

# **Symposium 2020 Presentation**

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# HACAN

- ▶ **Heathrow Association for the Control of Aircraft Noise**
- ▶ **A membership organisation with several thousand members**
- ▶ **Giving a voice to residents under the flight path across a wide region**

# From non-engagement to meaningful engagement

▶ 2000



▶ 2020



# What changed?

- ▶ I suspect **the key moment** was when the Conservative-led Coalition Government rejected Heathrow's proposal for a 3<sup>rd</sup> runway in 2010

- ▶ **The industry reassessed its approach**



# Engagement Begins

- ▶ Both Heathrow and HACAN came to understand that it was **in our mutual interest** to engage



# Engagement not Consultation

- ▶ Engagement **includes** consultation
- ▶ Consultation is a **one-off event**
- ▶ Engagement is **an on-going process**

# Engagement at Heathrow

- ▶ Heathrow took the trouble to **understand community concerns** and **act upon them** where it could
- ▶ Heathrow set up a number of **engagement forums**

# Community Influence

- ▶ Communities not only make suggestions **but help shape events**
- ▶ **A good example of this:** Communities have helped shape Heathrow's plans for the biggest redesign of its flight paths for 50 years



# Going Beyond Heathrow

- ▶ **Heathrow has drawn in other sectors of the aviation industry** – e.g. NATS and the CAA – as well as the Department for Transport
- ▶ **And outside the Heathrow arena** NATS, the CAA and the Department for Transport are engaging more meaningfully with communities

# Communities Shaping Heathrow's Flight Paths

- ▶ People were asked what was **most important** to them in the redesign of flight paths:
- ▶ **either** the fewest number of people would be affected (which would be done by concentrating all the flight paths over certain communities);
- ▶ **or** that periods of respite were provided to all communities
- ▶ **or** that new areas should be avoided
- ▶ The least popular was the first one **so Heathrow are now designing** multiple flight paths so that can be rotated while avoiding new areas if at all possible.

# Is Engagement Working?

- ▶ Heathrow is committed to a more **'community-friendly'** third runway
- ▶ Heathrow is drawing up **flight paths** much more along the lines the community wants

**But** there is frustration amongst many residents *that not enough is being done to sort out immediate noise problems*

**And** it will take longer to overcome the **legacy of mistrust**

# The Missing Element

- ▶ *“not enough is being done to sort out immediate noise problems”*

Large organisations tend to think and plan **longer-term**

Residents are often desperate for **short-term solutions** to their problems

# The Secrets of Success?

- ▶ **The airport must be willing** to gain a real understanding of community concerns
- ▶ And to address them even if that may mean changing its plans
- ▶ The community should be allowed to shape future plans wherever possible
- ▶ **Community groups must accept** that the airport's prime purpose is to run a successful business and is not there to act as an arm of the social services
- ▶ And there must be a willingness at least to explore the possibility that the airport might be serious in wanting real engagement.

# Engagement

- ▶ **Not in bed together – we still must retain and promote our separate interests**



# Engagement

- ▶ But showing a mutual understanding and respect

