraft.

London Southend Airport Community Noise Forum - LSACNF

London Southend is one of only four UK airports to maintain an independent Community Noise Forum, set up and established in 2021 to create an impartial pathway for local communities to engage with the Airport on noise issues.

Led by an independent Chair, forum members consist of (but not limited to) residents, (local to the Airport and flight paths), local community resident groups, local authority representatives, Parish Councils, Department of Transport (DfT), Envirosuite (WebTrak provider), and key members of the airport management team.

The LSACNF Terms of Reference and Minutes of previous meetings can be found on the Airport website:

[Noise Management - London Southend Airport](#)

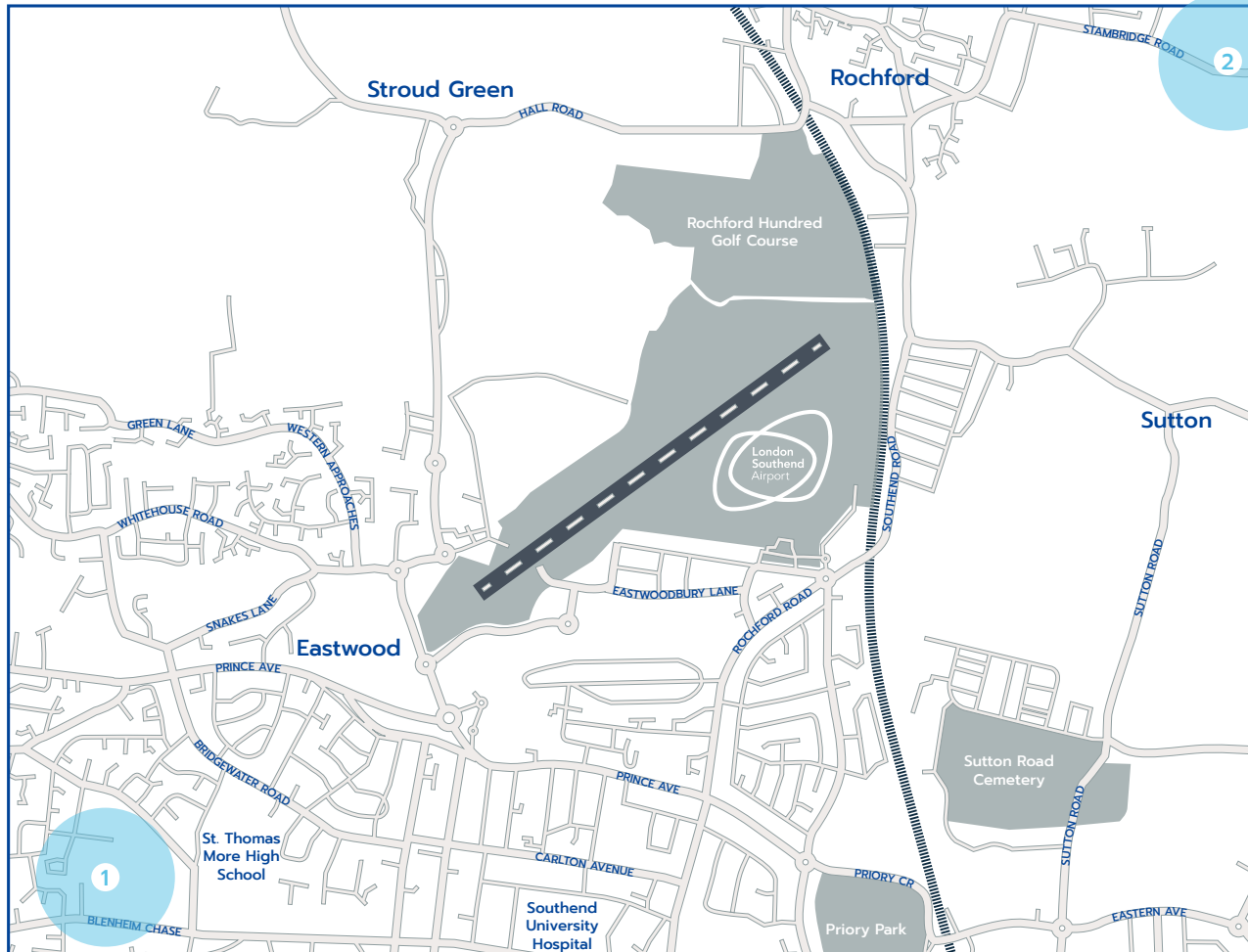
Community Reporting

London Southend is engaged with local councils, MPs, and community groups to understand local concerns about aircraft noise and to seek ways in which it can work to minimise disturbance.

The Airport Consultative Committee (ACC) meets every three months; membership representatives are from the following authorities and organisations:

- Essex County Council;
- Castle Point Borough Council;
- Maldon District Council;
- Rochford District Council;
- Southend City Council;
- Rochford Hundred Association of Local Councils;
- Leigh Town Council;
- Southend Flying Clubs;
- Residents Assoc (to include West Leigh);
- Rochford Board of Trade;
- Essex Chambers of Commerce;
- UK Border Force;
- Southend Business Partnership;
- Independent Representatives

Minutes of the quarterly ACC meeting are available in the [Community Reporting](#) section of the London Southend website.



Noise monitoring

London Southend operates a noise and track keeping system which takes radar data from air traffic control and combines it with flight information such as a call sign, tail number, aircraft type and destination.

Data is captured from two fixed noise monitors which are located approximately one mile from each end of the single runway.

In addition to the fixed monitors, the airport has a Mobile Noise Monitoring Unit which can be deployed in the local community upon request. **(Subject to suitability and approval by the Airport Consultative Committee).**

Noise Complaints Handling Service - WebTrak

An online self-service complaint system called "WebTrak" can be used to view all aircraft movements in the vicinity of London Southend Airport and gain further information about a specific flight e.g., aircraft details, location, height and whether it was operating compliantly.

It also provides quick and easy access to a noise form to register a complaint if necessary.

WebTrak is used by more than 60 airports worldwide including Heathrow, Gatwick and Stansted, which brings London Southend in line with the biggest airports in the UK on managing flight tracking and noise enquiries.

Noise complaint reporting

100% of complaints relate to aircraft operating within the Airport’s agreed controls.

Data relating to noise complaints help the Airport to better understand which aircraft operations cause the most disturbance and ensure that the best available noise mitigation measures are in place.

During the reporting year, a total of 465 noise complaints were received and investigated. Of those, 453 related to aircraft operating in or out of London Southend.

Whilst the overall number of air traffic movements decreased by 10%, the mix of air traffic operating to/from London Southend changed. During 2024-25 there were more passenger and business flights, however light aircraft training decreased and there were no cargo flights.

This is reflected in the type of noise complaints received.

The most noticeable increase in complaints related specifically to the UEFA night flights on 1st and 2nd June 2024. London Southend supported the international UEFA football event by sharing capacity alongside all other relevant London airports for the Champions League final. The associated 27 night flights over the two dates, generated 102 noise complaints from 10 residents.

Prior to the event, information about the expected increase in night-flights was published via the Community Noise Forum and on local social media forums.

Most noise complaints (41%) were made about day time light aircraft training: 187 complaints were received from 12 residents. Complaints about light aircraft training has increased by 27% against a 12% reduction in light aircraft activity.

Overall, noise complaints for the reporting period March 2024 – February 2025 increased from 284 to 461.

Of 27,070 aircraft movements, 308 (4%) generated noise complaints.

The table (to the right) shows how the type of noise complaints recorded compares to the previous reporting year.

	2023-24	2024-25
Day time		
Passenger flights	26	23
Cargo	6	0
Light aircraft circuits	147	187
Helicopter pleasure flights	0	3
Ground noise	0	1
Military	1	2
Business jets	7	22
B727 Oil Spill Response	20	7
Engine run - Vulcan	0	1
Other	13	5
	220	251
Night time		
Business jets	10	177
Passenger flights (delayed)	8	22
Cargo	42	0
HM Coastguard	4	2
Military	0	1
	64	202

There were 40 complainants from 40 households. 441 (97%) of all complaints derived from 20 addresses, and 239 complaints (53%) were from just three residents.

32 individuals submitted five or less complaints in the 12-month reporting period, (16 people submitted just a single complaint).

12 of the complaints submitted specified times when no aircraft were operating within 30 minutes earlier or later than the time provided.

There were 15 non-compliant aircraft movements in the reporting year, that breached noise abatement controls by initiating an early turn before reaching the required 2.5-mile straight departure when taking off towards Leigh-on-Sea.

No noise complaints were received in relation to non-compliant flights. Full details of all non-compliant departures can be found on page 60.

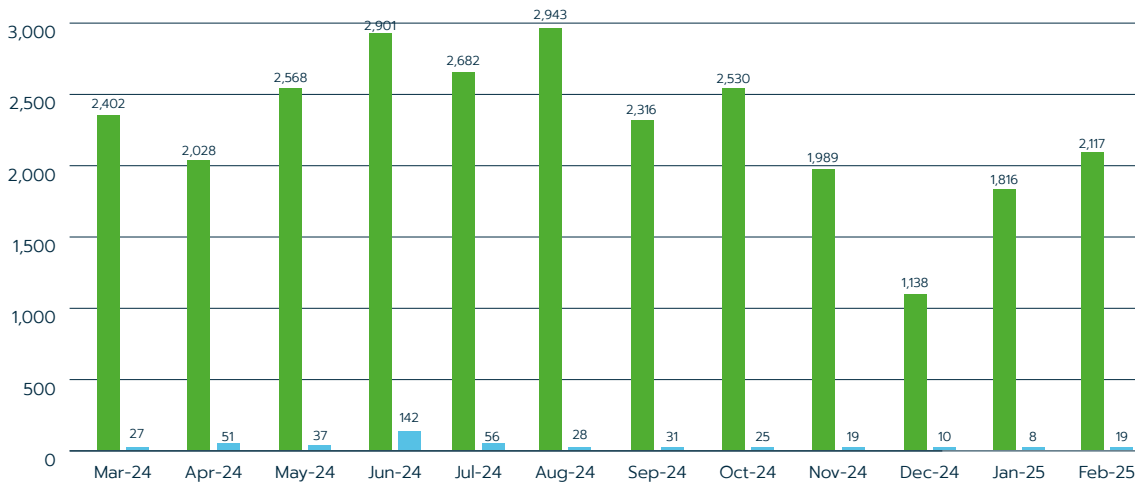
The table below shows the number of individuals complaining and volume of complaints received and investigated by the Airport over the past five years to February 2025.

	2019–20	2020–21	2021–22	2022–23	2023–24	2024–25
Complaints	6,711	15,373	10,547	2,894	284	453
Complainants	708	431	197	83	37	40

Postcode areas for noise complaints

2024-25	SS0	SS1	SS2	SS3	SS4	SS5	SS6	SS7	SS8	SS9	CM
Complaints	50	1	110	1	100	63	0	0	0	136	2
Complainant	5	1	7	1	5	2	0	0	0	17	2

Aircraft operations and noise complaints 2024-25



- Over 27,000 aircraft (including exempt/emergency flights) operated to/from London Southend between March 2024 – February 2025
- Just 1.1% of aircraft operations generated noise complaints
- 253 noise complaints were received about 308 airport operations over the 12-month reporting period
- Since March 2024, there have been just 103 night-flights, of which just 26 operated over Leigh-on-Sea

Aircraft operations and noise complaints 2012-25

Since the Airport opened the extended runway in 2012, and began operating scheduled passenger flights, the number of noise complaints made against legitimate air traffic movements (ATMs) has fluctuated. In 2012-13 the number of noise complaints about passenger flights increased to 3,050 however, they significantly reduced the following year and continued to fall year-on-year to just 278 in 2017-18. With the arrival of a second based operator in April 2019, noise complaints increased in line with the increase in passenger flights. Additionally, later that same year, in October, the Airport opened a dedicated cargo facility for scheduled B734 cargo flights. The cargo flights continued until September 2022. During this time, the number of noise complaints increased to over 15,000 in the reporting year of February 2021 of which, over 90% related to night-time cargo operations. The number of noise complaints reduced significantly in 2023-24 when the cargo operation ceased.

The number of air traffic movements will increase in 2025-26 with the return of the easyJet base. easyJet will operate three 186-seat A320neo aircraft which generate 15 per cent fewer emissions, and most significantly, are 50 per cent quieter for take-off, and landing and taxiing than the traditional aircraft.

Noise complaints/complainants against air traffic movements between 2012-25

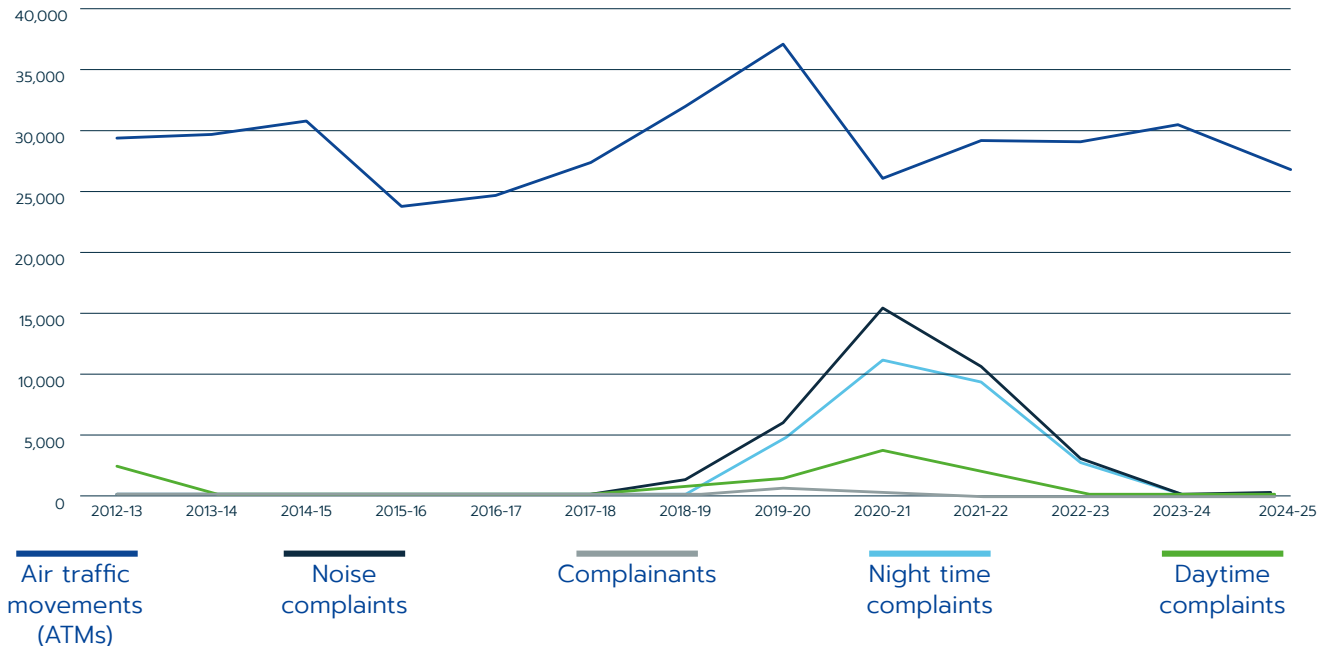
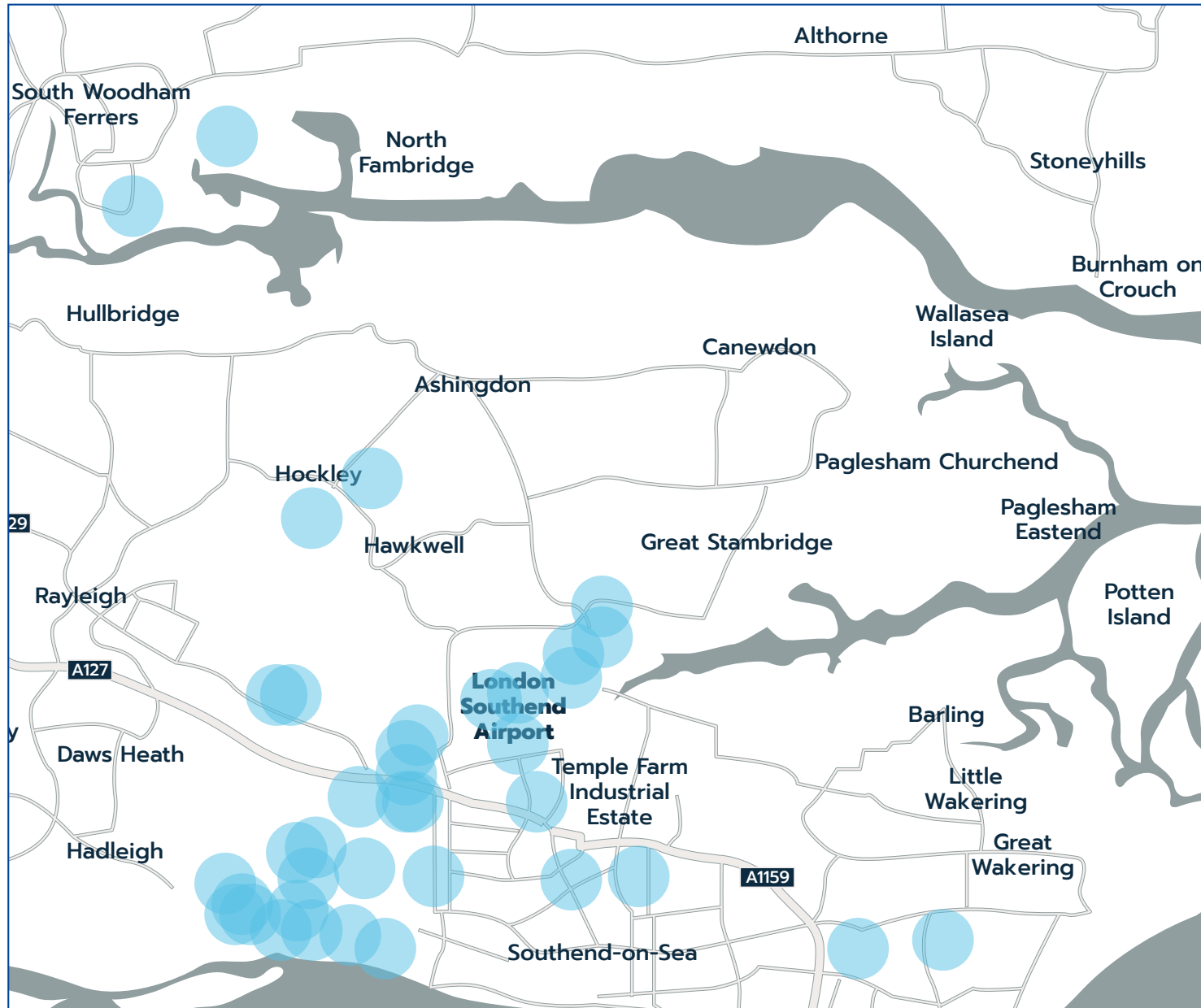


Table below showing night-time noise complaint data since 2017/18 – 2024/25

	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
ATMs	28,960	29,293	30,735	22,936	24,002	27,475	32,685	37,006	26,109	28,775	28,819	30,194	27,070
Noise Complaints	3,050	687	512	352	335	278	1,505	6,711	15,373	10,547	2,894	284	453
Complainants	248	158	83	64	74	75	213	708	431	197	83	37	40
Night-time complaints	n/a	n/a	n/a	n/a	n/a	64	557	5,041	12,111	8,841	2,262	64	202
Daytime complaints	3,050	687	512	352	335	214	948	1,670	3,262	1,706	632	220	251

Complainants map 2024-25



During the 12-month reporting period 40 residents submitted 453 noise complaints from 40 addresses. The markers show the centre of a postcode area only and do not represent a specific address.

Night-time noise complaints

A total of 103 aircraft movements operated within the agreed night-time period 23:00 – 06:30 (this includes passenger arrivals scheduled between 23:00 – 23:30 and delayed, diverted and exempt aircraft).

Of the 453 noise complaints identified, 202 (46%) related to night-time operations:

- 177 related to business jets;
- 22 related to passenger aircraft;
- 2 related to HM Coastguard;
- 1 related to military aircraft



Sound and thermal insulation grant scheme

In accordance with the conditions set out in the Section 106 Planning Agreement, London Southend commissions an independent firm of aviation noise specialists to produce noise contours every two years for the summer period. This started in 2012 when the runway extension was opened.

These contours have been used to identify any properties which are in residential, educational or hospital use that qualify for either:

- Property Acquisition – for properties that fall within the 69dB LAeq 16 hr noise contour*
- Sound and Thermal Insulation Grant Scheme – for properties that fall within the 63dB LAeq 16 hr noise contour*

*LAeq 16 hour is the standard way of measuring aircraft noise around airports and is the measurement the Airport is required to use under the Section 106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, LAeq noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16 June to 15 September and 'day' is defined as the 16-hour period 0700 – 2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bickerdike Allen Partners (BAP) to produce summer noise contours every two years from 2012 to 2024. BAP is widely recognised within the aviation industry and has undertaken strategic noise mapping and noise action plans under the European Noise Directive for numerous airports in the UK and Europe including Dublin, East Midlands, Luton and London City. BAP is a founder member of the Association of Noise Consultants and bound by their Code of Ethics. Personnel of the BAP team are also members of the Institute of Acoustics.

The latest noise contours were produced for the summer 2024 period. The 63dB LAeq noise contours for summer 2024 have reduced very slightly from the 2022 contours. The volume of air traffic movements in 2024 was 27,070 compared to 28,819 in 2022.

The timing of the noise contour assessment is determined by the S106 Planning Agreement.

Based on Ordinance Survey mapping, the results of the 2024 noise assessment carried out by BAP identified no properties fell within the 63 dB LAeq noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

26 residential properties have previously qualified for the Sound and Thermal Insulation Grant Scheme and remain eligible to apply. There are currently no properties within the 69dB LAeq 16 hour noise contour. The properties currently included in the scheme are shown in the table below.

Properties within 69 dB LAeq 16 hour that qualify for property acquisition

Street	Number of properties	Numbers
N/A	0	N/A

Properties within 63 dB LAeq 16 hour that qualify for sound and thermal insulation

Street	Number of properties	Numbers
Southend Road	9	45–61 (odd)
Southend Road	14	66–92 (even)
Eastwoodbury Road	3	13,14 and 14A

The Airport has written to all the properties that qualified for the Sound and Noise Insulation Grant Scheme between 2012 – 2024. Six properties have now had sound and thermal insulation improvements completed, at a total cost to London Southend Airport of £19,828.14.

Summer 2022 and 2024 noise contours

The 2024 contours are very slighter smaller than 2022. Total air traffic movements in 2022/3 were 28,775 compared to 27,070 in 2024/5.

Legend

- 63 dB LAeq 16hr noise contour, 2024
- 63 dB LAeq 16hr noise contour, 2022

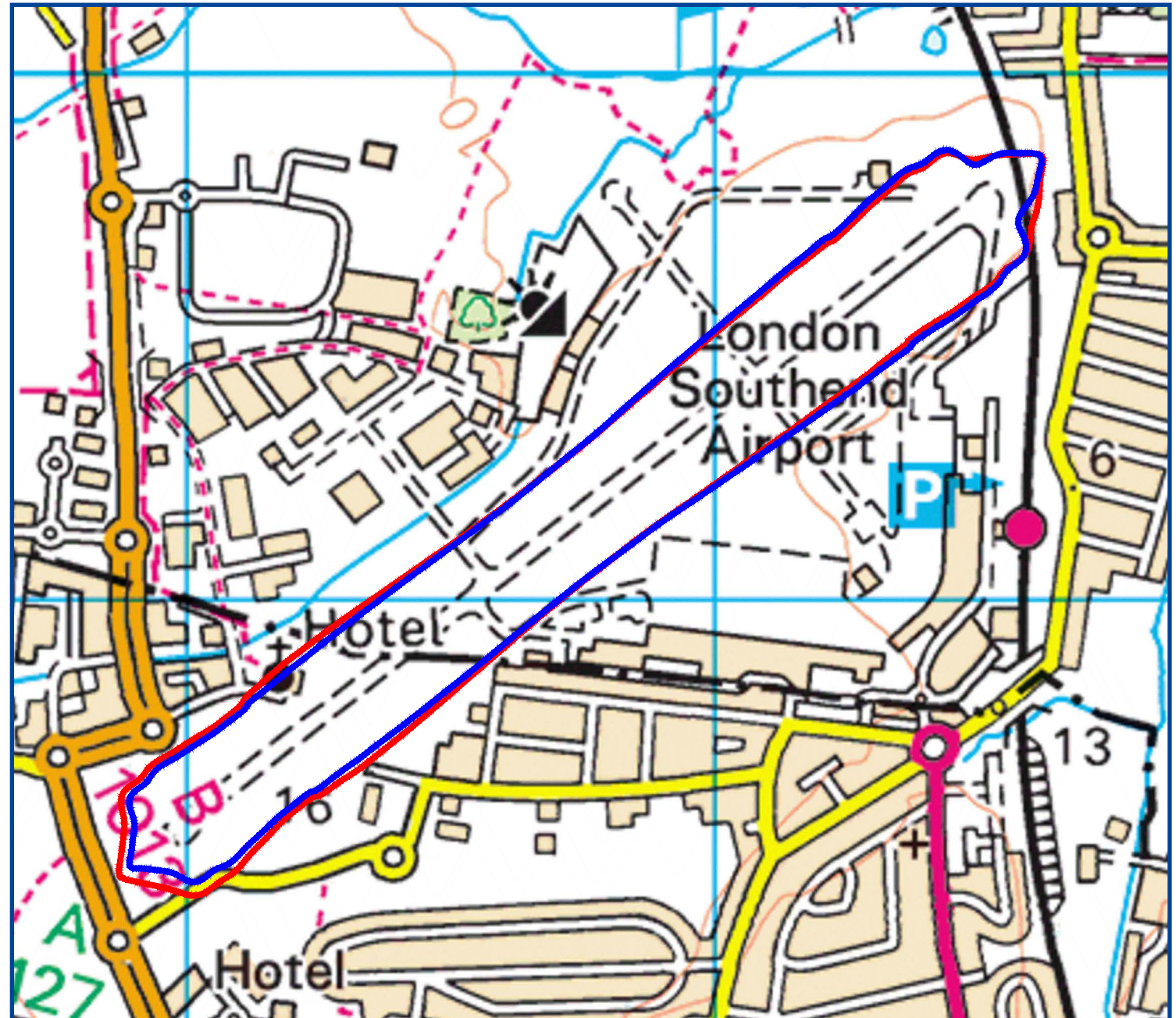


Figure A
London Southend Airport summer noise contours 2024. Airborne aircraft noise contours summer average daytime. Contour comparison 2022/2024 – 63dB. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014

Summer 2024 noise contours

The map (Figure B) shows the daytime airborne aircraft noise contours for summer 2024.

Legend

- 63 dB LAeq 16hr noise contour
- 69 dB LAeq 16hr noise contour

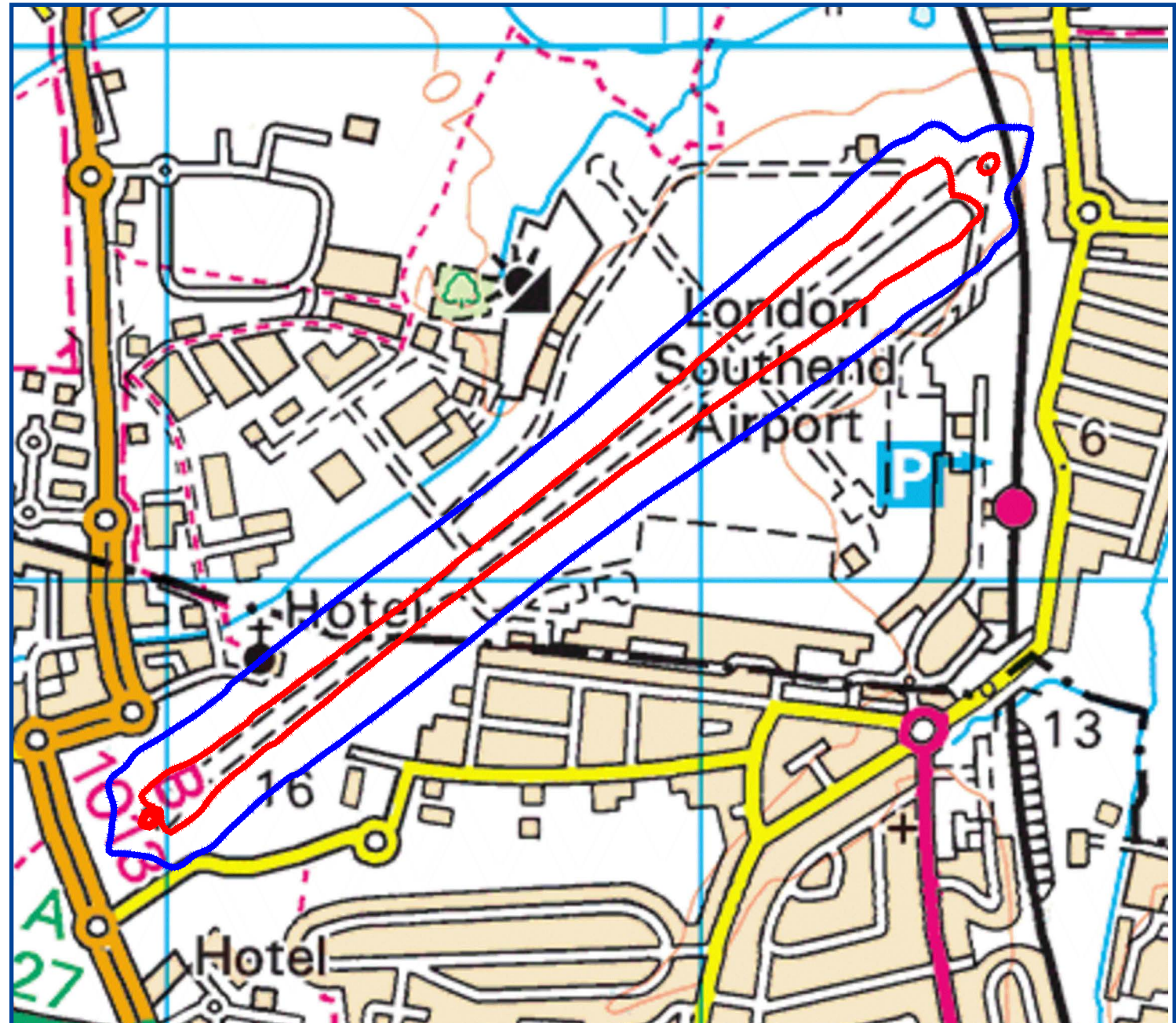


Figure B
London Southend Airport summer noise contours 2024. Airborne aircraft noise contours summer average daytime. This drawing contains Ordnance Survey data © Crown Copyright and database right 2014

6. Air Quality NO2

NO2 levels around the Airport remain well below Government limits.

Naturally, air quality is important to everyone and we all take great interest in the impact it has upon our health.

London Southend recognises this fact and is pleased to share that the air quality surrounding the Airport consistently remains below the 40 µg/m3 value limit of NO2, at which point the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution.

The Airport is committed to monitoring air quality around the site and ensuring that it remains below all the guideline values within the Government's Air Quality Strategy.

The Airport Section 106 Planning Agreement commits to:

- Developing a Surface Access Strategy that promotes a move away from the private car to less environmentally damaging forms of travel
- Adopting operational practices that seek to minimise the polluting emissions from airport operations
- Undertaking regular air quality monitoring and sharing the results with both Rochford District Council and Southend City Council

Nitrogen dioxide (NO2)

To safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide.

Legislation is set at National and European levels to limit emissions of NO2.

Legislation	Annual limit
EU First Daughter Directive (99/30/EC)	40 µg/m ³
Air Quality (England) Regulations (2000) (as amended)	40 µg/m ³

Therefore, the objective is not to exceed an annual mean average of 40µg/m3 for NO2 levels.

The Airport tests for NO2 at several permanent locations.

The Airport is committed to monitoring air quality around the site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy.



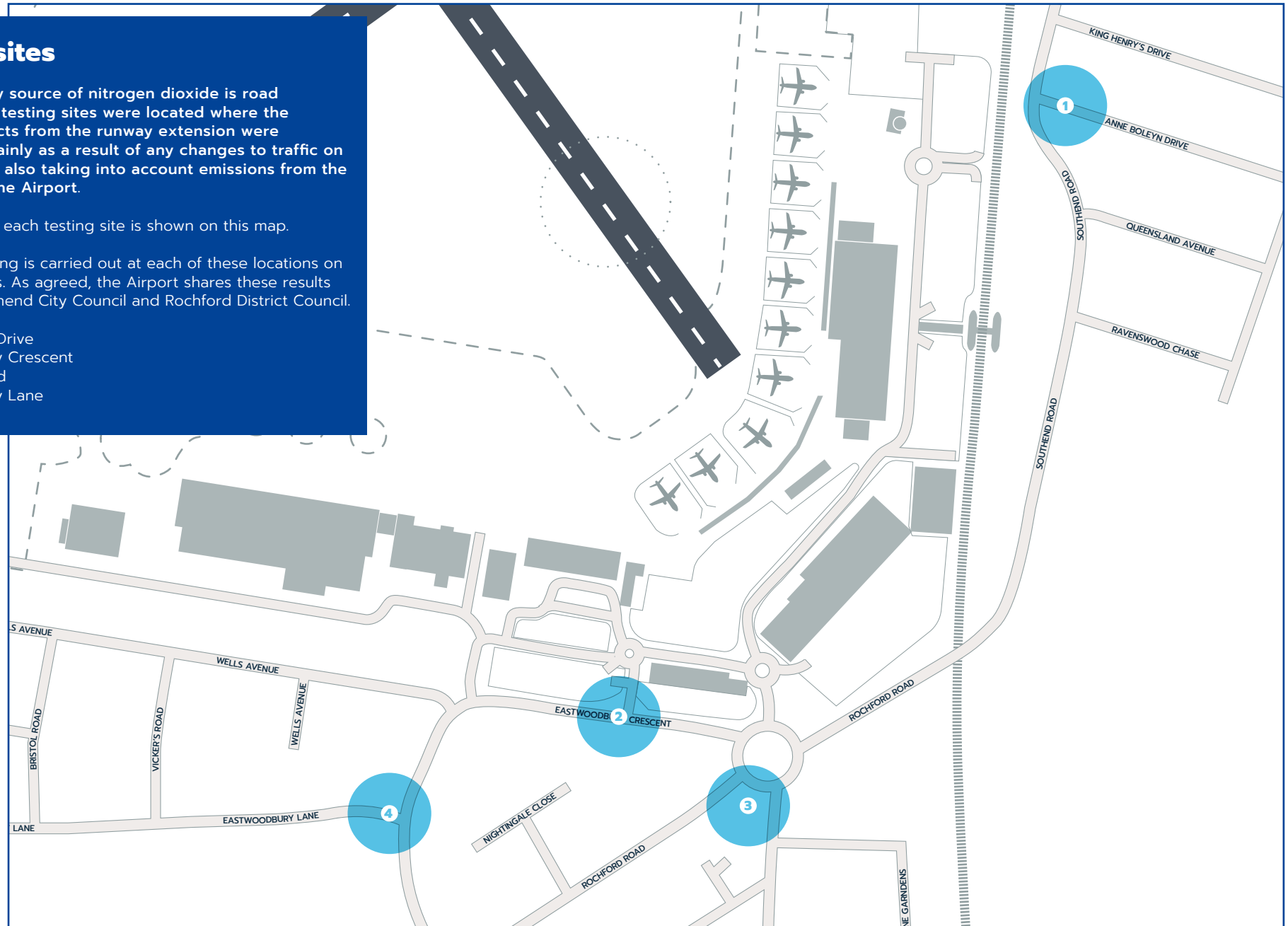
Testing sites

As the primary source of nitrogen dioxide is road transport, the testing sites were located where the greatest impacts from the runway extension were expected – mainly as a result of any changes to traffic on the roads, but also taking into account emissions from the operation of the Airport.

The location of each testing site is shown on this map.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed, the Airport shares these results with both Southend City Council and Rochford District Council.

- Anne Boleyn Drive
- Eastwoodbury Crescent
- Rochford Road
- Eastwoodbury Lane



Results

Concentration levels of NO2 measured around London Southend Airport consistently remain below Government limits.

The recorded annual mean values for each testing site have been adjusted by the relevant bias adjustment factor following DEFRA guidance.

The pollutants of greatest concern in the local area are oxides of nitrogen. Most pollutants in the local area come from road traffic.

The annual results for NO2 monitoring at all four testing sites around the Airport are reported in the table (Figure 1). The 2024 results compared to the previous year have decreased across all four testing sites.

London Southend saw a 66% increase in passengers compared to 2023-24 however the NO2 levels have continued to reduce around the Airport site.

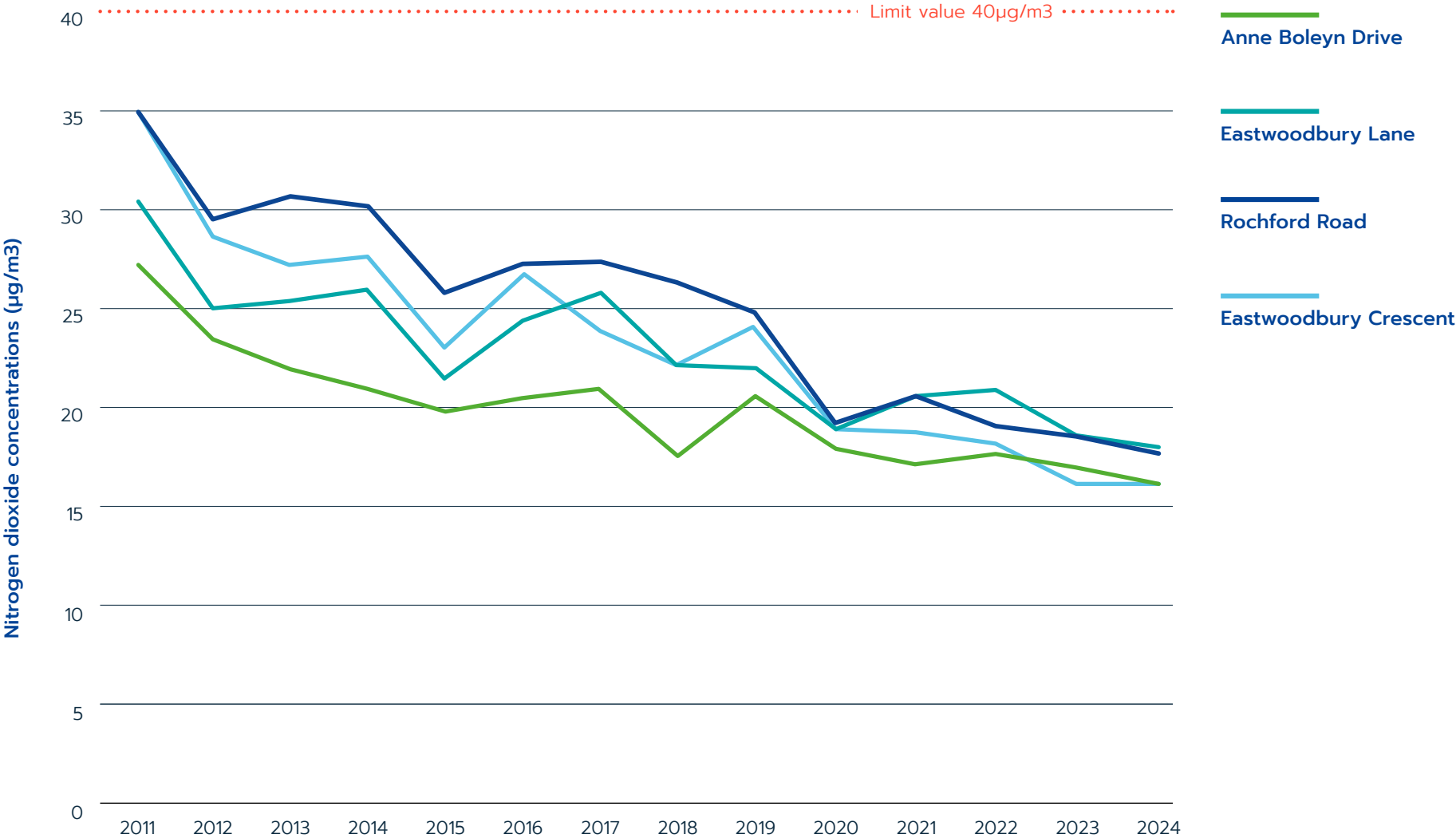
Site	2023	2024	%↗↘
Anne Boleyn Drive	17.65	16.30	-1.35
Rochford Road	19.21	18.47	-0.74
Eastwoodbury Lane	19.85	18.76	-1.09
Eastwoodbury Crescent	17.43	16.35	-1.08

Figure 1. Results of Nitrogen Dioxide (NO2) Testing - µg/m3

Site	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	%↗↘
Anne Boleyn Drive	29.9	26.3	25.0	23.6	22.1	22.3	22.5	20.0	21.9	18.6	17.7	18.3	17.7	16.3	-0.69
Rochford Road	34.2	32.4	32.7	32.6	28.4	30.3	30.7	28.9	26.8	20.5	21.3	19.9	19.2	18.5	-0.66
Eastwoodbury Lane	31.6	28.3	28.1	28.4	24.3	27.4	28.8	25.7	24.9	20.7	21.4	21.6	19.9	18.8	-1.75
Eastwoodbury Crescent	33.6	30.9	29.4	29.5	25.8	29.4	27.2	25.0	26.7	19.8	19.8	19.3	17.4	16.3	-1.91

Figure 2. Annual mean nitrogen dioxide concentrations 2011–23 (µg/m3)

This graph shows that NO2 levels at all four sites continue to remain well below the 40 µg/m3 Government limit value.



7. Environment Management

London Southend Airport is committed to minimising its impact on the environment, protecting air quality, and delivering social benefits to the community around it.

We are committed to sustainable growth, ensuring we provide benefit to our local community and surrounding environment.

Renewable energy (see page 52)

- 23% of the Airport's electricity consumption comes from renewable energy – produced on-site, through our 9,500 panel solar farm.

Surface Access (see page 21)

- 88% of all airport employees across the site live within a local Southend City postcode area, reducing travel time to and from work
- Airport-owned rail station just 100 paces from the passenger terminal
- Commitment to encourage sustainable transport modes to and from the Airport through an Airport Surface Access Strategy
- Installed an EV charging point in the Jet Centre car park
- Passenger survey data shows 41% of passengers arrive at the airport by public transport (38% rail)

Air Quality (see page 47)

- Monitoring NO2 levels around the perimeter of the airfield. Since 2011 NO2 levels have remained well below the Government guidelines.

Waste Management (see page 53)

- 100% of waste produced at our airport is diverted from landfill, with 16% segregated for recycling
- Reduced the use of single use plastics in all catering outlets
- Provide water refill stations for passengers to reduce use of plastic bottles

Airport operations

- Upgraded all airfield lighting to LED (taxiways and stop bars)
- Upgraded all apron high mast lighting to LED
- Upgraded passenger terminal and office lighting to LED
- Replaced RFFS fleet with two brand new fire tenders using new Euro 6 engines which meet the latest emission standards
- Working with airlines that put environmental responsibility at the very core of their strategy
- Three new EV charging points installed airside to service engineering vehicles
- Carbon reduction has been considered throughout the design and implementation of new development projects including the new hold baggage screening system (HBS) and central search screening equipment
- All vehicles used to transport luggage between the terminal and the aircraft are electric powered
- Uncongested airspace at London Southend means that aircraft are rarely delayed on approach or required to enter a holding pattern on route, reducing track miles and emissions
- London Southend Airport benefits from having spare slot capacity, this allows for efficient departures and reduces the risk of delays due to runway congestion
- Short taxi distances between runway and terminal facilities reduces aircraft fuel consumption
- Runway lights are only turned on 15 minutes before and

after an aircraft operation

- All new passenger aircraft stands are fitted with fixed electrical ground power (FEGP). These fixed supplies allow the aircraft to use London Southend Airport's electricity supply and benefit from its onsite renewable electricity during daylight hours. This reduces the need for aircraft to generate power from running auxiliary power units which need only be switched on to start the main engines just before departure
- London Southend Airport is committed to exploring further opportunities to improve efficiency of airport operations including further transitioning to electric vehicles and improving lighting efficiency

Reducing the Airport's carbon footprint remains a high priority, and we are minimising energy consumption wherever we can. Sustainability initiatives such as switching light bulbs to LEDs and introducing new certified 'Earth Pro' uniforms for our teams will see us reach our Net Zero goal faster.

Carbon management

Renewable energy usage 23% of the Airport's electricity comes from renewable sources. A £2 million solar farm at London Southend Airport was officially registered with OfGEM on 31 December 2015.

An array of 9,500 solar panels from an onsite solar farm supports London Southend Airport's objectives of reducing its carbon footprint and the electricity required from the national grid network.

The solar farm is an addition to the 496 solar panels previously installed on the roof of the Airport's terminal extension during 2014, supplying the shops, cafés and facilities with solar electricity via the Airport's private electricity network.

London Southend Airport achieved Airport Carbon Accreditation, Level 1 in February 2021. Following an extended recovery post pandemic, London Southend Airport intends to demonstrate its carbon reduction to achieve ACA Level 2. The Airport Carbon Accreditation is the only institutionally endorsed, global carbon management certification programme for airports. It independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through a structured programme.

Using a Building Management System (BMS) the airport is able to calculate the kwh per passenger associated with terminal operations. This calculation includes electricity used to power passenger aircraft stands, air conditioning, lighting, x-ray and security equipment, check-in, luggage carousels, as well as information boards, catering equipment and retail units.

In accordance with the S106 Agreement Deed of Variation, London Southend is currently working with the local authorities to conduct a review of the Carbon & Environmental Management Plan. The review ensures that the scheme is updated regarding current sustainability incentives and setting targets for future airport growth. The final draft will be shared with the Airport Consultative Committee before being formally submitted for approval.

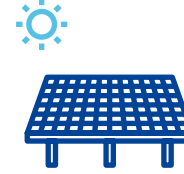
Specific targets and broad timeframes include an airside EV infrastructure feasibility study (1-3 years), replacement of light vehicles (cars and vans) and mobile group power units with electric variants (<5 years), replacement of heavy/specialist vehicles in longer term and the development of an Airport Third-Party Environment Engagement Plan. This can be used as a framework to encourage and deliver change and improvements in carbon emissions and other environmental issues through collaborative working with airlines and other third parties.

The total consumption of electricity across the airport site (including tenant operations) was 7,846,394.30 kW/h.

Across the whole airport site, the energy contribution from renewable sources i.e., on-site solar panels was 23% during the 2023-24 reporting period.



496 Solar panels on terminal roof – 78,370 kwh.



9,500 Panel solar farm – 1,741,390 kwh.



61% of the total energy consumed on site was used by London Southend Airport Ltd, aviation handling company and the rail station.



Electricity supplied – 6,026,634 kwh.



Achieved Airport Carbon Accreditation Level 1 in 2021.



23% of the total energy consumed across the site came from on-site solar panels.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Total kWh (passenger terminal)	3.04m	1.59m	0.9m	1.3m	2.1m	2.1m
Total passengers	2.14m	147,018	93,957	89,017	172,068	286,074
kWh per passenger	1.42	10.82	9.84	15	12.04	7.33

Waste management & recycling

London Southend Airport contracts a local waste provider that operates a waste-to-energy (WtE) system, thus avoiding any airport general waste being sent to landfill sites. All airport generated waste is either recycled or used to produce energy.

Waste practices include:

- Cardboard: we've implemented a system for segregating and baling cardboard for collection and recycling
- Paper: locked recycling bins are provided for the collection of papers including confidential waste, newspapers and airline magazines
- Glass and metal: separated from general waste for recycling and re-use

In addition to on-site recycling systems, valuable materials including electronic items, wood, plastics and cans are extracted from general waste by our waste management company. Only the residual waste is processed as Waste to Energy (WtE), meaning that no airport generated waste goes to landfill.

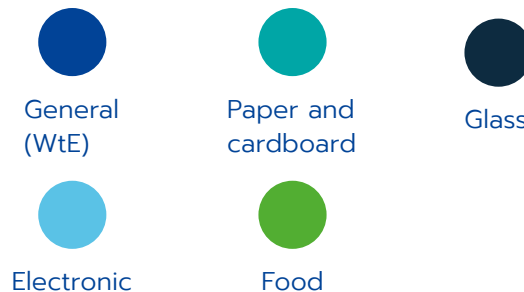
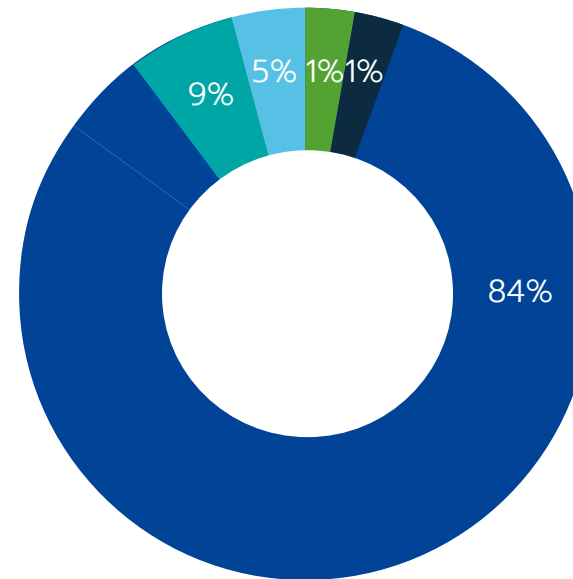
Aircraft Waste / CAT 1 International Catering Waste

Under current UK GOV waste regulations, any waste from aircraft arriving from non-EU and EU destinations that could contain food waste needs to be treated as International Catering Waste.

This is classed as Category 1 (CAT 1) hazardous waste and means the waste needs to either be deep landfilled at specialist sites or treated as high temperature incineration at a regulated site.

Aircraft waste cannot be regulated by the airport and is not therefore included in airport waste data.

Waste management 2023-24



Sustainable procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with Section 106 planning conditions. The policy applies to airport development projects as well as the procurement of goods and services by London Southend Airport Company Limited. London Southend Airport applies sustainable principles to the procurement of goods and services, paying particular attention to the following:

- Energy supplies
- Aviation fuel
- Office consumables (including recycling)
- Catering supplies
- Electrical equipment
- Transportation (vehicles and travel)

Starting from January 2025, JET A-1 fuel is subject to the Sustainable Aviation Fuel (SAF) mandate. A minimum of 2% of the fuel must now be blended with SAF, which is aimed at reducing carbon emissions and supporting the transition to more sustainable aviation practices. The percentage rate will increase year-on-year.

Protecting biodiversity

London Southend Airport protects biodiversity and enhances conservation through careful planning and management of its operations. The Airport must balance the need to protect biodiversity while ensuring safety of aircraft operations. This includes an ongoing management of birds and other species that pose risks to air operations. London Southend Airport operates a Wildlife Hazard Control Management Plan which seeks to:

- Monitor habitat changes on and in the vicinity of the aerodrome
- Manage long grass on the airfield
- Log all wildlife control activities
- Conduct regular surveys of wildlife concentrations and movements of wildlife in the local area



8. Air Traffic Movement Controls

London Southend Airport is working well within its agreed S106 controls and quota limits.

During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed to reduce the impact of the development on the local community. An annual cap on the total number of aircraft movements was introduced at 53,300. This is about half of the total of aircraft movements recorded at London Southend Airport in 1989.



Only **50%** of the Airport's permitted ATMs were used in the **2024-25** reporting period.



B737-300 operations are limited to 2,150 per annum

There were no B737-300 aircraft movements during 2024-25.



Aircraft movements by aircraft with QC between 2 and 4 are limited to 60 per annum.

There were 29 departures by a QC4 aircraft (B727).

Quarterly reporting

In accordance with our S106 Planning Agreement, London Southend Airport regularly reports its performance against its agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils and made publicly available on the airport website. [Community Reporting - London Southend Airport](#)



Annual reporting

The table below shows London Southend Airport’s performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2024 – February 2025.

Ref.	Air traffic movement type	Quota annual limit	Annual total Mar 2024 - Feb 2025	% of agreed annual limit
i	Total ATMs (excluding exempt ATMs)	53,300	26,860	50%
ii	Cargo ATMs (permitted lesser of 10% of total ATMs or 5,300 p.a.)	3,019	0	0%
iii	Boeing 737-300 ATMs	2,150	0	0%
iv	QC2-4 aircraft (limited to 60 per annum)	60	29	48%

The table below shows London Southend Airport’s performance and compliance against the total night-time Aircraft Traffic Movement (ATM) controls for March 2024 – February 2025;

Flights in night quota period (23:00–06:30)	Quota annual limit	Annual total Mar 2024 – Feb 2025	% of agreed annual limit
Total night-time ATMs		103	
Diverted ATMs (of which all were QC1 or less)		10	
Delayed ATMs (of which all were QC1 or less)		0	
Exempt ATMs (of which all were QC1 or less)		3	
Night-time ATMs to be included in quota total (120 per quota month)	1,440	90	6%

Diverted ATMs

Unforeseen diversions of ATMs from airports to London Southend Airport due to weather conditions, industrial action or temporary runway closure/repairs.

Of the ten diverted ATMs, all were diverted to London Southend Airport as a result of being unable to land at their destination airport. The destination airport being defined as a London airport other than Southend.

Delayed ATMs

An ATM where the aircraft was scheduled to take-off or land prior to the agreed night-time period, but was delayed due to unforeseen weather conditions, industrial action, temporary runway closure/ repairs at the airport or air traffic control delays or clearances beyond the control of the aircraft operator and/or the owner or the operator (as the case may be).

There were no delayed ATMs.

Exempt ATMs

ATMs by the police and/or HM Customs and/or the Coastguard and/or the military and/or the Air Ambulance Service and/or ATMs collecting or delivering human blood and/or organ transplants and/or ATMs carrying or meeting officials on Government business and/or any ATM which is made an emergency consisting of an immediate danger to the life or health of humans or animals.

Of the three exempt ATMs, all aircraft operated on behalf of the police, military, and/or HM Coastguard, or operated an air ambulance flight.

During the daytime

During the daytime, in total fewer than 50% of all landings and less than 50% of all ATMs may be over the South West area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12-month period from March 2024 to February 2025, all ATMs remained within the required percentages for the daytime period.

Daytime ATMs	Annual total Mar 2024 - Feb 2025	% of ATMs to/from the South West (Leigh-on-Sea)
Total daytime arrivals	13,415	
Arrivals from South West (over Leigh-on-Sea)	3,833	29%
Total daytime arrivals and departures	26,960	
Arrivals and departures to/from South West (Over Leigh-on-Sea)	12,908	48%

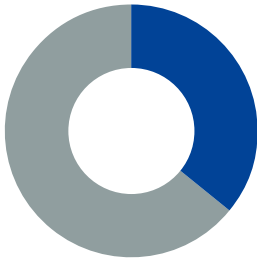
During the night-time

During the night-time quota period, all ATM's will be to and from the north east of the airfield (e.g. Rochford), unless for safety or weather exemptions set out in the S106 agreement.

ATMs operating during the night quota period (23:00 – 06:30)	Annual total Mar 2024 – Feb 2025	% of ATMs to/from the South West (Leigh-on-Sea)
Total ATMs	103	
Number of aircraft which did not take- off towards, or land from the North East (over Rochford)	26	25%



Fewer than half (48%) of all ATMs operated over Leigh-on-Sea



Just 3,833 arrivals (29%) over Leigh-on-Sea during the daytime period.



26 (25%) of night-time ATMs that operated over Leigh-on-Sea did so under agreement exemptions.



9. Departures

Since 2012, 99.8% of all passenger flights have departed London Southend Airport within their agreed NPR.

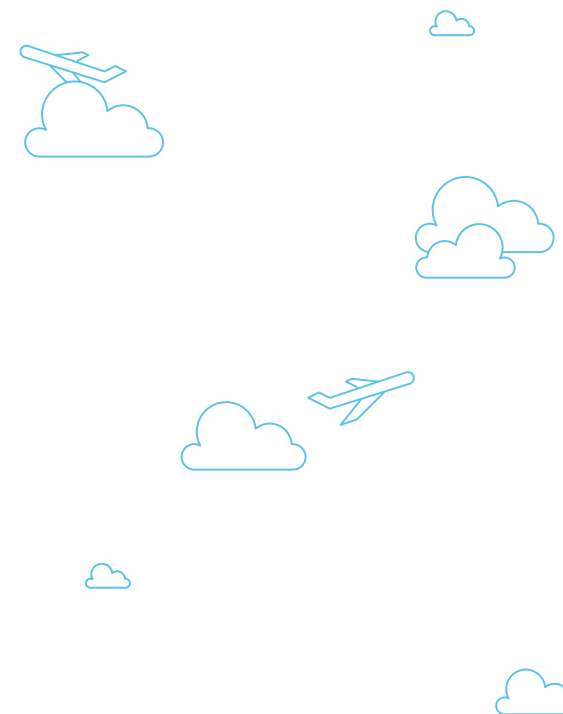
All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5,700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPRs at London Southend Airport were agreed with Southend City Council and Rochford District Council during the consultation process for the runway extension. The routes have been designed so that the number of large aircraft overflying residential areas is reduced to a minimum and that departing aircraft are using the same flight path as arriving aircraft for the initial phase of their departure. These routes were introduced when the extended runway was opened in March 2012.

There can be some variation between the various aircraft operating on the NPR. This is because all aircraft perform differently and they may also be affected by weather conditions, which can cause them to drift to the left or right. This is why each NPR extends in width as it proceeds from the end of the runway. As long as an aircraft flies within the agreed NPR zone it is considered to be on-track.

Since introducing the Noise Preferential Routes in March 2012, 99.9% of all passenger flights have departed London Southend Airport within their agreed NPR.

There were more than 13,500 departures from London Southend Airport for the 12-month period March 2024 – February 2025, of which 6,570 related to aircraft (above 5,700kg) that were required to depart within the agreed NPR. During this period just 7 (0.23%) aircraft turned on departure before exiting the NPR zone due to non-compliance i.e. pilot turned early without instruction by ATC.



Noise preferential routes

London Southend Airport has two noise preferential routes, one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5,700kg) must follow the NPR controls applicable to the runway in use at that time.

When departing on Runway 05 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1,500ft altitude and one mile in distance.

When departing on Runway 23 towards the south west (e.g. Leigh-on-Sea area), aircraft must maintain a straight departure heading until at least 1,500ft altitude and 2.5 miles in distance.

Once aircraft have cleared the designated NPR zone, Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination – this is known as ‘vectoring’. However, ATC may direct aircraft off the NPR at any time if this is required for safe separation from other aircraft or for other safety issues (such as avoiding adverse weather). Track keeping is taken very seriously and it is closely monitored and logged by the airport’s dedicated system.

The map on the right shows the two NPR zones at London Southend Airport with their agreed coordinates.



London Southend Airport
The preferential routes.
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NPR results

	Date	Operator	Aircraft Registration	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2024	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
1	25/04/2024	ASL Group	OOMMT	C56X	23	Executive business jet	✓	1st	✓	✓	n/a	0
2	15/05/2024	Fly Coop	HAYFM	BE40	05	Executive business jet	✓	1st	✓	✓	n/a	0
3	24/05/2024	easyJet	OEIJE	A320	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
4	24/06/2024	Balkan Airlines	LZFBB	A319	23	Scheduled passenger	✓	1st	✓	✓	n/a	0
5	08/07/2024	easyJet	OELOF	A3	23	Executive business jet	✓	1st	✓	✓	n/a	0
6	13/07/2024	Vista Jet Hamburg	DCDCM	C56X	23	Executive business jet	✓	1st	✓	✓	n/a	0
7	13/07/2024	Catreus	GNHHG	E55P	23	Executive business jet	✓	1st	✓	✓	n/a	0
8	03/08/2024	Vista Flight Support	9HVIV	GL7T	23	Executive business jet	✓	1st	✓	✓	n/a	0
9	05/08/2024	easyJet	OEIVC	A320	23	Scheduled passenger	✓	3rd	✓	✓	£500	0
10	09/08/2024	Vista Jet Hamburg	DAIRG	E35L	23	Executive business jet	✓	2nd	✓	✓	n/a	0
11	06/09/2024	City Flyer	GLCAE	E190	23	Diverted passenger	✓	1st	✓	✓	n/a	0
12	12/10/2024	Aerowest	DCAWH	C56X	23	Executive business jet	✓	1st	✓	✓	n/a	0
13	13/10/2024	Ever Jet Aviation Ltd	VPCPY	GLF5	23	Executive business jet	✓	1st	✓	✓	n/a	0
14	21/11/2024	easyJet	OELSU	A20N	23	Scheduled passenger	✓	4th	✓	✓	£1000	0
15	22/02/2025	Vista Flight Support	9HILZ	CRJ2	23	Executive business jet	✓	2nd	✓	✓	n/a	0



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10.

Charity and Community

In the past 12 years, colleagues at London Southend Airport have raised over £138,000 for local charities.

Charity Partnership with South East and Central Essex Mind (SECE Mind)

London Southend Airport began a charity partnership with South East and Central Essex Mind (SECE Mind) in July 2021. Due to the success of relationship benefitting both the community and airport colleagues, the partnership has been extended through to the 2024-25 reporting period.

SECE Mind is a local mental health charity offering information and advice to people with a range of mental health problems whilst lobbying government and local authorities on their behalf. As part of the community services at SECE Mind, the charity provides supervised residential housing for adults with a mental health condition who are unable to cope with living independently, comprising of eleven flats at Nelson's Gate in Southend-on-Sea. The charity partnership provides airport colleagues with mental health support, and opportunities for community volunteering. SECE Mind also supports and attends the Airports' PRM Committee meetings, offering valuable advice for passengers with hidden disabilities and anxiety.

There are several ways that the partnership benefits both Airport and the charity.



SECE Mind is a local charity with a housing facility in Southend, where airport colleagues were able to help build and maintain a tranquil garden space for residents to enjoy art, relax and have therapy sessions. Ongoing maintenance provides opportunities for colleague volunteering.

- SECE Mind offer mental health advice and support for airport colleagues
- SECE Mind attend the Airport's PRM Committee, representing passengers with mental health challenges
- London Southend support SECE Mind through social media engagement and supports awareness on key dates such as World Mental Health Day and Time to Talk
- The Airport donates unclaimed oversized liquids and lost property to SECE Mind for the residents at Nelson Gate
- London Southend Airport sponsors the annual Mental Elf charity run. Airport colleagues volunteer to take part and help organise the event
- London Southend has set up a football team which plays Run Free Utd every year to raise funds for SECE Mind
- London Southend's very own Fire fighter, Mike Edwards is running the 2025 London Marathon for SECE Mind
- Monies raised help fund the SECE Mind 'Somewhere To Turn' support phoneline





Mental Elf festive charity run

In December, London Southend once again supported the annual Mental Elf charity run in aid of SECE Mind. The 2024 event was held at Belfairs Woods, Leigh-on-Sea where runners dressed up in festive outfits and ran (or walked) 5km around the woods to raise awareness and funds for our charity partner.

Over 150 elves took part and helped raise over £5000.

Keeley Hood from SECE Mind said, *"Thank you once again to London Southend for your incredible support. It means so much to us as a charity, and we truly couldn't have done it without your kindness, teamwork, and commitment"*.

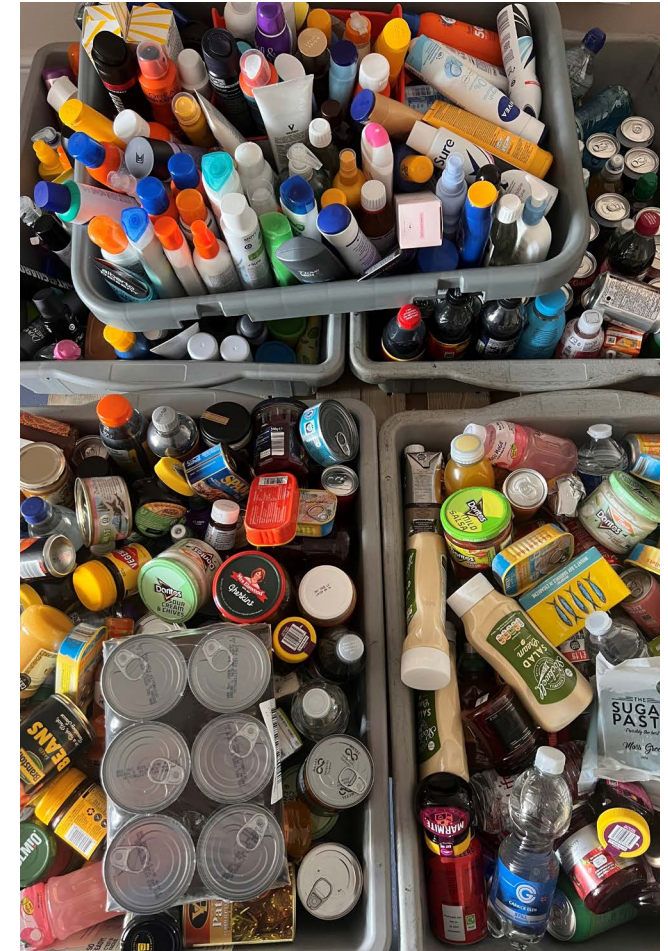


Caroline Fitzgerald – Inga Palarie – Sam Petrie – Jo Marchetti – Olivia Howes – Perry Stone – Mike Edwards – Marc Taylor

London Marathon 2025

Whilst the Mental Elf run wasn't an official competitive event – London Southend was very proud of Mike Edwards who crossed the finish line first. Mike is a firefighter at London Southend and used the 5k event as training for a much bigger challenge – running the London Marathon 2025 for SECE Mind.

Mike has been busy organising fundraising activities to reach his £2,500 goal, which included a sponsored 5km run around the perimeter of the Roots Hall pitch during The Blues home match against Maidenhead.



Donated items

Ever wondered what happens to the oversized liquids that get confiscated in security?

If the items remain unclaimed after 6 months, they are donated to our charity partner SECE Mind, who collect them and take them to their housing facility in Nelsons Gate. Any items not used/suitable are then passed onto a local homeless charity.

In September we donated 4 large trays of unclaimed items to SECE Mind.



Southend United and London Southend Airport extend partnership agreement

London Southend was delighted to extend its partnership with The Blues for the 2024/25 season.

Initially agreeing a 'Good Neighbour' agreement in August 2023, the partnership has now been extended to cover further initiatives and branding benefits.

Blues' messaging will continue to be seen by more than 500,000 arriving and departing passengers in the airport's Arrivals Hall as passenger numbers increase for 2025.

Marc Taylor, Managing Director of Operations at London Southend Airport, said: "London Southend and Southend United have both been on a positive momentum in 2024, driving growth and success together with support from the local community and beyond."

"As two long-standing pillars in Southend, we hope to build on this relationship and the dynamic spirit and connectivity that defines our region."

Rylee Doe, Commercial Executive at Southend United, added: "We're pleased to continue our positive relationship working with London Southend Airport".

"After a strong first season, including our Match for Mind and numerous charitable initiatives in collaboration with the airport, we're looking forward to continuing our joint growth patterns for the good of our local community."



LSA vs Run Free Utd charity match

Roots Hall was the venue for the annual LSA V Run Free Utd charity football match. Run Free Utd are an all-inclusive football team run by local fundraising legend Chris Phillips, set up to increase the awareness of mental health issues, and to showcase how participation in sporting activities can act as a coping mechanism.

A fantastic match was played to raise money for SECE Mind, and after it being 4-4 after 90 minutes, it was the LSA team who triumphed on penalties!

"Our airport colleagues have trained hard over the past few months, but it was a nail-biting match, finishing on penalties. These events are great for raising much needed funding for our charity partner, SECE Mind but also serve to bring our colleagues, friends, and family together to raise awareness for mental health," said Jo Marchetti.

LSA Ramp Duty Manager, Luke Chittock works tirelessly organising the football training and getting the team together – and he also scored the winning penalty!

"It was amazing to raise so much money for SECE Mind and to also raise awareness about mental health issues. That's what also matters most for us and we're here for anyone suffering who wants to come along and play football. It doesn't matter how good or how bad you think you are, you can play for us and have fun," says Run Free co-founder, Chris Phillips.

**The charity match raised
£2,221.50 for SECE Mind.**





London Southend announced as new Essex Cricket partner for 2024

London Southend branded advertising boards appeared across Club channels and at the Essex County Ground cricket pitch, however the key focus was on the activities of Essex Cricket in the community; most notably, with London Southend supporting several primary school competitions. London Southend's sponsorship donations supported games for 20 teams (200 children) over the season, encouraging early interest in the sport of cricket.

St Aubyns girls team winners:



Woodford Green Prep boys team winners:



The grounds on which the competitions and school festivals were renamed to feature London Southend Airport destinations.

World Cup-on-Sea

London Southend was proud to be a headline sponsor for World Cup-on-Sea 2024.

Organised by JC Chambers, 32 professional businesses enter their 7-a-side teams for a football tournament played on Southend United's home pitch at Roots Hall Stadium.

All funds raised went to Great Ormond Street Hospital. Whilst the LSA team didn't make the final, they progressed out of the group stage and were knocked-out in the quarter final.



The final fundraising total was over £48,000 for Great Ormond Street Hospital.

London Southend will also be a main sponsor for the World Cup-on-Sea 2025 – raising money for Southend YMCA.



Southend Rugby FC

Following sponsorship of the SRFC Ladies Day for Breast Cancer, London Southend was delighted to sponsor the Saxons and Priors touch judges for season 2024/25 and supply their wet and dry kits.

The Airport also awarded each home game 'man of the match' with LSA Golden Tickets which includes: Free parking for up to seven days in 'Premium' car park, free Security Fast Track and free access to the SKYLIFE Lounge for two people.

The first 'Man of the match' winner was Tom Sly, who was presented the Golden Ticket by Marc Taylor, LSA Managing Director of Operations.



Rochford Christmas Festival

Once again, London Southend sponsored the Santas Grotto at the Rochford Parish Council, Christmas Festival. Over 110 children got to see Santa and were treated to gift bag and advent calendars.



Havens Hospice Half Marathon

The airport was pleased to sponsor a water station at the Havens Hospice Half Marathon on Sunday 9th June.

Over 2,200 runners left the start line at Shoebury East Beach and ran the 13-mile course over two-laps of Southend City seafront. LSA CRS Manager Jo Marchetti and Lydia O'Connell, pictured left, volunteered to help set up the station and hand out water.

The event raised over £160,000.



Vanessa Harvey – Jo Marchetti – Lucy Lock

In July, Jo Marchetti and Marketing & Digital Content Manager, Sarah Leonard visited Little Havens in Benfleet to see how the money raised helps children and their families living with incurable conditions.



Strictly Air Ambulance

London Southend was proud to once again, support the 'Strictly Air Ambulance' 2025 event at the Brentwood Centre in aid of Essex and Herts Air Ambulance (EHAAT), which raised over £40,000.

Lyndsay Wood, Corporate Partnerships Manager said, "Essex & Herts Air Ambulance is incredibly grateful to London Southend Airport for their generous sponsorship of the auction at Strictly Air Ambulance 2025. Their support plays a vital role in helping us raise essential funds to keep our helicopters flying, our Rapid Response Vehicles on the road, and our crews delivering life-saving care to those in critical need across Essex and Hertfordshire. We are proud to have London Southend Airport as a valued partner at this special event."

Sarah Martin LSA Trade & Events Manager, and Jo Marchetti LSA CSR Manager (pictured above with the Air Ambulance crew members) attended the event and met some of the amazing air crews that fly into London Southend on emergency missions.

Volunteering hours

225 volunteering hours were donated by LSA colleagues between March 2024 – February 2025. This included time spent organising and taking part in fundraising and educational events.



Guide Dogs

To date, London Southend passengers have donated £4295.42 to the Guide Dogs for the Blind collection boxes situated in the departures lounge and arrivals area.



Postbox topper

Via our social media channels, local residents are encouraged to knit toppers for our post-box located in the passenger terminal.

This wonderful topper was knitted by Linda Catling to celebrate the Vulcan XL426 based at London Southend.

11.

Feedback

Thank you for taking the time to read London Southend Airport's Annual Report.

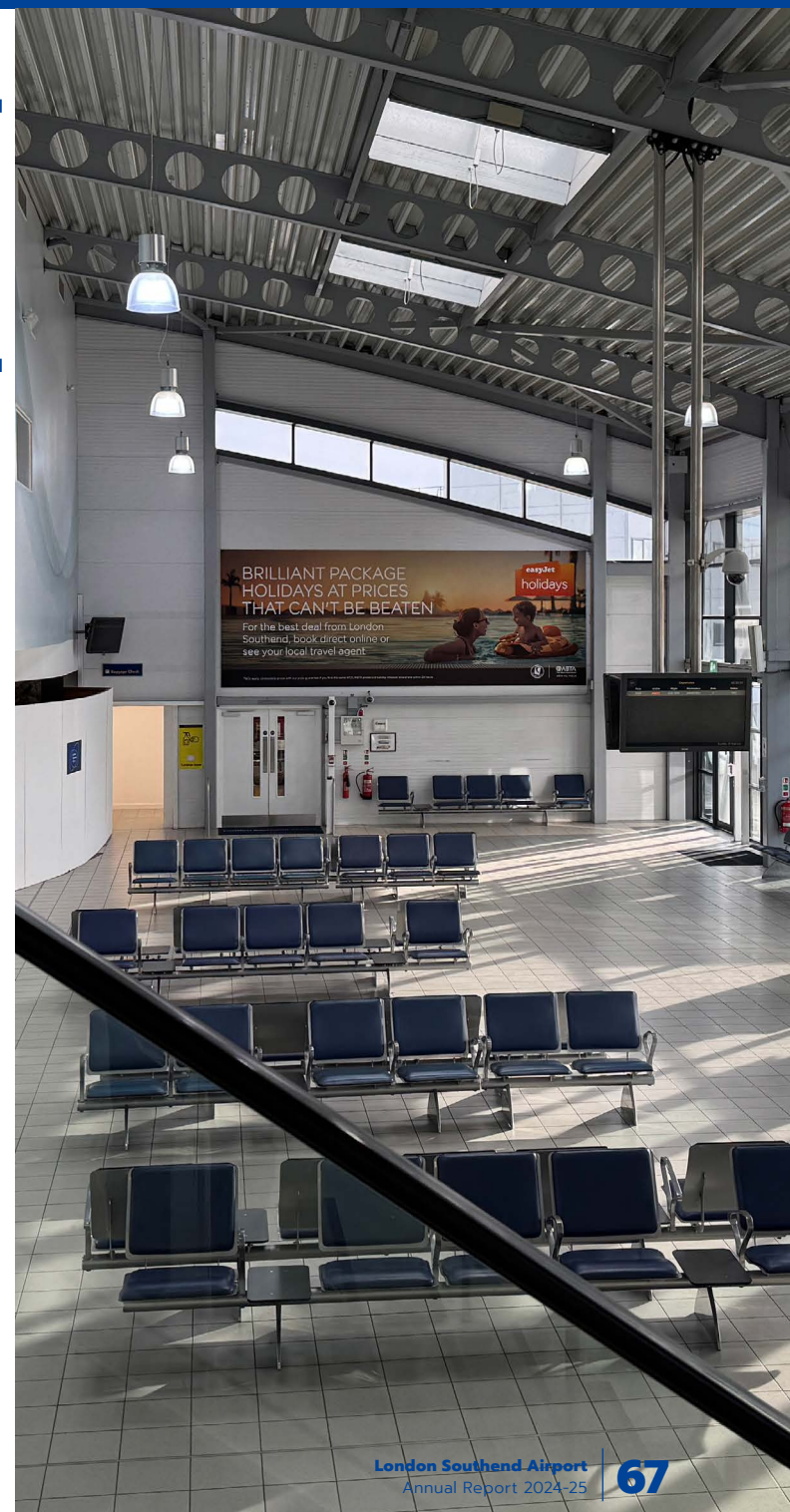
We would welcome your comments and feedback, you can contact us:

By email

Isaenquiries@londonouthendairport.com

By post

London Southend Airport Co. Ltd.
Southend-on-Sea
Essex
SS2 6YF



Appendix. ASAS summary of new targets, commitments and actions

No.	Target/commitment/action	Target timescale	Progress
Mode share			
1	Air passenger public transport mode share should be at least 35% by 5mppa.	Review at <5mppa or within 3 years (whichever is earlier)	
2	Staff mode share should not exceed 65% using single occupancy vehicles.	Ongoing	60-76%
Sustainable modes			
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported.	Ongoing	
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Coordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported.	Ongoing	
5	The airport will engage and liaise with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area.	Ongoing	
6	The Travel Plan Co-ordinators will investigate and develop car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the airport will be encouraged to designate the best parking bays for car sharers.	Ongoing	
7	Work with taxi companies to reduce empty running.	Ongoing	
8	Establish surface access partnership arrangements to encourage all employers on airport to engage with the ASAS	Ongoing	
9	Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.	Ongoing	Reviewing signage from bus stop on Eastwoodbury Crescent
10	Work with bus and coach operators to aim for a 4% mode share by passengers and staff.	Ongoing	Staff 4% Passenger 3%
11	Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.	Ongoing	
12	Work with train operators to achieve 30% rail passenger mode share and develop train services that support passenger and staff travel demands.	Ongoing	
13	Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.	Ongoing	Working with SCC on new route 23
14	Promote public transport integrated ticketing availability to staff and passengers.	Ongoing	
15	Encourage employees to walk and cycle to work.	Ongoing	

No.	Target/commitment/action	Target timescale	Progress
Car parking			
16	Install electric car charging point(s) for employees and passengers in any new staff and/or Short-stay car parks and where feasible, in other areas (including as part of any 'meet and greet' offers).	Ongoing	One EV charge point installed at Jet Centre
17	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off airport fly parking. The airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required.	Ongoing	
18	The airport will support and financially contribute to the Southend City Council's monitoring of street parking.	Ongoing	As and when required
19	Ensure safe drop off and pick up arrangements are maintained.	Ongoing	
Travel planning and information			
20	Work with local authorities to promote public transport links to the airport.	Ongoing	
21	Maintain/improve onward travel information in baggage reclaim area.	Ongoing	Live rail information screen and ticket machines in reclaim area
22	Continue to engage with active travel organisations to deliver a lifestyle approach to travel planning for staff.	Ongoing	
23	Seek views of Southend Bus Users Group on Bus Services for the airport.	Ongoing	
24	Engage with Airport Consultative Committee to seek views on surface access.	Ongoing	
25	Use emerging technology to review and develop travel information.	Ongoing	
26	Maintain DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area.	Ongoing	
27	Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.	Ongoing	
Surveys, monitoring and reviews			
28	Annual Passenger surface access travel surveys to be undertaken by CAA on a continuous basis.	Ongoing	Suspended due to passenger numbers
29	Staff travel surveys to be undertaken at least every three years or more frequently if the TLG agree.	2022 or earlier	
30	Continue to hold annual ATF meetings.	Ongoing	
31	Continue to hold quarterly Transport Liaison Group meetings to review performance of ASAS targets.	TLG to meet quarterly	
32	Review the Airport Surface Access Strategy in accordance with the S106 Agreement requirements (at 1mppa and every additional 500,000 ppa thereafter).	The next review will be at 2.5mppa then every additional 500,000 ppa thereafter	



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