



Community Compensation Fund Social Research

Ipsos MORI report for the Department for Transport

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Executive Summary

Overview

The Department for Transport (DfT) commissioned Ipsos MORI to explore public and business attitudes towards a proposed Community Compensation Fund at an expanded Heathrow airport. The research explored local residents' attitudes and preferences for a Community Compensation Fund, how it should be administered and governed, what use it should be put to, and, ultimately, the principles residents feel should govern decisions made about the development of a fund. This took place through a combination of three all-day deliberative events and 20 in-depth interviews, plus an initial workshop to pilot the research materials. Fieldwork was conducted between 3 October and 28 November 2018 across a range of different areas around Heathrow – Hounslow, Slough, and Egham for the deliberative events, Colnbrook, Richmond, Twickenham, Brentford, and Hammersmith for the in-depth interviews, and Ealing for the pilot workshop.

Background

In June 2017, the UK Government set out why there is a need for an additional runway at Heathrow airport in the Airports National Policy Statement (Airports NPS), including ensuring that those affected by expansion of the airport will be properly compensated if development consent is granted for an additional runway. This includes the provision of an ongoing Community Compensation Fund. The Government has accepted the premise of a fund to mitigate the environmental harm caused by expansion. It has also noted the Airports Commission's suggested figure in consideration of a noise levy was £50m per year, and that over a 15 year period the Fund could therefore distribute £750 million to local communities¹. While the expansion of Heathrow airport is still subject to development consent and therefore not a certainty, it was spoken about within this research as likely to occur, to allow participants to consider a Community Compensation Fund within this context of expansion and enable productive conversations.

The Government has a role ensuring communities can influence plans for the Community Compensation Fund, although Heathrow Airport Limited is responsible for the final design. This is why DfT commissioned Ipsos MORI to conduct independent qualitative research with the communities around Heathrow airport, to seek their views and explore attitudes towards the Fund. Heathrow Airport Limited may take this research into account when designing options for the Fund, to be tested in a consultation later in 2019. The research may also influence the development of other compensation schemes, building the evidence base around what the public expect for compensation funds associated with large infrastructure projects.

¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/714106/airports-nps-new-runway-capacity-and-infrastructure-at-airports-in-the-south-east-of-england-web-version.pdf

Headline themes

The key findings from our study are outlined below.

Heathrow expansion

Attitudes to possible Heathrow airport expansion covered four broad, partially overlapping, themes:

- Positive – especially those who could see potential benefits to the local and national economy, and local infrastructure.
- Indifferent – those that had little awareness of expansion, had little engagement with the issue, or assumed that there would be little or no impact.
- Resigned – those who felt powerless to influence the expansion.
- Opposed – those who remained unconvinced that expansion was required and were especially concerned about the potential health and environmental impacts.

There was a clear desire for more information on the possible expansion – when it would happen, where the runway would go, and what flight paths might be, as well as what sort of impact would be seen on the local environment.

The Community Compensation Fund

Participants found it difficult to form a firm opinion without having details about the size of the Fund and how it would be administered and governed. The potential figure of £50 million provoked a range of reactions. On the one hand, this was widely felt to be a considerable sum *if* it was used collectively – on projects that might benefit large parts of the local community. On the other hand, it was felt that this sum would swiftly become smaller, almost negligible amounts if divided up and parcelled out to individuals or households. There were also questions about whether a fund of any size or scope could compensate for the potentially severe health and environmental damage participants feared from expansion.

The impact of expansion

Participants identified both positive and negative impacts from expansion. Positives included improved local services and public transport, greater employment and business opportunities, and cheaper, more frequent flights. Negatives included pollution and the associated deleterious effects on residents' health, more people living and working in local areas leading to strains on transport and other services, and a decline in valued green spaces.

Suggested models for a Community Compensation Fund

Three models for the Fund were tested in this study, each provoking different responses.

- The option of community project grants was favourably received. It was felt to be democratic in its administration and allocation. It seemed the most community-focussed of the models

presented, as well as offering the possibility of being sustainable over a long period. This was significant as participants were not keen on short-lived compensation options.

- Cash compensation was the least favourably received option. By providing cash payments directly to individuals (or households), it was perceived as lacking a community element and it was felt that the money may be harder to spend on mitigating the impacts of expansion. There was more support for this option with interviewees than workshop participants. Some participants felt that this was the most direct way of compensating those affected by expansion.
- Investment in local services was the most divisive of the options. On the one hand, participants believed that important public services – education and health, in particular – were in need of investment. On the other hand, there were questions about the extent to which any perceived shortfall in funding should be made up by something like the Community Compensation Fund. From this perspective, such funding was the responsibility of central government.
- Other suggestions for the Fund raised by participants during the research included:
 - Direct support for local businesses – for example via priority access to contracts related to expansion.
 - A congestion zone around Heathrow, with profits directed to the local community.
 - Discounts for residents – for example, on local transport or parking.
 - Profit sharing from the expansion building on the model used for the Norway Oil Fund.
 - Directing funds to set up a cooperative bank for local residents.
 - Investment in research and development to, for example, better understand and mitigate the health impacts on residents, or to develop “cleaner” plane technology.

Differences by subgroups

There were some differences in attitudes across subgroups among our participants. Please note, however, that these would need further exploration to fully understand the differences in attitudes between different groups.

- Older residents, by and large, were less concerned about the design of a Community Compensation Fund. They argued that they had not been offered compensation for previous expansion work at the airport and might not live long enough to feel the effects this time around. This contrasted with the perceptions held by other participants that older residents might be disproportionately impacted due to the potential health impacts and stress associated with expansion.
- Interviewees, particularly Colnbrook residents, were more positive about cash compensation. This likely reflects how Colnbrook residents had greater exposure and awareness to wider compensation schemes due to their proximity to Heathrow’s proposed property purchase areas. However, it may also reflect a lack of social desirability bias during the interviews, as participants in the workshops may have felt less comfortable expressing favourable attitudes towards the cash compensation option, as they may have felt this would be viewed negatively by other participants.
- Participants living closer to the airport tended to hold stronger views towards expansion, whether these were positive or negative. For example, Egham residents who lived close to the airport were

perhaps more positive than other groups as many of the Egham-based participants had family and friends working at the airport. This contrasted with participants in Slough and Brentford who lived further from the airport and held more neutral views. Although these residents did express some anxiety about the potential for the airport to impact them more in the future.

Principles for consideration

Taken in the round, it was clear participants felt that a number of key principles must be balanced when designing a Community Compensation Fund. Firstly, transparency and accountability were regarded as essential to the administration of a fund. Irrespective of the size and scope of the Fund, participants insisted that they wanted clear communication around how to access it and how it is spent, as well as ensuring that residents had a voice in the process.

There was also a number of principles that existed in tension with one another:

- **Democracy vs delegation:** Participants were keen for residents' views to be considered in order that the process was democratic. But they also recognised that residents themselves may lack the expertise to administer the Fund. Therefore, administration could be delegated to people with the appropriate skills and experience.
- **Broad vs concentrated scope:** On the one hand, participants wanted the Fund to benefit as many people as possible – i.e. for the benefits to be spread broadly. On the other, they felt that, to some extent, the benefits should be weighted in favour of those most affected by expansion – that is, concentrated on those who will feel the most upheaval as a result of expansion.
- **Fairness vs equality:** It was felt that to feel "equal", all residents should receive the same share of the Fund. However, to be "fair", it was felt that the Fund should focus on those most vulnerable, or those most closely affected by expansion.
- **Immediacy vs longevity:** Finally, there was a tension between the desire for compensation to kick in as soon as expansion work commenced due to the impact of construction on local services, against the perceived need for the Fund to have a long-term and sustainable impact on residents' lives.

Background and methodology

Background and methodology

Background and context to the research

In June 2017, the UK Government set out why there is a need for an additional runway at Heathrow airport in the Airports National Policy Statement (Airports NPS). The Airports NPS also set requirements for the development of an additional runway to be met in an application for development consent. These requirements include ensuring that those affected by expansion of the airport would be properly compensated or, where appropriate, providing measures to mitigate any negative effects. This includes the provision of an ongoing Community Compensation Fund, the size, duration and eligibility of which is to be determined in public consultation².

The Government accepted the premise for the Fund, as put forward by the Airports Commission (AC) in their 2015 final report on expanding UK Airport Capacity, though the final design of the Fund was not set out in detail in the Airports NPS. This suggested a national noise levy paid for by passengers to provide a fund to mitigate the environmental impacts of expansion. However, the Government doesn't consider a national levy appropriate. It supports the development of a Community Compensation Fund at an expanded Heathrow that would be proportionate to the environmental harm caused by expansion of the airport. The Government also notes that the AC's report's suggested figure of up to £50m per year, across a possible 15-year period, could be an appropriate amount for a fund. More details on the Airports National Policy Statement can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/714106/airports-nps-new-runway-capacity-and-infrastructure-at-airports-in-the-south-east-of-england-web-version.pdf

And the Airports Commission 2015 final report can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/440316/airports-commission-final-report.pdf

Although Heathrow Airport Limited would be responsible for designing the Fund for the purposes of an application for development consent, both the Government through the Department for Transport (DfT) and the Heathrow Community Engagement Board (HCEB) have a role. This is focussed on ensuring that communities have a real chance to influence plans for the Fund and are part of the successful delivery of this programme. Additionally, the Government has an interest in understanding the views of local communities on a range of issues relating to community compensation for large infrastructure projects. This is why DfT has commissioned Ipsos MORI to conduct independent qualitative research with the

² <https://www.gov.uk/government/publications/airports-national-policy-statement>

communities around Heathrow airport, to seek their views and explore attitudes towards the delivery of a potential Community Compensation Fund in relation to expansion.

The next step in the process will be led by Heathrow Airport Limited, working towards an application for development consent to build the runway. The airport's plans must involve further public consultation by Heathrow Airport Limited, including conversations with the people who may be affected. Heathrow Airport Limited may take this research into account when they are designing options for the Community Compensation Fund, which will be tested during their consultation later this year.

Research Aims

DfT commissioned Ipsos MORI to explore public and business attitudes towards Heathrow Airport Limited's proposed Community Compensation Fund. DfT wanted to understand the attitudes and preferences of those living and working in the area that may be impacted by airport expansion if a third runway is built at Heathrow airport, (referred to in this document as either the 'expansion' 'Heathrow expansion' or 'airport expansion'). The key research questions were:

1. What are the **attitudes and/or preferences of residents and businesses** towards the proposed Community Compensation Fund? What should be the key characteristics of it? What form/s should it take?
2. What are the attitudes and/or preferences of residents and businesses on creating a Community Compensation Fund which would **fund projects in the local area, versus using the fund to offer cash amounts** to individuals and businesses affected to spend as they wish?
3. Do residents and businesses have any other **innovative suggestions** for how such a fund should be spent, that have not been considered?
4. How do attitudes and preferences on how a fund should be spent **differ by social group and/or individual characteristics?** How do views differ by area? And why is this?
5. What are **common themes arising from the research which can help us to reach some sort of consensus** on how the Fund should be spent?

Methods

Given the exploratory nature of this research, a qualitative research design was developed to explore attitudes towards and reactions to the proposed Community Compensation Fund. Meeting these research aims required conversations with a wide range of different local residents and business owners, as well as ensuring we spent enough time with participants so they could hear about the proposals in detail and explore the issues from all angles. Therefore, we adopted a mix of deliberative workshops and in-depth interviews to understand the range of views across the region.

When considering these findings, it is important to bear in mind what a qualitative approach provides:

- It explores the range of attitudes and opinions of participants in detail.
- It provides an insight into the key reasons underlying participants' views.
- Findings are descriptive and illustrative, not statistically representative.
- Often individual participants hold somewhat contradictory views – 'cognitive dissonance'.
- Participants are provided with detailed information and thus become more informed than the general public.

Fieldwork was conducted between 3 October and 28 November 2018 in three core phases, each taking place in a different geographical area:



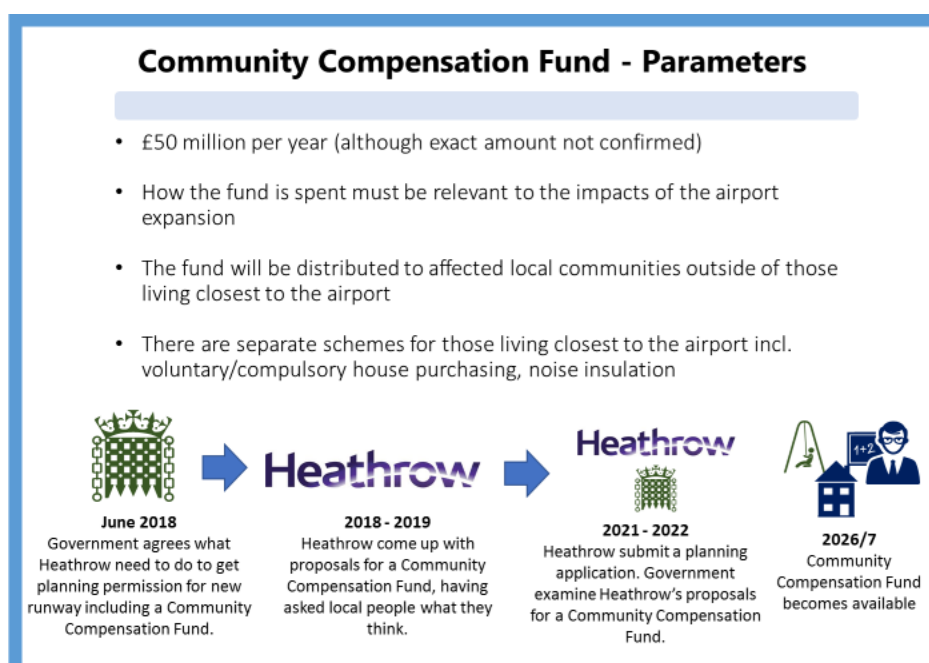
- **Deliberative pilot workshop:** To test the stimulus materials and discussion guides with members of the public. This helped us to ensure the materials were easy to understand and would allow us to achieve the discussions required to answer the key research questions.
- **Three full day deliberative workshops:** With local residents and business owners. The deliberative approach ensured we could give participants time to learn about, consider, and discuss airport expansion and explore how a Community Compensation Fund could be used to benefit local residents and businesses. Having a full day of discussion meant participants developed "expertise" in the issue and debated complex ideas, such as who should be compensated and how.
- **Twenty in-depth interviews:** In-home in-depth interviews complemented our findings from the deliberative workshops by allowing us to reach people who may have missed out on the group discussions. These focused on local residents, business owners, parents, and vulnerable groups (including those with language barriers, health conditions and caring responsibilities). Our approach to sampling is described in more detail within this chapter.

The sequencing of each phase of research allowed the team to make changes to the stimulus materials and discussion guides in response to what worked during earlier discussions, and to build upon emerging findings. The final materials and guides are included in the Appendices.

The structure of discussions during both the workshops and interviews followed a similar format:

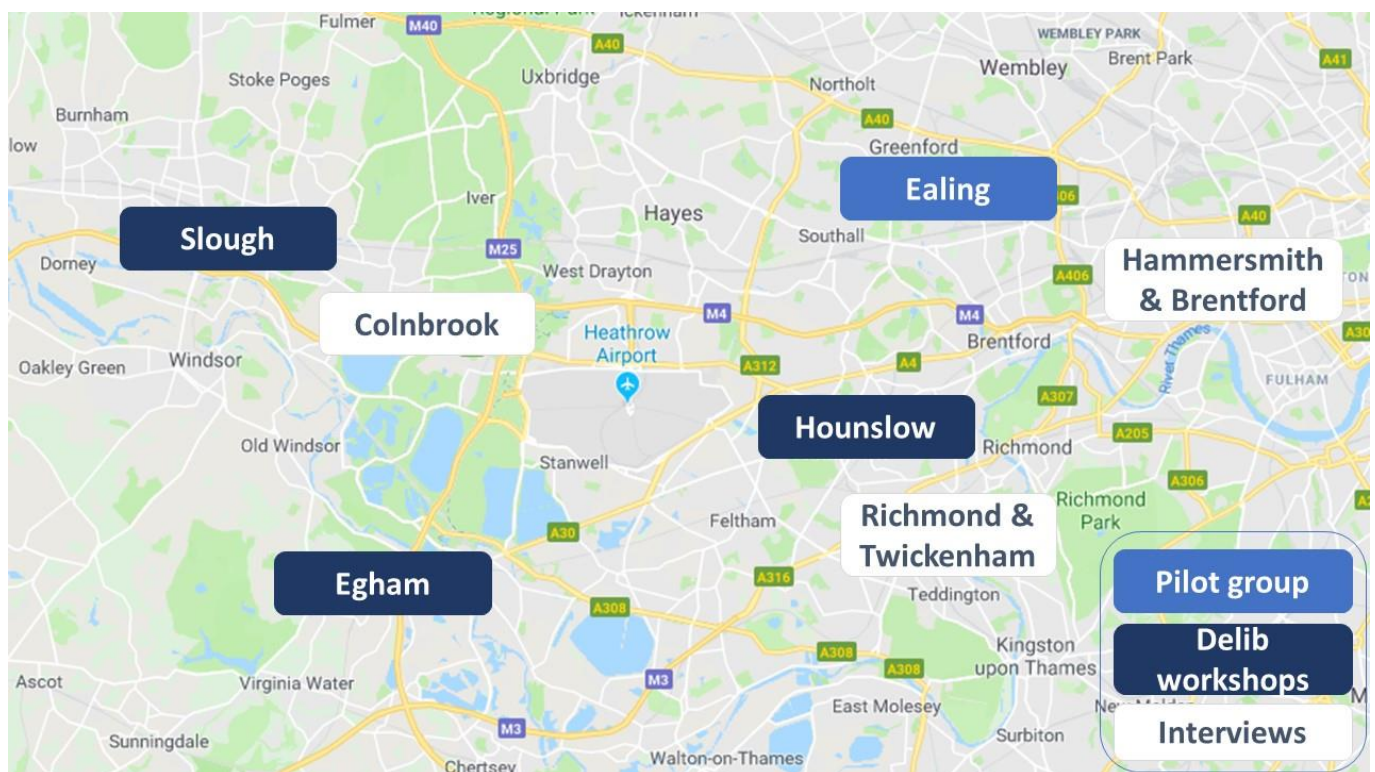
- **Introduction and warm up:** To introduce the research and encourage participants to get to know each other.
- **Reactions to the Heathrow Expansion:** Moderators read out a summary of the context to proposed Heathrow expansion before asking for initial views. The full script of background information which was read out at all workshops and interviews can be found in the Appendix.
- **Case studies discussions:** Participants were introduced to four case study examples exploring how airport expansion could impact different people using stimulus materials to bring each example to life.
- **Compensation models discussions:** Three potential models for a Community Compensation Fund were introduced to participants using stimulus posters. Participants were asked for their views on each and encouraged to generate new ideas for what a fund could look like.
- **Applying different models to the local community:** Participants discussed how each model could work in their local area, sharing their preferences for a fund.
- **Principles:** Participants generated a set of principles they wanted to govern a fund. In some cases, participants were prompted with a series of principles and asked about their preferred and least preferred principles.
- **Summary and Q&A:** To round off discussions and provide a final chance to ask questions.

To help focus and frame the discussions with residents, Ipsos MORI worked with DfT to establish parameters in line with the requirements and expectations of the Airports National Policy Statement which could govern a fund (as outlined within the 'background' section of this chapter). This provided context as to what a Community Compensation Fund could look like including the size, how it should be spent and the timeframes for spending it. This provided a hook for participants to explore what they would like a similar fund to focus on and how it could be administered, focusing conversations. The parameters were set out at the beginning of each workshop and interview.



Sampling approach

Our sampling methodology was designed to capture the diversity of people who live and work in the wider area surrounding Heathrow airport. As the geographical scope of the Community Compensation Fund has not been set, we aimed to capture views from a mix of places outside of the proposed expansion area (which have access to separate property compensation schemes) – each phase of the study focused on a different location. Please note that we also conducted interviews in the Colnbrook area, intended to give us a sense of what those with access to property compensation schemes might be feeling. The map on the following page illustrates the research locations. More information is provided in the appendices.



How to read this report

Our findings are presented throughout this report in the order they were discussed with participants during workshops and interviews:

- Chapter 1: Background and methodology (this chapter)
- Chapter 2: Views of expansion and the Community Compensation Fund
- Chapter 3: Exploring the impact of expansion on different people: based on discussions of four case studies
- Chapter 4: Suggested models for the Community Compensation Fund: based on discussions of three potential models for a fund
- Chapter 5: Conclusions

Throughout, we have referred to “participants” and provided evidence through verbatim comments which have not been attributed to protect anonymity. Quotations have been attributed providing information on key characteristics (location, and whether the comment was given at a workshop or interview). At the beginning of each chapter, we have provided a box summarising the aims and purpose of the relevant discussion and the core methods used. We have also included examples of the stimulus materials used where we felt it would add clarity to our findings.

Views of expansion and the Community Compensation Fund

Views of expansion and the Community Compensation Fund

Introduction

This chapter explores participants' initial reactions to Heathrow expansion, their perceived benefits and concerns about airport expansion, as well as perceptions of the level of public involvement in decision-making. The chapter also addresses participants' initial reactions to the idea of a Community Compensation Fund.

Chapter summary

Initial reactions to the idea of Heathrow expansion fell into four main categories:

- **Positive:** Perceptions that it would be beneficial to the local and national economy, and would bring investment in local transport infrastructure.
- **Indifferent:** A sense that there was no real impact on people at the moment, and little awareness or fear about potential impacts in the future in the case of expansion.
- **Resigned:** Participants feeling powerless to do anything and that the final decision to expand has already been made; and with limited public consultation.
- **Opposed:** Strong negative reactions to the potential impact of expansion, with a focus on health and environmental impacts.

Participants were broadly positive about the idea of a Community Compensation Fund. Those most supportive felt the sum of up to £50 million, as suggested by the Airports Commission, was a reasonably large sum of money, particularly if spent on collective benefits for the local community. Those less supportive were primarily driven by a sense that the sum would amount to a relatively small value when split by individuals or households. There was a sense that money could not adequately compensate for declining health and adverse environmental impacts, irrespective of the size of the Fund.

Participants sought further information on expansion and the Fund. They wanted to know about the geographical impact of expansion – where the runway and flight paths would go, what the wider impact would be on health and the local environment, and details about the exact monetary size and governance of the Fund.

Reactions to airport expansion

Initial reactions to expansion

Participants expressed a wide range of opinions on Heathrow expansion. Spontaneous responses often cited concerns over increased air pollution, noise, and traffic in the areas surrounding the airport. However, participants also recognised the benefits that expansion could bring, notably greater employment and business opportunities for the local area and the UK as a whole. Responses broadly fell into four categories: positive, indifferent, resigned, and opposed.

The most positive participants prioritised the economic benefits of airport expansion, connecting the issue to increased prosperity for the local area and improved work opportunities. The economic upside outweighed the perceived negatives.

“It will definitely bring money to the area.”

Egham, deliberative workshop

Those that could be categorised as indifferent felt that expansion would not affect them personally and so had no strong views on the issue. These participants usually lived further away from the airport, in areas such as Egham and Richmond.

“I don’t know how it would affect me as such, apart from the noise. We’re not really on the main road to the airport, so I don’t know really how the community would be affected.”

Twickenham, interview

There were also those whose opinions were somewhat more negative, accepting the case for expansion but not wholly convinced by its merits. Participants resigned to expansion considered themselves to be powerless, as they felt the final decision had already been made and there was nothing that the local communities would be able to do to influence it.

“Whatever we say, they will not listen.”

Hounslow, deliberative workshop

Finally, there were those who were vocally opposed to expansion. These participants were not persuaded by the reasons why Heathrow airport had been selected as the airport for expansion, and expressed particular concern about increased noise and air pollution.

“We’re so opposed to it [Heathrow expansion] so it’s hard to think about it as a possibility. I don’t think it should be happening in the first place.”

Hounslow, deliberative workshop

Perceived benefits and concerns of expansion

The table below summarises the perceived benefits and concerns of airport expansion identified by participants. The issues outlined are not ordered, as no clear hierarchy of perceived benefits and concerns emerged from discussion. These perceived benefits and concerns consistently occurred across workshops and interviews, while the importance of each varied between individuals.

Perceived benefits	Perceived concerns
Economic benefits <ul style="list-style-type: none"> Local job creation High consumer spending on local businesses More money funnelled into the local area, leading to community regeneration Better transport and infrastructure <ul style="list-style-type: none"> Improved transport links around Heathrow Investment in key infrastructure e.g. roads Better flight options at Heathrow airport and cheaper fares 	Local area becomes unaffordable to live or work <ul style="list-style-type: none"> Increased cost of living in the area Small businesses crowded out by larger rivals Pressure on local services as people move into the area <ul style="list-style-type: none"> Housing shortages Greater demand for schools and hospitals Increased traffic and greater demand for public transport Disruption during construction of the airport <ul style="list-style-type: none"> Disruption to the M25 and diversions leading to increased traffic Possibility of construction phase overrunning Impact on local homes <ul style="list-style-type: none"> Possible structural damage of private property due to vibrations from aircrafts Disruption caused by necessary home adaptation Increased noise pollution Health impacts <ul style="list-style-type: none"> Increase in health conditions related to pollution Reduced ability to enjoy the outdoors Mental health problems resulting from sleep disturbance and stress Environmental impacts <ul style="list-style-type: none"> Pollution from increased road traffic and planes overhead Long-term effects on climate change

Location influenced views on expansion

The strength of participants' support for, or opposition to, expansion depended primarily on two things: whether they felt their quality of life would be adversely impacted by expansion, and whether they felt the economic benefits would outweigh any negative impacts. Both of these factors appeared to be influenced by location.

For example, participants from Egham were particularly positive about the Heathrow airport expansion, especially those workshop participants who had immediate family members employed by the airport or whose businesses benefited from proximity to Heathrow. They predicted that the economic benefits of Heathrow would increase as a result of expansion, and had become accustomed to the aeroplane noise – which they did not consider would be much worse if the frequency of flights increased. Heathrow – and its pros and cons – had been factored into their choice of where to live.

“Heathrow is part of the deal that comes with living (in this area).”

Egham, deliberative workshop

In contrast, participants from areas such as Slough and Brentford generally held more neutral views towards Heathrow airport expansion. They did not feel the adverse effects of proximity to the airport and or that noise pollution affected them very much. As such, participants in these areas were initially sceptical about whether or not they deserved to be included in a Community Compensation Fund. Participants noted that they were generally opposed to expansion because of possible disruption and increased pollution, but tended not to have especially strong views on the matter.

“Given what we know about climate change, I’m not sure Heathrow expansion is the right direction to be taking.”

Brentford, interview

There was a perception that Heathrow Airport Limited, a private company, was prioritising their profits over the quality of life of normal people. The local community did not feel that they had been consulted during the decision to go ahead with airport expansion and this caused frustration and upset.

“You feel that it’s going to work for people who have financial interests, particularly companies.”

Hounslow, deliberative workshop

On occasion, participants who had lived in the area for a long time also recalled a promise made while the second runway was being constructed that there would not be a third runway, and consequently felt betrayed by the prospect of expansion.

“The reason they got through the second runway was that they promised there would never be a third runway.”

Brentford, interview

Initial views of the Community Compensation Fund

Overall, participants responded positively to the idea of a Community Compensation Fund being available to help a range of people who would unavoidably be impacted by the expansion.

The size of the Fund – up to £50 million a year as noted by the Airports Commission – divided opinion among the participants. On the one hand, some participants, notably in the in-depth interviews in and around Colnbrook, welcomed the suggested amount and supported the idea of a Community Compensation Fund.

“It’s a relatively large pot of money.”

Brentford, interview

In contrast, other participants considered that up to £50 million divided by each individual (or household) who might be impacted would not stretch very far. Participants were also unsure about the extent to which this amount a year could improve public services, and, therefore, what impact this money could have on the local area.

“£50 million doesn’t feel like much.”

Hounslow, deliberative workshop

Older participants commented that they had never been offered compensation previously and were somewhat surprised and confused that it would be on offer now. Participants struggled to identify how to mitigate the negative impacts of expansion, largely due to the intangibility of those potential impacts. For example, they pointed out that the impact on an individual’s health or the potential effect on the environment could not be directly compensated for. In some cases, participants reacted negatively to the idea that compensation could be used to pay for these things at all.

“Air quality has huge implications on the health of the community. There’s no fund that can compensate someone.”

Ealing, deliberative pilot workshop

There was also uncertainty over how a fund could address something like noise pollution. Participants could not identify mitigating ways of reducing the noise of planes or protecting wildlife in the area, and felt that research and development should take place beforehand so that these would not have to be mitigated in the first place.

“They should invest in quieter planes and greener, more [environmentally] friendly options.”

Slough, deliberative workshop

Views on the phrasing of the Community Compensation Fund

The word 'compensation' received mixed reactions throughout the deliberative workshops and interviews. Those reacting negatively used phrases such as 'hush money', 'a bribe', 'a sweetener' and 'trying to buy us off' in association with 'Community Compensation Fund'.

On the other hand, there was some support for the usage of the word 'compensation' as it implied recognition that the local community would lose something through expansion. In this way, it appeared more honest and an acknowledgement by Heathrow Airport Limited that its actions may impact local people adversely. In these cases, participants appreciated the notion that Heathrow Airport Limited would be taking responsibility for mitigating this.

"Compensation is the right language, because it's compensating for something that you're going to lose out on."

Egham, deliberative workshop

It is worth noting that one participant's negative reaction during a deliberative discussion could serve to focus other participants' resistance to the phrasing. In the interviews, group dynamics were not in play and participants tended not to deviate from their original perception of the phrasing, whatever that may be.

The use of the word 'community' led to assumptions that the Fund would be put to a collective good, rather than be divided between individuals to mitigate personal inconveniences. Suggestions for alternative names for the Fund which avoided this collective overtone included 'borough compensation fund', 'support fund', or 'local household fund'. These names were considered to be less prescriptive in how the Fund could be used.

Requests for further information

Participants struggled to assess the extent of how airport expansion would affect them both positively and negatively until they had further information. They also sought clarification and assurances over the parameters of the Community Compensation Fund, and a better understanding of why Government supports a third runway at Heathrow airport.

Participants' questions fell into the following groups:

- **The real-world impact expansion would have on local communities.** For example, people asked where flight paths were going to be, the extent of noise and pollution in each area, how it would affect transport infrastructure, and how expansion would affect individuals.

- **The geography of airport expansion** including where the compulsory property purchase zone³ was and the geographical remit of the Fund, as well as how eligibility and geographical cut-off points would be assessed.
- **The size and sustainability of the Fund**, including how far the money would go, what would happen if it ran out, and confirmation that the government or residents would not be contributing to the Fund.
- **Governance**, including know how the Fund would be overseen and how decisions over its use would be transparent and accountable.
- **Broader questions over why the runway was needed**, whether it would definitely go ahead, and why Heathrow airport had been chosen over Gatwick airport.

³ <https://www.heathrowexpansion.com/local-community/compensation-schemes/>

**Exploring the impact of
expansion on different people**

Exploring the impact of expansion on different people

Introduction

This chapter explores residents' views on what they think the wider community in their area would want from a Community Compensation Fund. It discusses the potential impacts on young and vulnerable residents (including the elderly, disabled residents and carers), business owners, and residents more generally. This was achieved through the use of case studies, presenting four fictional characters. These allowed participants to draw their own conclusions on the issues faced by these individuals. The case studies are briefly outlined within this chapter and the full versions can be found in the appendices. Finally, the chapter explores the cross-cutting issues faced by all residents.

Chapter Summary

Participants identified a range of positive and negative impacts of airport expansion on different groups of people. Positive impacts included improvements to services and public transport, employment and business opportunities, and benefits linked directly to the airport such as cheaper and more frequent flights. The key concerns that emerged across all case studies related to health, transport and the environment. Participants frequently raised the issue of air pollution and the impact this could have on physical health. They speculated that the expansion could cause excessive stress, placing strain on people's mental health. It was felt existing public transport would be inadequately prepared for an increase in the local population. Environmental concerns related to increased pollution, the impact on the health of residents and wildlife in the area, and a reduction in green spaces.

- **Children and younger residents:** Increased air pollution was particularly concerning given the age of these residents, alongside the future risk posed by potential house prices increased leading to worries about being priced out of the housing market. They believed benefits for this group would largely stem from increased employment opportunities. It was thought younger people would want the Fund to focus on school improvements and increased leisure facilities and activities. However, those participants who felt the impact on younger residents would be minimal were sceptical of the extent to which younger people should benefit from the Fund compared to other types of residents.
- **Vulnerable residents – including the elderly, disabled residents and carers:** These types of residents were seen to be heavily impacted by the expansion and more limited

in how they could respond to change, therefore focusing the Fund on their needs would be important. Physical and mental health were concerns, alongside pressure on local services and public transport, which this group would be more likely to use. Participants felt this group would want improvements to these services and the provision of information would be particularly important to them. Property prices were discussed, including how vulnerable residents may benefit from cash compensation, should the value of their house decrease.

- **Business owners:** Seen very differently to local residents, even business owners themselves tended to focus on the impacts of expansion in the context of being a resident in the area. It was thought businesses would stand to benefit from the expansion, with more business coming into the area and a larger pool of potential employees. Participants raised the possibility of busier public transport being problematic for commuters and larger corporations pricing out smaller businesses, but overall there was little appetite for the Fund to focus on business.
- **Impacts on wider audiences:** Residents in the area more generally were seen to experience many of the overall benefits and drawbacks of the expansion. In particular, they would be able to take advantage of the changes to the airport such as more frequent and cheaper flights. Negative impacts on this groups included environmental effects, such as the reduction of green spaces, which could lessen their enjoyment of the area in addition to impacting their health. It was thought this group would want green spaces to be maintained and enhanced. The issue of noise was discussed, which prompted debate on the autonomy of this specific group who were perceived as more able to adapt or choose to leave the area, so perhaps should be less likely to benefit from the Fund. Similarly, this debate extended to whether tenants or landlords should receive compensation from the Fund.

Across all discussions of potential impacts and how the Fund should be spent, there was a level of uncertainty. Participants were unsure exactly how different groups, as well as themselves, would be impacted and what the best way to mitigate the effects would be. Additionally, many of the drawbacks of expansion were set against wider concerns about existing provisions and a sense that local government should be providing for these areas already.

Case studies: Summaries

- **Sonia:** is a school aged child who had always lived in the area. Her school is already under the flight path and she enjoys playing football.

- **Ishaan:** is retired and a carer for his partner. His pension is linked to the value of his house and he is strongly involved in the local community through his use of local services and volunteering.
- **Joshua:** a local business man, owning a construction business. He is impacted by the noise of the planes and often relies on public transport to get around.
- **Jackie:** a typical professional, middle income, middle aged resident. She has local ties to the area and is a frequent user of Heathrow airport. She works as a GP, enjoys walking her dogs and is asthmatic.

Impact on children and young people

The key themes emerging when discussing the impacts on children and young people were employment, property prices and health impacts. There were mixed views on the extent to which young people would genuinely be negatively affected by the expansion or whether they would adapt and prosper, which reflected a mix of attitudes towards how they could benefit from the Fund. Participants tended to focus on providing activities, leisure facilities and improving schools as areas young people would want a fund to prioritise.

Discussions about the impacts of expansion on children and young people, like Sonia who was aged twelve, tended to be heavily focused on long-term effects. For example, residents identified that a future benefit of expansion could be employment opportunities or apprenticeship schemes at the airport. A long-term drawback was the potential increase in house prices, which would make it harder for young people wanting to stay in the area to get on the property ladder.

“One pro could be when she’s [Sonia] a bit older, there’s a job there. She can be a baggage handler.”

Hounslow, deliberative workshop

Health was a key concern, especially for young people living or going to school under the flight path. Participants were anxious about increased air pollution leading to long-term health problems and complications later in life. Young people were considered most at risk from the adverse health consequences of air pollution.

“I do worry about the air quality for her [Sonia], especially if they’re directly under a flight path.”

Twickenham, interview

Participants also considered that air pollution, alongside the reduction of green spaces and aircraft noise, could also disrupt activities like outdoor sports which promote good physical health. Aircraft noise was linked to reduced concentration, which in turn could mean worse academic outcomes and, ultimately, have long-term negative implications on employability.

There were contrasting views on how heavily young people would experience the impact of expansion and, therefore, how much the Fund should focus on them. On the one hand, there were some distinctly apathetic reactions where it was felt that children naturally adapted quickly to change and were largely unaware of or already accustomed to aspects such as plane noise. This view was often expressed by parents of young children, drawing on examples of how their own children had always lived with the effects of the airport so wouldn't know any difference should the frequency of flights increase.

"I feel least sorry for her [Sonia]. Children adapt so well. It's no difference."

Hounslow, deliberative workshop

On the other hand, this was contrasted with the view that young people were 'the future', likely to remain living and, ultimately, working in the area. They would become valuable contributors to the local community and economy, so their views and interests should be recognised. In these cases, the desire to tailor aspects of the Fund towards children and young people was supported by the feeling that these issues were largely out of their control. For example, they could not choose to move out of the area.

"I think you should definitely target schools, parks and kids as they're the ones that are going to grow up under this. Just make the area better for children."

Slough, deliberative workshop

Improvements like new football clubs (the Sonia character was a keen football player) and leisure facilities were identified as key areas young people would want from the Fund and were often lacking in the local area. These could benefit a large number of young people and increase their enjoyment of the local area. Links were made to other broader benefits in addition to mitigating the airport impacts. Crime was highlighted as one such issue, as activities and youth clubs would provide young people with something to do to and prevent them from loitering in public spaces. Additionally, schools were identified as an important area which could benefit from the Fund. For example, providing noise insulation, additional teaching assistants or indoor sport facilities. This was often suggested by young people who had attended school in areas closer to the airport, who drew on their personal experience of aircraft and noise disrupting their schooling. The desire for school improvements was set against a wider backdrop of concern about local spending, and that education had been neglected within that. For example, participants highlighted larger class sizes and limited school places. There were concerns these issues could be exacerbated, should expansion lead to more people moving into the area.

Those expressing a level of ambivalence towards the impacts on young people often felt the Fund should not be geared towards their interests, as greater impacts and inconveniences would be experienced by parents rather than children. For example, limited school places impact on parents as they may have to travel further, along more congested roads, to take their children to school. Transport was fleetingly mentioned in some discussions of the Sonia case study, although this was typically limited to the impact on parents, such as busier roads for commuting and school drop offs. They also felt that providing activities should be a parent's responsibility, while building local facilities was a job for the council.

“Obviously, it will be impacted by Heathrow and they should support communities, but I don’t think it’s their direct responsibility to provide a club for Sonia.”

Egham, deliberative workshop

Impact on vulnerable groups – including carers, elderly and disabled residents

Generally, residents felt vulnerable groups would be disproportionately impacted by expansion. This was especially related to health, increased pressure on local services, and house prices. The provision of clear information was seen to be particularly important for this group.

When discussing the impact of the airport expansion on vulnerable groups, such as elderly residents, those with caring responsibilities, or health issues, there was a strong sense that they would be disproportionately affected.

“It’ll be a lot of change for him [Ishaan]. It’s saying that he relies on services to get him around and be active. If there’s more traffic it’s going to affect him getting around.”

Hounslow, deliberative workshop

Both the mental and physical health of these residents was a key concern, alongside the additional pressure this could put on local health services. The mental health of these residents could be impacted by increased noise, air pollution, busier transport and services. There were several suggestions for how the Fund could be spent to address these health impacts. This included improving local health services by employing more staff, providing additional services such as home delivery of prescriptions, and additional transport to appointments. Again, this was set against concerns that health services were already under pressure. Participants referenced long waiting times for GP appointments and some carers spoke of how they felt the current service didn’t adequately support them.

“[The Fund] should be allocated for people who can’t get around. It is stressful that you have to spend time on a phone for ages to plan [for an appointment] then sometimes they [care workers] don’t turn up.”

Hounslow, deliberative workshop

Information provision for this group was particularly important, and could help to alleviate stress. There was some feeling that people such as Ishaan could be less likely to know about the Fund and therefore may miss out on potential support. Participants also wanted to receive regular updates on how spending was progressing and details about how the Fund was being managed. In addition to ensuring those entitled to the Fund had access to it, effective communication was seen as a way of increasing the local community’s trust in Heathrow Airport Limited and those managing the Fund.

“Older people do become isolated. Sometimes you need to give them information that they’re entitled to and how they can be helped.”

Egham, deliberative workshop

There wasn’t a consensus on a single best communication method – a mix was suggested. This would include printed materials, such as newsletters or articles in local newspapers, alongside social media, a dedicated website, and face to face meetings. Accountability and transparency were key values that residents wanted to underpin all decisions relating to the Fund. Effective communication would be key to realising these values. Further discussion on the management and administration of the Fund are discussed within the compensation models chapter.

As with health services, it was felt that vulnerable residents may be more reliant on public transport. Different areas had different attitudes towards the quality of public transport in their area. For example, Slough residents spoke very positively about the local bus service, while Hounslow residents were frustrated by current rail services. However, there was a widely-shared belief that public transport could be improved and people felt this would be necessary after expansion.

“I would hope there would be more transport going through Heathrow that would benefit him [Ishaan] and provide better infrastructure for him to get around.”

Slough, deliberative workshop

The Ishaan case study highlighted the issue of house prices – as Ishaan was reliant on his home to contribute towards his pension – and how changes to this could have long-term negative implications. There were mixed views on whether house prices would increase or decrease because of expansion, although most felt house prices would increase over the longer term, especially if the property wasn’t under the flight path.

“I don’t think property prices are going to decrease at all, if anything they will increase.”

Egham, deliberative workshop

There was a desire for financial compensation if house prices did decrease, which was an exception to the general apathy towards suggestions of offering cash to residents. The acceptance of cash compensation in this situation was, in part, driven by the view that, similarly to young residents, vulnerable groups would be limited in how they could react to changes and would find it harder to move out of the area.

“The property might decrease in value, noise pollution does that, sometimes.”

Slough, deliberative workshop

Given this context, there was a strong desire for the Fund to account for the needs of more vulnerable groups, for example by contributing to any decrease in the value of their property. Although, those believing house prices would increase felt less strongly about this, as these individuals would already be benefitting from expansion.

Impact on business owners

Business owners were viewed as a distinct group compared to residents. The overwhelming feeling among participants was that businesses would ultimately stand to benefit from airport expansion. While there were concerns about the risk of big corporations pricing out small businesses, there were suggestions that this could be combatted by offering priority contracts for local business. However, overall there was little desire for the Fund to be designed to focus on the needs of businesses.

Often the discussions focused solely on the positives for businesses, while participants struggled to elaborate on potential drawbacks. Businesses were expected to benefit from increased footfall in the area, as it became busier, and if the local population were to increase this could provide more employees. There could also be business opportunities to work directly on the expansion of the airport.

“I think he [Joshua] would benefit from it as a business owner. They could probably get involved in the runway construction.”

Egham, deliberative workshop

Participants did not think businesses would be particularly impacted by increased noise, although this was largely linked to the Joshua case study being a construction company, which they argued would already be noisy and should already use noise protection equipment.

“I can’t see how he [Joshua] worries about increased noise pollution if he’s a builder.”

Slough, deliberative workshop

Although health concerns were raised, especially if work took place outside, this was seen as less of a concern for businesses than for local residents. Negatives for businesses focused on transport and big businesses bringing increased competition. Busier roads and public transport were seen as a negative for employees, who would find it harder to commute to work. As well as longer travel times, the reduced level of comfort on public transport could cause stress.

“Transport will be his [Joshua's] biggest worry. Even if he can get on, it will be less comfortable.”

Hammersmith, interview

There was concern around the idea of ‘big businesses’ and corporations edging into the community, as the area became more attractive, or being drawn to work on airport contracts. This could price out or win work from local businesses, limiting the benefits for the local area. As such, there were suggestions for the airport to offer priority contracts for local businesses.

“Joshua might struggle as other big players could come in and take business away from him.”

Hounslow, deliberative workshop

Other than improvement to transport and infrastructure, which would also serve to benefit residents, there was little willingness for the Fund to focus on local businesses. Business owners themselves also tended to focus on the impacts on themselves as a resident, rather than as business owners. Residents also spoke of how they thought businesses would prefer the funding to go into their local community, rather than their business.

“If he’s [Joshua’s] a local businessman he’ll want it to go into his community.”

Hounslow, deliberative workshop

Impact on wider audiences

Other typical residents living in areas around the airport were seen to be impacted by expansion while also receiving many of the benefits. Concerns largely related to health, the environment, and noise, but were also balanced by a range of benefits such as cheaper flights and improvements to local services and public transport.

Participants could highlight many positive impacts of expansion on residents in general, drawing on the Jackie case study of a doctor in her thirties. For example, improvements to public transport, road infrastructure, and local services. The airport itself was seen to hold many benefits for this group. Few participants – particularly those living closer to the airport – said they actually used Heathrow airport, despite their proximity to it. This was usually due to there being a limited choice of flights at higher prices compared to other London airports such as Stansted. Therefore, the expansion would bring benefits in terms of a greater range of flights, at different times, and to more locations.

“She [Jackie] will be happy because she likes to travel.”

Hounslow, deliberative workshop

Health, as ever, was a concern, particularly given the reference to asthma in the Jackie case study. Residents worried about air pollution, with its long-term implications on health and potential to exacerbate existing health conditions.

“The pollution will play havoc with her [Jackie’s] asthma.”

Hammersmith, interview

Whether the Fund should be spent on prevention or treatment was debated – something which was also raised when discussing health impacts on young residents. For example, some felt the Fund should focus on prevention and taking steps to reduce air pollution before the third runway was built. This could be done by creating more green spaces and air purifiers. Others suggested reactive health measures, which would combat health issues if they escalated as a result of the increasing air pollution. Examples included priority access for affected residents to health services and more funding for such services. Overall, there was a desire for a mixture of interventions to prevent increased air pollution before expansion and react to any negative health impacts. It was felt priority access to health services should be afforded to those with existing conditions.

“The pollution does have an effect on your health, especially if she [Jackie] has asthma. Flights to France won’t matter if she’s too ill to go.”

Hounslow, deliberative workshop

Concerns about green spaces and the environment came out strongest when discussing the Jackie case study. There was concern that worsened air quality would impact the enjoyment of outdoor spaces, and existing green spaces may be threatened by the expansion. Use of green spaces was linked to enjoyment of the local area for a range of residents as well as environmental benefits, so negative changes to this could worsen overall quality of life. This echoed points raised when discussing young and vulnerable groups who may particularly benefit from green spaces. There were concerns that local wildlife, and pets, would suffer if pollution were to increase and green spaces decrease. It was felt the conservation of green spaces, as a minimum, should be a focus of the Fund, alongside ideally the expansion and improvement of such areas. Improvements could be made by planting more trees and adding cycle paths.

“We don’t hear of parks being built. Having more green spaces being built would be nice. That way [air pollution] could be balanced out.”

Slough, deliberative workshop

Noise was an overarching issue which could affect everyone, and prompted tensions about fairness and who should be compensated. Participants felt that residents like Jackie had a lot of autonomy so could choose to move out of the area should they wish to, not being restricted by having children in local schools or vulnerabilities which might make it more difficult to move. However, participants described a risk that this group could receive the immediate benefits of the Fund while being minimally impacted, then leave the area. This issue was particularly pertinent when discussing home improvements and household compensation. This also raised questions about the differences between home owners and renters. For example, questions were raised as to whether tenants or landlords in rental properties should receive compensation through the Fund.

“You also have the problem of being a home owner or renting. Who does it go to?”

Egham, deliberative workshop

Renters were considered more autonomous and able to move, should they dislike the impacts, and therefore should be less entitled to the benefits of the Fund. In contrast, landlords, as the home owners, would have to live with the impacts which could include reduced property value. However, it was felt that renters rather than landlords would be affected by airport expansion daily as the individuals living near to the airport.

Cross-cutting themes

Across all the case studies, three key cross-cutting issues emerged:

- Health (both physical and mental)

- Transport
- Environment (relating to air quality and green spaces)

These were issues seen to impact everyone, so would be key for the Fund to address. Of these, participants generated the clearest practical solutions for how the Fund could be spent on transport. Suggestions included: smoother road surfaces and building more roads, providing more frequent public transport and adding additional routes, particularly for rail. Mitigating the health and environmental impacts of expansion was considered more difficult, and it was often felt funding couldn't provide a quick fix to these areas. More money could be spent on health services, though it was also clear that this wouldn't necessarily address the original problems caused by expansion of the airport. There could be more green spaces, cycle paths, trees planted and community gardens, but the issue of effectively reducing air pollution would require more research. This could increase the understanding of future health impacts, meaning adequate provisions could be put in place.

The desire for more research reflected participants' overarching sense of uncertainty. The case studies provoked conflicting views on the extent to which different groups of residents would be impacted in the future, which was particularly pertinent when discussing the impacts on children and young people. This, in turn, mirrored participants' uncertainty about how they would personally be impacted by expansion. They could reflect on the current impacts, often focusing on aircraft noise and poor infrastructure, and speculate on how this may worsen. But the exact extent to which these impacts would change with expansion, especially in relation to health, was a point of contention even between people of similar life stages living in the same area. For example, participants did not know whether future technologies could mitigate the effects of expansion or what the result of increased air traffic would be compared to the current impacts of the airport. This uncertainty often bred negativity, especially among younger residents, highlighting the need for clear communication on the impacts of expansion and how the Fund would seek to address these impacts.

While discussing the Ishaan case study – a 76-year-old retiree – young and middle-aged residents tended to agree that older residents would be more unsettled by this uncertainty (especially relating to fluctuating house prices). However, this wasn't necessarily voiced by older residents themselves. These older residents often expressed that they would be unlikely to live long enough to see the expansion through. Of those that would, they described how they had always lived with and adapted to the effects, and would continue to do so.

Participants' opinions of how the Fund should be spent was, importantly, often set against perceptions that existing provisions were inadequate. This created a tension between what the Fund should be spent on, and what should be covered by local government spending, a theme which became stronger when discussing compensation models.

Suggested models for the Community Compensation Fund

Suggested models for the Community Compensation Fund

Introduction

This chapter explores what participants wanted the Community Compensation Fund to focus on and how they wanted it to be administered.

Chapter summary

Of the three main models discussed, community project grants were received the most warmly by participants. They appreciated this model for the engagement it offered to local residents and was a means of democratising the way the Fund would be administered and allocated. This approach came closest to fulfilling the 'community' aspect of the Fund, as well as promising the most sustainable outcomes.

Cash compensation was the least enthusiastically received model – except for those interviewed in Colnbrook (an area eligible for property compensation schemes, should expansion go ahead). There was little sense of 'community' in this approach to administering the Fund, and it came closest to meeting the earlier reactions to the Community Compensation Fund as being a 'bribe'.

Investment in local services was the most divisive of the models discussed. On the one hand, participants acknowledged the importance of public services and that current services feel stretched. On the other hand, participants worried about the precedent being set by using the Fund to benefit local public services. They felt that these services should be funded through tax contributions, rather than any compensation scheme related to airport expansion.

Other suggested models for the Fund included: support for local businesses through priority access to Heathrow contracts; direct investment in local transport infrastructure – clearing up potholes, for example – or potentially sharing the profits from Heathrow's expansion with local residents.

How we approached this discussion

The research was designed to gather participants' thoughts on what a Community Compensation Fund should look like, and what elements of a fund most appealed to them and why. Therefore, the discussion was structured to consider who should be eligible for the Fund, what the money could and should be used for, and how the Fund could be administered. Participants were presented with three proposed models for the Fund. These are discussed below, and the full details can be found in the appendices.

Community project grants

The community project grants example of a fund meant providing grants which local community groups and charities could apply for. Only not-for-profits would be eligible to apply. Participants were asked to consider whether this fund would work on: (i) a local level, such as small grants which focus on quality of life and the environment in individual communities; and (ii) and on a strategic level, such as grants for large projects across lots of communities which would be designed to address broader (rather than just local) concerns.

Initial reactions

Initial reactions to the community projects funding model were positive. The community engagement aspect and active involvement of local people in decision-making was well received as a way of ensuring democratic input and transparency over the process. Participants liked that these projects would both benefit community members who would make use of them, and act as a means of bringing the community together through communal places where they could interact with each other. It was also seen as a sustainable, long-term option which would not automatically cease providing benefits after funding stopped as the infrastructure, such as the playground area, would already be in place.

“Local people can decide what they need – for other fund ideas it sounds like other people are deciding for you.”

Brentford, interview

However, it was also suggested that community projects would benefit some groups more than others, for example parents with young children. There was scepticism, particularly in the interviews, that a community project could be considered a bribe or advertising for the airport.

“I don’t think people can be compensated On first sight, I can’t see how it can actually address the issues that people have on noise and air pollution. My initial feeling is you’re buying off a bit of criticism.”

Twickenham, interview

Participants occasionally suggested that community projects, such as biodiversity areas or cycle routes, were under the remit of the local council and therefore should already be provided for through tax contributions.

Relevance to parameters

The community focus of this funding model was seen as directly meeting the ‘community’ phrasing of the ‘Community Compensation Fund.’ However, opinion was divided over how relevant the community projects compensation model would be as a mitigation to the potentially negative effects of airport expansion such as noise and pollution. Relevance was seen as contingent on how funding was allocated:

earmarking amounts to specific purposes such as health or noise insulation would make the Fund more relevant than a fund with no specific application criteria.

"A new playground won't change the fact that there's more noise."

Brentford, interview

Scope and administration

Spontaneous ideas of community projects that could be funded included walk-in areas and social clubs for the elderly, youth centres, indoor sports centres, cycle paths, and tree planting. Conservation and biodiversity were priorities for participants. Participants expressed opinions on whether such projects would be used in practice, given what was used in their local community at present, and suggested that there could be local research into which projects people would best engage with before funding was allocated. There could also be a role for input from experts into the real effects of expansion on local populations, for example on air quality, before funding decisions were taken. If experts deemed that it would be damaging to health to spend long periods outside near the airport, some projects such as cycling paths might be rendered inappropriate.

Participants weighed up the pros and cons of small-scale local grants versus wider strategic grants. There was a sense that money would go further with strategic investments, and would provide more long-term solutions as the Fund might be at risk of diminishing quickly through multiple local, short-term investments.

"They need to be meaty grants to make a difference."

Brentford, interview

There was a view that strategic spending would be fairer because of their broader geographical catchment area, thus allowing more people to benefit from the projects.

"You can do a lot for the local project but with something strategic, it can have a massive impact."

Egham, deliberative workshop

However, there was some concern that strategic grants could be less relevant to individuals if they tried to cater for too many people as the benefits would be diluted. Provision of strategic projects could take longer than provision of local projects because more planning and deliberation would be needed. There was some tension between the desire to receive immediate benefits from projects and waiting some years for a better-quality overall project. Participants asked which strategic projects would be feasible in a potential fifteen-year time frame (suggested by the Airports Commission report), and what would happen if construction overran beyond this.

"What happens after fifteen years when the money stops coming in? There need to be plans put in place for them to carry on. A legacy should last a lot longer than that."

Slough, deliberative workshop

As for local grants, they might add more value to the immediate community as they would be better tailored to local needs and clearly demonstrate the impact of the Fund in the local area. However, local projects could also lead to ad hoc and disjointed approaches to mitigation as they could lack an overall vision and focus.

"'Local' is important because people need to see how they're benefiting."

Slough, deliberative workshop

In terms of administering and monitoring the Fund, local grants were generally thought to be more difficult to monitor because there would be more projects to keep track of and no central administrative body overseeing the accounts of individual projects. However, strategic grants may be administered by people who lack affinity with their immediate area and could be at greater risk of poor or disengaged management.

Participants discussed how grant applications could work in practice. Lottery funding applications were discussed as a reference model, in which diverse groups could apply for funding. In practice, this could mean local community groups could provide ideas to a board of community trustees, who could decide on grant allocation based on agreed criteria – for example, a 30% allocation to health-related projects. The board of community trustees could be a mixture of local people and local businesses who would be aware of the needs of their communities. Awareness of the Fund and application process would be key to ensure fair access and an even spread of funding applications across areas and interest groups. However, there were concerns that the number of applications could quickly exceed the funding available. Therefore, an agreed overall vision of how money would be allocated would ensure that a representative range of local interest groups received funding.

Another idea of how this model could work in practice took inspiration from plastic voting chips which are given to shoppers in supermarkets, so that the shopper can vote on which charity to donate to. In this case, community members would be able to allocate their votes to the projects they deemed most deserving out of all those that had applied, providing a community mandate to the projects funded.

Participants also felt there could be a role for an independent body to oversee the funding allocation and come up with a long-term plan for how the community projects would be looked after once the funding ends. The Fund administrators would need strong project management skills to ensure the long-term success of projects.

How it should be distributed

Applications to the Fund by charities was a cause of some discussion: charities were not universally perceived as trustworthy or efficient, and it was felt that they already receive significant donations. Inclusion of a broader cross-sections of the community, beyond charities or not-for-profit organisations,

would allow a more representative pool of applicants to the Fund. For example, the grant scheme could be extended to include local public services, businesses and individuals if they could make a case for how the airport had impacted them. However, there was a sense that for-profit organisations should not be able to apply for grants. Another suggestion was for grant allocations to be tiered so that areas closest to the airport would be eligible for bigger funding pots, reflecting the greater impact of expansion on these areas.

Cash compensation

This example model proposed using the Fund to give affected households cash directly. As the size of the Community Compensation Fund could be fixed, the larger the sum of money paid to a resident the fewer the number of homes would receive payments. Participants were invited to discuss the advantages and disadvantages of large sums to a small number of households, and smaller sums to a greater number of households. Cash payments could be provided to households, or the money could be distributed via council tax reductions.

Initial reactions

The cash compensation model provoked the strongest negative reaction from participants, particularly during workshop discussions. However, notably, there was more support for this option during interviews, particularly in Colnbrook. Initial reactions associated the concept of cash compensation with a *'bribe'* and *'hush money'*. Some participants felt that offering cash for adverse effects on health and the environment did not feel right to them and was seen as a short-term solution which did not counter the long-term effects of expansion or mitigate the impacts.

"It has bribery written all over it."

Egham, deliberative workshop

Cash compensation was deemed the least relevant compensation model to the parameters set out during the research. In particular, participants felt it did not satisfy the 'community' aspect of the Community Compensation Fund.

"It stops taking into account the community and makes it an individual issue."

Slough, deliberative workshop

Nevertheless, some participants saw this option as the most straightforward means of compensating people and unlikely to counter resistance. Especially in Colnbrook – an area eligible for property compensation schemes should expansion go ahead – where participants were more familiar with the idea of financial compensation. They discussed going to meetings and receiving significant amounts of information about selling their homes. It was common to discover that the residents of Colnbrook we spoke to were planning to take up the offer of selling their house as they did not want their children being exposed to the pollution they felt was associated with expansion.

"I know grants would be better for the community, but I'd want cash."

Colnbrook, interview

Relevance to parameters

Participants argued that cash compensation would not be a long-term solution to mitigating the effects of expansion as it was not clear how a lump sum to individuals would directly mitigate effects such as noise and air pollution. It was felt that a community grant would have a larger impact and would better counter the potential negative effects on the community which airport expansion threatened. However, there were suggestions – particularly from interview participants – that if cash compensation was earmarked for use in specific areas, such as paying for a wider noise insulation scheme beyond that currently proposed by the airport, it could be the most direct means of mitigating the effects of Heathrow airport expansion. Participants argued that cash transfers would help mitigate effects for the most people since individuals could choose how to spend the money for their own requirements. This was contrasted to community projects which may not suit the needs of some individuals. Participants distinguished between what they thought would benefit the community and what would be most appropriate for them personally.

"Building [leisure facilities] is only going to benefit a certain group of people, but with extra cash you have a choice."

Slough, deliberative workshop

Scope

Participants were concerned that cash compensation would create a postcode lottery, in which one street would be deemed eligible and the next would not. Given the perceived unquantifiable disadvantages of airport expansion such as reduced air quality or damage to an individual's health, the idea of a hard and fast geographical cut-off seemed inappropriate to them. Compensation based on geography was also considered problematic as the most vulnerable people in each area – for example those with respiratory problems – would be more affected than the average person in their area and yet they would not receive extra support.

There was a widespread view that the amount of cash available to each household was too small to make a real difference to individual lives. An arbitrary amount of £25 was used in the workshop material, although it was caveated with an explanation that the actual amount would vary from this figure. This amount was deemed by some participants as not enough and would be spent very quickly in relation to the long-term disruption posed by airport expansion.

"£25 is barely enough to buy you a McDonald's."

Ealing, deliberative pilot workshop

Participants based their estimation of an appropriate cash sum on how much they would have to invest in mitigating the negative impacts of expansion, such as soundproofing their homes, and how much they would lose due to reductions in property value. It was felt that if house prices decreased by a significant

amount as a result of expansion, Heathrow Airport Limited would need to compensate homeowners by the amount they had lost through a cash transfer, as described above in relation to the Ishaan case study.

While this option was regarded as straightforward for owner occupiers, there was an added complication: namely, how it would be applied to private rentals. Participants disagreed over whether the money should be given to the resident of the household or the homeowner. On the one hand, it was felt that tenants should be compensated as they were managing the daily effects of expansion. On the other hand, it was emphasised that landlords should be compensated because of the perceived impact the expansion could have on house prices.

How it should be distributed

Participants broadly agreed that the amount of cash households would receive should be calculated based on distance from the airport. However, participants realised that this was not the only measure of impact on people's lives. For example, increased traffic will affect people across the region to different extents, and more people moving into the surrounding area may also not directly correlate to distance from the airport due to differences in house prices and living preferences. This led to suggestions that individual households and residents should be assessed rather than automatically assigned an amount.

"It should be given to concentrated areas where people are most affected, because that's fairer."

Colnbrook, interview

In this way, it was suggested that areas should be assessed against several criteria, with the worst-affected offered earmarked grants based on specific needs, such as a fuel subsidy for increased traffic time. Several participants felt that a system of grants would be fairer, as it would stop a 'free-for-all' as people tried to apply for the available money to spend as they choose. In contrast, there was a view that it would be better to allow people to decide for themselves, giving them the freedom to spend the money based on what they felt would improve their quality of life. There was a widespread preference for the Fund to offer larger amounts to a smaller number of affected households, than smaller amounts to many, to avoid the worth of each payment being diluted to not be useful or noticeable by eligible households.

Opinion was divided on whether a council tax rebate or a one-off payment would offer the most tangible benefit. Those that supported direct cash, predominantly participants interviewed in Colnbrook, felt that money off their council tax would quickly become "invisible". That is, they would not receive a physical cash payment and any relatively minor reduction in council tax would not be particularly noticeable. It was also suggested that tax savings felt as if the government was giving money to itself, rather than supporting local people. On the other hand, a physical cash payment might make people more inclined to immediately spend the money in ways unconnected to the effects of airport expansion. It was suggested that this would lead to further requests for funding in the future in order to mitigate the impact of expansion on these households.

Local services

This example compensation model explored the use of the Fund to provide refurbishment or new equipment to local public services, such as local hospitals or funding additional teaching assistants at schools.

Initial reactions

Spending on local services divided participants. Services were deemed overstretched, and participants thought that this compensation model would provide the most direct benefit to the greatest number of people. In contrast, participants also felt that it was the responsibility of the government to provide public services, and that they had already contributed through taxes to fund local infrastructure.

“A hospital is something a government should sort out.”

Hounslow, deliberative workshop

Participants worried that the government would further reduce funding for local services if they perceived that any shortfall in public spending would be met by Heathrow Airport Limited. They wanted guarantees that this funding would not be 'plugging a gap'. In contrast, a small number of interview participants did consider it to be Heathrow Airport Limited's responsibility to inject extra funding into local services, as Heathrow airport's expansion would be responsible for adding to the strain on services.

This funding model prompted a discussion on tangibility. Participants argued that providing money to bolster existing public services was considered less tangible than creating a new community project or receiving a cash payment, as the money would go into the already considerable budget for local services and not be noticed within that. However, there was also an argument that local services could provide more tangible benefits than the other compensation models. This was because a resident's health could directly improve through use of a new hospital ward, whereas it was perceived that a small cash sum would likely be frittered away on non-essential expenses or one-off leisure activities. Participants varied greatly in the importance they assigned to tangibility, and how they described tangibility in respect to local services. Participants broadly agreed that the local services model could bring about significant benefits to the health and wellbeing of the community, regardless of how tangible they would be to the immediate eye.

Relevance to parameters

One of the most noticeable effects of Heathrow expansion would be an increase in the number of people living in the surrounding areas and using local infrastructure. Therefore, participants immediately linked spending on local services as a means of absorbing this extra demand on the area. This link was illustrated within the stimulus materials which gave schools and hospitals as example of areas for spending. Participants gravitated towards these examples as a result of these prompts, but also as a result of the contextual backdrop of concerns about lack of funding for local services. Suggestions for spending included additional teaching assistants in schools, which participants linked to the expansion by suggesting new families would move to the area placing pressure on schools. They also spoke of

concerns about local schools already being oversubscribed and class sizes increasing. Similarly, there could be more traffic on the roads as a result of people travelling to the airport. Therefore, investment in roads would be beneficial. There may be more illnesses and infections due to poorer air quality, and thus investment into local medical services would be appropriate.

One participant pointed out that it might be difficult to distinguish between local services which are underfunded at present, and ones which Heathrow expansion would explicitly put additional pressure on. This would mean that the scope of Heathrow Airport Limited's responsibility for the problem, and therefore the scope of what needs mitigating, would be hard to quantify. This reflected a wider desire for funding to support current underfunded services by participants, despite knowing the Fund requires money to be spend on impacts specifically linked to the expansion.

"I think the main problem is how do you distinguish between deficiencies in current local services, and which ones you can say the Heathrow expansion is specifically exacerbating? I'm not sure you can do that."

Hounslow, deliberative workshop

There was also a lack of clarity on how to quantify the impact on different services and areas. This was considered important as participants wanted to allocate funds accordingly so that the worst-affected areas would receive the most compensation.

Scope and administration

Participants generated multiple ideas for what this kind of fund could cover, including provision for schools, hospitals, public transport, and parking provision. Participants liked the idea of using the Fund for different kinds of public services that were most pressing for the community at the time, tying spending to local need. However, there was concern that up to £50 million a year would not be sufficient to counter all the negative effects of Heathrow airport expansion on the surrounding areas. For example, participants usually recognised that it would be an insufficient amount to build a new hospital.

"£50 million a year is pocket money to the NHS."

Hounslow, deliberative workshop

There were suggestions that the Fund could be allocated to a specific kind of service provision. Examples included: directing funds towards asthma check-ups because participants anticipated increased respiratory problems due to pollution, or schools in the area being allocated funding based on the number of new students. Participants wanted to know what would happen to extra services if the funding was to end after fifteen years, as there would likely still be greater pressure on these services due to a growth in the local population attracted by the airport.

Discussions covered how best to administer a fund for local services. One suggestion emphasised that the relevant public body should be in charge of administration. For example, suggesting the local NHS Trust would be the only body with sufficient expertise to allocate funds efficiently based on current resourcing needs. Another suggestion focused on the local council as they would have relevant local

knowledge to allocate resources appropriately. There was significant emphasis on transparency to ensure that the funding was spent in the way that was intended, and included a clear role for community representation to have their say. This was because participants felt that they would know more about what their local community needed than Heathrow Airport Limited or central government. Funding allocation would have to be clearly communicated to the local population, for example, through information leaflets breaking down what financial value had been assigned to which hospital and for what purpose.

"It's very important that everyone's involved. It's about matching the local need with what's already shown to be effective."

Slough, deliberative workshop

How it should be distributed

The main appeal of this model was that it would benefit a wide range of people, and would not involve complex postcode cut-off points in which some households could access compensation but their neighbours could not. It could compensate a wide section of the local population and appeal to individuals with particular needs – especially more vulnerable groups. It could also be tailored to the locality, meaning that funding would be directed towards the aspects of each community which were most stretched. Decisions over how to tailor models to each community could be based on assessments of population pressures against current spending patterns, as well as community preferences.

Local business support

The deliberative group in Hounslow discussed the idea of offering support to local businesses as an alternative compensation model. This could entail offering local businesses preferential access to contracts related to Heathrow expansion. This idea emerged due to a perceived gap for local business support in the case studies provided.

The benefits of this model included its potential long-term sustainability, for example, if businesses used the higher incomes generated from preferential contracts to invest back into the community. Ideas suggested included: local businesses setting up an airport car park from which profits could be reinvested in local services or hosting a local Carnival every year which could attract people to the area and boost business. This would increase overall prosperity, support local people working in local businesses, and increase the community spirit of local areas.

"I like the idea of supporting local businesses. They should benefit [from expansion] too."

Hounslow, deliberative workshop

On the other hand, there was a sense that businesses would already benefit from Heathrow expansion due to new contract opportunities and increased footfall and relocation to the surrounding areas. This is discussed further in relation to the case studies above.

“If you expand the airport, builders, plumbers, electricians, they’ll get the work anyway so there’s no need to subsidise them.”

Hounslow, deliberative workshop

There was some feeling that local business might contribute to the problems faced by the community by attracting even greater numbers of people to the area, putting pressure on services, transport infrastructure, and the environment. As support for businesses would not directly help the local community, participants argued that compensation should be directed towards individuals, families, and communities who would have to live with the impacts of expansion instead. Ultimately, participants in Hounslow dismissed this model as other groups were seen as having greater needs which the Fund should address.

Other models proposed

Throughout discussions, participants spontaneously suggested other models for a fund which could mitigate the negative effects of airport expansion. Facilitators also prompted participants to consider alternative ideas in more detail. This gave participants the opportunity to address areas which they felt had not been adequately covered by the models so far, for example, transport infrastructure. Otherwise, participants used the opportunity to emphasise and develop a particular aspect of one of the models, such as training schemes for young adults – which had formed part of the community project grants model – or subsidising community clubs.

Below is a summary of the other suggestions generated by participants.

- Transport infrastructure investment such as more roads, cycle lanes, and parking spaces. This would mitigate the impact of increased traffic from airport users, and passengers with large luggage on the Piccadilly line.
- A congestion zone around the airport to reduce traffic pollution and pressure on road infrastructure, with the aim of reducing the associated health effects.
- Other infrastructure investment, including CCTV and security-related aspects to mitigate the potential security issues of more people moving into the area such as fewer police per number of residents.
- Subsidising community clubs and centres, by making something which previously cost money, such as football club membership, free to local residents. This would encourage residents to be more active in their community, and would provide the tangible benefits of cash compensation.
- Free or discounted flights from Heathrow airport, which could be transferrable to friends and relatives, so that residents could feel the direct benefits of living next to an airport. This could follow the Glastonbury model of providing free tickets to residents.

- A discount card which could be used on a variety of activities, similar to the compensation offered to residents of Windsor. Participants thought it would be useful if it could be applied to parking costs and other transport-related expenses, rather than vouchers for restaurants or cafes. This would particularly help the cost of travelling further from polluted areas to take children on day trips and provide the flexibility and choice offered by cash compensation.
- Training programmes for young people, especially for those seeking to gain employment at Heathrow airport. Heathrow Airport Limited could sponsor apprenticeships within different business lines of the company, as well as providing funding and training for other business owners in the community so that local businesses could also take on apprentices.
- Investment in mental health provision in the community, particularly for staff working night shift work and those affected by sleep disruption. This could be a separate fund from other local service provision, as it was seen as an area which had been under-prioritised by the government.
- Vouchers for household adaptations such as pollution filters and noise protection. This model was suggested during discussion of the cash compensation model, as a means of ensuring that funding was directed towards mitigating factors rather than being spent on irrelevant one-offs.
- Providing the local communities with a share of the resulting profits of expansion, following the example of Norway where 1% of profits from North Sea oil are invested back into the country. Participants felt that a private company would be profiting at the expense of the wellbeing of locals, and therefore an appropriate model would involve sharing the profits across the community.
- Personalised compensation based on assessments of what households' greatest needs are. This suggestion came up during each of the compensation models discussed, as it was seen as relevant to all, given how the negative impacts of Heathrow expansion would affect individuals differently. It was also emphasised as a separate model, which would offer a much broader range of compensation options to individuals.
- A separate fund for research and development into making planes more environmentally friendly and less noisy. Research and development was raised as an aspect of other compensation models as a necessary investment to look after the long-term health of the community. Participants emphasised that this funding should be separate to the compensation they receive as part of the Community Compensation Fund.
- A co-operative or community bank which all residents could be entitled to use, upholding the principle of fairness which was highly valued by participants.

- A solar panel scheme where residents could buy discounted solar panels. This would help contribute towards the mitigation of environmental impacts and also have a monetary benefit.

Principles and conclusions

Principles and conclusions

This chapter pulls together what we have learnt from this study and looks at the overarching themes and principles that should be considered when designing the Community Compensation Fund. One key principle that came across strongly from the research is that of transparency and accountability. In addition, there are four areas of tension, where participants identified key principles which need to be balanced against each other: democracy vs delegation, a broad vs a narrow scope, fairness vs equality, and immediacy vs longevity. We discuss each of these in turn below.

Transparency and accountability

Transparency (open communication with the community), and accountability (a clear process for, and record of, decision making and culpability), were major concerns that arose across the workshops and interviews.

Participants acknowledged the importance of Heathrow Airport Limited playing a role in helping to mitigate the impacts of expansion and believed it should also have a say in how the Fund is allocated, taking some responsibility for the Community Compensation Fund. There was a strong desire to ensure that there would be clear communication around how to access the Fund and how it is spent, and that this should happen across a range of formats and outlets including local news, social media, and face-to-face events. Most importantly, participants were pleased that their views were being considered.

“It must be transparent. Everybody must be able to see where the money is going.”

Egham, deliberative workshop

Democracy vs delegation

Participants considered the benefits of whether a more democratic approach (involving a wide group of people in decision making) or delegation (trusting this to people or organisations with relevant skills and experience) would be appropriate when administering and running the Community Compensation Fund.

Community involvement was deemed essential when developing and administering the Fund, alongside other bodies with the relevant expertise and resources. Participants wanted their views to matter but also acknowledged that few people would have the time or the skills to effectively administer the Fund. Ideally, the Fund would be administered by an independent body as participants expressed distrust of potential other stakeholders such as the local council or charities.

“I would rather have someone completely independent for you to have faith and no bias.”

Hounslow, deliberative workshop

Broad vs concentrated scope

There was a distinct tension concerning the scope that participants thought would be most appropriate for the Fund. A broad scope would cover a larger geographic area with multiple different spending avenues, while a concentrated scope would focus on a smaller geographical area with fewer ways in which the Fund would be spent.

On the one hand, they wanted this to be broad enough to enable different models and different uses of the Fund. This would enable the Fund to benefit as many people as possible.

"Everyone shouldn't just be concentrated in one group. I can understand if you live closer to the airport, but I think it should be a broader spectrum."

Slough, deliberative event

On the other hand, this, in turn, might mean those most affected by expansion may not get the support from the Fund that some participants argued they might deserve. Thus, a narrower scope may be needed to target those most affected. Further, uncertainty about future effects of expansion meant participants found it hard to know exactly who might be most affected, how and at what point in the future.

"A broad scope won't work. It needs to be direct. We need to know what is going on and solutions to fix it."

Slough, deliberative event

Fairness vs equality

Another tension identified by participants was between perceptions of fairness and equality. For example, it could be deemed 'equality' would be met by all residents receiving the same amount from the Fund, regardless of where they live and the extent of the impact on them of expansion.

"Everyone affected should get the same amount. It's the only way to make it fair."

Colnbrook, interview

Alternatively, participants felt it may be 'fairest' if different groups received different amounts proportionate to the impact of expansion on them, or depending on how vulnerable they are.

"You can't treat everyone the same because one person five miles away could be affected more than someone twenty miles away...compensate one person more, if the criteria are there."

Slough, deliberative event

Immediacy vs longevity

Participants debated the need for immediacy (apply the Fund early on to ensure those affected quickly experience its benefits) compared to longevity (longer term, potentially slower, strategies focused on sustainability).

From these conversations, emerged a desire for the Fund to have a sustainable and long-lasting impact, set against the need for mitigation and compensation to kick in as soon as expansion gets underway.

"This is a long-term project, this isn't something that's going to come in and be taken away, so that's a benefit of this."

Egham, deliberative event

This was regarded as important due to the perceived need for preventative health measures, not just interventions to tackle deteriorating health after expansion takes place. Middle-aged residents were among those who felt they may bear the brunt of the negative impacts of expansion before receiving any benefits from the Fund. Furthermore, immediate action was perceived to be important as a way of demonstrating that action is being taken to help mitigate for the effects of expansion.

"You want it [impacts of the Fund] to happen whilst you're alive, if it's going to happen, not 15 years down the line."

Slough, deliberative event

Conclusions

It is clear from the research that accountability, transparency, and community involvement are of utmost importance to those who may be beneficiaries of any Community Compensation Fund. Equally clear, were their priorities for the Fund to mitigate the health, environmental, and transport impacts of expansion. In particular, a major concern held by participants was the possible health impact of Heathrow expansion, something that was also considered to be the most difficult impact to mitigate. Therefore, participants emphasised the importance of prior research on how local health could be affected by expansion, assessing the health of residents now to provide a benchmark for their health in the future. There was further support for pre-emptive measures that could be taken to minimise these risks before construction of the third runway begins. There was an emphasis on the Fund being launched early in the process to prevent the impact on local residents and businesses, rather than during the construction. This was because constructing the third runway was also likely to cause disruption and it was important that the Fund should have put measures in place before any damage had occurred.

In terms of the possible uses for a Community Compensation Fund, grants for local projects were the most popular, especially if they could clearly demonstrate a link to Heathrow expansion. This was due to the potential to engage communities in decision making, upholding the principles of democracy and transparency. It was also seen to be a long term, sustainable use of the Fund which could benefit the widest range of residents. In general, cash payments were neither popular nor trusted – this model, in

particular, failed to demonstrate any 'community' benefit. The primary exception to this were Colnbrook residents, living in proximity of Heathrow's proposed property purchase schemes. They had, over time, greater exposure to and awareness of direct compensation schemes, such as voluntary purchase. Consequently, they were comfortable with the idea of cash compensation and could see how they would benefit from this approach. These participants tended to feel that cash compensation was the most direct and obvious means of mitigating the effects of Heathrow expansion. In particular, they envisaged cash being earmarked for use in specific areas, like a wider noise insulation scheme. Investment in local services, while important, raised questions about the extent to which Heathrow Airport Limited should fund local services rather than the government. This emerged as a strong theme when discussing all aspects of the expansion, with residents often framing their opinions on the Fund against a perception that local services were already stretched and in need of additional funding. Participants felt that a mixture of compensation models would be most appropriate in seeing that the needs of diverse individuals across communities were best met. This was particularly highlighted during conversations about the perceived benefits and concerns of each compensation model, as each option was seen to benefit some groups and not others.

In addition to the models discussed, participants generated a number of other suggestions for how the Fund could be spent. This included improving transport infrastructure, saving schemes (such as a resident discount card or subsidies for local activities and leisure centres), youth training programmes and a research fund.

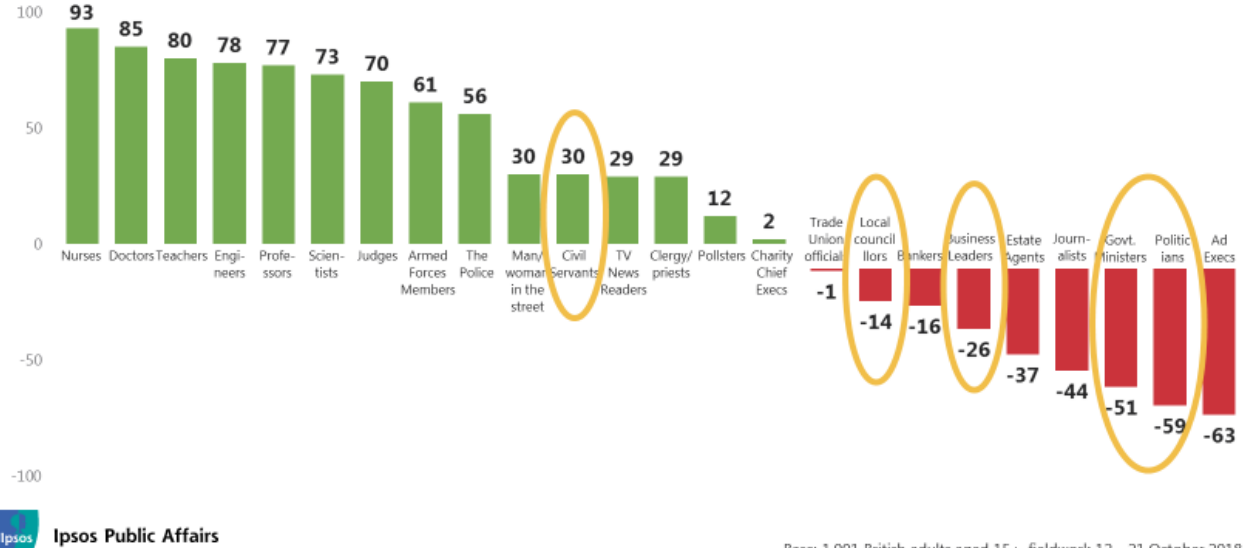
There was much debate over who should be in charge of the Fund's administration. Few participants trusted their local authority to administer the Fund efficiently, and were concerned that it could be used towards general local authority expenditure. Participants struggled to come up with alternative administrative bodies, instead emphasising that oversight of local people was paramount to ensure that the local authority was held to account. There could also be a role for involvement by Heathrow Airport Limited's Community Engagement Board to ensure that the Fund was meeting its objectives in mitigating the adverse effects of expansion.

Communicating clearly about expansion was important to participants. They had heard relatively little about expansion, how and when it could happen, and the likely impacts. On that note, it is important to consider the likely messenger for talking to residents in affected areas. We know from our wider work that local and national politicians, and business leaders, are some of the least trusted professions in the UK, as the chart below from the latest Ipsos MORI Veracity Index demonstrates⁴.

⁴ <https://www.ipsos.com/ipsos-mori/en-uk/advertising-execs-rank-below-politicians-britains-least-trusted-profession>

Trust matters

Net trust = % trust to tell the truth - % do not trust to tell the truth



This research highlighted areas for future consideration, particularly in relation to understanding the future health impacts and the true appetite for cash compensation. Participants spoke of their uncertainty about the extent to which their health might personally be affected. There was a desire for more information to be made available on this once aspects such as flight paths were confirmed. The preference for cash compensation emerged most strongly from interviews within the Colnbrook area, with the resident's geographical proximity to the airport assumed to be the key driver behind this. Methodological effects, such as reduced social desirability during interviews compared to workshops, may have also contributed towards this. This could be explored further in additional interviews in areas further from Heathrow airport, or through alternative methods such as anonymous surveys.

Appendices

Appendices

Appendices: Workshop discussion guide

Timing	Section
9.00-10.00am	Room set up and team briefing
10.00-10.15am	<p>Arrival and registration</p> <p>Secondary screening on arrival for members of campaign groups/ disruptors.</p> <p>Ipsos staff to be assigned to separate breakout groups and help with sign-in procedure. Between sign in and start of discussions, assigned staff to briefly chat with participants – ask what made them sign up, what are they looking forward to – to get a sense of who they are and why they are here.</p> <p>If any seem suspicious, Ipsos staff to approach senior moderator on-site, who will make a call about removing the participant.</p> <p>Participants to find their allocated tables.</p>
10.15-10.30am	<p>Plenary 1 – Introduction</p> <p>Welcome from Ipsos MORI lead moderator – introduce staff and their roles. Lead moderator to outline how the day will run, and to make it clear how much we value their time and contributions.</p> <p>Explain that the workshop will be an informal discussion, everyone's opinion is valid, interested in finding out a range of views / experiences, want to hear from everyone.</p> <p>Set ground rules (MRS code of conduct, confidentiality, audio recording, no right/wrong answers, etc.)</p> <p>Housekeeping (mobiles, toilets, fire exits, breaks, etc.)</p> <p>At tables:</p> <ul style="list-style-type: none"> • Participants talk to the person next to them – name, family, job, interests, and report back to the rest of the group. • Gain permission to record group discussion, explain notetaker, and explain they do not have to participate / answer questions if they would prefer not to. • Reiterate ground rules and answer any questions about these. <p><i>Facilitator to introduce the "graffiti wall" and comment cards on each table. Explain to participants that if they have a question they want to discuss they should write it down on a card and moderators will put up all the comments/ questions on the wall for others to view during the day.</i></p>
10.30-10.45am	<p>Table discussion 1 – Warm-up exercise</p> <p>This session is to get you thinking about your local area and what is important to you as well as helping you get to know each other.</p>

	<p><i>Moderator note: flipchart priorities for each of the categories. This can be referred to in later discussions about potential options.</i></p> <p>What do you like about living in [AREA]?</p> <ul style="list-style-type: none"> • What makes you say that? <p>What is important for:</p> <ul style="list-style-type: none"> • You? • The local community? • Local businesses? • Local services? <p>What is less of a priority for:</p> <ul style="list-style-type: none"> • You? • The local community? • Local businesses? • Local services? <p>What makes [AREA] unique?</p> <ul style="list-style-type: none"> • What makes you proud to live here? <p>What most needs improving?</p> <ul style="list-style-type: none"> • What makes you say that?
10.45-11.00am	<p>Plenary 2 – Proposed plans for Heathrow expansion</p> <p>Lead moderator to introduce the proposed plans for Heathrow and explain that the Department for Transport has asked us to bring people together today. Lead moderator reads out the script in the box below and ask participants to write down any questions they may have about this, which will be discussed at tables.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>The Department for Transport has asked Ipsos MORI to explore attitudes towards a potential Community Compensation Fund following the expansion of Heathrow airport.</p> <p>In 2012 the Government established the independent Airports Commission to consider UK airport capacity and how to maintain our status as an international hub for aviation. After considering all the evidence and consulting widely, the commission recommended a third runway at Heathrow to the North West of the Airport. Since then, the Government has agreed with this recommendation and that airport expansion will be taken forward. This is quite a long process and it is not expected that a new runway will open until 2026.</p> <p>The next step in the process will be led by Heathrow Airport, working towards a planning application to build the runway. As part of this they will hold further conversations with the people who may be affected, such as yourself.</p> <p>Those who are affected by the expansion will be properly compensated, or where possible, provided measures to mitigate the effects. This includes home purchases and a scheme for noise insulation for those affected, including schools and community buildings.</p> </div>

Today we are interested in a separate element - a Community Compensation Fund which would distribute funds to affected local communities. This fund could distribute around £750 million to local communities over a 15-year period, although the exact size of the fund has not yet been agreed. This will form part of Heathrow's plans and will be consulted on next year.

Although Heathrow Airport will be responsible for designing the Community Compensation Fund, the Government is interested in understanding the views of local communities on the Community Fund. This is why we are speaking to you today.

Lead moderator to explain **we are now going to talk about this further at tables** before there is an opportunity to ask questions.

At tables, moderator to read through the handout and reiterate key points about the fund:

- It may be approximately £50 million per year, for a number of years
- There will be some restrictions on how the fund is spent, as it has to be relevant to the impact the expansion will have. For example, if the expansion means you can't use say a park then the money can be spent on making the park more useable, which could for example be adding embankments to shield it from noise.
- It is different to separate schemes in place for those living closer to the airport who may be more heavily impacted, such as those who may need to sell their house or have noise insulation added.

What questions do you have about what was read out?

- What could have been clearer?
- What would you like to know more about?

Return to plenary. Brief **opportunity for questions (answered by the DfT attendee)** so that people are not left with any misunderstandings on the main areas.

Lead moderator to explain how the rest of the day is **structured**:

- This morning, we're going to be discussing what you like about your local area, hearing a bit more about the details around Heathrow expansion and thinking about what the impact of this may be for different people. This will help us explore what kind of support could be put in place through a Community Compensation Fund.
- We'll then break for lunch at 12.30pm.
- In the afternoon, we want to explore different options for a Community Compensation Fund including your ideas for what this could look like and what your priorities are for how decisions could be made.
- We'll be talking a lot on our tables, but there will also be opportunities throughout the day to hear from each other, and feedback discussions and questions.

	<p>Refer back to the graffiti wall as another space to leave comments or questions. Avoid this becoming a discussion and direct people to the next group exercise on tables.</p> <p><i>NOTES FOR MODERATORS ON TABLES TO EMPHASISE:</i></p> <ul style="list-style-type: none"> <i>The Government is exploring community attitudes to different approaches to compensation, emphasising that they are not designing nor administering any fund.</i> <i>There may be some legal restrictions on what Heathrow can include in its application on the Community Compensation Fund – it has to be relevant to planning and the impact of expansion.</i> <i>There are different voices in the debate, lots of different ideas will emerge, and we need participants' help to think about the pros and cons of these approaches.</i> <i>There are no right or wrong answers, we want participants to be involved to help think about the questions regarding each approach and would like their "expert input".</i> <i>Explain that this is part of a larger project, including two other workshops and 20 in-depth interviews.</i>
11.00-11.20am	<p>Table discussion 2 – Spontaneous perceptions of Heathrow expansion</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The aim of this session is to hear your current thoughts and views about expansion at Heathrow.</p> </div> <p>What are your initial reactions to what you've heard?</p> <ul style="list-style-type: none"> What was new to you? <p>What do you think about the phrase 'community compensation fund'?</p> <ul style="list-style-type: none"> What does it mean to you? What do you think about using the word 'compensation'? How does this affect what you think about the fund? <p>What have you heard about Heathrow expansion recently?</p> <ul style="list-style-type: none"> Have you thought/read/talked about it before? What did you read about, or discuss with others? <p>What are the pros and cons of Heathrow expansion? <i>Moderator to flipchart pros and cons - this will be referred to throughout the rest of the day so make sure there is enough time to generate both pros and cons to expansion.</i></p> <ul style="list-style-type: none"> What might the impact be for you? Other people? What are the arguments for Heathrow expansion? What are the arguments against Heathrow expansion? Open-ended discussion, idea generation.

	<p><i>Note to moderators: Give participants an opportunity to offload – it is likely they will go off topic but this allows us to capture spontaneous perceptions and misconceptions about Heathrow expansion. Allow brief discussion about past experiences/knowledge from the media. Allow participants to ‘park’ any grievances so they can focus on future priorities for the remainder of the day.</i></p>
11.20 – 11.35am	<p>Break</p> <p>Moderators to circulate to manage/steer conversations away from heated discussions about Heathrow. Encourage participants to look at flipcharts on other tables. Pin pros and cons discussion to the nearest wall so this can be returned to throughout the day.</p>
11.35am-12.20pm	<p>Table discussion 3 – Case Studies</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>The aim of this session is to consider the impacts of Heathrow expansion on different types of people, by looking at a small number of case studies. This will help us to explore your thoughts about potential impacts across communities. Through this process, we will also consider how a potential community fund might bring the greatest benefits across local communities.</p> </div> <p><i>Table facilitators will present each scenario in turn to explore the impact of Heathrow on different people (see “people case study materials”). The ordering of the case studies will be rotated.</i></p> <p>We are now going to talk about XXX. <i>Moderator to read out the case study example in full and give participants a minute to check their understanding. Then probe on the following:</i></p> <ul style="list-style-type: none"> • How might their life change? • How might the expansion benefit them? • What would the economic benefits be? • How might similar changes affect others? Who do you have in mind here? • What could be done to help? • What do you think [individual] would want a community fund to focus on? <i>Refer back to the parameters of the fund.</i> <ul style="list-style-type: none"> ○ What could it do to help? ○ How would this work? <p><i>Moderator moves onto the next case study and repeats the questions, until each has been covered.</i></p> <p><i>Moderator to bring together discussions from the case studies. Thinking about all of the examples we’ve discussed so far, overall:</i></p> <ul style="list-style-type: none"> • How do you think different people’s lives will change? <i>Refer to previous pros and cons of the expansion discussed</i>

	<ul style="list-style-type: none"> • In what ways do you think these people's lives will be affected differently by the airport expansion? <ul style="list-style-type: none"> ○ Will the impact be the same for them at all? • What could be done to help all the people discussed so far? <ul style="list-style-type: none"> ○ What might this look like as a community compensation fund? <i>Refer back to the parameters of the fund</i> ○ <i>[Moderator to flipchart ideas around what a community compensation fund could look like - on an agreed template.]</i> ○ How would this help them? • Which of these things are more or less important? <ul style="list-style-type: none"> ○ What makes you say that?
12.20 – 12.30pm	<p>Plenary 3 – Summary of table discussions</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The aim of this session is to summarise discussions from the previous session and to share thoughts and ideas across the room.</p> </div> <p>Facilitators summarise the discussions from their table and feedback to the room. Focus on what could be done to help the case study examples and any ideas suggested for a community compensation fund. Facilitators especially focus on recording new ideas for what a community compensation fund could focus on, as these will be condensed and considered in later sessions.</p> <p>Lead moderator to ask:</p> <ul style="list-style-type: none"> • What did your table think could be done to help these people? • What ideas did you have for what a compensation fund could focus on? <ul style="list-style-type: none"> ○ What do you mean by that? ○ What impact would this have? • <i>Reiterate we are looking for innovative / different ideas so any suggestions are welcome. Remind group of the graffiti wall.</i> • <i>Round up discussion, keeping feedback positive and emphasising the importance of their contributions.</i> • <i>Explain what will happen in the afternoon - back here at 1.20pm.</i>
12.30 – 1.20pm	<p>LUNCH</p> <p>Graffiti wall is aggregated and put on display for discussion, participants are given the opportunity to use this as conversation starting point.</p>

	Working lunch for facilitators and DfT observers, who will collate the various ideas generated by participants outside of the four ideas proposed. Facilitators will sense-check the ideas and convert them into brief summaries to be considered in Table discussion 4, removing any duplication.
1.20 – 2.30pm	<p>Table discussion 4 – Responding to different community compensation fund models</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>The aim of this session is to focus discussion on some ideas for a community compensation fund in more detail. We want to look at what would work best for the area, who could receive compensation and how the funding could be allocated, including by geographical area. Two key things to bear in mind when discussing this is that there will be separate initiatives in place to help those living closest to the airport who may be most affected, so we just want to think about those living further out, and that what the fund is spent on has to be linked to impacts of the expansion.</p> <p>This isn't an exhaustive list of options, just a few possible ways of designing the fund – or part of the fund. It will be for Heathrow to develop the Community Compensation Fund and they will also be considering other ideas on how this could work as part of their consultation.</p> </div> <p><i>Participants walk around the room, taking notes about the different options displayed on the walls (see "compensation stimulus posters"). After 10 minutes, participants return to tables and discuss each option in turn.</i></p> <p><i>Moderator reiterates the parameters of the Fund, reading out the handout again if needed.</i></p> <p>(10 min)</p> <p>(5 min)</p> <ul style="list-style-type: none"> • How do you feel about the different options? • What appealed to you? • What did not appeal to you? <p>(10 min for each of the four options, + 10 min for fifth/ new option)</p> <p><i>Moderator to present the different models in turn and facilitate a discussion. The three examples of potential CCF models and any other ideas put forward will be rotated on tables so each table starts with a different option to discuss in detail.</i></p> <ul style="list-style-type: none"> • What is your initial reaction to this example? How would you summarise it? • What kind of person would like this – what would they like about it? • What might it mean for the people we talked about earlier? (Jackie, Joshua, Sonia and Ishaan) • Is there anything that puts you off, or reduces your interest? • How would this scheme support the local community? • What might it mean for local businesses? Local residents? Others?

	<ul style="list-style-type: none"> • How do you think something like this could work here? <p>Repeat for remaining options (to include any other options people may have). Finish with discussion of at least one example generated by participants, using the case studies compiled in the working lunch as prompts.</p> <p><i>Moderators to move onto table discussion 5 early if they have covered all of the options in sufficient depth.</i></p>
2.30-3.00pm	<p>Table discussion 5 – Applying different models to local communities</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The purpose of this session is to discuss what you would value most in a Community Compensation Fund.</p> </div> <p>Considering the different options and ideas we've heard today, we now want to think about what kind of Community Compensation Fund could work here.</p> <p>Out of the ideas you've heard, what do you think would work best here? <i>Refer back to pros and cons of expansion discussed earlier</i></p> <ul style="list-style-type: none"> • What would work the least well? • What about some of the priorities and ideas shared before lunch? Should any of these be considered in developing a Community Compensation Fund? • How could the ideas you've heard be improved upon? <p>What other ideas or combinations might work?</p> <ul style="list-style-type: none"> • Have you seen other examples of funds like this that you thought were good for the local community? • Would the aspects of these examples that you particularly like work well together? <p>What would this mean for who receives compensation?</p> <ul style="list-style-type: none"> • In what circumstances? • Probe on: individuals / households, local organisations, businesses, projects or local services? • Should the Fund focus on supporting specific vulnerable or affected groups? E.g. older people / younger people? • Should the Fund focus on supporting people who have lived in the area for a long time/ lived in the area before airport expansion started? • Should the Fund be accessible to everyone? <p>How could funding be allocated?</p>

	<ul style="list-style-type: none"> Probe on the different options e.g. direct cash payments, applications for funding (from projects), allocations to public services, lottery, other ideas? <p>What geographical area could a fund apply to? Remember there are separate initiatives in place for those living closest to the airport who will be most heavily affected.</p> <ul style="list-style-type: none"> Should it be concentrated on those most affected? Should it be spread across the widest area? Should people from different locations receive different levels of compensation? <p>What should the Fund focus on?</p> <ul style="list-style-type: none"> Should it prioritise the environmental impacts of airport expansion? Should it prioritise the social impacts of airport expansion? <p>Who could make decisions about how the money is allocated?</p> <ul style="list-style-type: none"> Heathrow have set up an independent Heathrow Community Engagement Board, could that have a role? How would you feel about Heathrow making decisions? How would you feel about local councils making decisions? <p>Would other ideas do you think could work?</p> <p><i>Brief plenary: Moderators to reflect back to the room on the group's discussions.</i></p>
3.00-3.15pm	<p>Break</p> <p>Moderators to review graffiti board and cluster questions / comments ahead of the final plenary session.</p>
3.15-3.45pm	<p>Table discussion 6 – Developing Principles</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>We are now going to step back from individual perspectives to look at whether there are any overarching principles which could inform the development of a Community Fund. Throughout the day, you've discussed lots of different options of what a fund could look like and come up with some new ideas. So, we want you to think about what would be best for the whole community. We want you to think in terms of a local citizen to consider the key principles that could govern a fund.</p> </div> <p>Plenary introducing the idea of principles. Read out: "Principles are fundamental rules or values which help an organisation/government to decide how to make tough decisions. These could be things such as equality, which in practice could mean everyone receiving equal amounts. Alternatively, a principle</p>

(10 min)	<p>could be about helping the most vulnerable. There may be tensions between principles, such as having both the previous examples. Principles focus on things like this which are more like overarching values, rather than physical things such as building more leisure facilities.”</p> <p>With this in mind, please take three Post-Its. Without talking to anyone else, please write down what you think are the three most important principles that Heathrow should bear in mind <i>(Moderator to prompt with ideas which emerged earlier in the day/ at other workshops if needed.)</i></p> <p>Participants to write up key principles/points on post-its</p> <ul style="list-style-type: none"> • Moderators to group Post-Its on the flipchart • Participants have two coloured dots – red and green • Place a green dot beside the principle you think is most important • Place a red dot beside the principle you think is least important • Review and discuss voting exercise – why is this popular, why is this not, etc. <p><i>Note for moderators: if participants are finding it difficult to generate their own principles, you can suggest some of the principles below which have come out of earlier groups.</i></p> <p>List of principles:</p> <ul style="list-style-type: none"> • Fairness: Everyone outside of the Compulsory and Voluntary Purchase Zones should receive the same amount of compensation • Equality: Those closest to the airport should receive more compensation than those furthest away • Immediacy: The Fund’s impact should benefit people immediately • Longevity: The Fund’s impact should benefit people over the long term, even if this means that people cannot feel benefits immediately • Democracy: The Fund’s uses should be decided by members of the community • Delegation: The Fund’s uses should be decided by the Council or another independent oversight body • Broad Scope: Making the Fund stretch as far as possible across projects and areas • Concentrated Scope: Targeting the Fund to specific, high-impact projects • Transparency: commitment to publishing information about the Fund and how it is being spent • Accountability: mechanisms are in place to make sure Heathrow is accountable for the Fund. <p>Are there any other principles you think it is important to consider? <i>[Moderator to add any additional principles generated by the group.]</i></p> <p>What would these principles look like in practice?</p> <ul style="list-style-type: none"> • What would it mean for how the fund would work? • What would it mean for Heathrow? • What would it mean for local residents? • And businesses?
3.45-4.00pm	Plenary 4 – Wrap up

The purpose of this final session is to identify any common themes to help understand preferences, on how a fund could be spent. We will hear from each table about your discussions.

Each table feeds back on the discussions they've had.

- Plenary presentation of each table's principles.
- What was the most important to you?
- What are the key things the Community Compensation Fund could take account of?

Lead moderator to summarise the comments and questions on the graffiti wall and ask for final reflections from participants.

Q&A led by DfT including summary of next steps for the research and for plans around the Community Compensation Fund.

Ipsos MORI will collect all the information provided from this and the other deliberative sessions/ interviews. They will analyse this and provide a summary of what we've heard to the Department for Transport. This research will also be available to Heathrow Airport who will be developing their own proposals for how a Community Compensation Fund could look and will be interested to see the results. Heathrow will then be consulting on ALL their proposals next year. This will be well publicised and is a good opportunity to give your views on their plans to build the runway including how they are going to compensate those who will be affected. Heathrow will then look at the results from this consultation as they develop their final plan.

Heathrow's final plan, including for the Community Compensation Fund, will then make up their development application. They will probably be submitting this to the Planning Inspectorate in 2020. The Planning Inspector will then decide whether to give consent to build the runway, looking at whether they have met the conditions set out in the Airports National Policy Statement.

In the meantime, if you are interested in finding out more, information is available both on gov.uk and on Heathrow's website. Heathrow also has a community team who'd be happy to talk to you. Details of these websites and the phone number are included with your thank-you payment, or I'm happy to take a few questions now if anyone has anything they'd like to ask?

Sum up, thanks and close, hand out thank-you payment and explain next steps.

Appendices: Interview discussion guide

Timing	
5 mins	<p>Introduction</p> <p>Introduce self and explain purpose of the research and how the data will be used. Explain Ipsos MORI is an independent research organisation that has been asked to find out what people think about a possible Community Compensation Fund for the Department of Transport. I'll tell you a bit more about this in a minute.</p> <p>Explain that the interview will be an informal conversation, with no right or wrong answers.</p> <p>Explain that participation is entirely voluntary and they are free to pause or end the interview at any time. All answers will be confidential and anonymous, in line with the MRS code of conduct, and they will not be individually identified in the report.</p> <p>Do you have any questions about the research? Can I check that you are happy to participate?</p> <p>Gain permission to record.</p>
5 mins	<p>Warm-up exercise</p> <p>First of all, I'd just like to find out a bit about you: can you tell me a little about yourself?</p> <ul style="list-style-type: none"> Probe for: who do you live with? Are you working/retired? Caring responsibilities? Volunteering? Married? Children? How long have you been living in this area? <p>MODERATOR NOTE: <i>Probe appropriately, depending on the information that you have from the recruitment screener. This section is really just to break the ice and get the participant to feel at ease.</i></p> <p>What do you like about living in [AREA]?</p> <ul style="list-style-type: none"> What makes you say that? What makes this area unique? <p>What is important for:</p> <ul style="list-style-type: none"> You? The local community? Local businesses? Local services? <p>What most needs improving?</p>
10mins	<p>Proposed plans for Heathrow expansion</p> <p>As a means of providing some background, I'd like to read you some information about the proposed plans for the Heathrow expansion.</p>

The Department for Transport has asked Ipsos MORI to explore attitudes towards a potential Community Compensation Fund following the expansion of Heathrow airport.

In 2012 the Government established the independent Airports Commission to consider UK airport capacity and how to maintain our status as an international hub for aviation. After considering all the evidence and consulting widely, the commission recommended a third runway at Heathrow to the North West of the Airport. Since then, the Government has agreed with this recommendation and that airport expansion will be taken forward. This is quite a long process and it is not expected that a new runway will open until 2026.

The next step in the process will be led by Heathrow Airport, working towards a planning application to build the runway. As part of this they will hold further conversations with the people who may be affected, such as yourself.

Those who are affected by the expansion will be properly compensated, or where possible, provided measures to mitigate the effects. This includes home purchases and a scheme for noise insulation for those affected, including schools and community buildings.

Today we are interested in a separate element - a Community Compensation Fund which would distribute funds to affected local communities. This fund could distribute around £750 million to local communities over a 15-year period, although the exact size of the fund has not yet been agreed. This will form part of Heathrow's plans and will be consulted on next year.

Although Heathrow Airport will be responsible for designing the Community Compensation Fund, the Government is interested in understanding the views of local communities on the Community Fund. This is why we are speaking to you today.

What are your initial reactions to what you've heard?

- Do you have any questions?
- Did you learn anything new?

MODERATOR NOTE: We have prepared an FAQs document based on questions from the workshops to help provide information at this point. You can also show participants the map of the compulsory purchase zone and the parameters handout setting out the key facts/ timeline.

What have you heard about Heathrow expansion recently?

- Have you thought/read/talked about it before?
- What did you read about, or discuss with others?

What are the pros and cons of Heathrow expansion?

- What might the impact be for you? Other people?
- What are the arguments for Heathrow expansion?
- What are the arguments against Heathrow expansion?

What do you think about the phrase 'community compensation fund'?

- What does it mean to you?
- What do you think about using the word 'compensation'?

	<ul style="list-style-type: none"> How does this affect what you think about the fund? <p><i>NOTE TO INTERVIEWER: emphasise if related questions arise:</i></p> <ul style="list-style-type: none"> The Government is exploring community attitudes to different approaches to compensation, emphasising that they are not designing or administering the fund. There may be some legal restrictions on what Heathrow can include in its application on the Community Compensation Fund – it has to be relevant to planning and the impact of expansion. There are no right or wrong answers, we want participants to be involved to help think about the questions regarding each approach and would like their “expert input”. Explain that this is part of a larger project, including three workshops and 25 depth interviews.
10 mins (5 mins per case study)	<p>Case Studies</p> <p><i>NOTE TO INTERVIEWER: Cover 2 case studies per interview, rotating which case studies are covered.</i></p> <p>We now want to consider the impacts of the Heathrow expansion on different types of people, by looking at some case studies. First, we are going to talk about XXX.</p> <p><i>Moderator to read out the case study example in full then probe on the following:</i></p> <ul style="list-style-type: none"> How might their life change? How might similar changes affect others? Who do you have in mind here? What could be done to help? What do you think [individual] would want a community fund to focus on? <ul style="list-style-type: none"> How would this work? Are there any differences between the two case studies? <ul style="list-style-type: none"> Do you think one may be affected more than the other? What could be done to help both people?
20mins (5 mins per compensation model, 5 mins for other suggestions)	<p>Responding to different compensation models</p> <p><i>NOTE TO INTERVIEWER: Cover all 3 compensation models per interview, rotating which compensation models are covered.</i></p> <p>We now want to focus on some ideas for a Community Compensation Fund in more detail by looking at some examples of how the compensation could work. The examples we’re going to look at aren’t an exhaustive list of options, just a few ways it could work. It will be for Heathrow to develop the</p>

	<p>Community Compensation Fund and they will also be considering other ideas on how this could work as part of their consultation.</p> <p><i>Moderator to read through compensation model description then probe on the following:</i></p> <ul style="list-style-type: none"> • How do you feel about this option? • What appealed to you? Why? • What did not appeal to you? Why? • What kind of person would like this? Which parts would they like? • What might it mean for the people we talked about earlier? (Jackie, Joshua, Sonia and Ishaan) • How would this scheme support the local community? • What might it mean for local businesses? Local residents? Others? <p><i>Repeat for each model</i></p> <p>What other ideas might work?</p> <ul style="list-style-type: none"> • Have you seen other examples of funds like this that you thought were good for the local community?
10 mins	<p>Applying different models to local communities</p> <p>Considering the different options and ideas we've discussed, I want you to think about what kind of Community Fund could work best in this area. Out of the ideas you've heard...</p> <ul style="list-style-type: none"> • What do you think would work best here? What makes you say that? • Why would the other option work less well? What makes you say that? • How could the ideas you've heard be improved? <p><i>Interviewer to focus on preferred model when asking the following:</i></p> <p>What would this mean for who receives compensation?</p> <ul style="list-style-type: none"> • In what circumstances? • Probe on: individuals / households, local organisations, businesses, projects or local services? • Should the Fund focus on supporting specific vulnerable or affected groups? E.g. older people / younger people? • Should the Fund focus on supporting people who have lived in the area for a long time/ lived in the area before airport expansion started?

	<ul style="list-style-type: none"> Should the Fund be accessible to everyone? <p>How could funding be allocated?</p> <ul style="list-style-type: none"> Probe on the different options e.g. direct cash payments, applications for funding (from projects), allocations to public services, other ideas? <p>What geographical area could a fund apply to?</p> <ul style="list-style-type: none"> Should it be concentrated on those most affected or spread across the widest area? Should people from different locations receive different levels of compensation? <p>What should the Fund focus on?</p> <ul style="list-style-type: none"> Should it prioritise the environmental impacts of airport expansion? Should it prioritise the social impacts of airport expansion? <p>Who could make decisions about how the money is allocated?</p> <ul style="list-style-type: none"> Heathrow have set up an independent Heathrow Community Engagement Board, could that have a role? How would you feel about Heathrow making decisions? How would you feel about local councils making decisions?
3 mins	<p>Final thoughts and wrap up</p> <p>Thinking about everything we've spoken about today, what do you think are the most important principles that Heathrow should bear in mind?</p> <ul style="list-style-type: none"> What makes you say that? <p>Is there anything else you would like to add?</p> <p><i>Thank participant for taking part and explain how the data will be used. Signpost to gov.uk and Heathrow's website if participant would like to find out more.</i></p> <p><i>Give incentive and sign incentive receipt.</i></p> <p><i>Thank and close.</i></p>

Appendices: Community Compensation Fund models

Community project grants

Using the fund to provide grants which local community groups and charities can apply for. The grants aim is to leave a sustainable legacy.

Only not for profit organisations can apply.

There can be different types of funding provided by the grants.

1. Local funding

2. Strategic funding



Example: Administering community project grants

How might it work?



Example: Qualifying for community project grants 1:

Could be small grants which focus on quality of life and the environment in individual communities.

Local



Building a community playground



New leisure facilities



Employing a multi-lingual careers advisor



Just in Hounslow or just in Staines



Conservation project to increase biodiversity



Funding a three year programme of skills and vocational training for young people



Improving cycle access across a whole borough



Across multiple communities e.g. South West London

Example: Qualifying for community project grants 2

Or grants for large projects across lots of communities. They are designed to address strategic (rather than just local) concerns.

Strategic

Example: Spending on local services

Using the fund to provide refurbishment or new equipment for local public services.

This could, if expansion at Heathrow put pressure on these services and additional support was needed, include funding for:



Refurbishing local hospitals



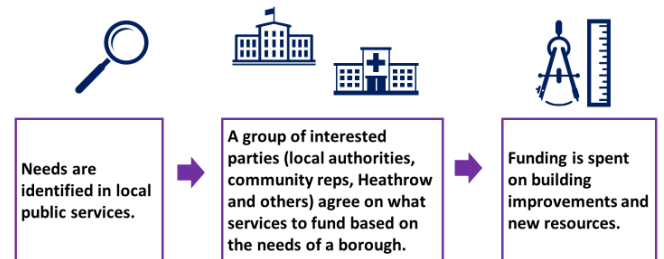
Funding teaching assistants



Buying new equipment for local services

Example: Spending on local services

How it might work?



Example: Cash compensation

Potentially using the fund to give affected households cash directly.

The size of the Community Compensation Fund is likely to be fixed. Therefore the larger the sum of money paid to a resident the fewer the number of homes that will be able to receive payments.



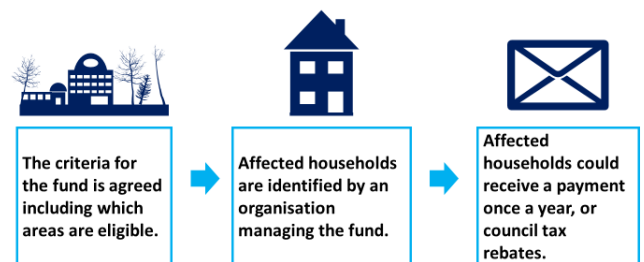
£25 per property



£250 per property

Example: Cash compensation

How it might work?



Appendices: Case studies

Jackie, resident, 35



Jackie has recently moved to the area to work as a GP at her local health centre. She grew up in Watford, where her parents still live and she visits often by taking the tube into central London.

She enjoys living close to the airport as it means she can easily travel to see her sister who lives in France.

She has two dogs which she likes to walk in the local park. She finds the green spaces are one of her favourite things about living in the area and her walks help with her asthma.

Sometimes she hears the noise of planes above her house, but this does not bother her too much at the moment.

Joshua, local business owner, 50



Joshua owns a small building firm. He employs three people and has been working in the area since he started. He has been running the business for over 15 years and finds there is lots of demand for work in the area with plenty of building going on.

Although his business is doing well, he worries about increased noise pollution affecting his ability to concentrate on construction tasks as he often works outside.

Joshua lives alone in a flat about two miles outside of where he works so he commutes into the area. If he is not driving, he relies on the good public transport connections.

Ishaan, homeowner, 76



Ishaan is retired and lives in a detached house with his partner, who requires full-time care. They have lived in their home for over twenty years.

They own the house outright having paid off the mortgage, and they are relying on the value of the home for part of their pension. He worries that the property might decrease in value in the future and this could limit their ability to pay for care.

Ishaan plays the piano and volunteers for his local sports and social club. He likes to use the local library and relies on services in the area to keep him active.

Sonia, student, 12



Sonia is 12 and lives with her father and two brothers. They have lived in the area for Sonia's whole life, and they moved into their current home three years ago after her parents' separation.

She and her siblings attend a secondary school that is currently under the flight path. Sonia enjoys sports and playing football matches on the school's sports pitch. She'd like to play more football in the local area but hasn't found a club she wants to join yet.

Appendices: Recruitment approach

Recruitment took place between the 18th September and 27th November, to correspond with the fieldwork dates (3rd October 2018 to the 28th November). Face to face recruitment was used, complimented by online recruitment. Online recruitment was particularly important for the recruitment of residents for depth interviews, which sought to speak to vulnerable audiences who are often more readily contactable through online methods compared to face to face. Additionally, this was used to enable fieldwork to be completed within given timeframes and achieve the required quotas, which included targeting small geographic areas.

All relevant GDPR steps were taken during recruitment. This included;

- As data processors, recruiters ensured that informed consent was gained from each participant. Participants signed consent forms when agreeing to take part in the research, either in hard copy if they were recruited face to face, or via email if they were recruited online. Those contacted online had given prior consent to be contacted in relation to research projects, then provided additional consent for this research specifically. Consent was reconfirmed verbally before the start of each workshop and interview.
- Opportunities to refuse information or withdraw from the research were provided at all stages of recruitment and fieldwork.
- Confidential information was encrypted, password protected and shared through secure file transferring systems.
- Any confidential information collected will be securely destroyed using shredding software within 3 months of the projects close.

Detailed sampling approach

In addition to location, our primary sampling criteria included:

- Reflecting the ethnicity of each area with minimum quotas set on participants from: black, African and Caribbean backgrounds, Asian backgrounds, and Eastern European backgrounds;
- A mix of ages, genders, housing tenures and household incomes;
- A selection of local business owners at each workshop.

During recruitment, we also included a screener question on membership of local community groups for the research team to review and decided whether they should be included in a workshop. This was used as a way of screening members of activist groups to offer them the chance to share their views through depth interviews instead of joining a workshop where the strength of their opposition to the third runway could impact discussions.

Recruitment for the depth interviews was based on achieving a spread of participants to match the demographic criteria described above, as well as several specific characteristics which we wanted to

explore further in a depth interview setting. These characteristics were selected based on accessibility of a large group workshop that can be off-putting for some participants, and our initial analysis of the workshop findings, allowing us to explore areas which we felt warranted further sub-group analysis.

- Residents living in an area eligible for property compensation schemes should expansion go ahead;
- Small business owners who may have found it difficult to take time off work to attend a full day workshop (on a Wednesday or Saturday);
- Specific vulnerable groups: including those with language barriers, limiting health conditions and carers);
- Parents of young teenagers as they held a distinctive view during the workshop discussions.

The table below includes the final numbers of participants achieved across the research.

Interviews sampling matrix		Quota	Achieved
Location	Colnbrook	6	6
	Richmond/Twickenham	7	8
	Brentford/Hammersmith	7	6
Parents of young teens		2 to 4	4
Business owners		4 to 6	4
Vulnerable groups		Language barriers/ carers/ long term health conditions	6 to 8
			9

The table below includes the final numbers of **workshop** participants achieved across the research.

		Slough, Datchet & Horton		Englefield Green & Egham		Osterley Park & Hounslow		Total	
		Quota	Achieved	Quota	Achieved	Quota	Achieved	Quota	Achieved
Gender	Male	20	18	20	14	20	20	60	52
	Female	20	23	20	17	20	24	60	64
Age	18-24	10	7	10	9	10	9	30	25
	25-40	10	10	10	8	10	14	30	32
	41-60	10	19	10	10	10	10	30	39
	61+	10	4	10	4	10	11	30	19
Ethnicity	Eastern European	4	3	-	-	4	4	8	7
	Asian/ Asian								
	British/ Mixed	16	9	16	3	16	12	48	24
	Black/ African/ Caribbean/ Black								
Tenure	British/Mixed	4	8	4	2	4	2	12	12
	Home owner	10	21	10	13	10	21	30	55
	Private renter	10	7	10	6	10	11	30	24
Small business owner	Social renter	10	10	10	7	10	7	30	24
		5	5	5	2	5	4	15	11

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