LONDON SOUTHEND AIRPORT

Minutes of meeting No. 125 of the Consultative Committee held on Wednesday 19 November 2025 at 2pm at Southend Airport

Present:	David Osborn	Chairman
	Murray Foster	Deputy Chairman
	Jude Winstanley	CEO, LSA
	Jo Marchetti	Corporate & Social Responsibility (CSR) Manager, LSA
	Lana Balmer	Independent Representative
	Mike Davies	Independent Representative
	Ray Howard MBE	Independent Representative
	Councillor Mike Steptoe	Essex County Council
	Zhanine Smith (Officer)	Essex County Council
	Councillor Jonathan Garston	Leigh Town Council
	Councillor Phil Shaw	Rochford District Council
	Councillor Ian Ward	Rochford District Council
	Councillor Simon Wootton	Rochford District Council
	Iain Reid (Officer)	Rochford District Council
	Councillor Daniel Cowan	Southend-on-Sea City Council
	Councillor Robert McMullan	Southend-on-Sea City Council
	Marshall Mhiribidi (Officer)	Southend-on-Sea City Council
	Ian McNab	Essex Chambers of Commerce
	Les Sawyer	Residents Assoc (West Leigh)
	Jacqui Dallimore	Southend Business Partnership
	Ron Smithson	Southend Flying Clubs
	Emma McDonnell	Secretary (Minutes)

1. APOLOGIES FOR ABSENCE

1.1 Apologies for absence were received from Councillors Huntman, Reeves and Scott, together with J Quilter and P Wilkins.

2. CHAIRMAN'S OPENING REMARKS

2.1 The Chairperson 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 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 3 SEPTEMBER JUNE 2025

5.1 The minutes were formally adopted with no amendments and can be uploaded in final form on to the LSA website. **Actioned – remove from minutes**.

6. MATTERS ARISING FROM PREVIOUS MINUTES

Local Charities

6.1 L Sawyer presented the final nominees identified by the sub-committee to be recipients of the £1,500 available for local charities: Little Heroes (Registered Charity Number: 1167631), Equal People in Performing Arts (Registered Charity Number: 1116649) and Raw Learning Education (Community Interest Company). Cllr Steptoe commented that his daughter is connected to the latter organisation. The three nominations were approved.

6.2 J Marchetti and L Sawyer to liaise separately in relation to arranging a formal presentation event at the Airport or Holiday Inn Hotel. **Action: JM/LS 30/01/26.**

Pick up & Drop off at LSA

6.3 Further to Cllr McMullan's previous enquiry as to whether 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, J Winstanley confirmed that there is no free drop-off, with a £7 minimum charge for all vehicles for the first 5 minutes in the short stay car park.

6.4 Cllr McMullan reported that he had received correspondence from taxi drivers stating they are unhappy with this fee, with the result that some are now not prepared to come to the Airport and will wait in the nearby Airport Retail Park. Five minutes is not sufficient time to drop off/collect passengers with luggage. Cllr McMullan asked if LSA could revisit this time/fee structure to help taxi companies.

6.5 Following L Balmer's comment at the previous meeting, J Marchetti confirmed that the minimum charge for blue badge holders was discussed at the recent 'Passengers with Reduce Mobility' (PRM) meeting. J Marchetti explained that if a passenger with disabilities struggles to pick-up/drop-off within the 5-minute time period, then there is an easily located intercom help button which connects to LSA Surface Access colleagues, based in the train station, to make them aware of any delays, so that only the minimum charge can be applied. Further advice can be found on the LSA website: Special Assistance - London Southend Airport

6.6 A number of members remarked that they appreciated LSA is a business, but asked if the Airport could review the 5-minute period at a cost of £7 at some point in the future, as the current structure seemed unreasonable.

6.7 J Winstanley commented that LSA has carried out a benchmarking exercise across the UK in relation to this issue, but it is under constant review and at the present time there is no intention to make any commercial changes.

6.8 L Sawyer reported that he recently paid £15.50 for parking at the Airport, and was reimbursed £8 as only the £7 fee was applicable – he therefore wanted to know where the remaining 50p went. **Post meeting note** – L Sawyer contact details shared with Surface Access team to investigate this irregular matter and liaise with L Sawyer directly.

6.9 J Winstanley emphasised that he had taken all members' comments into account and would provide the forum with clarification on any ambiguities regarding the fees applied to taxi firms. **Post meeting note**: The contractual arrangement with LSA's taxi/private hire operator Andrews/AC's ensures such services are readily available for all of its passengers (arriving & departing and rail users), while maintaining a safe and orderly flow of such vehicles on site, and provides a commercial return to the Airport similar to that of the full tariff charged for pick up and drop off in all its facilities, by all other users.

6.10 Local, independent drivers who wish to operate under the same scheme as the Airport's operator are welcome to apply to join this scheme direct, via the Airport's contracted operator. This provides access to the private hire rank, directly after a drop off (or otherwise if demand requires), and will ensure that they benefit from the same opportunities while contributing fairly to the Airport. Jobs at Andrews Taxis Southend | South Essex's Premier Taxi Service

6.11 J Marchetti reported that LSA is developing an online social media video to support passengers with neurodivergent challenges, guiding them through their journey at the Airport - from the car park, through the terminal, security, and quiet space etc. The video will also provide practical tips, such as wearing a sunflower lanyard to indicate a hidden disability, enabling LSA staff to offer appropriate helpful assistance.

7. POINTS FORWARD DIARY

AIRPORT SURFACE ACCESS STRATEGY (ASAS) REVIEW

7.1 J Marchetti advised that this summer a staff travel survey was carried out and will be presented to the Airport Transport Forum in the New Year - currently 69% of staff use single car occupancy.

7.2 The initial results of a passenger QR code survey located in the departures area showed that passengers arriving by train tended to travel to more city-break destinations than beach holidays, however, the sample size of the survey was too small to be considered accurate enough to publish. LSA is looking to run an 'in-person' passenger travel survey next summer. J Dallimore commented that easyJet issues a post-travel questionnaire via email, asking passengers questions such as "*How did you get to the airport?"* J Marchetti to explore whether a similar tool could be adopted by LSA. **Action: JM 02/03/26.**

7.3 The ASAS will be reviewed at 2.5mppa. The Airport will continue to develop and monitor progress of its ASAS targets through the quarterly Transport Liaison Group and annual Airport Transport Forum meetings. **Transfer to Points Forward Diary November 2026.**

8. FASI ACP (FUTURE AIRSPACE STRATEGY IMPLEMENTATION) (AIRSPACE CHANGE PROPOSAL)

8.1 The Chairperson advised that in speaking with S Petrie, Airport Development Co-ordinator, LSA, there were no further updates. However, in June 2025, the government published the outcome of the consultation on reforming the UK's approach to modernising airspace design, confirming that it would proceed with setting up a **UK Airspace Design Service (UKADS)** provided by NATS (En Route) plc (NERL).

8.2 To enable this, modifications are required to NERL's air traffic services licence to give NERL the task of providing the UKADS. In addition, these modifications propose replacing the role of the Airspace Change Organising Group (ACOG) with a residual coordination role that would still be carried out by NERL, **UK Airspace Coordination Service (UKACS).** The UKADS will initially focus on modernising the airspace around London, while the UKACS will coordinate the strategically important, interdependent airspace changes necessary for modernisation at airports outside the scope of the UKADS. In this respect, two CAA consultations have been issued: CAP 3158 (UKADS) and 3159 (UKACS) - closing date for both is 12 January 2026.

8.3 The Chairperson explained that the above was for information purposes. E McDonnell to forward the two consultation documents to Cllr McMullan and L Balmer who requested copies for their review. **Actioned - remove from minutes.**

9. CEO REPORT

9.1 The Committee reviewed the report covering the period August to October 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.

9.2 The Chairperson commented that it would be taken as 'read' and Jude Winstanley summarised some principal points:

9.2.1 LSA delivered a successful summer in terms of passenger numbers and is on-track to reach 0.75 million passengers – aiming for 1 million in 2026.

9.2.2 The Airport has concluded its headcount for the winter period.

9.2.3 LSA is still significantly loss-making, but losses have reduced and will continue to reduce by increasing passenger numbers and good management.

9.2.4 Safety performance has improved by 5% on critical measures, headcount improved, operationally the Airport has improved – 'green' on all measures.

9.2.5 A new Director of People now onboard who is already making a significant difference.

9.3 The following questions/comments were raised during the meeting:

9.3.1 L Sawyer commented that the grand piano in the Departures lounge, airside just after Security, is a plus and very calming. This was generously donated by a member of LSA staff and is there for everyone to enjoy.

9.3.2 Following a query raised by L Sawyer, J Winstanley confirmed that he is not aware of any systemic issues regarding immigration queues and the incident to which L Sawyer referred was probably an isolated matter.

9.3.3 Cllr Cowan referred to 23% of the Airport's energy usage currently being produced by renewable sources generated onsite from its solar farm, and asked as LSA grows how will this be sustained? J Winstanley commented that this will provide an opportunity to do more with the solar farm in terms of installing batteries to store power rather than just use power as its generated. LSA does not supply power to businesses on the new industrial site close to the Airport.

9.3.4 In response to a question from Cllr McMullan, J Winstanley confirmed that, following Eastern Airways' suspension of operations and appointment of administrators, the company does owe money to LSA, and steps will be taken to recover what is possible. He added that the situation is disappointing, as passenger numbers on the Newquay route had been increasing.

9.3.5 J Marchetti stressed that the 'S106 Operational Review' was not a review of the full S106 Planning Agreement, but a number of smaller specific plans that sit under the document which are reviewed every five years. The plans have now been agreed with the local authorities and shared with the ACC and Noise Forum members for comments.

9.3.6 The S106 plans were formally submitted to Southend City Council (SCC) for approval on 3 November. M Mhiribidi confirmed that they are now going through the approval process and they align with planning. Although not a requirement, SCC has elected to offer a public consultation to local residents to show transparency (Rochford District Council and Essex County Council have chosen not to consult).

9.3.7 Cllr McMullan to provide Director of People at LSA with contact details in relation to potentially helping young adults who leave care with future employment opportunities at the Airport. **Action: Cllr McMullan: 28/11/25.**

9.3.8 Z Smith explained that she recently met with Stansted Airport College which offers young adults a unique opportunity to get onto the first rung of the career ladder within the aviation industry. The Stansted Airport Employment and Skills Academy offers a one-stop-shop for anyone interested in finding out about on-site vacancies. In addition, tailored aviation training programmes and apprenticeship schemes provide job seekers with the opportunity to effectively learn and gain the necessary skills to enable them to secure employment with one of more than 200 on-site employers. Z Smith to pass on relevant contact details to LSA as this could be mutually beneficial. **Action: Z Smith 28/11/25.**

9.3.9 J Marchetti reminded members that the Shoebox Appeal closes next week, and the 'Mental Elf' family fun run takes place on Sunday 7 December at 11:00 at Belfairs Woods.

9.3.10 Cllr Cowan noted that the CEO update included several strong community-relations initiatives. He added that, looking ahead to 2026, the Southend Boys and Girls Choir will be travelling to Barcelona from LSA in June/July and asked whether the Jet Centre or the hotel car park could be used as a space for parents to see their children off. It was agreed that Cllr Cowan would liaise directly with J Marchetti on this, as there may also be an opportunity to produce a publicity piece featuring the Airport piano. **Action: Cllr Cowan 02/03/26.**

9.3.11 J Winstanley reiterated that while LSA strives to be the best neighbour it can be, some noise is unavoidable, and residents have every right to raise concerns. As a business employing around 400 people, LSA will continue to take all reasonable steps to mitigate noise wherever possible.

9.3.12 Following a query raised by Cllr Ward, J Marchetti advised that in accordance with the conditions set out in the Section 106 Planning Agreement, LSA commissions an independent firm of aviation noise specialists to produce noise contours every two years for the summer period. 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) or Sound and Thermal Insulation Grant Scheme (for properties that fall within the 63dB LAeq 16-hr noise contour). As detailed in the Airport's Annual Report 2024/25, 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.

9.3.13 Cllr McMullan asked if de-icer fluid used on aircraft is collected separately and disposed of appropriately? **Post meeting note from J Winstanley:** *'London Southend Airport adheres to a regulated process and has infrastructure in place to responsibly manage surface water runoff. We also conduct water quality sampling tests across the Airport site, a practice implemented in 2012, to ensure environmental compliance is maintained.'*

10. ANY OTHER BUSINESS

10.1 Z Smith commented that if any members have unwanted IT equipment, then Essex County Council is providing a service to disadvantaged children. Z Smith to pass on relevant contact details to J Marchetti. **Action: Z Smith 28/11/25.**

10.2 The Chairperson explained that the 2026 meetings will be moved to a Monday as the Holiday Inn has become extremely busy and it is proving difficult to secure meeting room availability for Wednesdays. The following meeting dates for 2026, starting at 14:00 at the Holiday Inn Hotel, to be noted in members' diaries:

Monday 2 March
Monday 22 June
Monday 14 September
Monday 23 November

The meeting ended at 15:20.

Signed: _____ Date: _____