

Heathrow Noise Engagement Review

involve

Our vision is of a vibrant democracy where **everyone can shape a society that works for us all.**

Our mission

to lead the UK in making participation and deliberation an everyday part of democracy, to help meet the challenges of the 21st century.

We focus

on public engagement in decision-making – the activities undertaken by an organisation to create opportunities for the public to participate in informing and influencing decisions, policies and/or service delivery



Involve functions

Innovation & Practice

- Design and delivery of high-quality deliberative and participatory processes
- Deep expertise in citizens' juries, panels, workshops and long-term engagement programmes
- Practical experience working in complex, high-stakes contexts involving trust, regulation and contested impacts

Capacity Building & Standards

- Sector-leading expertise on **standards, principles and good practice** for participatory and deliberative processes
- Supporting organisations to embed participation into decision-making, not just run one-off engagement
- Ownership of Involve's evidence base and impact frameworks

Advocacy & Communications

- Expertise in framing participation clearly and transparently in sensitive contexts
- Supporting credible, non-tokenistic communication about engagement processes
- Ensuring alignment between engagement, governance and external communications
Helps guard against drift into PR and supports trust-building with communities and decision-makers



Roles and responsibilities – Involve

- **Dr Louise MacAllister, Project Director**

The Project Director for this work. She will be responsible for overseeing and quality assuring the work as well as identifying where new innovations can take place and impact can be achieved.

- **Ciaran Cummins, Researcher and Evaluation Lead - Capacity Building and Standards**

Ciaran will lead the delivery of phase one and all monitoring, evaluation and feedback collation

- **Bahar Kaplan, Project Lead - Innovation and Practice**

Bahar is the main point of contact for the programme. She will lead the design and delivery of this work.

- **Frances (Frankie) Osborne, Project Manager and Participant Support Liaison**

Frankie will be responsible for managing this project and coordinating the various forms of participant support which will take place throughout this programme of engagement.

- **Dr Paula Black, Phase One Researcher**

Paula is a long term associate at Involve. She will work on the Phase one with Ciaran.

- **Adam Mendum, Communications**

Adam is a Senior Communications Officer at Involve. He will lead anything related to communications throughout the programme.

Heathrow Noise and Airspace Engagement Review; summary plan

Phase two and three recruitment, onboarding, & participant support

- Accessibility & inclusion driven
- Recruitment by sortition to reflect the population and VCSE support to reach target groups
- Onboarding with all participants to ensure they are supported to fully participate

Preparation, Purpose & Scope

- Project kick off meeting
- Clear on purpose and question/s to ask
- What is in and out of scope
- Ways of working
- Planning for impact

Phase one; applied best practice

- Research best practice public engagement in similar industries
- work with community to draw out relevance
- **Produce draft charter for engaging Heathrow's communities to review and update at subsequent engagement stages**

Phase two; crowdsourcing & co design with diverse publics

- Local VCSE partnership building, engagement and training
- Inclusive community based participatory workshops
- Participatory pop up stands
- Optional AI supported wider deliberation
- **Production of interim report**

Phase three; a citizens jury

- Impactful design
- Independent facilitation
- Process of group forming, information sharing, deliberation and deciding
- Working towards **clear recommendations**
- Ongoing participant support/ inclusion
- Observers/ Review Board attend

Reporting, follow up & taking action

- All outputs captured and analysed
- **Report on findings** reviewed with participants
- Published report and response to recommendations
- Evaluation
- Six month & 1 year review of impact provided pro bono

Project management; open communication and transparency; regular meetings; partnership working; quality assurance

What Involve brings to this project

Co-creation of a Community Charter

VCSE-centred and place-based approach

Benchmarking & evidence-led learning

Methodological rigour & independence

Trust, relationships & long-term legacy