

LONDON SOUTHEND AIRPORT

Minutes of meeting No. 124 of the Consultative Committee held on Wednesday 3 September 2025 at 2pm at Southend Airport

Present: David Osborn	Chairman
Murray Foster	Deputy Chairman
Marc Taylor	Managing Director for Operations, LSA
Jo Marchetti	Corporate & Social Responsibility (CSR) Manager, LSA
Lana Balmer	Independent Representative
Mike Davies	Independent Representative
Ray Howard MBE	Independent Representative
Councillor Jamie Huntman	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Councillor Lee Scott	Essex County Council
Councillor Mike Steptoe	Essex County Council
Zhanine Smith (Officer)	Essex County Council
James Cross (Trainee Officer)	Essex County Council
Councillor Judith Suttling	Leigh Town Council
Councillor Phil Shaw	Rochford District Council
Councillor Ian Ward	Rochford District Council
Councillor Simon Wootton	Rochford District Council
Daniel Kudla (Officer)	Rochford District Council
Councillor Kevin Buck	Southend-on-Sea City Council
Councillor Daniel Cowan	Southend-on-Sea City Council
Councillor Robert McMullan	Southend-on-Sea City Council
Ian McNab	Essex Chambers of Commerce
Paul Wilkins	Rochford Board of Trade
Les Sawyer	Residents Assoc (West Leigh)
James Crewdson	easyJet
Emma McDonnell	Secretary (Minutes)

1. APOLOGIES FOR ABSENCE

- 1.1 Apologies for absence were received from J Winstanley, Councillors Norman and Garston, together with J Dallimore, M Mhiribidi, L Cable and R Smithson.
- 1.2 E McDonnell, on behalf of the committee, expressed good wishes to Nicole Park who had now relocated to Bournemouth Airport as Operations Director, and Martin Laycock is now Head of Air Traffic Services at LSA with effect from 1 August 2025.

2. CHAIRMAN'S OPENING REMARKS

- 2.1 The Chairperson expressed condolences to those bereaved following the fatal incident at the Airport on 13 July, advising that a minute's silence would be respected to remember the four individuals who lost their lives, but also the staff on duty, including those from the emergency services and ground staff.
- 2.2 The Chairperson then welcomed attendees and reminded everyone of confidentiality until the minutes are published in draft on LSA's website, the process of which will continue in a speedy manner.

3. WELCOME TO NEW MEMBERS

- 3.1 The Chairperson asked everyone to introduce themselves for the benefit of any new members and extended a warm welcome to all attendees.

4. CONFLICTS OF INTEREST

- 4.1 The Chairperson reminded members to declare any conflicts of interest at each quarterly meeting.
- 4.2 Councillor McMullan declared that he holds a PPL and is a member of Seawing Flying Club.

5. ADOPTION OF MINUTES FROM LAST MEETING 4 JUNE 2025

- 5.1 Following a comment received from Ray Howard, E McDonnell advised the amendment below:

*8.6 R Howard raised the concern of how busy the sky is with aircraft currently accessing London City Airport by firstly crossing over Burnham, then over Southend Airport, Leigh, Canvey and then on to Tilbury before landing at LCY. N Park reported that a no-fly zone has been established around the SS Richard Montgomery, a WWII shipwreck off the coast of Sheerness, Kent, to minimize risk during safety work. Flights are restricted below 13,100 ft within a one-nautical-mile radius of the wreck. The restriction applies to all aircraft except for emergency services and those with specific permission. The area is located approximately 1.5 miles north of the Thames Estuary, where the SS Richard Montgomery sank. N Park has a meeting on Monday 9 June to discuss next steps for a permanent resolution and will provide an update at the next meeting. **Action: NP 03/09/25.***

- 5.2 E McDonnell explained that, prior to N Park's departure, the update below was provided in relation to the action referred to above:

*"Good news on this one. The DfT reduced the radius of the restricted area to 0.5NM which has lessened the impact on us and London City. London City arrivals can now use the point merge instrument approach procedure, so the traffic flow will look normal from the ground again." **Actioned – remove from minutes.***

- 5.3 Following a comment received from Jude Winstanley, E McDonnell advised the amendment below to the June minutes:

10.3.3 M Taylor reported that the Newquay flight had started fairly early in the Summer season; LSA continues to support Eastern Airways and is seeing load factor increase.

- 5.4 The minutes were formally adopted with the above amendments and can be uploaded in final form on to the LSA website. **Actioned – remove from minutes.**

6. MATTERS ARISING FROM PREVIOUS MINUTES

- 6.1 L Sawyer confirmed that the sub-committee had met and identified 4-5 potential charities within the community to be recipients of the £1,500 available for local charities. L Sawyer to present final nominations at the next LSACC meeting in November. **Action: LS 19/11/25.**
- 6.2 Cllr Cowan confirmed that he had met with Transport for London (TfL) in relation to a proposal to extend the Queen Elizabeth line from Shenfield, so it connects to Southend Airport, and TfL is keen to pursue this. However, due to capacity constraints, this is on their long-term list of objectives and they may be able to progress in the latter end of the decade. Cllr Cowan explained that positive conversations had been undertaken with Greater Anglia and post-nationalisation, there may be faster trains between the Airport and Shenfield. **Remove from minutes.**

7. POINTS FORWARD DIARY

Nothing at this time.

8. CEO REPORT

- 8.1 The Committee reviewed the report covering the period May to July 2025. This report is published separately on the LSA website and should be read in conjunction with comments/questions below. No questions were submitted in advance of the meeting from members.
- 8.2 The Chairperson commented that it would be taken as 'read' and M Taylor summarised some principal points:
- 8.2.1 A huge thank you to LSA's stakeholders for the many messages of condolences and support following the tragic incident on 13 July. The Airport worked closely with the emergency services and Air Accident Investigation Branch (AAIB) at the time of the incident and the days that followed. LSA colleagues were very quickly on-site and worked together brilliantly to set up a co-ordination centre as they have been trained. M Taylor confirmed that welfare for staff continues.
 - 8.2.2 One key learning point was that welfare support cannot happen immediately due to the police investigation - until key witnesses are interviewed, a third party cannot be brought in and it was right to let colleagues 'decompress' before support was provided.
 - 8.2.3 The AAIB was very quick to react, arriving on-site 3-4 hours after the incident who, after investigating the fuel supply, runway and ATC, handed back the Airport to senior management confirming they could reopen. LSA took the decision not to open immediately. The conclusions from the AAIB are not expected until another 10 months' time has elapsed.
 - 8.2.4 The Jet Centre was pleased to welcome the Lionesses home from their win at the Euros. Hundreds of fans were waiting to greet them at the Airport, and people from all over the UK watched on live news feeds – this provided a positive message across the media.
 - 8.2.5 New parking tariffs effective from 1 July 2025, seeing the removal of free set down and pick up in LSA's Long Stay facility, and new tariff timing benchmarks are now in operation in the Short Stay facility. M Taylor commented that LSA needs to close the gap in terms of revenue lost since the pandemic.
 - 8.2.6 The new bus service (23) outside the terminal commenced 31 August.
 - 8.2.7 Since the first month of easyJet's base launch, LSA has been 'Number One' in customer satisfaction across the entire easyJet network every month.
- 8.3 The following questions/comments were raised during the meeting:
- 8.3.1 Following Cllr Buck's enquiry, M Taylor advised that he was unable to share the root cause of the fatal incident in July and awaits the outcome of AAIB's report.
 - 8.3.2 M Taylor confirmed that the breakeven point in terms of passenger numbers is between 1.3-1.5 million. Forecast for 2026 is 1 million passengers.

- 8.3.3 L Sawyer asked if the X30 bus would be returning to the Airport. J Marchetti advised that this forms part of the discussions at the quarterly Transport Liaison Meetings, with the onus being on the provider to make the decision. The Airport is in contact with First who is monitoring demand for the X30 to return to the terminal forecourt. The X30 currently stops on Eastwoodbury Crescent. The Airport is not yet busy enough to justify adding this additional leg to the timetable.
- 8.3.4 In response to Cllr Huntman's query regarding the Airport's largest outgoing expense, M Taylor stated that LSA's operations are heavily regulated to ensure safety and compliance for its customers, passengers and colleagues. This regulation incurs significant costs, making the maintenance, assets, and personnel for LSA the Airport's biggest single expenditure.
- 8.3.5 Cllr McMullan asked if the Airport was in negotiations with local taxi firms (except Andrews who are LSA's official taxi service) in relation to the new parking tariffs. M Taylor advised that he would liaise with Caroline Fitzgerald and provide an update at the next meeting. **Action: MT 19/11/25.**
- 8.3.6 Following a comment by Cllr Buck in relation to observing unintended consequences of the new parking tariff, ie dropping off/collecting passengers in the nearby retail park, M Taylor advised that this practice was occurring prior to the new tariff, but the policy is under constant review and LSA is monitoring feedback from passengers and liaising with the retail park.
- 8.3.7 L Balmer raised the issue that blue badge holders are not exempt from the new tariff, with the concern that they are being marginalised. J Marchetti confirmed that this matter will be discussed at the next 'Passengers with Reduced Mobility' (PRM) meeting in October as it is important that the disabled community is not disadvantaged. It is a 'live' issue which is not yet resolved and will be looked at further.
- 8.3.8 P Wilkins asked if other airports have free drop-offs? M Taylor advised if they do, they are usually off-site with a shuttle bus to the terminal.
- 8.3.9 Z Smith emphasised to councillors that if they receive negative feedback from their constituents in relation to the new parking tariffs, then these should be forwarded to their relevant officer to raise at the Transport Liaison Meeting.
- 8.3.10 J Marchetti advised that the S106 Operational Review was in the final stages before sharing with the LSACC and CNF. Once complete, E McDonnell will circulate the documentation to LSACC members via email, allowing a two-week period for comments. Following this, the final version will be formally submitted to SCC. The process has experienced a slight delay due to recent events.
- 8.3.11
- 8.3.12 Due to losing N Park's expertise and aviation knowledge, particularly around light aircraft operations, and Ian Greene's retirement from the DfT (funding from the CAA is no longer provided to support community meetings), LSA has taken the decision to pause the CNF meetings temporarily, to enable the Airport to review and resource new additional aviation support to the forum. The date of the next meeting will be confirmed once their new resource has been identified and is available. In the interim, any new noise matters may be addressed directly to the Airport Noise Manager.

- 8.3.13 J Marchetti reiterated that the link to request a mobile noise monitor can be accessed on LSA's website.
- 8.3.14 J Crewdson explained that easyJet is sensitive to noise and endeavours, whenever possible, to use the noise preferential routes and makes sure that out based pilots are aware that LSA is a noise sensitive Airport. He also emphasised that the newer aircraft in the fleet are significantly quieter, further supporting efforts to minimise noise impact on the local community.
- 8.3.15 J Marchetti informed the meeting that the next PRM meeting will take place in early October and following CAA recommendations, the role of Chair has been appointed to a disability group that are existing committee members.
- 8.3.16 LSA has 17 vacancies, primarily in Food & Beverage, with additional openings in Technical Services, Ramp, Air Traffic Control (ATC), and Surface Access. M Taylor noted that with the Airport now operating on a stable, based schedule, discussions are underway across all departments to convert temporary contracts into fixed-term positions - a significant and positive step forward for workforce stability and employee engagement.

9. ANY OTHER BUSINESS

- 9.1 Cllr McMullan asked if J Crewdson from easyJet could provide a brief update in relation to how operations are progressing and the challenges being faced. J Crewdson stated that it had been an encouraging few months. He began as a First Officer in 2012, and since then has experienced the strong sense of community that defines LSA. The environment has a genuine family feel - with passionate individuals whose commitment is reflected across the entire operation. From an operational standpoint, easyJet believes performance has met, if not exceeded, expectations. Nevertheless, the team remains focused on continuous improvement and striving for perfection. He is positive about the future and future growth.

DATES OF 2025 MEETINGS

The next Committee meetings, starting at 2pm, are as follows:

Wednesday 19 November 2025

The meeting ended at 15:00.

Signed: _____ Date: _____