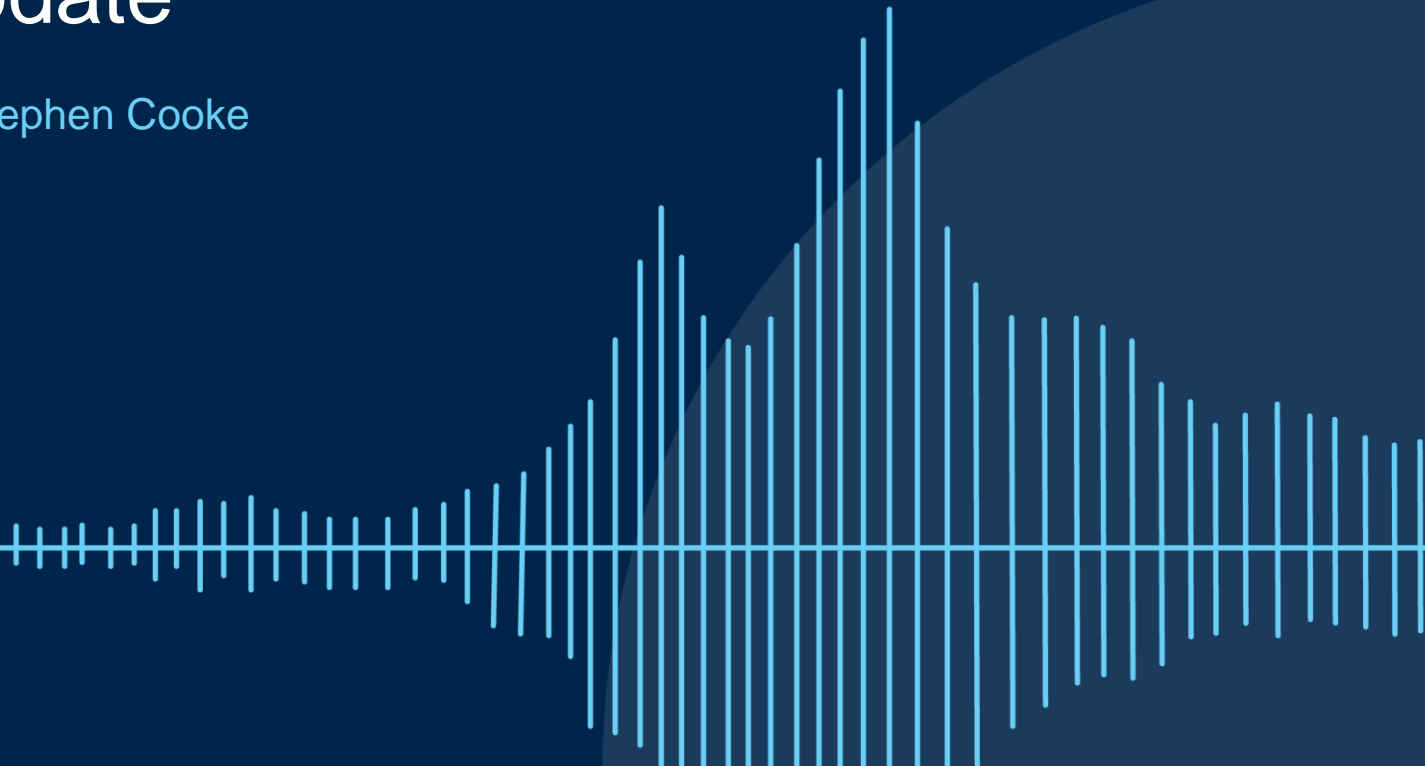




# Consultation & Engagement Project Update

Rupert Basham & Stephen Cooke



# Consultation Best Practice Toolkit - Scope

- ICCAN is developing a toolkit to help airports undertake consultation on airspace change proposals under CAA's CAP1616 process
- To help airports consult with local communities and other airspace users about the noise impacts of any proposed airspace change
- Can be used by airports of varying size to better understand different methods that could be used to achieve better consultation participation
- It is not guidance, but an advisory suite of options to be considered by airports as they prepare for consultation

## Airspace Design:

Guidance on the regulatory process for changing airspace design including community engagement requirements

CAP 1616



Change categories	Other categories	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6	Stage 7	Airspace profile
Classical	Airspace Design	A, S, of Plans	B, Environment	C, Consultation	D, Design	E, Options	F, Submission	G, Decision	Alt. EPR



# Consultation Best Practice Toolkit - Development

- CAA have amended CAP1616 to include ICCAN's toolkit
- Seeking feedback from airports, the CAA, Airspace Change Organising Group (ACOG) and communities:

## **Activities include:**

hosting industry workshop in Birmingham on March 10 to seek input from airports on direction & content of toolkit

- currently running an online survey for communities to seek examples of good / bad consultation practice
- regular catch-ups with CAA / ACOG
- Working with The Consultation Institute to develop toolkit and provide best practice guidance
- Will host online and make it engaging and interactive – working with APS, who developed ICCAN website



# Consultation Best Practice Toolkit - Structure

## Audience

- How to identify the right audiences
- How to carry out stakeholder mapping successfully
- How to engage with seldom heard

## Approach

- Public events – types, strengths / weaknesses
- Communications channels & Digital – social media, video, online, media

## Materials

- Checklist of considerations
- Noise metrics, graphics, booklets
- Question development & design

## Length

- Project planning
- Mid-point review / things to consider
- Closing research / top-up engagement

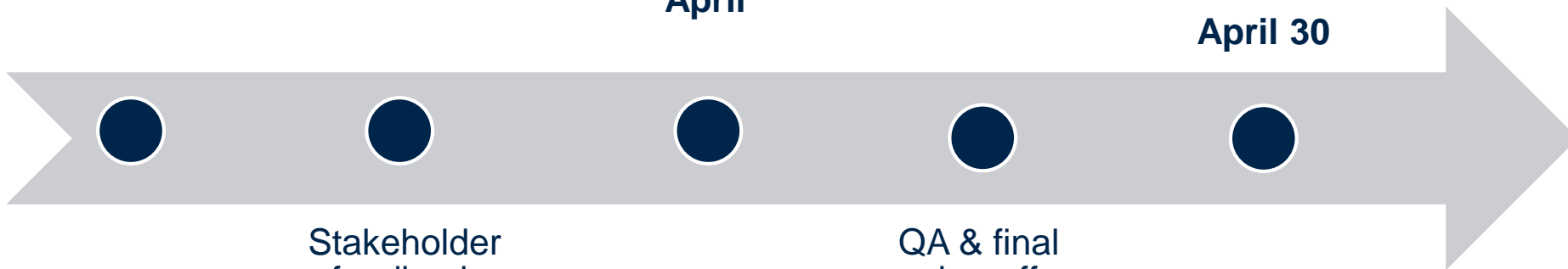


# Consultation Best Practice Toolkit - Delivery

Draft toolkit  
**February**

Digital  
development  
**late March /  
April**

Publication  
**April 30**



Stakeholder  
feedback  
**mid-March**

QA & final  
sign-off  
**April**



# Engagement - Scope

- ICCAN is exploring how airports engage with communities about noise
- Exploring existing methods of best practice & recommendations for improvement
- Case studies looking at large, medium and small UK airports from urban and rural areas, including:
  - Heathrow, Gatwick, Manchester
  - Glasgow, Birmingham, Edinburgh
  - Aberdeen, London City, East Midlands, Cardiff
- Will consider their approach and methodology, such as ACCs, Noise Forums and Noise Action Plans





# Engagement – Development & Delivery

- Project team made up of Stephen, Rupert, Aaron and Stuart
- Combination of desktop and primary research
- Currently running an online survey for communities to seek examples of good / bad engagement practice
- Looking internationally for wider examples of best practice and lessons learnt:
  - Vienna Dialogforum
  - Toronto Pearson's Residents' Reference Panel
  - Schiphol's independent information & complaints centre
  - Frankfurt Airport's Fluglärm





# Engagement - Delivery

