

London Southend Airport (LSA)

Meeting Notes from PRM Committee Meeting

16th March 2025 13.00 - 15:00

Jet Centre

Invited

PRM Chairs		
Older People's Community Mental Health, Dementia & Frailty	Spencer Dinnage Nancy Smith	Apologies Attended
LSA		
Security Manager	Paul Moor	Attended
Airport Duty Manager	Richard Hodgson	No response
CSR Manager	Jo Marchetti	Attended
Airport Duty Manager	Leanne Dubovie	Attended
PRM representatives		
Qualified Teacher for Vision Impairment (QTVI)	Beatrice Iordachi Lisa Curwood	Attended Attended
BSL Sign Language	Daniel Dominey	No response
Age Concern	Sarah Wilson	Attended
Dementia (early onset)	Clare Kelly – Peaceful Place	No response
Autism/ADHD (children)	Mikaela Clements – Little Heroes ASD	Attended
Autism (adult)	Dawn Avery – parent/author Keith Avery - parent Aston Avery – adult with autism	No response
Mental Health	Sophie Cooper – SECE Mind	Apologies
Sunflower – Hidden Disabilities	Ruth Rabet	Attended
Passenger – wheelchair user	Zec Richardson	Attended
Essex Therapy Dogs	Tina Jullings	Attended
Airport Consultative Committee	Les Sawyer	Attended
Andrews Taxi	Tommy Watson	Apologies
CAA representative	Emily Kilby	No response
easyJet Airline	Harvey Willis	Apologies
Learning Disabilities	Joel Wall	Attended
RRAVS Voluntary services	Victoria Marzouki	Attended
SAVS CEO	Anthony Quinn	Attended
CAVS	Tracy Harris	Attended
Carers First	Emma Summers	Attended
Guide Dogs	Penny Hefferen	Attended
RNID	Aaron Coles	Apologies

Welcome and introductions.

Chair and members introduced themselves.

Apologies noted above.

Action Log

Each action was discussed and either remained open or was closed. A new action brought by Penny was added. Please see attached Action Log for details



Southend Airport
PRM Action Log 16th

Annual Airport Transport Forum

The date of the next forum is 23rd March 2026 starting at 10:00. Members wishing to attend should contact Jo directly

Passenger PRM feedback since last meeting

Jo explained that they are still waiting for the CAA report and this is expected shortly

General airport update including car park changes

London Southend was pleased to welcome easyJet back to base in March. 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.

easyJet operated up to 23 destinations last year and have announced three new routes for Summer 26.

Eastern Airways also ran a service to Newquay, and we hosted the annual package holiday to Lapland, with all the festive trimmings.

A total of 786,103 passengers travelled through London Southend Airport in the 12-months March - February 2026 to 23 easyJet destinations, plus Eastern Airways to Newquay and the annual package flight to Lapland.

176% passenger number increase on the previous reporting year to Feb 2025

Total numbers of ATMs for the year end Feb 26 was 39,635 of which 5,559 were scheduled passenger flights and 1,276 were business jets.

Our dedicated Business Development team are continually looking for new airline partners and passengers! The team regularly attend international conferences and host travel events, showcasing the destinations on offer from LSA.

- ERA (European Regions Airline Assoc) in Copenhagen.
This event is a significant gathering for regional aviation stakeholders across Europe, offering a platform to discuss industry challenges, opportunities, and developments.
- Routes Europe in Seville, which gave the opportunity to meet key stakeholders across the route development community and drive network growth.
- Routes World in Hong Kong

Passenger numbers are forecast to grow by 30% to 933,000 in 2026.

LSA will be onboarding 57 new colleagues for the start of the 2026 Summer schedule - 70% due to start by 02/03/26. There are currently 10 roles being advertised, mainly in F&B and Handling.

As at 28/02/26 LSA directly employed 340 colleagues in 231 full-time and 109 part time roles. 85.1% of airport colleagues currently live in an SS postcode area.

A Wellbeing Event is being planned for March. LSA colleagues will be offered advice on health, wellbeing, finances and public transport from a host of local businesses.

LSA announced a new charity partnership with Havens Hospice. The selection process included 14 applications of which a final five were out to a colleague vote. LSA have organised a charity football match at Roots Hall in May to raise funds for Havens.

In addition to working with a charity partner, the airport also supports other local good causes.

- Discarded buggies donated to The Shoebury Ark, and left luggage cases to HARP
- Food donations collected for The Shoebury Ark before Christmas
- The airport took part in and provided a collection point for the Christmas Shoebox appeal
- Once again supported the SECE Mind Mental Elf run in December
- A group of 20 Level 3 Travel and Tourism students visited the airport in January to find out more about jobs in aviation and how the airport is managed.

Zec Richardson from the PRM committee began a voluntary role at the Airport on Friday 6th March for 4 hours per week every Friday with the Passenger Experience Assistant (PEA) team - hosting landside alongside the PEAs. The role provides Zec an opportunity to get back to work and gain confident in a working environment. Zec has also offered PRM handling training.

A student from USP College has started with LSA on a supported internship. Vinny is 19 and has autism & ADHD. He currently volunteers with the Vulcan Trust and is very passionate about everything related to planes and aviation, so is excited to start a placement with LSA. He will be with LSA 1-2 days per week as part of his college programme for the next few months, completing a training programme around different aero departments. He started in Fuel, and has time planned with Fire, Engineering and the Jet Centre.

LSA Director of People, Lisa Price, held an employer presentation on 12th March at the Southend Adult community college to a group of hospitality students on careers at the airport .

Car Parking changes

Jo Marchetti explained that the free drop-off pick-up (DUPO) option in LS3 had been removed to enable the Airport to optimise revenue from its assets in line with other UK airports.

The 0-5min DUPO was increased to 0-10mins in January to allow extra time for passenger to vacate their vehicles. The price was increased from £7-£8 and a new 'Express Lane' was installed in March, making it even easier to get dropped off just opposite the passenger terminal. Payment is made online via the LSA website within 24 hours.

There is provision for a disabled bay in the Express Lane and PRM passengers are advised to use the buzzers located at the barriers and ticket machine to request additional time so they only pay the minimum £8 fee. Information is available on the website [Special Assistance - London Southend Airport](#)

Should you need a little more time to complete an accessible pick up or drop off, please let us know via the help buttons on the exit barrier or at the payment machine. If you need help getting to or from your car, please [contact your airline](#) prior to travel to book special assistance.

LSA is also working to improve the navigation on the website for mobile phone users. The help tab has been renamed 'support' and the numbers of click journey reduced to find 'assisted travel' information. Jo Marchetti encouraged members to try and navigate the webpages and send feedback.

AOB

Emma from Carers First remarked of the positive feedback she had received from one of her carers who's mum was taken ill on holiday and than again on the flight home. The daughter praised the airline and LSA for their care and attention at a very difficult time.

Zec offered to support staff training for wheelchair users and mobility challenges. Paul said he would speak to the training team.

Penny asked if an arrivals video could be facilitated going forward.

Meeting ended at 15:00