London Southend Airport (LSA)

Meeting Notes from PRM Committee Meeting online

2nd November 2026 15:00- 16:30

PRM Chairs		
EPUT: Older People's Community Mental Health, Dementia & Frailty Service	Spencer Dinnage Nancy Smith	Attended Attended
LSA		
Security Manager	Paul Moor	Attended
Airport Duty Manager	Richard Hodgson	No response
CSR Manager	Jo Marchetti	Attended
Airport Duty Manager	Leanne Dubovie	No response
Travel Trade & Events Manager	Sarah Martin	Apologies
Airport Duty Manager	Nikki Brittan	Attended
Front of House Manager	Sarah Bryan	Attended
Ground Handling Training Manger	Lyndsey Ellis	Attended
PRM representatives		
Qualified Teacher for Vision Impairment (QTVI)	Beatrice Iordachi Lisa Curwood	Attended Apologies
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	No response
Passenger – wheelchair user	Zec Richardson	Attended
Essex Therapy Dogs	Tina Jullings	No response
Airport Consultative Committee	Les Sawyer	No response
Andrews Taxi	Tommy Watson	No response
CAA representative	Emily Kilby	No response
EasyJet Airline	Wallis Harvey	Attended
Learning Disabilities	Joel Wall	No response
RRAVS Voluntary services	Victoria Marzouki	No response
SAVS CEO	Anthony Quinn	Attended
CAVS	Tracy Harris	Attended
Carers First	Emma Summers	Apologies
RNID	Aaron Coles	No response
Southend Insight	Lucy Martin	Apologies
Thomas Pocklington Trust	Sam Leftwich	Attended

London Southend Airport (LSA)

Welcome and introductions.

Chair and members introduced themselves.

Apologies noted above.

Action Log

Each action was discussed: New actions were added, closed actions were moved and ongoing actions remained. A number of observations from the Tour were discussed and have been added to the action log. Please see attached Action Log for details.

General airport update (Jo Marchetti)

- The latest CAA statistics, covering the second quarter of 2026, show London Southend rising from third to first place among UK airports, overtaking Liverpool and Aberdeen to claim the number one position.
- The result also strengthens London Southend's position as London's most punctual airport. Its 84% on-time performance puts it seven percentage points ahead of its nearest London rival, London Heathrow – an improvement from a two-point lead in the previous quarter.
- The airport's table-topping performance comes during a period of significant growth. In the first six months of 2026, London Southend has retained its position as the UK's fastest-growing airport, an accolade it also achieved in 2025.
- As London Southend progresses in the next phase of its growth, the airport is pleased to announce the appointment of its Chief Financial Officer, Sharmeen Divan, as Interim Chief Executive Officer, effective immediately.
- Chief Executive Officer, Jude Winstanley, left the airport on 30th September 2026 to pursue new opportunities outside of the aviation industry.
- Divan joined London Southend Airport in May 2025 and brings a wealth of experience and expertise to the role. Her leadership will provide continuity and further strengthen the airport as we progress our ambitious plans for future growth. The airport's shareholding, ownership structure and strategic direction remain unchanged.
- New routes announced;
    - 26 April: easyJet announced a new route from London Southend Airport to Budapest, Hungary. Flights are now on sale, with the new service set to commence on 26 October 2026 and will operate twice a week on Mondays and Fridays through the winter.
    - 05 June: easyJet announced a return of flights from LSA to Belfast, Northern Ireland, on sale for winter 2026/27. New route will operate three times a week on Mondays, Fridays and Sundays.
    - 18 June: easyJet announced a new route between LSA and Edinburgh, further strengthening its UK domestic network and providing customers in Essex and the wider south-east with direct access to

London Southend Airport (LSA)

Scotland's capital. Flights are on sale from today, with the new service set to commence on 25 October 2026 and operate twice a week on Thursdays and Sundays.

- 26 June: easyJet has announced two new routes to Lyon and Sharm el-Sheikh with services to Lyon set to commence on 3 December 2026, operating twice a week on Thursdays and Sundays. Flights to Sharm el-Sheikh will begin on 4 January 2027, operating twice a week on Mondays and Fridays.
- 17 July: Extra flights to Munich added in time for Christmas market season.

- The airport is extending its new summer services to Jersey and Munich into the winter season, taking its winter network to 26 destinations, and 30 across the whole year.
- In September easyJet announced it will add a fourth based aircraft at London Southend Airport, further expanding its presence at the airport and supporting continued growth and jobs. The expansion will also support the local economy, with each UK-based aircraft supporting around 400 direct and indirect jobs and £27 million UK gross value added (GVA).
- Alongside the additional aircraft, easyJet also announced a new route from London Southend to Rhodes. The new service to the popular Greek island will commence on 27 April and operate twice a week on Tuesdays and Saturdays.
- Passenger numbers from March to October 2026:

	Arriving	Departing	Total
Mar	26,040	32,583	58,623
Apr	38,891	37,984	76,875
May	41,158	45,516	86,674
Jun	41,831	41,744	83,575
Jul	42,262	46,234	88,496
Aug	48,931	47,037	95,968
Sep	43,737	41,267	85,004
Oct	42,261	40,573	82,834
Grand Total	325,111	332,938	658,049

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.

Onward travel

- The X30 bus service has returned to the airport forecourt for the early and late flights (other services are now re-routed via Southend Hospital.
- New bus route 23A launched August 2025
- New bus route 62 launch October 2026
- The airport car parks have been renamed as Budget, Standard, Premium and Superior.
- PRM passenger that need more than 10mins are advised to use Superior car park (behind Express PUDO) and will be charged the standard £8 drop off regardless of time taken.

London Southend Airport (LSA)

- LSA is working to update website to make it clearer to get assistance from arrival points
- A passenger travel survey is underway to understand how passengers are arriving to the airport and how we are performing against our ASAS targets.
- The DRAFT annual report was approved by the ACC in June and sent to all key stakeholders 22/07/26 and is now on the LSA website. LSA-Annual-Report-2025-26.pdf

CAA Report: Jo Marchetti

London Southend has been rated 'Very Good' in the latest CAA Airport Accessibility Performance Report 2025/26 Airport Accessibility Performance Report.

Moving forward LSA is looking to implement digital (QR code) ECAT surveys and auto-send CAA surveys for passenger feedback.



PAX07 - PASSENGER ASSISTANCE & PRM ‹

Hidden Disabilities Training: Lyndsey Ellis

Lindsey gave a presentation showing the new hidden disability training that was available to LSA through their Hidden Disabilities membership. This included training on speech impediments, mental health, dementia, panic attacks as well as the sunflower lead hidden disabilities.

The training includes videos and draws on colleagues lived experiences from working at the airport, specifically assisting children with ADHD and autism.

The training also includes Tourette's and other hidden disabilities that are less common.

Staff are taught how to address passenger requiring different levels and types of assistance and how to best look after their equipment.

The training package has now been rolled out as a compulsory training module to be completed by all airport staff.

Where does assistance begin?: Jo Marchetti

LSA has recently been working with the CAA to improve the assistance provided for PRM passengers. Airport's are now all moving to provide assistance to and from points of arrival i.e. car parks, rail station and bus/taxi stops.

Guidance can be confusing – airport 'should' provide assistance… not compulsory however they will be judged upon audit as to the level of service provided.

LSA is looking to better resource so improvements can be made. Have trailed a waiting area for arriving pax – not warmly received.

Assistance under the responsibility of airports under Assimilated Regulation (EU) 1107/2006 ('Regulation 1107'): Assistance to and from designated points

London Southend Airport (LSA)

Annex I of Regulation 1107requires airports to provide the assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to communicate their arrival at the airport and request assistance at designated points. This includes facilitating movement from a designated point to the check-in area on departure and from the baggage reclaim area to a designated point on arrival. The Regulation states that designated points should be provided, as appropriate, at key locations including terminal entrances, check-in areas, railway, metro and bus stations serving the airport, taxi ranks, other passenger drop-off points, and airport car parks.

Therapy Dogs – Jo Marchetti

On very hot days the Therapy Dogs were not expected to come into the airport

Passenger feedback

Dear Southend Airport Team,

I wanted to share a sincere note of gratitude following a recent experience at the airport involving the Essex Therapy Dogs initiative.

In a moment where I didn't realise how much I needed support, I met Anne and her little white dog. What should have been a simple hello quickly became something far more meaningful. I was travelling for a family funeral and found myself in a very emotional and vulnerable state. The combination of gentle interaction with the dog and Anne's kindness and willingness to listen helped me manage emotions that had become overwhelming and were causing significant anxiety.

That brief interaction made a real difference to my ability to continue my journey. It helped ground me, eased my anxiety, and gave me a moment of calm during what was otherwise a very difficult and distressing time.

Initiatives like this are incredibly valuable. Airports can be stressful environments at the best of times, and for passengers dealing with personal challenges, grief, or anxiety, having access to compassionate support like this can be genuinely impactful. It not only improves the travel experience but also demonstrates a level of care and humanity that is deeply appreciated.

Please do pass on my sincere thanks to Anne. Her kindness, empathy, and the comfort provided by her and her dog had a lasting positive impact on me.

Thank you for supporting such a meaningful initiative—it truly makes a difference.

SCAN Security Training: Paul Moor

Paul Moor provided an explanation as to the challenges around making a PRM walk through video and what considerations there are for counter terrorism.

SCaN training is being rolled out to LSA staff to ensure they understand how to maximise safety and security around the airport site by being aware what information they may be providing to individuals or groups seeking to cause the organisation harm.

The airport needs to balance what we put out on the internet with, what we effectively are at the moment, in a very hostile environment. We've seen the news and we must consider a common threat assessment, which has just come out and that grades every area. And for us, very much the land side of our airport, the front of the terminal, the railway station, is our point of most vulnerability.

LSA is reviewing the information on its website and will publish as much information as is helpful but safe and does not pose a security risk.

London Southend Airport (LSA)

Passenger Feedback – Nikki Brittan

Nikki reported that that airport had received nine negative comments/complaints about PRM assistance since March 2026.

PRM Complaints 2026.pdf

AOB:

- Zec mentioned the 'wet floor' sigs are left on the floor long after the floor has dried. This is causing more of a risk that the wet floor and an obstacle to be negotiated. Nikki Brittan said she would chase up with the cleaners.
- Sam mentioned that Type 1 diabetes equipment can be broken if worn in the scanner. Paul responded that if wearing Type 1 diabetes equipment, make yourself known to the staff to make alternative arrangements and avoid the scanner machine.

Date for future meetings:

Tuesday 16th March 15:00 MS Teams online meeting