Symposium 2020
Presentation

John Stewart
Chair HACAN
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 3rd 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