

A Quieter Neighbour

HEATHROW'S
NOISE ACTION PLAN
2024-2028



Heathrow

Heathrow's Noise Action Plan 2024 - 2028: At a glance

Our Noise Action Plan sets out how we will be a better neighbour by making Heathrow quieter.

The goal is to reduce the number of people highly annoyed and sleep disturbed in 2030, compared to 2019 levels. The Plan sets out world-leading commitments on how we will continue managing and reducing the impact of noise from 2024 to 2028, ensuring the community around the airport is a great place to live and work.

Our Noise Action Plan is a legal requirement for Heathrow. It has been created in direct consultation with the community and approved by the Secretary of State for the Department for Environment, Food, and Rural Affairs (DEFRA).

Our plan for reducing noise

Quieter Planes:

We will encourage airlines to use newer, quieter planes at Heathrow – offering financial incentives to airlines operating the quietest aircraft for their specific destinations.

Quieter Procedures:

We will review existing arrival and departure procedures, helping to inform new and improved operations to minimise the impact of noise locally.



Our plan for reducing noise

Land Use Planning and Mitigation:

We will roll out our [Quieter neighbourhood support](#) programme in areas closest to the airport in a way that maximises take up of the offer.

Operating Restrictions:

We will introduce voluntary measures to minimise flights taking off and landing at night (between 23:30 – 04:30). If necessary, we will seek to introduce operating restrictions on certain noisier aircraft in 2025.



Our plan for reducing noise

Research:

We will conduct industry-leading research to ensure we are tracking what works for our neighbours, and the effectiveness of noise-reduction interventions.

Working with Communities:

We will continue to engage with local communities openly and constructively through our local forums, in focus groups and community polling to help us to understand their views on our noise management efforts and what works for them.

Being a responsible neighbour is a priority for everyone working at Heathrow. We're confident that these six pillars and 12 commitments will improve the quality of life and reduce the noise impact for everyone that lives and works near the airport.

To learn more about the changes we are making as part of our Noise Action Plan (2024-2028), please follow this link to our full plan: <https://www.heathrow.com/noiseactionplan>

Our progress to date

We have been continually working to reduce noise on the ground and in the air. In recent years we have...

Incentivised airlines to increase the use of aircraft compliant with the latest, quietest noise standard, from 65% of aircraft in 2019 to 82% in 2023.

Reduced the number of households exposed to aircraft noise by 21% between 2006 and 2019 (within the L_{den} 55 dB noise contour area).

Reduced the number of local residents exposed to aircraft noise by 12% between 2006 and 2019 (within the L_{den} 55 dB noise contour area).

Launched a new multi-million pound Quieter Neighbourhood Support programme, covering 100% of insulation costs up to £34,000 (adjusted for inflation) for local residents most affected by noise.

Our progress to date

KEY STATISTICS^{1,2,3}

▼ **41%** decrease in the contour area (L_{den} 55 dB) in 2023 vs 2006.

▲ **17**
PERCENTAGE
POINTS increase in the proportion of the fleet operated by the latest, quietest (Chapter 14) aircraft.

▲ **21%** increase in the number of nights (23:30-04:30) with no flights taking off or landing.

¹ In 2023 the area was 144.5 km², which was 41% smaller than the 2006 area of 244.7 km².

² 65% of ATMs in 2019 were Chapter 14, compared to 82% of ATMs in 2023.

³ 119 nights with no flights taking off or landing between 23:30 and 04:30 in 2019 vs 144 in 2023.

Listening on noise

To deliver meaningful improvements for our neighbours we know we have to listen to the views of the communities around the airport.

We started early engagement on the airport's latest Noise Action Plan in November 2022, with a full consultation undertaken in July 2023. Since then, we have engaged with over 300,000 homes and businesses, local media, MPs, councillors, local authorities, noise forums, government, schools, resident groups and campaign groups.

Listening on noise

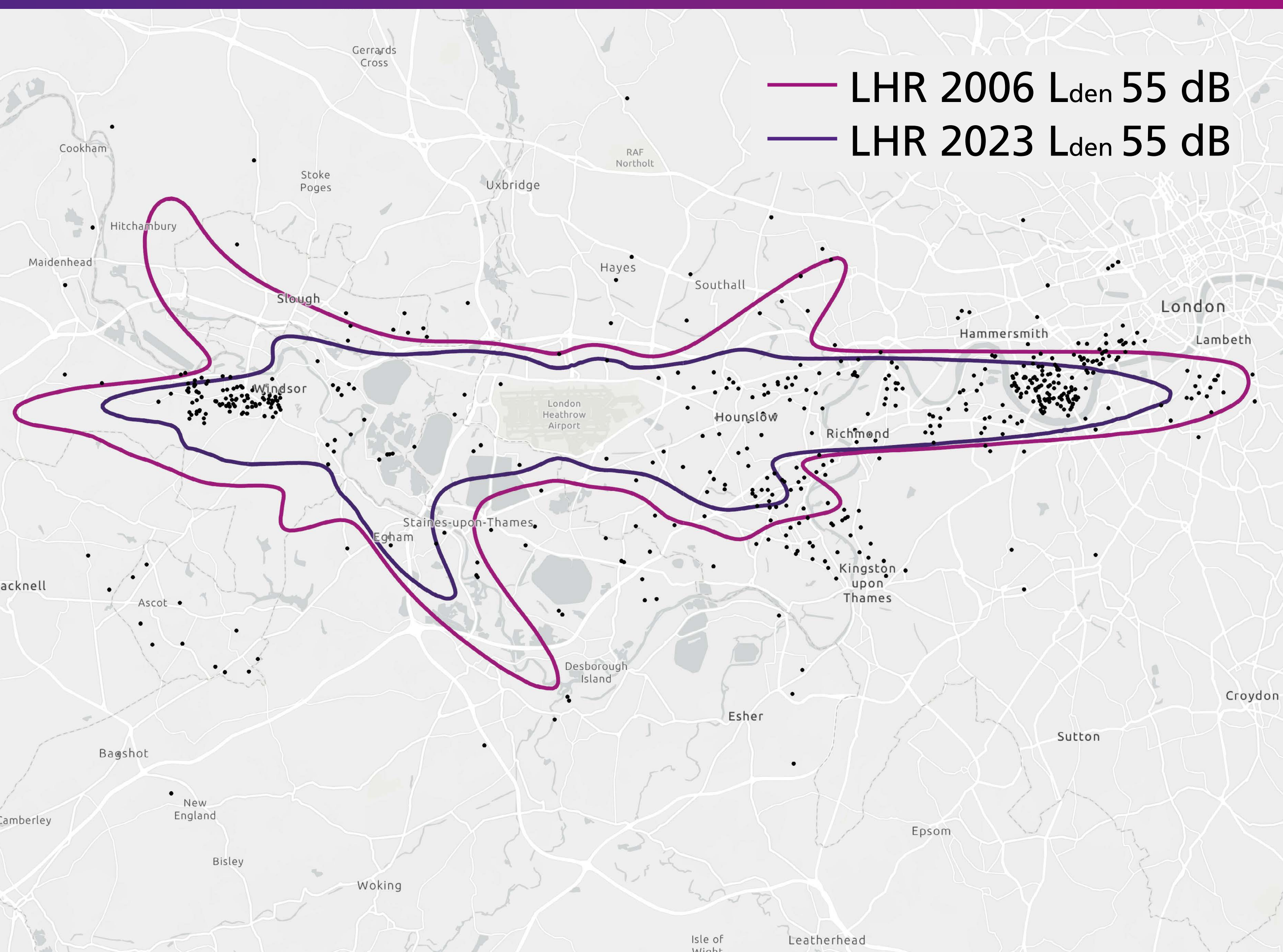


Figure:
Location of respondents to the
NAP consultation and 2006 vs
2023 L_{den} 55 dB contours.

Listening on noise

We received more feedback from the community to this Noise Action Plan consultation than any noise action plan ever before. The community's views have been key to improving our approach to how we reduce noise, and the impact of noise, for the benefit of all our neighbours.

KEY STATISTICS



300,000

postcards on the plan sent to local businesses and homes.



876

responses to the consultation.



Over 1.3m

residents and interested persons reached through social media.



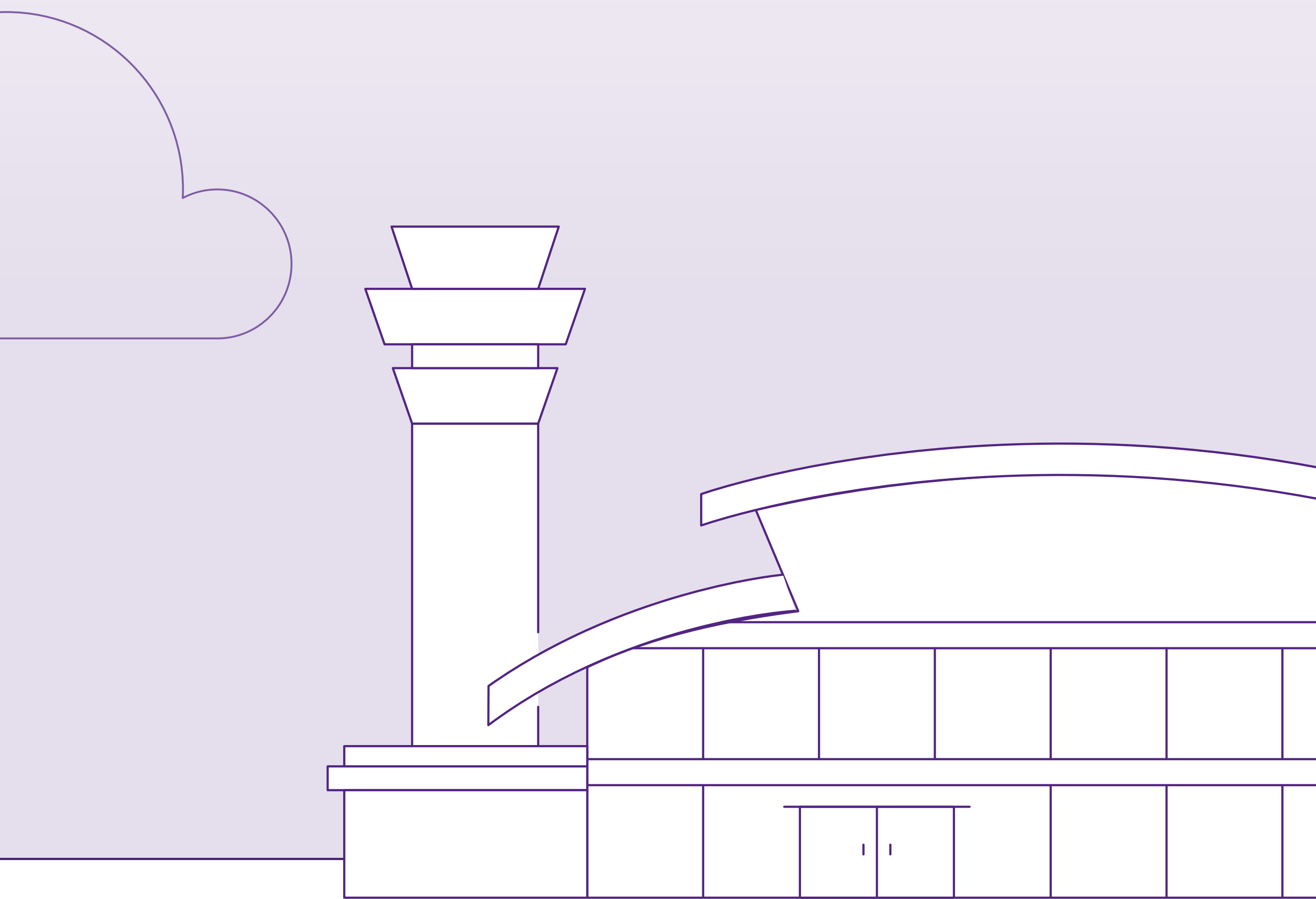
Over 1.9m

audio impressions through local radio channels.

Taking action on noise

Our industry-leading plan is split into six pillars containing 12 commitments.

Each commitment is designed to improve the airport's efforts in the air and on the ground, reducing noise and the impact on our local community.

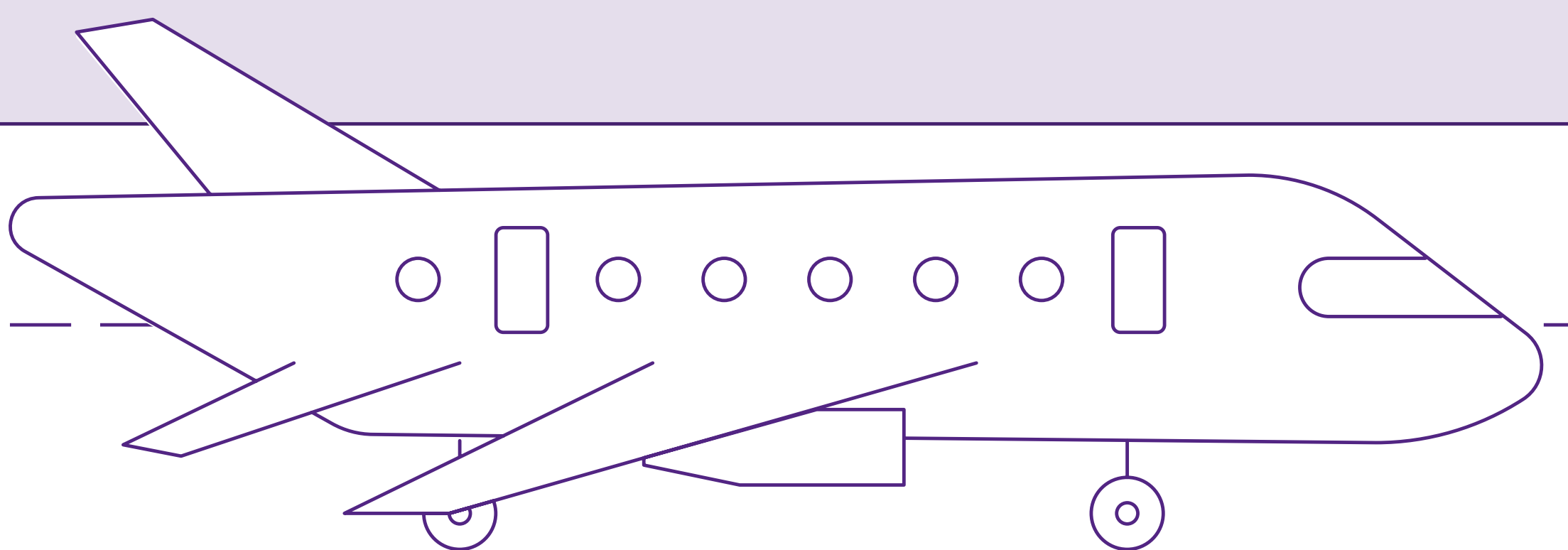


Taking action on noise



QUIETER PLANES

- 1.** We will work with airlines, aircraft manufacturers and technical experts to predict the pace of aircraft innovation, and its likely take up at Heathrow. This will be delivered through a new Fleet Forecasting Forum (FFF), which will work to increase our understanding of the pace of transition to newer, quieter aircraft in the future.
- 2.** We will incentivise airlines to adopt the use of newer, quieter, cleaner aircraft at Heathrow.

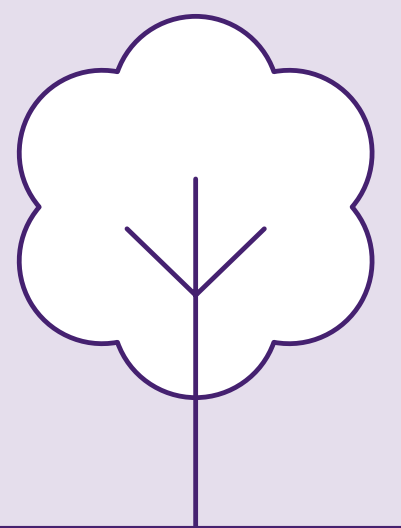


Taking action on noise



QUIETER PROCEDURES

- 3.** Through the creation of a new Technical Engagement Forum (TEF), we will work with aircraft manufacturers, airlines, air traffic controllers (NATS) and Heathrow operations to reduce noise generated by airport operations by 2026.
- 4.** We will develop operational changes designed to reduce aircraft noise for residents, delivering predictable respite, particularly at night.
- 5.** We will enhance the collection and analysis of noise data, helping us to understand the effectiveness of Heathrow's noise mitigation interventions.

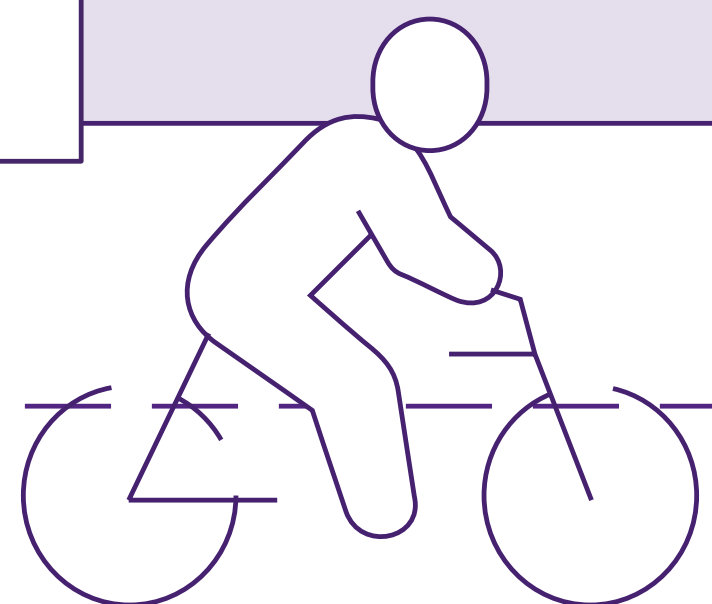
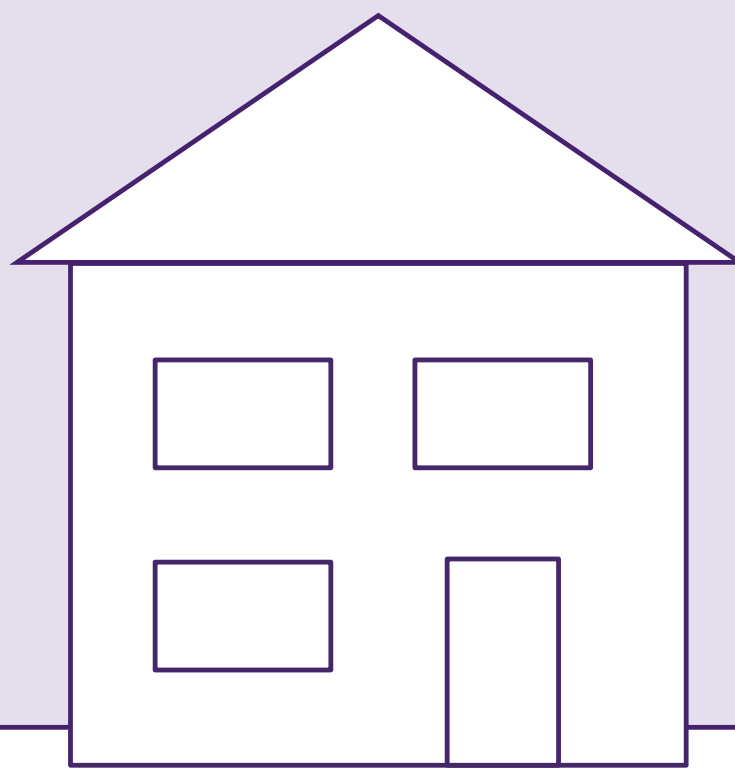


Taking action on noise

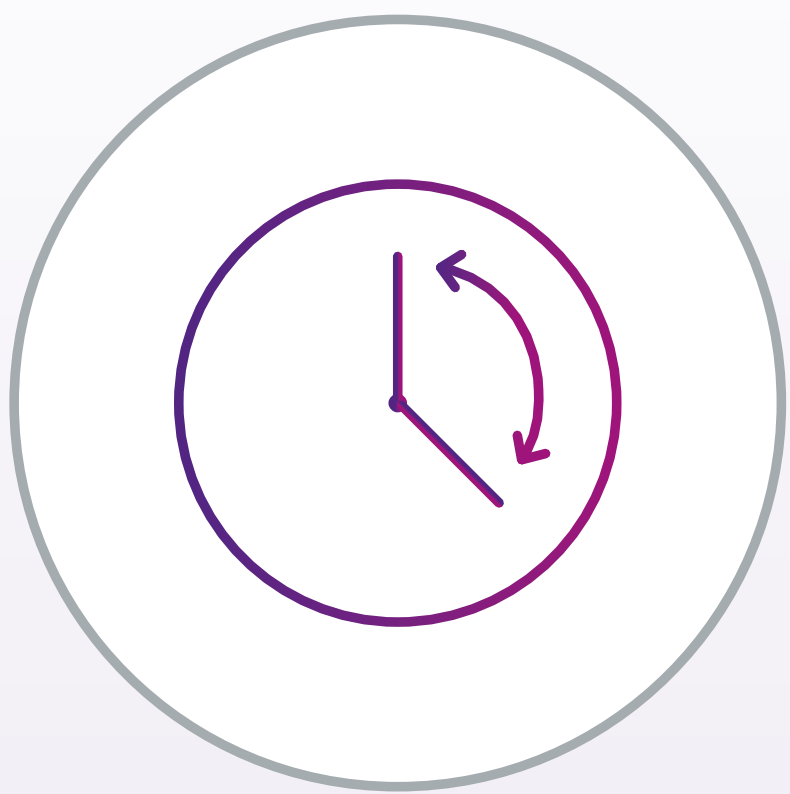


LAND-USE PLANNING AND MITIGATION

6. We will share more information with local authorities, allowing us to work collaboratively to reduce sleep disturbance and support land-use planning.
7. We will expand our multi-million pound [Quieter neighbourhood support](#) programme helping to reduce the impact of noise for residents and communities around the airport.

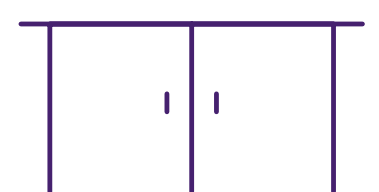
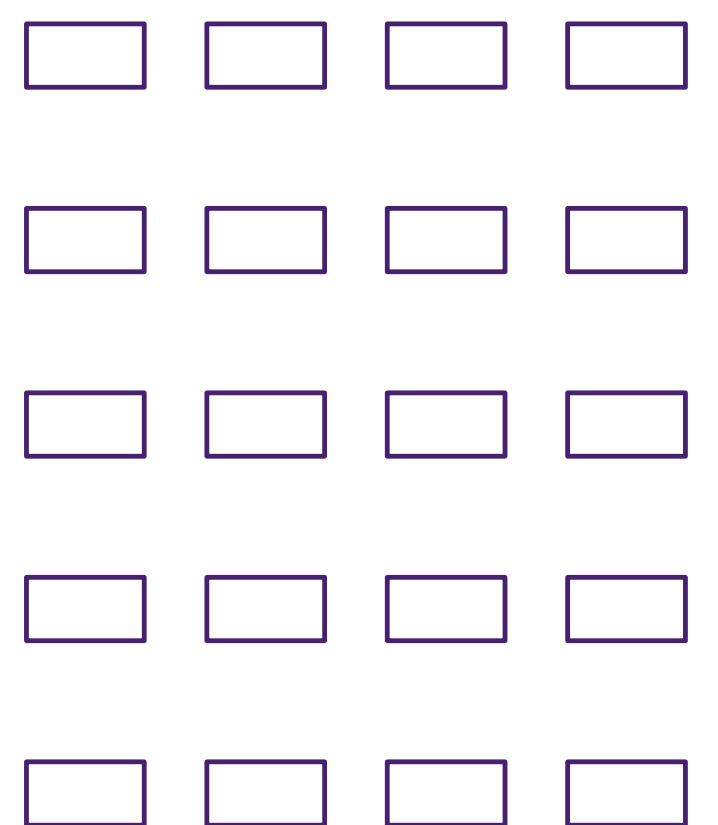
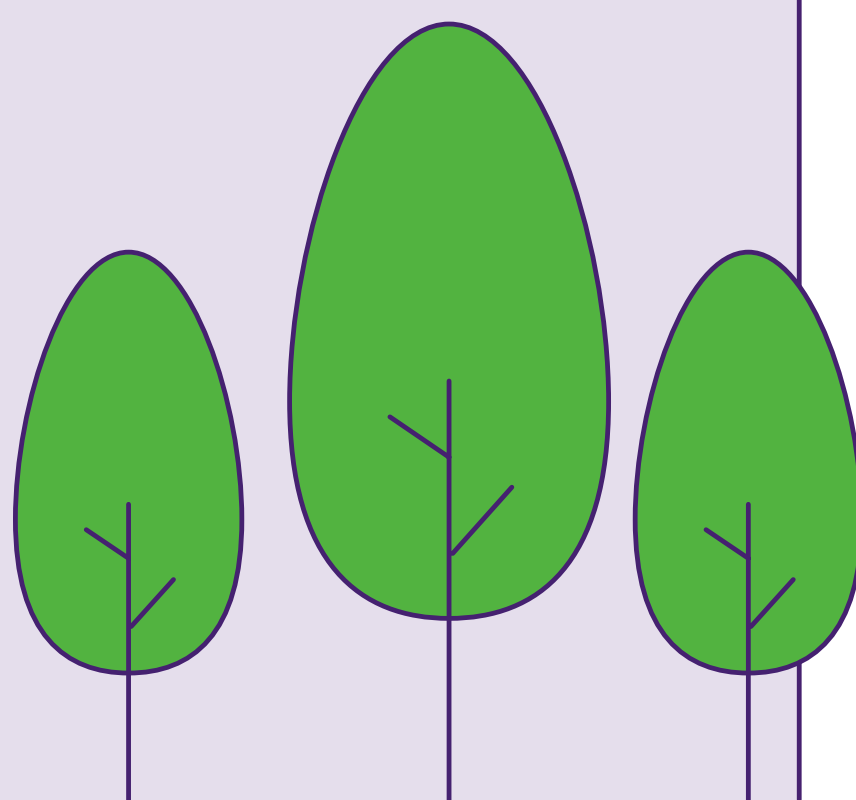


Taking action on noise



OPERATING RESTRICTIONS AND VOLUNTARY MEASURES

8. We will work towards a voluntary ban on night flights after 00:00 and before 04:30 from 2025 onwards, in line with the airport's Heathrow 2.0 sustainability strategy commitment.



Taking action on noise



RESEARCH

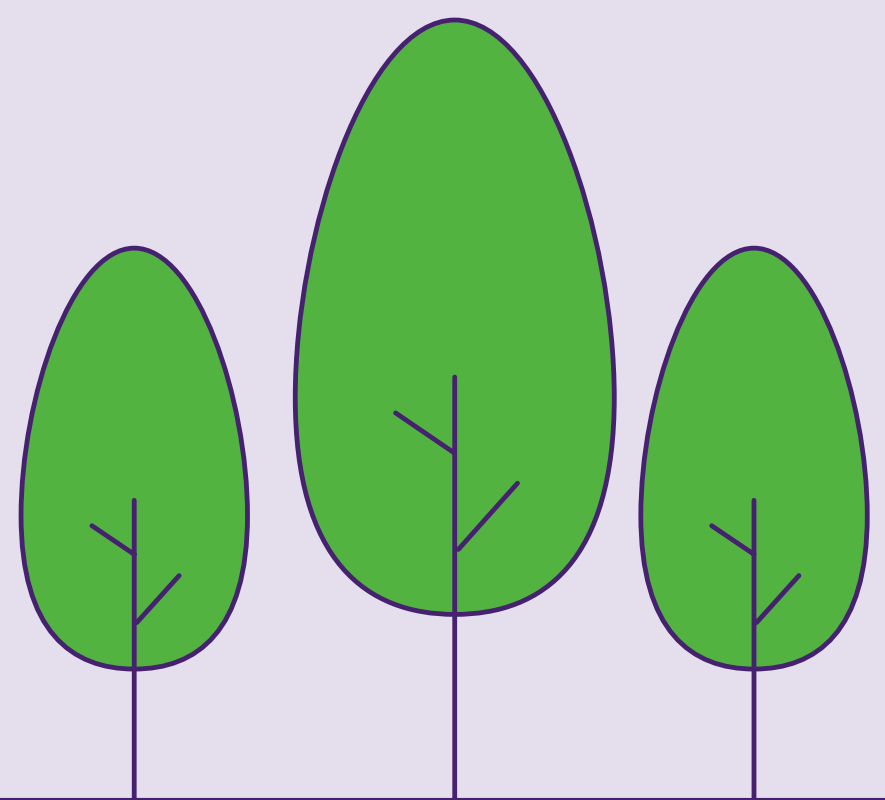
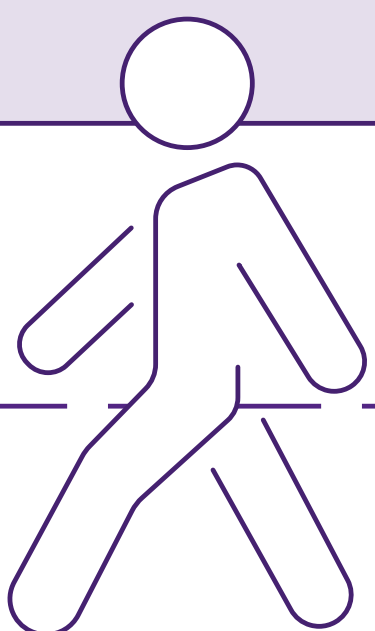
- 9.** We will develop and implement a Ground Noise Management Plan, focusing on monitoring, managing and minimising the impact of noise on the runways and ground. For example, this would include minimising noise when carrying out routine aircraft engine maintenance tests at night.
 - 10.** We will work with stakeholders to identify research areas of common interest through engagement forums. We will give residents a greater say by implementing a regular noise attitudes survey, allowing us to track the effectiveness of our noise strategy within the community and make changes where needed.
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Taking action on noise



WORKING WITH LOCAL COMMUNITIES

- 11.** We will strengthen the independent scrutiny of our noise management strategy through the Council for the Independent Scrutiny of Heathrow Airport (CISHA), while continuing to engage the community through other forums.
- 12.** We will provide more support and guidance to local residents on how to access information on noise through our website.

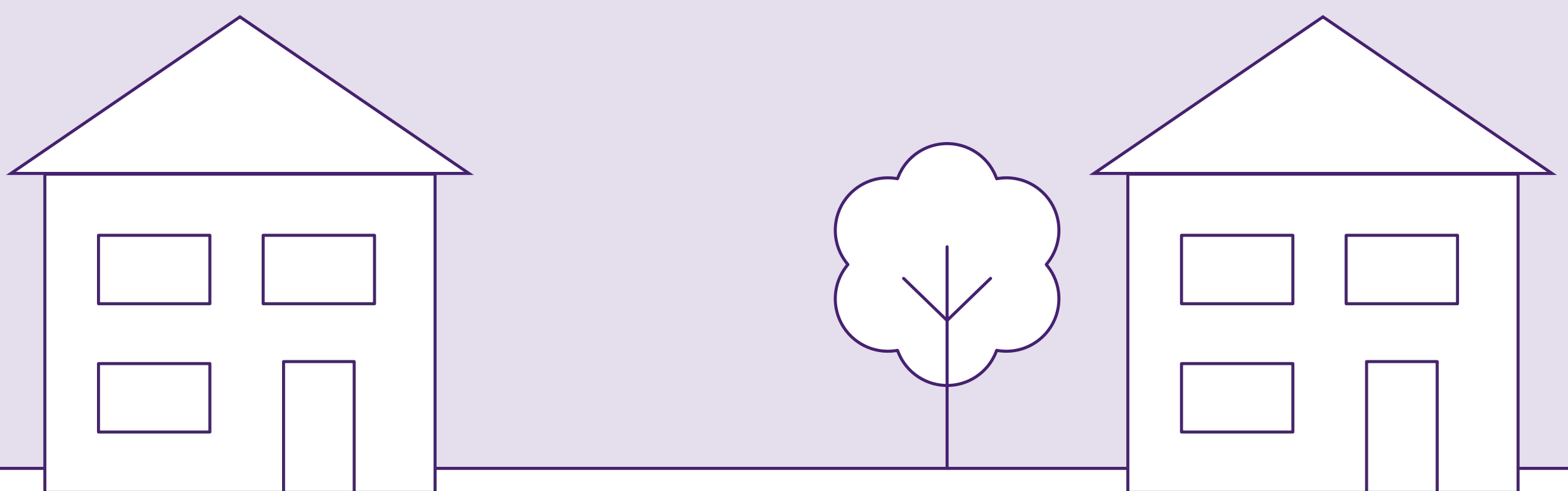


Reducing noise through the Quieter Neighbourhood Support scheme

We have been working hard to create a new enhanced package of measures which will reduce the impact of noise for our neighbours.

This improved scheme will replace Heathrow's existing Noise Insulation, Vortex and Relocation Schemes. It will also deliver on our commitment, made in the 2019-2023 Noise Action Plan, to improve and enhance these schemes.

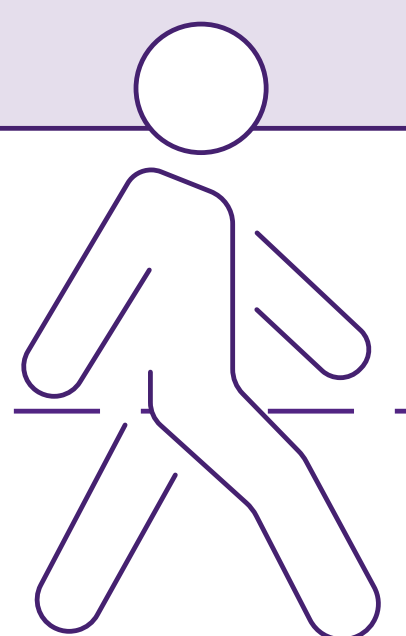
The new scheme is split into packages for residents and support for community organisations.



Reducing noise through the Quieter Neighbourhood Support scheme

FOR RESIDENTS

- **The Residential Insulation Scheme (RIS).** We will invest up to £34,000 (adjusted for inflation) into each eligible residential property to cover 100% of the costs of eligible noise insulation. The scheme will be delivered in phases to around 20,000 homes around the airport. Eligible residents will be contacted and invited to participate in the scheme in the relevant phase.
- **The Home Relocation Assistance Scheme (HRAS).** We will provide eligible homeowners with financial assistance with the costs of moving away from areas of high levels of airport noise. The maximum payments under this scheme will increase by 60%.



Reducing noise through the Quieter Neighbourhood Support scheme

FOR RESIDENTS

- **Vortex Impact and Prevention Scheme (VIPS).** A vortex is a circulating current of air generated by planes. It can sometimes strike and damage the roofs of houses located under a flight path, with pitched roofs and loose-laid tiles particularly susceptible to vortex damage. Every house affected by a vortex strike is eligible for the vortex protection scheme. We will also be offering proactive protection for homes in high-risk areas.



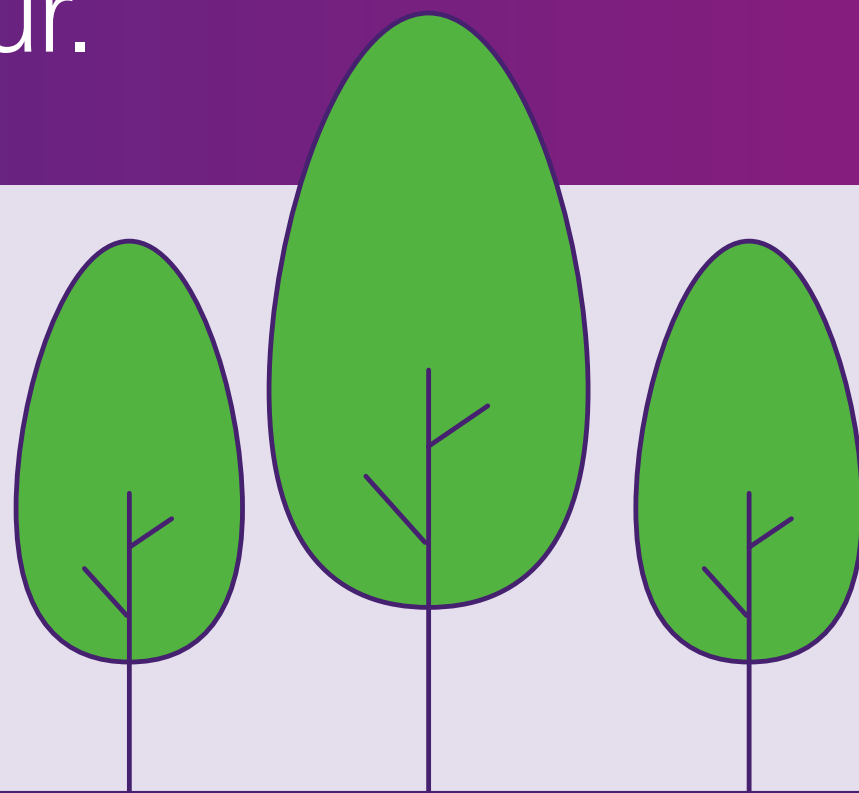
Reducing noise through the Quieter Neighbourhood Support scheme

FOR COMMUNITY ORGANISATIONS

- **The Quieter Schools Programme (QSP)**

We are providing an improved offer for noise insulation and ventilation support to local schools, including to schools who have benefitted from previous initiatives.

The enhanced Quieter Neighbourhood Support scheme will ensure the communities around the airport get the practical support needed to reduce the impact of noise and that Heathrow delivers its promise to be an even better neighbour.



Want to know more?

The Noise Action Plan is central to our continued efforts to be an even better neighbour. The Plan is a roadmap built on real changes that will help the airport to achieve meaningful improvements to noise.

This new Plan and the actions set out within it will ensure our neighbours not only benefit from the jobs and skills at the airport, but also from quieter nights and improved quality of life.

Progress will be summarised in an annual report which will be issued to CISHA. A proportion of the actions will be selected by CISHA and the independent auditor for verification of the statements made in the report.

Our 12 commitments show we are at the forefront of international efforts to address the challenge of noise in the air and on the ground. But this is a team effort. We rely on collaboration of industry partners and local authority planners, helping us to shape and guide our efforts to be a better neighbour.

You can learn more on our website, with information about our operations and published reports, all available at www.heathrow.com/noise.

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