



## Liverpool John Lennon Airport Consultative Committee

**Date:** Friday, 20 November 2020

**Time:** 10.30 a.m.

**Venue:** Microsoft Teams

**Contact Officer:** Mike Jones, Secretary

**Tel:** 0151 691 8363

**e-mail:** Michaeljones1@wirral.gov.uk

**Website:** www.wirral.gov.uk

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### AGENDA

1. **APOLOGIES**
2. **DECLARATION OF PERSONAL INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 8)**

To approve the minutes of the meeting of the Consultative Committee held on 18 September 2020 and to receive the minutes of the Noise Monitoring Sub-Committee held on 23 October 2020.

5. **MEMBERSHIP**

To note any changes in membership since the last meeting and consider any issues of non-attendance.

6. **PUBLIC QUESTION TIME**

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with

- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

**7. QUARTERLY BUSINESS REPORT (Pages 9 - 12)**

To receive the Quarterly Report by the Airport company, attached.

**8. CUSTOMER SERVICES UPDATE (Pages 13 - 14)**

Update from Christina Smith, Customer Services Executive.

**9. ICCAN (INDEPENDENT COMMISSION ON CIVIL AVIATION NOISE) REPORT (Pages 15 - 30)**

To consider and, if desired, respond to the ICCAN email and report 'ICCAN's emerging view on the future of aviation noise management', attached.

**10. AIRSPACE CHANGE PROCESS**

Update by Andrew Dutton, Head of Environment.

**11. CORRESPONDENCE**

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company.

**12. ANY OTHER BUSINESS**

**13. DATE OF NEXT MEETING**

The next scheduled meeting of the Liverpool Airport Consultative Committee is on Friday 19 February 2021 at 10:30 am.

**14. EXCLUSION OF PRESS AND PUBLIC**

If the Chairman considered that any items should be discussed privately, the press and public would be excluded from the meeting at this point.

**15. ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC**

## LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 18 September 2020  
10.30 - 11.40 a.m.

**Present:**

Bob Swann, Chairman  
Cllr Caroline Ashton, Frodsham Council  
Cllr David Baines, St Helens Council  
Cllr Tony Brennan, Knowsley Council  
Michelle Cameron, Liverpool & Sefton Chamber of Commerce & Industry  
Norman Elias, Passenger representative  
Cedric Green, North Cheshire Rail Users' Group  
Cllr Michael Green, Lancashire Council  
Cllr Stan Hill, Halton Council  
Julie Kay, Wirral Older People's Parliament  
Cllr Christina Muspratt, Wirral Council  
Alex Naughton, Liverpool City Region Combined Authority inc Merseytravel  
Simon Osborne, National Trust  
Steve Parish, Warrington Council  
Tony Rice, disabled persons  
Cllr Lynn Riley, Cheshire West and Chester Council  
Liverpool Airport  
Robin Tudor, Head of Public Relations  
Andrew Dutton, Head of Environment  
Secretariat  
Mike Jones, Secretary  
Katy Brown, Assistant Secretary  
Alexandra Davidson, observing

18 **APOLOGIES**

Apologies were received from:  
Alan Ascott, ARCH  
Cllr Chris Ellams, Helsby Council  
Therese Irving, Wirral Older People's Parliament  
Keith Levin, LAGUA  
Cllr Julie McManus, Wirral Council (Councillor Christina Muspratt attending on her behalf)  
Steve Pearse, Friends of Liverpool Airport

19 **DECLARATION OF PERSONAL INTERESTS**

There were no declarations of personal interests.

20 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

21 **MINUTES**

**Resolved - That**

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 21 February 2020 be agreed as a true record and be signed by the Chairman.**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 17 July 2020 be received and noted.**

22 **MEMBERSHIP**

The Committee's Constitution requires members to be contacted if they fail to attend three consecutive meetings.

The Secretary reported his enquiries for non-attending representatives and recommended potential actions. It was noted that Wirral Transport Users Association did not have a suitable person available to act as their representative. It was also noted that the representative for Speke Estate, Larry Dack, had withdrawn in January 2018 due to illness and had passed away in December 2018. There was not another obvious equivalent organisation to get a replacement from so the Airport would make enquiries via South Liverpool Housing for nearby organisations to represent Speke, which was the closest residential area to the Airport.

**Resolved: That**

- (1) Wirral Transport Users Association be removed from the membership list; and**
- (2) Speke Estate be removed from the membership list if no replacement representative can be found.**

23 **PUBLIC QUESTION TIME**

There were no public questions.

24 **QUARTERLY BUSINESS REPORT**

Robin Tudor presented a business report, highlighting the considerable challenges faced by Liverpool and all other UK airports, due to the huge reduction in passenger numbers due to the impact of the COVID-19 pandemic.

The report highlighted the level of business over the first 6 months of the year. In February 2020 the airport began to experience the effects of the stopping of flights to and from Italy which was one of the first countries in Europe affected by the pandemic. There was then a 'domino' effect of other countries, including Spain and France, which resulted in a dramatic decline in flights, and the international lockdowns in March almost completely closed global aviation. Locally there were 877 passengers in a period where almost 450,000 would be expected. The terminal building was closed as a cost saving and practical measure as there were only two flights a day, which were to the Isle of Man for mainly medical reasons, and there were no retail outlets open. The XLR Executive Aviation Centre was used as a suitable alternative. It was noted that easyJet were parking aircraft at Liverpool despite closing some other bases around the country.

The Government's furlough scheme, where the Government paid 80% of employee's wages, had been a huge benefit and 65% of airport employees had been furloughed as well as those not employed by the airport but related to passenger flights, including security, handling agents and retailers. The remaining staff concentrated on recovery and making the building Covid secure, including erecting screens at check-in desks, installing sanitiser stations, enabling social distancing, comprehensive cleaning regimes and supplying Personal Protective Equipment (PPE).

In June there was a partial return with easyJet and Ryanair, and there was optimism about the rest of the Summer, but the issue of quarantining people returning from a changing list of countries served to confuse and deter air travellers, resulting in a 65% reduction for the Summer, with load factors of 50%. Some areas have done well though such as Turkey who had flights around 90% full.

The effect on retail outlets was significant too and as flights began to return, few retail facilities were initially open. By August more units reopened, though opening hours were reduced by some including the ASPIRE Lounge. The Eat Out to Help Out scheme had been popular. Car parking revenues were also much lower than normal and this challenging situation was likely to remain during the Winter.

From 1 January 2021, there would not be any tax-free goods at airports, although duty free would be available for UK passengers travelling to Europe. As a consequence, some retailers in the Departure Lounge who offered goods for sale without the tax and so cheaper than the high street would no longer be able to do so after the end of 2020 and were likely to bring a further significant reduction in much needed income for the Airport.

There was a reduction in winter schedules although there were also some new routes. If the Airport could survive Winter and there were improvements in the way Covid was dealt with it may give confidence for Summer 2021 and enable the Airport to move out of the difficult times.

Liverpool City Region Combined Authority had recently helped with the airport's refinancing.

Members discussed the report and the situation and offered possible solutions for additional financial support. Robin noted that there were some passenger COVID-19 testing schemes ready to be introduced and trialled at other airports to help reduce the quarantine periods for returning passengers from many countries, but without Government backing such testing has been unable to go ahead.

Robin then mentioned that the Airport Transport Forum had not met since lockdown in March. It had been looking to publish the updated Airport Surface Access Strategy, which aims to improve public transport access to the airport from all around the region and had been signed off by the Combined Authority. A Forum meeting was planned for 15 October. The Strategy would still be published stating that it had been written before lockdown so was more aspirational as capacity and public transport providers were all impacted. The principles in the Strategy were still relevant.

## 25 **AIRSPACE CHANGE PROCESS**

Andrew Dutton presented some slides showing comparisons between particular weeks in 2019 and the same weeks in 2020, showing the dramatic reduction in flights between April and July. August and September looked busier but many were private general aviation flights utilising the quieter airspace.

Andrew then updated members on the Airspace Change process, which had begun in February 2018. It had now reached stage 3 of the 7 stage CAP1616 process overseen by the Civil Aviation Authority, the documentation associated with the ACP is viewable on their Portal (<https://airspacechange.caa.co.uk/>). Stage 3 of CAP1616 included a public consultation which began on 13 January 2020 and was extended to 27 April. The consultation received just under 1,000 responses which were being categorised. The aim was to publish the summary via the portal and the responses would then be considered before the next stage was decided.

## 26 **CORRESPONDENCE**

There was no correspondence to note.

## 27 **ANY OTHER BUSINESS**

There was no other business to deal with.

## 28 **DATE OF NEXT MEETING**

The next meeting of the Committee was confirmed as 20 November 2020 on Teams.

## **NOISE MONITORING SUB-COMMITTEE**

Friday, 23 October 2020

11 **ATTENDANCE**

Norman Elias, Chairman

Helen Bradshawe, Environmental Health, Knowsley Council

Jim Candlin, Environmental Health, CWaC

David King-Hele, Environmental Health, Wirral Council

Isobel Mason Environmental Health, Halton Council

Cllr Tricia O'Brien, Liverpool Council – Cressington Ward

Ian Rushforth, Environmental Health, Liverpool City Council

Cllr Malcolm Spargo, Hale Council

Bob Swann, Chair of LJLACC

Airport:

Andrew Dutton, Head of Environment

Colin Barnes

Secretariat:

Mike Jones

Katherine Brown

12 **APOLOGIES**

Ian Gaskell sent his apologies, he was represented by Helen Bradshawe

13 **CHANGES IN MEMBERSHIP**

Wirral Transport Users Association representative Angus Tilston is no longer a member of the Committee.

Speke Estate representative Larry Dack is no longer a member of the Committee.

14 **MINUTES OF LAST MEETING**

The minutes of the meeting held on 17 July 2020 were moved for approval by Bob Swan and seconded by Malcolm Spargo.

**Resolved:**

**That the minutes of the Noise Monitoring Sub-Committee meeting held on 17 July 2020 be agreed as a correct record.**

15 **NOISE COMPLAINTS LOG**

Andrew Dutton informed the Committee of a decrease in aviation activity, due to a reduction in air travel initially because of the COVID pandemic and more recently because of the requirement for a two week isolation period from many locations. Both August and September 2020 showed less activity compared to the same months in 2019. It was not all bad news, Ryan-air will be restarting a new route to the capital of Slovakia, WIZZair will be starting a new service to Moldova which will be the only one from outside of London to Moldova.

To demonstrate how a complaint was investigated AD took the committee through the process using ANOMS. The initial slide was of all the aircraft tracks on a specific day which was filter until showing one specific aircraft flying in a repetitive pattern over the Widnes area. Liverpool Airport believed this to be an aerial photography survey. Although the specific aircraft did not take off or land at LJLA, the complaint was responded to by Liverpool Airport. The aircraft was relatively small, weighing 3 tonnes, Italian registered, at a consistent altitude of 1450 feet.

No questions were raised by the Committee.

**Resolved:**

**That the Noise Complaints Log for 1 July to 30 September 2020 be noted.**

16 **AIRSPACE CHANGE**

The LJLA 7-stage Airspace Change Process started in February 2018. The first three stages have almost been completed, but the process has been paused. The summary of the consultation conducted between the 13<sup>th</sup> of



January and the 27<sup>th</sup> of April was published on the CAA Airspace Change Portal.

No questions were raised by the Committee.

17 **ANY OTHER BUSINESS**

Councillor Malcom Spargo asked if freight flights had been affected. Andrew Dutton explained that there has been an increase in freight but from a very low base. However, the airport was eager to increase their freight flight services in the future.

18 **DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub Committee will take place 22 January 2021.

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## QUARTERLY BUSINESS REPORT

### 1.0 Airport update

#### **Commercial passenger traffic**

The impact of the COVID-19 pandemic during what is normally the busiest time of the year for the Airport is clear to see from the monthly passenger figures shown below over the July to September period:

<b>Month</b>	<b>2020</b>	<b>2019</b>	<b>Variance (%)</b>
July	82,858	501,847	-83
August	172,485	523,753	-67
September	121,261	464,167	-74
<b>Q3 Totals</b>	<b>376,604</b>	<b>1,489,767</b>	<b>-75</b>

Whilst passenger numbers were still just a third of what would have been expected during a 'normal' August, passengers were still keen to travel and take advantage of flights to those destinations unaffected by quarantine restrictions. Sadly the longer time went on, the more destinations were included in the list of destinations requiring returning passengers to self-isolate for 14 days, with an almost immediate impact on passenger numbers for these routes.

This has remained the case in recent months too and prior to the latest national lockdown, there were very few international destinations served from Liverpool that were exempt from quarantine restrictions with routes for the Winter reduced dramatically by airlines.

The Government's latest national restrictions state that you cannot travel overseas or within the UK, unless for work, education or other legally permitted reasons and as expected this has had an immediate and further major impact on what was already going to be an extremely challenging Winter period.

As a consequence of what is effectively a travel ban, airlines have been forced to make more severe cuts to their schedules impacting significantly on their operations at Liverpool, with passenger numbers over this latest lockdown period expected to be around 98% below last year's figures.

It has therefore been important that the Airport Company takes full advantage of the extended furlough scheme and maximises use of this latest Government support, with colleagues across the business placed on a mix of full furlough and flexible furlough on differing rosters as operational and business needs change.

The latest national lockdown has also impacted the Retail and Food and Beverage offer at the Airport too. In line with Government legislation all non-essential retail and restaurants, bars and cafes have closed other than for take-out only, with most units which could still trade choosing not to due to decreasing passenger numbers and to also maximise the use of the extended furlough scheme.

Having said the above, the recent positive news regarding a possible vaccine and also plans by the Government to develop a testing regime in the near future to reduce the quarantine period for international arrivals, gives room for some optimism going forward. The mass testing programme in Liverpool also gives some hope that quarantine-free travel could be possible in the future with fast testing of passengers.

Whilst it will undoubtedly continue to be a very difficult Winter for the Aviation industry, it is hoped that a more consistent recovery can commence for Summer 2021 onwards.

### **General and Business Aviation**

<b>Month</b>	<b>2020 Movements</b>	<b>2019 Movements</b>	<b>Variance (%)</b>
July	1,450	2,441	-41
August	2,190	2,489	-12
September	2,861	2,274	+26
<b>Q3 Totals</b>	<b>6,501</b>	<b>7,204</b>	<b>-10</b>

As can be seen from the table above, whilst General and Business Aviation was similarly impacted during the first lockdown and immediately afterwards, it has recovered well more recently with September actually seeing an increase in movements compared to the previous year.

We have strong based operators at Liverpool, with one of the largest General Aviation operations in the UK. Flying Schools such as Keen Air have continued to trade this Summer, whilst Ravenair provide a number of key services such as mapping and medical services.

New business has moved into General Aviation also with the new Skyport Hangar opening earlier this year and a new Gulfstream aircraft basing in one of the Airport's existing hangars. This coupled with the Airport providing service for military training has meant that General Aviation has performed well, albeit not to the levels expected prior to the pandemic.

## **2.0 Other Matters**

### **The end of Tax Free sales for passengers**

As reported at the last meeting, a further blow to the UK Airport industry has been the announcement by Government that it will bring tax free sales to air passengers bound for international destinations – including the EU – to an end from January 1st 2021, causing substantial damage to UK airports at a time when the industry is in the midst of the greatest crisis it has ever experienced.

The whole UK aviation industry along with its Duty and Tax Free retail partners continue to lobby Government to try to have this decision overturned however to date this is set to go ahead as planned.

### **Airport Transport Forum**

The first Airport Transport Forum (ATF) since the start of the COVID-19 crisis took place in October, giving members the opportunity to update each other on the impacts of the pandemic across bus and rail services as well as at the Airport along with each other's plans going forward.

The updated Airport Surface Access Strategy (ASAS) has now been published with the ATF agreeing that whilst the document was written pre-COVID-19, much of the work undertaken and the subsequent strategies will still be relevant once the Airport and transport providers recover from the crisis.

A copy of the latest ASAS is available on the Airport website.

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## Customer Services and Accessibility Report July – September 2020

The following is an update for the period July to September based on customer contact recorded on the customer services Zendesk platform.

Headline figures do not include call centre telephone tickets responded to and these are mentioned separately. Social media content is also not recorded.

### **July 2020**

1,223 new tickets locally plus 0 tickets recorded by the call centre who were working remotely with limited resources

43 backlog tickets are those where a request for additional information from the customer is pending

First reply time takes into account unmanned periods

1,223 New Tickets (total)	1,171 Solved Tickets (total)	43 Backlog (current)	2,385 Agent Touches (total)	92% Satisfaction Rating (average)	25.58 hrs First Reply Time (average)
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### **August 2020**

1,021 new tickets locally plus 40 tickets handled by the call centre who were working remotely with limited resources

51 backlog tickets are those where a request for additional information from the customer is pending

First reply time takes into account unmanned periods

1,021 New Tickets (total)	983 Solved Tickets (total)	51 Backlog (current)	2,164 Agent Touches (total)	92% Satisfaction Rating (average)	18.58 hrs First Reply Time (average)
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### **September 2020**

985 new tickets locally plus 243 tickets handled by the call centre

43 backlog tickets are those where a request for additional information from the customer is pending

First reply time takes into account unmanned periods

985 New Tickets (total)	665 Solved Tickets (total)	43 Backlog (current)	1,533 Agent Touches (total)	90% Satisfaction Rating (average)	25.08 hrs First Reply Time (average)
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90% of all tickets across the quarter related to car parks with the majority of passengers contacting us as a result of travel disruption due to the pandemic.

Car park customers wishing to cancel reservations are offered the option to accept a credit link valid until June 2022 to a higher value than their original booking or accept a cancellation and refund in line with our booking terms and conditions.

As flight disruption continued with the introduction of and additions to quarantine countries, large numbers of passengers were stranded and made contact to arrange extended parking.

Towards the end of the quarter we saw an increase in the number of airline related enquiries and Covid-19 second wave enquiries from those due to travel.

Customer services is working reduced hours incorporating flexi furlough Monday – Friday (2 days per week split across 5 days).

### **Accessibility**

ABM have had to reduce manpower levels due to the downturn in flights and passengers.

PRM penetration remains high in part due to the daily Isle of Man to Liverpool twice daily service operated by Loganair serving Isle of Man Patient Transfers to Liverpool.

Having moved back to the terminal following the resumption of flights, ABM man the centrally located assistance desk during flight operations.

We have been working closely with Loganair, ABM, Swissport and the Isle of Man Patient Transfers to assist returning patients to check in early and make use of the Quiet Space lounge which reopened with increased capacity in the spring prior to the pandemic.

We continue to work closely with the CAA to report and share feedback on the service provided.

The pandemic has, as expected, seen a decrease in the regular travellers using the PRM assistance service and an increase in the numbers of first time PRM assistance users.



**From:** ContactICCAN

**Sent:** 23 October 2020 15:41

**Subject:** ICCAN's emerging view on the future of aviation noise management

## **ICCAN's emerging view on the future of aviation noise management**

I am writing to share with you ICCAN's emerging view on the future of aviation noise management.

As ICCAN approaches the completion of its first two-year work programme, we are looking to the future and considering what aviation noise management might look like in a landscape that has been radically altered by the Covid-19 pandemic, and what role we intend to play in ensuring a sustainable recovery of the aviation industry.

You can access ICCAN's emerging view on the future of aviation noise management here: <https://iccan.gov.uk/future-aviation-noise-management/>

Our work over the last two years has sought to reach consensus on the need for change in the way aviation noise is managed and we are heartened by the positive support for this from both industry and communities. We recognise that embracing change in the midst of a crisis is challenging, particularly when, for many airports and airlines, mere survival is the primary focus.

ICCAN wants to ensure that improving noise management is a catalyst for recovery not an impediment.

The ideas set out in our document are for our second Corporate Strategy (2021-24) and seek to build a shared vision of the destination as well as a route map for how we can get there.

We welcome your views on our vision and goals and how we are seeking to achieve them. We also invite your views on our progress so far, and your thoughts on how aviation noise should be managed in the future.

Please [follow this link](#) to access our online survey. This is best viewed using Google Chrome.

**The survey will close at 5pm on Friday 18 December 2020.**

Please share this email with anyone in your organisation that would find it of interest.

Thank you for your continued interest in our work.

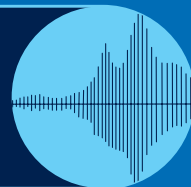
Yours sincerely

Rob Light  
Head Commissioner, ICCAN



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ICCANA



# The future of aviation noise management

ICCANA's emerging view

October 2020

Independent Commission on Civil Aviation Noise

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# Foreword

No one could have predicted how the events of the early part of 2020 would affect our lives or impact on the future of aviation. Many hoped Covid-19 would be over within weeks and that by late summer normal activity would resume. The reality facing us as we enter winter in 2020 is that Covid-19 is likely to have a significant impact well into 2021, with the long-term economic and social effects lasting years.



As we try to anticipate just what the post-Covid aviation world will be like, some things are clear: the economic impact on businesses and individuals will be deep, severe and, for some, personal behaviours will simply not return to the pre-Covid ways. Despite understandable attempts to boost public confidence in travel, it is now clear aviation activity will not return quickly, and demand will remain well below 2019 activity for some time to come.

It would be dangerous to assume social attitudes won't have changed too. Quieter skies and cleaner air have been noticed and working patterns for some will change for good; all of which may well lead to greater awareness, more sensitivity and less tolerance of aviation noise in the future. Given the complexity of the current way of managing aviation noise, the public demands for Government and regulators to act in the future may be greater than ever before.

Without doubt, most previous flyers will fly again but how soon and how often remains unclear. What is certain is the economic effect on airports, airlines and the wider industry will be severe and last well beyond the return to previous activity levels. Understandably, there will be a desire in some quarters simply to return to business as usual, but there is now a huge opportunity to build back better and lay the foundations that will sustain aviation in the future.

ICCAN prides itself as being a new, fresh organisation with a new and fresh approach to the old complexities of aviation noise management. Our focus is not to tinker with processes of the past but work with others to shape a long-term noise management system that enables aviation to serve the economic, social and health needs of the country.

Our work over the last two years has sought to reach consensus on the need for change in the way aviation noise is managed and we are heartened by the positive support for this from both industry and communities. We recognise that embracing change in the midst of a crisis is challenging, particularly when, for many airports and airlines, mere survival is the primary focus.

ICCAN wants to ensure that improving noise management is a catalyst for recovery not an impediment.

We were created by the Department for Transport following the Airports Commission report because it was recognised that aviation noise was not well managed and, without a significant change in approach, this would impede future growth. These issues have not gone away during the Covid crisis, they have merely become dormant. We will ensure each of our proposals offers a route map through recovery, so that we can deliver the change needed at a pace that is achievable.

Over recent months, ICCAN has been reviewing how aviation noise management works in practice, whether it delivers the outcomes society expects, and whether it achieves the right balance between proportionality and the desire for improved personal wellbeing. We have heard from across the sector how the breakdown in trust is a major obstacle; over time we think we can help fix many of the issues that contribute to the erosion of trust. However, we have also seen a growing frustration with how noise regulation is applied and enforced by different bodies and that's not just from communities. This amplifies the need to make a change to how aviation noise is managed in the future.

We see inconsistency alongside a lack of transparency and recognise the damage that does. We also see how present regulation appears unfair and complex to those who look to it for help and support. Moreover, we appreciate the need to reduce emissions, but aviation noise needs to be considered as another form of pollution, which must be tackled alongside climate change.

In the coming few years, during a period of lower than previously expected aviation activity, we believe there is a unique opportunity to move aviation noise management forward in partnership with industry and communities, and that ICCAN has the credibility across the spectrum to do this.

We acknowledge any change will be difficult at this time for the industry and that the pace of change will not be as swift as some communities will desire; however, we also sense the willingness from most to improve noise management and believe ICCAN can provide the practical route to achieve this.

The ideas set out in this document are for our second Corporate Strategy (2021-24) and seek to build a shared vision of the destination alongside a route map for how we can get there. Put simply, we want the UK to be the world leader in managing aviation noise.

We welcome your views on our vision and goals and how we are seeking to achieve them. We also invite your views on our progress so far, and your thoughts on how aviation noise should be managed in the future. Whether you respond via our online survey or attend one of our planned virtual focus groups, I look forward to hearing from you.

A handwritten signature in black ink, appearing to read 'Rob Light', with a long horizontal flourish extending to the right.

**Rob Light**

**Head Commissioner, ICCAN**

# Chapter 1: Introduction

The Independent Commission on Civil Aviation Noise (ICCAN) was established at the start of 2019 to act as the impartial advisory body on all matters relating to civil aviation noise and how it affects communities. Our role is to provide expert research and advice to government, industry and other stakeholders, on issues such as noise measurement, monitoring and abatement, consultation and engagement, and airspace use and modernisation.

We were established following a series of consultations run by the government, after the Airports Commission recommended in 2015 that an independent noise enforcement body was needed. The government decided to first set up ICCAN as a non-statutory advisory body, and our establishment was delayed, but at the end of 2018 Head Commissioner Rob Light was appointed, and at the start of 2019 we began building a team of commissioners and staff, establishing an office and identity, and developing our first set of priorities.

**“We set ourselves three objectives: increase trust, transparency and clarity in the aviation noise debate; promote consistency, responsibility and accountability within the aviation industry and beyond; and establish our expertise, authority and credibility.”**

Our first Corporate Strategy, [available to read here](#), covers our first two years, 2019-2021, and sets out how we intended to achieve our objective of improving public confidence and trust in the management of aviation noise. We set ourselves three objectives: increase trust, transparency and clarity in the aviation noise debate; promote consistency, responsibility and accountability within the aviation industry and beyond; and establish our expertise, authority and credibility. The work programme that lay behind the objectives included a number of reports, research projects and advice that we have, or intended to, develop and issue over the first two years of our life.

As we approach the end of those first two years, the aviation landscape we now find ourselves in is markedly different. The impact of Covid-19 on the industry has been profound, with measures taken to combat the pandemic leading to a dramatic fall in numbers of flights globally. This has had a severe impact on the aviation industry in the UK, which has already seen many thousands of job losses, with many more potentially at risk. There are serious implications for other areas of the economy that rely on aviation as well as certain towns and geographic areas, such as Crawley, Luton and Slough, which have suffered as a result.

**“The reduced levels of flight offer us a once-in-a-generation chance to re-think the way in which aviation noise is managed, by whom it is co-ordinated and overseen, and to improve the outcomes for those who are currently overflown or might be in the future.”**

We are also aware that, especially during the period of lockdown in the UK from late Spring into Summer, many people living close to major airports will have experienced some benefits from there being fewer flights, in terms of quieter skies. A low benchmark has been set – and it is entirely possible that as the aviation industry recovers, and flights return to the skies, people will

be more sensitive to the increasing noise. We see this as an opportunity, not a threat. The reduced levels of flight offer us a once-in-a-generation chance to re-think the way in which aviation noise is managed, by whom it is co-ordinated and overseen, and how outcomes can be improved for those who are currently overflown or might be in the future.

At a time when the UK has set its sights on becoming a net zero carbon emitter by 2050 and will be hosting the UN Climate Change Conference of the Parties ('COP26') in 2021, much attention is rightly being given to how we can reduce greenhouse gases and make sectors like aviation more sustainable. ICCAN wants noise – another environmental pollutant with serious and potentially harmful impacts on the health and lives of people exposed to it over long periods – to be considered as a priority by policymakers alongside climate change. And having fully established ourselves as an expert, credible and independent body, we stand ready to ensure that it is, and that we provide the lead in making the UK the world's leader in managing aviation noise.

**“ICCAN wants noise – another environmental pollutant with serious and potentially harmful impacts on the health and lives of people exposed to it over long periods – to be considered as a priority by policymakers alongside climate change.”**





## Chapter 2: The future of aviation noise management

As well as delivering the work programme we set ourselves during 2019 and 2020, we have spent much of our time working towards a key task the government set us – considering whether further powers are needed for the current regulation and enforcement of aviation noise matters and, if so, to whom they should be given.

The current map of regulation and guidance is complex, with responsibilities ranging from international organisations and regulators, through continental, national, sub-national, and local government, to the airports themselves. A regular, and obvious, criticism is that this complexity does not lend itself to allowing clear, consistent and transparent rules around aviation noise management, nor fair and equitable outcomes across the country. We have much sympathy for this view, and we have made initial recommendations in our work so far that ICCAN should be empowered to act as the one independent source of advice, guidance and standard setting across the UK.

**“We have made initial recommendations in our work so far that ICCAN should be empowered to act as the one independent source of advice, guidance and standard setting across the UK.”**

We recognise that there is little clarity or consistency to those outside the aviation world as to how the regulation of noise works. The average person on the street would not understand, for example, why some airports have night flight bans and some don't, or why some aircraft fly directly over their heads and some to the side. This complexity and inconsistency, through no fault of industry, can also hide good practice in certain areas.

We have seen good examples of noise mitigation, noise abatement procedures, noise reduction strategies, operating restrictions and community engagement in place in airports across the UK. However, they may differ from those in place at a local competitor, and it can be hard for people affected by aircraft noise to understand why that would be the case.

**“Land use and planning is one area, in particular, where a central set of standards and expectations, issued by ICCAN, would be likely to result in better and more consistent outcomes for communities and industry.”**

Equally, we have heard from airports that they feel powerless to stop local authorities developing land or existing buildings for new housing that will be subject to aircraft noise; the local planning authorities, themselves under pressure to use land and build houses, sometimes do not feel equipped with the expertise to challenge developers' proposals on the basis of the noise impacts. Land use and planning is one area, in particular, where a central set of standards and expectations, issued by ICCAN, would be likely to result in better and more consistent outcomes for communities and industry.

In its Aviation 2050 green paper at the end of 2018, [available to read here](#), the Government set out a series of suggestions for better noise management, on issues such as routine restrictions (through noise envelopes or similar), insulation and compensation, community funds and engagement, and airspace change. Understandably, the Government's aviation strategy development has been delayed, and is likely to be quite different, due to the impact of Covid-19, but nevertheless we consider that there were good proposals and suggestions in Aviation 2050 for ICCAN to lead on in the future.

In a post-Covid world where the aviation industry is recovering, having the support and guidance of a central noise advisory body, empowered to set standards, will give confidence to affected communities that noise remains a crucial factor in decisions about expansion or airspace use.

Our emerging thoughts on changes needed to the current system are based on our experience and discussions so far, the views of many of our stakeholders across the sector, and an assessment of the current regulatory regime. We have asked ourselves the question – to achieve the outcomes we wish to see, is it enough for ICCAN to be an advisory body, with no statutory status or formal powers?

**“We will not achieve our vision for the UK to be the world leader in managing aviation noise unless there is a clear single and empowered voice to ensure noise mitigation is at the heart of decision-making.”**

Through information and education, engagement and influence, we have seen evidence of behaviour change among the industry, regulators and communities. But recent events are likely to put further pressure on the consideration of noise impacts, with economic, efficiency and climate concerns given a higher status. We understand why this might be the case; but we will not achieve our vision for the UK to be the world leader in managing aviation noise unless there is a clear single and empowered voice to ensure noise mitigation is at the heart of decision-making.

As the industry recovers, as we approach airspace modernisation, and as future technologies continue to evolve at pace, our emerging conclusion is that ICCAN needs to be put on a statutory footing, with powers to issue advice, guidance and set standards (while others retain enforcement powers) that must be considered and responded to. Our recent work and engagement suggest that this would be a proportionate, but effective, step forward in helping achieve our future vision and goals, which we set out in the next chapter.

**“Our emerging conclusion is that ICCAN needs to be put on a statutory footing, with powers to issue advice, guidance and set standards (while others retain enforcement powers) that must be considered and responded to.”**

# Chapter 3: ICCAN's future role, vision and goals

ICCAN vision 2021-24:

**“To make the UK the world leader in managing aviation noise.”**

As Britain rebuilds after the Covid-19 pandemic and the health and economic consequences borne from it, in line with the Government's wish to build back better, we are determined to ensure that the aviation industry's recovery, and future technological advances, are developed in a sustainable way. Our vision is to make the UK the world leader in managing aviation noise; by doing so, we can ensure that all environmental impacts – crucially, including noise – are fully taken into account in decisions about aviation.

In order to achieve our vision, we will set ourselves three goals. These cover our core role in setting clear, transparent and consistent standards that will ensure a sustainable recovery, build the evidence base for noise and health/wellbeing research, and make sure that future technological advances have noise management baked into their strategies and regulation.

## **Draft goals:**

### **1. 'Setting standards'**

**Increase the consistency and transparency in the management of aviation noise by setting enforceable standards and providing guidance to regulators.**

#### **Key activities:**

- Setting enforceable standards, issuing best practice guidance and advice on all matters relating to aviation noise (e.g. insulation, compensation, mitigation, metrics, modernisation)
- Advising regulators/decision-makers on the setting of clear and enforceable targets (and, where necessary, restrictions) for aviation noise management
- When applicable, advising on planning applications
- Providing advice on noise restrictions, noise envelopes, and noise mitigation activities in airspace change proposals
- Setting consistent standards for industry and community engagement and collaboration.

## **2. ‘Putting people’s health and wellbeing at the heart of aviation noise policy’**

### **Lead research into the health and wellbeing impacts of aviation noise**

#### **Key activities:**

- Build partnerships with academia and health research establishments to deliver research priorities
- Design and run the next series of Aviation Noise Attitude Surveys in order to inform government policy on annoyance
- Equip decision-makers in Government and industry with a clearer view of impact of aviation noise on public health.

## **3. ‘Focus on the future’**

### **Ensure future policy and regulatory systems for managing noise are fit-for-purpose, and that future technological advances have noise management at the heart of their development**

#### **Key activities:**

- Play critical role in advising on airspace modernisation and future aviation strategy
- Engage fully in development of regulations around new technologies, including drones, urban air mobility (UAM), supersonic, alternative fuel aeroplanes
- Encourage and facilitate innovation in the measurement and communication of aviation noise impacts, including geospatial advancements
- Ensure noise reduction sits alongside carbon reduction as the fuel for advancement in technological improvements.

# Chapter 4: Tell us what you think

We have set out what we see as the future challenges and direction of travel for aviation noise management in a post-Covid era, and the role we think ICCAN should play in achieving better outcomes for all. As we said in the last chapter, these are our emerging views rather than our final conclusions and recommendations to government – and we want to hear from you about them.

As has been one of our guiding principles since our establishment, the views of our stakeholders across the sector are crucial to us in reaching our conclusions on the future of aviation noise management.

We have set out some questions below, which should be answered [here on our website](#).

We will also be hosting a number of focus groups where you will be able to give feedback on these questions direct to one of our board of commissioners – you can find out how to book these on our website.

**ICCAN's survey will close at  
5pm on Friday 18 December 2020**

You have **until 18 December to give us your views**, after which we will consider the responses, as well as further work we will have done on the case for changes to responsibilities and regulation, before we finalise our views, make recommendations to government, and publish our Corporate Strategy 2021-24.

## Survey questions

### 1. Future of aviation noise management

- Our emerging view is that in the short term ICCAN should have statutory status, with power to set standards, be a statutory consultee on planning applications and airspace change proposals, give advice to government and others that must be considered, but that existing regulators (CAA, government, local planning authorities) should retain an enforcement role. Do you agree with our emerging view on the future of aviation noise management, and the role ICCAN should play?

### 2. ICCAN's future vision and goals

- Do you agree with our draft vision to make the UK the world leader in managing aviation noise?
- Do you agree with the draft goals which will help us achieve our vision? If not, how should they be framed?
- Are the key activities we identify to help us achieve our goals the right ones? Do you have any views on which activities should take priority over others?



### 3. ICCAN's performance to date

- What are your reflections on ICCAN's establishment, and its work so far?
- Are you confident that ICCAN plays a truly objective independent role in aviation noise management?
- Do you think ICCAN's work has materially helped the way in which decisions about aviation noise are taken?
- Has ICCAN's existence and role given you more or less confidence that aviation noise will be managed better in the future?

Please [visit our website](#) to respond to the above questions and complete the survey by 5pm on Friday 18 December 2020.





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