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Uttlesford District Council

Chief Executive: Dawn French

Stansted Airport Advisory Panel

Date: Thursday, 17th August, 2023

Time: 3.00 pm

Venue: Council Chamber - Council Offices, London Road, Saffron Walden,
CB11 4ER

Chair: Councillor J Evans

Members: Councillors M Coletta, A Dean, M Foley (Vice-Chair), M Lemon,
J Moran and M Sutton

AGENDA

1 Apologies for Absence and Declarations of Interest

To receive any apologies for absence and declarations of interest.

2 Minutes of the Previous Meeting

3 - 4

To consider the minutes of the previous meeting.

3 Presentation on Stansted Airport's Noise Action Plan

To receive a presentation from the Manchester Airport Group (MAG) on Stansted Airport's Noise Action Plan.

4 Response to Stansted Airport's Noise Action Plan 2024-2028

5 - 16

To consider the consultation response to the Stansted Airport Noise Action Plan 2024-2028.

For information about this meeting please contact Democratic Services

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Agenda Item 2

STANSTED AIRPORT ADVISORY PANEL held at COMMITTEE ROOM - COUNCIL OFFICES, LONDON ROAD, SAFFRON WALDEN, ESSEX CB11 4ER, on THURSDAY, 27 APRIL 2023 at 10.30 am

Present: Councillor M Foley (Chair)
Councillors M Caton, J Evans (Vice-Chair), M Lemon and M Sutton

Officers in attendance: D Hermitage (Director of Planning) and C Gibson (Democratic Services Officer).

SP7 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from Councillors Reeve, Luck and Dean.

SP8 **MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 24 February 2023 were approved as a correct record.

SP9 **RESPONSE TO GOVERNMENT'S NIGHT-TIME NOISE ABATEMENT OBJECTIVES FOR THE DESIGNATED AIRPORTS FROM OCTOBER 2025**

The Director of Planning summarised his report and the appendix which included proposed responses to the questionnaire as detailed in blue text. He summarised significant changes such that freight was now included and highlighted the significant use of the phrase “where possible”.

Discussion took place around:

- The night-time noise abatement objective applying to all three designated airports (Heathrow, Gatwick and Stansted).
- The Council's night flight statement.
- The need to distinguish between cargo and mail.
- The need for a better understanding of technical issues in future.
- The need for better coordination in future between the three bodies where Councillors are represented.
- The need to revisit the Terms of Reference for STAAP.
- The noise differentials between passenger planes “gliding in” over Thaxted to land in the early hours as opposed to the noise generated by cargo planes both taking off and landing.
- The need to look at MAG data on departures.

The Director of Planning then took Members through each recommended response by paragraphs:

Para 19: Members confirmed that they disagreed with the statement.

Para 20: Members agreed that the proposed last paragraph would be expanded to include the fact that UDC's Cabinet had shown support for a complete ban on night flights at Stansted.

Para 21: Members agreed that alternative wording would be preferable for the night-time noise abatement objective.

Para 22: Members requested that additional references should be made in the response to medical evidence in the form of studies undertaken to link night-time noise exposure and negative health impacts.

Para 23: Members were satisfied with the response but made the point that the GIS mapping system could be utilised in the autumn to establish how many listed buildings were on the flight paths.

Para 24: Members requested that the term "affected areas" be expanded to include those areas located within flightpaths, the airport environs and other affected areas. In addition there should be some reference made to heritage and town planning controls.

Para 25: Members supported the response and accepted that fuller consultation would take place in October 2023.

The Director of Planning undertook to revise the responses and ensure that the Leader was presented with the executive decision well-ahead of the deadline of 9 May 2023. All were in favour.

There was further discussion relating to:

- The need for greater awareness in respect of the benefits of freight economics from MAG.
- The effects that economic benefits could have on health.
- The relatively low charges relating to large planes; examples were quoted of a "quiet" 747 being charged £540 and a "noisy" 747 being charged £1,800 set against the charges to passengers.

4

ANY OTHER BUSINESS

In response to a question, the Chair confirmed that the target date for the next STAAP meeting would be mid-August, as further consultation was required around this time.

Meeting ended at 11:15 am.

Committee: Stansted Airport Advisory Panel

Date: 17 August
2023

Title: Response to Stansted Airport's Noise Action Plan (NAP) 2024-2028.

Report Author: Dean Hermitage – Director of Planning

Summary

1. Manchester Airports Group (MAG) / Stansted Airport is seeking views on its draft Noise Action Plan (NAP). The consultation runs until 28 August 2023.
2. The airport is required to produce a NAP every five years to assess, consider and manage aircraft noise at the airport, and to seek to reduce impacts on communities living around the Airport. It is a legal requirement under the Environmental Noise (England) Regulations 2006 (as amended).
3. STAAP is to receive a presentation on the NAP, consider its position on the consultation and make recommendations as to the content of the council's response to the consultation.

Recommendations

4. That the panel supports the recommendations contained within this report.

Financial Implications

5. None.

Background Papers

6. Open consultation - [Draft Noise Action Plan 2024-2028 \(maginfrastructure.com\)](https://maginfrastructure.com)

Impact

7. As per table:

Communication/Consultation	n/a
Community Safety	n/a
Equalities	n/a
Health and Safety	n/a
Human Rights/Legal Implications	n/a

Sustainability	n/a
Ward-specific impacts	n/a
Workforce/Workplace	n/a

Situation

Background

8. The airport operates 24 hours a day, facilitating passenger, freight and general air traffic movements (ATMs). The Airport has a Consultative Committee (STACC) made up of elected Members from surrounding local authorities, community groups and user groups. The Committee has three sub-groups, including the Environmental Issues Group (EIG) which considers noise performance and proposed noise strategy and feed into the NAP.
9. In 2021 planning permission was granted to Stansted Airport to serve up to 43 million passengers per year within the existing annual aircraft movement limit of 274,000 (inc. up to 16,000 cargo ATMs). The planning permission includes a number of conditions which seek to control noise, notably an increased restriction on noise contours when operations reach +35mppa.
10. Noise at airports is assessed using noise data displayed as noise contours. Evidence produced by MAG shows improved noise contours since 2006, however it is acknowledged that the latest, 2021 noise contours maps will show an artificially low level of noise resulting from the impact of covid on aviation at that time.

The NAP

11. The Noise Action Plan is the Airport's strategy for managing aircraft noise in order to reduce impacts on residents living around the Airport. The plan includes specific measures or actions which the Airport is consulting on. A summary of the NAP actions 1 to 53 is included at **Appendix 1** (the full consultation document can be accessed via the link above).
12. Specific actions of note are discussed below.
13. NAP1 and NAP2 – Noise controls: the Airport states it will ensure that the area impacted by noise from aircraft operations remains within the noise contour areas detailed in its planning permission. Performance against these limits will be monitored annually.
14. This aligns with the Airport's planning requirements and should thus be supported.

15. The Airport states it will review operating fees and charges to incentivise the quietest possible fleet. The Airport will consider moving to an airline charging system to incentivise quieter aircraft and bring in a penalty scheme for unscheduled night flights. This is supported.
16. NAP13 and 14 – Departing aircraft: The airport states it will maintain a target that 99% of departing aircraft will remain within existing noise preferential routes, monitor off-track departures, and raise off-track departure fines to penalise airlines which are not working to improve their track-keeping.
17. The above is supported by officers and fines should be collected and distributed for community improvements and considered by the STACC. Details of the penalties, collection and distribution of monies should be available to members of the public.
18. NAP21 – 27 Night Noise: the Airport has committed not to permit any scheduled operations during the night period (23:00 to 07:00) using QC2¹-rated aircraft that do not hold historic rights to the slot, and will introduce a quota count limit on noise generated by aircraft operating during the summer scheduling season. This will likely ensure compliance with the 2021 planning permission controls and see that night noise does not increase as the airport grows. It will not necessarily reduce night noise going forward.
19. Members may wish to consider that the airport should go further and actively, and voluntarily, reduce night noise by reviewing historic agreements which may permit noisier aircraft to fly at night, and review dispensations (see para.20 below). Additional measures would have to be volunteered by the Airport and cannot be affected by the council under its statutory or town planning powers.
20. The Airport states (NAP23) that it will publish information about flights that have dispensation from night-flight restrictions. In 2022 the Airport noted over 1,000 dispensations; flights arriving at night as a result of delay and disruption. Members may wish to consider seeking further information on these flights, the reasons for them and whether the airlines in question attract any penalty as a result.
21. NAP30 – Mitigation Schemes: the Airport will continue to provide financial assistance for insulation to those most impacted by aircraft noise. The Sound Insulation Grants Scheme (SIGS) will be consistent with previously agreed obligations.
22. SIGS funding is provided for noise insulation measures such as double glazing, mechanical ventilation, and loft insulation. Not all houses are suitable though i.e. certain listed buildings. Funding does not cover listed

▪ ¹ Quota count – each aircraft type is classified and awarded a QC value depending on the noise it generates; the quieter the aircraft, the smaller the QC value – Airbus A319 = QC0.25; Boeing 777 = QC2.

building application costs. The scheme was recently improved with grants from £5,000 to £10,000 depending upon the zone within which a property is located.

23. Members may consider requesting the scheme is extended to include feasibility studies and other costs when it applies to a listed or conservation area property.

24. Members are invited to make any further comments on the actions.

Risk Analysis

25. None identified.

Risk	Likelihood	Impact	Mitigating actions
1	1	1	1

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

Appendix E – Noise Action Plan 2024-2028: Summary of actions

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Noise controls	NAP1	Airport planning conditions	We will ensure that the area impacted by noise from aircraft operations remains within the noise contour areas detailed in our planning agreements. Performance against these limits will be monitored annually and reported to our Noise and Track Keeping Working Group and the local planning authority.	Ongoing	To manage night noise to ensure the contour remains within planning-condition limits.
Noise controls	NAP2	Noise-related fees and charges	We will review our operating fees and charges to incentivise the quietest possible fleet. We will consider moving to a charging system based on the quota count rating of aircraft and review the charges for night operations. This review will include developing and proposing a penalty scheme which applies to unscheduled night flights.	2025	To incentivise the operation of the quietest aircraft fleet.
Arriving aircraft	NAP3	Continuous descent approach (Runway 22)	Aircraft approaching the airport on Runway 22 are expected to use continuous descent approaches (CDAs). We will work with our service partners to improve CDAs at Stansted Airport. Our target is to maintain that at least 94% of aircraft arriving on Runway 22 achieve a CDA.	Ongoing	To minimise noise from arriving aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Arriving aircraft	NAP4	Continuous descent approach (Runway 04)	We will promote continuous descent approaches by aircraft arriving on Runway 04. We will formalise a target for continuous descent approaches to Runway 04 following the implementation of airspace modernisation in the London area.	Ongoing	To minimise noise from arriving aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Arriving aircraft	NAP5	Low-power, low-drag approaches	Aircraft approaching the airport are expected to keep noise disturbance to a minimum by using low-power, low-drag approaches. We will undertake a survey of our airlines to monitor and maintain the use of these procedures, and share the results with our Noise and Track Keeping Working Group and Environmental Issues Group. We anticipate this being completed in 2026.	2026	To minimise noise from arriving aircraft for those living and working within and beyond the contour area of 55dB L _{den} .

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Arriving aircraft	NAP6	Instrument landing system approach (daytime)	Aircraft using the instrument landing system (ILS) must not descend below 2,000ft before joining the glide path. We will report ILS joining-point compliance to NATS monthly, and share the results with our Noise and Track Keeping Working Group.	Ongoing	To minimise noise from arriving aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Arriving aircraft	NAP7	Instrument landing system joining point	We will consider opportunities to reduce the noise impact of arriving aircraft as part of our Future Airspace Programme, including reviewing the ILS joining point.	TBC, subject to current airspace timeline	Environmental assessment to be included as part of the Future Airspace Programme.
On the ground	NAP8	Reduced engine taxiing	We will consult with our airline partners to better understand the capabilities of new aircraft and engine types to implement reduced engine taxiing on arrival and departure.	2026	To minimise noise from ground operations.
On the ground	NAP9	Minimising the use of auxiliary power units	We will maintain published guidance on the use of fixed electric ground power (FEGP) and monitor the non-essential use of auxiliary power units (APUs).	2026	To minimise noise from ground operations.
On the ground	NAP10	Engine testing	We will maintain our controls on engine testing and carry out a review of our engine-testing procedures. We will explore options for how these can be improved to reduce noise impacts on local communities.	2025 and 2028	To minimise noise from ground operations.
On the ground	NAP11	Airport – Collaborative Decision Making (A-CDM)	We will report to the Environmental Issues Group and Noise and Track Keeping Working Group our progress implementing Airport Collaborative Decision Making (A-CDM) and the benefits this offers.	2025	To minimise noise from ground operations.
On the ground	NAP12	Further opportunities to minimise ground noise	In 2026 we will undertake a survey of our airlines and the companies which support airlines’ ground operations, aiming to identify opportunities to further minimise the noise impacts of aircraft on the ground. We will report the results to our Noise and Track Keeping Working Group and Environmental Issues Group.	2026	To minimise noise from ground operations.
Departing aircraft	NAP13	Off-track departures	We have a target that 99% of departing aircraft will remain within our noise preferential routes, and that compliance will meet or exceed 95% for each individual route. We will report performance to our Noise and Track Keeping Working Group, including the number of off-track departures and overall track-keeping performance.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} .

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Departing aircraft	NAP14	Off-track departure fines	We will monitor off-track departures, working with operators to improve performance and, where applicable, raise off-track departure fines to penalise airlines which are not working to improve their track-keeping and meet our published target.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Departing aircraft	NAP15	Monitoring performance-based navigation (PBN) departures	We will monitor track compliance on performance-based navigation (PBN) routes against swathes which extend 500m either side of the centre of the published departure route. We report performance quarterly to our Noise and Track Keeping Working Group, and will apply the same reporting metric to any PBN departure routes we introduce in the future.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Departing aircraft	NAP16	Implementing performance-based navigation departure routes	We will ensure that stakeholders are kept informed of our Future Airspace Programme as it progresses through the process defined by the Civil Aviation Authority in its document CAP1616.	TBC, subject to current airspace timeline	Environmental assessment to be Included as part of the Future Airspace Programme.
Departing aircraft	NAP17	No-fly zones	We will report the overflight of the stated no-fly zones as detailed in the Aeronautical Information Publication (AIP), including Sawbridgeworth, Stansted Mountfitchet, St Elizabeth's Centre and Bishops Stortford, and report quarterly to our Noise and Track Keeping Working Group.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Departing aircraft	NAP18	'1,000 feet rule'	We will report compliance against the 1,000 feet rule monitoring criteria in our quarterly Noise and Track Keeping Working Group reports.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Departing aircraft	NAP19	Departure noise limit (daytime)	We will maintain the daytime departure noise limit of 89dB, and will apply a surcharge to flights that exceed this limit. During this Noise Action Plan, we will review the effectiveness of this limit and any surcharges associated with it.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} and to incentivise the operation of the quietest fleet.

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Departing aircraft	NAP20	Continuous climb operations	We will monitor and report continuous climb operations to the Noise and Track Keeping Working Group and Environmental Issues Group.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 55dB L _{den} .
Night noise	NAP21	Night-noise movements and quota	As a designated airport, we will administer the night-noise restrictions imposed by the Department for Transport and ensure that the number operations and noise quota remains within prescribed limits. We will report data quarterly to our Noise and Track Keeping Working Group.	Ongoing	To manage night noise to ensure the airport operates within permitted limits.
Night noise	NAP22	QC2 operations	We will not permit any scheduled operations during the night period 23:00 to 07:00 using QC2-rated aircraft that do not hold historic rights to the slot.	Ongoing	To manage night noise to ensure the airport operates within permitted limits, and to restrict the number of noisiest aircraft operating.
Night noise	NAP23	Night-flight dispensations	We will publish information about flights that have dispensations from night-flight restrictions. This information will be incorporated in our Quarterly Flight Evaluation Unit Report. Modifications to this report will be developed and agreed with the Noise and Track Keeping Working Group.	2024	To provide transparency that the night-noise regime is managed within the set rules.
Night noise	NAP24	Departure noise limit (night-time)	We will maintain the night-time departure noise limit of 84dB and will apply a surcharge to flights that exceed this limit. During this Noise Action Plan, we will review the effectiveness of this limit and any surcharges associated with it.	Ongoing	To minimise noise from departing aircraft for those living and working within and beyond the contour area of 50dB L _{night} and to incentivise the operation of the quietest fleet.
Night noise	NAP25	Continuous descent approach (Runway 04 at night)	We have set a target that 65% of arrivals on runway 04 during the core night period (23:30-06:00) will achieve a continuous descent approach. We will report performance against this target to NATS and our Noise and Track Keeping Working Group.	Ongoing	To minimise noise from arriving aircraft for those living and working within and beyond the contour area of 50dB L _{night} .
Night noise	NAP26	Instrument landing system approach (night-time)	Aircraft using the instrument landing system (ILS) must not descend below 3,000ft before joining the glidepath or join within 10 nautical miles of touchdown. We will continue to report compliance with our night-time ILS joining-point requirements to NATS on monthly basis.	Ongoing	To minimise noise from arriving aircraft for those living and working within and beyond the contour area of 50dB L _{night} .

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Night noise	NAP27	QC limit for the 8-hour night period	We will introduce a quota count limit on noise generated by aircraft operating during the 8-hour night period (23:00 to 07:00) during the summer scheduling season. The limit will be introduced in Summer 2026 and set at 10,100 QC points during this Noise Action Plan.	2026	To manage night noise to ensure the contour remains within the planning condition limit.
Mitigation schemes	NAP28	Local authority engagement	We will engage with local planning authorities to ensure that aircraft operations are considered in the development of sensitive land use.	Ongoing	To ensure proposed new developments consider the impacts of aircraft operations in any given area.
Mitigation schemes	NAP29	Noise contours	We will commission forecast LAeq contours for aircraft noise annually, reporting these and historic noise contour areas in line with our current planning obligations.	Ongoing	To increase awareness of the airport operation and tracking trends in noise performance.
Mitigation schemes	NAP30	Sound Insulation Grant Scheme	We will provide financial assistance for insulation to those most impacted by aircraft noise. Our Sound Insulation Grants Scheme will be consistent with any obligations we have agreed with Uttlesford District Council.	Ongoing	To mitigate noise impacts for properties that qualify for Sound Insulation Grant Scheme funding.
Mitigation schemes	NAP31	Vortex-damage repair scheme	We will provide a vortex-damage repair scheme to repair roofs that have been damaged by vortices caused by aircraft.	Ongoing	To expedite repair of property affected by aircraft operations.
Mitigation schemes	NAP32	Community Fund	We will contribute £150,000 and additionally donate all the money we raise from noise-related penalties to the London Stansted Airport Community Fund.	Ongoing	To ensure the Stansted Airport Community Fund remains effective.
Monitoring and reporting	NAP33	Community noise monitoring programme	We will maintain our community noise monitoring programme and seek feedback as to appropriate locations for future monitoring.	Ongoing	To better understand the noise impacts in locations where community noise monitoring has been undertaken to determine if any improvement can be made.
Monitoring and reporting	NAP34	Additional noise monitors	We will seek planning permission to install two additional fixed noise monitors to increase our community monitoring coverage. The locations of these noise monitors will be agreed with the Noise and Track Keeping Working Group.	2027	To ensure that airport noise monitoring is enhanced with additional noise monitoring terminals and that the airport exceeds minimum noise monitoring requirements.

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Monitoring and reporting	NAP35	Performance monitoring and reporting	We will monitor performance with the controls established in this Noise Action Plan, and report them quarterly on our website.	Ongoing	To provide transparency of performance by aircraft operators and identify areas of improvement.
Monitoring and reporting	NAP36	Quarterly Flight Evaluation Unit Report	We will produce a detailed quarterly Flight Evaluation Unit report, and publish it on our website. The report will include information on key performance indicators, such as continuous climb departures, track-keeping, noise violations, continuous descent approaches, performance-based navigation and night operations, including dispensations. We will discuss the contents of the report with the Noise and Track Keeping Working Group, updating the metrics it contains as agreed with the Group.	Ongoing	To provide transparency of operational performance.
Monitoring and reporting	NAP37	Quiet-flight performance report	We will publish a new airline noise performance report from 2025, based on a range of key noise criteria including, but not limited to, continuous descent approaches, continuous climb departures, adherence to noise limits, departure track-keeping and certified aircraft noise levels. The effectiveness of this report will be reviewed on a regular basis with the Noise and Track Keeping Working Group and Environmental Issues Group.	2025	To drive improvements in environmental performance of aircraft operators and identify areas of improvement.
Monitoring and reporting	NAP38	Independent audit	There will be an annual audit of the noise management system by independent auditors. The audit will consider noise events, track-keeping, continuous descent approaches, continuous climb departures and complaint handling.	Ongoing	To drive continuous improvement and to provide transparency and quality assurance for our noise management process.
Effective communication	NAP39	Stakeholder engagement	We will continue to engage with our stakeholders to discuss noise related performance, listen to feedback, and identify and implement improvement opportunities.	Ongoing	To continually improve the Stansted Airport operation and noise management performance.
Effective communication	NAP40	Engagement with stakeholder groups	We will work with our Noise and Track Keeping Working Group and Environmental Issues Group to identify and develop solutions to community concerns, and seek feedback on our noise management performance.	Ongoing	To continually improve the Stansted Airport operation and noise management performance.

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Effective communication	NAP41	Aircraft Noise Monitoring Advisory Committee (ANMAC)	In partnership with our Noise and Track Keeping Working Group and the Environmental Issues Group of the Stansted Airport Consultative Committee, we will present issues and facilitate debate with the Aircraft Noise Monitoring Advisory Committee, and will implement initiatives agreed with the Committee.	Ongoing	To implement the latest noise abatement measures.
Effective communication	NAP42	Reporting on our progress	We will produce an annual report, presented to the Noise and Track Keeping Working Group and London Stansted Airport Consultative Committee, summarising progress made by the airport against this Noise Action Plan.	Ongoing	To ensure transparency that this Noise Action Plan is being delivered.
Effective communication	NAP43	Community survey	We will carry out a regular community survey to collect views on how effectively the airport is managing aircraft noise issues as well as other issues. Results from the survey will be shared with the Noise and Track Keeping Working Group and London Stansted Airport Consultative Committee, and used to inform any future noise actions.	Ongoing	To ensure feedback from community engagement is shared to highlight any concerns that can, where possible, be addressed.
Effective communication	NAP44	Publishing noise-related information	We will continue to develop the ways in which we share noise-related information with our local communities, including continuing to: Develop and update our suite of community information fact sheets, including updated flight-path maps. Publish additional noise indicators including number-above contours. Share noise management information in our regular community newsletter. Provide public access to flight-tracking information using our WebTrak tool.	Ongoing	To help local residents — and people considering moving to any specific location — understand the impacts of aircraft operations in any given area.
Effective communication	NAP45	Review and develop our communications materials	We will review our communication materials and website each year to ensure ease of understanding and to develop the information available to local communities.	Ongoing	To help local residents — and people considering moving to any specific location — understand the impacts of aircraft operations in any given area.
Effective communication	NAP46	Online noise portal for local communities	We will develop and introduce an online portal providing local communities with location-specific information about noise management and performance.	2025	To help local residents — and people considering moving to any specific location — understand the impacts of aircraft operations in any given area.

CHAPTER	ACTION NUMBER	ACTION NAME	PROPOSED ACTION FOR NAP 2024-28	PROPOSED ACTION DEADLINE	EXPECTED OUTCOME / BENEFIT
Effective communication	NAP47	Social media	We will review how we use social media to provide information to local communities about operations at Stansted Airport.	2025	To help local residents – and people considering moving to any specific location – understand the impacts of aircraft operations in any given area.
Effective communication	NAP48	Receiving complaints and enquiries	We will offer a range of options for people to contact us in relation to complaints or enquiries regarding aircraft noise. These will include email, website and telephone contact options.	Ongoing	To ensure we maintain an effective communication and complaint-handling system.
Effective communication	NAP49	Recording and investigating complaints	We will record and investigate all complaints relating to aircraft operations, and publish statistics in line with agreed complaints-handling policy.	Ongoing	To ensure we maintain an effective communication and complaint-handling system.
Effective communication	NAP50	Complaints and enquiries, engaging with local residents	We will invite local residents and complainants to the airport to demonstrate our noise and track-keeping system and to explain our noise mitigation schemes, where we perceive there to be a benefit.	Ongoing	To help local residents understand the impacts of aircraft operations and to provide transparency over the Stansted Airport operation.
Effective communication	NAP51	Complaints handling policy	We will develop and update our policy that explains the way in which we investigate and respond to noise-related enquiries from local communities.	2024	To ensure we maintain an effective communication and complaint-handling system.
Effective communication	NAP52	Complaints handling process	We will regularly review our process for handling noise complaints and enquiries to improve the transparency and effectiveness of the system. This will include consultation with the Noise and Track Keeping Working Group and Stansted Airport Consultative Committee. Our first review will be complete by mid-2024 with agreed actions implemented by the end of 2025.	2024	To ensure we maintain an effective communication and complaint-handling system.
Effective communication	NAP53	Annual noise complaints report	We will publish an annual noise complaints report, seeking feedback from the Noise and Track Keeping Working Group to help develop the report and its contents.	Ongoing	To provide transparency over our processes for noise complaint handling and trend analysis for operational improvements.