

## London Stansted Noise Complaints Analysis Report 2016

### Introduction

The purpose of this report is to provide statistics relating to noise complaints received by London Stansted Airport for the period January to December 2016.

### Number of Contacts and Complaints

During 2016 the Flight Evaluation Unit handled 2024 contacts, reporting on 4184 individual enquiries, substantially higher than the number received in 2015, (which was 764). From this figure, 4170 were complaints and 14 were enquiries relating to provision of information, particularly requesting information on property that may be affected by operations at Stansted.

### Contact Methods

Stansted Airport can be contacted by Phone, Email, Web Client and Letter. Stansted Airport responds to all complaints and other enquiries.

A summary of the contact methods used is detailed below

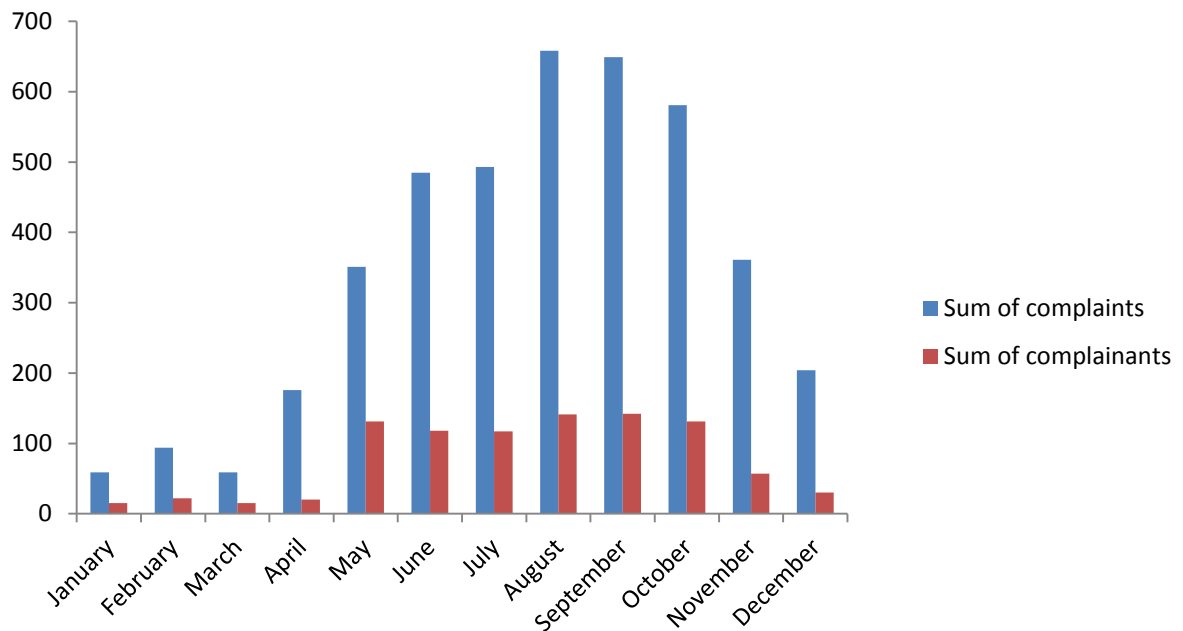
Contact Method	No of Contacts	% 2016
Letter	5	0.2
Email	1818	89.8
Phone/Answerphone <sup>1</sup>	63	3.1
Web	138	6.9

Of the 4170 complaints received during 2016, in line with previous years, the busier summer period saw a clear rise in the number of complaints.

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<sup>1</sup> The answerphone was temporarily unavailable for a period due to technical reasons.

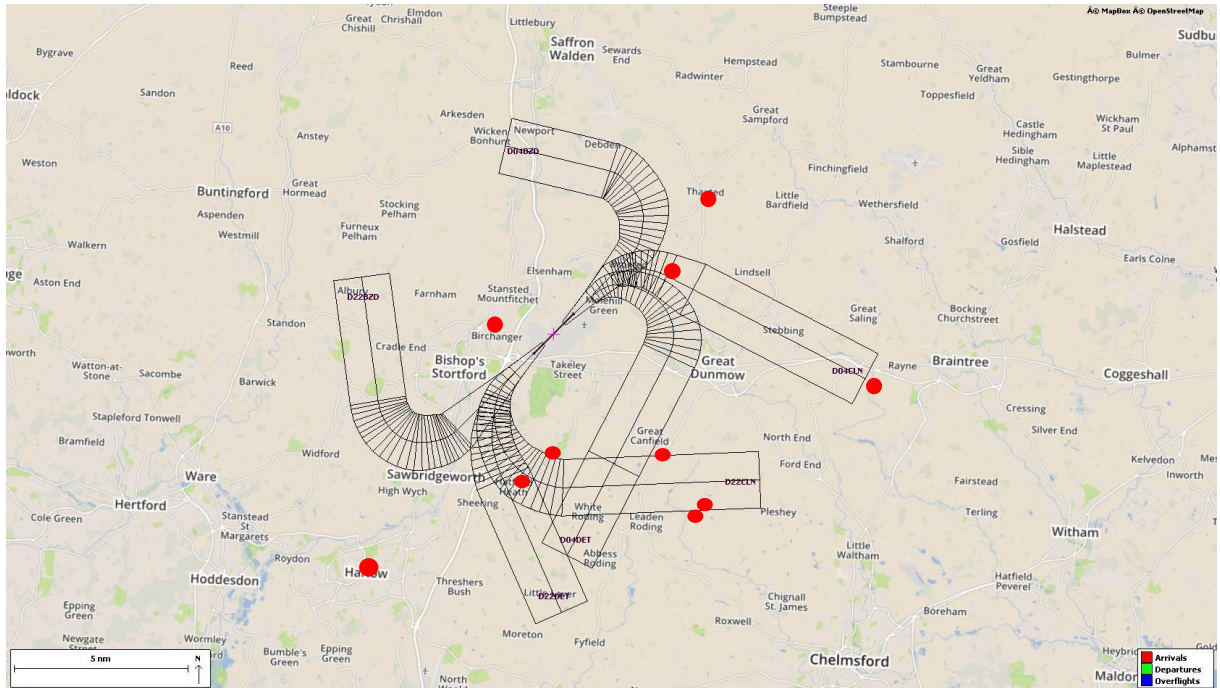
The graph below compares the number of complaints by month to the number of complainants by month.



The highest numbers of complaints in 2016 were received in August, September and October. The pattern of complaint numbers mirrors that of previous years with the summer season prompting a significant rise. When compared against last year, complaints increased significantly as a result of the implementation of NATS LAMP phase 1a which moved daytime departures from the Detling departure route onto the Clacton departure routes.

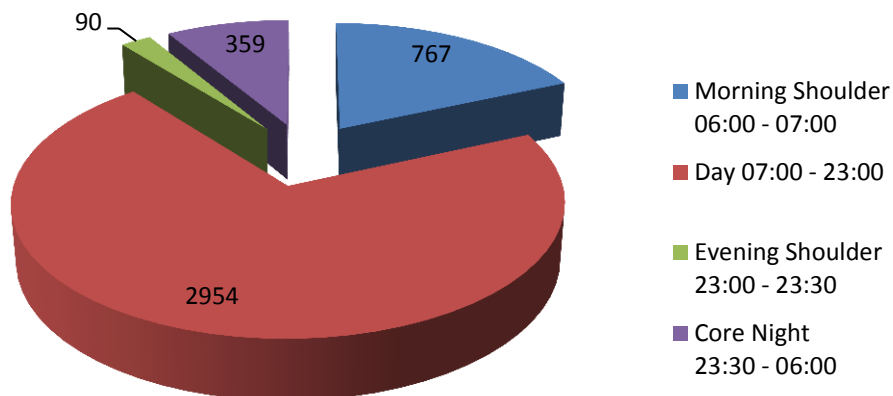
During 2016, a total of 4170 complaints were received from 670 people. Within these complaint totals, 2468 complaints (59%) were received from 10 people.

The locations of the top 10 complainants in 2016 are shown on the map below.



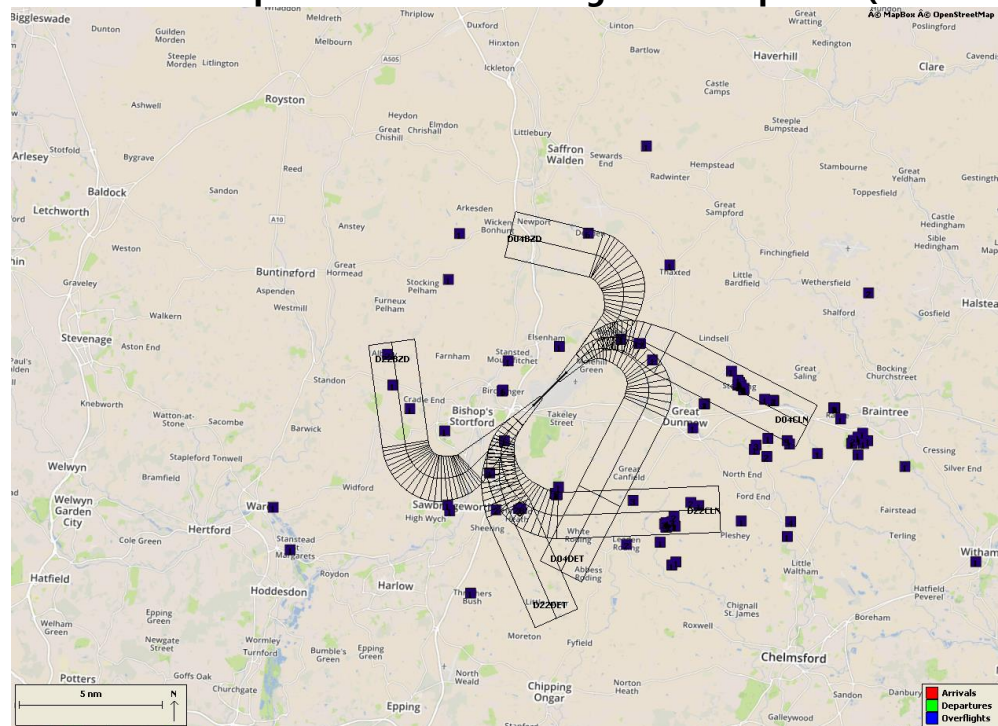
### Complaints by Time Period

The following charts show the numbers of complaints received relating to aircraft operations during specified time periods namely Day, Core Night and the 2 shoulder periods.

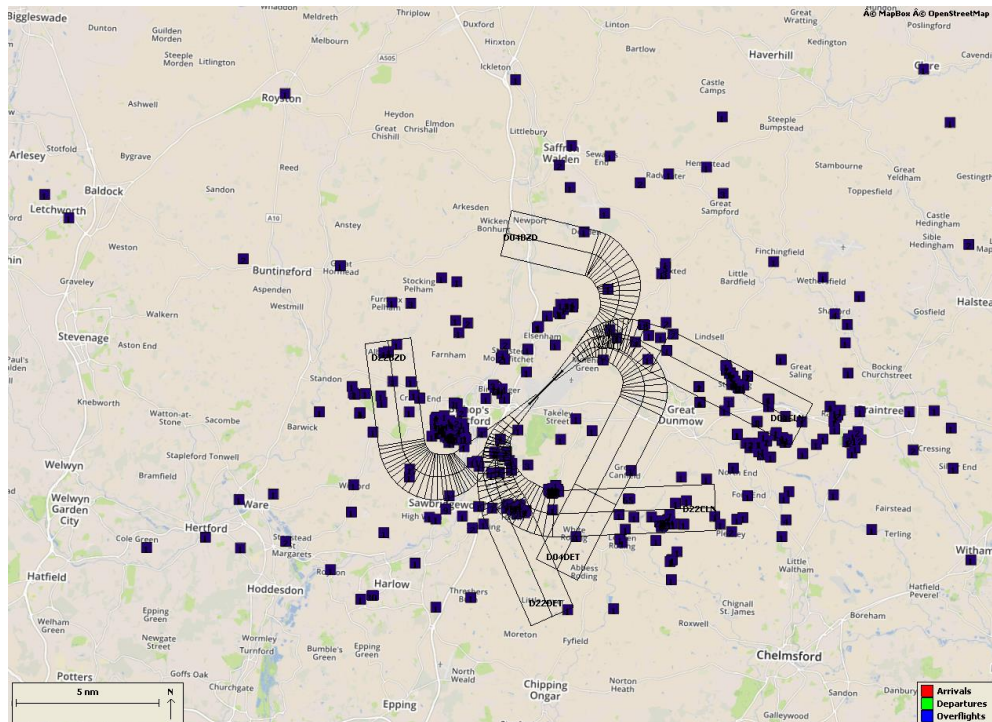


		Complaints Received per Year					
		2011	2012	2013	2014	2015	2016
<b>Morning Shoulder</b>	<b>06:00 - 07:00</b>	77	48	115	112	67	767
<b>Day</b>	<b>07:00 - 23:00</b>	577	520	623	708	436	2954
<b>Evening Shoulder</b>	<b>23:00 - 23:30</b>	41	29	31	28	76	90
<b>Core Night</b>	<b>23:30 - 06:00</b>	186	145	138	174	168	359
<b>Total Complaints</b>		881	742	907	1022	747	4170

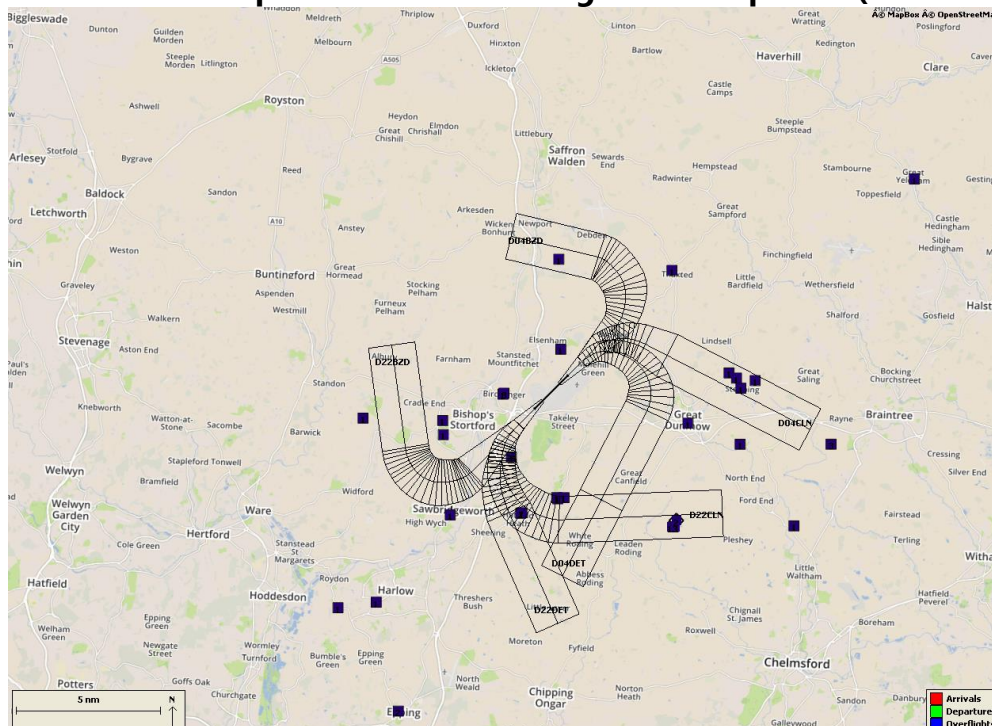
### Location of complaints for the Morning Shoulder period (06:00-07:00)



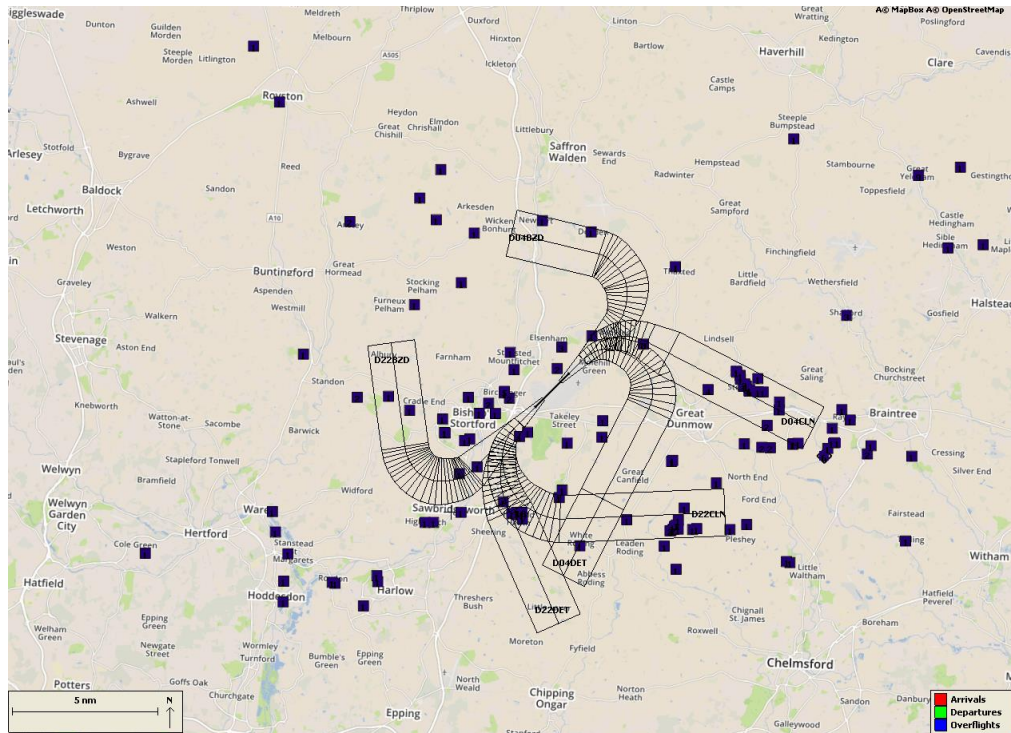
## Location of complaints for the Daytime period (07:00-23:00)



## Location of Complaints for the Evening Shoulder period (23:00-23:30)



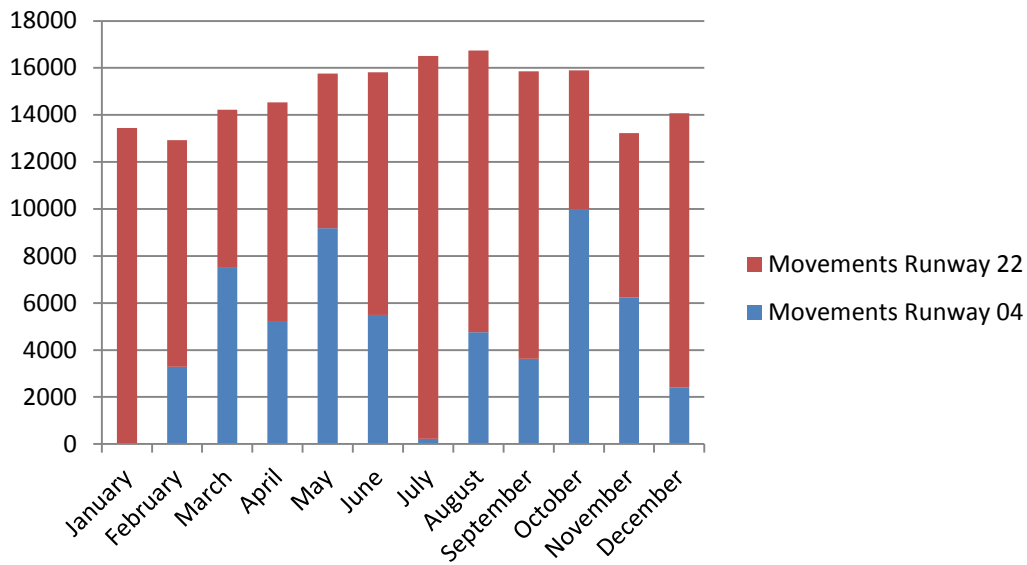
### Location of Complaints relating to the Core Night period (23:30-06:00)



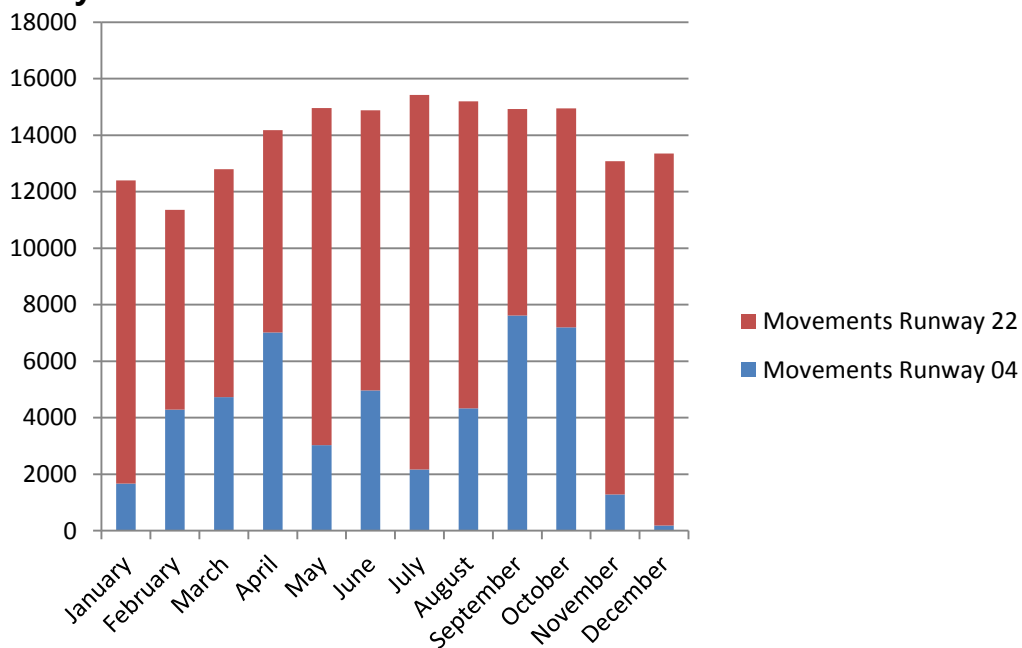
## Runway Usage

The chart below combines the arrivals and departures for 2016 as measured in our ANOMS noise and track keeping system. The most significant change from 2015 is the greater usage of runway 22 during January and throughout the summer months as well as a general increase in aircraft movements during the year.

### Runway Utilisation 2016

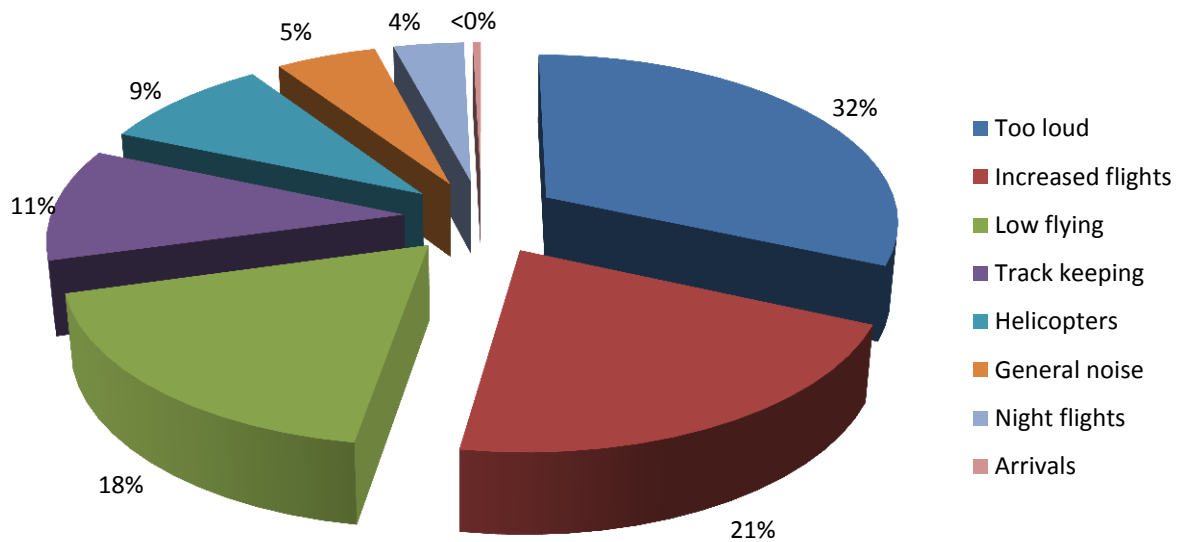


### Runway Utilisation 2015



## Nature of Complaints

The chart below shows the areas that have received 10 or more specific complaints.



Of the complaints received where we were able to correlate the complaint to a specific operation, either a departing or an arriving aircraft, rather than a complaint relating to aircraft noise in general or an increase in flights, we can show what routes, by runway, generate these complaints. These figures do not include complaints from individuals registering more than 30 complaints in one month<sup>2</sup>.

Runway	Arrivals	Departures by Route		
		Buzad	Clacton	Detling
22	72	132	395	7
04	143	33	129	25

As per 2015, runway 22 arrivals in 2016 generated fewer complaints than runway 04 arrivals; this is despite the predominance of westerly operations seen most of last year. Those complaints relating to runway 04 arrivals can be partly attributable to the inability to perform a continuous descent approach on runway 04, due to airspace constraints, which if available would facilitate

<sup>2</sup> Of the multiple complaints, each will be logged and investigated but correlated only once



aircraft being higher for longer during their approach to the airport. This is particularly prevalent around the Harlow, Hertford, Ware and Royden areas. The Clacton departure routes have generated a significant increase in complaints from previous years. This is attributable to the changes in route utilisation following the implementation of LAMP phase 1A<sup>3</sup>. Aircraft were switched onto the Clacton routes rather than the existing Detling routes during daytime operations 06:00 – 23:00 enabling them to climb quicker immediately after departure compared to the Detling routes which are constrained in height due to airspace limitation near the Thames Estuary.

### Origin of Complaints

When handling and registering complaints we require a full name and postal address, as per our published noise complaints handling policy. This enables us to accurately locate the geographic location where the disturbance was registered and then accurately correlate the complaint to an aircraft operation(s) radar track. We can only do this for Stansted operations and will advise any complainant if the disturbance was not caused by Stansted operations.

A full breakdown of complainant localities for 2016 is detailed below.

Locality	Callers	Events
<b>Albury</b>	4	6
<b>Allens Green</b>	2	2
<b>Anstey</b>	1	2
<b>Aythorpe Roding</b>	2	2
<b>Bannister Green</b>	2	2
<b>Bardfield Saling</b>	1	1
<b>Barnston</b>	3	3
<b>Bartholomew Green</b>	2	49
<b>Bassingbourn</b>	1	1
<b>Belchamp St Paul</b>	1	1
<b>Berden</b>	3	4
<b>Birchanger</b>	10	249
<b>Bishops Stortford</b>	94	302
<b>Braintree</b>	20	31
<b>Breckland</b>	1	1

<sup>3</sup> National Air Traffic Services (NATS) 'London Airspace Management Plan' seeks to make the airspace system safer, more efficient and less congested through changes in airspace management techniques. The first phase of LAMP was approved by the Civil Aviation Authority in November 2015 and implemented in February 2016. Further details can be found at <http://www.nats.aero/environment/consultations/lamp-stansted-sid-consultation/>

<b>Brentwood</b>	1	2
<b>Broxbourne</b>	1	1
<b>Broxted</b>	5	6
<b>Buntingford</b>	2	4
<b>Burton End</b>	1	1
<b>Chelmsford</b>	2	2
<b>Chesham</b>	1	1
<b>Clavering</b>	3	3
<b>Cressing</b>	1	1
<b>Debden</b>	1	14
<b>Duddenhoe End</b>	1	1
<b>Dunmow</b>	29	237
<b>Duton Hill</b>	5	24
<b>Elsenham</b>	5	16
<b>Epping</b>	1	2
<b>Felsted</b>	41	115
<b>Finchingfield</b>	1	1
<b>Fingeringhoe</b>	1	1
<b>Furneux Pelham</b>	2	8
<b>Fyfield</b>	1	1
<b>Gilston</b>	1	1
<b>Good Easter</b>	9	12
<b>Great Amwell</b>	1	1
<b>Great Canfield</b>	1	1
<b>Great Chesterford</b>	1	1
<b>Great Cornard</b>	1	2
<b>Great Dunmow</b>	6	12
<b>Great Easton</b>	5	6
<b>Great Hallingbury</b>	8	14
<b>Great Hormead</b>	1	1
<b>Great Leighs</b>	1	1
<b>Great Maplestead</b>	1	3
<b>Great Notley</b>	19	48
<b>Great Sampford</b>	1	3
<b>Great Waltham</b>	4	12
<b>Great Yeldham</b>	1	11
<b>Harlow</b>	9	163
<b>Hatfield Broad Oak</b>	40	287
<b>Hatfield Heath</b>	24	1,281
<b>Haverhill</b>	2	2
<b>Helions Bumpstead</b>	1	1
<b>Hempstead</b>	1	3
<b>Henham</b>	16	25
<b>Hertford</b>	1	1
<b>Hertford Heath</b>	1	1
<b>High Easter</b>	45	563
<b>High Roding</b>	1	79
<b>High Wych</b>	2	2
<b>Hoddesdon</b>	2	2
<b>Hollow Road</b>	1	1
<b>Howe Street</b>	1	1
<b>Hunsdon</b>	2	4

<b>Ingatestone</b>	1	2
<b>Leaden Roding</b>	1	1
<b>Letchworth</b>	2	2
<b>Letty Green</b>	1	2
<b>Little Canfield</b>	1	1
<b>Little Dunmow</b>	3	3
<b>Little Easton</b>	1	1
<b>Little Green</b>	1	1
<b>Little Hadham</b>	7	9
<b>Little Hallingbury</b>	8	9
<b>Littley Green</b>	1	1
<b>London</b>	3	3
<b>Maldon</b>	1	2
<b>Manuden</b>	4	7
<b>Much Hadham</b>	6	17
<b>Newport</b>	1	1
<b>Old Harlow</b>	1	1
<b>Pampisford</b>	1	2
<b>Panfield</b>	1	1
<b>Pleshey</b>	7	26
<b>Puckeridge</b>	1	6
<b>Radwinter</b>	1	1
<b>Rayne</b>	10	12
<b>Roydon</b>	4	11
<b>Royston</b>	3	3
<b>Saffron Walden</b>	9	22
<b>Sandy</b>	1	1
<b>Sawbridgeworth</b>	7	21
<b>Shalford</b>	1	1
<b>Sheering</b>	2	3
<b>Sible Hedingham</b>	1	1
<b>Spellbrook</b>	1	1
<b>Stagden Cross</b>	1	1
<b>Standon</b>	4	5
<b>Stansted</b>	11	25
<b>Stansted Mountfitchet</b>	1	1
<b>Stebbing</b>	55	237
<b>Steeple Bumpstead</b>	1	1
<b>Stisted</b>	1	1
<b>Stock</b>	1	1
<b>Sudbury</b>	1	1
<b>Takeley</b>	6	8
<b>Thaxted</b>	9	35
<b>Thorley</b>	2	5
<b>Wanstead</b>	1	1
<b>Ware</b>	12	15
<b>Widdington</b>	3	4
<b>Widford</b>	1	3
<b>Wimbish</b>	1	5
<b>Witham</b>	3	3

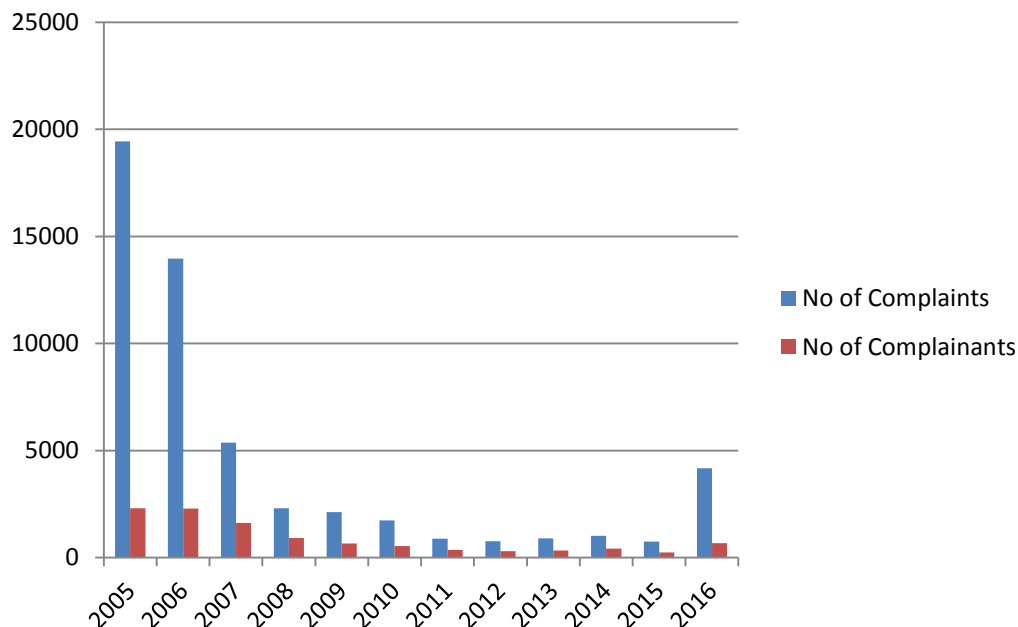
## Noise Infringements

During 2016 there was 1 departure that exceeded the Government’s departure noise limits this operated in August. The operator was surcharged in line with the Airports noise infringement penalty scheme. All monies raised are passed to the Stansted Airport Community Trust Fund annually.

The aircraft was an Antonov 124 – there were 6 complaints received as a result of this aircraft operation.

## Summary

Towards the end November 2015 the CAA announced they had accepted the NATS proposals to move daytime Detling departures to the existing Clacton routes. This project, known as LAMP Phase1A<sup>4</sup>, was implemented on the 4<sup>th</sup> February 2016 and as a result the airport has received a large increase in complaints. The nature of these complaints was mainly due to the increase in overflights of some local communities directly under, or in close proximity to, the Clacton Noise Preferential Routes on runway 22 and runway 04.



<sup>4</sup> National Air Traffic Services (NATS) 'London Airspace Management Plan' seeks to make the airspace system safer, more efficient and less congested through changes in airspace management techniques. The first phase of LAMP was approved by the Civil Aviation Authority in November 2015 and implemented in February 2016. Further details can be found at <http://www.nats.aero/environment/consultations/lamp-stansted-sid-consultation/>