

Britainthinks

— Insight & Strategy —

October 2019

‘Hyper local’ area research

Final report

Commissioned by Lowick PR and the Heathrow Community Engagement Board (HCEB)

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Executive summary

BritainThinks was commissioned by the Heathrow Community Engagement Board (HCEB) to conduct research with local residents living in 'hyper local' areas in the immediate vicinity of Heathrow Airport in order to understand their views on the proposed airport expansion plans and how their daily lives will be impacted. We conducted face-to-face interviews with 54 local residents across the 10 'hyper local' areas between 3rd and 17th September.

Key findings

1. There is a distinct lack of trust among local residents that their views will be considered in the development of the expansion plans. While some are very frustrated by this, on the whole residents are resigned to and accepting of it.
2. Residents have often disengaged from the expansion, due to the protracted period that it has been on the agenda, and the uncertainty about whether and how it is going to happen. This means that awareness of plans and interest in information is often very low – even when residents know or expect they may lose their home.
3. Lack of transparency is a key issue that is undermining trust in Heathrow Airport, and contributing to local residents feeling negatively about the expansion plans. While local residents do not expect that their feedback will change the expansion plans themselves, they do think it could change how the plans are communicated to them.
 - a. In particular, those who are in compulsory purchase offer (CPO) or wider purchase offer (WPO) zones want clear details around dates so they can start to plan for the future.
 - b. Those privately renting or in social housing feel they are missing out on key information, as communications seem to be solely directed towards home-owners.
4. Trust between Heathrow Airport and local communities could be improved through:
 - a. Strategies that aim to make the process less stressful for local residents through improved communication. While improved communication is seen as a real opportunity for Heathrow Airport to make a difference, it also represents a real challenge as residents are often disengaged from information they receive, and rarely seek it out.
 - b. Actions that demonstrate 'genuine' compensation for communities and the environment. Local residents feel that Heathrow Airport is asking a lot of their communities (in terms of physical assets, patience while decisions are pending, and environmental impact), so want to see Heathrow Airport 'give back' to communities. Specifically, residents want to see commitments around jobs and apprenticeships for local people during the expansion process. Current plans around the Green Loop can be seen as 'tokenistic' – residents would like to see more detail about the tangible actions Heathrow Airport will take to offset environmental impact.

Introduction

Background

In June 2019, Heathrow Airport released their masterplan for expansion and launched a 12-week statutory consultation to give the public the opportunity to have their say on the proposal.

The Heathrow Community Engagement Board (HCEB) play an important role in increasing community and stakeholder participation in Heathrow's planning and decision-making processes. They are completely independent of Heathrow Airport and the Government, working with local people to provide challenge and scrutiny to the airport's day-to-day operations and expansion proposals.

The HCEB commissioned BritainThinks in August 2019 to engage with local residents that will be affected by the proposed expansion. The initial findings from this research helped to inform their independent response to Heathrow's consultation.

Objectives

The research was designed to understand views of the proposed expansion plans amongst local residents in 10 'hyper local' areas in the immediate vicinity of the airport and directly impacted by the proposed expansion plans.

Specifically, this research sought to understand:

- The context of local residents' lives and their perceptions of the areas they live in;
- Spontaneous awareness of the expansion plans and views on how they will impact them as local residents;
- Responses to information about the expansion plans in their local area, including
 - How it will impact them individually, and
 - Suggestions for ways Heathrow could make a difference to how they are impacted.

Methodology

The research comprised of face-to-face depth interviews with 54 residents across 10 'hyper local' areas. Each interview lasted 45 minutes and was conducted by an experienced BritainThinks moderator, and participants were paid a cash incentive as compensation for their time.

'Hyper local' area research

All interviews were conducted between 3rd and 17th September, 2019.

The breakdown of face-to-face interviews according to 'hyper local' area is as follows:

'Hyper local' area	Total
Bedfont and Mayfield Farm	5
Brands Hill	5
Colnbrook and Poyle	5
Cranford, Hatton and North Feltham	6
Harlington and Cranford Cross	5
Harmondsworth	6
Longford and Bath Road	5
Richings Park	5
Sipson	6
Stanwell and Stanwell Moor	6
TOTAL	54

Lowick PR and the HCEB initially conducted a flyer drop in the targeted 'hyper local' areas to raise awareness of the consultation and this research. However, due to a larger than anticipated response, we were unable to include all who self-referred in the face-to-face interviews. We applied a cap on the number of self-referrals accepted, in order to ensure that those who were less engaged in the expansion plans were also included in the final sample; of the 54 total participants, 26 were recruited via self-referral from a flyer and 28 were sourced via on-street recruitment.

Detailed findings

Context

Generally speaking, local residents feel a strong sense of community in their area. Some have always lived in the area and stay in order to be close to their families and broader social network. Others originally moved into the area for job opportunities but have since established strong local community connections.

"It's a strong community, everyone knows everyone."

Local resident of Bedfont and Mayfield Farm

Positives of the area include access to local job opportunities, good schools, and strong transport connections via TfL rail, underground (Piccadilly line) and road (M25, A3044). For those near green spaces, this is also mentioned as a key positive.

"It only takes 5-10 minutes to get to the airport which is very convenient. And there are good transport links around here."

Local resident of Stanwell and Stanwell Moor

Local residents are generally positive or neutral about the proximity of the airport to their communities. On balance, the airport is perceived as a positive part of the community as it provides jobs, financial stability, and easy access to travel for those who live nearby. Residents are generally accepting of the noise and lower air quality that come with having an airport nearby. However, they express irritation when agreed limits are exceeded – for example, some mention that they are not supposed to be overflowed at night, yet regularly experience this. Those who live on local roads mention that traffic has been getting worse in their area and that parking is getting harder – in particular, those accessing the airport were parking on streets nearby to avoid airport access charges.

"Living near Heathrow is a huge advantage for my son - he just drives in and parks in the staff car park...however the air quality here is so bad from increased traffic that I won't buy veg from outside shops anymore."

Local resident of Bedfont and Mayfield Farm

"They say there's a ban on night-time flying at the moment, but they don't stick to that...it's frustrating."

Local resident of Colnbrook and Poyle

“At the time we bought this house the planes flew parallel to the house, but in the last year we've started being overflowed. We honestly can't even hear each other speak when we're in the garden.”

Local resident of Stanwell and Stanwell Moor

Spontaneous awareness of expansion plans and impacts

Levels of engagement with information on the expansion plans vary significantly, with some having proactively sought out information and others claiming to have not read any information at all.

A handful of residents have attended consultations – typically these are individuals who feel they will be significantly affected by expansion or who are highly engaged with the proposed plans. Their experiences of meetings are mixed:

- Attendees mention that they liked the fact that meetings took place during the day *and* evening – so those working and non-working could attend.
- Highly engaged residents tend to report that meetings are unhelpful as nobody can answer their specific questions about how the plans will affect them. These individuals do not learn any new information at meetings, as those in attendance from Heathrow Airport are not specialists about the issues they care about.

“I think it's good they've held the meetings in the day so people at home can attend them, but they also do ones that are after work for working folks.”

Local resident of Colnbrook and Poyle

“I did go to a consultation in Feltham, but they couldn't answer any of my questions. For example, no one has clarified how the actual flight path will change.”

Local resident of Cranford, Hatton and North Feltham

“[At the consultation] They just told us the plan and then skirted around the questions.”

Local resident of Richings Park

Residents often say they have received leaflets containing information through the door but have either skimmed or chosen not to read these.

“I do get letters through the door from Heathrow, but they're quite easy to ignore.”

Local resident of Bedfont and Mayfield Farm

Some claim to have not received any information on the expansion plans at all – this appears to be more common among those who are not home-owners or leaseholders, e.g. private renters, adult children living at home, or those in social housing.

“I don't really know what's going on in Bedfont. I think it's mainly the North of the airport that's being expanded? I'm just going off word of mouth though.”

Local resident of Bedfont and Mayfield Farm

There is little sense of who is sending information to local residents, reflecting generally low awareness of the different organisations involved. By default, it is assumed that this information is coming from Heathrow Airport. Very few had heard of the HCEB before the research took place, and there is limited awareness of what their role is. Due to this low awareness, there are no clear ideas for what the role of the HCEB could be, though there is appetite among some local residents for their community to 'band together' to have their views heard by Heathrow Airport. This suggests that there could be a role for the HCEB in signposting interested individuals to community engagement groups.

“I don't actually know if it's Heathrow that are running these meetings, maybe their development team? The leaflets have been coming from the same people as the events, the ones that simulated how the noise will be.”

Local resident of Richings Park

Engagement with information is very low among long-term local residents, even in cases when they are likely to be significantly affected by the proposals. This is for a number of reasons:

- Expansion plans are perceived to be constantly changing, making it hard for local residents to take new information seriously. Longer-term residents describe the process as having been going on for 15-20 years, with the message continually changing, leading to disengagement and a lack of trust. Residents often do not differentiate the current consultation with what has already occurred.
- Some local residents express strong cynicism about the validity of previous consultations (such as the Heathrow vs. Gatwick expansion debate) and take the view that their feedback was never going to be considered, and will not have an influence now. This means that local residents are often starting from a place of distrust and cynicism.
- Local residents are often beyond questioning whether the expansion plans should go ahead; there is a sense of resignation that the expansion will happen regardless of their engagement.
- The main thing disengaged residents want is clarity and certainty, though they are often uninterested in reading new information.

'Hyper local' area research

"I've received a lot of correspondence from Heathrow through the door, but there's never much certainty, or any concrete answers about what's going to happen when."

Local resident of Stanwell and Stanwell Moor

"They flip flop. First they do want your property, then they don't. The information is always changing. They did the same with terminal 4 – they said they wouldn't do X, but in the end, they just did what they wanted."

Local resident of Sipson

"I haven't really taken much notice of anything, because it's been going on so long and it changes quite frequently, I'm actually at the point when I think when you've got something concrete, I will listen. When it's something you wouldn't necessarily choose, it's hard to take it seriously until it's cast in stone."

Local resident of Harmondsworth

"I think, with a lot of their plans, they are being deliberately ambiguous, because they don't actually know what's going to happen."

Local resident of Richings Park

There is seen to be room for improvement in how information is communicated to local residents, with particular demand for certainty and clarity on timing. Local residents feel very strongly that they need specific information about how things will affect them and when:

- Among those in CPO zones, lack of certainty has led to frustration and a sense of being 'in limbo'. These residents seek reassurance about the timings and process of property valuations, and clearer timescales.
- Some living in CPO/WPO zones are so disengaged that they have not looked into the current status of their home, with respect to whether their home will be purchased or what the offer will be.
- Those who are not homeowners feel they have not received any information relevant to them. Private renters are unsure whether their landlords have information, but have not discussed it with them.
- Those in social housing are waiting to be told by their housing association what will happen, and have not received any information as yet. They are unsure about whether or not they will be moved out of the area and are concerned about this.

"I've been stuck in limbo for 5 years. I want to get compensation earlier, but I think you have to prove that you can't sell early... nothing has been made clear."

Local resident of Harlington and Cranford Cross

"It's very glossy [the information I've received], it's smoke and mirrors."

Local resident of Longford and Bath Road

"Having been to the Harmondsworth consultation a few weeks ago, everything is around the new community that is being built, there's very little around what they're doing to the people that are being ousted."

Local resident of Harmondsworth

Spontaneously, the perceived impacts of the expansion tend to be quite generic, with few being able to move beyond increased traffic, air pollution and noise. For those in CPO zones, the process of property purchase is the biggest front of mind impact and there is appetite for detailed information on this.

On the whole, local residents are open to the notion that the Heathrow Airport expansion could bring benefits to the wider community and the country as a whole, including a stronger economy and more jobs. However, local residents find it difficult to look past the negative impacts.

Residents broadly feel that the stated benefits of expansion to locals specifically (namely, more jobs) do not go far enough to make up for the disruption that will be caused to local communities. Those who reject the idea of expansion tend to resist the broader narrative of expansion and economic 'trickle-down' very strongly and feel there are very few benefits overall.

"I don't disagree with building a runway in principle, but I do disagree with how it's going to affect our lives... what this means is that there is going to be construction traffic 24/7 right outside our house, relentless."

Local resident of Richings Park

"I'm assuming everything will be worse... we have two runways at the moment, so I assume a third would make it 50% worse... I know there is meant to be 1000 jobs, but when you look at all the negatives I don't actually think that's a win."

Local resident of Colnbrook and Poyle

"Our local MP says we're going to benefit from economic trickle down, but we won't see any of that. I don't know what it's going to do for the economy, but I know the figures have been over-hyped."

Local resident of Richings Park

Views on proposals

After exploring their spontaneous views, participants were asked to read an information pack outlining a summary of the expansion plans and impacts for their area at a 'hyper local' level.

When given information about the expansion plans in their area, reactions were mixed and depended on a) the level of prior knowledge of the plans and feelings about them, and b) whether or not the individual lives in the CPO zone.

- For those who have a **higher level of awareness** of the expansion plans, the information is perceived as lacking in detail and being overly vague, which residents feel is much like the information they have seen previously.
- For those who are **less well informed** about the expansion plans for their area, the information is perceived quite negatively, in part due to the large number of changes that they were previously unaware of which could be overwhelming.
- For some of those **residing in the CPO zones**, there is limited interest in how the future of the local area will eventually look, as they expect to move away. However, among some residents who strongly oppose the expansion, there is strong concern about what they see as the destruction of their community, its heritage sites, and assets such as churches or green spaces.

Local residents often struggled to interpret the maps included in the proposals – they found it difficult to locate their road on the map, understand what would change, and whether and how they might be affected. A minority who read the plans were unsure (based on the maps provided) whether they were in the CPO zone and were keen to receive more information on this. Some residents had seen a 'before and after' map and found this much more helpful in visualising what would change.

“You feel like they are holding back. The information doesn't get technical, which makes me less inclined to trust it.”

Local resident of Richings Park

“The maps are so confusing. Where am I in all of this?”

Local resident of Stanwell and Stanwell Moor

“The pictures are so vague. There's no direct comparison between what it looks like now and what it's going to look like.”

Local resident of Harlington and Cranford Cross

“It's quite hard to see the exact location of say the third runway and exactly where it is going to impact. I'd like to see an existing map of everything, and then a clear overlay that you can flip over seeing exactly where the new airport will be... it's quite difficult to visualise exactly where things will be.”

Local resident of Colnbrook and Poyle

While individual concerns correspond closely to personal circumstances and the specific, 'hyper local' area (see table on page 17 for area-specific feedback) there are some cross-cutting concerns that residents feel would have a negative impact on them and their local community:

- **Property purchase for those in the CPO zone:** There is seen to be a lack of clarity surrounding valuation dates and strong concerns about the impact of delay. Residents worry that property values will have declined by more than 25% by the time valuations take place, meaning the purchase offer (of 25% above market value) could still mean a loss.

"I'm not sure about the legalities around what the value is. My understanding is 125%, but value from when? There's lots of rumours flying around... how do you come up with a value for something that is blighted?"

Local resident of Harmondsworth

"I think timescales would be helpful. To know... what the impact is going to be in the area, and then what options are available to citizens living here."

Local resident of Colnbrook and Poyle

- **Traffic and congestion, particularly in areas where this is already seen as problematic:** For many, increased traffic is seen as a moderate to severe impact given its potential to cause daily disruption, e.g. to driving to work. There is particular concern around increases in traffic on local roads as a result of commuters avoiding major construction works on the A3044 and M25, as well as a higher number of trucks trying to navigate narrow roads. Residents already felt that local traffic had worsened in recent years so were sensitive about this being a growing problem.

"We're already gridlocked, I don't see how it can get any worse, but I suppose it will."

Local resident of Colnbrook and Poyle

- **Pollution and reduction in air quality:** There is particular concern for those with existing health issues, especially respiratory conditions. Though residents generally feel reassured by the statement that this will be monitored and kept within government guidelines, some wanted to know what plans were in place should levels exceed allowed rates.

"With my asthma, I worry that any more pollution will be the death of me."

Local resident of Stanwell and Stanwell Moor

- **Noise levels from flights:** There is an immediate negative reaction to noise increasing among those who are not currently overflowed, although those who already are do not anticipate any significant change to their experience. There is also a broader distrust about the proposed ban for night flights, as existing agreements about this are often breached. Some residents mentioned that the proposed ban on flights at night does not take into account night shift workers employed at the airport or nearby hotels.

"It's the constant drumming from the airport that keeps me awake. Most people need 8 hours of sleep a night and they're only giving you 7, and that's if they keep to the timetable."

Local resident of Cranford, Hatton and North Feltham

- **Noise levels from construction:** Those in areas that are not currently overflowed also express concern about noise from construction of new roads, or from trucks and workers accessing nearby construction sites. In particular there is concern about excessive noise near schools.

"Construction works shouldn't be allowed to happen near children's schools, but wherever it goes it probably won't be fair on someone."

Local resident of Stanwell and Stanwell Moor

- **General safety during construction and the extent to which this will 'drive out' local residents** who have chosen to stay: This is particularly acute amongst parents who are concerned about increased traffic from large vehicles, and the impact of these on their children's safety.

"I think it's really unsafe for the children walking to the bus stops with all of these big lorries going by, it damages the roads. It's a nightmare and you can already see it progressing."

Local resident of Richings Park

In addition to these concerns, residents suggested a few areas where they wanted reassurances and more detailed information:

- There is an appetite for information about how specific mitigation measures will be implemented, such as noise reduction strategies.
- Residents want to know where existing green spaces are being moved to and want specific information about the 'bigger picture' and the overall balance of green space lost, moved, or created (which can be lost when only looking at hyper local information).

Residents feel there is a lack of detail about how the expansion will benefit local people and communities. Although information closely details the negative impacts on their local area, residents feel the positives (on a national or economic scale) are too far removed from their day-to-day lives to resonate.

"We will all benefit from it, there's no doubt about that, but you have to balance the benefits with the implications of those who are carrying the cost, and no one seems to be honest and willing to have an open and honest dialogue about it... [Heathrow should] draw more attention to the positive that expansion will bring to the local areas."

Local resident of Richings Park

The plans for green spaces are usually seen as a positive, although residents are sceptical about the adequacy of these plans in the face of wider industrialisation of the areas and the environmental impact of an additional runway. Some also feel that the detail presented in the plans isn't specific enough, and that an unquantified promise to 'improve green space' that comes at the end of a long list of perceived negatives makes the offer seem 'tokenistic' rather than a real benefit for locals.

"Green spaces are all well and good, but they don't actually benefit most residents. They're just doing it as a show of good will. It seems like an afterthought."

Local resident of Stanwell and Stanwell Moor

Some also mention that the negative impacts would disproportionately affect vulnerable people in the area – particularly elderly people, children and those with health conditions. It is felt that therefore these people may need extra support.

"It's the sensitivity of how we're dealt with...within that you've got different needs. It's a community of elderly people too, that may not even cope with what's ahead of them. I've got a neighbour who's extremely poorly...it is a big ordeal for them."

Local resident of Harmondsworth

Practical things Heathrow Airport could do to mitigate the impact

Local residents feel that they cannot control whether or not the expansion goes ahead. It is often difficult for residents to suggest concrete, practical changes that would mitigate the impact of the proposed changes (either because they oppose the expansion, do not expect to stay in the area, or are only just learning about the proposed plans), the suggestions that we did hear centred around the idea of 'rebuilding trust'. Rebuilding trust is a key way in which Heathrow Airport can mitigate the impact of the proposed expansion on residents – in terms of reducing stress by providing clarity and information.

With this in mind, local residents did make the following recommendations for steps that Heathrow Airport could take to rebuild trust:

- **Provide clearer and more specific information about how and when the expansion plans will impact local residents.** Residents expect:
 - Any information about the plans that is given out to use specific, clear language and quantify claims where possible – for example, using phrases like 'a little bit' in the proposals is seen as deliberately vague. This is

particularly important in relation to timescales for property purchase for those in CPO/WPO zones.

- While residents do want to be able to access the detail, they also want simpler updates (e.g. via leaflets) that convey key messages – as many feel they do not have the time or the energy to regularly review detailed information.
- Tailored information for those who are not homeowners, or those who are employed by hotels or other businesses that will be moved.

“We want to feel like we’re being considered, as human beings [as social housing residents]. We don’t know what’s going to happen to us.”

Local resident of Sipson

“Give us more information about the physical mitigators, for example relief roads, and explain exactly how noise will be mitigated, instead of just saying it will.”

Local resident of Richings Park

- **Involve the local community in the expansion plans to show that there are benefits to living near Heathrow Airport and encourage local ‘buy in’ to the expansion.** Residents expect:

- Heathrow Airport to commit to providing opportunities for locals to work on the expansion – for example, by engaging local builders, or providing building partnerships such as internships or apprenticeships with local young people.
- Improved community engagement through events – for example, visiting local schools to educate children on the benefits for their community in having Heathrow Airport in close proximity.

“It’s nice that adults know, but maybe making it more interactive for schools around here, because obviously some schools might get closed down as well. So maybe showing them what will happen, maybe encourage them about ‘here is where you could potentially be working [when you’re older].”

Local resident of Longford and Bath Road

“People our age are not targeted for the information. Our generation will be living here, we should know what kind of place we will be living in.”

Local resident of Stanwell and Stanwell Moor

- **Communicate the specific benefits of expansion to locals, rather than just the larger scale benefits to the country or economy.** Residents expect:

- To be informed of exactly what will be done to offset the environmental impact of the expansion at a local level, where new green spaces will be located, and what strategies are in place in the event that air pollution does exceed anticipated levels. This will enable them to trust that Heathrow Airport have a plan in place to look after their health and best interests.
- That the expansion will be framed in terms of the opportunities for those within, not outside of, their local communities – for example, residents respond more positively to development being framed as job creation rather than as infrastructure for tourists.

"You can't just throw money at people. The main thing they should offer people is jobs and security."

Local resident of Bedfont and Mayfield Farm

- **Continue to consult with local communities about the expansion plans and work to improve the consultation process.** Residents expect:

- That stating their priorities should influence what information is communicated and how this is communicated to them, even if they do not feel that their feedback will change the expansion plans themselves.
- A more senior presence at consultations; this is particularly important for residents who are more engaged with the expansion plans as they are seeking to feel that their voice is being heard.
- Consultation meetings to be tailored to the attendees, as those who turn up at events are often the most engaged and knowledgeable about the proposals.
- More tailored consultations, small group or one-on-one meetings for those in the compulsory purchase zone to increase engagement amongst those who will require the most support.

"I don't expect the CEO of Heathrow to turn up to every meeting, but it's making sure that whoever turns up is senior enough and well informed and gives honest feedback to the residents and takes our feedback and gives it back to them... you want someone senior enough that you think 'yes they will take that feedback back'."

Local resident of Colnbrook and Poyle

"I think there needs to be meetings for those within the CPO zone, I think we need to be dealt with separately to those who are potentially staying. Give us a complete understanding of how it will work and how long it will take."

Local resident of Harmondsworth

Findings by 'hyper local' area: summary table

The table below draws out specific issues and suggestions mentioned by individuals from each of the locations – please note that these are drawn from small numbers of interviews so do not claim to be 'representative' of residents' views in each area.

Location	Specific concerns about expansion plans	What they'd like Heathrow to do to minimise impacts
Bedfont and Mayfield Farm	<ul style="list-style-type: none"> • Diverted airport traffic through Bedfont increasing congestion in the surrounding area. • Expansion of the Southern Perimeter road for those who commute in that direction. • Worsened air quality from dust and vehicle emissions. • Some are not happy with the re-location of the HO immigration centre to Faggs Road but accept this has to be placed somewhere. 	<ul style="list-style-type: none"> • Take steps to ease congestion e.g. ensuring all the roadworks are not occurring at the same time, even if this means work takes longer overall. • Limit times industrial vehicles can be on the roads. • Monitor air quality and keep them within government guidelines. <p><i>"Bedfont is very small, so any extra traffic and congestion we're really going to feel. I'm not sure what they can do about that though."</i></p> <p>Local resident of Bedfont and Mayfield Farm</p>
Brands Hill	<ul style="list-style-type: none"> • The fairness and timeliness of the valuation of properties in the Wider Property Offer Zone. • Worsened noise from aircrafts. • Where those in social housing will be placed. • Worsened air quality, particularly for those with health conditions. • Worsened traffic through the village. <p><i>"This is all going to have a significant impact on my wife's commute, and on our school run. Weekend trips will also be made much more difficult – we will have to plan ahead in a way we didn't before."</i></p> <p>Local resident of Brands Hill</p>	<ul style="list-style-type: none"> • Clarity around what it means to be in the wider purchase zone, and how and when valuations will be conducted. • Information on how the noise barriers will work. • Keep residents in social housing informed and updated on where they are likely to be placed. • Monitor air quality. • Enforce a residents-only road through the village to stop the abuse of this route which leads to gridlocked traffic, e.g. using cameras, resident passes or access gates.

Location	Specific concerns about expansion plans	What they'd like Heathrow to do to minimise impacts
Colnbrook and Poyle	<ul style="list-style-type: none"> • The fairness of the valuation of properties in the compulsory/wider purchase zone. • Loss of road going outside Colnbrook village leading to traffic becoming more gridlocked. • Traffic on Colnbrook Bypass (A4) expected to increase during construction. • Concern about the school on the High Street and the impact of air pollution on the children. • The position of the new runway means planes will be going directly overhead for some streets, leading to additional noise. 	<ul style="list-style-type: none"> • Communicate how the property valuations will be conducted. • Regulate traffic through the village – stop non-residents illegally driving through the village. • Expand the Colnbrook bypass. • Consult with the school on the High Street to see if anything can be done about air quality. • Deliver on the promised developments in the Green Loop (which are seen as a real positive) to combat the adverse impacts. <p><i>“I don't like the way the village is used as a rat run. You want to see this place in rush hour, there's cars everywhere even though cars are prohibited, there's thousands of people breaking the law every day.”</i></p> <p><i>Local resident of Colnbrook and Poyle</i></p>
Cranford, Hatton and North Feltham	<ul style="list-style-type: none"> • Increased traffic due to more people needing to get in and out of the villages. • Worsened air pollution. • Proposed new hotels and offices at Hatton Cross feel slightly 'randomly' located for some, and the need for these unclear. 	<ul style="list-style-type: none"> • Divert the traffic to the main roads (rather than going through the villages) as far as possible. • Better public transport links e.g. tubes, shuttles and buses to help reduce cars on the roads. • Explain the need for the new hotels and offices and the benefits these will bring.

Location	Specific concerns about expansion plans	What they'd like Heathrow to do to minimise impacts
<p>Harlington and Cranford Cross</p>	<ul style="list-style-type: none"> • Increased noise from construction and aircrafts. • Those in Harlington are particularly concerned about the increased noise associated with being overflown for the first time. • Concern about property losing value and difficulty selling property in the future. <p><i>"I've been stuck in limbo for 5 years. I want to get compensation, but I think you have to prove that you can't sell. Nothing has been made clear."</i></p> <p>Local resident of Harlington and Cranford Cross</p>	<ul style="list-style-type: none"> • Ensure adequate planning to avoid infrastructural mistakes which could draw out the construction process. • Stick to the proposed ban on night flights. • Cladding/insulation on the outside of houses to minimise noise pollution should be invested in as a priority. • More information about eligibility for noise insulation. • More information about eligibility for the Property Hardship Scheme.

Location	Specific concerns about expansion plans	What they'd like Heathrow to do to minimise impacts
Harmonds-worth	<ul style="list-style-type: none"> • Complete 'destruction' of the village, and people being forced out of their homes without proper information in advance. • The fairness of the valuation of properties in the compulsory and wider purchase zone. • How construction will affect those who choose to stay beyond 2022. • Relocation of Harmondsworth Primary School to the north of the M4 near Stockley Road - potentially to a less safe space. • The adaptation of the church and barn for community events when some may want to retain this as a religious space. <p style="text-align: center;"><i>"It seems heart-breaking that Harmondsworth primary school, that currently sits in a big field, they're now looking to relocate to a busy road, that is really sad. You're taking it away from a really safe environment, to somewhere potentially less so."</i></p> <p style="text-align: center;">Local resident of Harmondsworth</p>	<ul style="list-style-type: none"> • Clarity around what it means to be in the compulsory purchase zone/wider purchase zone and how valuations will be conducted. • Information on construction plans beyond 2022 so people can make an informed choice about whether to stay. • Further information on the new site for the school. • Consult the community further about how the church and barn will be adapted. • Sensitivity during construction to the historical importance of the local area, such as investigating archaeological sites before building over them.

Location	Specific concerns about expansion plans	What they'd like Heathrow to do to minimise impacts
<p>Longford and Bath Road</p>	<ul style="list-style-type: none"> • The fairness and timeliness of the valuation of properties in the compulsory and wider purchase zone. • Congestion on local roads e.g. around Bath Road, and disruption during construction. • Lack of investment in the area by the local council due to expansion e.g. potholes and drug use in public green spaces being ignored. <p><i>“There has been no effort to enforce the residents’ parking rules, and more airport traffic just means the village becomes an extended taxi rank.”</i></p> <p>Local resident of Longford and Bath Road</p>	<ul style="list-style-type: none"> • Clarity around what it means to be in the compulsory purchase zone/wider purchase zone and how valuations will be conducted. • Clarity around the Home Relocation Support Service, and who is eligible for it. • Road diversions providing alternative transport links to prevent congestion on local roads.
<p>Richings Park</p>	<ul style="list-style-type: none"> • Land east of Old Slade Lane and south of the Poynings being used as a borrow pit. • Construction work in local area causing wider disruption including noise/pollution/traffic. • Noise, construction traffic, and pollution associated with the borrow pit. 	<ul style="list-style-type: none"> • Re-consider the plan for the new pit and use existing sites if possible. • Extend the working timescales in that area so that 24-7 working isn't necessary on construction sites. • Introduce the wider property offer zone in Richings Park to give residents the opportunity to move from the area. • In particular, give those in the immediate vicinity of the borrow pit the option of moving from the area <p><i>“Give us more information about the physical mitigators, for example relief roads, and explain exactly how noise will be mitigated, instead of just saying it will.”</i></p> <p>Local resident of Richings Park</p>

Location	Specific concerns about expansion plans	What they'd like Heathrow to do to minimise impacts
Sipson	<ul style="list-style-type: none"> The fairness and timeliness of the valuation of properties in the compulsory and wider purchase zone. Uncertainty about what will happen to housing association residents. The multi-storey car parks potentially causing more traffic and cars on the roads (despite supposedly diverging traffic from local roads). Relocation of the existing hotels seen as 'wasteful' by some. 	<ul style="list-style-type: none"> Clarity around what it means to be in the compulsory purchase zone/wider purchase zone and how valuations will be conducted. Provide information on impact of expansion on housing association residents. Clarification on why the existing hotels will be relocated and the benefits this will bring to locals. <p><i>"They flip flop, first they do want your property then they don't. The information is always changing."</i></p> <p>Local resident of Sipson</p>
Stanwell and Stanwell Moor	<ul style="list-style-type: none"> Impact on traffic – particularly works to Town Lane, which is seen as 'gridlocked' already. The high number of new car parks proposed, and the noise/pollution impact of this. Confusion over why residents in Stanwell Moor have not been made part of the wider property offer zone. Confusion around rumoured changes to the respite timetable. <p><i>"There's a 30,000 capacity car park that's going to be opened 800m away, that's at least an extra 30,000 people coming through here every 2 weeks."</i></p> <p>Local resident of Stanwell and Stanwell Moor</p>	<ul style="list-style-type: none"> Re-route airport traffic and enforce parking ban in residential areas by non-residents. Further information on the impact of the car parks. Completion of construction on local roads done as quickly as possible. Clarify why Stanwell Moor residents have not been made part of the wider property offer zone. More information about eligibility for noise insulation.

Appendix: Additional interviews

Introduction

Following the leaflet drop, we received an overwhelming response from local residents who opted-in to take part in research. While we were unable to conduct qualitative interviews with all residents who wished to participate, we opened an additional channel for residents to share their views, by means of an online or postal survey. The self-selected nature of this sample should be borne in mind when reviewing the findings in this appendix – respondents are more likely to be engaged in the expansion plans, to know more about them, or to have stronger views.

This survey followed a similar structure to the face-to-face interviews and were open-ended, ensuring we could understand residents' detailed views about the Heathrow Airport expansion plans.

The survey was in field from 18th to 30th September 2019.

In total, 34 local residents completed the survey. The breakdown of participants according to the 10 'hyper local' areas included in this research is below:

Additional interviews by area	Total
Bedfont and Mayfield Farm	1
Colnbrook and Poyle	2
Cranford, Hatton and North Feltham	10
Feltham	1
Harlington and Cranford Cross	5
Harmondsworth	1
Horton	1
Richings Park	1
Sipson	1
Stanwell and Stanwell Moor	11
TOTAL	34

The findings from these interviews are outlined below, indicating any areas of similarity or difference compared to the qualitative interviews.

Detailed findings

Context

Residents' views in the additional interviews were on the whole very similar to our face-to-face interviews in that there was a mix of sentiment towards the expansion. In line with findings from the face-to-face interviews, the main benefits to the local areas surrounding Heathrow Airport include good local transport links, the provision of local jobs, and the convenience that the close proximity to the airport brings when travelling abroad. Noise and air pollution as well as traffic congestion were the biggest drawbacks mentioned about living near Heathrow Airport.

"I have always been immensely proud of LHR. Both of my late parents worked there as well as friends, so I have strong emotional ties to Heathrow."

Local resident of Stanwell and Stanwell Moor

"It's convenient when travelling, however I don't think an airport should be as close to residents as it is."

Local resident of Cranford, Hatton and North Feltham

"Coming from East London where it is extremely busy and loud, I was surprised to see how much noisier and busier Heathrow and the surrounding area really is."

Local resident of Cranford, Hatton and North Feltham

"The noise levels are increasing constantly. We like the area as it has easy access to London but with the proposals for the expansion, this becomes a nightmare for us."

Local resident of Stanwell and Stanwell Moor

Spontaneous awareness of expansion plans and impacts

As in the face-to-face interviews, there is a large variation in terms of how informed local residents feel. Over a third of the survey sample have actively engaged with the expansion – either by attending a local consultation, speaking at an event or in the media about the expansion, or handing out flyers about the expansion. More than half have signed an e-petition about the Heathrow expansion (though it is important to note that this level of engagement reflects the self-selecting nature of this sample).

More than half of those who have participated in the additional interviews feel that the information they have seen is either unclear, missing key details, misleading or disingenuous.

"I would say I am well informed but I have not seen the plan in detail and do not really know how much it will affect me."

Local resident of Cranford, Hatton and North Feltham

'Hyper local' area research

"The consultations tell you all about the plans, flight path, air quality, change of roads etc. However, there isn't much detailed information about the compensation scheme. Everything seems to be up in the air."

Local resident of Colnbrook and Poyle

"Information is coming out in small chunks from different avenues, with Heathrow trying to keep as much undercover as possible."

Local resident of Harlington and Cranford Cross

"I feel the airport have misled everyone over these plans, only mentioning good bits and not [the bad]."

Local resident of Stanwell and Stanwell Moor

Among this sample, participants are largely pessimistic, with few aware of any positive aspects to the expansion at all. Job creation for local residents is the only positive mentioned by our sample and was only mentioned by a small number of participants.

Local residents are mainly concerned about the impact of increases in noise pollution, air pollution and traffic on their health, stating that these issues are already bad enough and that the expansion would only exacerbate them. There are also concerns about disruption more generally, including interruptions to residents' sleep patterns and movement around the area due to large numbers of construction vehicles and sites nearby, in line with the face-to-face interview findings.

"There will be few jobs for young local people who want to do more than work at the airport, in a hotel or in transport."

Local resident of Stanwell and Stanwell Moor

"There will be a reduction in my quality of life, an increase in noise and air pollution, and an increase in local traffic congestion. I won't even be able to open my windows."

Local resident of Cranford, Hatton and North Feltham

"My home will be on the edge of the expanded cargo village. I don't want to live there, next to all of the extra traffic, noise and pollution."

Local resident of Cranford, Hatton and North Feltham

Residents are also negative about the destruction of local villages. Those who live near the airport but are not part of the CPO or WPO zones feel trapped by the threat of construction. They feel that their properties have been devalued by the proposed expansion, and that if they were to sell now they would not be able to relocate locally or would have to downsize in order to stay in the area.

'Hyper local' area research

"It means being stuck living in the middle of a building site, with no chance of being able to sell my home for anything useful so I could move elsewhere."

Local resident of Horton

"It all concerns me. I don't want to live on a building site for the next 30 years, we need WPOZ in this area so people can have a choice."

Local resident of Stanwell and Stanwell Moor

"Having to uproot and move away [is the worst part]. My wife will probably have to find a new job if we can't find property nearby."

Local resident of Stanwell and Stanwell Moor

Views on proposals

As in the face-to-face interviews, participants in the additional interviews were given the opportunity to read an information pack outlining a summary of the expansion plans and impacts for their area at a hyper local level. It is important to note that only half of the final sample downloaded the information pack, and we cannot guarantee how thoroughly it was read by those who did download the pack.

Consistent with the main body of fieldwork, those who downloaded the information pack do not think that any of the information it presents is new. Nearly all of those who downloaded the information pack feel that the pack does not reassure them, rather making them feel more concerned about the expansion. In particular, there is concern about a lack of information regarding whether residents' own homes are in the WPO zone and when demolition is due to commence.

"I'm really concerned as I want to sell my property, but banks are not even lending to buyers in Harlington due to the uncertainty."

Local resident of Harlington and Cranford Cross

"Why don't they say how many years this will take to construct on any of their plans in a clear manner? People do not realise the impact this will have on the local area. Areas will be decimated."

Local resident of Stanwell and Stanwell Moor

"Detailed maps would be useful to see where development would go (unless Heathrow change it). I would find it interesting to see timelines as it has been hard to work out what happens when."

Local resident of Harlington and Cranford Cross

"I find it all concerning. There is no mention of increased traffic on Harlington High Street, no mention of the impact of the construction, no air or noise pollution targets provided, so what do I measure against?"

Local resident of Harlington and Cranford Cross

Practical things Heathrow Airport could do to mitigate the impact

Many of those in our sample want the expansion plans to be halted altogether. However, some were able to make suggestions for how Heathrow Airport could help to reduce the impact of expansion on local residents:

- **Expand the WPO zone**, allowing local residents to leave the area if they wanted. Residents were strongly concerned that Heathrow Airport were not willing to provide compensation in their area but that banks would also not lend to them due to the uncertainty in the area. This made them feel trapped and that they would not be able to sell their homes until it came to the demolition stage of the expansion.

“They should include Stanwell in the WPOZ so if the noise and pollution become intolerable, we will be able to move away.”

Local resident of Stanwell and Stanwell Moor

“They need to offer WPOZ compensation so we can leave if we want to. This should be without any penalties on our finances due to the house being in the middle of a construction site.”

Local resident of Stanwell and Stanwell Moor

“Heathrow needs to compensate us by including Stanwell Moor in the Wider Property Offer Zone so that those of us who wish to leave can do so.”

Local resident of Stanwell and Stanwell Moor

- **Ensure that ‘no fly’ times are respected.**

“No fly times should be increased. No earlier than 7am and no later than 10pm.”

Local resident of Cranford, Hatton and North Feltham

- **Prioritise and provide practical solutions to improve air quality and reduce noise pollution** in the local areas surrounding the airport.

“They could offer air conditioning to ventilate my home and acoustic insulation of my home’s structure, so on my windows, walls and roof.”

Local resident of Harlington and Cranford Cross

- **Listen to local residents** and include them in the decision-making process, throughout the expansion process.

“I suppose the only thing possible is to allow a channel through which people can be heard as the work progresses.”

Local resident of Cranford, Hatton and North Feltham