



# HCEB Community Compensation fund - research report

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# Background, objectives and method



# Background, aims and objectives

- The Heathrow Community Engagement Board (the HCEB) was set up to increase community and stakeholder participation in Heathrow's planning and decision-making processes. The organisation is independent from Heathrow Airport, the Government and campaign groups, and is impartial.
- As part of Heathrow airport's consultation around the 3rd runway, Heathrow have developed some draft guiding principles for the Community Fund it will provide to local communities impacted by the works. These have been informed by research by Ipsos Mori for the DfT, following consultation work with the local community. This research aimed to explore the local community's reactions to these guiding principles, their relative priority, and how they should be implemented in more detail.
- The HCEB commissioned YouGov to build on previous research with communities surrounding Heathrow airport, and the Ipsos Mori research, to explore reactions to the Community Compensation Fund ('the fund') in detail. The research focused on young people and families living in the immediate vicinity of the airport, to understand their needs / expectations of the fund. The results of the research will be used to inform the HCEBs 'super response' that will be submitted to Heathrow's consultation, as well as to feed into the sustainable communities' project run in conjunction with Temple.
- The key aims of the research are to:
  - Understand their knowledge / understanding of the Community Fund
  - Explore spontaneous needs / desires of the Community Fund (using pre-task)
  - Identify which of the 4 guiding principles resonate most strongly, and their relative priority
  - Understand how the Community Fund should be applied / who should benefit
  - Explore who should administer the fund, whether Heathrow or an independent organisation would be preferable / trusted

# Sample and method

- YouGov conducted 4 x 2.5 hour face to face workshops, and 10 x 45 minute face to face depth interviews with people living in the 5 boroughs surrounding Heathrow. Fieldwork took place in August 2019. Sampling is shown below.

<b>4 x 2.5 hour F2F Workshops with local community</b>	
<b>Young People – Hounslow</b>	<b>Family (younger children) – Spelthorne</b>
<ul style="list-style-type: none"> <li>All aged 20 and under, living in Hounslow</li> <li>50% from BAME communities; mix gender</li> <li>Recruiting 15 for 12+ in the workshops</li> </ul>	<ul style="list-style-type: none"> <li>All parents with children under 12 living at home, living in Spelthorne               <ul style="list-style-type: none"> <li>50% from BAME communities; mix gender</li> <li>Recruiting 15 for 12+ in the workshops</li> </ul> </li> </ul>
<b>Young People – Ealing</b>	<b>Family (older children) – Richmond</b>
<ul style="list-style-type: none"> <li>All aged 20 and under, living in Hounslow</li> <li>50% from BAME communities; mix gender</li> <li>Recruiting 15 for 12+ in the workshops</li> </ul>	<ul style="list-style-type: none"> <li>All parents with children over 12 living at home, living in Spelthorne               <ul style="list-style-type: none"> <li>50% from BAME communities; mix gender</li> <li>Recruiting 15 for 12+ in the workshops</li> </ul> </li> </ul>
<b>10 x 45 min F2F Depth interviews with local community</b>	
<ul style="list-style-type: none"> <li>All living in Slough, Hillingdon and South Bucks; mix of gender, age and family status; 50% from BAME communities</li> </ul>	



Spontaneous  
thoughts on  
Heathrow  
Airport



# Heathrow is seen to make a large contribution to local employment opportunities

## Heathrow is a key employer

Across groups, many see Heathrow as a main employer in their area - a majority know someone who has worked at or applied for a job at Heathrow, and some have been employed there themselves. Many also mention the jobs offered by off-airport services (e.g. such as couriers, logistics firms etc).

## Tourism boosts the economy

Across groups there is some acknowledgment of the impact of tourism on the local economy and the role Heathrow plays in attracting people to the area - from the UK and abroad. This in turn is seen to provide more jobs for local people working in local businesses, and thus the through-flow of people is generally seen as a good thing.

## Travel is convenient

For most, being close to Heathrow is a huge convenience. Many respondents mention short journey times to the airport, cheap taxi transfers and good public transport links. For a majority this is useful for leisure travel, and a few also benefit from the convenience of business travel. However, for some the convenience does not necessarily outweigh the drawbacks of living close by.



*"It is a convenience, but it is a convenience that people use only once or twice, a couple of times a year, so it's a convenience that personally I would not miss too much."*

**F, Ealing**

*"It means that it's only £10, £20 cab to the airport, rather than having to travel so many miles, park somewhere, etc. So, I can just pop on a plane and go where I want to."*

**M, Spelthorne**

*"I think a lot of work. There's a lot of people in this part of London that are actually linked with Heathrow somehow."*

**M, Richmond**

# While seen as drawbacks in theory, air and noise pollution are secondary concerns to heavy traffic

## Traffic is a key complaint

Across groups it is apparent that traffic around Heathrow is a major bugbear for participants. Many describe traffic jams, especially during rush hour times, making car transport inconvenient. This also extends to public transport - although links are good, many say that public transport is over crowded with holidaymakers and their luggage.

## Air pollution is a worry

Emissions from aircraft, and traffic to and from the airport, were mentioned across audiences as a drawback. This was particularly the case for parents, who worry for their children's health; some of the respondents who have grown up local to Heathrow say they have asthma which they link to air pollution. However, for many this seemed more of a back of mind issue when compared to the day to day impact of traffic / transport.

*"There is congestion - more people moving round the area. Especially with the capacity of public transport, it's too much...it's going to make things difficult."*

M, Hounslow

## Noise is an issue for some

Although noise was mentioned as a drawback across groups, there was mixed opinion in the impact aircraft noise actually has. For some, they have grown used to noise over time and say it is no longer noticeable, especially with double glazing. However, some say visitors comment on the noise, and it can be disruptive in summertime when spending time outdoors in gardens, public spaces, or even at home with windows left open.



*"The noise is like a constant, especially somewhere you feel it, like you have to pause your conversation in the garden, so that's a constant, everyday presence."*

F, Ealing

# Heathrow tends to be invisible in the community, and many feel they should do more



## Traineeships

While many acknowledge the job opportunities provided by Heathrow, a majority, esp. young people, would like to see more. This is particularly in relation to traineeships / apprenticeships and work experience to help local people build their employability.



## Sponsorship

Some believe that Heathrow could also do more to support communities, by sponsoring activities and improving local infrastructure. For example, funding community / youth centres, or holding community events.



## Environmental Impact

The environment is a core issue across groups and many believe that Heathrow should already be taking action to offset emissions - this includes helping to maintain and grow green spaces.



# A majority are aware of the third runway, but knowledge is superficial



## Spontaneous knowledge

Unprompted, the majority of respondents mentioned plans for Heathrow to expand by building a third runway. However, for most, this was the extent of their awareness. A minority were able to give more detail about what else the expansion may involve, particularly mentioning changes to roads and relocation of some homes nearby. Overall, there is a feeling of inevitability to the expansion, with many lacking the expectation that Heathrow will fully inform them of plans.

*“They are expanding and making a third runway...I know that they need land for it because one of my friends is being bought out of their home.”*

F, Hounslow

## Official Communications

Few said they had received information about the expansion directly from Heathrow - the majority were more likely to have heard about plans via the news as a result of controversy surrounding the expansion and politicisation of this. Of those who had received consultation information, few had read this or responded, and for those living nearby there was a general feeling that more could be done to really engage with local residents. Proximity here is key - those further afield have less desire for information.

*“The local councillors, when they were campaigning, the Lib Dems were talking about it. They were all over it.”*

M, Richmond





# Concerns differ by age group, with young people putting environmental impact first

Ultimately, concern related to the expansion builds upon the drawbacks of proximity to Heathrow already mentioned, rather than creating new concerns.

## Compounding existing concerns

Respondents' immediate concerns regarding the expansion build on the drawbacks of living near Heathrow already expressed. Those nearby worry about further impact on transport, increased noise and air pollution from additional flights. This is especially the case for those with existing health issues or young children.

## Environmental concern

Across audiences, there was concern for the environment, both in terms of increased emissions and the destruction of green spaces. This was particularly important to younger audiences who tended to feel strongly that Heathrow should be decreasing its carbon footprint.

*"Heathrow brings a lot of traffic to the local area, and the expansion will worsen this, as well as create more pollution due to ongoing construction work. The area (Ruislip) already suffers with construction work related to the HS2."*  
F, Interview

## Impact on homes

A concern for older audiences was the potential for the expansion to devalue their homes due to increased noise. Again, proximity is key - those not currently affected by air traffic felt removed from this type of impact, and some even felt house prices may increase due to migration into the area as a result of job opportunities during the expansion.



*"Heathrow's already one of the busiest airports in the world, we already have that prestige...but I think increasingly people are looking away from that whole business prestige aspect and they want to look into something that's more socially and environmentally responsible."*  
F, Ealing

# While some do identify potential benefits from the expansion, some feel it is unnecessary

## Employment benefits

Across the board respondents acknowledge that employment opportunities will increase as a result of the expansion - roles at the airport in addition to roles in construction on and off site of the airport are seen as positive. However, some say employers should prioritise local people in order to maximise positive impact.

## Economic boost

Many say that greater capacity at Heathrow may mean an economic boost for their area in terms of visitors and tourism. Some also hope that Heathrow will invest appropriately in local services and infrastructure in order to off-set impact, which may go some way to regenerating their local area.

*"The problem that we have to admit is that London has too much to do with the economy, so putting even more stuff in London does not actually help the economy."*

**M, Richmond**

*"I'm hoping they're going to plough some money into development in the local areas."*

**F, Spelthorne**

## What about alternatives?

Some believe that Heathrow is already large enough and say that they would be more supportive of investment in other UK airports (e.g. in the midlands), and improving connections between London and other hubs. There is a feeling that London's economy benefits enough already from international travel, and these benefits should be spread more widely.

*"Make sure that the employment opportunities that they do...it would be good if they could target a local area...if they're [local people] given some sort of priority."*

**M, Spelthorne**



# Views of the Community Compensation Fund



# Spontaneous thoughts on the Community Compensation fund

## A great idea...

Across the groups, participants were positive towards the CCF - they thought it was a good idea and it was necessary to give something back to those most affected by the noise, disruption and pollution caused by the building of the third runway.

## And when will it start?

Many were interested to know when the fund will become available - will it be available as the 'spades go into the ground' or further into (or on completion of) the works?

## But is it enough....?

That said, there were some concerns that the fund is insufficient, particularly when only £50 million a year is being made available. There were concerns that it may not be able to make a profound and significant difference and that it may simply be a drop in the ocean.

## And who is giving it out?

Spontaneously, participants believed that Heathrow would be closely involved in the distribution of the fund and perhaps making decisions at least initially, about where it was headed. For some, this was problematic as they wanted third parties to be involved right at the start.

*I think it sounds a bit lame. It sounds like, oh they're going to give free footballs to parks. It doesn't speak that it's going to impact meaningful, long-lasting change. It just sounds like it's going to be a little bit of a Band-Aid on the wound-type thing.*

**F, Ealing**



*That's the, kind of, idea you have in a pub on the back of an envelope. It's pretty bad. It's basically saying that we'll make the park more useable by adding in barriers to shield it from noise. How's that going to work with aeroplanes going over you.*

**M, Richmond**

# The perception that the fund is relatively small informs perceptions of how it should be spent

As many felt that the amount was quite small, this tended to mean that they were happy with it being spent in more creative ways and, on reflection, less on the idea of compensating individuals - as they realised that the money would not stretch to compensating all of those affected. As such, rather than trying to 'stretch' it to cover as many affected households as possible, they saw more merit in the money being spent more strategically - producing large benefit to a smaller number of public projects and local services.

*I don't think you should have to go through some long, drawn out process of applying all sorts of stuff. They should just say that these people, we know that they're affected in this way, here's a letter, this is what we're going to do for you people. If you would like to have your windows insulated with more double glazing, this is the programme and this is how you join it.*  
F, Ealing



*It's basically window dressing. I think £50 million a year, it's all transport and infrastructure.*  
M: *I've run construction projects and I've been a CEO, I know how much it costs to do some of this stuff and it's a hell of a lot more than that.*  
M, Hounslow



# Views on the CCF - there are some key differences by audience....



Younger people were much more likely to have talked about the potential wider benefit of the CCF - though they are concerned about the direct impact of the building works they also see opportunities to make social improvements to their area.



For some longer term residents, there was a feeling that the money, if spent on 'projects' rather than people, will be spread too thinly, and not make a difference - though this was not a universal view.



Broadly, **BAME** participants, who were most numerous in the young people groups, shared the same views as younger people. However, many were active, sporty people who wanted better facilities, and safer streets - and were happy for the fund to be spent in these areas.

# Where participants live makes little difference - as participants were altruistic on the whole



## Those less affected by the airport

Many participants lived near the airport, however experience little disruption to their day to day lives (in towns such as Ashford). They therefore had little appetite for the money to be spent in their immediate area, always coming back to those in most acute need, and particularly in the three villages to the north west of the existing runway.

*[the money should go to local residents] but in an order of where the flight paths go over. So, the ones that are closer, that go over closer to where the planes are landing, obviously you're going to hear it more. F, Ealing*

## Those most affected by the airport

Even those in the areas closest to the airport, such as Hounslow, initially felt that there were areas that were more 'deserving' than them and were happy for it to be spent hyper-locally in the MOST disrupted areas. This was despite being told that money was already ringfenced for those facing major disruption, such as compulsory purchases. But on further reflection they felt that there were opportunities to ameliorate the wider area through the fund.

*I see a lot of dilapidated buildings and that in all of those boroughs near Heathrow, I think they could tear down a lot of those offices that are completely abandoned and make nice communities to relocate the people that are actually on the path into nice communities. So, it's still close to their area, and it's not you saying, 'Let's go out to Norwich', no offence to Norwich. M, Richmond*



# But there are concerns - mostly about the risk of the money being 'misspent'

Some participants expressed concerns that much of the money would not make it to beneficiaries, instead worrying that much of it would be spent on administration, specifically on staff costs or even legal fees.

This concern drives perceptions of how and where the money should be spent - so where there was an appetite for it to be spent informally this is because it reduces the number of professionals that need to be involved in, and paid for, its administration.

However, such an approach runs the risk of the money being distributed without the proper monitoring in place - and therefore open to abuse. It indicates that a balance needs to be struck between professionals being involved in the administration, but not taking too big a cut of it.

*How much of that actually is going to go back into not people's pockets? Certain people get so much. I don't think they should. I get people have got jobs and that but so many people get so much money off these compensations which doesn't go to the right areas.*

**M, Spelthorne**

*Definitely have their proposals for spending reviewed by someone impartial, so maybe a combination of having an impartial group deciding where the money goes and the council, like parliament go back and forth between the houses, one proposes something and then it's reviewed and accepted by the other.*

**M, Ealing**

Distributing  
the fund



# Terminology is important



- Of the three nouns to the left, each conveys a slightly different meaning and led participants to an opinion about how they money will be spent.
- Perhaps problematically, the two words ‘community’ and ‘compensation’ were felt to be contradictory, as it is individuals (rather than the wider community) who are compensated, and therefore this led many to believe that the money will be given to individuals in the most affected areas.
- By contrast, the word ‘community’ implies a wider social benefit - it was harder for participants to conceptualise compensating a community.
- Put simply, the need to *compensate* individuals was often seen as greater than the need to *benefit* communities.
- With this in mind the more spontaneous response was that the money should be spent on individuals, but the deliberative nature of the groups tended to move them away from this and more to the community benefit that the money could provide.

*“You know, compensation for people that have breathing problem because that might come down twenty, 30 years down the line.”*  
**F, Ealing**

*“Because compensation fund seems like something to do with people getting late flights. When they say community, it’s got something to do with people living around the area, irrespective of exactly how narrowly or widely you define it.”*  
**M, Richmond**



# The principles of distribution



*I think for the community, there shouldn't be application but I think for individuals, yes you should be able to make an application but I think it should be a very simple, straightforward process. I think it should be accessible to everyone, to old people, to people that don't have computers. I think it should be advertised to people. I don't think it should be something hidden on the backlogs of Heathrow website.*

**F, Ealing**

**Proactivity:** Across the workshops, participants argued that Heathrow (or a partner organisation) should be proactive both in how it publicises the availability of the fund as well as getting the money to those in need. There was concern that Heathrow may not be as enthusiastic about distributing it unless it is encouraged to be.

**Ease of access:** Allied to the above, participants want to ensure that beneficiaries are able to access the money as easily as possible, without too much bureaucracy and interference. They were concerned about laborious and difficult application process that might put people off from applying.

**Helping to replace what is lost:** In the initial part of the discussions in particular,, there was an appetite for the money going to those who have 'lost' something - be this around green spaces, clean air, quiet skies etc. If these conditions cannot be replaced, then it should be spent on offsetting the damage caused.

# The mechanics of fund distribution

Participants were asked about how the fund should be distributed and, though they did not have strong opinions on the matter, generally they felt that it is appropriate for a 'third party' to be involved rather than the airport itself administering the fund.

This did not necessarily emanate from a deep seated distrust of Heathrow, more that it was felt that a third party would be impartial and accountable - opening itself up to scrutiny.

There was a preference towards distributing the funds through existing groups and networks, as these already have infrastructure and connections (as opposed to establishing new ones for this specific purpose).



*"Yes, I think it would be quite good to have an external body distribute the money because then they might be more impartial and have more hands-on ideas about what the money would help with."*

**M, Ealing**

*"I think it should be tiered basically. There should be a set of funds which is distributed to the essential people, like hospitals for example. So, that goes into the, sort of, higher tier. The most money goes towards them. Then there should be other tiers like business, then your individual groups like sports clubs or activities clubs. Like bowls green football club. Your local community centre or something."*

**M, Spelthorne**

# The role of the local authority in distribution

Generally, participants were cautious about the role of the local authority in terms of *distributing* the fund. Many had a negative opinion of their local council, and felt that they may mismanage the funds, or not spend them wisely, or somehow tie the money up in bureaucracy.

That said, there was definitely felt to be the opportunity for the LA to be involved in some way - using its existing networks and groups to understand how the money can best be spent and distributed to those most in need.

One group in Spelthorne insisted that the best approach would be for the money to go towards a council tax rebate for everyone in the borough - and could not be talked out of it!



*"It needs to be people that people have confidence in basically and that's not really people that work at the council or anything like that."*

F, Richmond

*The local authorities manage all of our facilities on our behalf so they're the best people to be managing our expectations as well as they've probably been in contact with the airport and are aware of where the impacts are already.*

F, Spelthorne

# Wider projects and a community benefit

Through more considered, deliberative responses, participants were happy for the fund to be spent on projects with a wider societal benefit than just offsetting the damage caused to individuals



## Impacts relating specifically to expansion

The fund was introduced to participants as something that will need to be **relevant to the impact the expansion will have** and broadly, they approved of this, particularly for young people who were concerned about the environmental impact and others who were concerned about traffic, transport and infrastructure. But they had a tendency to go beyond this 'remit'....

*Also the fact that it says a new runway won't even open until 2026, so they're saying for fifteen years, is that fifteen years when construction starts? Or fifteen years from when planes are flying? Because, it's a whole different set of problems, because the construction noise, pollution, that's a whole rollercoaster of separate issues and things like the noise from flight paths is not even going to start affecting people until 2026. F, Ealing*

## Wider improvements to the area's social capital

Much of the early discussions centred around issues that related to their area, and particularly around crime, and the interlinked issue of activities for young people. On reflection many, and particularly young people, did see opportunities for enterprises such as youth and sports centres to benefit from the fund - though not related to airport expansion directly, such improvements were felt to be highly desirable - and present marketing opportunities for the airport to be involved in such community 'outreach'.

*M: Longer platforms. More train carriages.  
F: Maybe more start-up opportunities, like what they had in Hoxton and places like that, to help the community develop, people to open new business, and then those business owners are then, you know, invested in to keep it going Richmond*



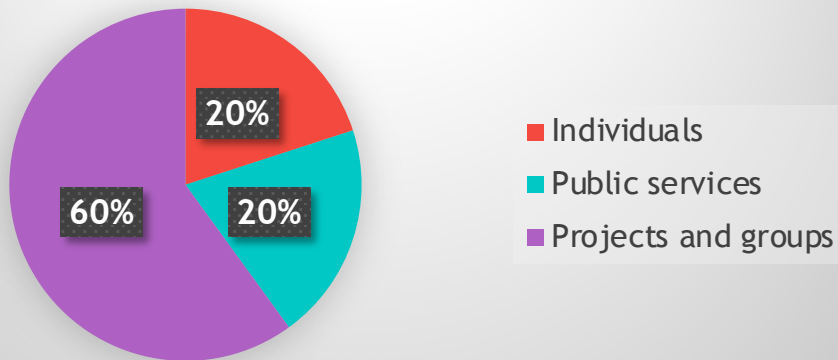
# Distributing the funds across the public sector



In most discussions, the conversation then moved on to discuss the role of the fund in public service provision.

- Particularly where it related to the services that will be put under strain by the airport expansion, such as transport, there was felt to be opportunities for the fund to help.
- Some gave examples of the fund being spent to improve local infrastructure, such as road/rail links and even build existing lines and roads, to offset the strain that the system will have to tolerate because of the construction works.
- But some went even further, saying that it could be used to support such services as education, or social care.
- Though there was support for the fund to supplement and bolster some of the services provided by local authorities there was also a note of caution - there was concern that the money would not be enough to FULLY deliver such services.
- Also there was concern that the local authority may look to cut back on some services if they are being part funded someone else
- By the conclusion of the groups, most participants accepted that they wanted the bulk of funds to go to projects or groups, with smaller amounts designated for both individuals and broader public services

## Typical distribution of funds



*They could just use it like a stop gap, councils have experienced so many cuts recently, there are huge shortages of resources and this money shouldn't be a part of their budget to cover the daily cost, it needs to be additional money to tackle these additional problems. F, Ealing*

*Are they using this as rather like, if we're going to invest in day centres, youth clubs, there's going to be more work within these places, because we're giving them money, so they can employ more people, open it up to more people in the community? F, Richmond*



# Improving the environment

Despite appetite for the money to go to community groups and public services, for many, and especially those aged 16-24, the environment was the most crucial issue at play, and the one that should benefit the most from the fund.

Exactly how this might look, however, was an issue of some contention. For most, the references to the environment tended to be around the built environment - namely the loss of green spaces through building and development.

Few mentioned the atmospheric pollution that increased air travel might bring to their environment, indeed few brought this up spontaneously as an issue that they associated with living near Heathrow now - noise pollution was felt to be much more of an issue.

So it was unclear exactly what the fund could be used for - some agreed with the suggestions around planting new trees and woods, creating ponds and waterlife, etc. but they also conceded that this may not be possible in the immediate vicinity of their area, which may mean such carbon offsetting would happen further afield, though others were less comfortable with this suggestion.

But other, more creative ideas were also suggested, around the fund helping to limit the use of plastic and non biodegradable waste generated by the airport.



*We've got air traffic monitors all over the place, they just have to link it all. This is what I'm saying about joined up thinking. They've got air traffic monitors, they can actually take the data from five years ago, ten years ago, fifteen years ago in particular areas and see how the air quality has changed. And they'll know where the planes are so you can see what will happen in that area and you can moderate. M, Richmond*

*If they're going to increase global warming and air pollution and all these consequences, I think they should look at real way at which they could make a big impact. I would rather they just didn't do it but it would be really amazing to see just a real reduction of plastic waste and single use products and things like that. F, Ealing*

# Depth interviews further afield

Ten depth interviews were conducted with residents of Slough, South Bucks and Hillingdon to ascertain if their perception of the fund and how it should be spent differed from those in the workshops.

Generally speaking, **those living further afield**, in areas such as Slough, had little appetite for the money to be spent in their areas, recognising that the most acute disruption would be further east. And they were happy that the money is spent on both mitigation and non-mitigation actions, as long as they are focused in those areas.

But there were exceptions - notably those who live directly under the flightpath, some of whom had an appetite for being compensated personally.



Exploring the  
draft  
principles  
behind the  
CCF



# A majority say the principles are too vague to be implemented

## 4 Principles

- 1) Ensuring our local communities remain a great place to live by investing in the quality of life of local residents;
- 2) Investing in initiatives which enhance the benefits of our scheme, including local employment opportunities;
- 3) The enhancement of facilities and services where this can be linked to the expansion project and deliver a wider community benefit; and
- 4) Addressing residual effects and unanticipated local impacts which we cannot anticipate when we submit our application.

Although many believe the fund should be underpinned by guiding principles, a majority say that the principles as they currently stand are too vague to be effective. Respondents want to see terms clearly defined, with examples - this is to aid their own understanding but also to enable them to hold Heathrow to account. Respondents want to see measurable promises as opposed to sweeping statements.



*“Trying to ensure our community remains a great place to live by investing in the quality of life of local residents. How? How are you going to do that? What is your plan? What do you propose?”*  
**F, Spelthorne**



# Across groups, priorities differ by individual; ultimately all are seen as valuable

## Principle 1

Ensuring our local communities remain a great place to live by investing in the quality of life of local residents.

There is agreement in theory with this principle, however quality of life means different things to different people; ultimately it is unclear what is actually expected of Heathrow in relation to this. Respondents are clear that it should include ensuring green space is available, and steps to reduce noise pollution, both in individual homes and public spaces. Many also believe that Heathrow should aim not only to ensure quality of life is maintained, but that by investment into the area, people's quality of life is actually somewhat improved.

## Principle 2

Investing in initiatives which enhance the benefits of our scheme, including local employment opportunities.

Local employment opportunities appeal, but many also say this should include traineeships and work experience to help young people in the local area to improve skills and employability. Some also believe that, to an extent, this should be particularly targeted at those in deprived areas who are less socially mobile.



*"I think the commitment to funding these areas is great especially the commitment to ensure the local communities remain a great place to live. But I would like to find out more details about what steps would be taken to meet this goal. E.g. Noise and pollution affecting the health and wellbeing of pets and livestock. Impact on commuting time due to the increased burden on public transport."*

**M, Interview**



# Setting funds aside for residual impacts is key

## Principle 3

The enhancement of facilities and services where this can be linked to the expansion project and deliver a wider community benefit.

There is agreement across the board that enhancement of facilities and services is key, especially considering the possible increased population and throughflow in local areas and subsequent strain on local services. However, clarification is needed in terms of exactly what facilities and services might fall under this principle - many feel strongly that public transport should be included, and if not, should receive its own focus.

## Principle 4

Addressing residual effects and unanticipated local impacts which we cannot anticipate when we submit our application.

This is a key point for many, especially those who believe the fund should extend beyond the timeframe proposed. This is felt to be equally as important as addressing any immediate impacts and respondents agree it should be a standalone principle to emphasise the commitment to tackling consequences long-term.



*“Enhancing facilities and services... it's the best way Heathrow can help locals during expansion by ensuring enough green areas, better transport links and infrastructures.”*  
F, Interview

## Sample of suggestions for a fifth principle...

*Improve travel (in a sustainable, eco friendly way) by collaborating with local transport providers.*

*Ensure local greenfield areas are protected and minimise disruption to wildlife.*

*Research into and development of measures to reduce noise and emissions from increased air travel.*

*Adopt sustainable practices within the airport to offset carbon footprint - e.g. less plastic.*

*Honest, open conversations with the community - build a relationship and take feedback into account.*

*Improve travel by collaborating with local transport providers, and ensure solutions are eco-friendly.*

# Given the impact of emissions on the environment, many feel this should be given a separate principle

The environment is key and many feel that this issue should receive special emphasis, separate to the existing principles; for many it is surprising that this is not already explicit. The issue is especially pertinent for young people, who worry that they will be the ones affected if change is not made now.

Secondary to a focus on emissions, some are also concerned about how wildlife will be affected; within any environmental consideration then, there should be some assessment of the likely disruption to wildlife and action taken to mitigate this where possible.



*“There is reservoir to the West of Heathrow which will be affected - how will they ensure the wildlife sanctuary and nature reserves are not poorly affected by the expansion?”*  
M, Interview

*“It should go towards, like, more environmental things like pollution and things - more greenery.”*

*“Emissions and the environment, that’s the one I’ve been thinking of - that should be on there.”*

M, Hounslow



# Heathrow is seen as a key player in tackling climate change

It is not just short term work to offset the environmental impact of the expansion that respondents want to see. Many believe that, as a key player in UK air travel, Heathrow has a responsibility to think about and address its carbon footprint long term.

This includes active involvement and / or investment in research into cleaner transport - including air travel, but extending beyond this to incorporate other sustainable modes of transport in local areas.

They want to see preventative action being taken rather than addressing issues as and when they develop.



*“The only real solution seems to be to deal with the core problem, which is the noise that aircrafts make and the pollution they make. Change them to biofuel and make them a lot cleaner and quieter.”*

**M, Richmond**

*“If they have to do it, they really should put a green initiative that isn’t just wishy-washy. At the forefront of it, reduce waste, reduce plastic consumption. Airports give out all the free things that come in plastic. The amount of just single use products that are made and then thrown away straight away.”*

**F, Ealing**

Summary and  
conclusions

# CONCLUSIONS

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A.

B.

C.



# Executive summary

There are clear differences in terms of age with the younger (16-24 year old) groups in Hounslow and Ealing being much more concerned about the environmental impact of the third runway - both in terms of pollution but also in terms of the impact on green space etc. The fact that the word 'environment' does not appear in the principles therefore seems surprising, therefore many of their 'fifth principles' were centred on this area specifically - carbon offsetting (if possible), replanting of trees/woods etc.

For older people, as a general rule, the conversation was more (but not exclusively) around noise pollution - many have seen Heathrow evolve over the years into something that has gradually got busier and noisier and they are concerned about new flightpaths or busier existing ones, and that the fund should be aimed at the most affected, and specifically spent on noise mitigation measures.

Following on from that point, participants were often fixated on spending the money in the areas closest to the airports - and particularly in the villages under threat of demolition. Though we did tell them that specific compensation would be sent to those facing compulsory purchases etc, they often still came back to these areas as the ones in most acute need of the "compensation fund". In a simplistic sense, it was hard for them to advocate building playgrounds in Ealing when there are people who are facing much more immediate and profound disruption in the close vicinity of the airport.

As such, it is highly likely that participants responded in a certain way because of the use of the phrase 'compensation' (though this wasn't necessarily articulated by them). The use of this work leads them more - at least initially - towards individuals getting recompense and away from the less tangible community benefit.

There were mixed views on the use of the fund for public services and the role of the council - there were definitely some who thought that the fund could be used for the idea of the airport 'giving back' to the community, but for others they struggled to see the relevance and appropriateness of this.

# The perception is that it is time limited - and modest....

The research clearly shows that participants' views of how the fund should be spent are mutable, and affected by their perception both of the amount available and the longevity of the fund.

The fact that it is perceived to be quite small means that their ambitions for it are quite modest, and their understanding that it will stop suddenly means they are concerned about the sustainability of projects that are funded through it.



# But that doesn't stop them from thinking big!

They often bounced between the idea of compensating specific individuals on one hand and the wider societal benefit on the other. The initial response was to benefit individuals, but they soon realised that, as they could not help everyone affected, it was best spent through community projects.

Though told that the fund would be spent “relevant to the impact” of expansion it was hard for them to conceptualise what this means - therefore their ideas of how to spend it often went far beyond this.

