



Engagement Project November Board Update

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Project 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 **understand what practices have been used** for community engagement on noise
- To **outline key considerations and best practice** when establishing and developing noise forums
- To **instigate new ways of thinking around engagement**, reflecting on the impact Covid-19 has had on the existing channels and methods



Project 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
- Consider how Covid-19 has impacted airports, including on their engagement, and what the implications of this are going forward
- Set out a rationale for why airports should engage with their communities on noise using appropriate methods
- Establish a set of considerations that airports can use to ensure their future engagement is as effective as possible



What is engagement & why is it important

Impact of Covid-19 and implications for airport engagement
 What existing methods have been used (ACCs / Noise forums / continuous engagement / case studies)



ICCAN's community survey

Captured views from local communities about what engagement approaches worked well, and where improvements could be made
 Focus on audience identification & understanding, openness & transparency particularly around difficult subjects, making technical details easier



Noise Forum recommendations

Setting out the key areas airports must address before setting up a noise forum
 Providing ICCAN's view and expectations



Continuous engagement

Why it's important, particularly in a post-Covid landscape and how it helps to build social capital
 Best practice on methods that could be adopted



Noise forums

- Key issue – only three airports operate a noise forum.
- All three have reviewed forums with a view to changing them & have sought ICCAN's view in the process
- Appropriate now for ICCAN to take a view on noise forums & set out what best practice would look like

It is ICCAN's view...

...that every airport in the UK which is required to produce a noise action plan should also host a noise forum of some shape, designed proportionately to its activity levels, to demonstrate transparency and accountability for communities as part of its noise mitigation process.



ICCAN guidance for noise forums

Report is setting out a series of considerations in four key areas

Purpose

Governance

Membership

Operations



Purpose

What is the purpose of the forum?

- Essential to establish & agree aim and purpose of noise forum
- Airports must identify what they want to achieve by developing a forum

What role will the forum have?

- Important to define what practical changes the forum can influence
- Mandates are an effective and collaborative way of developing mission statement

What will be the scope of the forum?

- How representative should the forum be – focused group or wider approach?



Governance

What structure should the noise forum have?

- Should be proportionate to local area and airport activity levels and remain manageable in size
- Consideration given as to the audiences involved & whether to adopt sub-groups

How should the forum be led?

- It is ICCAN's view that a noise forum should have an independent chair
- External support could be used to ensure the right appointment is made

How will the forum sit alongside the ACC?

- It is ICCAN's view that noise forums should be the main body responsible for reporting on noise and this should be fed back at each meeting of the ACC



Membership

Local authorities

- Senior council representatives such as cabinet members and senior technical officers must feature
- ACCs and noise forums must not feature same representatives

Community representatives

- Fully constituted groups invited to attend
- Sub-groups could be used to allow larger representation, and nominated reps attend a main forum
- Important to include groups that represent airport's noise footprint
- Encourage the use of an independent noise expert to help with community understanding



Membership

Wider community

- Opportunity to invite new audiences to have a voice and offers a broader range of views
- Could be complemented by wider continuous engagement process

Airport management & industry representatives

- Airport should be appropriately represented
- If seeking to enact change, airlines and air traffic control representatives should feature



Operations

How do you agree a work programme?

- Setting out programme of activities should help demonstrate impact of the forum – short, medium and long-term goals
- Activities must have buy-in from membership

Forum meetings

- Online meetings should be considered to allow for greater participation

Evaluating success

- It is ICCAN's view that reviews should be carried to coincide with term length and carried out by third party
- Opportunity to re-evaluate goals, membership and chair
- All papers must be available to promote transparency

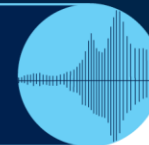


Continuous engagement

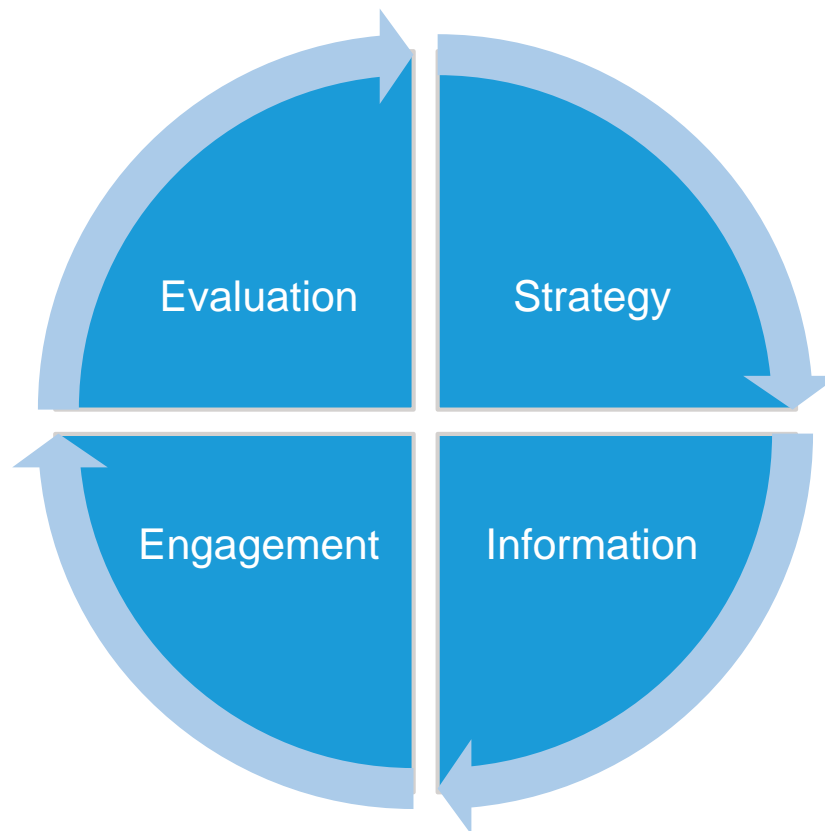
What do we mean by continuous engagement?

A process that creates an on-going dialogue with identified audiences, through a cycle of engagement activities, to address specific issues over an extended period of time.

- Presents an opportunity to have a deeper dialogue, involve new voices and build social capital
- Good opportunity to review existing engagement activities and mechanisms
- Opportunity to instigate new ways of thinking and implement different approaches



Continuous engagement





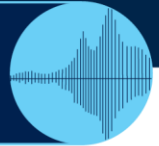
Strategy

Defining the purpose and role of a continuous process

- Be clear about what the process is seeking to achieve
- What role and influence will participants have

Identifying participants

- It is a good opportunity to attract a broader range of stakeholders – those not already participating in the conversation
- Identify impacted audiences and seldom heard



Information

Identifying the right information

- Sharing information as a starting point for discussion and debate
- All information must be made available online and be made available to those without internet access

Resource requirements

- Will require considerable staff time, so must be planned properly to ensure process is delivered correctly and efficiently
- How might specialists be used?



Engagement

Purpose for engagement	Possible techniques
Providing information	<ul style="list-style-type: none"> - Website / web based portal - Video - Pop-in events
Seeking feedback and views	<ul style="list-style-type: none"> - Online questionnaire - Focus groups - Forum discussion
Discussing ideas and solutions	<ul style="list-style-type: none"> - Deliberative events
Working together	<ul style="list-style-type: none"> - Citizens' assemblies



Evaluation

Reviewing the process

- Seek feedback from participants on progress of engagement and report on findings
- Evolve the process for next cycle of engagement

Building social capital

- Continuous engagement can lead to stronger relationships and improved trust
- Good opportunity to invest in relationship building while skies are quieter



Next steps

- Take Commissioner feedback on board
- Continue to engage with airports ahead of publication
- Seek feedback from key community representatives about recommendations
- Publish in Nov

Any questions?