



# AIRPORT EXPANSION CONSULTATION FEEDBACK FORM – JUNE 2019

This is our statutory consultation on our preferred proposals for Heathrow Expansion. Please use this feedback questionnaire to respond to our consultation. Your feedback is really important to us and we have used your feedback from our previous consultations to develop the proposals on which we are now seeking your views.

The questions are grouped into the following sections:

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## Please respond to the consultation by using one of the following methods:

- **Feedback questionnaire:** You do not have to answer every question. Please complete as many sections of this feedback questionnaire as you would like and send it to: **Freepost LHR AIRPORT EXPANSION CONSULTATION**. You do not need a stamp.

If you need more space to answer any of the questions, please continue on a separate piece of paper and attach it to this questionnaire.

If you would prefer to send us a letter please send this to the freepost address.

- **Online:** Feedback can be submitted online at **aec.heathrowconsultation.com**
- **Email:** Feedback provided by email should be sent to **feedback@heathrowconsultation.com**

We cannot accept responsibility for responses that are sent to any addresses other than those described.

Thank you for your feedback.

**The deadline for responding to the consultation is 11.55pm on 13 September 2019.**

## If you would like any help to complete this questionnaire, or information about our proposals, you can:

- Call our dedicated consultation helpline **0800 307 7996**
- Go online at: **aec.heathrowconsultation.com**
- Send an email to us at **info@heathrowconsultation.com**

If you need more space to answer any of the questions, please use the notes page at the back of this feedback form or continue on a separate piece of paper and attach it to this questionnaire.

## About you

It's useful for us to understand who has taken part in the consultation, so please can you provide the following details.

Name

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Are you responding on behalf of an organisation or group? (please tick): Yes  No

If yes please specify the name of your organisation/group and a brief description of its role and membership:

This response is from Wokingham Borough Council

Please note that this response is subject to confirmation through the borough's IEMD sign off on the 17 September.

Please confirm you have the authorisation to respond to the consultation on behalf of this organisation (please tick):

*For information on how we will use your information, please see the Privacy Notice on the back of this feedback questionnaire.*

# Masterplan

Expanding Heathrow is about more than building a new runway. To operate a three-runway airport, we also need to build passenger facilities, infrastructure and relocate or replace some existing buildings and land uses.

Our Preferred Masterplan sets out our plans for the future expansion of Heathrow. It has been developed taking into account feedback from previous consultations, as well as community, consumer and stakeholder engagement events and our ongoing design and assessment work.

*For more information on our Preferred Masterplan please see section 3 of the Consultation document and the Preferred Masterplan document.*

## **1. Please tell us what you think about any specific parts of our Preferred Masterplan or the components that make up the masterplan.**

There are four key areas which concern the borough namely the Climate Change Emergency, Environmental health, noise and the need for the Western Rail Link. The expansion of Heathrow airport brings with it a range of economic benefits for Thames Valley region including Wokingham Borough. The negative environmental impacts on air quality and noise level, do not directly adversely affect our communities significantly due to the distance of the borough boundary from the Airport, however, these should be monitored to demonstrate that this remains the case throughout the construction period and once the runway is operational.

In the light of these concerns the support of the Council to the expansion of Heathrow Airport is conditional on:

1. The need to reduce the emission of greenhouse gases including carbon emissions and to demonstrate a clear pathway to carbon neutrality by all means which may include offsetting.
2. It being demonstrated through monitoring (at a suitable location within the Borough) that any increase in the proposed number of overflights in Wokingham Borough will have no adverse effect on the health and quality of life of residents.
3. The need for Western Rail Access and associated improvements to the Twyford Station area.

Given the location of the existing rail links, we consider focussing growth on Terminals 2 and 5 a sensible approach; western rail access is an critical issue for Wokingham Borough Council without the expansion of the airport. It is essential that the DCO includes this as part of the application or, (preferably) that the western rail access is completed ahead of any expansion.

We also support the preferred option for the M25 realignment scheme as, being predominantly offline, it will help ensure network performance in that key location is not significantly adversely affected.

Responses to other aspects of the Preferred Masterplan are provided in answers to subsequent questions.

The expansion of Heathrow will require a number of existing buildings and community facilities to be moved, such as the Immigration Removal Centres at Harmondsworth and Colnbrook.

*For more information on our preferred masterplan please see section 3 of the Consultation document and section 7.8 of the Preferred Masterplan document.*

**2. Please tell us what you think about the sites we have identified for buildings and facilities we are proposing to move.**

Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.

The boundary of an expanded Heathrow will be carefully designed to improve the overall appearance of the airport and help it blend into the surrounding area.

*For more information on the landscaping proposed please see section 3 of the Consultation document and section 7.9 of the Preferred Masterplan document.*

**3. Please tell us what you think of our boundary design proposals to manage noise and the effects on views around the boundary of the expanded airport.**

Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.

Our Heathrow Expansion and Your Area documents set out our development proposals, their potential effects and how we propose to reduce them. The ten local areas covered are:

- Bedfont and Mayfield Farm;
- Brands Hill;
- Colnbrook and Poyle;
- Cranford, Hatton and North Feltham;
- Harlington and Cranford Park;
- Harmondsworth;
- Longford and Bath Road;
- Richings Park;
- Sipson; and
- Stanwell and Stanwell Moor.

For more information on the effects of the Project on these local areas please see the Heathrow Expansion and Your Area documents.

**4. Please tell us what you think about our development proposals and the measures proposed to reduce effects in these areas.**

*(Please list the area you are commenting on followed by your response. If you would like to comment on more than one area, please use the notes pages at the back of this feedback form).*

Local area –

**Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.**

Response –

## Construction

The expansion of Heathrow will require careful planning to ensure that it is successfully delivered in a way that considers the effects of construction on local communities, the environment and the transport network.

*For more information on our construction proposals please see section 4 of the Consultation document and the Construction Proposals document.*

### **5. Please tell us what you think of our construction proposals and the ways we are proposing to minimise effects on communities and the environment.**

With regard to the environment WBC insists that there should be no increase in GHG emissions throughout construction and post-opening; the environmental sections of the consultation identify carbon neutrality by 2050, however, there should be no increase prior to this time.

We note that specific confirmation that no additional flights during respite periods will be necessary due to the construction impacting runway movements has not been provided; this requires confirmation. The use of rail to transport materials during construction is welcomed. The proposed enhancements in the West Drayton area are considered essential as currently westbound trains from the airport site normally first travel eastbound to loops at either Hanwell or Hayes and Harlington, before reversing to head westbound again, which takes up capacity and can affect network performance. Also, 24-hour working and lack of daytime paths could lead to increased rail movements on the GWR mainline overnight, increasing noise impacts in the Twyford area and reducing the time available for Network Rail to undertake essential engineering works.

We also note that traffic forecasts associated with construction activities were not available at the time of the highway assignment model runs and so were prepared using a bespoke spreadsheet-based model and so accurate estimates of all construction impacts on the wider highway network have not been possible. It is acknowledged that, based on the modelling available, such impacts are expected to be of a lower magnitude than post opening impacts, but this has yet to be demonstrated conclusively

## Future Operations

In response to our previous consultation, we have developed a combined runway alternation and night flights scheme which prioritises respite for communities closest to the airport in the evening, night and early morning periods.

As part of our plans for runway alternation, we are proposing four runway operating patterns. We would rotate between these patterns at either 2pm or 3pm and again at midnight each day. The sequence of these patterns will be repeated every four days.

*For more information on our runway alternation proposals please see section 5 of the Consultation document and section 3 of the Future Runway Operations document.*

### **6. Please tell us what you think of our runway alternation proposals, in particular we would like to know if you think we should alternate the runways at 2pm or 3pm.**

The future runway alternation plans appear to represent a significant worsening for communities in Group C, along with neighbouring areas including potentially Wokingham Borough, with flights operating for more than twice the number of hours they currently do on two of the four days. On the other two days of the cycle the hours of flight operation are slightly longer in the current scenario. This requires clarification as although the area falls outside the 56dB Envelope we would consider additional flights to be unacceptable if there is a likelihood of decreased quality of life for our residents. See Noise (Q16) later in this response.

We do however agree that the runway should alternate at 3pm not 2pm.

The proposed use of continuous climb and continuous descent operations is envisaged to be of particular value to the residents of Wokingham Borough, as it should result in aircraft operating at higher altitudes over the Borough.

Section 5 of the Consultation document and section 4 of the Future Runway Operations document explains our preferred proposal for the length and timings of a ban on scheduled night flights. Our consultation materials also describe alternative options we have considered.

**7. Please tell us what you think of our preferred proposal for a ban on scheduled night flights, and/or whether you would prefer an alternative proposal.**

We agree with the preferred proposal for a ban on scheduled night flights between 23:00 and 05:30, with aircraft only being allowed to operate between midnight and 05:15 if they have been dispensed under the Government's dispensation rules. We consider that it will offer the best compromise for our residents.

We plan to increase the number of arrivals and departures at Heathrow prior to the new runway opening, to respond to the urgent need for additional airport capacity.

*For more information on our proposals for early growth please see section 5 of the Consultation document and the Early Growth document.*

**8. Please tell us what you think about our proposals for managing early growth.**

Please note our response to Question 12. It is essential that as we all aim for a Carbon Neutral economy that Heathrow does all it can to minimise the negative impacts of air travel on the environment. With this in mind we will not support the expansion if it leads to an increase in Carbon emissions at Any time throughout or after the expansion of the airport.

The proposals for managing early growth are generally considered acceptable and it is noted that the PIER report identified no likely significant effects arising from the early growth in air traffic movements, in advance of the new runway becoming operational. It should be noted, however, that the western rail access needs to be delivered as soon as possible to improve current conditions as well as assisting with public transport as the expansion works begin.

## Surface Access

Our proposals for public transport at an expanded Heathrow are based on:

- Making best use of existing public transport;
- Supporting committed improvements; and
- Developing new public transport routes.

*For more information please see section 6 of the Consultation document and the Surface Access Proposals document.*

### 9. Please tell us what you think of our proposals and how we could further encourage or improve public transport access to the airport.

We consider that enhanced surface access is essential to help relieve congestion on the approach roads and, in particular, the motorways and to improve air quality. Therefore, we welcome the pledge that at least 50% of passengers will use public transport by 2030 and at least 55% by 2040. We note that much of the observed modal shift is from taxi and private hire vehicles to rail which will also have a positive impact on both emissions and congestion. We also welcome the pledge to reduce staff parking, coupled with measures to encourage staff to switch to public transport or active modes, again having a positive impact on both emissions and congestion locally. However, we share the Thames Valley Berkshire LEP's frustration that, although Heathrow have expressed their support for the Western Rail Link and promised to pay their 'fair share to the costs of delivery', these surface access proposals do not contain a commitment to deliver this scheme either prior to or as part of the airport expansion.

Instead the proposals only commit to look at enhancements to RailAir services to Reading and Slough in the event that the Western Rail Link is not delivered by 2030.

We consider that a review of RailAir provision along the M4 corridor to Slough and Reading should be undertaken prior to runway opening and the Surface Access Strategy should include a firm commitment to enhance Reading RailAir services. The Western Rail Link is needed now and not as a by-product of expansion; however the link should be included in the proposals to ensure that it comes forward as part of the expansion (if not before). Much of the modal shift is from London and we expect that conditions for those travelling from the west/Wokingham towards London (and internally within the region) will worsen. Upon delivery of the Western Rail Link, Twyford Station will have a significant role for access to Heathrow as it will be connected to Heathrow by both the Elizabeth Line and Western Rail Link services. This station already suffers from poor access by all modes and Twyford itself has an AQMA and traffic problems. It is essential therefore that consideration must be given to mitigating any infrastructure requirements arising from the proposals, as Twyford is the only Elizabeth Line station which has not been proposed for improvement. In addition, in the event of increased traffic in the borough due to the expansion, Wokingham would also require funds to mitigate this increase by making improvements to the sustainable transport network in the borough.

We are proposing to introduce a Heathrow Ultra-Low Emission Zone by 2022, which will help us to manage emissions and encourage passengers to consider other modes of transport or cleaner vehicles. We are also proposing to use charging to supplement improvements to public transport and encourage its use, this is known as the Heathrow Vehicle Access Charge. This would be introduced from the opening of the new runway.

*For more information please see section 6 of the Consultation document and the Surface Access Proposals document.*

### 10. Please tell us what you think about our proposals for the Heathrow Ultra Low Emission Zone and Heathrow Vehicle Access Charge as ways to manage congestion and air quality impacts.

We welcome the use of Heathrow Ultra Low Emission Zone (HULEZ) and the Heathrow Vehicle Access Charges (HVAC) to encourage a reduction in 'Kiss and Fly' trips, along with encouraging cleaner vehicles and taxi/PHV backfilling, all of which will help to reduce emissions and the number of vehicle trips and hence congestion. However, we consider that they will have limited modal shift impact on business travellers initially, as the extra charges will just be added to expenses. The ongoing effectiveness of these measures on business travellers is likely to rely on the increasing desire of employers to be carbon neutral which in turn reduces the level of acceptance employers have to pay these fees.

For leisure travellers we believe that these measures will form an immediate part of their decision on transport mode and the transport modelling already shows that, coupled with other 'pull' and 'push' factors such as lowering prices on the Heathrow Express and increasing rail service frequency, they can have a significant impact on mode choice in a relatively short period of time.

## 11. Do you have any other comments on our Surface Access Proposals?

Whilst the delivery of modal shift targets has been demonstrated to be possible without the construction of the Western and Southern Rail Links, those targets have been achieved through the use of stronger 'push' and 'pull' measures.

Should these measures not be as effective as forecast, the flexibility to strengthen them still further will be diminished by their high initial implementation level.

The modelling showed that, with the construction of the Western and Southern Rail Links, the delivery of modal shift targets was achievable using much weaker 'push' and 'pull' measures, giving more scope to increase their level later if needed.

## Preliminary Environmental Information and Managing the effects of Expansion

Our Preliminary Environmental Information Report carefully considers the effects that expansion may have on the environment and provides measures to reduce them or improve the current environment wherever possible.

*For further information please see section 7 of the Consultation document and the Preliminary Environmental Information Report.*

## 12. Please tell us what you think about our proposals to manage the environmental effects of expansion.

Greenhouse Gases/Carbon are a primary concern and the Preliminary Environmental Information report suggests that there is likely to be a significant negative impact on this.

The NPS states:

“Any increase in carbon emissions alone is not a reason to refuse development consent, unless the increase in carbon emissions resulting from the project is so significant that it would have a material impact on the ability of Government to meet its carbon reduction targets, including carbon budgets.”

Although the Environmental Statement will need to ensure that the requirements of the NPS are met at submission, WBC would request that the mitigations should seek to achieve the maximum reduction in Carbon and Greenhouse gas emissions rather than a do minimum approach. It is difficult to see what can be achieved as the mitigations are yet to be developed. The figures also suggest that there will be a peak around 2035 before receding at the target date of 2050. This should be managed to ensure no increase during the project to 2050 to ensure that the expansion can be consider Carbon neutral throughout the project, not just at the end.

It is accepted that it may be necessary to offset carbon, however, this should be a last resort and local offsetting would be preferred

## Air Quality

Our surface access proposals will help us manage airport-related emissions and our Preferred Masterplan has been designed to reduce the impact of the airport on local air quality. Chapter 7 of the Preliminary Environmental Information Report, published as part of this consultation sets out in detail the work we have done to assess the effects on air quality from the construction and operation of an expanded Heathrow.

*For further general information on air quality please see section 7.1 of the Consultation document and Chapter 7 of the Preliminary Environmental Information Report.*

### 13. Please tell us if there are any other initiatives or proposals that we should consider in order to address the emissions from airport related traffic or airport operations?

Wokingham Borough Council's support is conditional upon it being demonstrated that there is no adverse affect on health or quality of life of resident's caused by the expansion. This includes poor air quality caused either by the aircraft but also secondary sources such as increased congestion in the borough due to poor public transport provision from the West (in the absence of the western rail link).

We support Heathrow's pledge to have landside airport-related traffic no greater than today.

We welcome the aircraft stand design and fuelling proposals along with the provision of infrastructure for charging electric and hybrid vehicles in the consolidated car park areas.

We also support the implementation of the Construction Traffic Management Plan, the Construction Workforce Travel Plan and the deployment of delivery management systems to optimise deliveries and reduce carbon emissions and local air quality impacts.

We note that no significant effects are forecast in relation to dust and odour or in relation to PM and NO2 emissions, however, whilst no significant effects are forecast during construction in relation to NO2, the importance of effectively managing construction road traffic should not be underestimated to ensure forecast levels are not exceeded.

This again highlights the importance of the rail access works at West Drayton as, if the predicted level of rail involvement in the construction process cannot be realised, this would lead to a significant increase in construction road traffic.

## Health and Well Being

The health and well-being of our passengers, colleagues and neighbours is important to us and we have carefully considered the effects expansion may have on them.

*The outcomes of our preliminary health assessments are explained in section 7.3 of the Consultation document and Chapter 12 of the Preliminary Environmental Information Report.*

### 14. Please tell us what you think about our proposals to help health and well-being. Are there any other proposals that you think we should consider to address the effects of the Project on the health and wellbeing of our colleagues, neighbours and passengers?

Wokingham Borough's support is conditional upon it being demonstrated that there is no adverse affect on health or quality of life of residents caused by the expansion.

Our key concerns are covered in the rest of this document, many of the issues in Section 7.3 are concerned with more local impacts, closer to Heathrow. It should not be forgotten that secondary impacts such as any increase in traffic in the west due to the lack of rail access will also impact on those further away from the airport.

## Noise Insulation Scheme

We are proposing to introduce three noise insulation schemes for eligible local residents to address the effects of noise from an expanded airport. These will open in stages and prioritise properties in the highest noise areas.

*For more information please see section 7.4 of the Consultation document, the Proposals for Mitigation and Compensation document and the draft Noise Insulation Policy document.*

### 15. Please tell us what you think about our noise insulation schemes.

Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.

Noise is one of the biggest concerns for communities living close to airports. We are proposing to introduce new and improved ways to manage noise at an expanded Heathrow such as introducing a 6.5 hour scheduled night flight ban, utilising runway alternation and developing a noise envelope.

*For further general information on noise please see section 7 of the Consultation document and Chapter 17 of the Preliminary Environmental Information Report.*

### 16. Please tell us what factors are most important as we develop our proposals for noise management, in particular our proposals for the design and implementation of a noise envelope.

In addition to our earlier responses to Questions 6 and 7, Wokingham Borough Council acknowledges that a number of its residents consider that they are affected by aircraft noise, mainly from aircraft inbound or outbound from Heathrow (even though they are at least 23km from Heathrow), although there is also noise from other aircraft travelling in uncontrolled airspace. Therefore, it is important to consider the impacts of any noise management strategy across both the local and wider modelled areas, particularly taking into consideration the proposed changes in runway operations. When designing flight paths for an expanded three-runway Heathrow these paths should avoid our main towns and villages as far as is practically possible. As per question 13, Wokingham Borough Council's support is conditional upon it being demonstrated that there is no adverse effect on the health and quality of life of residents and in the case of both noise and air quality we would expect that appropriate monitoring will be undertaken throughout the construction and also during operation of the airport after the 3rd runway becomes operational. Also, we are aware that modern aircraft are less noisy than even their immediate predecessors and, therefore, the use of newer aircraft should be encouraged by differential pricing of landing charges for noisier aircraft.

## Economic Development

Heathrow is a cornerstone of the local economy and we are one of the largest single-site employers in the country. Expansion will provide a range of new employment and training opportunities.

*For further information please see section 7 of the Consultation document and Chapter 18 of the Preliminary Environmental Information Report and the Economic Development Framework document.*

### **17. Please tell us what you think of our proposals for maximising new jobs and training. Are there any other ways that we can maximise skills and training opportunities to benefit our local communities?**

Wokingham Borough Council welcomes the proposals. Given the borough's proximity to the airport, Wokingham borough residents should also have access to these opportunities provided that there are sustainable means of access to the workplaces. This again highlights the need to ensure that there is a suitable alternative for travel into the airport from the West.

## Historic Environment

The expansion of Heathrow presents both challenges and opportunities for the historic environment and for the historic buildings and features which may be affected. We have set out in the Preliminary Environmental Information Report a series of historic environment principles that are informing the design and development of the expansion of Heathrow and have included a number of measures within the scheme design to minimise effects on the historic environment. We are proposing four historic environment strategies that will address effects on the historic environment.

*For further information please on the effects on the historic environment please see section 7 of the Consultation document, section 7.10 of the Preferred Masterplan document and Chapter 13 of the Preliminary Environmental Information Report.*

### **18. Please tell us what you think about our approach to addressing effects on the historic environment, including any particular proposals you would like us to consider.**

Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.

## Environmentally Managed Growth

We are proposing to operate an expanded Heathrow within a set of strict environmental limits which would be monitored and enforced by an independent body.

*For further information please see section 8 of the Consultation document and the Environmentally Managed Growth document.*

**19. Please tell us what you think of our proposed approach to manage the future growth of the airport within environmental limits. Is there anything else we should consider as we develop the framework and its potential limits?**

The proposed approach appears to be beneficial as it will allow monitoring and adjustments to the mitigations to ensure that Heathrow is able to remain within the agreed limits. If these are legal limits and the commitment is legally bound it will ensure that there is some restriction to the growth and unintended negative impacts, however, it is essential to Wokingham Borough Council that these limits are sufficiently stringent to help the whole country achieve its carbon neutral aspiration.

Of the four areas of interest, Surface Transport and Carbon are the borough's primary concern. Wokingham Borough Council is committed to becoming Carbon neutral by 2030 and we would expect any other responsible body to be aiming for this deadline as the climate change emergency needs to be addressed as soon as practicable. Whilst complying with the NPS is important for the DCO process, the changes in the Climate Change Agenda since the NPS was created means that WBC feel it is necessary for more stringent limits to be set for the expansion of Heathrow. The greenhouse gases remain a major issue for air travel and it is not clear how this is being mitigated; the documentation seems to suggest that this is still being developed, WBC would suggest that the limits and mitigations are key elements of the expansion and so should form part of a consultation before being submitted.

Surface access is closely linked to the climate change agenda, particular for those to the west of Heathrow who are still likely to depend on private vehicles for access due to lack of alternative. We are therefore insistent that there should be a Western Rail access as part of the expansion.

## Community Fund

We are proposing a new Community Fund to help address the positive and negative effects of the Project and to improve the quality of life in the area around the airport.

*For further information please see section 9 of the Consultation document and the Proposals for Mitigation and Compensation document.*

**20. Please tell us what you think about our proposals for the Fund, including what it is spent on, where it is spent, and how it should be funded and delivered.**

Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.

## Property and Compensation

People who live in or own property near Heathrow airport could be affected by its expansion. We will need to acquire areas of land which currently include residential, commercial and agricultural properties.

We have prepared the interim Property Policies to explain our general approach to buying properties and land and set out the discretionary compensation offers available for eligible properties. These discretionary offers are intended to enhance the terms available under the Statutory Compensation Code for eligible properties, but do not change your statutory rights.

*Section 10 of the Consultation document and the Property Policies Information Paper set out a summary of the interim Property Policies.*

### **21. Please tell us what you think about our interim Property Policies, including our general approach to buying properties and land and our approach to compensation, including our discretionary compensation offers.**

Wokingham Borough is not directly affected by this and so expresses no opinion, it should be considered at a local level.

## Development Consent Order

To get permission for our expansion proposals we will need to apply for a specific type of permission called a Development Consent Order (DCO). The DCO will contain the legal powers we need to build and operate the expanded airport. It will also place certain constraints on us, including obligations to minimise and reduce the effects of expansion and to pay compensation for land that has to be compulsorily acquired.

*For more information about the DCO process and on what we think will need to be contained in our DCO, please see our 'How do we obtain approval to expand Heathrow?' document.*

### **22. Do you have any comments on what we think will need to be contained in our DCO and do you have any views on anything else the DCO should contain?**

Taking into account the previous questions in this consultation, the council has nothing further to add.

## General comments

### 23. Do you have any other comments in response to this consultation?

No.

### 24. Please give us your feedback on this consultation (such as the quality of the documents, website and events).

There appears to be a significant amount of duplication between the documents, making the evidence base longer than potentially is necessary.

## Thank you for your time

### Equalities Questionnaire

Please help us by completing our monitoring form. This helps us to check that no group of people is missed out from taking part in the consultation.

### Thank You

Your feedback is really important to us and we have used your feedback from our previous consultations to develop the proposals on which we are now seeking your views.



# Notes (Please use these pages if you require any extra space)

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# Notes (Please use these pages if you require any extra space)

# Privacy Notice

## Airport Expansion Consultation Updated: 18th June 2019

This privacy notice tells you what to expect when you provide your personal information to Heathrow Airport Ltd (**Heathrow**) in connection with the Airport Expansion Consultation.

Heathrow is committed to protecting your personal information. Whenever you provide personal information we are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (**GDPR**) and the Data Protection Act 2018.

### What is the Airport Expansion Consultation?

The Airport Expansion Consultation is a statutory 12 and a half-week consultation on Heathrow's expansion plans, and will be open between 18 June 2019 and 13 September 2019. During the Airport Expansion Consultation, you will be able to submit your views on the expansion plans by post or by using our online form which are available at [aec.heathrowconsultation.com](http://aec.heathrowconsultation.com)

### What information is collected when using the "Protect Your Response" and "Complete Later" facilities on the online form?

If you use our online form to submit your views, you will be provided with two facilities, which are to either "Protect Your Response" or "Complete Later". If you use either of these facilities, Heathrow will collect and use your email address in order to send you a URL (a website link) that is unique to you only. We will email this link to you so that, providing you save your responses using the button, you can return to them at any time should you get disconnected or wish to complete your response over a number of days. The facility is open until the closure of the consultation. All responses must still be completed by 23:55 on September 13th 2019. In the final week of consultation, Heathrow may send a reminder so that you do not miss your opportunity to respond.

Email addresses collected for use of the "Protect Your Response" or "Complete Later" facilities are only used for the successful operation of these facilities, they will not be attached to your final submission (although you may choose to provide your email address in the course of submitting your views, as described below).

### What data is collected when submitting my views?

When you submit your views to Heathrow in connection with the Airport Expansion Consultation, whether through our online form or by post, we will collect the following information about you:

1. Name;
2. Postcode/Location;
3. Email address; and
4. Any additional items of information that you choose to provide in the course of submitting your views (please see "Who will have access to my information?").

We will also collect certain information automatically when you visit our website. This will include your IP Address and Browser ID; the combination of these two pieces of information enable the identification of a specific computer or other network device on the internet.

### How will Heathrow use the information it collects about me?

Heathrow will use your personal information for a number of purposes, including the following:

- To record accurately and analyse any questions you raise during the Airport Expansion Consultation or feedback you have provided in response to the Airport Expansion Consultation;
- To report on the Airport Expansion Consultation, setting out what issues have been raised and how we have responded to that feedback; and
- To ensure the safety of our staff.

Heathrow will use the information, along with the responses provided to help enable us to develop our designs further.

### Who will have access to my information?

We will keep personal information within Heathrow and our trusted third parties except where disclosure is required by law, for example to government bodies and law enforcement agencies. Your information will be handled and may be used by the following recipients in order to provide this service:

- **Postcode Checking Webservice:** We use a third party webservice to enable the postcode and address look-up facility on the Airport Expansion Consultation website. The webservice will not retain your information;
- **Response Review Team:** We use a UK based third party to analyse consultation responses and pass the results and data to Heathrow;
- **Professional advisors:** We engage the services of professional advisors in the UK who may receive your personal information to provide advice in connection with Heathrow's expansion plans;
- **Website Management:** We use a UK based third party to host, design and support the Airport Expansion Consultation website on behalf of Heathrow;
- **Email Webservice:** We use this webservice to relay emails from this website to you in order to provide URLs for users to complete their responses at a later date, and also to provide an email receipt upon submission of a response. Personal details will be stored on this secure facility for no more than 30 days. Please refer to "How long will Heathrow keep my information?" for more information about data retention and removal. Your information will be processed in the UK, however email records will be stored on US based servers. This transfer of personal information is carried out on the basis of the EU-U.S. Privacy Shield Framework.

We may be required to make copies of responses to the Airport Expansion Consultation available to the Secretary of State and/or the Planning Inspectorate. We will request that personal information is not placed on the public record, however, please note the Secretary of State and/or the Planning Inspectorate may use any personal information that is disclosed to them in accordance with their own privacy policies, over which we have no control. We recommend that you do not include any information in your response to the Airport Expansion Consultation that you would not want to be viewed by these third parties, or potentially to be placed on the public record.

### Optional equalities survey

To demonstrate that Heathrow is engaging with and seeking the views of, the widest possible range of local residents and communities, we are inviting you to provide the information set out below, but only if you are over the age of 18 and you wish to do so. You are under no obligation to provide it and it will not affect the consideration of your consultation responses:

- Age;
- Postcode;
- Gender;
- Identity assigned at birth;
- Sexual Orientation;
- Whether you consider you have a disability;
- Ethnicity;
- Details of religion or belief;
- Whether you are or have recently been, pregnant;
- Marital or Civil Partnership status.

At the point you voluntarily submit responses, the information will be collected by a third party called Mott MacDonald PLC. The information you provide will be held separately from the personal information and consultation views referenced above. The information will be aggregated and used for statistical purposes only. Your responses to the equalities survey will NOT be linked to your IP or Browser ID nor will we ever attempt to identify the individuals behind these survey responses.

### What is the legal basis for processing personal information?

The lawful basis for our processing of personal information is that it is necessary for the purposes of our legitimate interest in conducting a statutory consultation in connection with developing and progressing our plans for the proposed expansion of Heathrow airport.

We are further using your personal information as necessary in order to fulfil our statutory obligations under planning law. We may use your personal data in exceptional circumstances where necessary for our legitimate interests to ensure the safety of our staff.

### How long will Heathrow keep my information?

If you submit a response to the Airport Expansion Consultation, your information will be retained until the outcome of the Development Consent process is complete. If consent is granted, your information will be retained until the proposed development is operational. Access to personal information will be restricted only to those who have a legitimate interest in seeing it.

### What rights do I have over my personal data?

Under the GDPR and the Data Protection Act 2018, you have the right to:

- Obtain a copy of the personal data we hold about you by making a subject access request;
- Ask us to correct any incorrect information we hold about you;
- Ask us to delete any of your personal information which we no longer have a legitimate reason for keeping;
- Restrict the processing of your information if we are using it for a purpose other than for which it was originally collected;
- Object to the processing of your information where this is justified;
- Withdraw consent for the processing of your information where this is justified, and we have no other legitimate grounds for processing it.

To exercise your rights in respect of your data, please contact the Heathrow Data Protection Officer using the following contact details:

**By email to:** [privacy@heathrow.com](mailto:privacy@heathrow.com)

**By post to:** Privacy Requests, Office of the DPO, Heathrow Airport Ltd, The Compass Centre, Nelson Road, Hounslow, Middlesex.TW6 2G

### What if I find your response unsatisfactory?

Should you find our response unsatisfactory, you have the right to lodge a complaint with the UK's supervisory authority for information rights – the Information Commissioner's Office (ICO). You can find more information on the ICO website: <https://ico.org.uk/make-a-complaint/>

### Changes to this privacy notice

We will keep this privacy notice under regular review. At the start of this privacy notice we will tell you when it was last updated.



## What happens next?

Thank you for completing this feedback questionnaire. Your views are important to us.

You have until **11.55pm on 13 September 2019** to provide us with your feedback to this consultation.

At the end of this consultation we will analyse and consider all of the feedback received as we develop our proposals. We will then produce a report that sets out how we have had regard to the feedback received.

If you would like a large text or alternative format of this document, please contact us on 0800 307 7996 or send an email to us at: [info@heathrowconsultation.com](mailto:info@heathrowconsultation.com)

There are lots of ways you can contact us and find out more information:

- visit our project website: [aec.heathrowconsultation.com](http://aec.heathrowconsultation.com)
- send us an email at: [info@heathrowconsultation.com](mailto:info@heathrowconsultation.com)
- call our dedicated consultation FREEPHONE: **0800 307 7996** (open Monday to Friday, 9am-6pm)
- follow us on Twitter [@LHRConsultation](https://twitter.com/LHRConsultation)