

**YouGov<sup>®</sup>**

27<sup>th</sup> September 2019

# **HCEB Consultation Experience Surveys**



HEATHROW **COMMUNITY**  
**ENGAGEMENT** BOARD

# Background

- In June 2018, the Secretary of State for Transport approved a National Policy Statement calling for a new north west runway at Heathrow Airport. Since then, Heathrow Airport has developed plans for expanding its capacity through construction of this new runway.
- The role of the Heathrow Community Engagement Board (HCEB) is to increase community and stakeholder participation in Heathrow's planning and decision-making processes. HCEB is independent of Heathrow Airport and is neither for nor against future expansion.
- As part of the plans for expansion, Heathrow Airport has been running consultations where local communities can voice their opinions on the proposed plans for expansion. The consultation involves both an online feedback form and a series of events held in areas close to the airport.
- Three consultations have been run since January 2018, with the latest finishing in September 2019.
- YouGov was commissioned to survey local residents to measure awareness of the consultation and the experience of taking part, as well as broader opinions about the expansion.

# Methodology

- Two separate surveys were run:
  - The first was an open link survey which was accessible to all. This was circulated and publicised by HCEB. The open link survey was accessible from 12<sup>th</sup> August to 13<sup>th</sup> September. There were 198 responses in total.
  - The second was a representative survey of 750 people from the YouGov panel across five selected local authority areas (Hillingdon, Hounslow, Slough, South Bucks, and Spelthorne). Results from this survey have been weighted to be representative by age, gender, and population.
- This report explores the results of both surveys. Many questions were repeated for both, but several were only included in the panel survey. Where results have been taken from only one of the surveys, this has been made clear in the base text and by the colours used: purple for the panel survey and pink for the open survey.
- A full sample breakdown of the panel survey can be found in the appendix.
- Figures may not total to 100% due to rounding.

Panel survey

Open survey

# Key findings (1)

## Opinions on expansion and the consultation

- In general, responses in the open survey are more negative than those in the panel survey. They are likely to have stronger feelings in the survey because they had already been drawn to the consultation. Being representative of all those in the local areas, regardless of their past engagement with the consultation, the panel survey gathers a wider sample of views.
- Two-thirds (67%) of panel survey respondents believe expansion is inevitable and a similar number believe that the consultation will have no impact on how expansion happens (65%). Only 17% think that Heathrow Airport cares about the opinions of people like them. Results from the open survey are similar: 84% think that the consultation will have no impact and just 13% of those who took part felt that their views have been listened too.
- However, two-fifths (40%) of those living in the local area agree that Heathrow has sought out the opinions of the local residents regarding the expansion; a similar proportion (37%) think the opposite. Those who took part in the consultation are more likely to agree than those who did not (56% vs 36%).
- Nearly half (48%) of all residents believe that the government should rethink the expansion, but they are split on whether the benefits of expansion outweigh the costs (36% agree; 36% disagree). Around half (47%) think that tackling climate change makes airport expansion unfeasible; this view is more prevalent among young people (52% of 25-34 year olds).
- Half of the residents surveyed (50%) believe expansion will have a positive impact on the UK as a whole, but only 27% think the impact will be positive for the local area and just 16% that it is positive for them individually.

## Key findings (2)

### Awareness of expansion, the consultation and resident concerns

- The vast majority (96%) of residents are aware of the plans for a new runway. Most (84%) are also concerned about the expansion, with 28% saying they are 'very concerned'.
- Pollution is the biggest concern among panel survey respondents; 58% say they are concerned about air pollution and 57% are concerned about noise pollution. Traffic (53%), carbon emissions/climate change (49%), and disruption to the local community (42%) are also major concerns.
- Those taking part in the open survey are more concerned in: 85% say they are concerned about air pollution and 82% are concerned about carbon emissions/climate change.
- Over three-fifths (62%) of panel respondents are aware of the consultation, with most finding out through a leaflet posted through their door. Around one-fifth heard about it through a newspaper (21%) or an email from Heathrow (19%). Social media (9%) is a much less common way of finding out.

# Key findings (3)

## Taking part in the online consultation

- Three-in-ten (30%) panel respondents had submitted a response to the online survey and one-third (33%) of this group had forwarded it on to someone else.
- Those in the panel survey generally reported that the online survey was easy to complete (79%). However, those in the open survey disagreed with only 31% saying it was easy. Similarly, most in the panel survey felt that the consultation instructions were clear (81%) while those in the open survey felt the opposite (43%).
- The topic areas were considered appropriate by half (51%) of the panel survey respondents but they were split over whether the topic areas covered local concerns, with 44% agreeing and 40% disagreeing. Nevertheless, half (51%) agreed that the topic areas allowed them to fully express their opinions. Around one-fifth (18%) of panel respondents felt there were topics that weren't covered by the consultation that should have been.
- The website itself was generally well-received, with 55% of panel respondents saying it was easy to navigate and 54% that it was clearly laid out. Overall, 45% of panel respondents and 14% of open respondents were satisfied with the online consultation.
- Apathy is the most common reason for not completing the online consultation: 41% said that they did not take part because they did not think it would make any difference.

# Key findings (4)

## In person events

- 13% of panel respondents and 34% of open respondents attended an event in person. Across both surveys, a majority agreed that the event was convenient (87% panel; 79% open), but a majority also agreed that it was biased in favour of expansion (71% panel; 87% open).
- Most of the panel survey respondents were satisfied with the event (61% satisfied; 12% dissatisfied); most from the open survey felt the opposite (11% satisfied; 70% dissatisfied).

## Green spaces and overflights

- Local residents value green spaces very highly. The vast majority (92%) said that having plenty of green space in the local area is important for them and most (84%) also said that having habitats for wildlife is important. Residents generally feel that this will be negatively affected by Heathrow's expansion: half (51%) said that wildlife habitat in their local area will be negatively affected and 44% said the same of green spaces.
- Three-fifths are affected by aeroplanes flying overhead, with late at night the most popular time for when they would prefer not to be disturbed (46%). Two-fifths (41%) think that Heathrow Airport takes the needs of residents into account when planning flight times but over half (54%) said the airport either did not take residents needs into account at all or didn't very much.

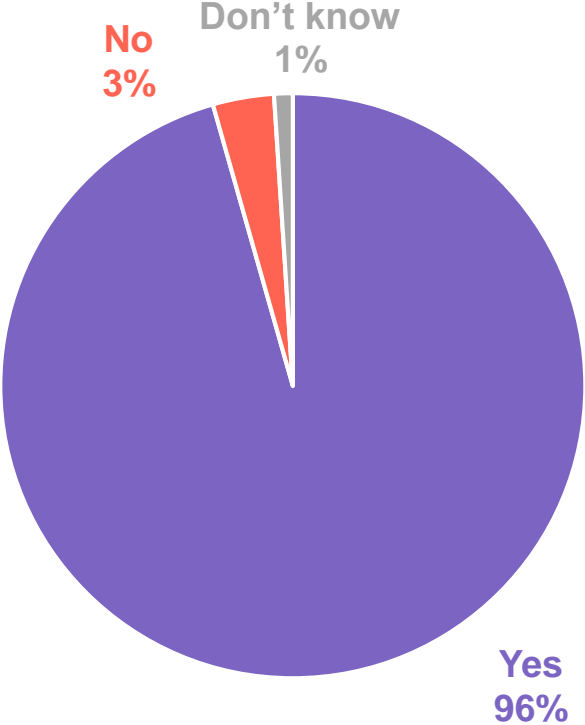
# Section one: concerns about expansion



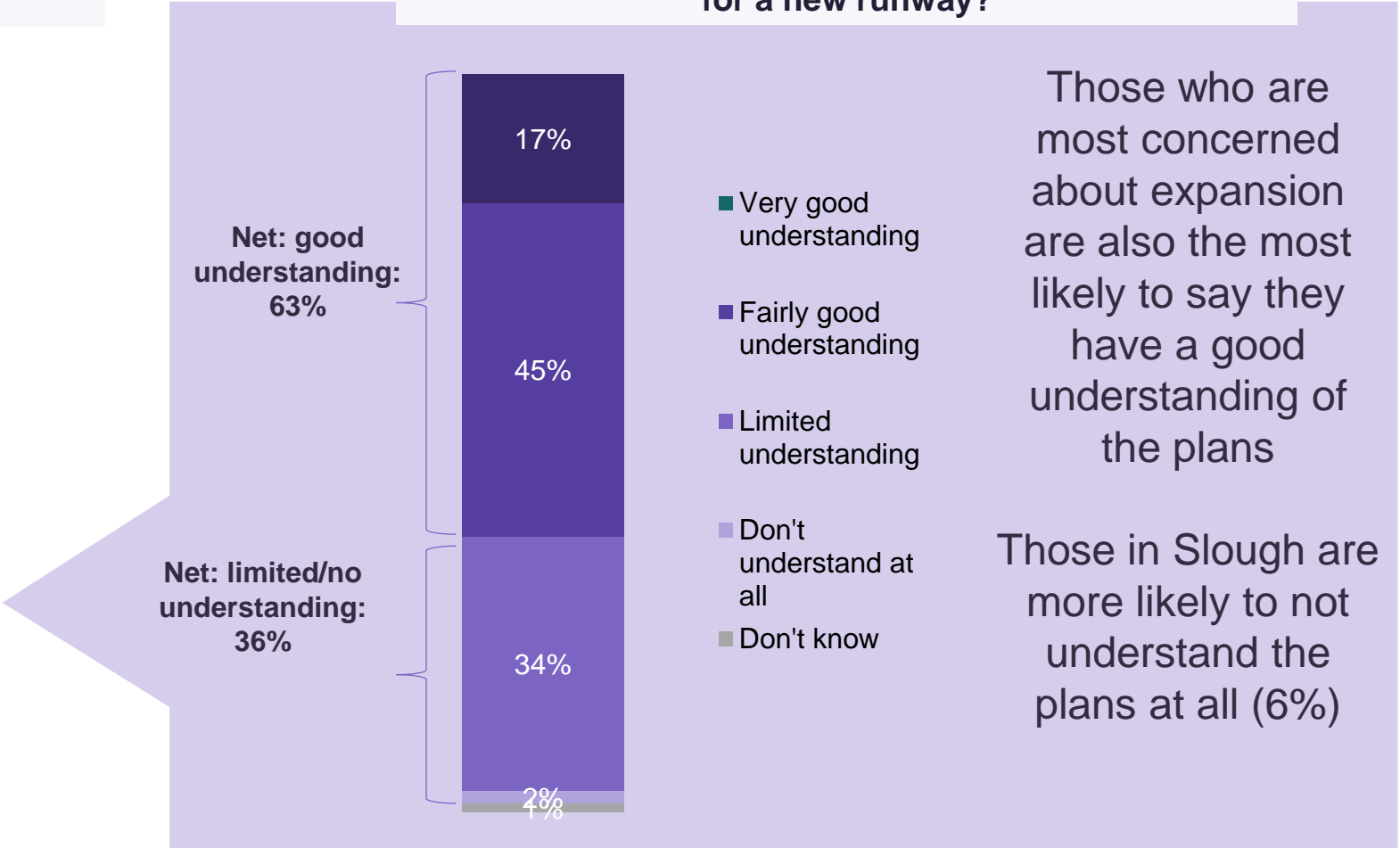


# Most in the area are aware of the plans for a new runway and believe they have a good understanding of the development

Before taking this survey, were you aware of the plans for a new runway at Heathrow Airport?



How would you rate your understanding of the plans for a new runway?



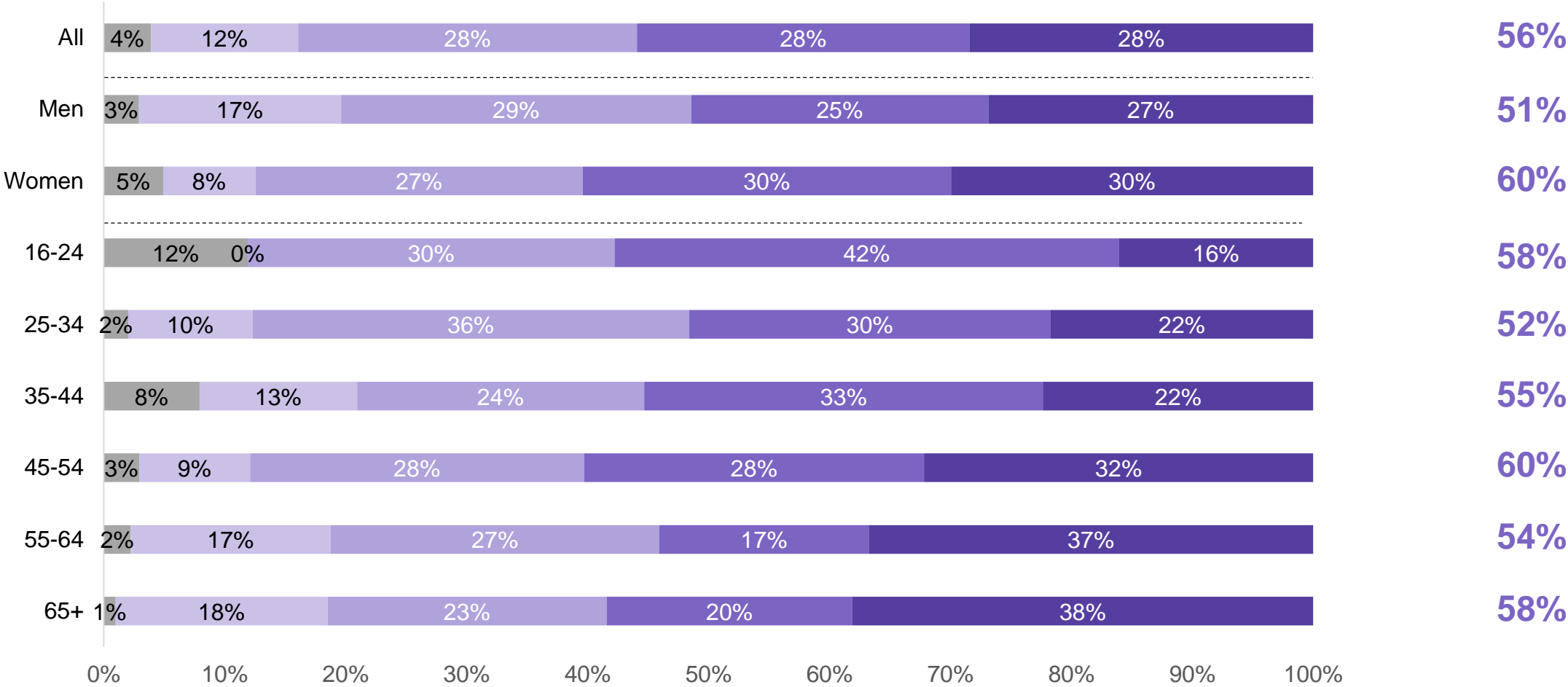
P1. Before taking this survey, were you aware of the plans for a new runway at Heathrow Airport? Base: all panel (752)  
P2. And how would you rate your understanding of the plans for a new runway? Base: all panel aware of the expansion (728)

# Over half of all residents surveyed are very or fairly concerned about expansion, with the proportion who are very concerned increasing with age

Panel survey

Net: very/fairly concerned

How concerned are you about the expansion of Heathrow Airport?

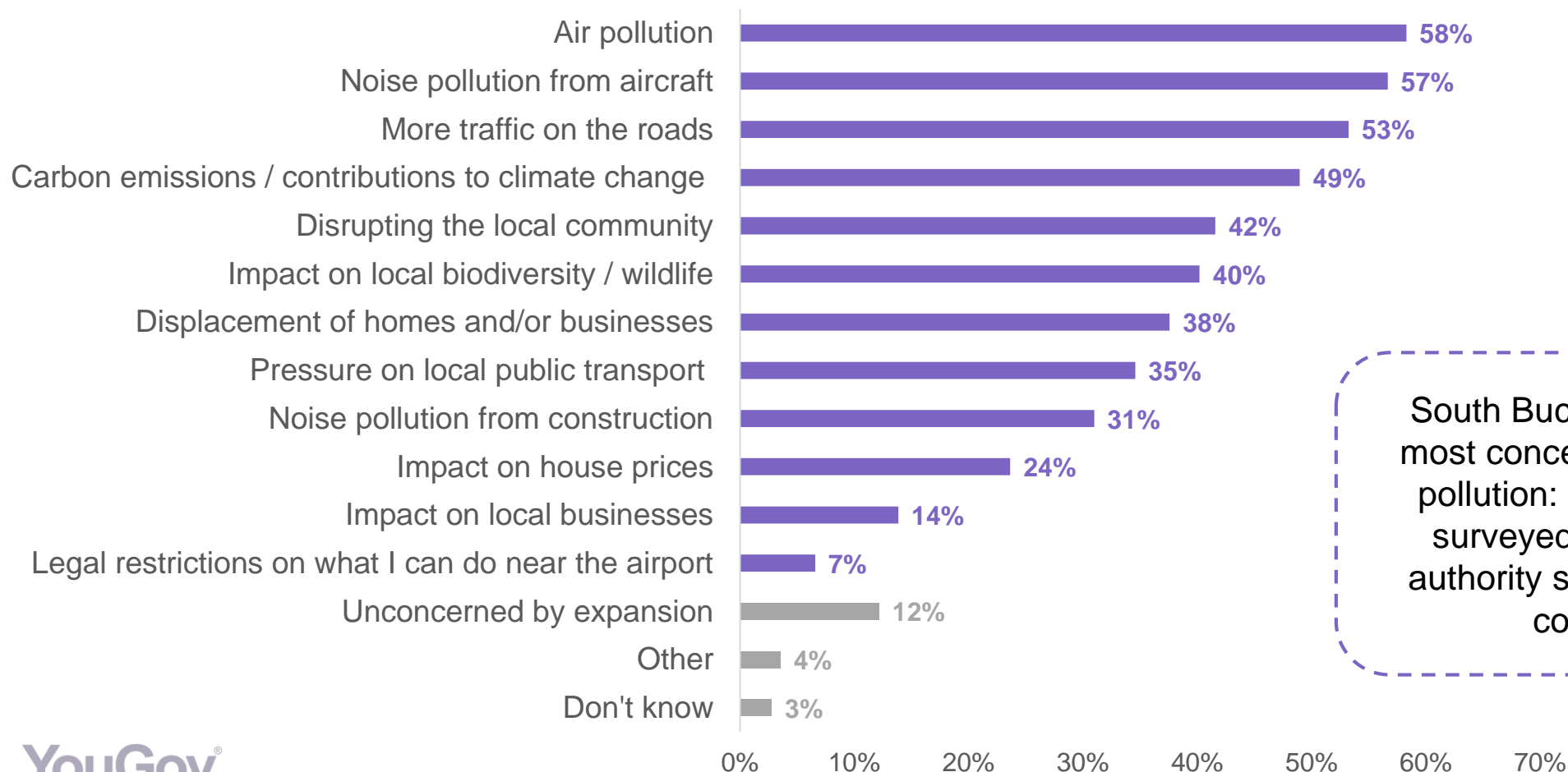


■ Don't know ■ Not at all concerned ■ Not very concerned ■ Fairly concerned ■ Very concerned

P3. How concerned are you about the expansion of Heathrow Airport? Base: all panel (752)

# Pollution is the biggest concern of those who took part in the panel survey, followed by increased traffic and carbon emissions

Which, if any, of the following are you concerned about regarding the expansion of Heathrow Airport?

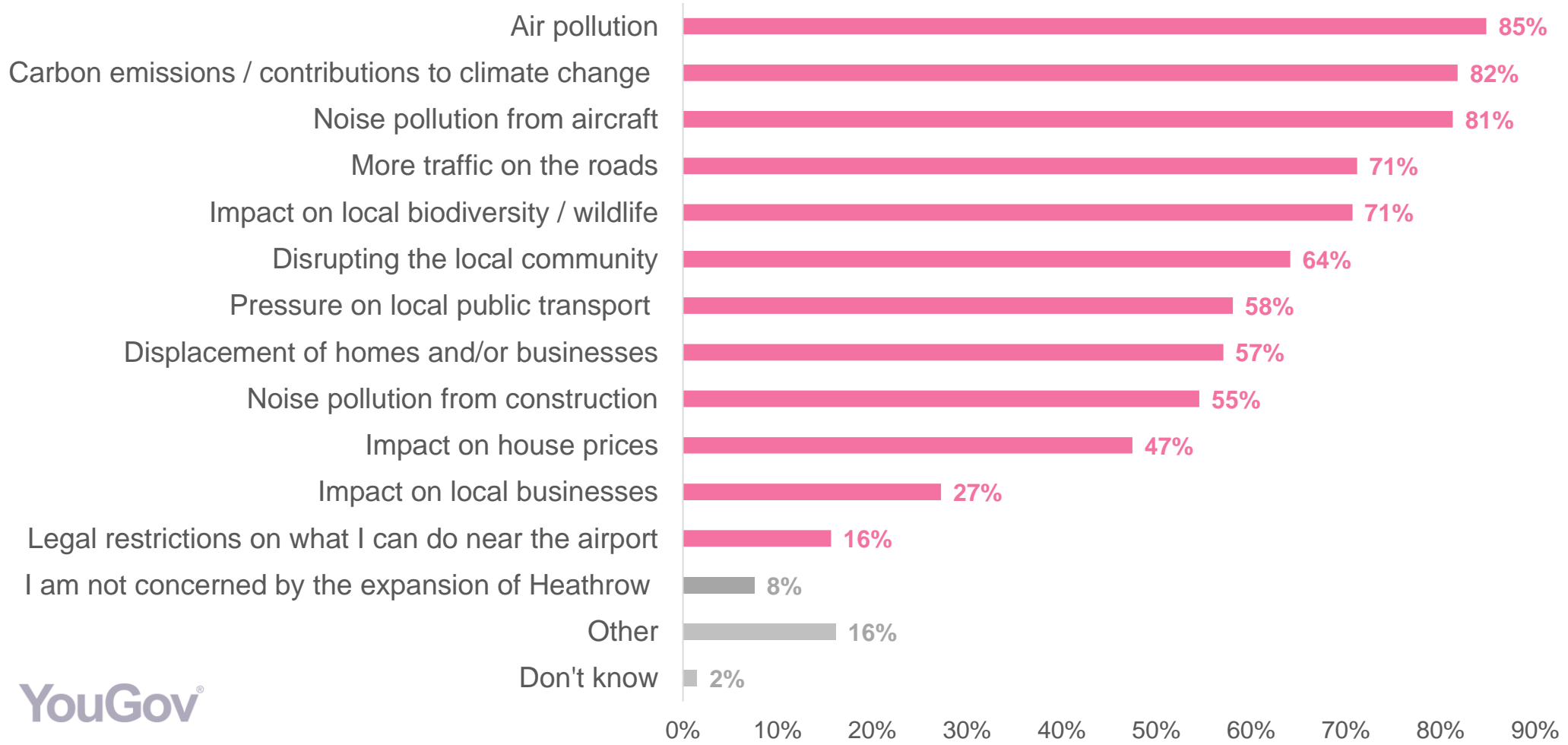


South Bucks is the area most concerned by noise pollution: 77% of those surveyed in this local authority said this was a concern

# Those in the open survey are more concerned in general. For them, air pollution, carbon emissions, and noise pollution are the main issues

Open survey

Which, if any, of the following are you concerned about regarding the expansion of Heathrow Airport?



**Other concerns that local residents mentioned are shown here – most made reference to negative impacts of expansion but a few were concerned that the project would not go ahead**

*Not being able to drive near airport to get to other places*

*That it does not go ahead*

*Not being able to sell the house we have invested all of our savings into. Not being able to move away from a huge development that will affect us for a generation because the proposals have devalued our house.*

*Sleep disturbance and stress*

*Major disruption of roads whilst this is carried out*

*Increase in air traffic & risk of air traffic accident over the most densely populated part of the UK*

*Disruption to every day life and poor air quality while construction is going on. T5 was bad enough whilst being built. Couldn't hang washing out because of dust and dirt and that is a little distance from Stanwell Moor. Really concerned as this will be on our door step.*

*Increase in carbon emission; setting precedent for other large infrastructure projects; not showing leadership globally; waste of investment as flying needs to reduce anyway*

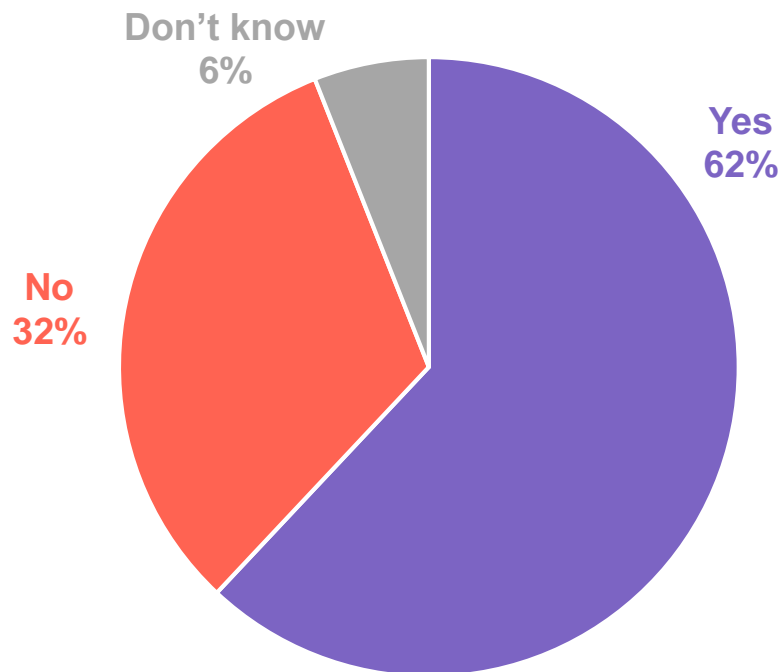
*Protesters disrupting the local area*

## **Section two: awareness of the consultation**

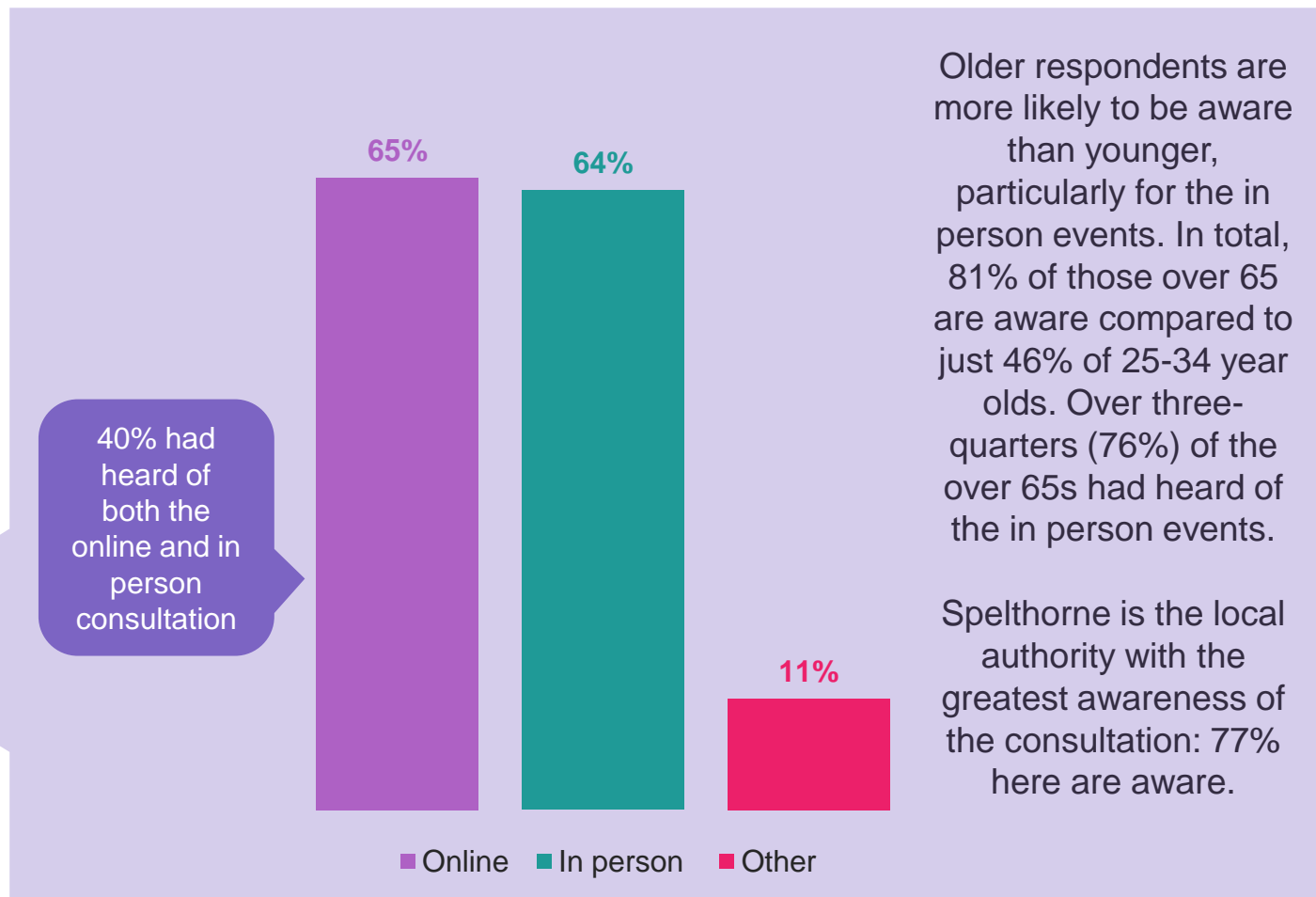


# Over three-fifths are aware of the consultation

Before taking this survey, were you aware of the Heathrow Airport Expansion Consultation?



What form of consultation have you heard of before?

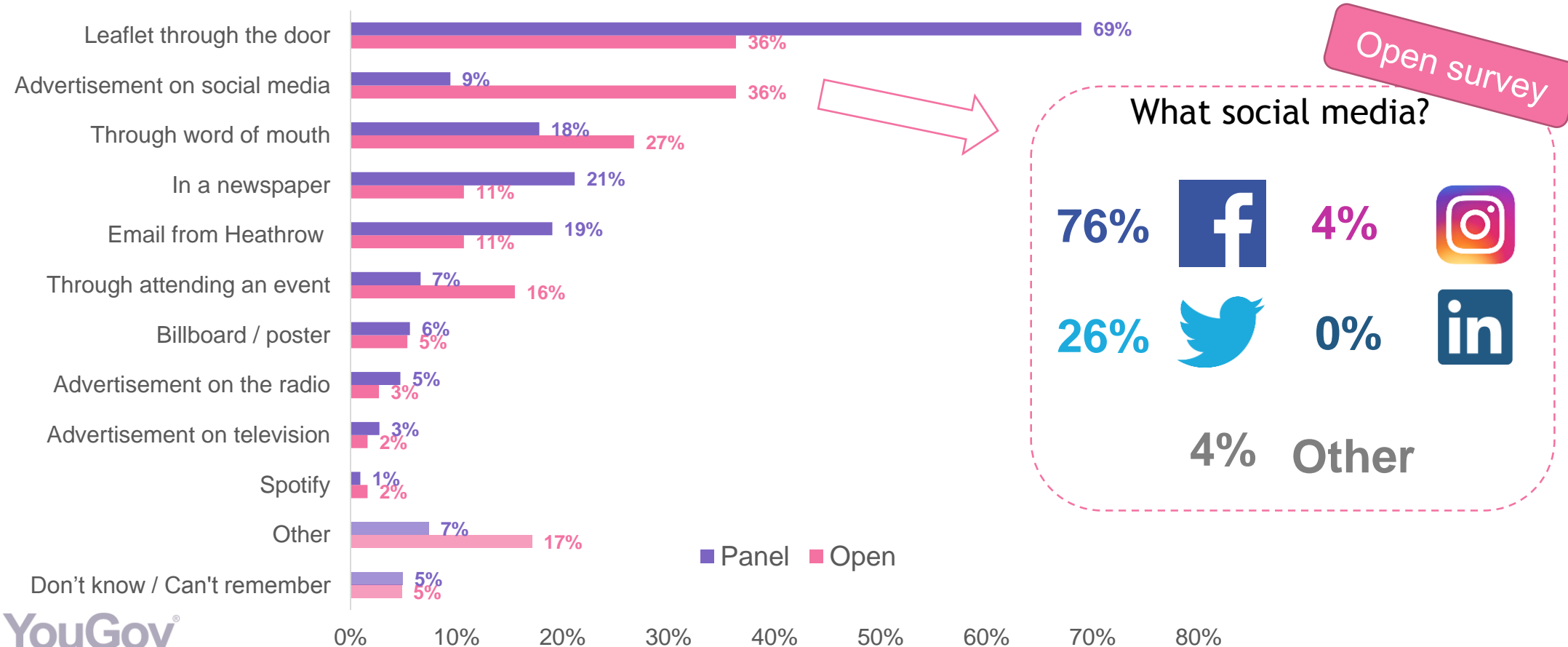


Older respondents are more likely to be aware than younger, particularly for the in person events. In total, 81% of those over 65 are aware compared to just 46% of 25-34 year olds. Over three-quarters (76%) of the over 65s had heard of the in person events.

Spelthorne is the local authority with the greatest awareness of the consultation: 77% here are aware.

# Over two-thirds in the panel survey found out about the consultation by a leaflet through the door. Open survey respondents found out through a wider variety of measures including social media and word of mouth

How did you find out about the consultation?





Of those who were previously unaware of the consultation, 48% in the panel survey said they are uninterested in taking part in the consultation

Too few were unaware in the open survey to allow for analysis. Reasons given in the panel survey for not taking part mostly centred on expansion not affecting them directly and feeling like their opinions wouldn't be listened to anyway.

Panel survey

## Those uninterested in taking part are more likely to be...



Uninterested in taking part in future consultations (90%)



Not very concerned / unconcerned about expansion (74%)



Unaffected by overflights (59%)

### Why are you not interested in taking part in the consultation?

*Will they listen to what the public thinks? I don't think so*

*The implementation has been delayed so many times that I wonder if it will ever take place.*

*The consultation is just a sham, the decision to expand Heathrow has been made and nothing can stop that now*

*The outcome will not be influenced by them. It is a foregone conclusion*

*Our property is 5 miles from Heathrow. I expect little difference of impact on our lives.*

*It doesn't impact me directly enough.*

*Lost faith in my opinions counting for anything, since self serving politicians have ignored the public's view. So what's the point?*

*I live too far away and local residents should be prioritised in these sorts of discussions.*

Q3. Are you interested in taking part in the consultation? Base: all panel unaware of the consultation (238)

Q4. Why are you not interested in taking part in the consultation Base: all panel uninterested in taking part in the consultation (139)

## **Section three: the online consultation**

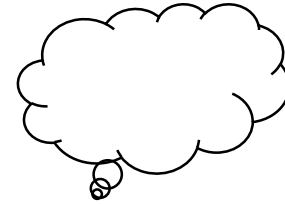


# Three-in-ten (30%) in the panel survey had submitted a response to the consultation

## Those who submitted a responses are more likely to be...

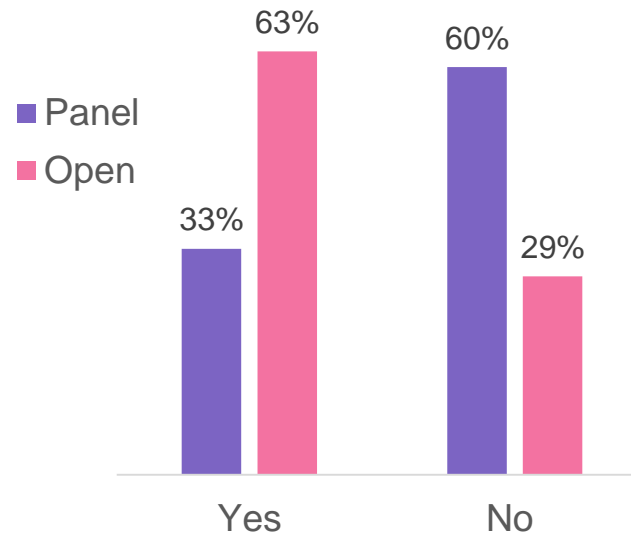


Over 65 years old (40%)



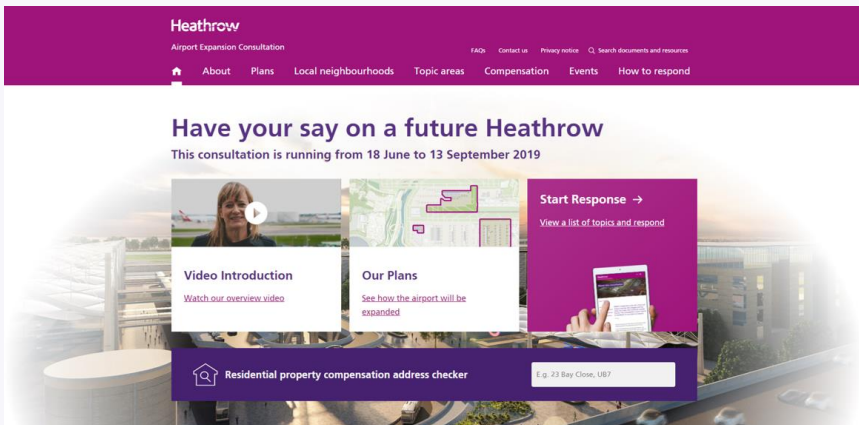
'Very concerned' about expansion (48%)

### Did you forward the consultation on to anyone else?



Having actively decided to participate in the survey, open survey respondents are generally more engaged with the consultation process and so are understandably more likely to have forwarded the consultation on to others

In the panel survey, those 'very concerned' about expansion are more likely to have forwarded the consultation on (45%) – probably to others who may share those concerns



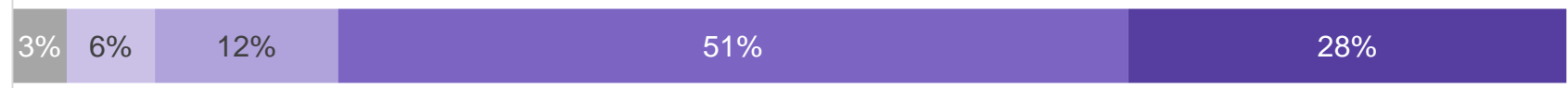
Q7. Did you submit a response to the Heathrow Airport Expansion Online Consultation (pictured above)? Base: all aware of the consultation (panel = 514)  
Q11. Did you forward the consultation on to anyone else e.g. friends, family, neighbours? Base: all who took part in the consultation (panel = 162; open = 51)

# Those in the panel survey generally reported that the online survey was easy to complete; those in the open survey however disagreed

How easy or difficult did you find it to complete the online consultation?

Net: easy

Panel survey



79%

Open survey



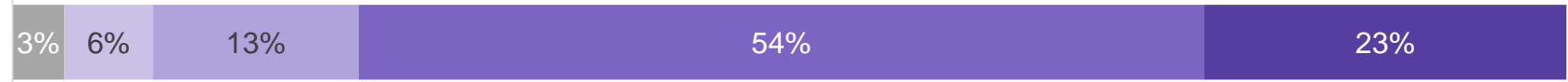
31%

Men



80%

Women



78%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Don't know ■ Very difficult ■ Fairly difficult ■ Fairly easy ■ Very easy

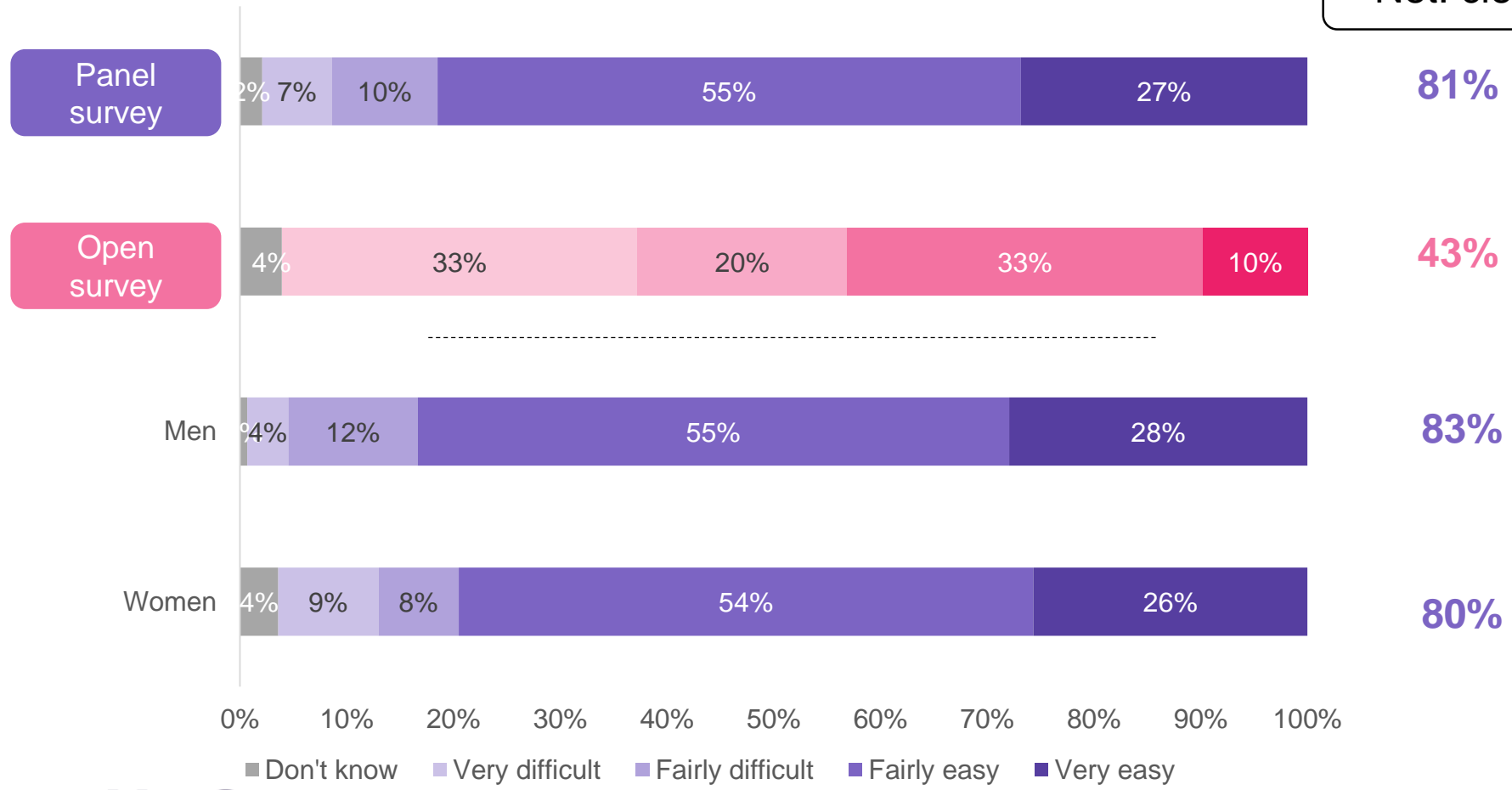


Q12. How easy or difficult did you find it to complete the online consultation? Base: all who completed the online consultation (panel = 162; open = 51)

# Similarly, most panel respondents felt the consultation instructions were clear while a majority of open survey respondents felt otherwise

How clear or unclear were the instructions for completing the online consultation?

Net: clear



The large discrepancy between the two surveys is likely due to open survey respondents being more dissatisfied in general

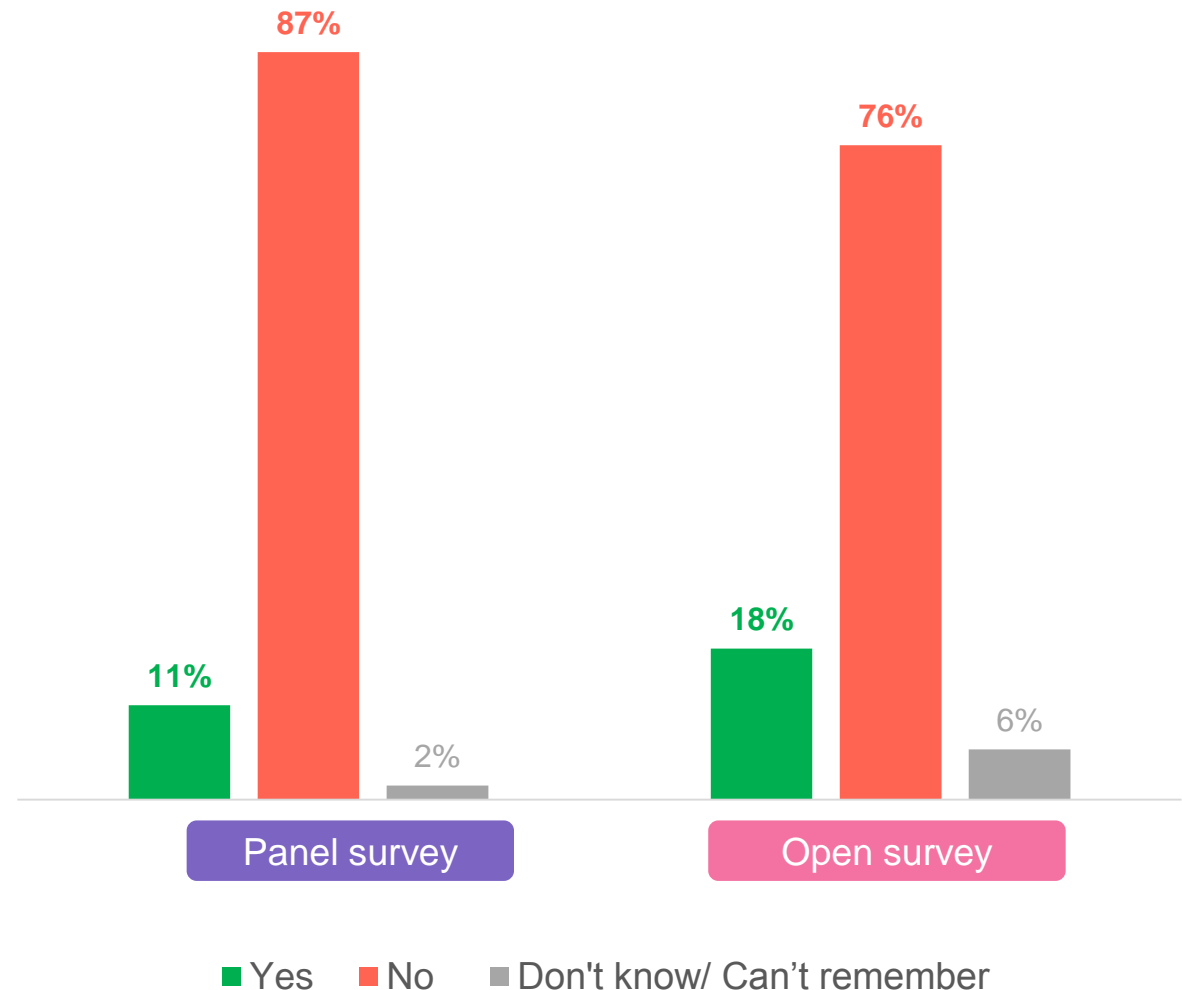


Q13. And how clear or unclear were the instructions for completing the online consultation? Base: all who took part in the online consultation (panel = 162; open = 51)

**Most did not need any help in completing the online consultation, suggesting it was straightforward**

Respondents who needed help were also asked how easy it was to access help. However, too few needed help to allow for any analysis of these answers.

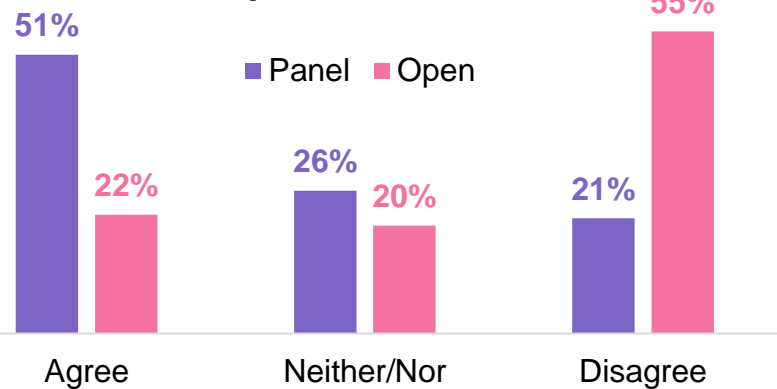
Did you need any help or assistance in completing the online consultation?



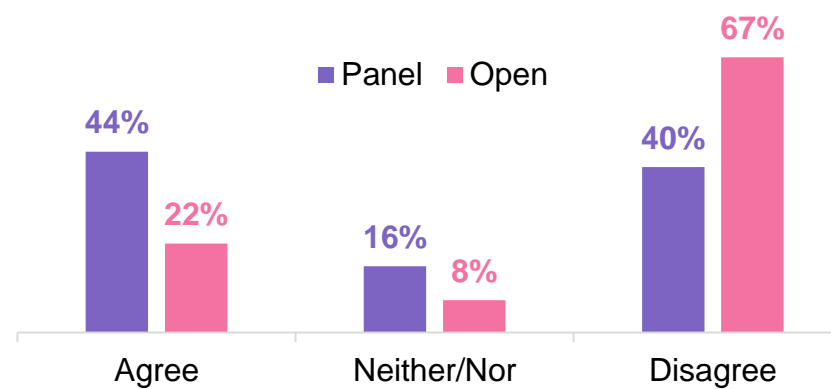
# Most in the panel survey agreed that the topic areas were appropriate and allowed them to fully express their opinions. However, respondents were split on whether they covered local concerns

Thinking generally about the overall consultation topic areas to what extent do you agree or disagree that they...

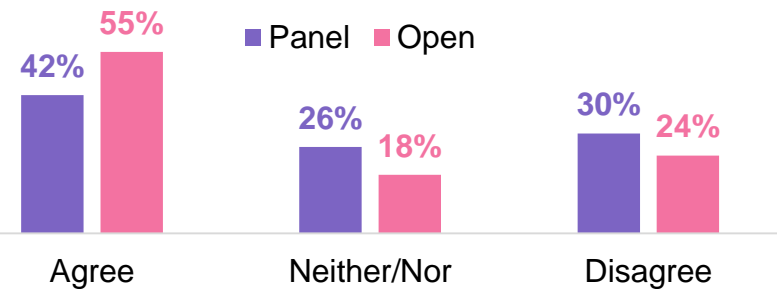
**Were appropriate for the Heathrow Airport consultation**



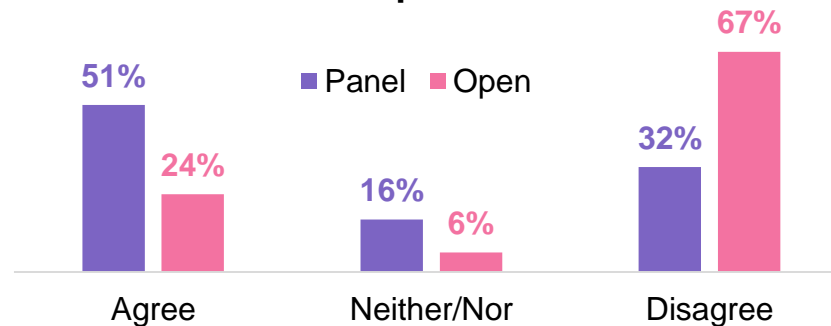
**Covered local concerns**



**Were too vague**



**Allowed me to fully express my opinions**

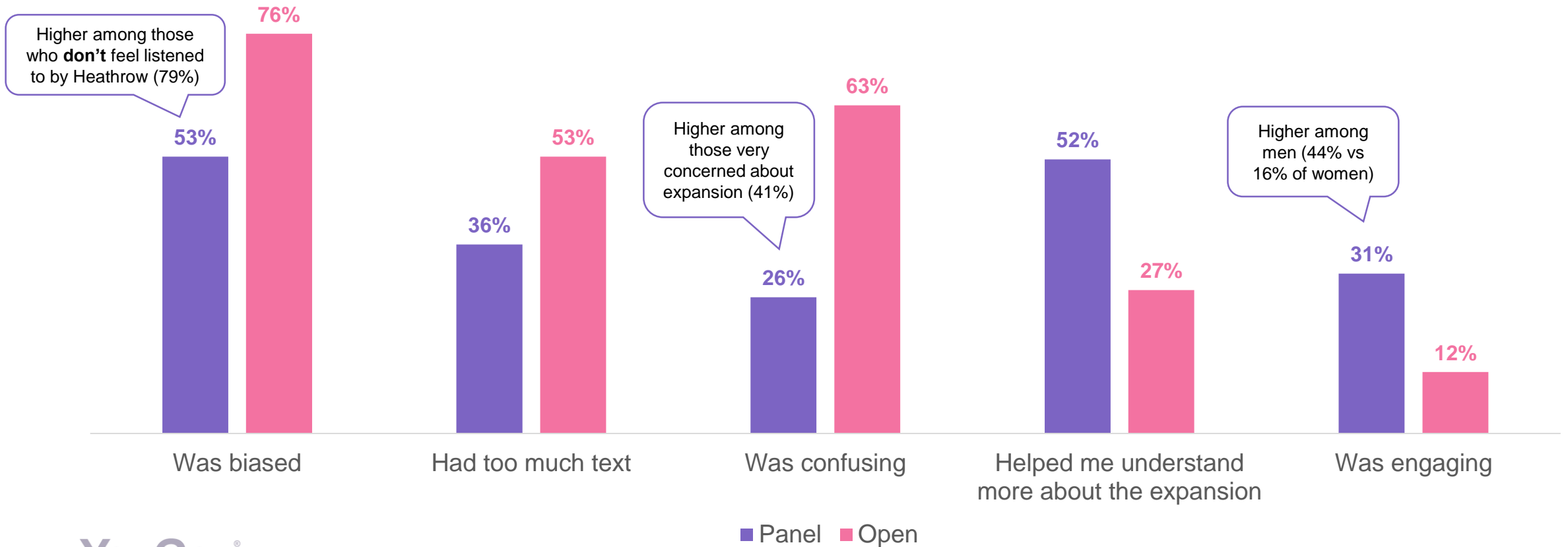


Those concerned about noise pollution from construction are more likely to say that the topic areas did not cover local concerns (75%) and did not allow them to express their opinions (57%), suggesting that the consultation did not provide enough information about this issue

# Across both surveys, a majority agreed that the information included was biased. However, over half of those in the panel survey also agreed that it helped them understand more about the expansion

% agree

To what extent do you agree or disagree that the information included in the consultation topic areas...





**Almost one-fifth (18%) in the panel survey and over half (57%) in the open survey felt there were topics not covered in the consultation that should have been; these comments showcase what they felt was missing**

*Impact on disabled residents and disabled users car parking at the airport*

*Impact on UK's commitment to alleviate climate change*

*The alternatives to Heathrow expansion including the option of replacing Heathrow as a UK hub or truly considering the future of the civil aviation industry 40 years into the future.*

*Roof damage to properties near the takeoff and landing zone*

*Their proposal for a 20000 capacity carpark on a biodiversity local area*

*The effects the expansion will have on Stanwell Moor Village*

*Alternatives to expanding Heathrow; no opportunity to object to expansion*

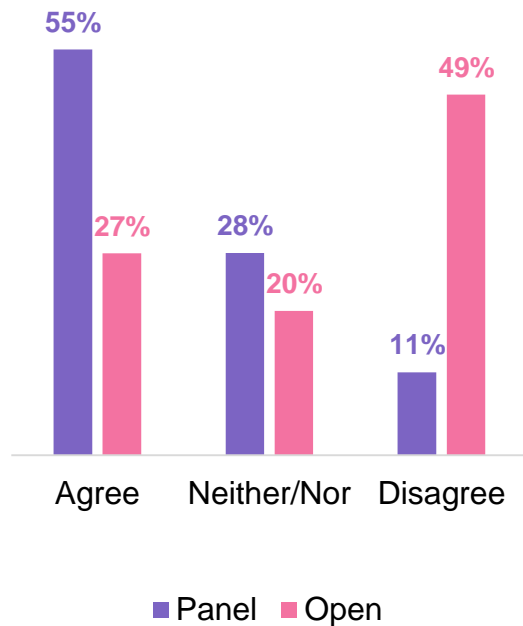
*No allowance at all for comment on the negatives of expansion*

*Local bus routes*

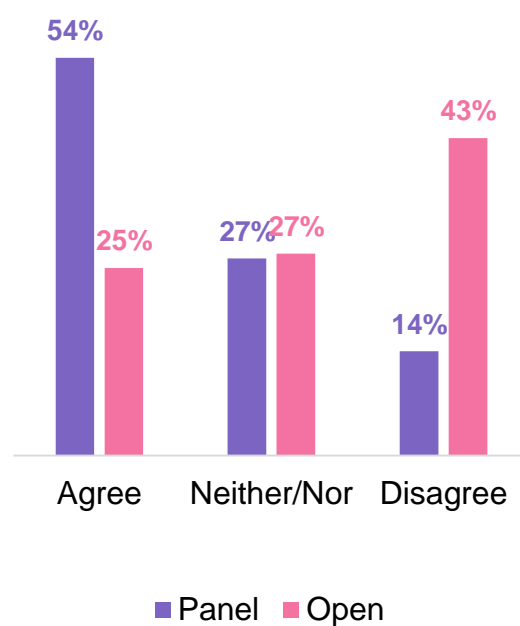
# Most in the panel survey feel positively towards the website itself, with over half agreeing that it was easy to navigate, was clearly laid out and was user-friendly

To what extent do you agree or disagree that the website:

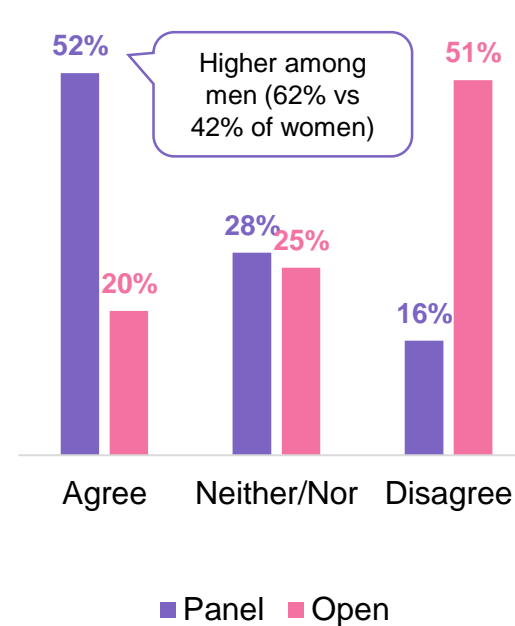
Was easy to navigate



Was clearly laid out



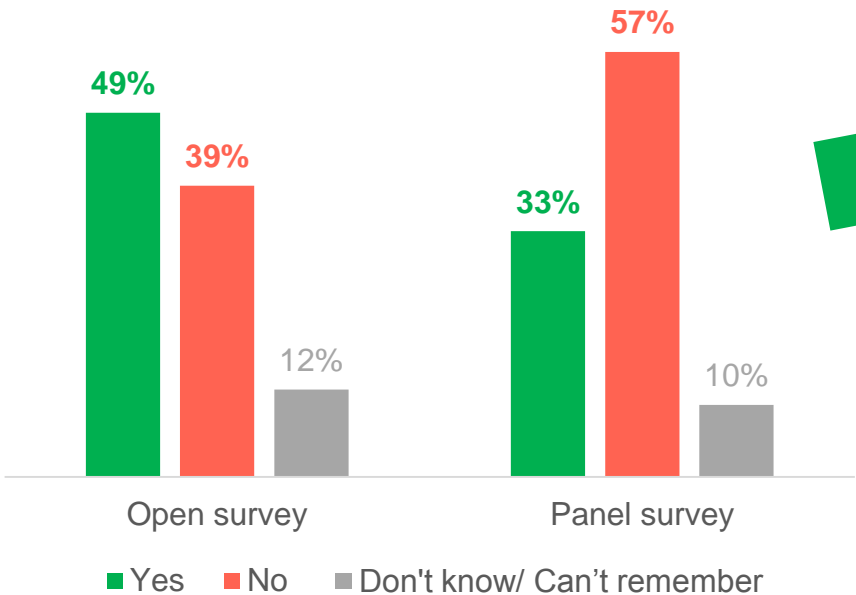
Was user-friendly



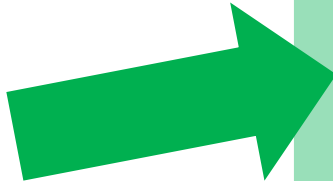
Those who liked the website are more likely to agree that Heathrow Airport has taken local concerns into account; 75% of those who said the website was easy to navigate also felt that the airport had sought out the opinions of local residents

# Most who watched a video felt that they were interesting, appropriate, and useful

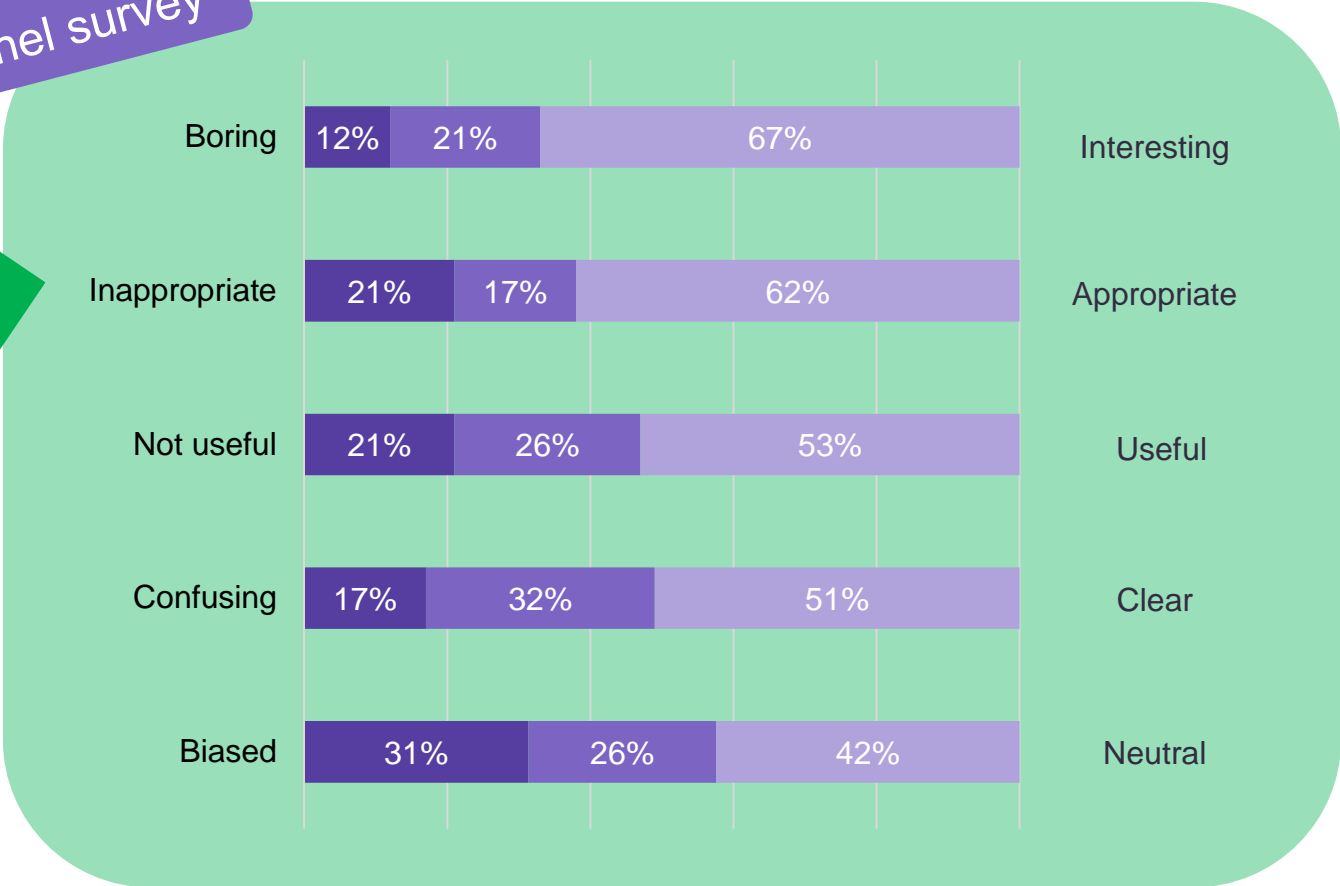
Did you watch any of the videos in the online consultation?



Panel survey\*



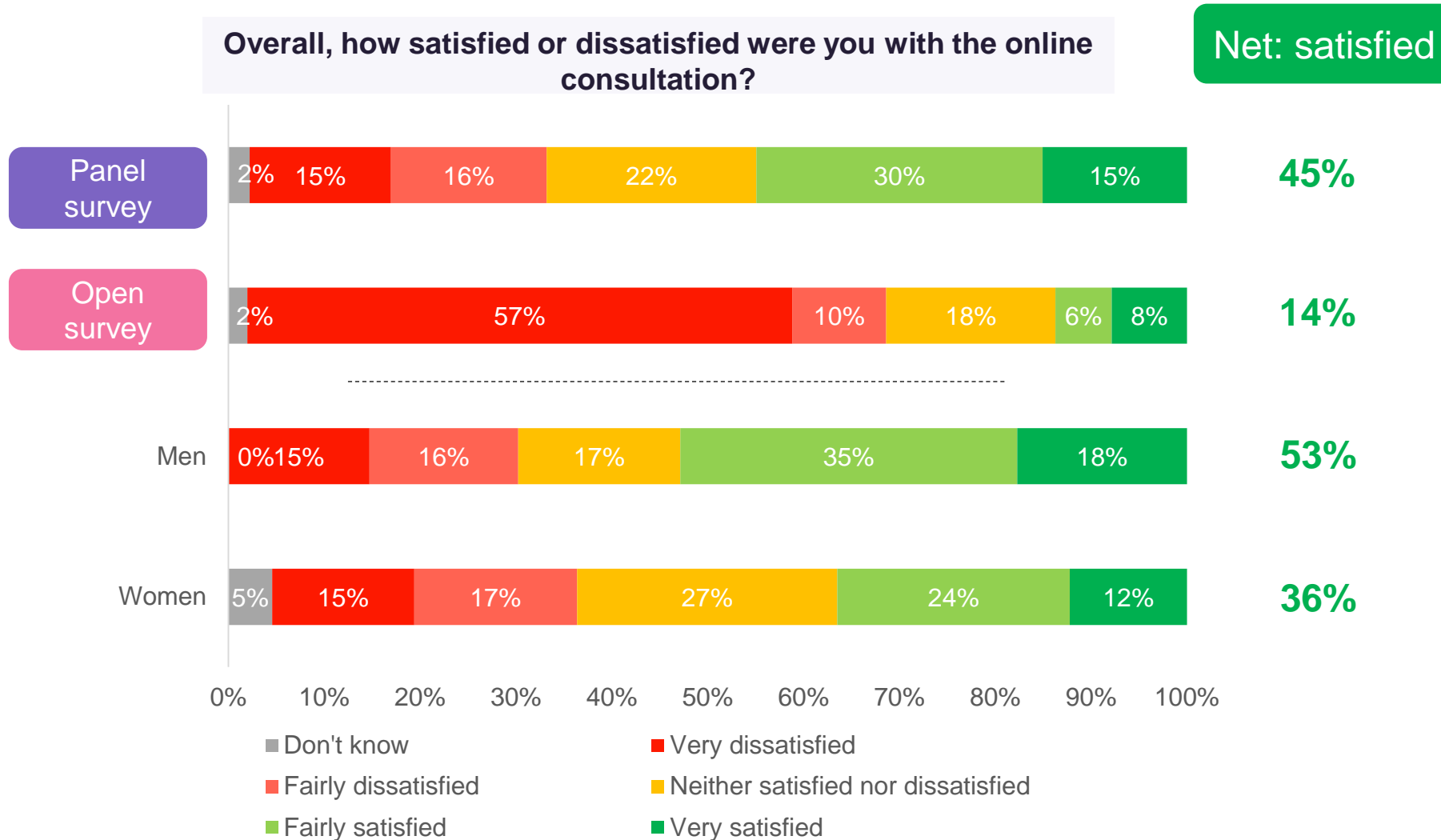
How would you describe the videos that you watched?



\*responses from open survey not shown due to small base size

Q21. Did you watch any of the videos in the online consultation? Base: all who took part in the online consultation (panel = 162; open = 51)  
 Q22. How would you describe the videos that you watched? Please click on each of the scales below to indicate your answers. Base: all panel who watched a video (51)

# Open survey respondents were more likely to be dissatisfied with the online consultation, but a substantial proportion of panel respondents were also dissatisfied



Those satisfied with the online consultation are also more likely to believe Heathrow has sought out the opinions of local residents (73%)

Those who are particularly concerned about noise pollution from construction are more likely to be **dissatisfied** with the online consultation (59%) suggesting that this issue is not being thoroughly addressed

## Apathy is the most common reason for not responding to the online consultation; over two-fifths didn't think it would make a difference

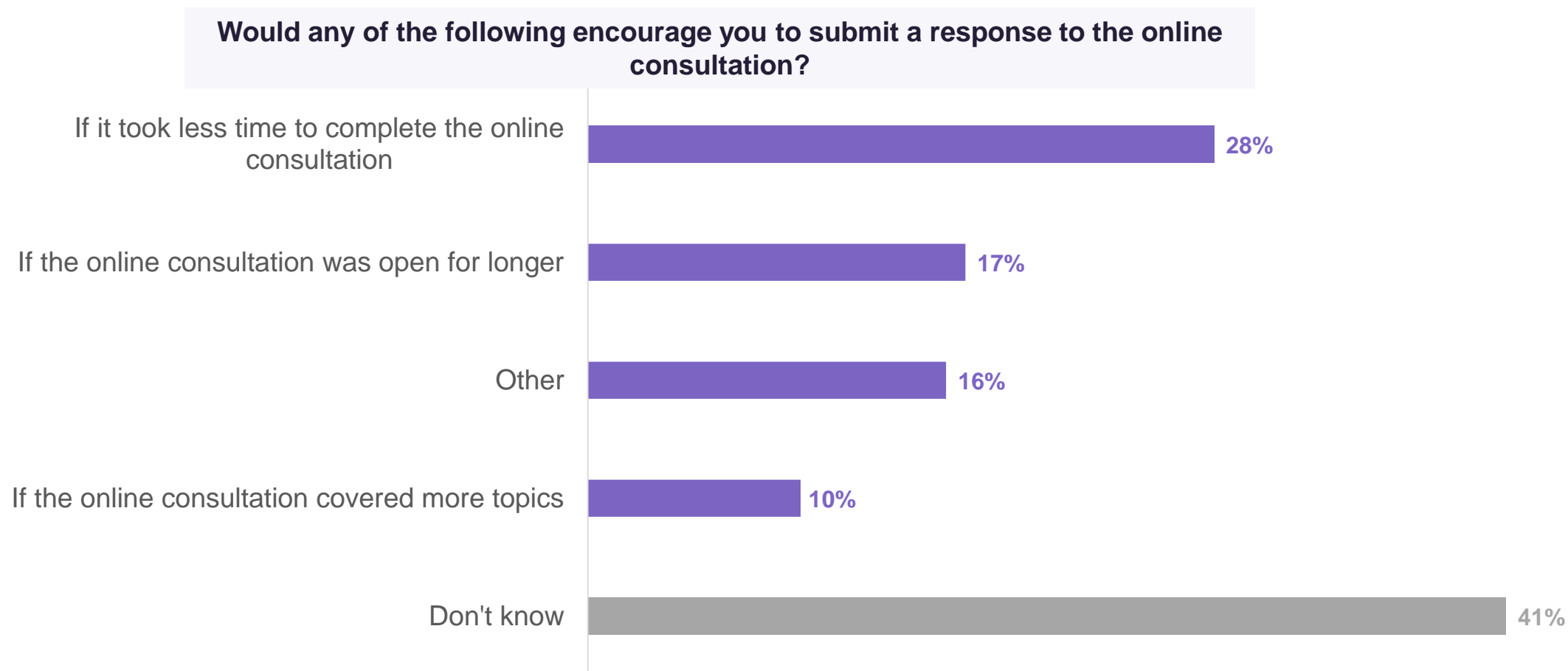
### Why do you not plan to/did you not respond to the online consultation?



More positively, few did not know how to access the online consultation or were put off by it being hosted online

Those most concerned about expansion are also more likely to say that the consultation would not make a difference (67%)

## Making the process shorter would encourage more people to complete the online consultation; however, two-fifths could not name anything that would encourage them to respond



## **Section four: in-person events**

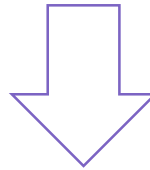


**Consultation events are held by Heathrow Airport to meet residents and hear their concerns. Some events have sound booths where attendees can experience what noise levels from the new runway will be like**

Have you attended any of the Heathrow Airport consultation events?

**13%** from the panel survey had attended

**34%** from the open survey had attended



More likely to ...

Feel that they have been listened to

**32%**

Take part in future consultations

**23%**

Be very concerned about expansion

**20%**

Whether used the sound booth at the event

**66%** from the panel survey

**33%** from the open survey

Q24. As part of the consultation, events are being held in the areas around Heathrow Airport where those interested or concerned about the expansion can talk to a range of experts and view the consultation documents. Have you attended any of the Heathrow Airport consultation events? Base: all aware of the consultation (panel = 514; open = 187)

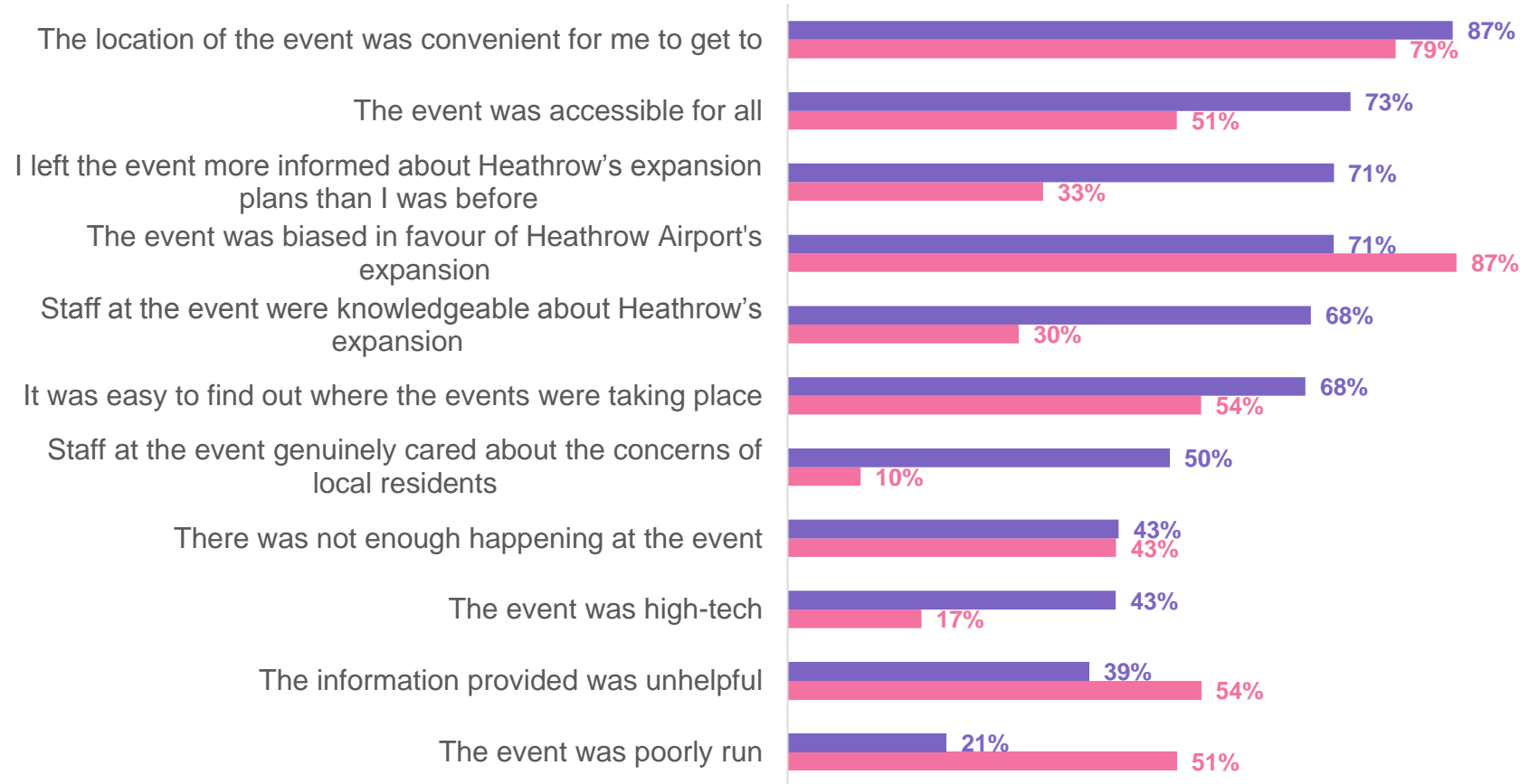
Q27. Some events included sound booths which feature virtual reality to demonstrate the effect of noise pollution on properties overflown by aircraft. Did you use one of these sound booths? Base: all who attended a consultation event. (panel = 70; open = 63)



# Most felt that the event was conveniently located and accessible, but most also felt that it was biased in favour of expansion

% agree

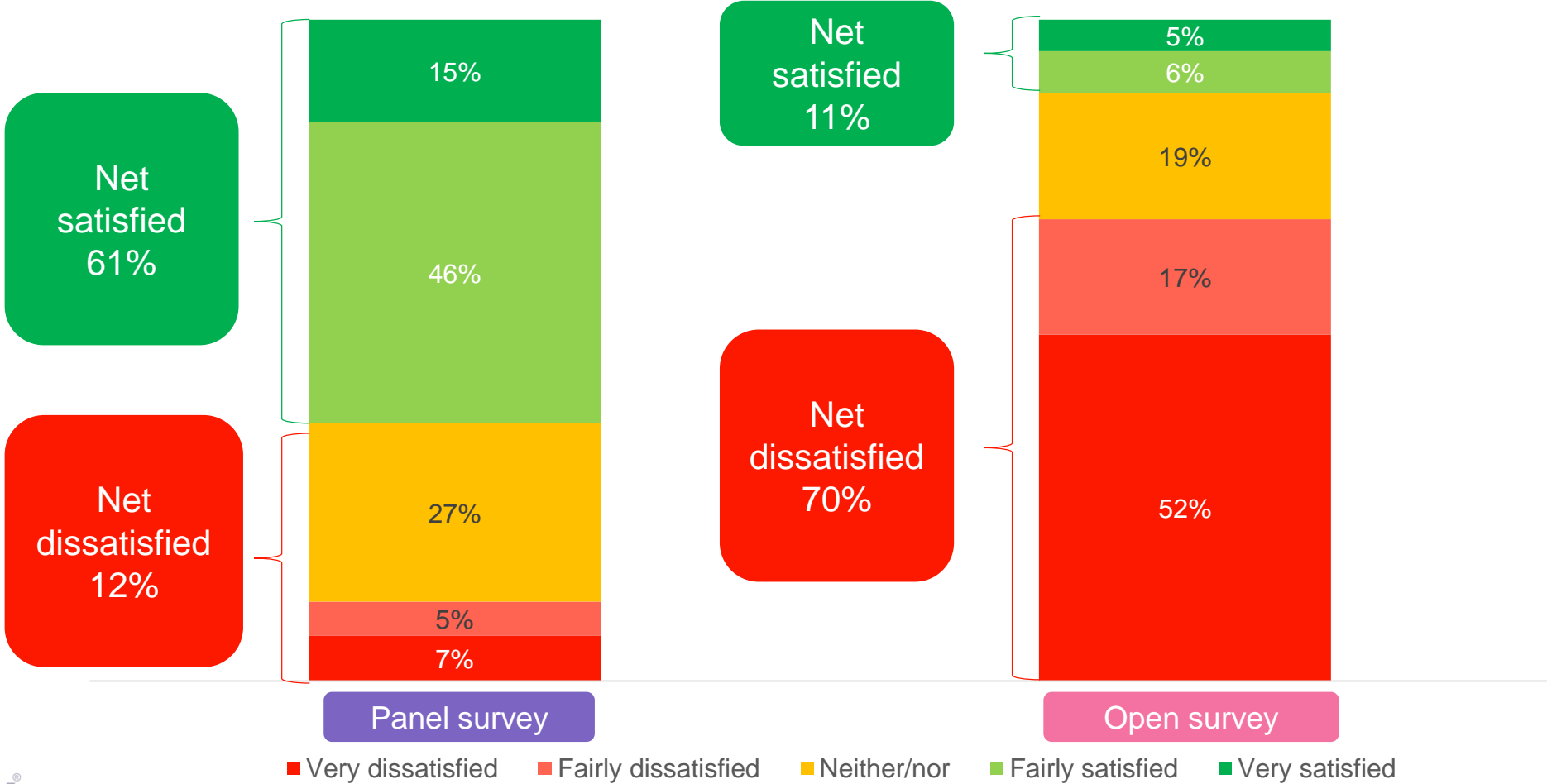
To what extent do you agree or disagree with the following statements about the event you attended



Over two-thirds of panel respondents felt that staff at the event were knowledgeable about the expansion and the majority left the event more informed than they were before

# Most from the panel survey were satisfied with the event they attended; most in the open survey felt the opposite

Overall, how satisfied or dissatisfied were you with the event you attended?



Q29. Overall, how satisfied were you with the event you attended? Base: all who took part in the online consultation (panel = 70; open = 63)

## Section five: the local area



## Panel survey respondents were asked to rank reasons for living in a particular area from most important to least important

Most important is having good transport links, followed by the availability of green spaces. This is more important to older respondents: 59% of 55-64 year olds ranked this as important compared to 39% of 25-34 year olds

Those concerned about the expansion of Heathrow were also more likely to rate this as important: 56% of those who are very concerned placed it in their top three

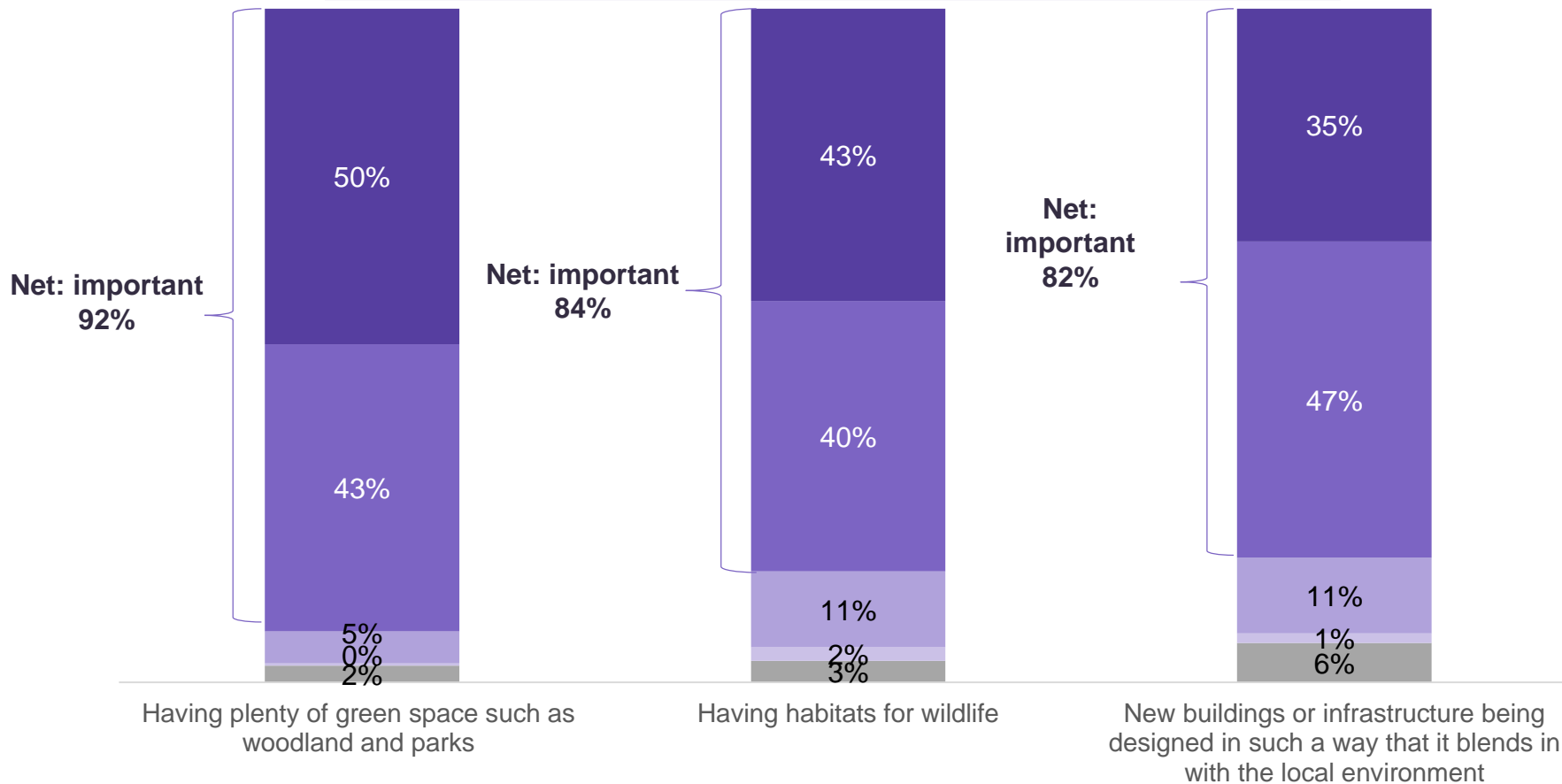
### Most important reasons for living in a particular area

### % placing it in the top three

<b>1</b>	Good transport links	65%
<b>2</b>	Availability of green spaces	44%
<b>3</b>	Low crime rates	43%
<b>4</b>	Good local amenities (e.g. restaurants, theatres)	35%
<b>5</b>	Proximity to family and friends	34%
<b>6</b>	Good schools and colleges	27%
<b>7</b>	Low house prices	26%
<b>8</b>	Strong sense of community	15%
<b>9</b>	Low council tax	12%

# Residents in the local area place a high value on green spaces being accessible

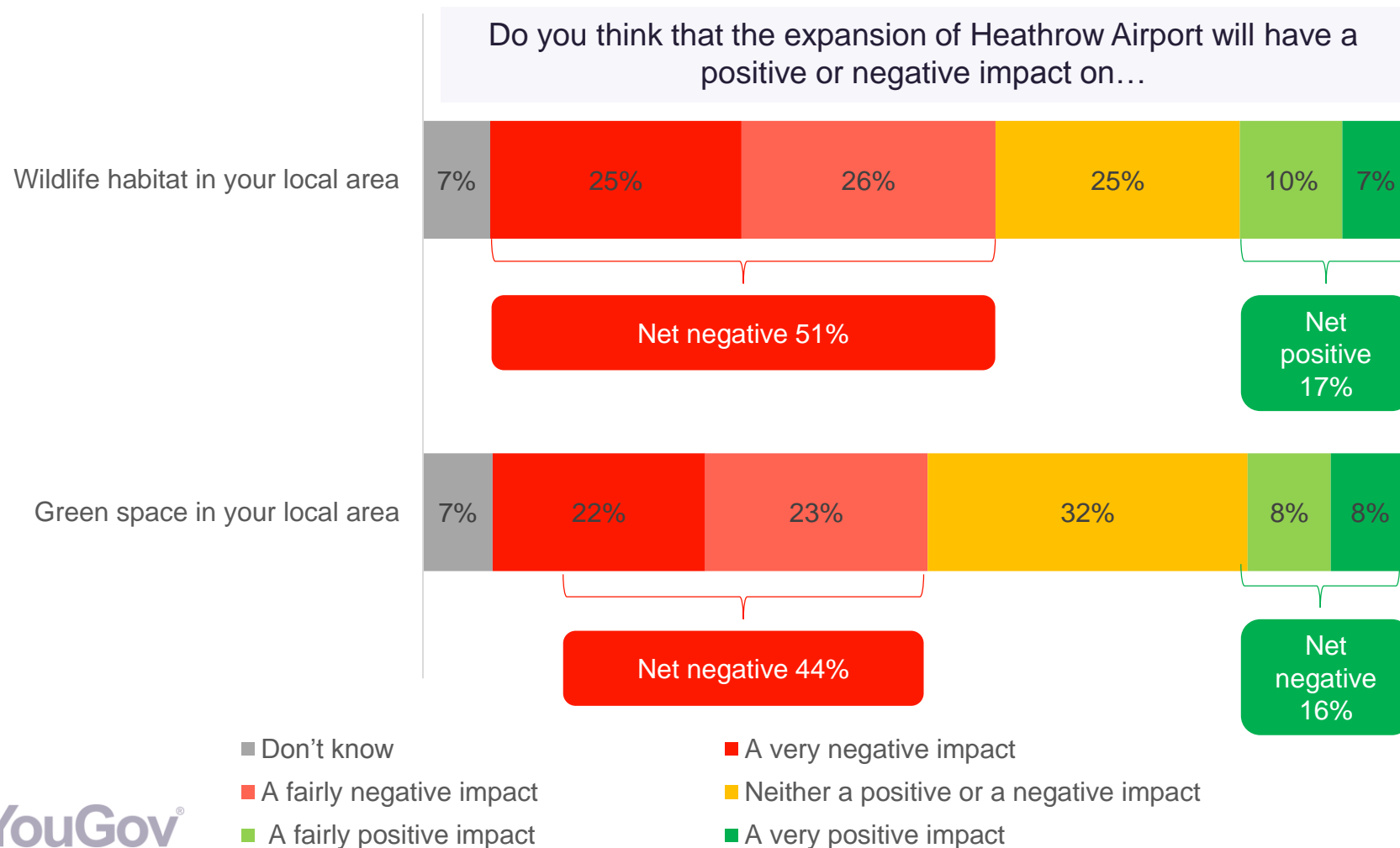
Thinking about the local area in which you live, how important are the following to you...



Older residents place a higher value on green spaces than younger: 98% of over 65s say that it is important to have plenty of green space compared with 89% of 25-34 year olds

ABC1 residents are more likely to say that having green space is important than C2DE residents

# Half think that Heathrow's expansion will have a negative impact on wildlife habitat and slightly fewer think it the same about green space



Women are more likely to believe the impact will be negative than men on both wildlife habitat (56% vs 46%) and green spaces (49% vs 40%)

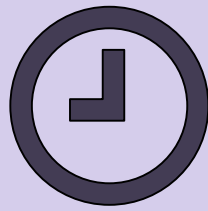
Those who are very concerned about expansion are also the most likely to think that it will have a negative impact on wildlife habitat (78%) and green space (71%)

## Section six: overflights



# Three-fifths (60%) of residents are affected by aeroplanes flying overhead when at home

Residents are affected at different times but the most common preferred time for not having flights overhead is late at night



When are you **most** affected by aeroplanes flying overhead?

When is not having aeroplanes flying overhead **most** important to you?

Early in the morning (6am to 9am)	11%	12%
During the day (9am to 5pm)	25%	5%
In the evening (5pm to 10pm)	18%	10%
Late at night (10pm to 6am)	7%	46%
Not applicable – equally at all times	36%	23%

Those who are affected late at night are more likely to have taken part in the consultation (11% vs 5%)

P10. When at home, are you currently affected by aeroplanes flying overhead? Base: all panel (752)  
 P11. And when are you most affected by aeroplanes flying overhead? Base: all panel affected (470)  
 P12. And when is not having aeroplanes flying overhead most important to you? Base: all panel affected (470)



# There is no consensus on how desirable each of the proposed flight path changes are but few feel that having flights finishing later but starting later would be a positive change for them



How desirable, on a scale of one to ten, are the following...

Mean

Increasing the number of flights during the week but having no overhead flights in your area over the weekend



5.42

Increasing the number of flights early in the morning but having no overhead flights in your area the evening before



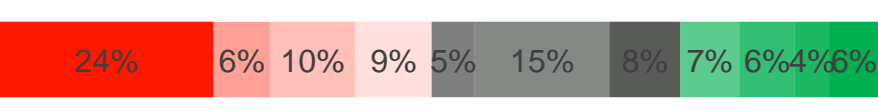
4.75

Having 4-5 days with a relatively high number of flights throughout the day followed by 4-5 days with very few flights



4.19

Having flights overhead continuing later in the evening (e.g. finishing at midnight rather than 11pm) but starting later in the morning (e.g. at 7am rather than 6am)



3.85

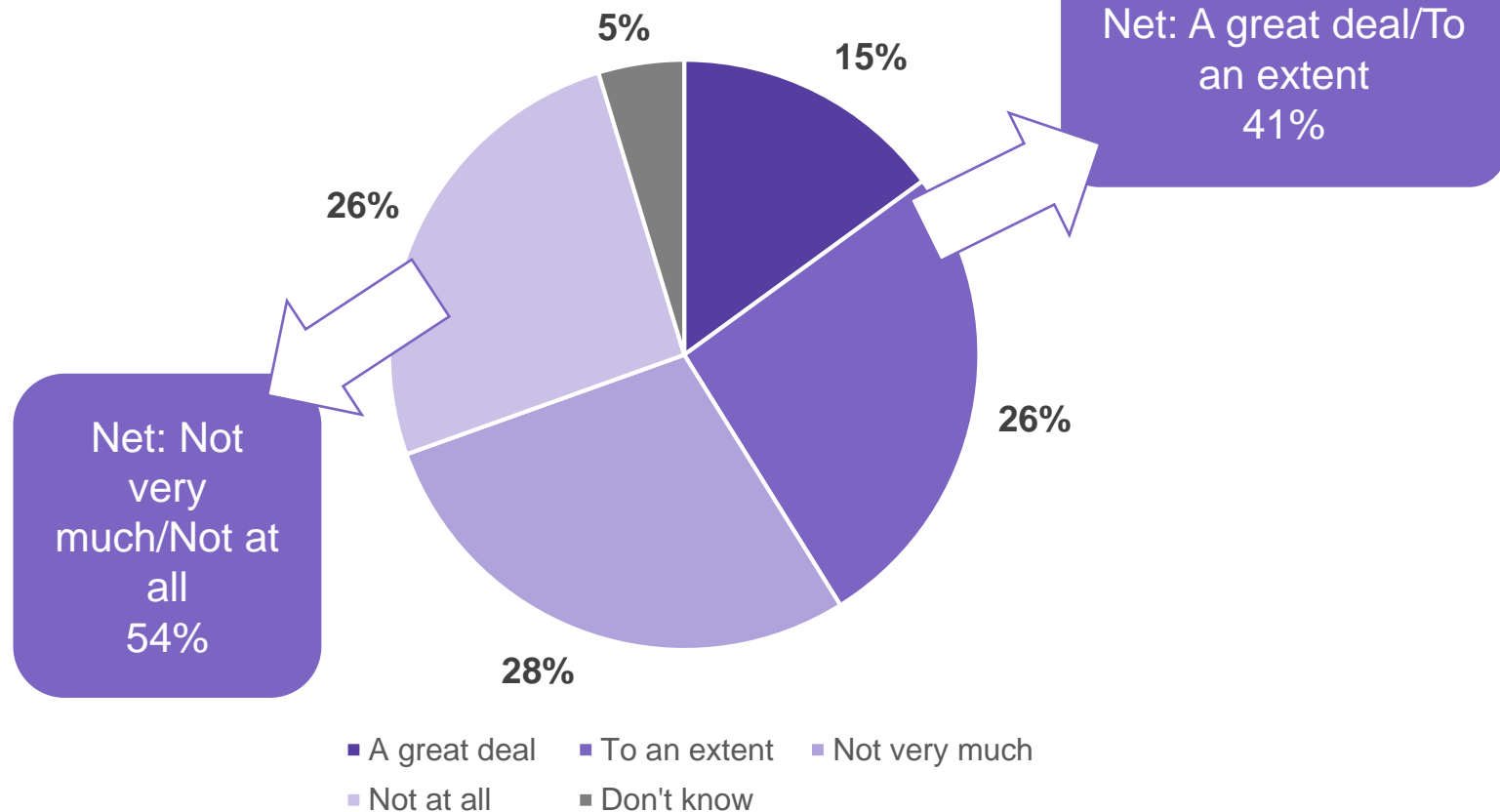
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

0 1 2 3 4 5 6 7 8 9 10

# Residents are split as to whether Heathrow takes their needs into account when arranging flight times

There were no statistically significant differences by local authority area, but those who are very concerned about expansion are more likely to say Heathrow has not taken their needs into account at all (48%)

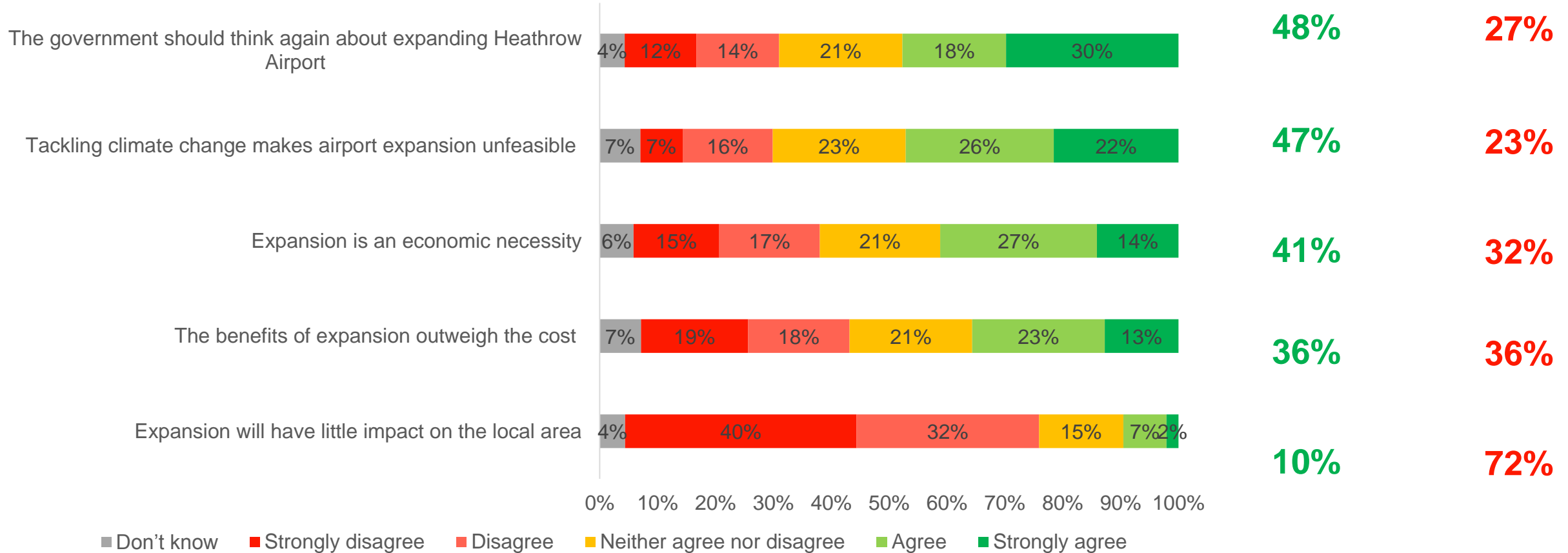
To what extent do you think Heathrow Airport takes the needs of residents into account when planning flight times?



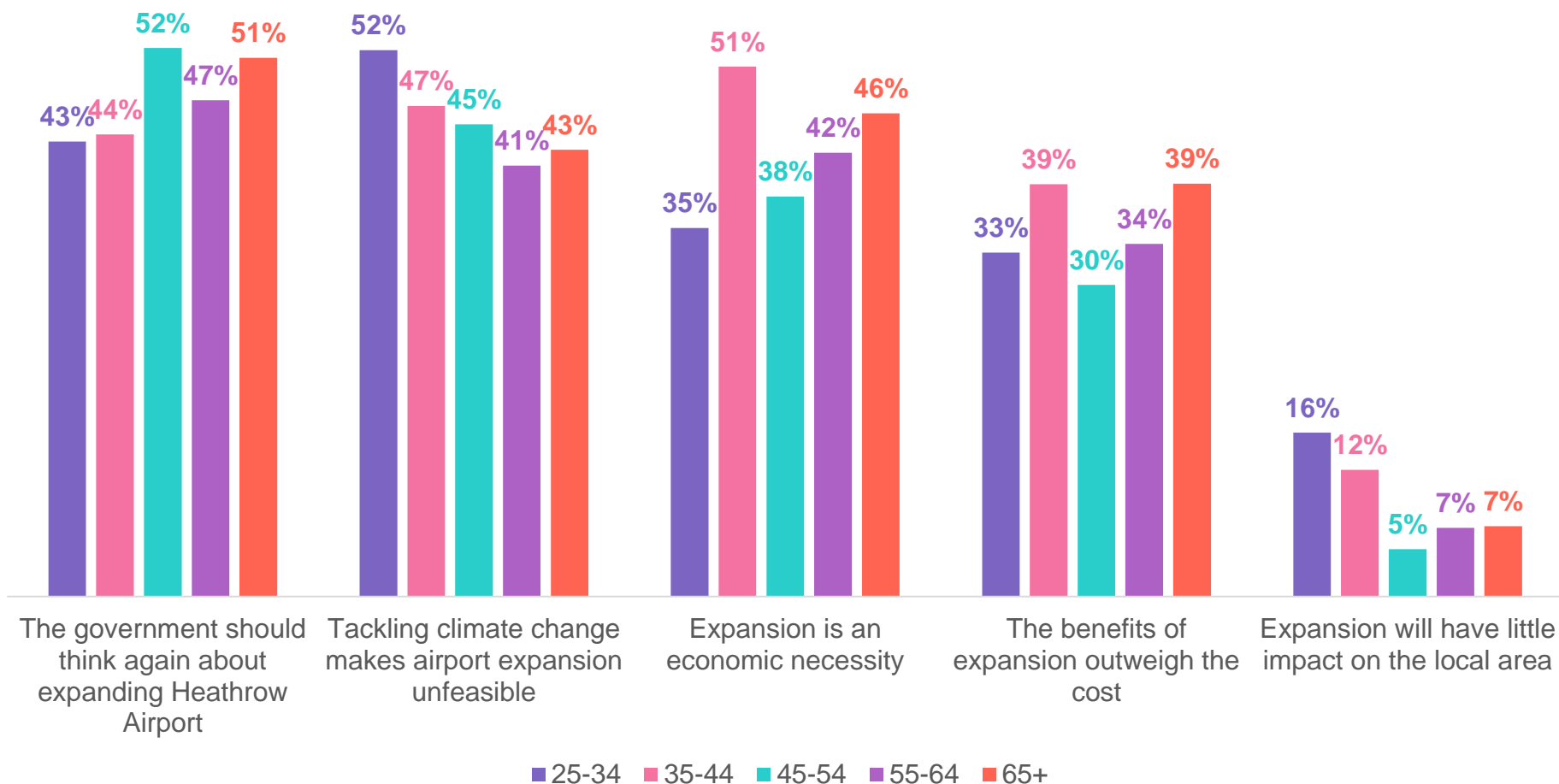
# Section seven: opinions on expansion



# Nearly half of all residents agree that the government should rethink expansion and a similar proportion believe tackling climate change makes expansion unfeasible



# Split by age, younger respondents are more likely to agree that tackling climate change makes airport expansion unfeasible



Men are more likely than women to agree that:

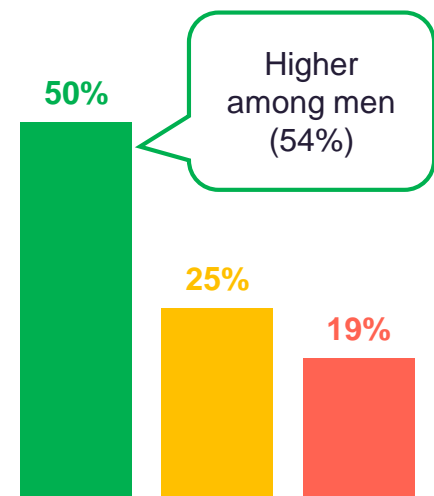
- The benefits of expansion outweigh the cost (47% vs 24%)
- Expansion is an economic necessity (50% vs 33%)

Women however are more likely to agree that:

- The government should think again about expansion (53% vs 42%)
- Tackling climate change makes airport expansion unfeasible (53% vs 41%)

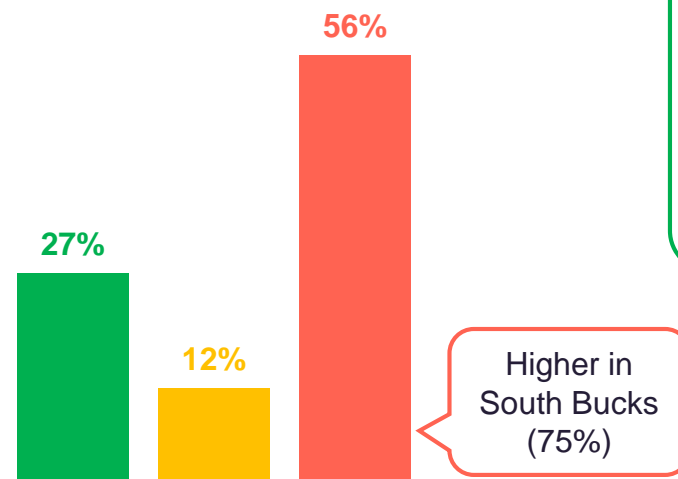
# Most believe expansion is positive for the UK as a whole but negative for the local area. Nearly two-fifths think it will have a negative impact on their life

## The UK as a whole



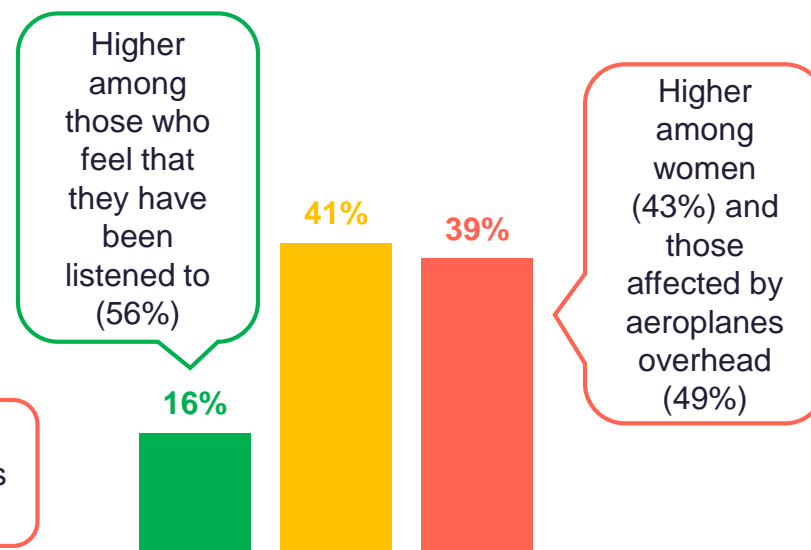
- Positive impact
- Neither positive nor negative
- Negative impact

## The local area around the airport



- Positive impact
- Neither positive nor negative
- Negative impact

## Your life

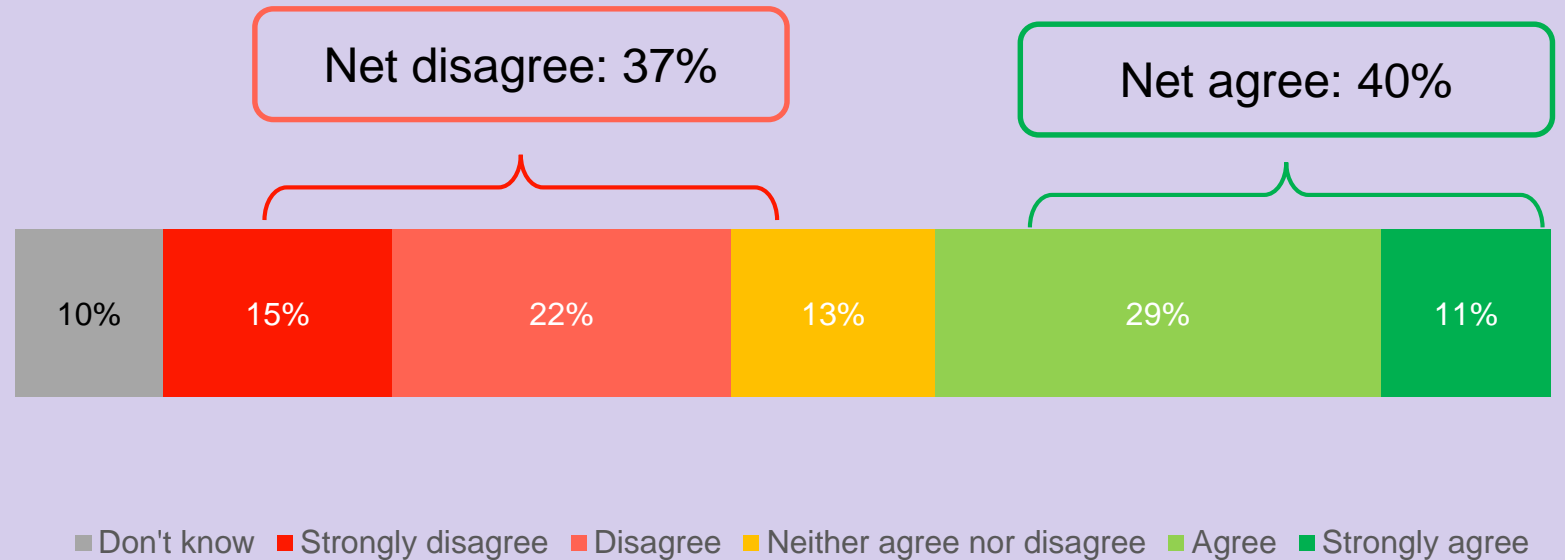


- Positive impact
- Neither positive nor negative
- Negative impact

# Residents are split over whether Heathrow has sought out local opinion

Men feel more listened to than women (44% agree vs 36%) and those over 65 are the most likely to agree (52%).

To what extent do you agree or disagree that Heathrow Airport has sought out the opinions of local residents regarding the expansion?



Those who took part in the consultation are more likely to agree (56% vs 36% who did not take part). However, those who are most concerned about expansion are more likely to say that Heathrow has not sought out local opinion; 62% of those very concerned disagreed

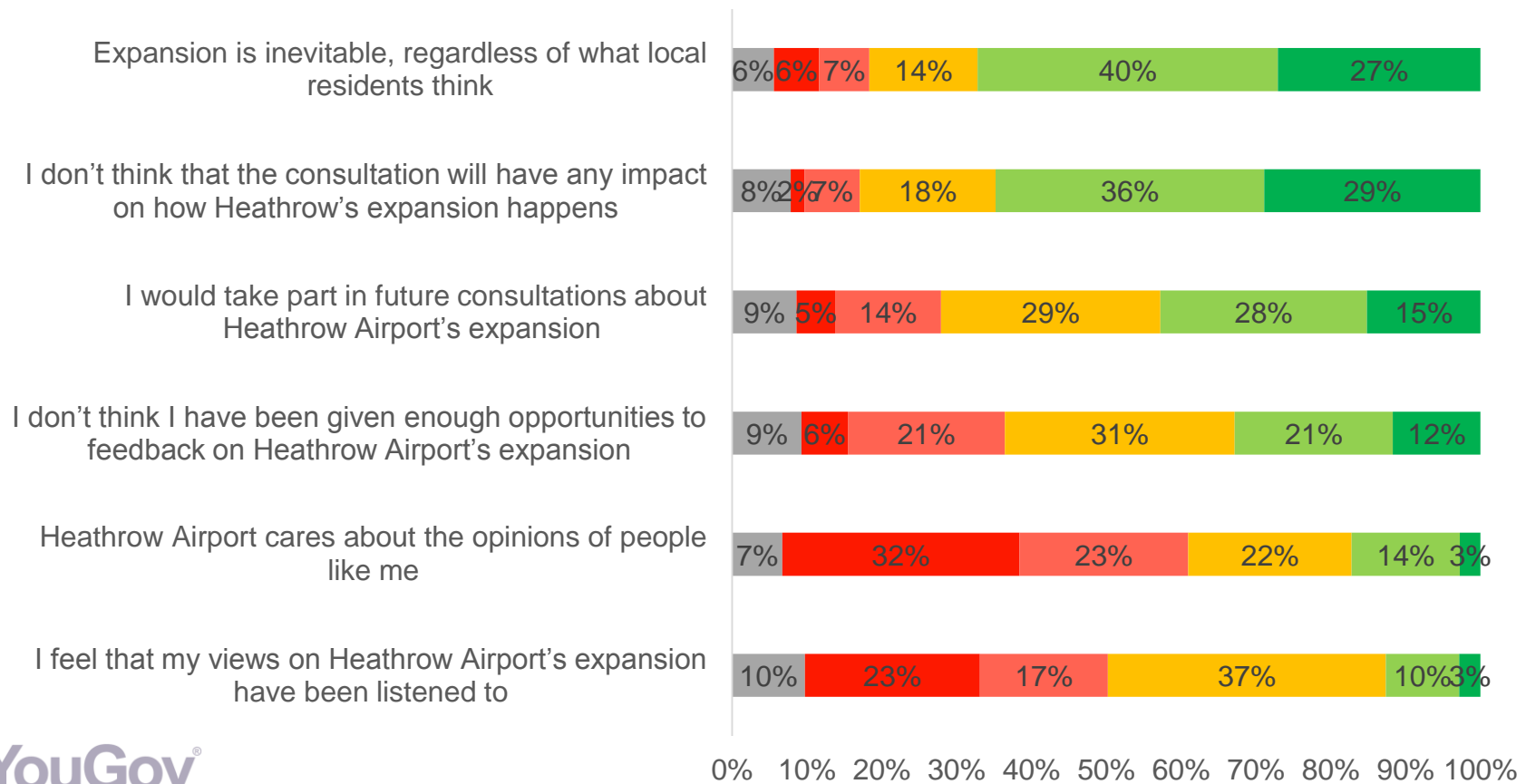
# Two-thirds of residents believe expansion is inevitable and a similar number believe that the consultation will have no impact how expansion happens

Panel survey

To what extent do you agree or disagree with the following statements?

Only 13% agree that their views on expansion have been listened to and only 17% think Heathrow Airport cares about their opinions

Those who are not at all concerned by expansion are more likely to feel that their views have been taken into account: 30% of this group feel that the airport has listened to them



■ Don't know ■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

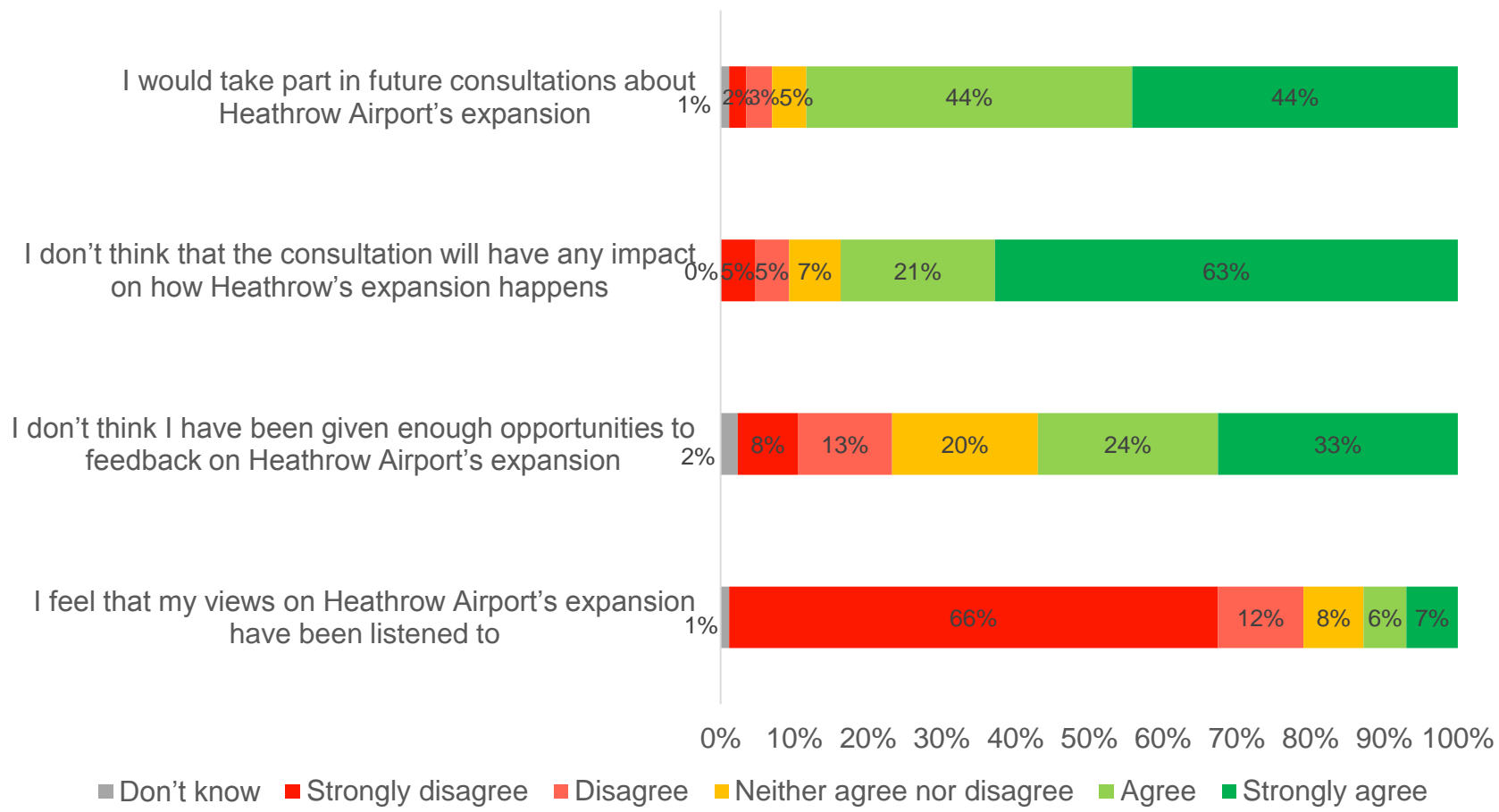
Q30. To what extent do you agree or disagree with the following statements regarding the consultation? Base: all panel (752)



# Results from the open survey are more negative: two-thirds who took part in the consultation strongly disagree that their views have been listened to

Open survey

To what extent do you agree or disagree with the following statements?



84% think the consultation will have no impact on expansion and 57% think they have not had enough opportunities to feedback. The majority (88%) would still take part in future consultations



# Residents were given an opportunity for verbatim feedback on what, if anything, could be improved about the consultation

*The whole charade feels like a whitewash, so they can say they listened while carrying on as they want regardless.*

*Online questions were loaded. Very little opportunity to give verbatim answers.*

*It is presented as a done deal and so you are asked about the development and how you would like to see that shaped, rather than being asked if you want it to happen at all.*

*[More] knowledgeable staff to answer questions - many of the responses were 'I don't know that yet'. Additionally the flight plans were not finalised so the event wasn't helpful in understanding what the impact would actually be.*

*More use of social media ie polls, faqs, queries etc*

*The consultation was desperately lacking in detail - far too much was aspirational, with no concrete information about how things would be achieved.*

*It's mostly been about the local residents, noise, pollution and so on but what really matters is the issue of global warming and carbon emissions on a global scale. We should be reducing air travel not increasing it.*

*The questions in the consultation forms were very heavily loaded, to the extent that you were not able to express disagreement, there was no appropriate box to tick*

*The consultation documents were very extensive and detailed, however I found the website fairly easy to navigate around.*

*Must have received at least six copies of various consultations. Just stop consulting and get on with building it.*

*More knowledgeable staff should be employed, perhaps from the local community who have a genuine interest in the project and the community instead of someone who treats it as just another job*

# The same question also produced several responses in the open survey

*Better case put forward for expansion, mitigation of issues (esp environmental), how near future developments may reduce pollution noise etc*

*More information on help to sell property in the intermediate time before expansion*

*It felt hard to navigate between the questions. As admirable as it was that a lot of information was made available about precise details of the planned redevelopment if users followed the links provided, it meant that users may have felt overwhelmed with the information available and therefore missed something important.*

*The way the consultation is set out. It's very complicated, very wordy and far too long. It should be in shorter sections and lead seamlessly into the next section.*

*Could represent the negative aspects of expansion as well as positive. Extremely biased to positive.*

*Much more clarity about the possible flight paths should be provided. The test cases are presented as a series of contour maps but there is no information about what is being tested in each case or the possible routes that have been used in each case.*

*Stanwell Moor needs to be taken into consideration more. It completely unacceptable to not include the area that is going to be so widely affected.*

*Clear detailed information regarding the negative impact on the local areas (non technical and in one place, rather than 30 different documents, hidden all over the place), rather than glossy biased documents in favour of the airport.*

*It should be about whether the expansion goes ahead not how it goes ahead*

*A greater focus on the climate emergency / global heating concerns around CO2 emissions increases and air pollution.*

# Appendix



# Breakdown of sample

Panel survey

Gender	%	Unweighted number
Male	52%	389
Female	48%	363
Age		
18-24	3%	26
25-34	13%	95
35-44	14%	104
45-54	17%	129
55-64	24%	183
65+	29%	215
Local authority		
Slough	12%	90
Hillingdon	33%	249
Hounslow	32%	238
South Bucks	7%	56
Spelthorne	16%	119