

Community Engagement Review – Overview & Next Steps

24 September 2025

Heathrow

A nighttime photograph of Heathrow Airport. The terminal building is brightly lit with yellow and white lights, and its reflection is visible in a large pool of water in the foreground. Several curved light trails, likely from aircraft, are visible in the dark sky above the terminal. The foreground shows the dark tarmac and some ground lights.

Commitment to Noise Action Plan



Heathrow's Noise Action Plan 2024-2028 aims to reduce noise impact on local communities through 45 actions and 12 KPIs, focusing on quieter planes, procedures, land use planning, and community engagement. The plan emphasizes reducing sleep disturbance and annoyance, building trust, and improving quality of life for affected residents.

Commitment 11: Working with Local Communities

To enhance understanding of community perceptions and the effectiveness of the noise management actions taken to reduce noise impacts

Commitment 12: Providing Noise Information and Support

Ensures that Heathrow will provide more support and guidance to residents on how to access information on noise through its website. This aims to make noise-related information more readily available and understandable for the community.

What we have heard and done so far

What we have heard:

- **Transparent Communication:** A strong call for clarity and openness in how information is shared.
- **Regular Updates:** Requests for more frequent updates to stay informed.
- **Action-Oriented Dialogue:** Emphasis on achieving tangible outcomes, not just discussions.
- **Inclusive Representation:** Desire for broader stakeholder involvement, including residents, council and environmental groups.
- **Health-Focused Noise Mitigation:** Continued attention to the impacts of noise pollution on health and quality of life.

What have we done:

- **Online Tools:** updating website and introducing new tools to monitor "your area".
- **Better Governance:** updating our complaints policy & reporting processes and regular updates around community concerns such as UKADS.
- **Clearer NACF Correspondence:** Opportunity to review minutes, an action log and ensure an expectable level of detail.
- **Focusing on Health:** Looking to apply best practice in the area of mental health in the members of public that reach out to us and the respondents.

Preliminary Review and Activities Aims



Systematically review and benchmark community engagement approaches from other major industries (e.g., transport, infrastructure, energy) to identify best practice and lessons relevant to Heathrow



Pilot with local communities and partners to co-design and run new engagement activities, using methods such as citizens juries and collaborative workshops to reach underrepresented groups.



Gather and analyse evidence on current barriers to participation and opportunities for improvement, with a focus on seldom heard groups and trusted voices.



Deliver an interim report with initial findings and recommendations such as new engagement model for immediate improvements such as the existing engagement activities redesign.



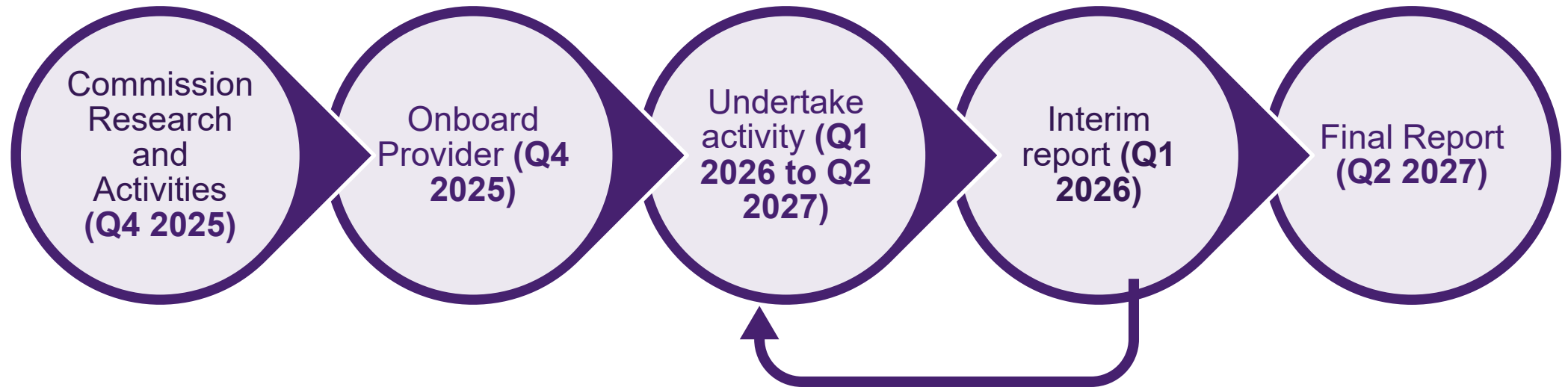
Produce a final report evaluating the impact of new engagement activities and providing a roadmap for ongoing inclusive practice.



Make recommendations for the integration of findings into Heathrow's future Noise Action Plan and future engagement strategies, supporting continuous improvement, and stronger community relationships across the airport.

Project Timescales

Planned timescales



Processes and next steps

- I want to say a massive thank you over the 10 months hearing all your insights and helping to find solutions to help local communities.
- We have designed this engagement review on the back of the feedback you have given to the NACF and CISHA.
- There is no intention of ending the NACF or removing membership from this review.
- The NACF next year will go back to its original 4 meetings a year.
- We plan to share what has been learned or gathered directly with the NACF and enable you to benefit from anything learned.
- Reporting and insight gathered will be shared with the NACF by the supplier.