



Engagement Project - Board Update

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Project to date

“ Publish best practice guidance on how airports should consult more generally on aviation noise ”

Considerable amount of work had been done prior to the Covid-19 pandemic, including:

- Exploring existing methods of best practice to provide recommendations for improvement
- Considering the approach and methodology used for engaging about noise, such as ACCs, Noise Forums and Noise Action Plans
- Attending and observing meetings to develop better understanding and areas for improvement
- Developing case studies looking at large, medium and small UK airports in urban and rural areas
- Running an online survey seeking community feedback on methods of engagement and successes and failures



Aims

Impact of Covid-19 has provided an opportunity to review and develop something that will help airports to engage more fully and effectively with stakeholders and communities as they emerge from the Covid-19 crisis.

The project aims:

- To **ensure that airports continue to engage effectively on noise** and help them to improve their practices for the benefit of communities, wider stakeholders and the longer-term sustainability of the UK's aviation sector.
- To **promote good engagement practice and build on any successful methods that were** taking place before the Covid-19 pandemic
- To **help UK airports to learn from each other's previous experiences**, including challenges that some faced and how they overcame them
- To instigate **new ways of thinking around engagement**, reflecting on the impact Covid-19 has had on the existing channels and methods



Objectives

We will seek to:

- Map how airports have previously engaged with communities and stakeholders on the issue of aviation noise
- Understand communities' perspectives on airports' past engagement practices on noise
- Review how Covid-19 has impacted on airports, including on their engagement, and what the implications of this are going forward
- Set out a rationale for why airports should continue to engage with their communities on noise
- Establish a set of key questions or tests that airports can use to check their future engagement plans against to ensure they are as effective as possible, as well as suggested ways that communities can get the most out of their engagement.



Structure

Story so far

- What methods of engagement have airports used and how successful have they been?

Current situation

- How does Covid-19 change things?

New rules of engagement

- Who should airports seek to engage and how?
- What can they learn from international examples?

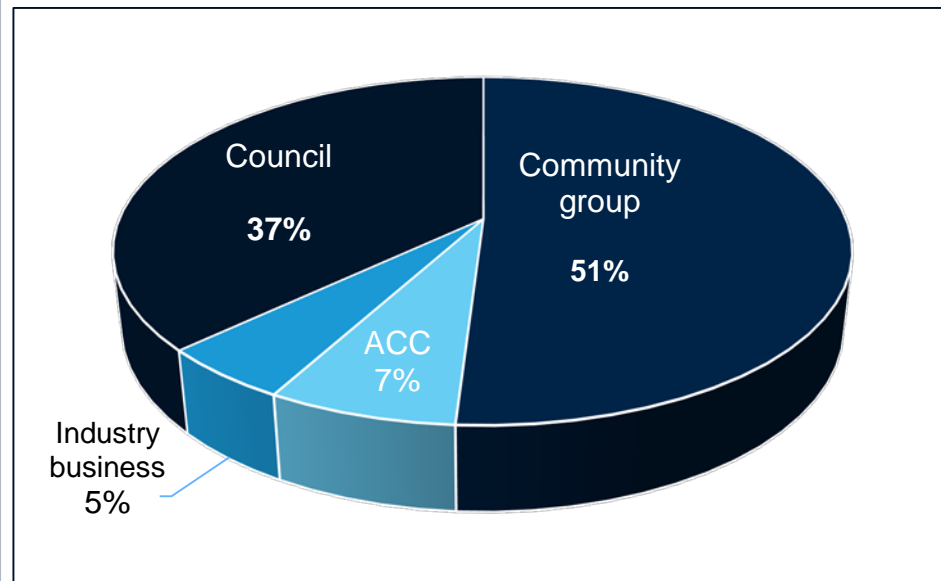
Recommendations

- Develop mandate for airports to use as they plan future engagement about noise
- Guidelines for noise forums



Community survey

- In February 2020, ICCAN ran an online survey seeking to find out more about how airports engage with local communities to better understand what approaches work well and where improvements could be made
- Sought to find individual experiences of airport engagement across the country, and how it was received within local communities.
- The survey received 136 responses, of those 95 were individuals and 41 were from respondents representing organisations.



Responses

- Responses received from across the UK and Europe
- Almost 75% of respondents had previously been contacted by their local airport
- Most common reasons for engagement were airspace change, planning proposals and responses to noise complaints
- Almost 50% of respondents had attended a meeting about the airport

Region	Airports	Responses
South East	Gatwick	30
	Heathrow	24
	Luton	11
	Biggin Hill	8
	London City	6
	Manston	2
	Southampton	1
Midlands	Leeds Bradford	24
	Doncaster Sheffield	1
Scotland	Edinburgh	6
	Glasgow	3
North	Inverness	1
	Newcastle	8
	Manchester	3
South West	Bristol	4
International	Schiphol	3
	Brussels	1



What airports did well

- Quick at responding to community queries
- Hosting and attending local meetings
- Good online presence / strong websites and social media accounts
- Communicating their future proposals well

Areas for improvement

- Address the issues head on and don't hide from difficult conversations
- Identify the right stakeholders and understand different perspectives
- Engage in areas that are going to be impacted in future
- Openness and transparency
- Listening to concerns / sensitivity to impacts
- Technical detail must be easier to understand



Next steps

