

November 2023

Sustainability

Scrutiny Project:

Community views

on air quality around

Heathrow Airport

Summary report

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Foreword from CISHA

The Council for the Independent Scrutiny of Heathrow Airport (CISHA) works with the airport, local communities, and other stakeholders to deliver independent, open and honest engagement and feedback. We identify airport-related issues that can be improved and encourage actions to be taken to help Heathrow in its efforts to be a better neighbour. Our job at CISHA is to ensure that the views and concerns of those impacted by the airport are listened to and acted upon. Part of our role is to scrutinise Heathrow's position on sustainability and the environment, which the airport has set out in its [Heathrow 2.0 sustainability strategy](#).

One of the key issues that residents and other stakeholders have raised with us at CISHA forum meetings and elsewhere is their concerns around air quality, and their belief that the airport should take more action. That's why we selected this subject to focus on in our first community research project. We wanted to understand the local communities' views on air quality in the area, on how relevant information is communicated, and their opinions on Heathrow Airport's actions to monitor and improve air quality.

CISHA teamed up with Thinks Insight and Strategy to conduct this project which has considered existing monitoring, reporting and targets set out in Heathrow 2.0 and analysed the airport's proposals and actions around air quality. Thinks carried out extensive desktop research, insight interviews with a variety of Heathrow Airport's stakeholders and an online survey to hear from as many of people as possible. They also carried out a focused survey with a sample of 751 people, as well as 6 focus groups.

At CISHA, we visited sixteen different locations in the neighbouring villages and towns surrounding Heathrow airport to hear directly from people. We also held a webinar to share information on air quality and hear the views of attendees.

We're grateful to the many people who took the time to contribute their views to this project. We hope this project provides helpful information for those concerned about air quality. After considering the views of local communities, the report concludes with a number of recommendations. CISHA will be making these recommendations to the airport, and we look forward to their response.



Background and methodology

Project background and objectives

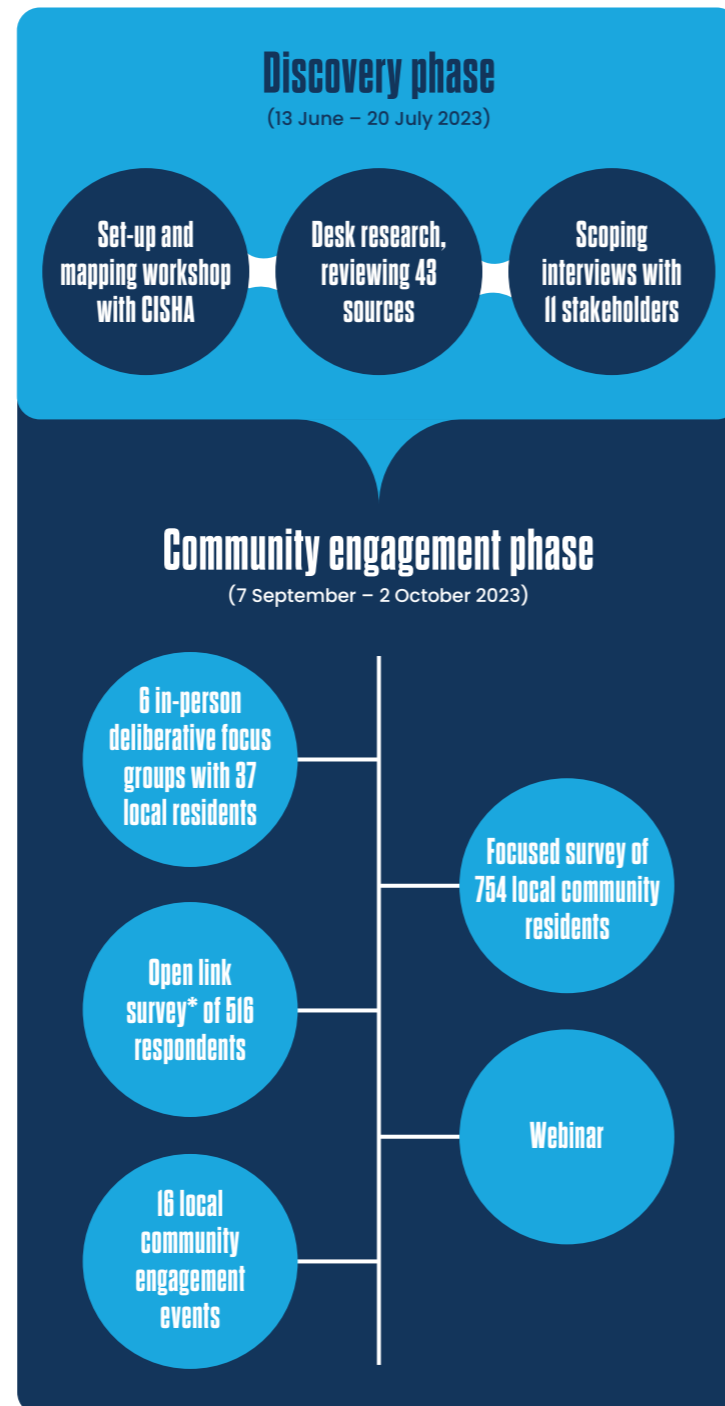
Heathrow Airport's 2.0 Sustainability Strategy – published in 2022 – outlines local air quality and its effects on public health as critical issues for communities around Heathrow. This issue has been repeatedly raised with CISHA as a significant concern at CISHA forums and elsewhere.

CISHA therefore commissioned Thinks Insight and Strategy to conduct a review of local community views on Heathrow Airport's air quality monitoring, targets, and commitments through using primary and secondary research techniques. Specifically, the objectives of the research include:

- Scrutinising existing publicly available literature on Heathrow Airport's air quality monitoring, targets, and commitments;
- Understanding the local community's air quality concerns;
- Obtaining local community views on Heathrow Airport's air quality monitoring and reporting, including Heathrow Airwatch; and
- Obtaining local community views on Heathrow Airport's air quality targets and commitments.

Methodology and sample

To answer the research objectives, Thinks Insight and Strategy conducted a multi-staged and iterative research programme that ensures local community participants are able to make informed judgements given the low salience nature of the topic in question, and produces a set of constructive and solutions-oriented recommendations. This included:



*The self-selecting nature of the open link survey skews participation from those who are more interested in the topic and tend to have stronger views than the average resident. More detail on these stages and sample can be found in the full report.

Local community views on air quality around Heathrow Airport

This section sets out a summary of local residents views on air quality around Heathrow Airport. Additional detail can be found in the full report.

Perceptions of air quality around Heathrow Airport

Few local residents think about air quality on a day-to-day basis given its hidden and technical nature.

- Very few local residents have previously looked for information about air quality. This is largely due to the hidden nature of air quality not providing a visual prompt to encourage local residents to find out more.
- Whilst many residents assume that their local area is polluted by busy roads, industrial sites and flight paths nearby, poor air quality is not widely considered a key negative aspect about where they live.
- Noise pollution and car traffic are more regularly named as such, because of how tangibly impactful they are on residents' daily lives.

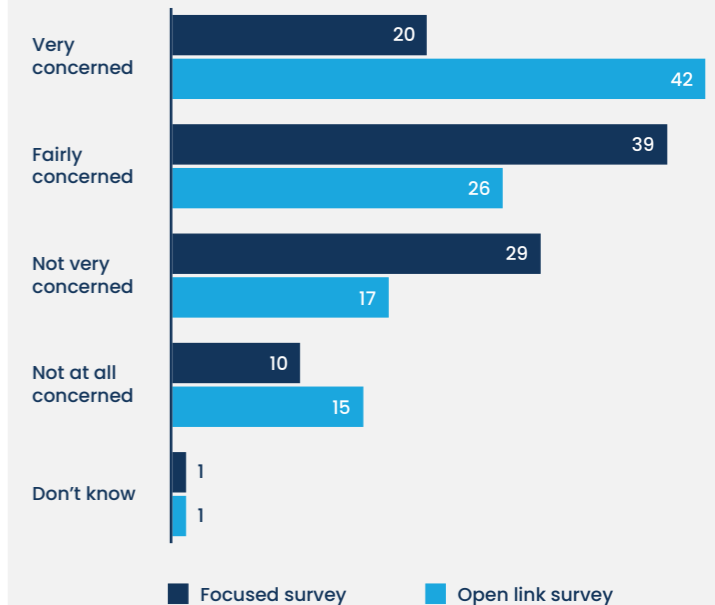
Despite air quality not widely registering as a salient issue, the majority report feeling fairly or very concerned about it when prompted.

- Local residents with health conditions are most likely to feel concerned about air quality and are considered the most negatively impacted by poor air quality. Parents of young children also report having thought about or researched the impact or source of pollution, in relation to their child's health and wellbeing.

- Air quality is also felt to be a more prominent topic in the media, off the back of increasing concern about the climate and environment.
- The recent media coverage of levels of air quality in the London Underground and the introduction of the expanded Ultra Low Emissions Zone also raised the prominence of air quality as a topic of discussion.

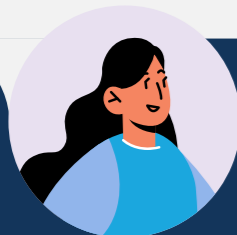
How concerned, if at all, would you say you are about air quality in your local area?

Showing % selecting each option



"[Local air quality is] not good. It's probably more the cars and traffic than flights, especially at peak times [...] I'm not officially asthmatic, but most of my family have it and I feel like I probably do now, - I feel my chest tightening when air quality is worse."

Focus group participant,
Harmondsworth, Harlington, Sipson, Hayes



"I do [think about air quality] a lot now because it's in the news, with global warming and fires"

Focus group participant,
Feltham



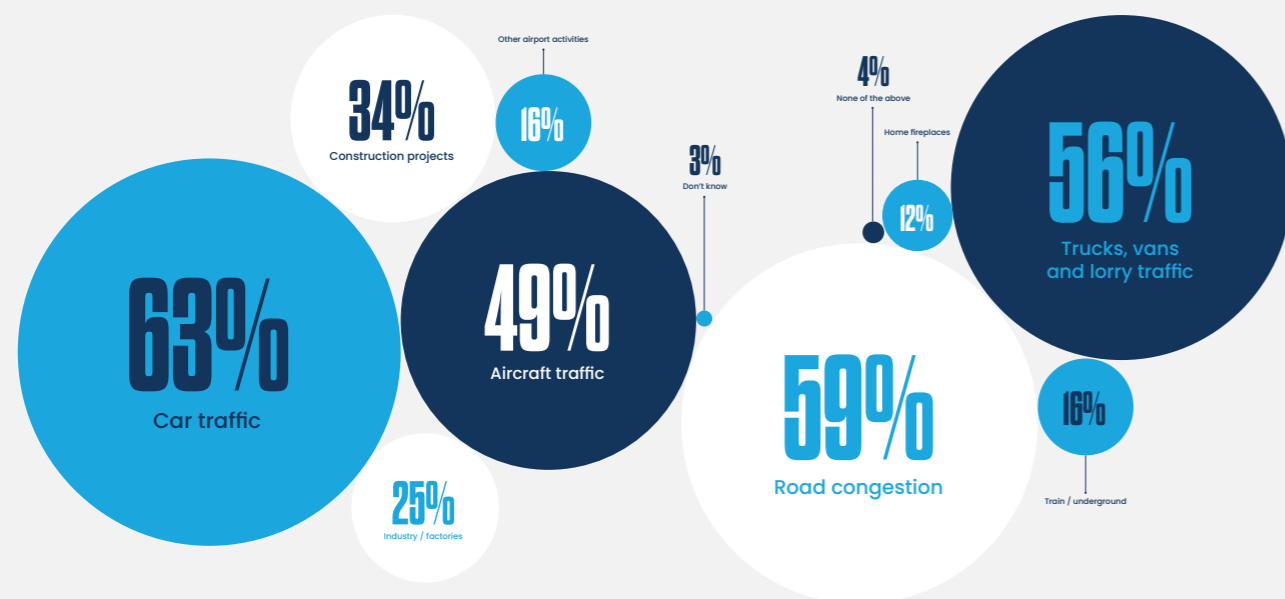
Air quality is felt to be worsening over time.

- Less than 1 in 10 (9%) of focused survey respondents feel air quality locally has improved in their local area in the last 5 years, compared to 2 in 5 (39%) who feel it has worsened, while 38% feel it has not changed and 15% are unable to comment.
- In relation to this, local residents say that they would assume air quality is getting poorer over time in line with worsening climate change and global warming.

Whilst local residents have little background knowledge of different pollutant types, the majority confidently attribute road traffic and congestion as the biggest emission sources.

Which, if any, of the following sources do you feel contribute significantly to poor air quality in your local area?

Showing % selecting each option



- Those who live within 3 miles of the airport are more likely to feel that aircraft traffic contributes significantly to poor air quality locally (56%) compared to those who live over 10 miles away (33%) or between 5-10 miles away (49%).
- Heathrow Airport activities are seen as having a significant impact on air quality in the local area (45% giving a score of >7 out of 10). However, at 36%, a significant minority feel the airport has a moderate impact on air quality locally (scoring 4-6) while 14% feel Heathrow Airport has limited impact (scoring <3).
- Whilst Heathrow Airport is seen as a major contributor to the large amount of road traffic in the local area, local residents also recognise that this traffic is also caused by those travelling in to and out of Central London making it challenging to measure the airport's true impact.
- Taxis and passenger pick-up and drop-off traffic are seen as significant contributors to poor air quality in Heathrow's neighbouring villages, as well as being generally disruptive to day-to-day life.

Local residents were shown information about the five key pollutants and UFPs, their primary sources and their impact on human health.

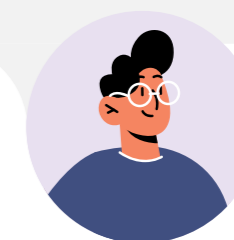
Understanding more about air pollution, particularly its impact on human health, leads to increased concern about the role of Heathrow Airport on air quality locally.

- Most feel surprised to learn about different types of pollutants, particularly UFPs. There is interest and demand to know how pollutants are measured or change over time, and how levels compare in different areas of the UK and globally.
- Residents are particularly shocked to learn about the pollutants' effect on human health, which causes some to question whether independent reviews are being conducted into air pollution's health impact in their area. It prompts local residents in focus groups and community events to link symptoms or health conditions experienced by themselves, friends and family to poor air quality.
- It also increases how much they consider or scrutinise Heathrow Airport as a source of pollution and its negative health effects, particularly in the context of its third runway plans.



"I've lived here all my life and haven't noticed a change in health, but I went on holiday with a family friend who lives locally and has COPD, and the difference in her breathing when we were away in comparison to when we're at home was unreal. She's moved away because of it."

Focus group participant,
Hounslow



"Heathrow need to explain how much these pollutants would increase if they did any infrastructure change."

Focus group participant,
Cranford



Views on Heathrow Airport's air quality monitoring and reporting

There is very limited knowledge about Heathrow's air quality monitoring among local residents.

- While the majority of local residents assume Heathrow Airport monitors air pollution, very few are aware of what actual monitoring Heathrow undertakes.
- Overall, local residents agree that consistent monitoring is important and should be a priority. However, local residents acknowledge that they rarely think about air quality, unless it becomes particularly bad and thus has a noticeable impact.

"When I go home, I'm not going to be thinking about air quality, I do wonder if there are apps out there which does monitor it but not actually looking out to download it because not actually concerned about it. I'm not thinking every day 'I wonder what the air quality is today'."

Focus group participant, Cranford

Local residents agree that Heathrow Airport and the UK government should be responsible for monitoring air quality and communicating it to those most affected.

- Local residents feel that Heathrow Airport should be primarily responsible for monitoring air quality given its significant role in contributing to the air pollution locally.
- Many also feel that the government and local councils should be the bodies in charge of managing and overseeing the process of monitoring and communicating relevant data to residents given the lack of trust residents have in Heathrow.
- There would be mistrust around the validity of the data if collected and reported on by Heathrow, as some assume its corporate interests would impact the way the data is presented.

"Maybe it should be under local council jurisdiction more to do the groundwork, measurements, and then distribute that data to different organisations in the area. Would be good if it was independent from Heathrow Airport, so that it can be published as they receive it without any sort of trying to manipulate the data."

Focus group participant, Hounslow

Residents believe that additional monitors need to be installed, particularly below Heathrow's flight paths.

- In the open link survey, respondents were prompted with a map showing the 22 air quality monitors sharing live data on Heathrow Airwatch. While 33% feel there are sufficient air quality monitors, 47% disagree.
- Similarly, focus group participants question the installation of the current monitoring sites and whether they are strategically placed to collect low readings and meet the air quality objectives.
- Specifically, local residents call for additional monitors to be installed below the flight paths, within the airport perimeter, and in local areas close to busy roads so as to give a true reflection of the air quality in the worst affected areas.
- Local residents also state an expectation that current and future monitors should track as many of the pollutants that have UK targets set against them as possible, including UFPs.

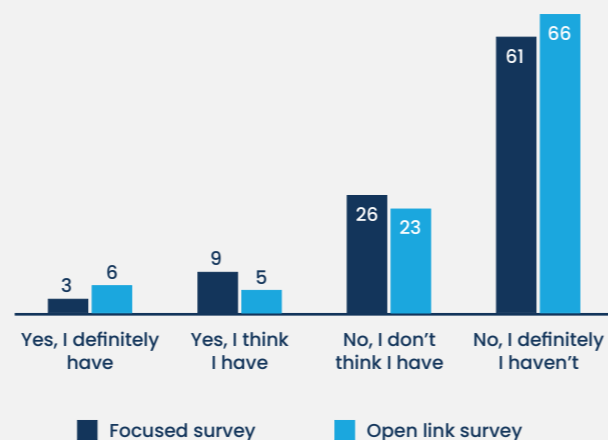
"I think air quality monitoring should happen wherever planes fly. Depending on the wind direction, we are on the take-off flight path from Heathrow and yet we have no monitoring sites within 11 miles of our home."

Open link survey respondent

There is very low awareness and usage of the Heathrow Airwatch website amongst local residents, including amongst those who are concerned about air quality.

Have you used the Heathrow Airwatch website before?

Showing % selecting each option



- No focus group participants were aware of its existence and only 13% of focused survey respondents and 11% of open link survey respondents have used the Airwatch website before, with 87% and 89% respectively having never previously used it.
- When asked how likely they are to visit the Airwatch website now that they know it exists, almost two thirds of focused survey respondents (60%) said they are likely to do so, though only 17% said they're very likely to.

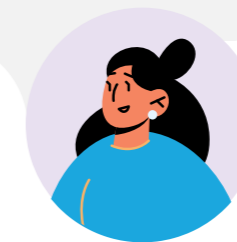
Focus groups participants and webinar attendees were shown images from the Heathrow Airwatch website and invited to share their views.

While the site is seen to offer a comprehensive overview of local air quality with substantial amounts of data available, local residents suggest various ways in which the website could be improved.

- Suggested improvements include:
 - Updating and modernising the look and feel of the website to make it more engaging and user-friendly for visitors.
 - Provide contextual information so that visitors can map local air quality against national levels.
 - Provide relevant advice so that local residents know what measures they should take to help mitigate the effects of pollution.
- More broadly, local residents feel Heathrow Airport should further promote the existence of the website to local residents. A perceived lack of efforts in promoting the site generates a sense of distrust and makes residents feel the airport is trying to hide the data.

"That's fantastic to hear that we've been monitored, and it's easily accessible. We've got all that history, so we can see if it's getting better. But then... looking back to page four, some of the things recorded out as we didn't know about these impacts to the brain, nervous system, etc. And so where are the results from the UFPs and all these other areas?"

Focus group participant, Colnbrook, Langley, Longford



Views on air quality data around Heathrow Airport

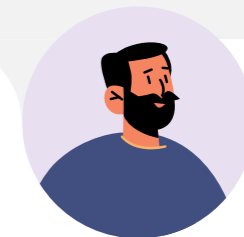
Focus group participants and webinar attendees were presented with air quality data available on the Heathrow Airwatch website, including levels of NO₂, PM₁₀ and PM_{2.5} over the past 10 years from the Heathrow Air Quality quarterly report for Q1, 2023.

While initially satisfied by the air quality data available on the Heathrow Airwatch website and the frequency at which data is collected, residents identify concerns on scrutinising the data.

- Residents are sceptical about the reports showing air quality levels classified as 'low'. The idea that most of the monitoring system shows 'low' grades of pollution seems inconsistent with their lived realities or with their perceptions of air quality in areas close to Heathrow Airport.
- Residents also share their concerns around the validity of the data in relation to where it is collected and how band ratings are calculated, with suspicions that air quality monitors are 'strategically' located in lightly affected areas or data is collected at off-peak times when pollutant concentrations are assumed to be lower.
- A minority also raise suspicions that data is averaged out in daily, monthly or yearly averages in the graphs to hide spikes and breaches.

"The fact that all the areas are low raises alarm bells. We need further info and clarity around the numbers, historical data is very buried in the website to see how it changed over time."

Focus group participant, Cranford



"Do the bandings (low/medium/high etc) for air quality on the Airwatch site relate to guidelines on safe exposure issued by the World Health Organisation?"

Webinar attendee

Residents were also provided with information about air quality spikes and breaches outlined in the latest air quality quarterly report for levels of PM10, PM2.5 and NO2 on the Heathrow Airwatch website.

While residents are not surprised by the incidence of spikes in air pollution and breaches of the objectives, there is concern about the impact this has had (and will continue to have) on local residents.

- Most residents are not familiar with the prevalence of spikes and breaches and express anger towards the lack of awareness about this, feeling Heathrow Airport has a responsibility to communicate this data to local residents.
- Residents are keen to know more about trends so that warnings can be issued before a spike rather than after so residents can take precaution. Optional phone or news alerts are raised as useful ways of communicating spikes and breaches.
- Residents feel it is important to hold Heathrow accountable for breaches or excessive spikes in poor air quality given its perceived impact on air quality. It is suggested that fines should be paid to local communities and councils who suffer the most to compensate for spikes or breaches.

“Maybe when there is a breach the local councils should be paid, so that local people are actually getting something.”

Focus group participant, Colnbrook, Langley, Longford

Residents are keen to receive information on air quality, but most admit that they are unlikely to actively search for it themselves.

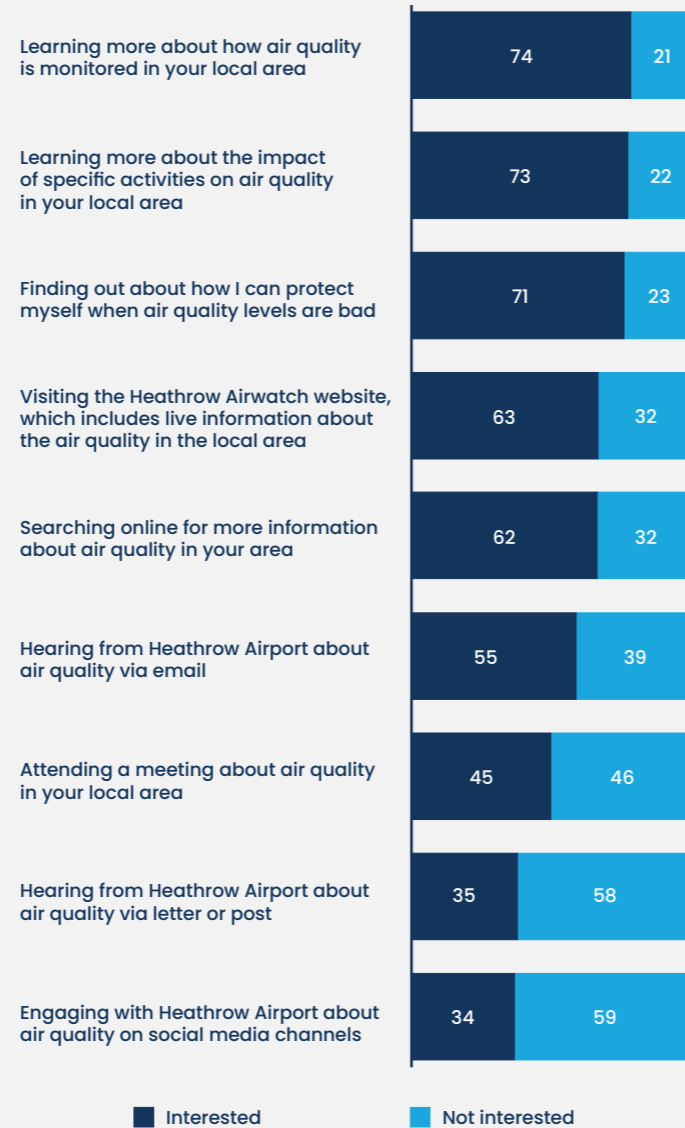
- Local residents acknowledge that air quality is not a front-of-mind concern meaning few will actively search for it. They are, however, strongly in favour of information and data being delivered to them in an accessible manner. The suggestions they offer include:
 - Installing devices that display air quality data in public spaces so residents can access the info with no effort
 - Making air quality data is available via existing apps with residents use (such as weather apps) for ease of access
 - Distributing text alert warnings when air pollution levels are high

- Sharing updates via a dedicated social media account
- Sharing summary reports or daily updates via local newsletters
- Including air quality updates and reports on the daily local news

There is strong interest in learning more about air quality monitoring, its impact on local residents and how to protect oneself from air pollution .

Thinking about air quality specifically, to what extent, if at all, would you be interested in...?

Showing % selecting each option



Open link survey: E2. Thinking about air quality specifically, to what extent, if at all, would you be interested in...?: All respondents (n=516).

Views on Heathrow Airport's air quality targets and commitments

There is very little awareness of Heathrow's 2.0 Sustainability Strategy across the public domain.

- Almost 4 in 5 (79%) of focused survey respondents have never heard of the strategy before, 18% have but don't know what it involves, and only 3% claim to know what it involves .
- Awareness of specific targets within the Heathrow 2.0 Sustainability Strategy is similarly low, at only 17% overall . No focus group participants had heard of the strategy plan by name, and many were unaware that Heathrow had been actively trying to improve air quality.
- Despite this, there is a general consensus that air quality should be a key priority for Heathrow Airport, and that the airport has a responsibility to take steps to mitigate against the impact the airport's activities have on the environment and local community's health.

Participants were then provided with Heathrow Airport's air quality targets, before reading about the actions and commitments the airport has pledged to achieve its targets.

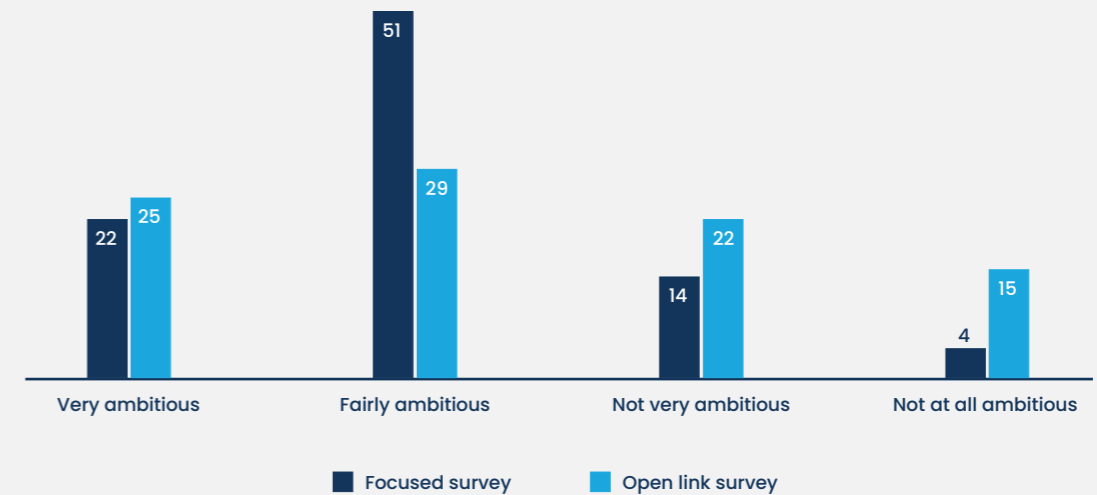
Heathrow Airport's air quality targets are positively received, with local residents feeling that Heathrow is demonstrating a commitment to improving air quality.

- Positivity is also high among focused survey respondents, with almost three quarters (72%) feeling the targets are ambitious. Open link survey respondents are more sceptical, with only half (53%) viewing the targets as ambitious.



How ambitious do you feel the Heathrow 2.0 Sustainability Strategy air quality targets are?

Showing % selecting each option



Focused survey: A6. How aware, if at all, would you say you are of Heathrow Airport's commitments to improving air quality? Base: All respondents (n=754). Focused survey: A10. Within the strategy, there are five targets related to air quality. Before today, had you heard about this? Base: All respondents (n=754). How ambitious do you feel the Heathrow 2.0 Sustainability Strategy air quality targets are? Base: All respondents (Focused survey=754, Open link survey=516).

On deliberation, local residents feel that Heathrow Airport's air quality targets place too much responsibility on passengers and local residents rather than focusing on elements that the airport has direct control over.

- Local residents feel that many of the targets are absolving Heathrow Airport of responsibility to address air quality, and are instead placing it on passengers and local residents. Some also feel the targets are somewhat unrealistic and rely on wider systems / infrastructure and on behaviour change.
- Local residents feel the targets could be more ambitious, particularly those relating to the sustainability of aircraft and Heathrow ground vehicles, which they see as primarily within Heathrow's control or sphere of influence, while a few suggest that Heathrow could look at addressing the root cause of the problem by reducing air travel or varying flight paths.
- Additionally, very few have heard of work being done to make these a reality, which makes residents hesitant that they could be a prospect soon.
- Questions are also raised by residents as to whether Heathrow is being incentivised to introduce these targets, if it is being monitored by external parties to ensure it achieves them, and whether it will be fined if the targets are not achieved.

"I left working from Heathrow in 2015, and I never saw any incentivised travel."

Focus group participant, Cranford

Detail around actions and commitments helps to allay residents' concerns about how some targets will be achieved. But on discussion, concerns remain about the more ambitious targets, and about Heathrow's focus overall.

- Local residents feel that the measures outlined are comparatively unimpactful when held up against the perceived negative impact Heathrow Airport has on the local area and environment.
- Many point out that it's likely that Heathrow can have an impact with regards to the emissions that are within its control, but convincing members of the public to change their behaviour will be very difficult – and potentially distracts from more important measures Heathrow should be taking.

- While there is concern about overambition, many point out that Heathrow's challenges can also be attributed to external factors such as lack of government funding and strike action.

"People in our area aren't generally getting around by public transport to the airport. I think Heathrow has got more control over the air side vehicles, airport vehicles. The public transport – that's going to be harder for them, even getting a bus to happen."

Focus group participant, Stanwell

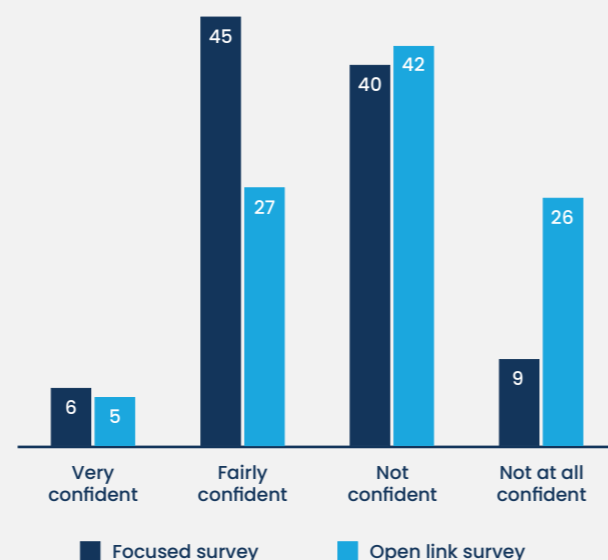
Residents state an expectation for Heathrow to increase awareness of its targets and commitments among local residents.

- Residents note that Heathrow should do more to increase awareness of its initiatives since many have never heard of Heathrow Airwatch, the Heathrow travel planner or know about the various ways in which Heathrow is trying to tackle poor air quality.
- However, they note that this information needs to be available in accessible formats, so that different societal groups will not be excluded.

Confidence in Heathrow achieving its targets is mixed, with most local residents spoken to feeling optimistic but uncertain that the targets are realistic.

How confident or otherwise are you that Heathrow Airport will achieve its air quality targets?

Showing % selecting each option



- Focused survey respondents are similarly divided: 51% feel confident and 49% do not feel confident that Heathrow will achieve its air quality targets (confidence is lower amongst open link survey respondents, with only 32% feeling confident, while 68% do not feel confident).
- Many believe Heathrow Airport can achieve initiatives that are within its control e.g. reducing carbon emissions from aircrafts, however it has a lower chance of impacting ground transport.
- Residents feel that while Heathrow might have the commitment to achieve its targets, it may lack the ability, especially where actions are felt to be out of its control (e.g. infrastructure issues, airline compliance with zero-carbon measures). Residents note that Heathrow cannot make an impact without support from its partners, particularly airlines and governmental bodies.

"It's not Heathrow that makes the decision on what goes in and out of the airport, it's the airlines, so they have to put their trust in them. Particularly when it comes to SAF and designing the planes to be more environmentally friendly."

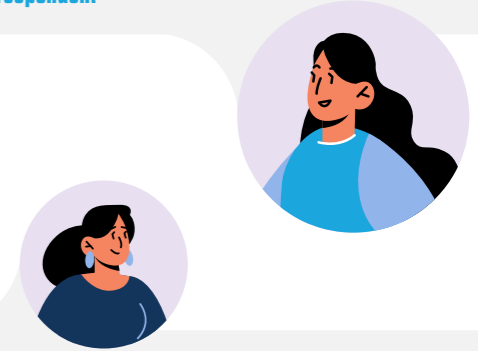
Focus group participant, Hounslow

Further information about who is responsible for setting, funding, and evaluating targets would relieve some uncertainty around Heathrow's commitments.

- There is interest in knowing who exactly is setting the targets Heathrow Airport is aiming for.
- In addition, some residents express uncertainty about the funding needed to achieve these targets, welcoming information about whether Heathrow is receiving external funding for this purpose and reassurances that this funding will not be pulled or re-allocated.
- Residents also note a lack of clarity around target measuring and reporting, wanting to know how often progress will be assessed and declared.
- In particular, residents question how Heathrow is being held accountable for these targets and whether there will be any consequences or amends if targets are missed

"Environmental plans are always the first to be dropped when the going gets tough. The powers-that-be react too much to short-term issues and don't keep their focus on the long-term strategies."

Open link survey respondent



"Consultations with communities across all areas regarding all services that can affect them before implementing. ULEZ for example did not seek any views from local communities which are affected, or those affected were not aware they could voice concerns or problems."

Open link survey respondent

There is strong agreement that there should be greater community involvement from Heathrow Airport in relation to air quality.

- 72% of respondents in the focused survey and 67% in the open link survey feel there should be more community involvement from Heathrow Airport in relation to air quality .
- Those who agree that there should be more community involvement would like to see increased communication, including updates on the commitments and progress against the targets.
- Local residents would also like to receive open invitations to consultations and meetings to be privy to updates and provide opportunities to share their views.



Resident recommendations

The research outlines a series of recommendations for how Heathrow Airport can improve its air quality actions and commitments to further benefit local communities. The recommendations fall into five broad categories:

1. Building evidence on the impact of air pollution around Heathrow Airport on public health

Local residents link the high perceived incidence of health conditions locally with air pollution produced by airport activity, and want to see concrete evidence to either support or refute this perception. Residents therefore feel it is important that a review is conducted of the impact of air pollutants on those living around Heathrow Airport, specifically calling for a review of the impact of UFPs and living below flight paths. Given Heathrow Airport's impact on local residents' lives, it is felt to be the airport's responsibility to commission this study through an independent, expert body.

2. Expanding the monitoring infrastructure around Heathrow Airport

While some locations are seen to have good air quality monitoring coverage, there are seen to be some important gaps in this. Therefore, residents suggest:

- a) Installing additional air quality monitors, including:
 - i. below the flights paths
 - ii. within the airport perimeter
 - iii. in local and urban areas

b) Monitoring and reporting on UFPs

More broadly, local residents expect Heathrow to give clear evidence that it is continuing to expand and maintain its air quality monitoring infrastructure in the areas that are considered most important and impacted.

3. Improving the way Heathrow Airport communicates and displays air quality data and information

Local residents feel it is important to engage with air pollution levels and protect oneself. However, Heathrow Airport's current air quality reporting and communication is felt to be insufficient and does not account for current levels of knowledge and engagement with air quality. In order to improve its communications, local residents suggest a number of actions, including:

a) Proactively communicating and engaging with local residents on air quality.

Local residents expect Heathrow Airport to proactively communicate with local residents on air quality by raising awareness of the Heathrow Airwatch website using a range of channels, including social media, newsletters, local press and magazines. More broadly, there is also strong appetite to hear about how one can reduce air pollution and stay protected when levels of air pollution are high.

b) Using sources and channels that local residents currently engage with.

For example, working with third parties to introduce air quality reporting on weather channels and apps, or providing live air quality summaries in out-of-home locations such as electronic billboards or bus stops. By normalising engagement with air quality data, local residents will become more knowledgeable and seek further information

c) Making the Heathrow Airwatch website more user friendly.

The Heathrow Airwatch website is seen to be outdated and in need of modernising. Within this update, local residents would expect the following:

- Historical data on air quality in the local area to be brought to the forefront of the website. Contextual data and comparisons to be included so residents can understand how air quality in their local area fares against other major locations.

- Information on how the current levels of air pollution could be affecting health, and how local residents can protect themselves when concentrations of air pollutants are high
- An opt in option for residents to receive push notifications and alerts when levels of air pollution are high within their local area

4. Introducing independent oversight over Heathrow Airport's air quality targets

Local residents feel it is important to introduce an independent body which oversees Heathrow Airport's air quality work. The independent body would be responsible for:

- Setting or approving the air quality targets and commitments
- Overseeing its monitoring and tracking
- Keeping the airport accountable for achieving its targets
- Setting fines and penalties if the targets and commitment are not achieved

5. Review the air quality targets and expectations for airlines and other airport suppliers

Local residents recognise that Heathrow Airport has significant influence and political power as a major international airport. There is therefore seen to be an important opportunity for the airport to leverage this influence by setting more stringent air quality targets and expectations for the organisations within its supply chain, be that airlines or construction companies. This could be done by:

- Requiring air pollutant emission measuring and reporting amongst suppliers
- Reviewing the air pollution limits for across its supply chain, going above and beyond legislation and setting more ambitious targets
- Setting fines and penalties if the targets and commitments are not achieved and using that funding to offset and improve air pollution locally





To read the full report please go to:
<https://www.cisha.org/air-quality>