

## APPENDIX 5: HOUSING

### 5.1 Suggested Consultation Process

In light of the experiences of other UK airports (see overleaf), we would suggest that:

- **Aer Rianta should lead** the consultation process.
- **Identify all those with an interest** in the future of St Margaret's - build on existing knowledge, e.g. groups consulted during the SRUNA study.
- **Present the proposals** at public meetings – make it known that senior representatives from the Airport and Fingal County Council are available to present the proposals at public meetings.
- **A public meeting and/or exhibition in St Margaret's** – Attended by senior airport and Council staff; presentation of the proposals for the development of the airport, the reasoning behind them, the extent of the designated airport area and an approximate development programme. Explain the programme of changes and the effects on the village over time, and the advantages and disadvantages for each of the three options for the area's future. Use strong visuals e.g. a model, virtual reality and architectural sketches.
- **Residents must reach a consensus** - it would not be satisfactory to implement a combination of the options set out above. Time should be allowed for questions, a contact given for obtaining further information or answering queries (a telephone hotline or e-mail contact could also be used). They should then submit written representations identifying their favoured approach.
- **Keep residents, visitors, workers and airport staff informed throughout** – publicise the consultation programme; contact names and numbers; responses received and decisions taken – e.g. newsletter, press release, magazine articles; existing airport newsletter.

## 5.2 Previous Airport Consultation Experience

The following table provides a summary of consultation methods used at EU and UK airports:

Airport	Consultation Methods
Stansted Airport	<ul style="list-style-type: none"> <li>▪ The Chief Executive started the consultation process with an announcement of proposals to expand the airport to 25mppa.</li> <li>▪ <b>Over 1000 stakeholders were identified by the airport</b> and have been informed of each stage in the consultation process and the responses received.</li> <li>▪ An <b>article was put into the local paper</b> to ask people to write in with areas of concern that they felt should be identified in the scoping report.</li> <li>▪ BAA produced the scoping report identifying proposals for the expansion of the airport. In addition to the statutory consultation carried out by the LA, BAA reported the proposals to the Consultative Committee; <b>distributed a leaflet</b> to all households that would be affected; and contacted key groups who then invited them <b>present their ideas at public meetings</b>. Responses were summarised in a newspaper article.</li> <li>▪ BAA then produced an interim report (accessible language and an attractive format), in effect a summarised version of the environmental statement, for consultation.</li> <li>▪ They also held an <b>exhibition</b> summarising the key environmental effects of the expansion and helping to identify any gaps in the analysis. The exhibition was <b>very visual</b>, including aerial photographs and a large <b>model of how the airport would look</b> in the future.</li> <li>▪ Public meetings were avoided as they tended to be dominated by the same people. Exhibitions allowed discussion on a one-to-one level. They received very positive feedback.</li> <li>▪ The results are currently being analysed and will form part of the final planning application.</li> <li>▪ Other important consultation methods used included:               <ul style="list-style-type: none"> <li>- An <b>e-mail address</b> to allow the public to submit representations and queries.</li> <li>- A <b>telephone hot-line</b> for specific enquiries</li> <li>- Set up eight working groups with the relevant local authorities to debate the key environmental issues.</li> <li>- A <b>staff magazine</b> to keep employees and tenants informed – this helped to generate a lot of support for the plans.</li> </ul> </li> <li>▪ The importance of published material being open, clear and balanced was emphasised, to prevent accusations of bias from the pressure groups.</li> </ul> <p>Contact: Robert Matthews, Stansted Airport; Roger Harbour, Uttlesford District Council</p>

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- Newcastle Airport**
- Still a relatively small airport and relatively little opposition to growth because of its role as the major employer in the region.
  - **The Airport identified all interest groups** within the surrounding area that would be affected.
  - A '**community newsletter**' was distributed to 25,000 dwellings in closest proximity to the airport and keeps residents informed of proposals and decisions.
  - When approached, a **team attended public meetings** to describe the proposals and the effect on the local area. They ensured **senior members of staff from the LA and the Airport** attended, to demonstrate commitment (chief exec., managing director and community relations representative).
  - The meetings were informal, generally relaxed and friendly.
  - Often people did not understand 2D plans and so the airport used **virtual reality** to show how the airport will change over time and the effect of the proposals on neighbouring areas, e.g. the visual buffer effect from planting a row of trees around the perimeter of the airport.
  - They aimed to solve queries at the meeting; many issues were resolved easily, but more complicated issues sometimes required further negotiation and **one-to-one meetings**.
  - Specifically on the issue of noise, there has been no need to provide compensation yet, but a tracking and keeping system has been implemented to demonstrate a commitment to minimum environmental impact. Although legally the airport cannot fine offenders they are able to make their names public.
  - The Consultative Committee was initiated by the LA, and is independently chaired.

Contact: Hilary Knock, Newcastle Airport

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**Manchester Airport** Manchester airport undertook extensive public consultation during the development of their Draft Development Strategy 2005, Environmental Assessment and proposals for a new runway. The public was involved from a very early stage.

**Draft Development Strategy:**

- **Full document circulated** to 547 groups and organisations (airlines, aviation industry, local businesses, MP's, Local Authority's, amenity groups and land and property owners)
- 8 page **summary leaflet** produced and delivered to local residents and was made available in information centres and libraries.
- **Reference copies** of the document were left at the information offices, Citizen Advice Bureaus, local libraries and post offices and at the Airport and planning departments.
- **8 public meetings** were held. These were advertised in the local press and attended by senior staff, including the Chief Executive of the Airport.
- The public meetings were preceded by an **exhibition of proposals**.
- In addition **presentations and meetings were offered** to all consultees.
- A dedicated **phone line** and **24 hour answering service** were set up to record comments and queries.
- The **time limit for responding was extended** from the normal 8 weeks to 11 weeks.

**Environmental Assessment:**

- A scoping document was prepared according to best practice and the statutory consultees, statutory undertakers a, airport and Consultative Committee were asked to comment.

**Second Runway:**

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- Possible configurations were drawn up and consulted on.
  - All **residents and owners directly affected were consulted**.
  - **Adverts** were placed in the regional and local papers.
  - A consultation **brochure** was prepared and circulated to statutory consultees, residents, Local Authorities, Councils, amenity groups, airlines and businesses.
  - The brochure included a questionnaire.
  - **9 public exhibitions** were arranged and staffed by senior airport staff and engineering and environmental specialists.
  - Once the planning application had been submitted a further **series of public exhibitions** were held. And a planning application **brochure** was made available.

Contact: John Bottomley, Manchester Airport

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**Leeds-Bradford  
Airport**

- The airport introduced 24 hour flights and as compensation offered noise insulation for all dwellings within a 90DbA contour. **Mail shots** were hand delivered to all residents within the contour. The leaflet explained what was to happen and the compensation available.
- As legally required, the Consultative Committee involves umbrella community group representatives. When key issues were being discussed the **press were able to attend and publish the minutes**.
- Neighbourhood groups often invited representatives from the Airport to **attend forums** to discuss proposals and progress.
- The noise and track keeping system **registers complaints** within the monitoring corridors and reports to the Consultative Committee.
- The Airport runs **transport forums** to minimise car use, representatives from the Consultative Committee are invited and they report back to the Consultative Committee.

Contact: Debbie Warren, Leeds-Bradford Airport

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**Schiphol Airport**

- Public consultation regarding the 5<sup>th</sup> Runway is now underway.  
It includes:
  - **Public hearings** – the Airport takes a proactive role giving **presentations** of the plans and answering any questions.
  - **Information meetings** have been held to inform all of the municipalities that border the Airport.
  - The Airport has invited the municipalities and resident groups around the airport to **visit** the Airport and **discuss the issues with senior members of staff** (the CEO and/or the Director of Corporate Communications).
  - The Airport has opened a **visitor centre**.
  - The Airport produces a monthly **Community Magazine** 'Schipholland' which is distributed to 500,000 households in the surrounding area
  - The magazine includes **articles on the plans and progress** of the scheme
  - Close consultation has been carried out throughout, with evidence of over 100 **measures being taken on board** by the aviation sector to mitigate negative impacts e.g. introduction of legal noise zones around the airport, encouraging short haul traffic to use the train.
  - **24/7 telephone line** to record public complaints
  - Programme of **providing insulation** for existing dwellings in place (cost 360 million Euros **paid for by the airlines**)
  - Created a **web-site** with comprehensive information on plans and a contact e-mail link for queries.

Contact: Ruud Wever, Schiphol Airport



Figure 1 residential areas