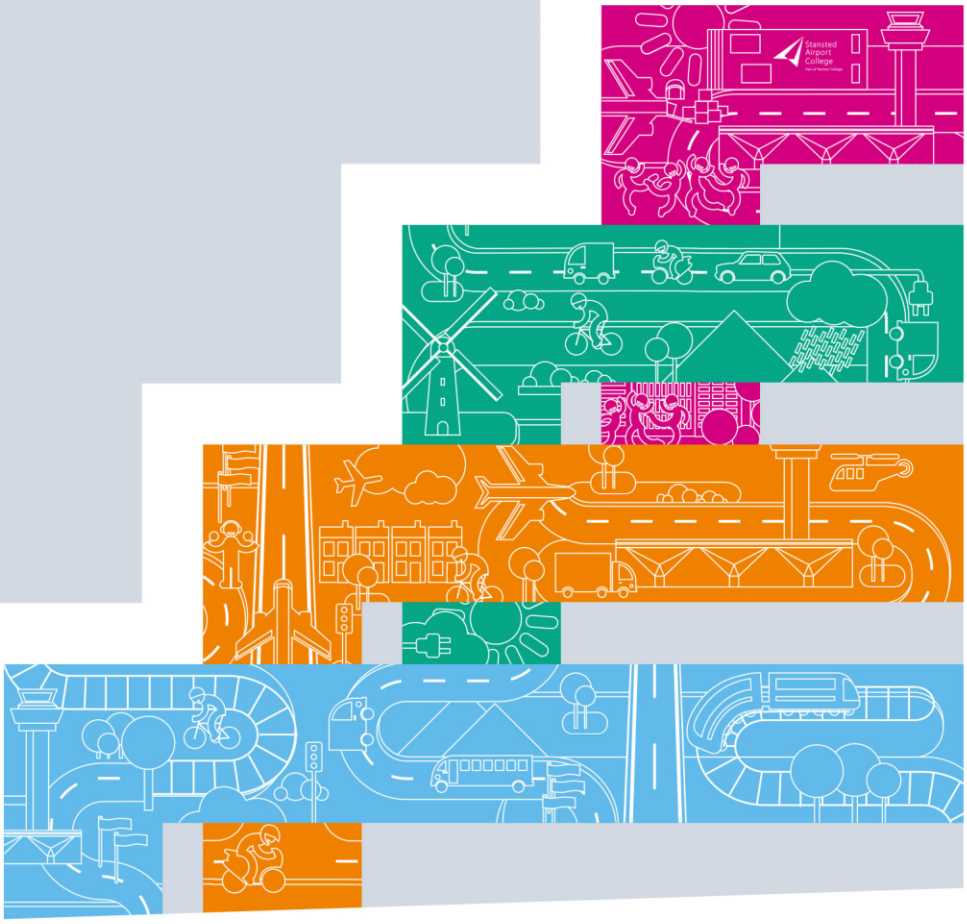
TRANSFORMING LONDON STANSTED AIRPORT

35+ PLANNING APPLICATION

Statement of Community Involvement

February 2018



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MAG
London Stansted
Airport

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1. Executive summary

Following earlier engagement on London Stansted Airport's 2015 Sustainable Development Plan, the airport recently consulted the local community on proposals to make best use of its single runway.

With growth at the airport expected to exceed the existing planning application cap of 35 million passengers per annum (mppa) by the early 2020s, now is the right time to consider the future of the airport. In seeking to make best use of the single runway, Stansted Airport set out an initial plan to grow to 44.5mppa and increase the number of flights, all within existing environmental limits set by the existing planning consent.

Following consultation with the local community in July 2017, and in response to comments from local residents, Stansted revised the initial proposals to confirm growth to 43mppa within existing aircraft movement limits of 274,000 flights.

Through this new planning application to Uttlesford District Council, Stansted is seeking permission to construct the necessary airfield infrastructure to enable passenger growth to 43mppa over the next decade. A successful outcome for this application will provide certainty for the community, as well as airlines and business partners, ensuring they have the confidence to continue to invest in Stansted. Through that investment, the aim is to increase the number of jobs provided on site by 5,000, double the economic contribution to £2 billion per annum and provide the opportunity to fly to more places from the airport.

This Statement of Community Involvement outlines the steps and engagement taken by the airport to seek the views of the local community, political and business stakeholders, and passengers to help shape the final planning application.

2. Introduction

This Statement of Community Involvement (SCI), prepared by Forty Shillings on behalf of London Stansted Airport Limited ('Stansted'), details the steps undertaken by Stansted to consult the local community on making better and more efficient use of the airport's single runway.

It begins by outlining the details of Stansted's original proposal and Uttlesford District Council's (UDC) own principles of successful public consultation.

It then explains the background research undertaken to inform the consultation materials. The report then sets out the approach and the extensive work undertaken to promote the consultation programme in the local area. Details of the nine local exhibition events are included, and a summary of the feedback received is provided.

Third, the SCI discusses Stansted's response to feedback and changes to the proposals that were made as a result of consulting the local community and how this has informed the final planning application.

Since Manchester Airports Group (MAG) acquired Stansted in 2013, it has been one of the UK's fastest growing airports with passenger numbers increasing by over 40% to 26 million today. The cargo operation is also the third biggest in the UK, helping British businesses trade with the global marketplace.

Looking to the future, the airport's long-term plan will see a £600 million transformation of the airport, including a new £130 million arrivals terminal, which received planning permission from UDC in April 2017. With a focus on new facilities and improving the passenger experience, the airport wants to be able to attract more airlines and a larger route network to meet demand across London and the East of England region. With passenger numbers at Stansted expected to reach 35mppa by the early 2020s, it is important the airport plans ahead to make best use of its single runway and facilities.

To enable this, over the summer of 2017, Stansted consulted residents, passengers, and other stakeholders on lifting the current passenger cap of 35mppa to 44.5mppa and increasing the cap on the number of flights. The airport's plan to make best use of its single runway builds on the Stansted Airport Sustainable Development Plan ('SDP') which was published in 2015 and sets out the airport's vision for the future and what the implications would be for the region and the communities around the airport. The plans also reflect the final recommendations of the independent Airports Commission and emerging policy emanating from the Government's new aviation strategy, which both highlight the need to make best use of UK runway infrastructure in advance of a new runway opening in the South East.

The image below shows some of the key facts about the public consultation:



Stansted hosted focus groups in spring 2017 in order to understand residents' opinions of the Airport and its future growth plans. Following the opinion research, Stansted hosted nine community consultation events in the surrounding area as part of a four-month consultation period. Over 600 people attended these events. Between June and October 2017 over 800 feedback forms were collected.

In order to ensure the information about the plans were widely spread, in addition to extensive press adverts and leaflets, an online campaign was utilised in order to raise awareness of the proposals and enable residents to provide feedback. This helped ensure a significant amount of feedback was received by Stansted Airport. This feedback was carefully considered and informed the preparation of the final planning application for submission to UDC.

Overall, the consultation feedback was positive about Stansted's aspirations, with **57%** of respondents supporting the proposals. Many residents provided feedback on the need to improve the airport's facilities to match the aspirations, of which a new arrivals building, granted planning permission earlier in 2017, is a key next step. The main areas identified by respondents as key concerns were local transport infrastructure, noise, passenger experience and facilities. There was also feedback on concerns about proposals to increase the number of flights the airport is permitted to operate each year.

Stansted carefully considered the feedback received from the extensive consultation with local communities and set out revised proposals. The revised proposal will enable growth over the next decade without increasing the number of aircraft movements that are currently permitted to operate each year or the size of the airport's environmental 'footprint'. This means that Stansted is applying to raise the passenger cap from 35mppa to 43mppa, which represents a smaller increase in passenger numbers than originally proposed (44.5mppa). It will enable growth without increasing the number of aircraft movements that are currently permitted to operate each year. The introduction of slightly larger, but quieter, aircraft, can deliver more growth but with a lower noise impact.

Three additional feedback sessions were held in November 2017 to inform local residents about the outcome of the consultation events and the proposed changes.

3. Background to application

The application is for permission for airfield infrastructure to support growth at Stansted; but with the cap on the number of passengers raised from 35mppa to 43mppa. The existing limit on the total number of aircraft transport movements (ATMs) (passenger and cargo air transport movements, plus 'Other' air movements) of 274,000 a year is to remain unchanged. However, it is proposed that this limit would be a singular limit and not sub-divided as per the current operational limits. The existing agreed limits on the aircraft noise envelope are also to remain unchanged, as slightly larger, but quieter, aircraft, can deliver more growth but with a lower noise impact.

To ensure efficiency and resilience of the airfield in its peak periods, this application includes additional airfield infrastructure comprising:

- Two new links to the runway (Rapid Access Taxiway and Rapid Exit Taxiway);
- Six additional remote aircraft stands (adjacent Yankee taxiway); and
- Three additional aircraft stands (forming an extension of the Echo Apron).

This airfield infrastructure comprises the proposed development for which Stansted is seeking planning permission and to which new planning conditions should be attached.

4. Consultation policy context

A core part of the *National Planning Policy Framework* (NPPF), which was published in March 2012, is to encourage community involvement in the planning process. The NPPF encourages applicants to engage in pre-application consultation with the local community.

In paragraph 188, the NPPF states:

> *"Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community."*

This guidance has helped inform the consultation and engagement plan and has been embraced through a wide public consultation programme.

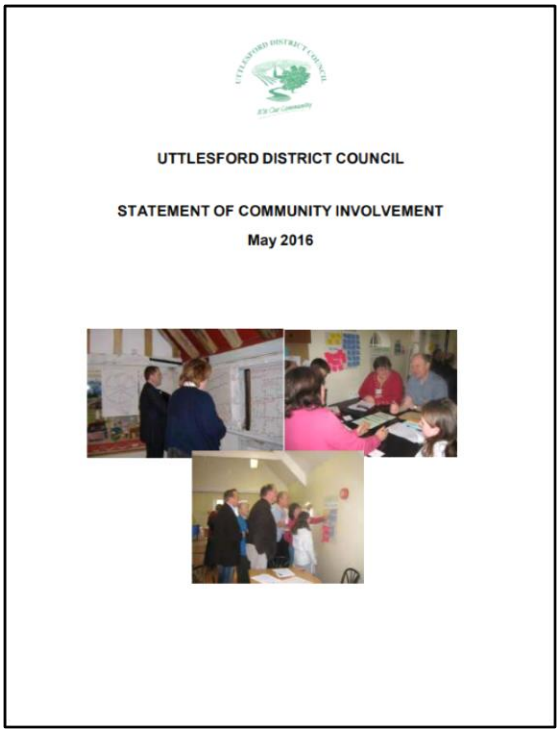
UDC has also adopted its SCI in May 2016. A new SCI is currently under preparation by the Council with consultation ending November 2017. The adopted document sets out the Council's objectives for community involvement in the planning process.

General principles of consultation

The SCI sets out the Council's principles of community involvement and the consultation process. The Council's key principle is to provide everyone with the opportunity to know what is going on and how they can get involved if they want to, namely the Council state they aim to achieve this by:

- *"involving people where the issue is relevant to them;*
- *at a time in the process where their views can influence outcomes;*
- *by a method appropriate for the purpose and issues being discussed and the people involved; and*
- *at a suitable and accessible venue" (para 14.1).*

A fundamental aim of any local consultation therefore must be to ensure opportunities are provided for everyone from all sections of the District and wider local area to engage with the consultation process so that the comments and views received represent the widest possible cross-section of the community and stakeholders.


UTTLESFORD DISTRICT COUNCIL

STATEMENT OF COMMUNITY INVOLVEMENT

May 2016

5. Stansted Airport: Sustainable Development Plan 2015

In 2014, the airport consulted on a draft of a new masterplan for Stansted – the airport's Sustainable Development Plan ('SDP'). This set out Stansted's ambition and approach to the future and what the implications would be for the region and the communities around the airport. The final SDP was published in 2015 and set out a series of guiding principles and objectives as follows:

- support Stansted in becoming the best London airport;
- proactively plan for growth to make best use of existing capacity;
- support prosperity and economic growth in the region;
- actively manage and contain environmental impacts;
- be active and supportive partners in the local community; and
- maintain Stansted's position as the best in the UK for public transport.

The airport carried out an extensive consultation programme on the draft SDP from June to early November 2014, including a 10-week public consultation exercise from 2 September 2014 until 7 November 2014. The airport was committed to working closely and openly with local people and stakeholders; and the SDP consultation was part of that ongoing dialogue.

In total, 10 community outreach events were organised during the consultation period to allow members of the public to find out more about the SDP and speak with airport representatives in person. Two on-airport events were also undertaken for staff and on-site businesses and airport representatives also attended a number of local business events to raise awareness of the SDP.

Community outreach events took place at the following venues:

Date	Venue
9 September 2014	Hatfield Heath Oak Village Hall
11 September 2014	Harlow Leisure Centre
15 September 2014	The Swan, Thaxted
17 September 2014	Town Hall, Saffron Walden
23 September 2014	Town Hall, Braintree
25 September 2014	Rhodes Centre, Bishop's Stortford
3 October 2014	Silver Jubilee Hall, Takeley
9 October 2014	Rhodes Centre, Bishop's Stortford
16 October 2014	Day and Community Centre, Stansted
21 October 2014	Foakes Hall, Dunmow

The airport consulted actively with local authorities and other political stakeholders, with over 30 briefings taking place before, during and after the close of the public consultation exercise.

The table below provides an overview of the SDP consulation and responses:

Number of Public Events	10
Number of visitors to public events	180
Number of staff events	2
Other stakeholder briefings	30
Other events attended	3
Responses received	62
iPad survey responses	146
Website hits	3,959
Total people engaged with across period	500

Feedback from the engagement programme and consultation showed support in principle of, and an understanding of the case for, making efficient and full use of Stansted's single runway. Understandably, consultation responses referred to detailed points relating to the likely impacts and how these could be mitigated and minimised, which were considered in finalising the SDP.

The final Stansted Airport SDP was published in March 2015 and can be viewed online at; www.stanstedairport.com/developmentplan

6. Consultation activity

In 2017 Stansted undertook a further comprehensive consultation programme on 'Building for the future', outlining the proposed submission of a planning application to support future growth. The airport was keen to ensure that as much feedback as possible was sought and captured to inform the application. The first step was to brief the independent Airport Consultative Committee on 28 June 2017 with public exhibition events running from the 3 to 24 July 2017. Additional feedback was encouraged through to late October 2017.

Key to ensuring that as many local residents as possible were able to provide feedback, was establishing the '*OurStansted*' website and Facebook page. These electronic portals supported the project throughout the consultation period and were regularly updated with relevant content on developments and progress at the airport. They remain active to keep the community up to date with activity at the airport relevant to them, as well as this planning application.

All feedback received until 31 October 2017 was considered by the project team and features in this SCI.

The airport also engaged regularly with its independent Consultative Committee to gather member's views and help shape the final plans both throughout the consultation period and in advance of the application being submitted to UDC.

Research element

Before seeking to engage with local communities, Stansted commissioned a series of focus groups in the Bishop's Stortford and Great Dunmow area to better understand local opinion of the airport. The focus groups, conducted in spring 2017, showed that the airport had a generally favourable view among local residents. The positive economic benefits of the airport were generally understood and broadly mentioned, particularly the provision of jobs, apprenticeships, and training opportunities. Participants mentioned noise pollution, road traffic and the impact on air quality as their main concerns. The airport's Aerozone Education Centre was also noted by residents whose children had attended as an exciting day for their children to learn about science and maths.

Through the focus groups, four key themes were identified namely:

- Education, jobs, and training opportunities;
- Cleaner air;
- Reduced noise; and
- Improving transport links.

Exhibition events

Eight pubic exhibitions were planned in towns and villages surrounding the airport. Following feedback from the Airport Consultative Committee on the 14 July 2017, an additional consultation event was organised in Harlow and additional advertising for this event, detailed below, was arranged.

Stansted representatives were present at each of these events to answer the questions raised by local residents. Exhibition boards (see Appendix 1) were available at the events and uploaded to the project website in PDF form for further reference.

A total of 687 people attended the exhibitions. The locations and dates of the exhibition events and individual turnout figures were as follows:

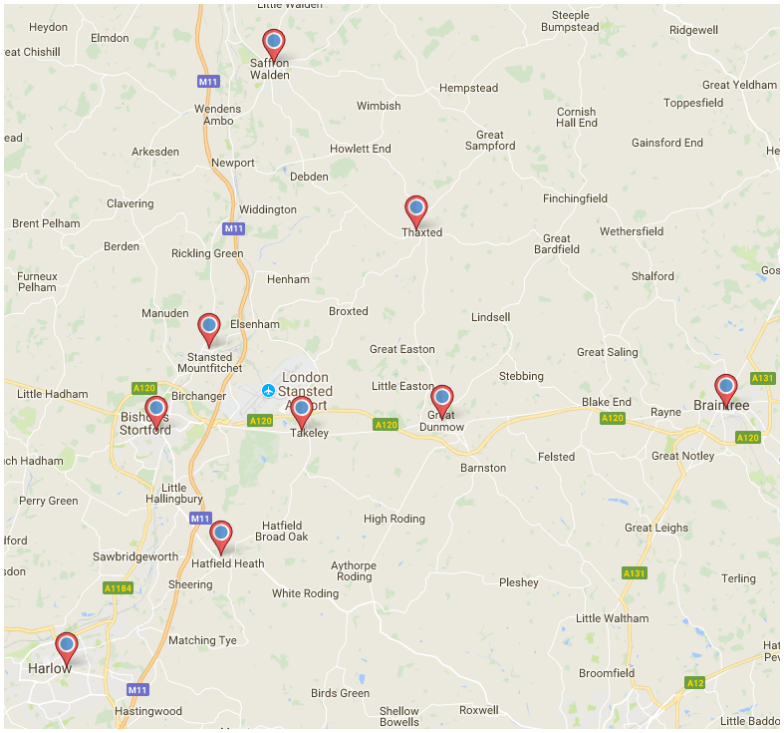


Figure 1: Location of public exhibitions

Date	Location	Address	Attendance
6 July 2017 3 - 8pm	Hatfield Heath	Hatfield Heath Institute, 2A Broomfields, Hatfield Heath, CM22 7EH	50
8 July 2017 10 - 3pm	Great Dunmow	Foakes Hall, 47 Stortford Road, Great Dunmow, CM6 1DG	133
10 July 2017 3 - 7pm	Stansted Mountfitchet	St John's Church Hall, Stansted Mountfitchet, CM24 8JP	98
12 July 2017 3 - 8pm	Braintree	Braintree Town Hall, Fairfield Road, Braintree, CM7 3YG	37
14 July 2017 4 - 8pm	Takeley	Silver Jubilee Hall, Dunmow Road, Takeley CM22 6QJ	143
15 July 2017 12 - 4pm	Thaxted	Bolford Street Hall, Bolford Street, Thaxted, CM6 2PY	72
17 July 2017 3 - 8pm	Saffron Walden	Town Hall, Market Square, Saffron Walden, CB10 1HR	34
19 July 2017 3 - 8pm	Bishop's Stortford	Methodist Church, 34B South Street, Bishop's Stortford, CM23 3AZ	101
24 July 2017 3 - 7.30pm	Harlow	Harlow Leisurezone, Second Avenue, Harlow, Essex, CM20 3DT	19

Table 2: Exhibitions dates and venues

Following the public exhibitions events, the exhibition boards and information about the plans were displayed in Enterprise House, Stansted Airport for two weeks to allow airport employees and on-site business partners the opportunity to comment and provide feedback on the plans.

Advertising the consultation

To achieve strong attendance at the exhibition events, an extensive publicity campaign was undertaken, utilising multiple channels of communication. Local residents, councillors and businesses were informed well in advance of the actual events and additional advertising took place through digital engagement.

Local newspapers

To promote the events, full page and subsequent quarter page adverts were run in the following six local newspapers. These adverts listed every scheduled exhibition and provided the project website address for more information.

Following the decision to have an additional exhibition event, additional advertising was booked. For two consecutive weeks, a half page advert ran in the Harlow Star.

The schedule of press adverts in local newspapers was as follows:

Newspaper title	Full page adverts	Half page	Quarter page adverts
Braintree & Witham Times	5 July 2017	-	12 July 2017
Dunmow Broadcast	29 June 2017	-	6 July 2017 13 July 2017
Essex Chronicle	29 June 2017	-	6 July 2017 13 July 2017
Hertfordshire & Essex Observer	29 June 2017	-	6 July 2017 13 July 2017
Saffron Walden Reporter	29 June 2017	-	6 July 2017 13 July 2017
Harlow Star	-	13 July 2017 20 July 2017	-

Table 1: Newspaper adverts

Please see Appendix 2 for an example of newspaper adverts.

As part of the advertising activity, further digital promotion was provided through a 'Homepage takeover' on the Essex Live & The Hertfordshire Mercury site on Thursday 6 July 2017, Friday 7 July 2017 & Thursday 13 July 2017. This meant that information on the exhibition events appeared prominently on these community news websites.

Newsletter mail drop

To further promote the exhibition events and the project website, around 30,000 newsletters were printed and delivered to local towns and villages ahead of the exhibition events. The newsletter contained the details of all the events and directed people to the project website for more information.

An external distribution company was hired to distribute the newsletter along four major routes, which covered key settlements such as Hatfield Heath, Hatfield Broad Oak, Great Hallingbury, Little Hallingbury, Howe Green, Woodside Green, Dunmow, Stansted Mountfitchet, Bishop Stortford, and the villages surrounding these locations.

Appendix 3 contains the newsletter distribution maps.

Project website

A dedicated project website (please refer to Appendix 4) was established to underpin the publication of the consultation details. This website (www.ourstansted.com) featured key information, including the details of all forthcoming events. It also offered residents the opportunity to download the exhibition materials and provide feedback online.

From 1 May 2017 to 26 October 2017, more than 4,200 people visited the website.

Social media

To further support online engagement, a Facebook page (Appendix 5) supporting the 'Our Stansted' website was established. Facebook advertising enabled Stansted's message to be seen by over 150,000 people who lived, worked or 'checked in' near the Airport. The adverts facilitated over 2,300 website visits, which in turn led to significant numbers of additional responses to the consultation.

The Facebook page gained more than 500 followers and is updated regularly to keep its followers informed. The most successful post to date is the advertisement for the residents discounted 'drop off' scheme, which was seen by over 9,000 local residents.

On Twitter, Stansted Airport's dedicated community twitter handle (@OurStansted) also sought to raise awareness of the consultation programme and exhibition events. These tweets were shared on @STN_Airport consumer handle to encourage passengers to share their feedback. Tweets about the consultation events and airport plans were seen over 30,000 times.

'Check in at Stansted' and other business events

Representatives from the airport project team attended the *'Check in at Stansted',* business-to-business exhibition on 22 June 2017 to informally discuss the proposals with local businesses and to seek feedback on the broad principles of the proposals, ahead of the formal consultation.

From early July to late October 2017, representatives from the airport also spoke at 12 local business networking events to inform and seek views from the business community about the airport's future plans. This included the Uttlesford Business Awards and events hosted by the Essex Chamber of Commerce, Bishop's Stortford Chambers, local Rotary Clubs and One Nucleus life sciences organisation.

Contact with local councils and other stakeholders

County, district and parish councillors were informed of the exhibition dates and times and were sent invitations to attend. Letters, including copies of the 'Key Facts' summary of the proposals, newsletters, and leaflets were sent to local parish councils for the councillors' reference.

Prior to the first public exhibition event held in July 2017, an e-bulletin (see Appendix 6) was sent to a total of 2,500 people, including:

- Political stakeholders
    - 1,450 District and county councillors in Cambridgeshire, Essex, and Hertfordshire
    - 178 Clerks to parish councils in Uttlesford, Epping Forest, East Herts, and Braintree
- Local businesses
- Members of the public (who had subscribed for e-mail updates via the *OurStansted* website).

Meetings were also held with the Members of Parliament for Braintree, Cambridge, Harlow, Saffron Walden and Stortford and Hertford as well as key public and private sector members of the London Stansted Cambridge Consortium.

Additional coverage and communication

In addition to the steps undertaken by Stansted to raise awareness of the proposals, BBC Look East covered news stories on the exhibition events on 6 and 15 July 2017 and broadcast a live interview with the airport's Chief Executive on 24 August 2017. ITV Anglia, Heart FM, and BBC Radio Essex also covered the story and raised awareness of the exhibition events. Where applicable all coverage was shared on the airport's social media channels.

Acknowledging feedback

Following the exhibition, a 'thank you for the feedback' advertisement was issued in the form of an e-bulletin to 2,500 people, including residents who had subscribed for email updates on the project and local councillors.

For those residents who were unable to attend the exhibition events in person, advertisements were placed in the following local newspapers to encourage further dialogue and feedback:

- Braintree & Witham Times
- Dunmow Broadcast
- Essex Chronicle
- Essex & Hertfordshire Observer
- Saffron Walden Reporter

Please refer to Appendix 7 for a copy of this advert.

7. Consultation feedback

Feedback forms (see Appendix 8) were available at the public exhibitions; those attending could complete and submit immediately. Alternatively, the forms could be returned using a Freepost service. Feedback could also be submitted online via the 'OurStansted' website.

Feedback forms included four questions aimed at capturing residents' views on various aspects of Stansted's proposals. Space for additional comments was provided. These have been coded to reflect the respondents' main areas of concern.

Question 1 asked the respondents to rate the importance of various elements of Stansted's plans on a scale of 1 to 5, with 5 being the most important. Question 2 asked for opinions on further steps the respondents wanted to see from Stansted. Question 3 asked whether respondents supported Stansted's plans overall. Question 4 was open-ended and allowed the respondents to express further opinions.

In total, 825 feedback forms were received. The majority of responses provided a postcode (645 in total). The majority of those lived in close proximity to the airport. Responses from the nearest post code, CM21-24, was particularly strong. Additionally, there was a good response from the CM6 (Dunmow), CM1-2 (Chelmsford), CM7 & CM77 (Braintree) as well as CB10-11 (Saffron Walden).

Outward Post Code	Responses
CM23	83
CM6	72
CM24	53
CM22	48
CM7	45
CM2	26
CM1	22
CB10	18
CB11	18
CM77	18

Top 10 responding areas by Outward Code

Post Code Towns	Responses
CM	415
CB	107
SG	56
EN	27
CO	18

Top five responding areas by post code towns

Respondents who provided postcodes on the feedback forms are mapped below:



Figure 2: Respondents' locations

Question 1

On a scale of 1-5 (with 1 being not very important and 5 being very important) please rate how important the following elements of the project are to you?

The graph below details the number of respondents who felt each element was important or unimportant. This data comes from labelling responses '1' or '2' to a part of this question as 'unimportant' and labelling '4' and '5' as 'important', those who rated the project a '3' are considered for the purposes of this table to be neutral. The graph and table include a net importance percentage, which was calculated by subtracting those who rated an element unimportant, from those who rated it important.

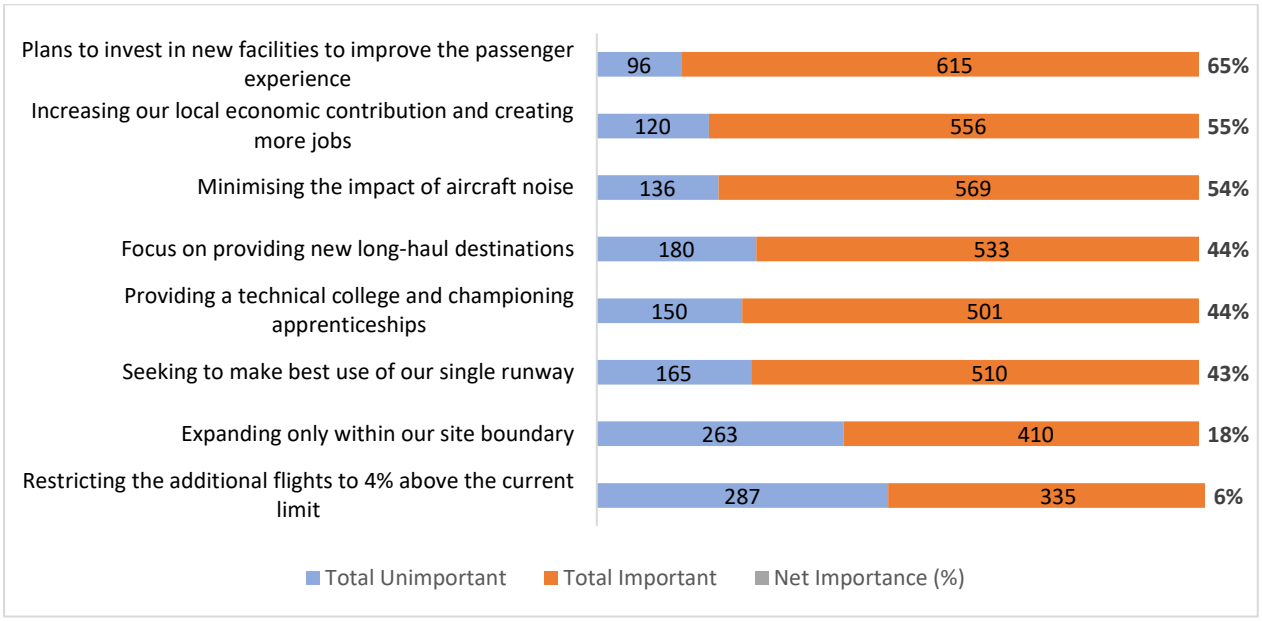


Figure 3: Question 1 top line responses

Issue	Not important		Neutral	Important		Net importance (%)	Total
	1: Least important	2: Less important	3	4: Important	5: Very Important		
Plans to invest in new facilities to improve the passenger experience	69	27	90	130	485	65%	801
Increasing our local economic contribution and creating more jobs	88	32	122	158	398	55%	798
Minimising the impact of aircraft noise	92	44	101	101	468	54%	806
Providing a technical college and championing apprenticeships	107	43	151	167	334	44%	802
Focus on providing new long-haul destinations	138	42	86	132	401	44%	799
Seeking to make best use of our single runway	132	33	125	116	394	43%	800
Expanding only within our site boundary	185	78	123	98	312	18%	796
Restricting the additional flights to 4% above the current limit	186	101	164	76	259	6%	786

Table 3: Question 1 detailed response

Respondents, overall, rated all the elements of the project raised in the questionnaire to be important. While all options were found to be of net importance, there was a varying scale of between 6% and 65% reflecting the degree to which a concern was shared by the community.

The most important issues in terms of net importance were improving passenger experience at the airport, increasing Stansted's local economic contribution, and minimising the impact of aircraft noise. Ongoing dialogue on how the issues mentioned above can be mitigated has therefore become a key

part of this consultation and informed the proposed mitigation measures for the planning application (detailed further in Section 7 of the Planning Statement).

Many respondents highly ranked the importance of improving the passenger experience at Stansted as part of the proposals, such as by increasing space in the terminal building.

Question 2

Question 2: Please indicate which of the following you would like from Stansted:

The table below shows the number of respondents who supported one of five prompted responses, on how to mitigate the impact of the airport on our neighbours or use the improvements to benefit the local community. Respondents were able to select as many options as they wanted. Respondents were also invited to tick 'Other' and add any other changes they would support.

Prompted responses	Respondents selecting	
Noise insulation for those most impacted	59.8%	470
Environmental mitigation measures	56.2%	442
Give local people using the airport special perks or offers	55.3%	435
More jobs and training opportunities	49.3%	388
Other (please specify)	28.6%	225
Total responses		786

Table 4: Question 2 prompted responses

Feedback on this question showed broad support for noise insulation, environmental mitigation and giving local people special perks at the airport.

The suggestions from respondents who offered their own ideas after ticking 'Other' have been analysed and coded. Overall, improving airport facilities and the ability of local public transport and the wider transport network to absorb more passengers were the most frequently raised items.

Unprompted responses	% of those specifying 'Other'	Total
Improved facilities at Stansted	31%	69
Public transport	15%	33
Roads and traffic	11%	25
Noise	8%	19
Night Flights	7%	19
Drop Off Fee	8%	18
Expansion Unjustified	7%	17
Changes to Flight Paths	6%	14
Compensation	6%	13
Communication	3%	7
Air Pollution	2%	5
Need for Housing	1%	3

Table 5: Question 2 unprompted responses

Question 3

Question 3: Overall, do you support our plans for Stansted Airport?

The final closed question invited respondents to evaluate the overall proposals for Stansted Airport. Overall, 57% respondents counted themselves as in favour of the proposals. A further 23% were not sure and 20% identified as against.

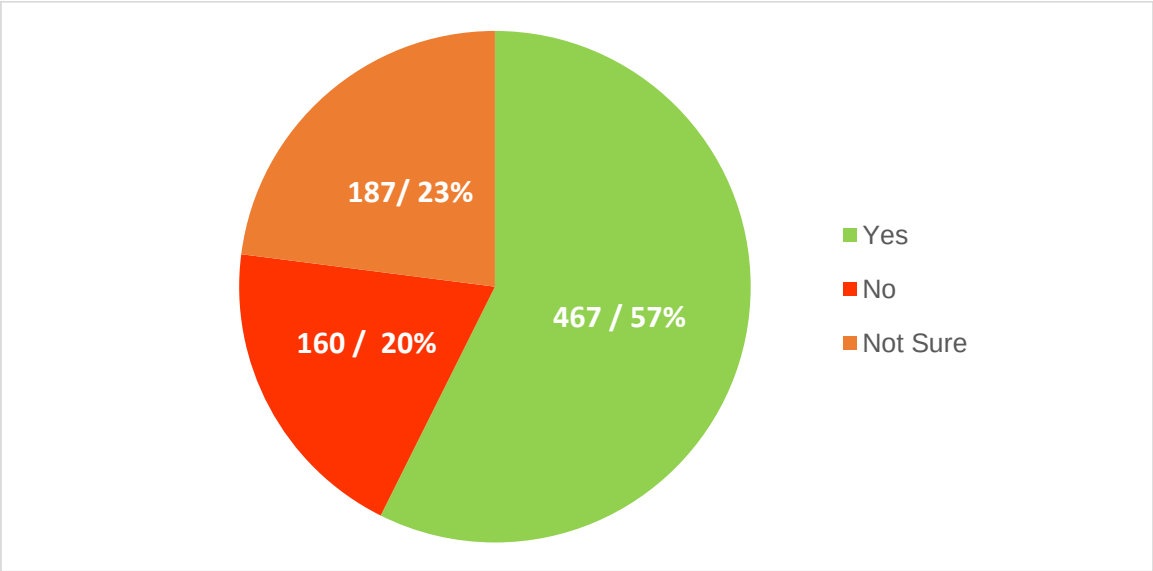


Figure 4: Question 3 results

Question 4

Question 4: Is there anything else you think we should consider as part of our proposals?

The 406 responses to the final, open-ended question have been categorised by Forty Shillings. Figure 5 shows the responses that could be translated into themes. Some responses were relevant to multiple themes and have been coded accordingly.

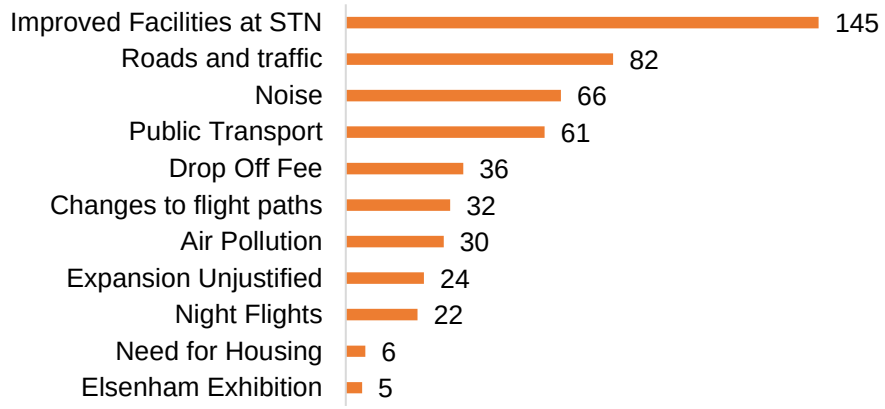


Figure 5: Question 4 coded responses

There were also 45 responses that could not be categorised, these were either broad statements of satisfaction or dissatisfaction with the plan which did not relate to a specific issue.

The most common theme related to the transport network and was typically sceptical of the ability for the existing transport network to manage additional passenger numbers.

'Improved facilities at STN' was a particularly broad category with responses covering flight destinations, air conditioning, parking, and the size of the passenger areas within the terminals. Not all comments under this category were completely relevant to the specific issue being consulted on.

The table below summarises the specific comments raised under each category.

Category	Overview of comments
Aircraft Noise and Night Flights	• Some stakeholders wanted to see an improvement in the way the airport handles noise complaints, both in terms of process and time taken to respond and the usability of the website and information provided. • Some stakeholders expressed concern regarding the potential for aircraft noise to increase, in particular night noise associated with cargo flights. Some residents reported being woken up during the night, with some stakeholders requesting the airport end night flights. • For some stakeholders, the benefits of an international airport outweigh noise disturbance. • Some stakeholders raised concern that not all aircraft have been updated to more noise efficient models. • Particular villages mentioned with regard to noise concerns were; Hatfield Heath, Thaxted, Saffron Walden, Dunmow, Great Oak, Stansted Mountfitchet, Roydon, Bishop Stortford and Elsenham. • With regards to sound insulation double glazing, some stakeholders felt this only offers a partial solution for some residents, particularly in summer when residents wish to have their windows open to cope with the heat.
Roads and Traffic	• Stakeholders recognised that the airport has the highest public transport mode share of airports in the UK. • Some stakeholders expressed concerns that local transport and road infrastructure, in particular the M11 between junctions 7 and 9, would lack the capacity to deal with growth. • Where improvements are required to the road network, some stakeholders expect the airport to pay its fair share towards mitigation. • Calls received from some stakeholders to resurface the M11 and A120 to reduce noise arising from road traffic. • Some concerns raised regarding Fly-parking on residential roads near the airport. • Congestion in and around Bishop's Stortford was identified as an issue by some stakeholders.
Passenger Experience	• Many stakeholders make use of the Parking and Express Set Down facilities at Stansted, but some raised concern regarding the fees charged. • A number of stakeholders were aware of the Residents' Discount card, but some felt this could be better promoted so more residents

	could make use of the benefits and the policy amended to ensure the villages affected by Stansted's operations can benefit. • At Stansted's busiest times, some stakeholders identified that queues in the terminal were an issue and that the provision of additional seating would provide an improved passenger experience. Some also felt the existing departure lounge can at times be crowded and may not have capacity to deal with growth. • Some passengers considered air conditioning in the terminal to be an issue, particularly in the Security area. • Some passengers with reduced mobility also referred to issues regarding walking distances to the gates. • Some stakeholders felt parking at the airport could be made easier, with some suggesting a multi-storey car park. • While some stakeholders were supportive of a second runway, ***this is not proposed as part of the 35+ planning application***.
Economic Benefits and Community Engagement	• Strong stakeholder support for more destinations, especially long haul. • Some stakeholders welcomed the possibility of thousands of jobs being created of all types. • Stansted's commitment to providing apprenticeships was recognised, with some stakeholders supporting the creation of more apprenticeships. • The importance and benefits of the Aerozone and Airport Employment and Skills Academy were recognised, but some stakeholders felt such facilities could be better promoted. • Some stakeholders expressed a desire to see a greater variety and choice of airlines at Stansted.
Public Transport	• Whilst the number of people cycling and walking to the airport has increased over recent years, some stakeholders suggested that improvements could be made to existing provision through additional cycle and foot paths. • The strong public transport offer was welcomed and recognised by stakeholders, however some did identify that bus services to some local areas could be improved, along with service frequency and hours of operation. • Some considered that the Stansted Express train can be too busy during peak times, and that there would be merit in the service running 24/7.
Flight Paths	• Some concerns were raised regarding the Clacton flight path, with some stakeholders suggesting the route overflies too many populated areas, with specific reference to Stebbing and High Easter.

Air Pollution	• General comments were raised about global warming. • Some concerns that, without mitigation, air pollution in the area could exacerbate breathing problems.
Expansion Unjustified	• A number of stakeholders queried the need to apply for an increase in the cap before the airport has met the current cap.
Need for Housing	• Some concerns were expressed that increasing the number of jobs at the airport will increase the need for housing in the local area.
Elsenham Exhibition	• Some residents in Elsenham felt an exhibition should have been held in their village.

Table 6: Question 4 coded responses and key issues

8. How we responded to feedback

The airport carefully reviewed and considered all feedback received and the project team was able to revise the initial proposals, to take into account the concerns raised by local residents.

In responding to feedback, the airport has amended the original proposal. Only an 8mppa increase in the passenger limit is now being sought and plans to increase the total number of aircraft movements have been dropped. The limit on the approved noise 'footprint' is to be retained.

The airport will therefore apply to raise the passenger cap to 43 mppa. This would still enable it to meet forecasted growth over the next decade. The revised proposal represents a smaller increase in passenger numbers than originally proposed (44.5mppa) and will enable growth to be met without increasing the number of aircraft movements that are currently permitted to operate each year.

In October 2017, Ken O'Toole, London Stansted CEO, set out how the airport aims to target growth within current environmental and aircraft movement limits.

An email update (Appendix 9) stated:

> ***We've listened and future growth at Stansted will be met within our current flight limits…***
>
> *When I joined London Stansted Airport as its new Chief Executive in early September, I was already aware of a number of key issues that were important to our passengers, airline partners and, just as vital, our local community.*
>
> *With around 26 million passengers using the airport each year – an increase of nearly 10 million passengers compared with five years ago - it was no surprise that future growth was at the top of the agenda and, importantly, how we plan for it.*
>
> *Since then, I've spent much of my time listening to the views of all those with an interest in our future plans. I've been able to take a fresh look at our proposed planning application to grow beyond our 35 million passenger limit and use this as an opportunity to reflect on the feedback we received from across the local community at our events in July.*
>
> *Our neighbours told us that they support growth and investment in the airport facilities and welcome a further increase in destinations and choice. They also told us that they were concerned about the proposal to increase in the number of flights that the airport is permitted to operate each year.*
>
> *We've listened to those concerns and decided to adapt our proposals so growth can be met within the current flights limits.*
>
> *That means we will now apply to Uttlesford District Council to raise the cap to 43mppa (million passengers a year) – a smaller increase in passenger numbers than originally proposed (44.5mppa). Most importantly this will be achieved without increasing the existing noise limits. This is an example of community consultation in action – we talked about our plans, we listened and we have amended our proposals accordingly.*

We have advised the Council of these changes as we believe these plans provide a better balance between ensuring our future growth and support for the regional economy and the impact on our community. This clarity will also ensure that airlines and business partners have the confidence to continue to invest and grow at Stansted.

We will be holding a series of feedback sessions in key areas in November 2017 to provide further information on our proposals before we submit a final planning application to amend the cap on passenger numbers, most likely in early 2018.

We hope this application will establish the way forward for the airport for the next 10 years. It will enable us to continue to work to make best use of our existing runway, provide more choice and new destinations, more jobs, help us further improve the airport's facilities and passenger experience and, most importantly, contain our growth within our current environmental limits.

If you wish to sign up to further information on our plans go to www.ourstansted.com

In addition to the headline change, of seeking a revised passenger cap without additional aircraft movements, Stansted identified several key priorities from local residents. Many residents expressed their desire to see additional destinations added at the airport and improved.

Stansted was also able to update residents on several aspects of its work, which was supported by residents, or where there was a desire from residents to better understand how the impacts of these proposals could be mitigated.

The airport produced a feedback leaflet that focused on updating residents on key issues raised and clarifying key points of concern. Themes in this leaflet included:

- Improving the local transport network; including confirmation that our plans focused on non-peak time use of the airport, and that we would continue to champion investment in Junction 8 of the M11.
- Jobs, Apprenticeships and Investment; providing information about how we will continue to deliver opportunities, particularly for young people through our partnership with Harlow College.
- Managing noise and the environment; including confirming that we would work within our existing environmental limit and the existing number of flights.
- Dropping off for free; clarifying that one-hour free parking was available in the mid stay car park.
- Residents discount card; further reminding local residents within 10 miles of the airport that a special discount card exists to enable them to drop off at a discounted rate.

Further detail of the airport's proposed mitigation measures for the 35+ planning application is provided in the accompanying Planning Statement (Section 7).

9. Updating the community - November 2017

Newsletter

Local residents were updated via a newsletter outlining the key changes, which was delivered to 28,000 households in the following postcodes:

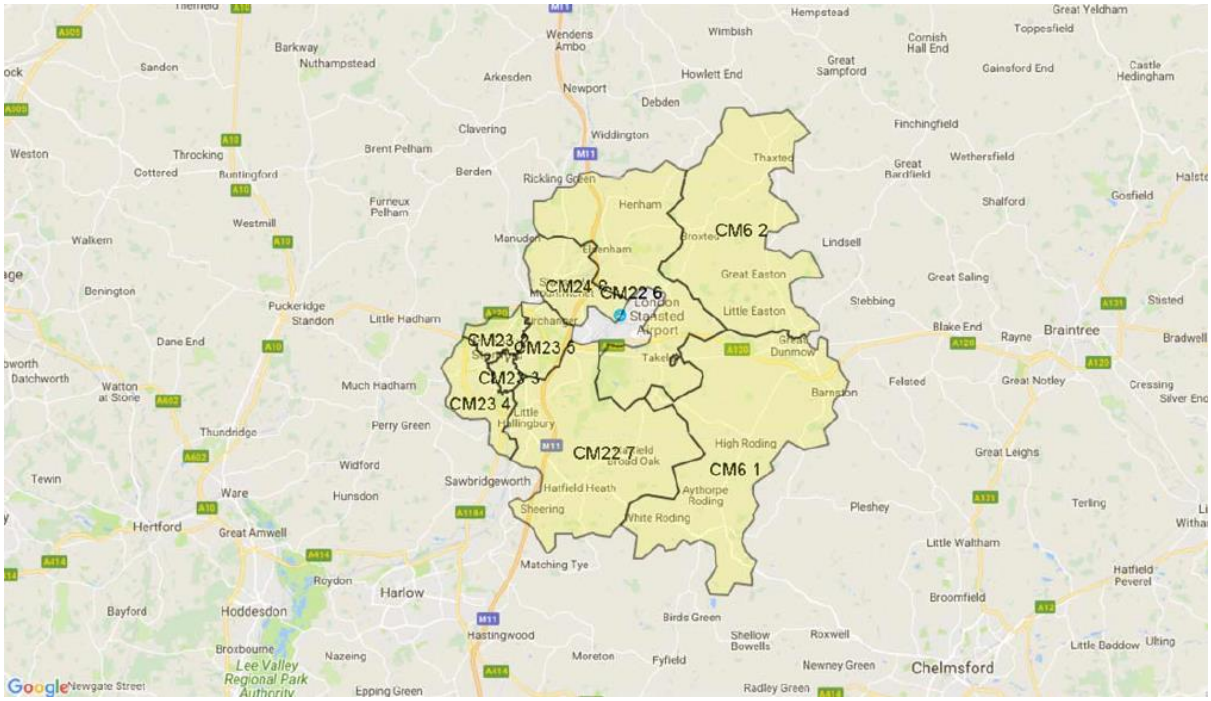


Figure 6: Newsletter delivery

The newsletter (see Appendix 10) included Stansted's responses to six key issues that proved to be among the most important after analysing the feedback received:

- Jobs, apprenticeships and investment;
- Managing noise and the environment;
- Drop off fee;
- Offering flights to more destinations;
- Improving the local transport network;
- Residents' discount card.

Aircraft track keeping was raised as a concern for residents at the Hatfield Heath exhibition event on 6 July 2017. Following the introduction of new procedures in September 2017, a separate newsletter (see Appendix 11) was also sent to properties in Hatfield Heath and neighbouring settlements in October 2017 to confirm the noise benefits arising from the new Performance Based Navigation procedures.

Feedback events

Three feedback events were organised in November and December 2017, to update the community on how the airport had responded to the feedback raised. These events were attended by 40 visitors.

Date	Location
21 November 2017	Radisson Blu, Stansted Airport
23 November 2017	St Michael's Church, Bishop's Stortford
1 December 2017	Foakes Hall, Great Dunmow

Table 7: Feedback events

Stansted placed half-page adverts (see Appendix 12) in three local newspapers (*Herts and Essex Observer, Bishop's Stortford Independent, Dunmow Broadcast*) ahead of these feedback events. Additionally, details of the feedback events were provided on the project website and 'OurStansted' Facebook page.

To ensure that as many local residents were made aware of the changes as possible, Stansted sent an e-bulletin (see Appendix 13) to the now 3,000 people in the database. This included all residents who provided a legible email address and agreed to receive updates during the June 2017 consultation, as well as the existing database of political stakeholders. A PDF version of the newsletter, outlining Stansted's response, was made available via the OurStansted website.

Copies of the exhibition materials are available in Appendix 14. The airport was also delighted that representatives of Harlow College were able to attend these events to address questions around jobs, apprenticeships, and the new Stansted Airport College, which had received planning consent from UDC in August 2017

10. Conclusion

Stansted conducted a thorough consultation, offering residents the opportunity to input into the planning application. Feedback received at the consultation events was reviewed by the project team who were able to positively respond on a number of the key issues raised.

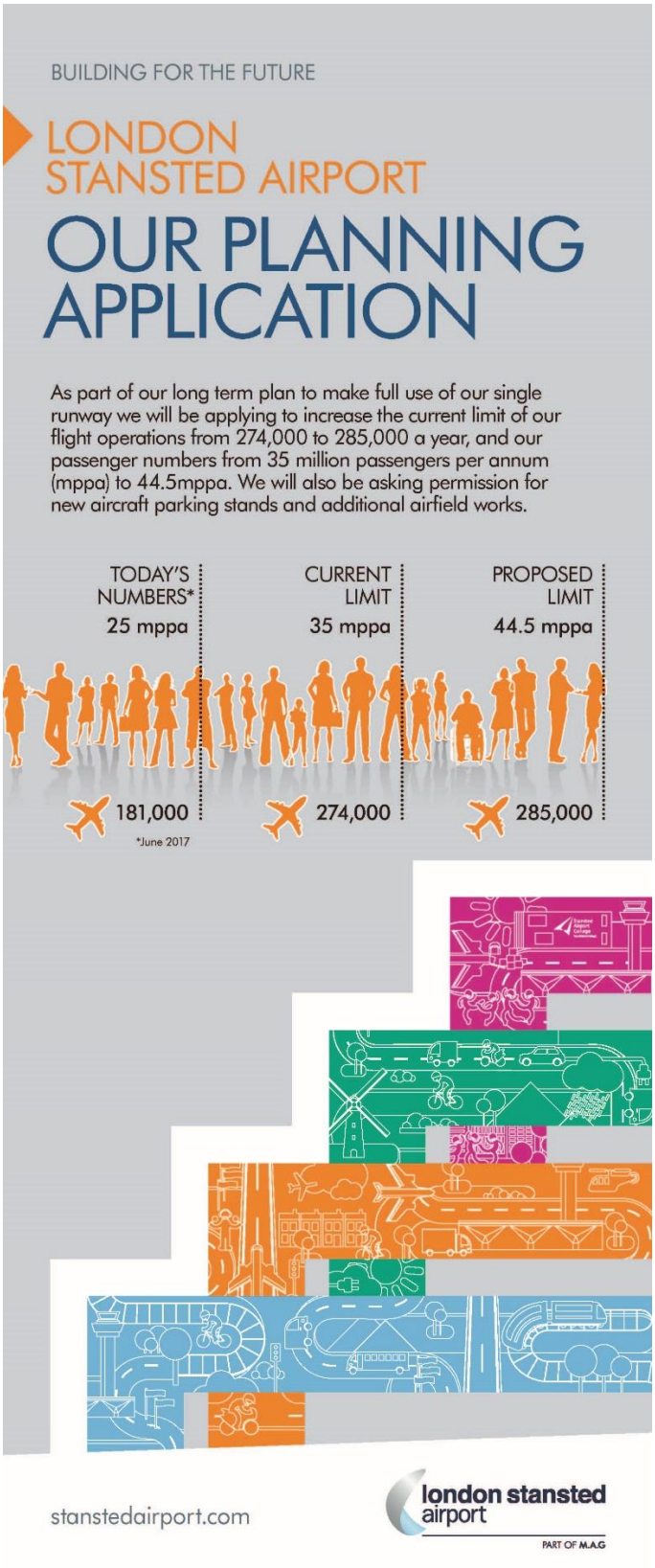
In preparing the planning application, stakeholders and local communities have been engaged at an early stage, beginning with consultation on the SDP in 2014. The response to the consultation in 2017 played a vital role in shaping Stansted's plans and has directly resulted in changes to the proposed development and has also informed the mitigation measures that support the planning application.

In seeking to develop additional airfield infrastructure to support growth at Stansted and amend the planning restrictions controlling the number of passengers per year, Stansted engaged fully with the local community, its independent Consultative Committee, employees, businesses, and political stakeholders through both traditional and electronic forms of communication. After listening to the community feedback, the proposals were substantially amended in order to achieve the sustainable growth required for the airport to 2028, whilst staying within existing flight limits and environmental limits.

This application will provide certainty for the community, as well as giving airlines and business partners the confidence they need to continue to invest in Stansted. This investment is vital in continuing to enhance our leading role in the regional economy, helping us offer an additional 5,000 jobs and providing an additional £1 billion in regional economic contribution. In line with guidance provided by the NPPF and UDC's SCI, the community consultation and wider stakeholder engagement undertaken for the 35+ Planning Application, and also previously as part of the SDP consultation, has engaged with a wide range of stakeholders on issues that are relevant to them at an early stage in the process, enabling views arising from this process to influence the outcome.

Appendix 1: Consultation exhibition boards (July 2017)

Below are the exhibition boards used at consultation events.



BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT

WELCOME

Our vision is to make full use of Stansted's runway in the most sustainable and responsible way, maximising the benefits for everyone.

OUR AIMS:

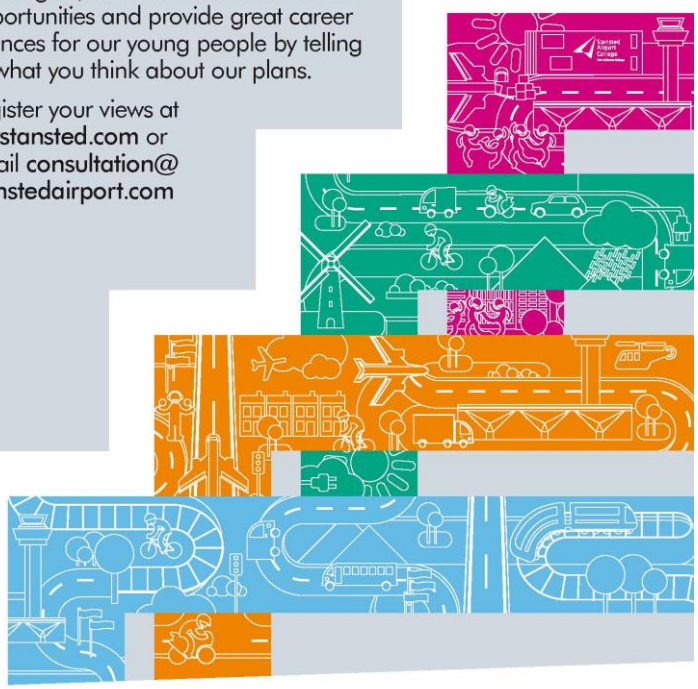
- Provide more flights to more places with full use of our runway
- Invest in new facilities to improve the passenger experience
- Unlock economic growth, create more local jobs and apprenticeships
- Continue to operate in a cleaner, quieter and smarter way
- Maintain our number one position for public transport usage
- Ensure the local community and businesses benefit from our success

TELL US WHAT YOU THINK:

This is all part of the plan for Stansted and the future of the region, providing long term certainty for the local community, our airlines and business partners.

You can help create more choices for passengers, attract new businesses and opportunities and provide great career chances for our young people by telling us what you think about our plans.

Register your views at **ourstansted.com** or email **consultation@stanstedairport.com**



stanstedairport.com

london stansted airport

PART OF M.A.G

BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT

DELIVERING SUSTAINABLE DEVELOPMENT

We've made progress on our 2015 Sustainable Development Plan targets...

WHAT WE HAVE DELIVERED:

- Six new airlines and 30 new routes have been introduced at Stansted, including the USA and Mexico
- £80 million transformation of the departure lounge has been completed
- Our innovative Performance Based Navigation project helped to reduce the population directly overflown by aircraft by 85%
- Opened our on-site education centre 'Aerozone' and have already welcomed over 5,000 children since 2015
- Helped 800 local people to access airport employment last year
- 52% of our passengers now use public transport







stanstedairport.com

london stansted airport
PART OF M.A.G

BUILDING FOR THE FUTURE

ENVIRONMENT

AIR QUALITY, CARBON AND CLIMATE CHANGE

Continue to operate in a cleaner, quieter and smarter way.

OUR AIMS:

- Air quality around the airport is constantly monitored and we are always below our clean air limits
- Commitment to be a carbon neutral airport
- Invest in cleaner and quieter vehicle technology including electric car charging points
- Protect and improve the local landscape and ecological features
- Recycle 70% of waste and send zero waste to landfill







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BUILDING FOR THE FUTURE

ENVIRONMENT

REDUCING NOISE

Minimise the impact of all aspects of noise.

OUR AIMS:

- Stay within our existing noise limits
- Our airlines are investing heavily in quieter and more efficient aircraft, with plans to introduce brand new planes over the next few years
- Incentives for quieter aircraft and penalties for noisier aircraft
- Develop initiatives to keep aircraft higher for longer to reduce the noise for local communities
- Improved sound insulation package for local residents







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PART OF M.A.G

BUILDING FOR THE FUTURE

ECONOMY AND SURFACE ACCESS

OUR ECONOMY

Unlock economic growth and creating more local jobs and apprenticeships.

OUR AIMS:

- Create thousands more jobs of all types and apprenticeship opportunities
- Double our economic value to the region to £2bn
- Work in partnership with the north London boroughs to help their residents find jobs at the airport
- Increase tourism to the UK







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BUILDING FOR THE FUTURE

ECONOMY AND SURFACE ACCESS LOCAL TRANSPORT

Maintain our number one position for public transport usage.

OUR AIMS:

- Over 50% of our passengers already use public transport
- Continue to push for faster trains, helping to reduce congestion on local roads
- Reduce 'kiss and fly' traffic to below 30%
- Contribute funding to improve major roads and junctions
- Continue to promote 'green travel' for our staff







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BUILDING FOR THE FUTURE

COMMUNITY

COMMUNITY, PUBLIC HEALTH AND WELLBEING

Ensure that local communities and businesses benefit from our success.

OUR AIMS:

- Further expand our work with schools and provide great career opportunities for young people
- In partnership with Harlow College, invest in a new on-site technical college providing places for 500 students
- Help local businesses with new destinations and better trade links to international markets
- Expand our community programmes with funding to support worthwhile causes





HARLOW COLLEGE

London Stansted Airport College

Part of Harlow College



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PART OF M.A.G

BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT

NEW FACILITIES

Invest in new facilities to improve the passenger experience.

OUR AIMS:

- Contain our growth within the existing boundary
- Build a new £130 million arrivals building separating arrivals and departures
- Improve check-in facilities and create 70% more space in the departure lounge
- Create new employment and business sites by redeveloping the north side of the airport







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BUILDING FOR THE FUTURE

LAND USE

AIRPORT LAND USE

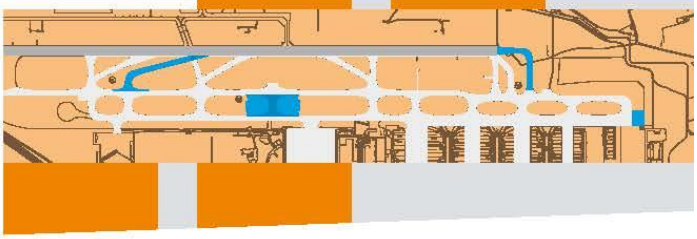
Provide more flights to more places by making full use of our runway and land.

OUR AIMS:

- Deliver more flights to more places, providing choice and better value for our customers, reducing the need to go to Heathrow or Gatwick
- Increase flights to new markets, helping to connect business with the global marketplace
- Help the UK to grow at a time when other London airports are full







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PART OF M.A.G

Appendix 2 – Newspaper adverts (July 2017)

Below is a copy of the quarter page advert that appeared in Dunmow Broadcast on 6 July 2017, and a half page revised advert that appeared in Harlow Star on 13 July 2017.

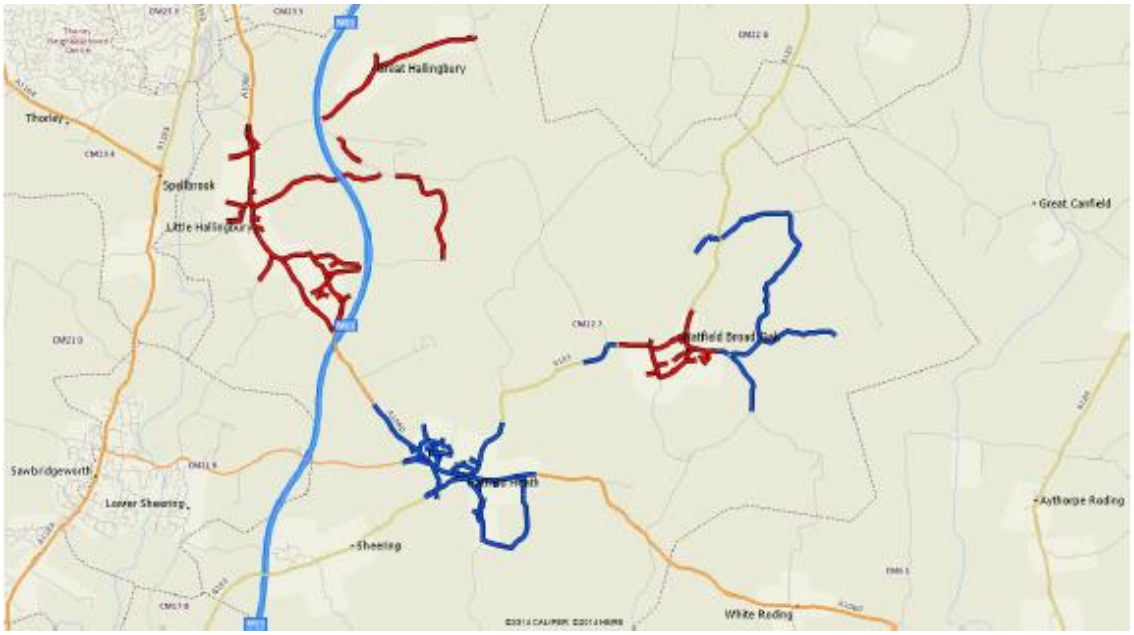


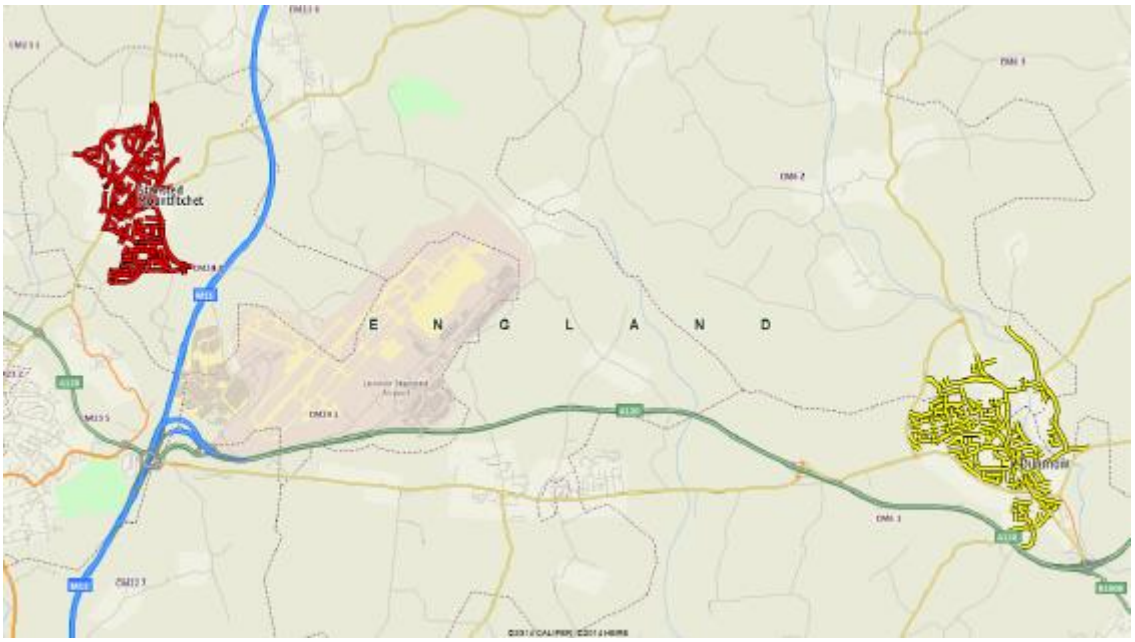
Dunmow Broadcast, 6 July 2017

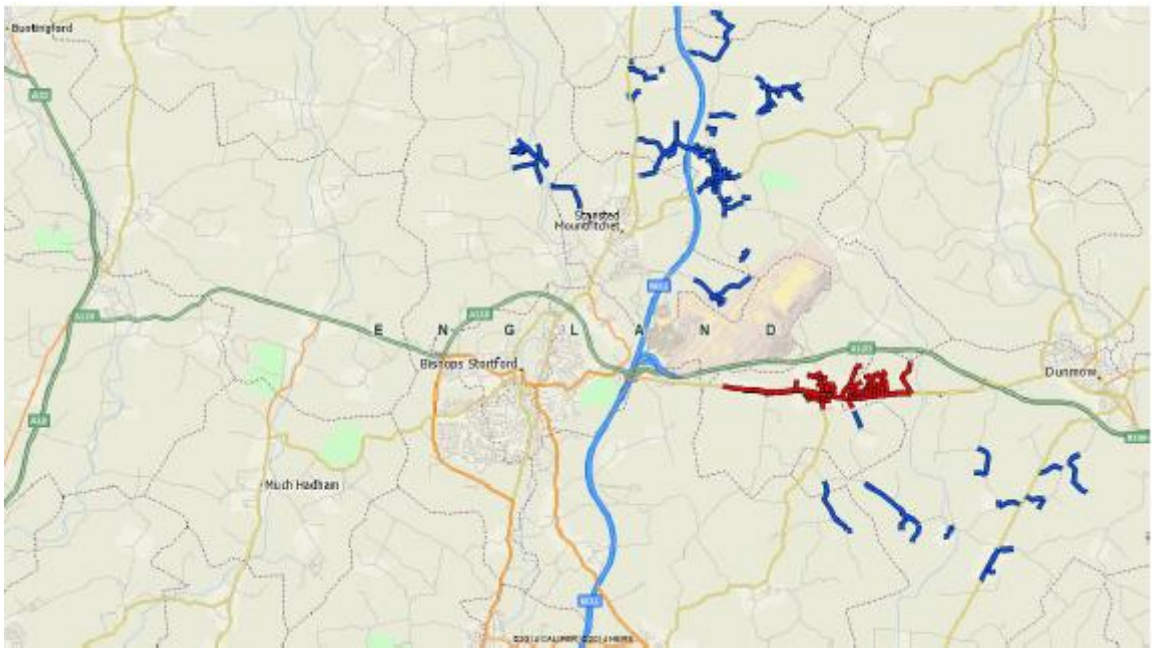


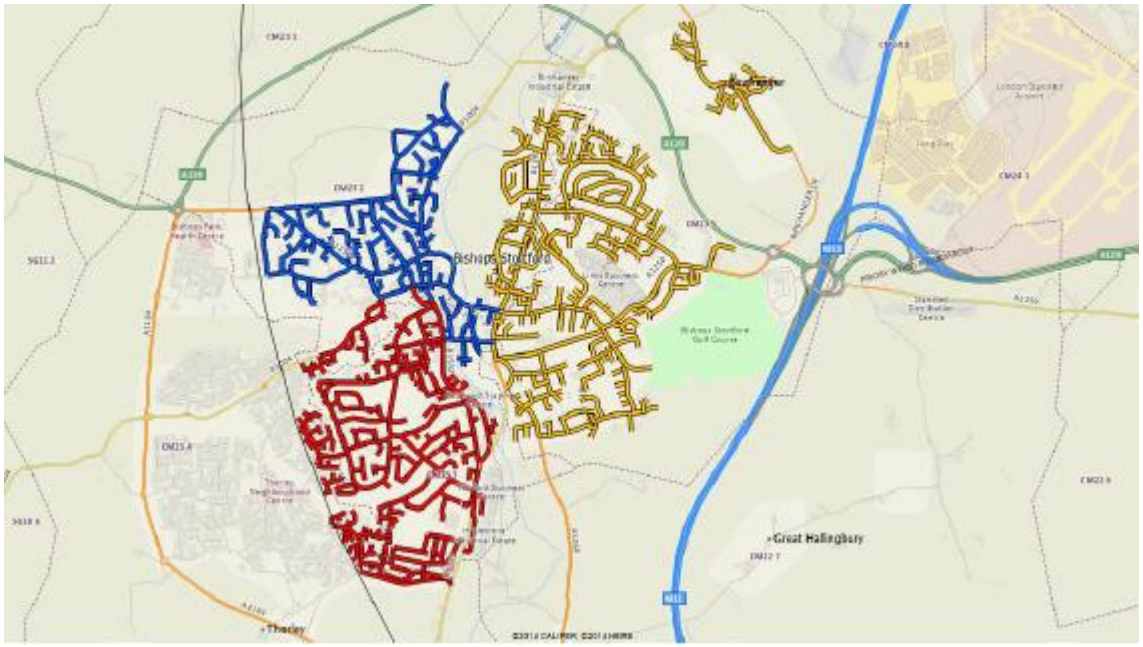
Harlow Star, 13 July 2017

Appendix 3 – Newsletter Distribution Maps (July 2017)









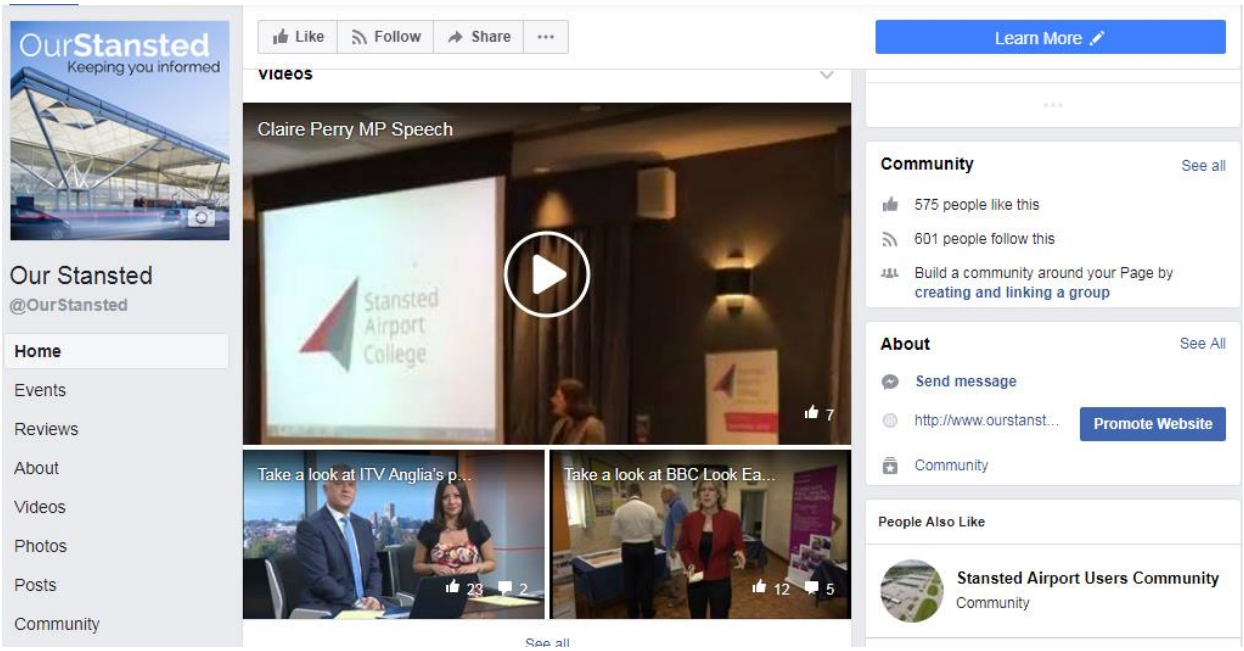
Distribution maps – July 2017

Appendix 4 – Our Stansted website screenshot





Appendix 5 – Our Stansted Facebook page



Appendix 6 – Email update to inform community stakeholders (July 2017)



Stansted Airport – Community consultation View this email in your browser

LONDON STANSTED AIRPORT
BUILDING FOR THE FUTURE

Stansted Airport will shortly begin a local community consultation on our plans to make full and efficient use of our single runway.

Since MAG acquired the Airport in 2013, Stansted has become one of the UK's fastest growing airports, now serving over 190 destinations across Europe and North America. Our cargo operation is the third biggest in the UK, helping local businesses trade with the global marketplace. In total, we now employ over 12,000 people, with 7 in 10 employees living in Essex and Hertfordshire.

With passenger numbers at Stansted growing and expected to reach 35 million by the early 2020s and a new runway at Heathrow at least a decade away, we want to plan for the future and provide certainty for our business partners and local residents by making best use of Stansted's single runway.

At this stage, we want to gather the views of local residents and will be hosting a number of local community events. If you are unable to attend and would like to have your say, please visit www.ourstansted.com

FIND OUT MORE ABOUT OUR PLAN FOR LONDON STANSTED AND THE FUTURE OF THE REGION AT ONE OF OUR EXHIBITIONS:

Hatfield Heath, Thursday 6th July 3pm - 8pm
Hatfield Heath Institute, 2A Broomfields, CM22 7EH

Great Dunmow, Saturday 8th July 10am - 3pm
Foakes Hall, 47 Stortford Road, CM6 1DG

Stansted Mountfitchet, Monday 10th July 3pm - 7pm
St John's Church Hall, CM24 8JP

Braintree, Wednesday 12th July 3pm - 8pm
Braintree Town Hall, Fairfield Road, CM7 3YG

Takeley, Friday 14th July 4pm - 8pm
Silver Jubilee Hall, Dunmow Road, CM22 6QJ

Thaxted, Saturday 15th July 12pm - 4pm
Bolford Street Hall, Bolford Street, CM6 2PY

Saffron Walden, Monday 17th July 3pm - 8pm
Town Hall, Market Square, CB10 1HR

Bishop's Stortford, Wednesday 19th July 3pm - 8pm
Methodist Church, 34B South Street, CM23 3AZ

Harlow, Monday 24th July 3pm - 7.30pm
Harlow Leisurezone, Second Avenue, CM20 3DT

You can also find our more at
www.ourstansted.com

london stansted airport

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Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

Appendix 7 – A 'Thank You' newspaper advert (July 2017)



A 'Thank you' newspaper advert

Appendix 8 – Consultation feedback form (July 2017)

LONDON STANSTED AIRPORT
BUILDING FOR THE FUTURE

Thank you for attending the exhibition. We would welcome your views on our plans for London Stansted. Please spend a few minutes completing the response form and leave it in the ballot box provided. Alternatively, you can return it via FREEPOST to:

Our Stansted, Freepost RTUZ–GXYA–RUYB, Have your say, PO Box 997A, Surbiton, KT1 9ZN

You can also complete the survey online at **www.ourstansted.com**

Name

Address

Postcode

E-mail

1. On a scale of 1-5 (with 1 being of low importance and 5 being very important) please rate how important the following elements of the project are to you?

	Importance please circle (1 low – 5 high)				
Seeking to make full use of our single runway	1	2	3	4	5
Restricting the additional flights to 4% above the current limit	1	2	3	4	5
Expanding only within our site boundary	1	2	3	4	5
Minimising the impact of aircraft noise	1	2	3	4	5
Increasing our local economic contribution and creating more jobs	1	2	3	4	5
Providing a technical college and championing apprenticeships	1	2	3	4	5
Plans to invest in new facilities to improve the passenger experience	1	2	3	4	5
Focus on providing new long-haul destinations	1	2	3	4	5

2. Please indicate which of the following would you like from Stansted

- ☐ More jobs and training opportunities
- ☐ Give local people using the airport special perks or offers
- ☐ Environmental mitigation measures
- ☐ Noise insulation for those most impacted
- ☐ Other (please specify) _____

3. Overall, do you support our plans for Stansted Airport? Yes ☐ No ☐ Not sure ☐

Please continue overleaf.

www.ourstansted.com

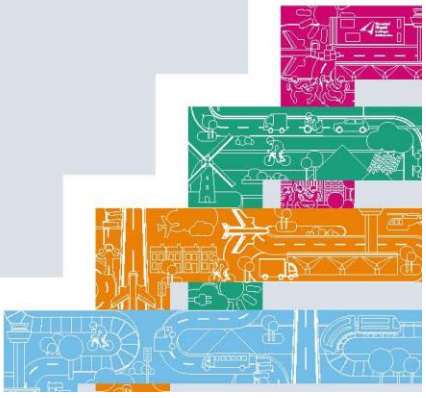
4. Do you have any other comments on the emerging plans?

☐ If you do not wish to be kept updated about our proposal, please tick this box.

Copies of the responses will be made available to Uttlesford District Council so it is aware of all forms received. By providing your details you agree to your response and personal details being forwarded to the Council.

We will request that your personal details are not placed on the public record. Under the Data Protection Act 2000 we have a legal duty to protect any personal information we collect from you. As such, we will not pass your details to other third parties.

www.ourstansted.com



Appendix 9 – How we responded to your feedback email update (October 2017)

Stansted Airport – We've listened View this email in your browser

LONDON STANSTED AIRPORT
BUILDING FOR THE FUTURE

London Stansted Airport targets growth within current environmental and aircraft movement limits
By Ken O'Toole, Managing Director, Stansted Airport



When I joined London Stansted Airport as its new Chief Executive in early September, I was already aware of a number of key issues that were important to our passengers, airline partners and, just as vital, our local community.

With around 26 million passengers using the airport each year – an increase of nearly 10 million passengers compared with five years ago - it was no surprise that future growth was at the top of the agenda and, importantly, how we plan for it.

Since then, I've spent much of my time listening to the views of all those with an interest in our future plans. I've been able to take a fresh look at our proposed planning application to grow beyond our 35 million passenger limit and use this as an opportunity to reflect on the feedback we received from across the local community at our events in July.

Our neighbours told us that they support growth and investment in the airport facilities and welcome a further increase in destinations and choice. They also told us that they were concerned about the proposal to increase in the number of flights that the airport is permitted to operate each year.

We've listened to those concerns and decided to adapt our proposals so growth can be met within the current flights limits.

That means we will now apply to Uttlesford District Council to raise the cap to 43mppa (million passengers a year) – a smaller increase in passenger numbers than originally proposed (44.5mppa). **Most importantly this will be achieved without increasing the existing noise limits.**

This is an example of community consultation in action – we talked about our plans, we listened and we have amended our proposals accordingly.

We have advised the Council of these changes as we believe these plans provide a better balance between ensuring our future growth and support for the regional economy and the impact on our community. This clarity will also ensure that airlines and business partners have the confidence to continue to invest and grow at Stansted.

We will be holding a series of feedback sessions in key areas in November 2017 to provide further information on our proposals before we submit a final planning application to amend the cap on passenger numbers, most likely in early 2018.

We hope this application will establish the way forward for the airport for the next 10 years. It will enable us to continue to work to make best use of our existing runway, provide more choice and new destinations, more jobs, help us further improve the airport's facilities and passenger experience and, most importantly, contain our growth within our current environmental limits.

If you wish to sign up to further information on our plans go to www.ourstansted.com

london stansted airport

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Want to change how you receive these emails?

Appendix 10 – How we responded to your feedback newsletter (November 2017)

LONDON STANSTED AIRPORT

FUTURE GROWTH WITHIN CURRENT FLIGHT AND ENVIRONMENTAL LIMITS

We've listened to your feedback and adapted our proposals, so growth can be met within the current cap on the number of aircraft movements.

Ken O'Toole, Stansted Airport

Following feedback at the consultation events in July 2017, we've listened to the local community and adapted our proposals. Growth at the airport over the next decade can be met without increasing the agreed number of flights or the size of the airport's environmental 'footprint'.

Making best use of our runway to serve 43 million passengers will help create more choice and better terminal facilities, new jobs for local people, clarity for the local community while providing airlines and businesses with the confidence to invest in Stansted.

To find out more please see overleaf.



You can also find out more at **www.ourstansted.com**

MAG London Stansted Airport

HOW WE ARE RESPONDING TO YOUR FEEDBACK

JOBS, APPRENTICESHIPS AND INVESTMENT

Over 50% of local people said jobs were very important and we should offer more career opportunities for young people. We couldn't agree more!

With 12,000 employees on-site we already play a crucial role in providing jobs and apprenticeships. To improve our offer we've teamed up with Harlow College and Essex County Council to build the UK's first airport technical college. It will specialise in science, technology and maths, helping us to create the engineers of the future. Find out more at **ourstansted.com/harlowcollege**.

MANAGING NOISE AND THE ENVIRONMENT

We've listened carefully to feedback about extra noise from more flights and understand the concerns this brings to some affected communities. As a result we've decided to adapt our proposals so growth will be delivered within our existing flight limits. This results in growth in passengers to 43 million passengers a year. We will remain within our environmental limits.

With new aircraft technology, planes are getting quieter and greener and can also fly closer to designated routes, helping to reduce the number of people impacted by air travel.

DROPPING OFF FOR FREE

At the consultation, there was some confusion about our drop off facilities. Many people were unaware that you can park for up to one hour in the mid stay car park for free.

Whether you are helping someone reach the terminal, or awaiting family and friends, the mid stay car park is the free alternative for dropping off at Stansted.

OFFERING FLIGHTS TO MORE DESTINATIONS

Many people told us Stansted was their airport of choice and they wanted us to offer more destinations across the world. We agree!

In the last 12 months, we have secured 8 new airlines, including Jet2 and BMi and now serve 190 destinations. From next April we'll be flying even further with Primera Air offering New York, Boston and Toronto, enabling us to offer more choice from your local airport.

IMPROVING THE LOCAL TRANSPORT NETWORK

We appreciate community frustration that local roads and trains are busy, particularly at peak times, and we are working with the highways authorities on solutions. Our plans focus on making best use of our single runway and encouraging more passengers to use public transport, particularly when new longer trains arrive in 2019.

We remain committed to ensuring over half of our passengers travel to / from the airport by public transport and will continue to financially support local bus routes. We will also continue to champion improvements to Junction 8 of the M11 and A120 and faster and more reliable rail services to London and Cambridge.

RESIDENTS DISCOUNT CARD

As part of our work with our independent Consultative Committee, we have an agreed discount scheme for local people to drop off outside the terminal.

If you live within 10 miles of the airport you will pay £1 to drop off. Residents living within 5 miles of the airport pay 50p.

Visit **ourstansted.com/residentdiscount** for more information.

www.ourstansted.com

Appendix 11 – Performance based navigation update (October 2017)

LONDON STANSTED AIRPORT

STANSTED SECURES 90% OF LOCAL AIRCRAFT ON 'QUIETER ROUTE'

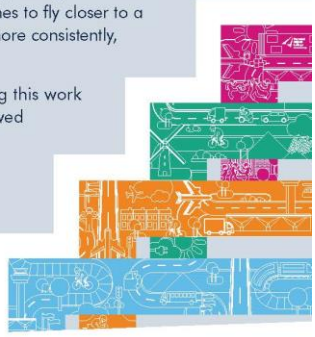
Over the past few years, Stansted Airport has been working with airlines, air traffic control (NATS) and our independent Consultative Committee to reduce the impact of aircraft noise on communities in and around Hatfield Heath and Hatfield Broad Oak.

We received feedback at our consultation events in July 2017 that aircraft were not following the quieter route, which goes between the two villages, rather than over them.

Over the summer we worked closely with Ryanair and the Irish Aviation Authority to ensure as many planes as possible use the quieter route. This narrow path is possible through using RNP1 airspace procedures, which enables planes to fly closer to a designated route more accurately and more consistently, similar to satellite navigation.

We are pleased to confirm that following this work 90% of flights in September 2017 followed this narrower route.

As a responsible business we are keen to listen to our neighbours and where possible use new initiatives to reduce the airport's environmental impacts on the local community.



Further information on our work can be found at **www.ourstansted.com/noise**

london stansted airport

PART OF MAG

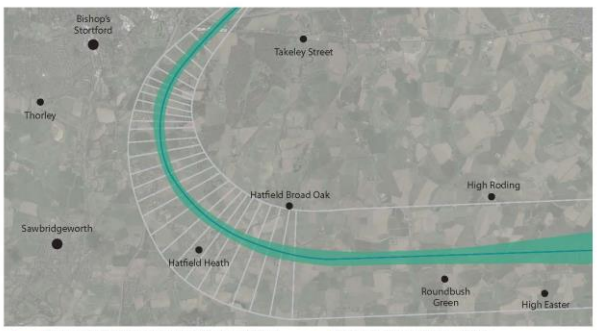
21ST JULY 2017

Before the changes, about 16% of the flights were able to follow the narrower route.



21ST SEPTEMBER 2017

Following discussions with Ryanair and the Irish Aviation Authority, 90% of flights are now successfully using the quieter, narrower route between Hatfield Heath and Hatfield Broad Oak.

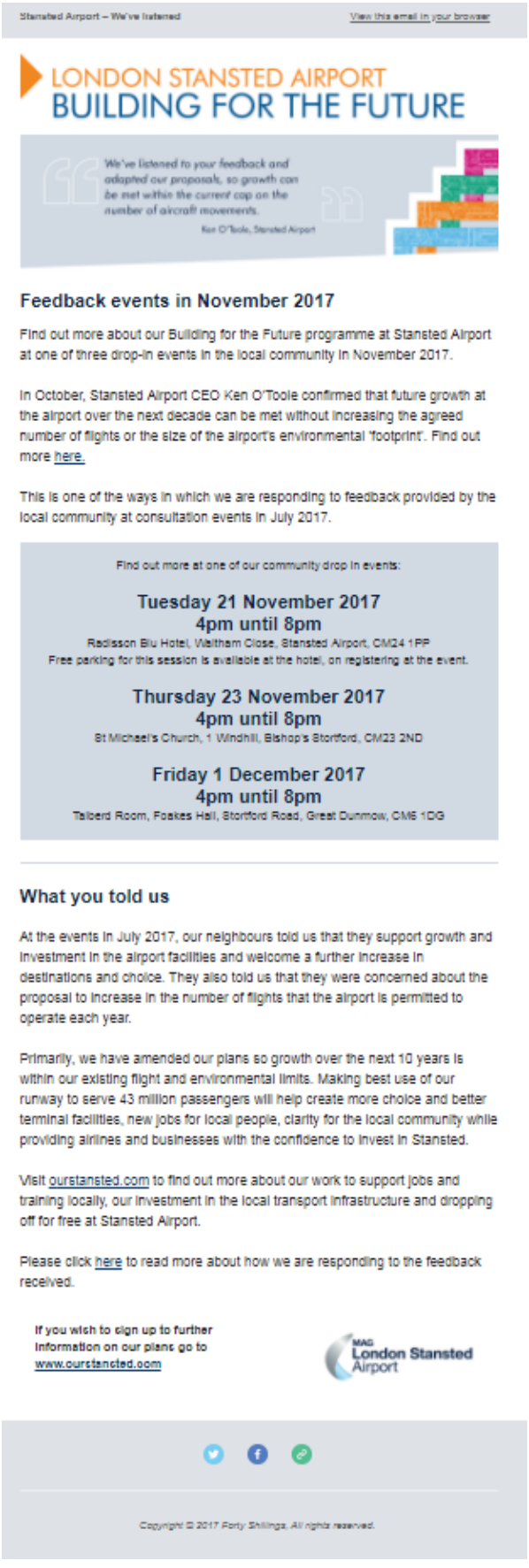


www.ourstansted.com/noise

Appendix 12 – Newspaper adverts (November 2017)



Appendix 12 – Email advertising feedback events (November 2017)



Stansted Airport – We've listened View this email in your browser

LONDON STANSTED AIRPORT
BUILDING FOR THE FUTURE

We've listened to your feedback and adapted our proposals, so growth can be met within the current cap on the number of aircraft movements.

Ken O'Toole, Stansted Airport

Feedback events in November 2017

Find out more about our Building for the Future programme at Stansted Airport at one of three drop-in events in the local community in November 2017.

In October, Stansted Airport CEO Ken O'Toole confirmed that future growth at the airport over the next decade can be met without increasing the agreed number of flights or the size of the airport's environmental 'footprint'. Find out more here.

This is one of the ways in which we are responding to feedback provided by the local community at consultation events in July 2017.

Find out more at one of our community drop in events:

Tuesday 21 November 2017
4pm until 8pm
Radisson Blu Hotel, Waltham Close, Stansted Airport, CM24 1PP
Free parking for this session is available at the hotel, on registering at the event.

Thursday 23 November 2017
4pm until 8pm
St Michael's Church, 1 Windhill, Bishop's Stortford, CM23 2ND

Friday 1 December 2017
4pm until 8pm
Talbard Room, Foakes Hall, Stortford Road, Great Dunmow, CM6 1DG

What you told us

At the events in July 2017, our neighbours told us that they support growth and investment in the airport facilities and welcome a further increase in destinations and choice. They also told us that they were concerned about the proposal to increase in the number of flights that the airport is permitted to operate each year.

Primarily, we have amended our plans so growth over the next 10 years is within our existing flight and environmental limits. Making best use of our runway to serve 43 million passengers will help create more choice and better terminal facilities, new jobs for local people, clarity for the local community while providing airlines and businesses with the confidence to invest in Stansted.

Visit ourstansted.com to find out more about our work to support jobs and training locally, our investment in the local transport infrastructure and dropping off for free at Stansted Airport.

Please click here to read more about how we are responding to the feedback received.

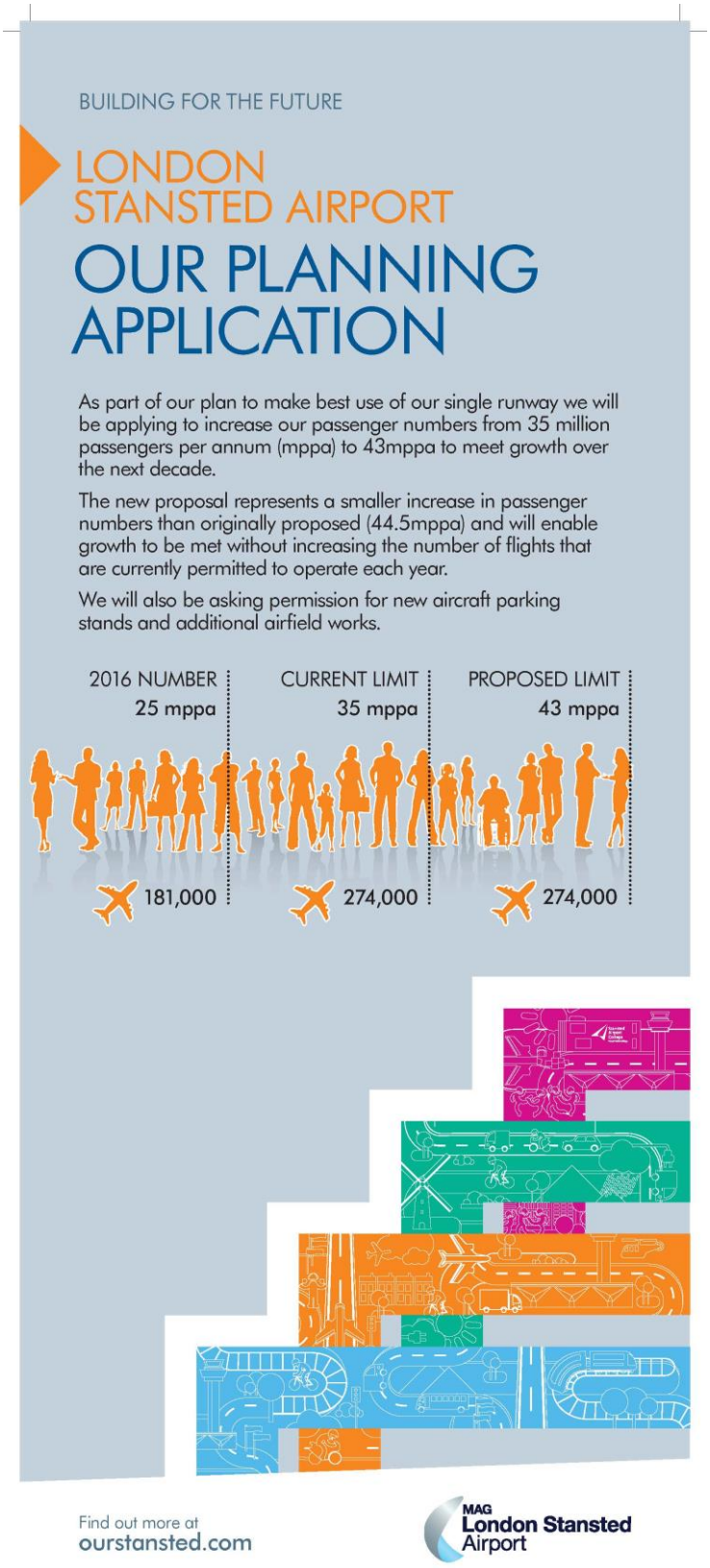
If you wish to sign up to further information on our plans go to www.ourstansted.com

MAG London Stansted Airport

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Appendix 13 – How we responded to your feedback exhibition boards (November 2017)

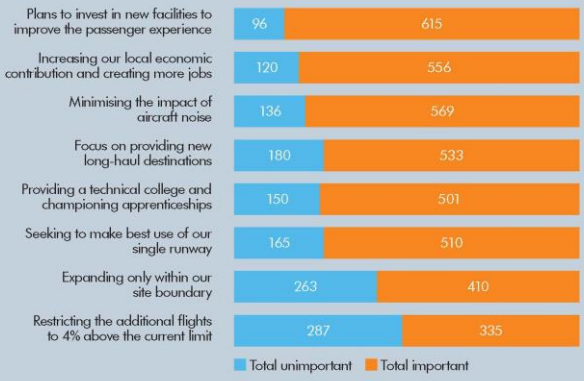



BUILDING FOR THE FUTURE
LONDON
STANSTED AIRPORT
OUR PLANNING
APPLICATION
As part of our plan to make best use of our single runway we will be applying to increase our passenger numbers from 35 million passengers per annum (mppa) to 43mppa to meet growth over the next decade.
The new proposal represents a smaller increase in passenger numbers than originally proposed (44.5mppa) and will enable growth to be met without increasing the number of flights that are currently permitted to operate each year.
We will also be asking permission for new aircraft parking stands and additional airfield works.
2016 NUMBER
25 mppa
CURRENT LIMIT
35 mppa
PROPOSED LIMIT
43 mppa
181,000
274,000
274,000
Find out more at
ourstansted.com
MAG
London Stansted
Airport

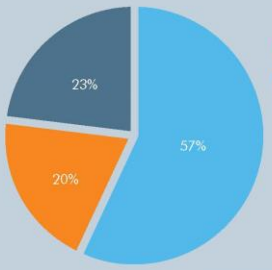
BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT CONSULTATION EVENT FEEDBACK

Investing in the passenger experience, providing more jobs and reducing the impact of aircraft noise were the most important issues for local residents*.

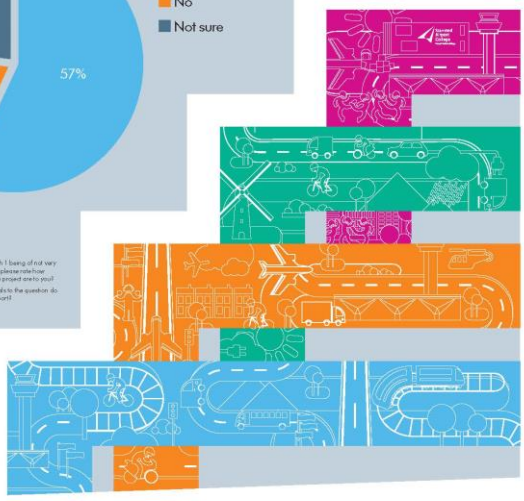


57% of local residents support our future plans for Stansted Airport**.



* Question asked: On a scale of 1-5 (with 1 being of not very important and 5 being very important) please rate how important the following elements of the project are to you?

** Based on responses from 611 individuals to the question do you support our plans for Stansted Airport?



Find out more at
ourstansted.com

MAG London Stansted Airport

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BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT

HOW WE ARE RESPONDING TO FEEDBACK

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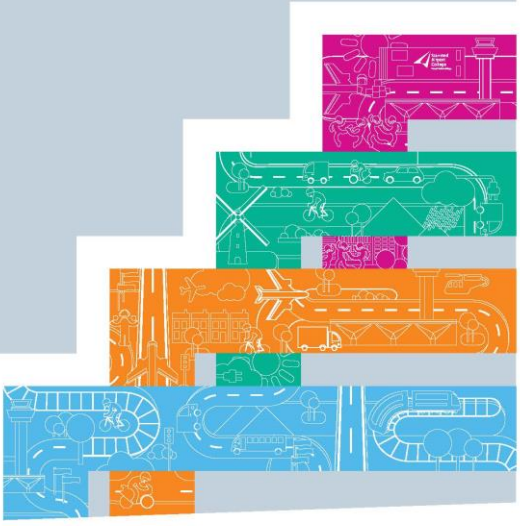
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BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT

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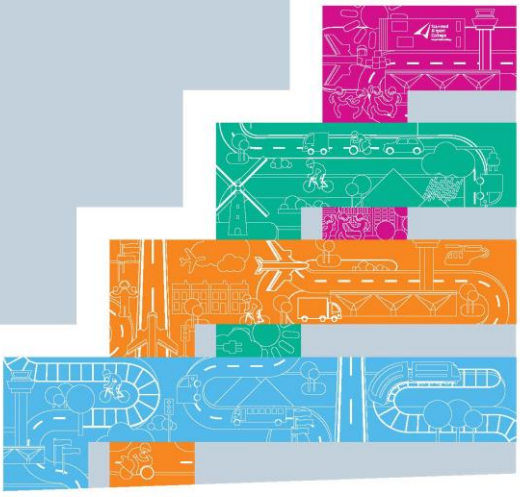
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BUILDING FOR THE FUTURE

LONDON STANSTED AIRPORT

HOW WE ARE RESPONDING TO FEEDBACK

IMPROVING THE LOCAL TRANSPORT NETWORK

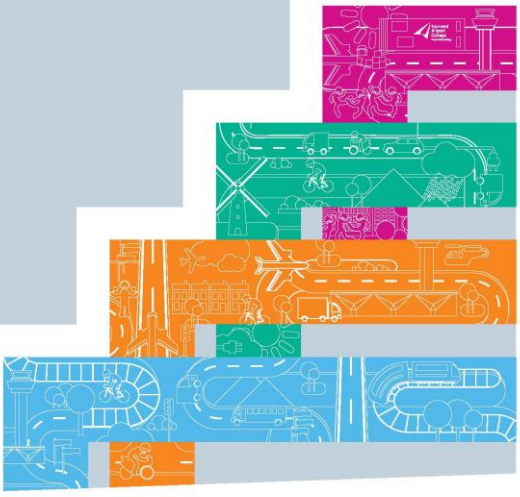
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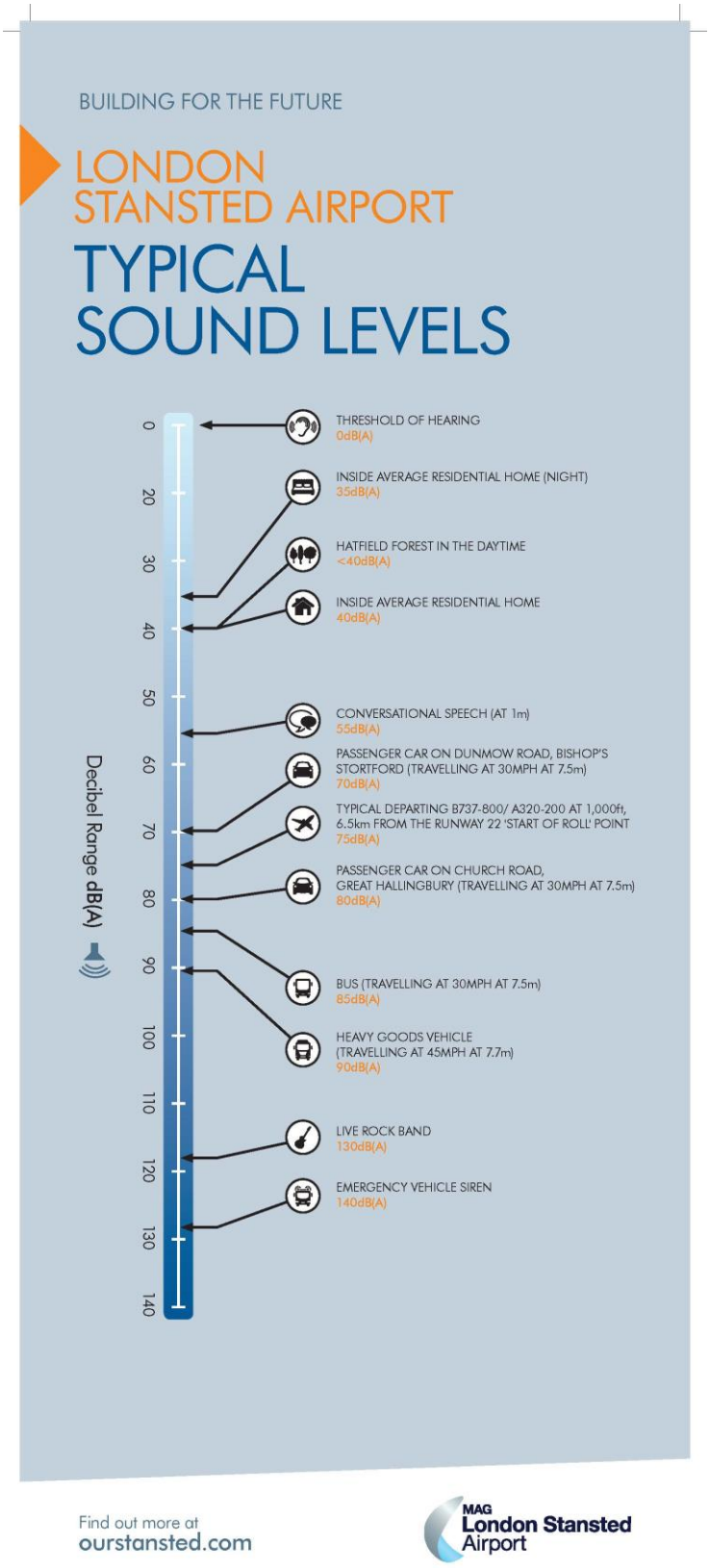
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BUILDING FOR THE FUTURE
LONDON STANSTED AIRPORT
TYPICAL SOUND LEVELS
Decibel Range dB(A)
0
20
30
40
50
60
70
80
90
100
110
120
130
140
THRESHOLD OF HEARING
0dB(A)
INSIDE AVERAGE RESIDENTIAL HOME (NIGHT)
35dB(A)
HATFIELD FOREST IN THE DAYTIME
<40dB(A)
INSIDE AVERAGE RESIDENTIAL HOME
40dB(A)
CONVERSATIONAL SPEECH (AT 1m)
55dB(A)
PASSENGER CAR ON DUNMOW ROAD, BISHOP'S STORTFORD (TRAVELLING AT 30MPH AT 7.5m)
70dB(A)
TYPICAL DEPARTING B737-800/ A320-200 AT 1,000ft, 6.5km FROM THE RUNWAY 22 'START OF ROLL' POINT
75dB(A)
PASSENGER CAR ON CHURCH ROAD, GREAT HALLINGBURY (TRAVELLING AT 30MPH AT 7.5m)
80dB(A)
BUS (TRAVELLING AT 30MPH AT 7.5m)
85dB(A)
HEAVY GOODS VEHICLE (TRAVELLING AT 45MPH AT 7.7m)
90dB(A)
LIVE ROCK BAND
130dB(A)
EMERGENCY VEHICLE SIREN
140dB(A)
Find out more at
ourstansted.com
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BUILDING FOR THE FUTURE

LONDON
STANSTED AIRPORT

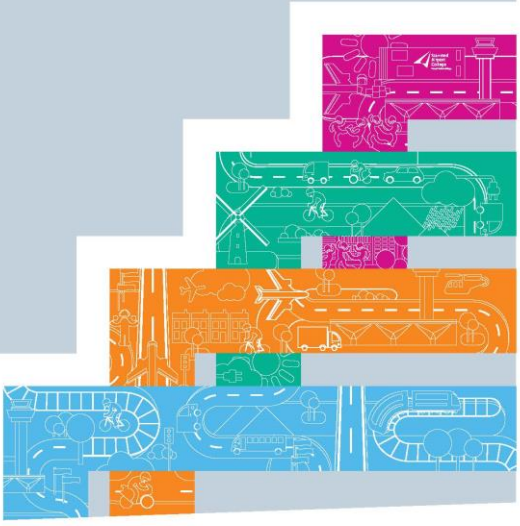
STANSTED SECURES 90% OF AIRCRAFT ON 'QUIETER ROUTE'

Over the past few years, we have been working with airlines, air traffic control (NATS) and our independent Consultative Committee to reduce the impact of aircraft noise on communities to the south of the airport.

We received feedback at our consultation events that aircraft were not following the quieter route, which goes between villages, rather than over them.

Over the summer we worked closely with Ryanair and the Irish Aviation Authority to ensure as many planes as possible use the quieter route. This narrow path is possible through using RNP1 airspace procedures, which enables planes to fly closer to a designated route more accurately and more consistently, similar to satellite navigation.

We are pleased to confirm that following this work 90% of flights in September 2017 followed this narrower route.



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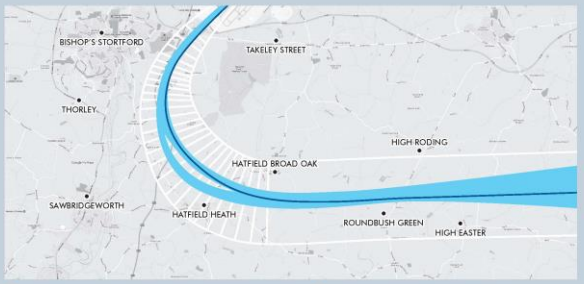
BUILDING FOR THE FUTURE

LONDON
STANSTED AIRPORT

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21st JULY 2017

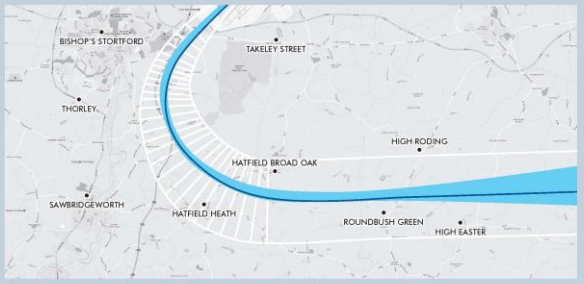
Before the changes, about 16% of the flights were able to follow the narrower route.



Shows path of 90% of departures from Stansted Airport Shows ideal narrow departure route

21st SEPTEMBER 2017

Following the discussion with Ryanair and the Irish Aviation Authority, 90% of flights are now successfully using the quieter, narrower route between Hatfield Heath and Hatfield Broad Oak.



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