



BAA Heathrow 

Community Buildings Noise Insulation Scheme

Providing noise insulation
in local community buildings

August 2005

CommunityMatters

Using this booklet

Once you have read this booklet, if you have any questions about your eligibility for this scheme, there are answers to some frequently asked questions at the back. There are also other contact details (email: heathrowcommunitybuildings@baa.com and telephone: 020 8745 4929) for you to use, in case you can't find the answer you need.

If you would like this document in an alternative format or another community language, please call us on 0800 731 4247. Alternatively, a fully accessible version of this document can be found on our website www.heathrowairport.com/communitybuildings.

If you would like to order further copies of this booklet please call our brochure line on 0800 169 5569.

Introduction – Janis Kong



Janis Kong, Executive Chairman, BAA Heathrow

Noise from Heathrow Airport is one of the biggest concerns for people living nearby. The Government recognises this, and in its White Paper, *The Future of Air Transport* (December 2003), the Government outlined several ways to control, mitigate and compensate for the impact of airport-related noise.

One key initiative that the White Paper asked airport operators to introduce is to offer acoustic insulation (which Heathrow currently offers to residential properties) to other noise-sensitive buildings, such as schools and hospitals, that are exposed to medium-to-high levels of noise (in the 63 decibel Leq noise contour). This booklet sets out the details of the scheme that BAA Heathrow is introducing to meet this request.

The Government is also undertaking a consultation on controls on night flights at Heathrow, Stansted and Gatwick airports, and BAA will implement any mitigation-related policy reforms which the Government brings forward as a result of this consultation.

This booklet, then, contains the final detail of BAA Heathrow's voluntary scheme to provide noise insulation for such buildings in the 63 decibel Leq noise contour. This scheme is in addition to BAA Heathrow's existing noise insulation scheme for residential properties.

We have developed this voluntary scheme following consultation with our neighbours – residents, local authorities, campaign groups and businesses. Along with our colleagues at Stansted, Gatwick, Edinburgh and Glasgow, we have looked at the suggestions, questions and concerns raised by our local communities and developed a scheme that we think is both fair and responsible.

This booklet is in two parts. The first part explains how we have done this – because we believe that it is important to be transparent. The second part sets out the details of the support we are offering, how the scheme will work and what steps need to be taken next.

The suggestions we made in the consultation paper were generally well received. We are grateful to everyone who gave time to respond to the consultation. We take our

responsibilities towards our neighbours very seriously and we have taken note of your comments. We have therefore added some new elements to the scheme which take account of your views and which will make the scheme even better. The responses were analysed by an external consultancy, Avia Solutions. We have published their report in full on the BAA website for you to read. It is at www.heathrowairport.com/aviareport.

We made some very significant changes to the scheme, because of your suggestions.

We have widened the categories of noise-sensitive buildings that will be included in the scheme. In addition to schools, hospitals, nurseries attached to schools, hospices and colleges, we are now also including community halls, libraries and nursing homes.

We have also decided to create a community-led body to oversee the administration of the scheme, so that the decisions that need to be made on how the noise insulation is to be provided to community buildings and the order in which these buildings should be insulated, can be made by community representatives, not just by BAA Heathrow. BAA Heathrow will continue to be involved, of course: we will fund the noise insulation and the administration of this body, and we will provide experience from our existing noise insulation schemes. But it will be the community-led body that will take the important decisions.

I hope very much that you will feel that the scheme has been improved by the process, and that you will find it goes some way towards mitigating the impacts of living next to Heathrow Airport.

A handwritten signature in black ink that reads "Janis Kong". The signature is fluid and cursive, with a large loop at the start of the first name.

Janis Kong
Executive Chairman, BAA Heathrow

Our consultation

The Future of Air Transport White Paper

In its White Paper, *The Future of Air Transport* (December 2003), the Government asked airport operators to offer acoustic insulation (which Heathrow currently offers to residential properties) to other noise-sensitive buildings, such as schools and hospitals, that are exposed to medium-to-high levels of noise (in the 63 decibel Leq noise contour¹).

What we consulted on

In September 2004, in the booklet *Protecting Against Airport Noise*, we consulted with local people – residents, businesses, campaign groups, local councils and MPs – on the best way to provide noise insulation for noise-sensitive buildings in the community. The consultation was initially open for 12 weeks, and at the request of local people, was later extended by a further three weeks.

We proposed a voluntary scheme which would provide 100% of the costs of secondary glazing or high-specification replacement windows in classrooms and other learning areas or in hospital and hospice wards, hospital theatres, treatment rooms and possibly some corridors.

We also said that we would consider alternative mitigation packages in cases where providing insulation was difficult, for example where the condition or design of the building was not suitable.

Questions we asked you

We asked for general comments. We also asked for your views on some particular issues that we knew were a concern, because we did not want to assume that we already knew the answer.

The questions

1. Apart from those named (classrooms, teaching areas, wards, theatres, treatment rooms and possibly some corridors) should any other parts of hospitals, hospices, schools and colleges be noise insulated?
2. Should funding for noise insulation be given directly to the school or hospital, rather than via local education authorities or primary care trusts?
3. Should there be alternative forms of noise mitigation for hospitals, hospices, schools and colleges?
4. If work needs to be prioritised, should it be based on exposure to noise alone for all types of buildings?

How we consulted

The aim of the consultation was to gauge the opinions of local stakeholders so that we could improve on our proposed scheme, engage with specific groups with particular concerns, and have an open line of communication with people directly affected by the Government's proposals.

We have not made any assumptions about the views of those who did not respond to the consultation. As expected, some views were expressed by small numbers of people.

There are Government guidelines on the best way to conduct a consultation, which we have followed, and continue to do so:

- ☒ Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
- ☒ Be clear about what your proposals are, who may be affected, what questions are being asked and timescale for responses.
- ☒ Ensure that your consultation is clear, concise and widely accessible.
- ☒ Give feedback regarding the responses received and how the consultation process influenced the policy.
- ☒ Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.

We consulted on two schemes to protect the local community from aircraft noise: this scheme (which we are now calling the Community Buildings Noise Insulation Scheme), and a separate scheme to help people to move away from areas exposed to high levels of aircraft noise. This booklet is only about the Community Buildings Noise Insulation Scheme.

The consultation paper was sent directly to just under 4,400 potentially-affected people and organisations around Heathrow: residents, local councils, MPs, businesses and campaign groups. Additional copies were also sent, for example, to local councils for general distribution. There were 264 submissions, representing a response rate of 4.8%.

To help people to respond, so that we could hear the views of as many people as possible, as well as sending the consultation document direct to homes and businesses and posting it on our website, we also publicised the consultation in the following ways:

- Advertorials in the *Hayes and Harlington Gazette* (which has a distribution of 19,832 and readership of around 64,000 people) and *Skyport* (distribution of 33,000 and readership of about 130,000)

¹This is technically referred to as 63 dB(A) Leq. Throughout this paper, for ease of understanding, when we refer to "63 decibels" we are referring to a 92 day summertime average contour of 63 dB(A) Leq over 16 daytime hours.

- Press coverage in the local print and broadcast media
- We briefed BAA Heathrow's Local Focus Forum, attended by local residents' associations and councillors for Harlington, Sipson, Harmondsworth, Stanwell Moor, Stanwell, and Longford, among others
- We briefed the Heathrow Airport Consultative Committee, whose members include representatives from local councils including the London Boroughs of Hounslow and Hillingdon, the Boroughs of Spelthorne and Slough, businesses and HACAN ClearSkies
- We held meetings and conversations with representatives of the London Borough of Hillingdon, London Borough of Hounslow, local Members of Parliament, Residents' Associations and campaign groups.

We also responded to hundreds of individual requests for information, often involving detailed conversations and encouraging those callers to send in their views.

How we analysed the responses

At the beginning of this booklet, our Chairman, Janis Kong, emphasised the importance we place on transparency. It is important that you are able to see how we have come to the decisions that we made.

For that reason, this section sets out BAA's decision-making process. We know that this is interesting to some people, although not to everyone. **It is not necessary to read this to understand how the scheme will work.**

The diagram below simply sets out our process for making these decisions.



The diagram shows several groups. We need to explain who they are:

Avia Solutions

Avia Solutions is a consultancy, and was appointed by BAA to analyse the consultation responses for all the BAA airports involved. We believed it would be better for an external company to do this work, so that it could be externally verified.

BAA Policy Review Working Group

This is a group of managers from BAA's affected airports who work in the community liaison, property, legal and planning departments. They analysed Avia Solutions' findings, tested a range of variations to the scheme and carried out supporting research on the various options. They then made a series of policy recommendations to the BAA Protection Policies Group.

BAA Protection Policies Group

This is the more senior decision-making body. It is chaired by BAA's Chief Executive and comprises corporate directors responsible for planning, finance, regulation and public affairs. It examined the policy recommendations and made the final decisions about the shape of the scheme.

How we responded

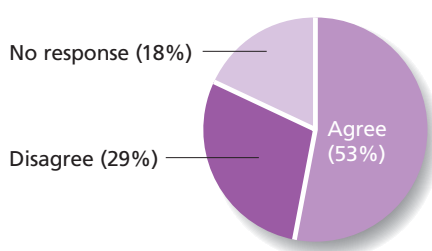
This section is about the issues you raised during the consultation process and how they influenced our thinking, and ultimately, the final shape of the scheme. We briefly indicate in the boxes how we responded to the consultation responses, but the full detail is in the next section, on pages 6 to 7.

We have not identified the comments made by any single person or organisations here, for reasons of confidentiality and data protection.

Question 1

Insulating other parts of hospitals, hospices, schools and colleges

53% of Heathrow's 264 respondents wanted additional areas of these buildings to be insulated; 29% did not.



These are some of the views that were expressed:

- In hospitals and hospices, 10 people said there should be noise insulation for all areas affected by noise; 2 for corridors and 1 each for meeting rooms, patient daytime rooms and waiting rooms
- In schools and colleges, 13 respondents called for the whole building to be insulated, 3 for examination halls and 1 each for canteens, libraries, and corridors
- 6 respondents said that a lower level of noise (lower than the 63 Leq noise contour) should be the threshold for eligibility
- A number of local authorities called for ventilation and preferably air conditioning to be provided for all eligible buildings
- Local authorities also called for community centres, places of worship, nurseries, rest homes, teaching facilities and libraries to be included in the scheme.

Our response

- **Areas of the buildings to be insulated** As set out in detail in the next section of this booklet, we have decided that a community-led body will determine how the funds are best used to provide insulation of community buildings.
- **Types of building to be eligible** BAA Heathrow agreed with the respondents' views that the categories of noise-sensitive buildings ought to be wider. We believe that for buildings with widespread use in the community, where people spend long periods of time, or where they are vulnerable (such as in hospital), we should insulate against aircraft noise. In addition to hospitals, schools and colleges, nurseries attached to schools and hospices, we have now added nursing homes, registered nurseries, libraries and community halls to the list of types of eligible building.

• Lower level of noise than 63 Leq to qualify

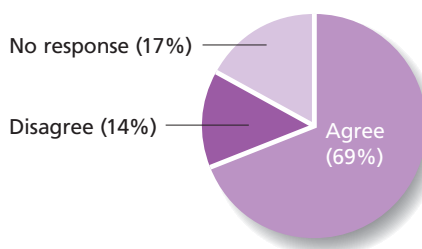
The White Paper identified the 63 Leq noise contour as the area of medium-to-high levels of noise, where noise insulation would be most effective. This is therefore the contour that we will be using. However, the scheme will be reviewed in five years (in 2010) and there will be an opportunity to review the scheme's criteria at this point.

- **Ventilation** Noise insulation measures can lead to problems with ventilation inside a building. Decisions on ventilation and air conditioning will be made by the community-led body, and not by BAA Heathrow.

Question 2

Giving funding for noise insulation directly to schools and hospitals, rather than via local education authorities or primary care trusts

At Heathrow, 69% of the 264 respondents said that the funding ought to be given directly to the school or hospital, while 14% said that it should not.



- A large majority of people favoured giving funding directly to the school or hospital, rather than through local or health authorities. The main reason given was that this would ensure that the funding from BAA Heathrow would be spent directly on noise insulation
- Of the schools that replied, 2 supported direct funding, and 3 were against. The 3 health organisations who responded to the consultation did not give an answer to this question
- Several local authorities said that the funding should be building-specific and independently-administered and the work programme guaranteed for the lifetime of the airport.

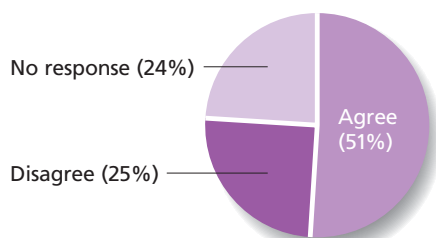
Our response

- **Direct funding** The community-led body will now administer the scheme's funds and oversee the work.
- **Structure of the scheme** The scheme will be administered by the community-led body, which will make decisions on the application of the funds, within the criteria set out later in this booklet.
- **Lifetime of the scheme** The scheme will be fully reviewed in five years' time.

Question 3

Providing alternative forms of noise mitigation for hospitals, schools, hospices and colleges

51% of Heathrow's 264 respondents agreed that there should be alternative forms of noise mitigation for these buildings; 25% did not.



- 2 respondents suggested that relocation assistance should be made available as an alternative form of mitigation
- Several local authorities suggested rebuilding schools to an adequate noise-insulated standard, where ventilation and/or insulation were currently inadequate.

Our response

- **Relocation assistance** The scheme is not designed to move community buildings away from the noise, but should provide existing buildings with adequate noise insulation. However, where insulation is not cost-effective, the other solutions, including relocating certain activities, will be looked at by the community-led body (see below).
- **Rebuilding properties** One proposal in BAA Heathrow's consultation paper was to offer a capped package which could be used to rebuild part of a building, where noise insulation was not practicable. A decision to offer this form of alternative mitigation would be made by the community-led body.

Our response

- **Criteria for prioritising work** BAA Heathrow will hand over the scheme's decision-making to a community-led body. The details of the workings of the body are set out in the second section of this booklet.

Question 5

Other comments

Other comments included:

- 9 respondents suggested that ventilation and cooling systems should be provided as well as noise insulation
- Outdoor teaching is affected by aircraft noise (eg PE lessons), and so indoor sports facilities should be provided
- 11 respondents called for places of worship to be included in the scheme; 7 suggested libraries and 6 nurseries or early years centres
- 1 respondent praised BAA Heathrow for undertaking the consultation
- 1 local authority said that all public buildings should be included in the scheme

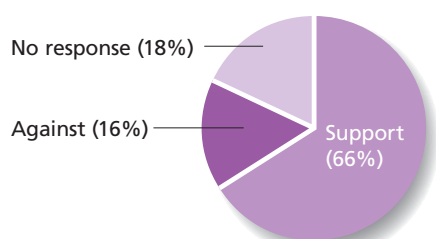
Our response

- **Ventilation and cooling systems** Decisions on whether to provide ventilation improvements and air conditioning as part of the noise insulation package will now be made by the community-led body. More details on the body are provided later in this booklet.
- **Outdoor teaching** The community-led body will be able to decide whether indoor sports areas should be provided or sports activities relocated.
- **Additional types of building** We have widened the eligibility criteria to include nursing homes, community halls and libraries, as well as registered nurseries, hospices, schools, colleges and hospitals.

Question 4

Prioritising according to noise exposure alone

At Heathrow, 66% of the 264 respondents supported the criteria, while 16% did not.



- Most felt that if work needed to be prioritised, then exposure to noise should be the sole criterion
- 4 respondents said that priority should be given to schools; 3 that priority should be given to hospitals
- Several local authorities agreed that all work should be undertaken within 2 years, rather than creating criteria for prioritising the work.

Details of the BAA Heathrow Community Buildings Noise Insulation Scheme

This section contains the detail of the Community Buildings Noise Insulation scheme, which includes information on:

- What the scheme is designed to do
- The area where the scheme applies
- Who is eligible for the scheme
- What the scheme will provide
- How the scheme works
- What happens next.

1. Aims of the Community Buildings Noise Insulation Scheme

The scheme is designed to provide acoustic insulation to noise-sensitive buildings in the community which are inside the 2002 standard 63 Leq noise contour. This is a voluntary scheme from BAA Heathrow.

2. The area where the scheme applies

The scheme applies to eligible community buildings in the areas around Heathrow Airport that are exposed to medium-to-high levels of aircraft noise. In the White Paper, the Government defined this as the area within the 63 decibel Leq noise contour. BAA is basing its scheme on the 2002 standard contour². The map of this area is at the back of this document.

3. Who is eligible for the scheme?

The following community buildings will be eligible for noise insulation under the scheme:

- Hospitals
- Hospices
- Nursing homes
- Primary and secondary schools
- Higher/tertiary education colleges
- Registered nurseries
- Community halls
- Libraries.

The scheme is designed to provide noise insulation in areas whose usage is most sensitive to noise; for example, classrooms and other learning areas, hospital and hospice wards, hospital theatres and treatment rooms.

The building – or part of it, if appropriate – should not have been built or converted for use after the publication of the White Paper on 16 December 2003. BAA Heathrow would expect that any development given planning permission after that date would have been built with the appropriate noise insulation, according to Government planning guidance.

4. What the scheme will provide

The scheme will provide 100% of the costs of secondary glazing or high-specification replacement windows in eligible rooms within noise-sensitive buildings inside the 2002 standard 63 Leq noise contour. Examples of eligible rooms include classrooms and other learning areas, hospital and hospice wards, hospital theatres, treatment rooms and possibly some corridors. This would be provided to the same standard as the insulation BAA currently provides for its residential noise insulation scheme.

The White Paper further suggested:

“Where acoustic insulation cannot provide an appropriate or cost-effective solution, airport operators should endeavour to provide alternative mitigation measures, such as environmental grants, the provision of quiet rooms for reading or music, or funding for school trips away from the noisy environment... The priority of need and the level of any contribution would be assessed on a case-by-case basis by the airport operator and relevant stakeholders.”

Given the Government's (and BAA Heathrow's) wish to involve the community in the decision-making process for prioritising the works that will be needed to provide noise insulation, and alternative mitigation measures, BAA Heathrow has decided to establish a community-led body to oversee the scheme. We are beginning discussions with local authorities on the best way to do this.

5. How the scheme works

Community-led body

Working with affected local authorities, we will develop a community-led body which will be responsible for making the necessary decisions involved in administering this scheme.

We do not want to pre-judge the remit and shape of this body, but we would expect it to:

- Manage the funds granted by BAA Heathrow, within the terms of the grant
- Liaise with all stakeholders to decide the insulation requirements for each building and prioritise these, so that the buildings identified by the community-led body as being in most need are insulated first
- Decide whether ventilation issues are important and if so, how best to address them
- Where buildings cannot easily be insulated, agree the appropriate alternative mitigation measures
- Appoint approved, specialised noise insulation glaziers or other specialist contractors to undertake surveys of the necessary work
- Decide on the basis of the specialists' reports and on agreement with the relevant stakeholders which areas of the buildings will be insulated (and ventilated if required)

²The 2002 standard contour gives an average split in runway use, based on several years' figures, rather than a split based on that particular year, which can be extreme, depending on the weather. This allows for any abnormalities in any one year to be evened out. In fact there was little difference between standard and actual contours at Heathrow in 2002.

- Agree the level of the scheme's contribution to the costs of providing noise insulation in these buildings
- Contract with approved, specialised contractors to carry out the work
- Oversee the delivery of the scheme to the appropriate standards
- Decide on any interim mitigation for buildings which are not identified as being an early priority (with the costs offset against later noise insulation provision)
- Communicate with all stakeholders on the progress of the scheme.

Structure and funding

The body will be transparent in its governance, accountability, membership and financial practices. BAA Heathrow will provide funding of up to £5 million in any full financial year to allow the body to carry out its proper duties.

Administration

The body will be supported by a Scheme Administrator, who will carry out the day-to-day administration of the scheme and will also provide a secretariat function. This person will be recruited and paid for by BAA Heathrow.

Scheme duration

The scheme will take effect from October 2005, and will run for five years, until 2010, when there will be a full review.

6. What happens next

Organisations occupying eligible buildings do not need to apply for noise insulation. The community-led body will contact them directly.

If you have any questions, you can call 020 8745 4929 or email heathrowcommunitybuildings@baa.com for further information.

You can download a copy of this booklet from the internet at www.heathrowairport.com/communitybuildings or call 0800 169 5569.

Frequently asked questions

Here are the answers to questions that you might ask. We hope you find them helpful. If you cannot find the answer you are looking for here, please call 020 8745 4929.

Who will be on the community-led body?

The community-led body will be shaped through BAA Heathrow's discussions with the local community. We expect that appropriate community representatives, where possible with appropriate experience, will be amongst the members.

How long will the work take?

From BAA Heathrow's experience over the last few years in insulating schools, we know that insulating large buildings can take many months. With schools, for example, work and testing needs to be carried out with the minimum disruption to the school day, and may in some cases only be carried out during school holidays.

In addition, there is only a limited number of suitable contractors, and the speed of the work will be limited by the resource which they can give to the work. BAA Heathrow estimates that an approved contractor would be able to treat up to four schools a year, for example. The community-led body will be able to determine a schedule for the work, once it has decided on priorities and the scope of work to be done. For instance, if ventilation is included in schools' noise insulation, this may take longer.

Which buildings will be noise-insulated first?

It will be up to the community-led body to decide which buildings take priority.

Can stakeholders just take the money and arrange their own noise mitigation programme?

No. Noise insulation under this scheme must be carried out by the appointed contractors, and to agreed internal noise design criteria and any additional standards set by the community-led body.

How many such buildings are there in the area?

BAA Heathrow's analysis suggests that there are the following numbers of noise sensitive buildings in the 63 decibel Leq noise contour:

Building	Number
Schools/colleges	43
Nurseries	7
Libraries	4
Community/village halls	4
Hospices/nursing homes	6
Total	64

Community buildings

Schools

Alexander Infant & Nursery School	Denbigh Road
Alexander Junior School	Denbigh Road
Ashton House School	50-52 Everseley Crescent
Bedfont Infant & Nursery School	Hatton Road
Bedfont Junior School	Hatton Road
Bishop Perrin CE School	Hospital Bridge Road
Brunel University	Osterley Campus, Borough Road
Camion House College	100-112 Thornbury Road
Chatsworth Infant & Nursery School	Heath Road
Chatsworth Junior School	Heath Road
Christ the King RC (Aided) First School	Falcon Drive
Churchmead Secondary School	Priory Way
Colnbrook CE Primary School	High Street
Cranford Infant & Nursery School	Berkeley Avenue
Cranford Junior School	Woodfield Road
Datchet St Marys C of E Primary	The Green
East Berkshire College	Central Way
Grove Road Junior, Infant & Nursery School	Cromwell Road
Hans School	540 Bath Road
Hounslow Heath Infant & Nursery School	Martindale Road
Hounslow Heath Junior School	Selwyn close
Isleworth & Syon School for Boys	Ridgeway Road
Lampton School	Lampton Avenue
Marjory Kinnon School	Hatton Road
Marlborough Junior, Infant & Nursery School	London Road
New London College	1 Martindale Road
Pippins School	Raymond Close
Pupil Referral Unit	24 Wood Lane
Springwell Infant & Nursery School	Speart Lane
Springwell Junior School	Vicarage Farm Road
St Mark's RC School	106 Bath Road
St Michael's & St Martin's School	Belgrave Road
Syon Park School	Twickenham Road
The Andrew Ewing School	Westbrook Road
The Beavers Community Primary School	Arundel Road
The Green School for Girls	London Road
The Orchard Infant & Nursery School	Orchard Road
The Orchard Junior School	Orchard Road
The Smallberry Green Primary	Turnpike Way
Wellington Junior, Infant & Nursery School	Sutton Lane
West London Presbyterian Church & Bible College	70 Staines Road
West Thames College	London Road
Wraysbury Primary School	Welley Road

Nurseries

Broadwalk Day Nursery	Broad Walk
Harvard Park Pre-School	Turnpike Way
Osterley Park Day Nursery	Quaker Lane
Pebbles Pre-School	Stanwell Road
Sure Start Hounslow	Salisbury Road
West Thames College Nursery	London Road
Young Flyers Day Nursery	501 Bath Road

Libraries

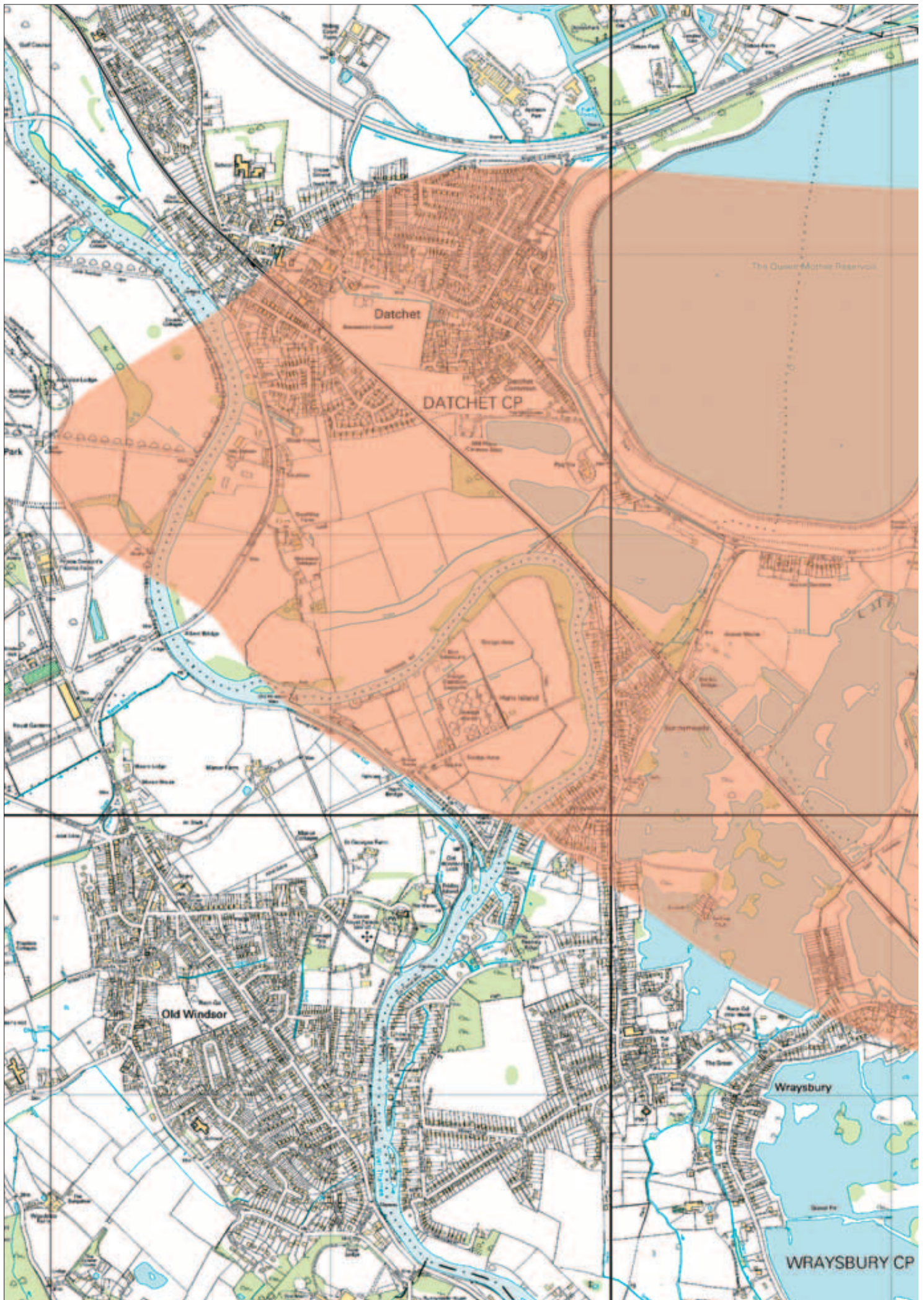
Beavers Library	103 Salisbury Road
Cranford Library	Bath Road
Datchet Library	8 Horton Road
School Library Service	Hounslow Library, Treaty Centre

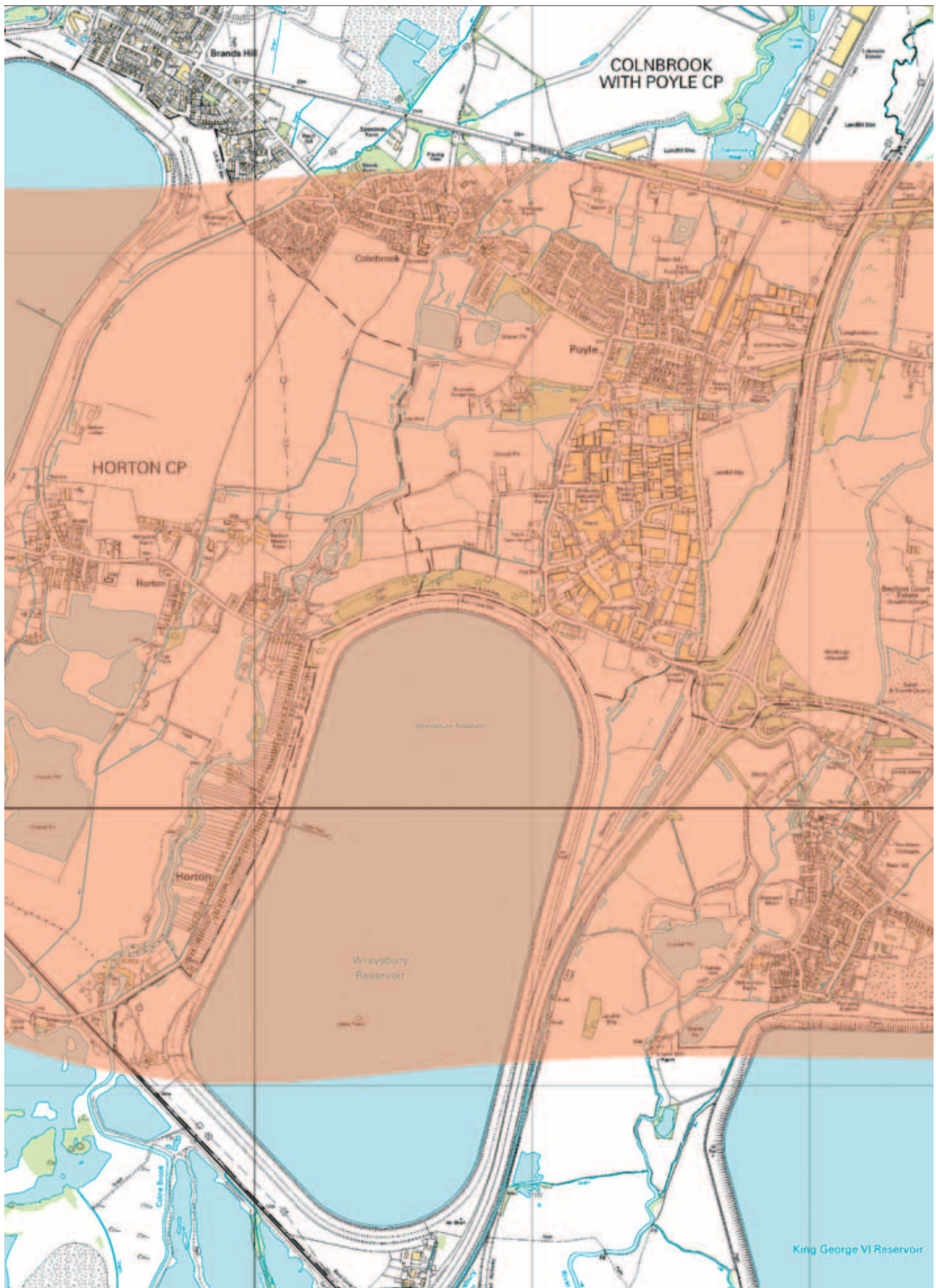
Community/village halls

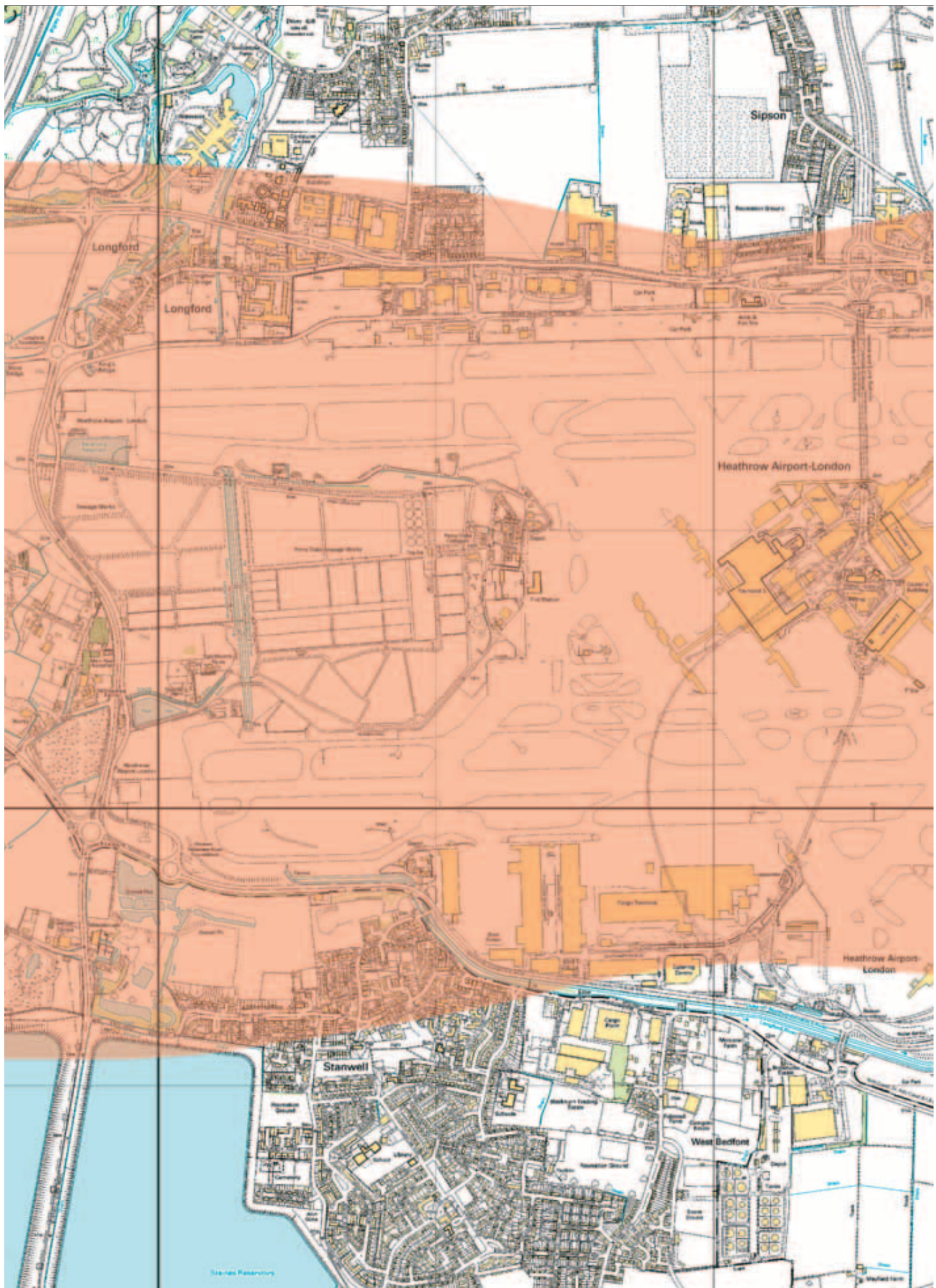
Heston Day Care Centre	Springwell Road
The Triangle	Whitton Road
Stanwell Moor Village Hall	Horton Road
Colnbrook Village Hall	Vicarage Way

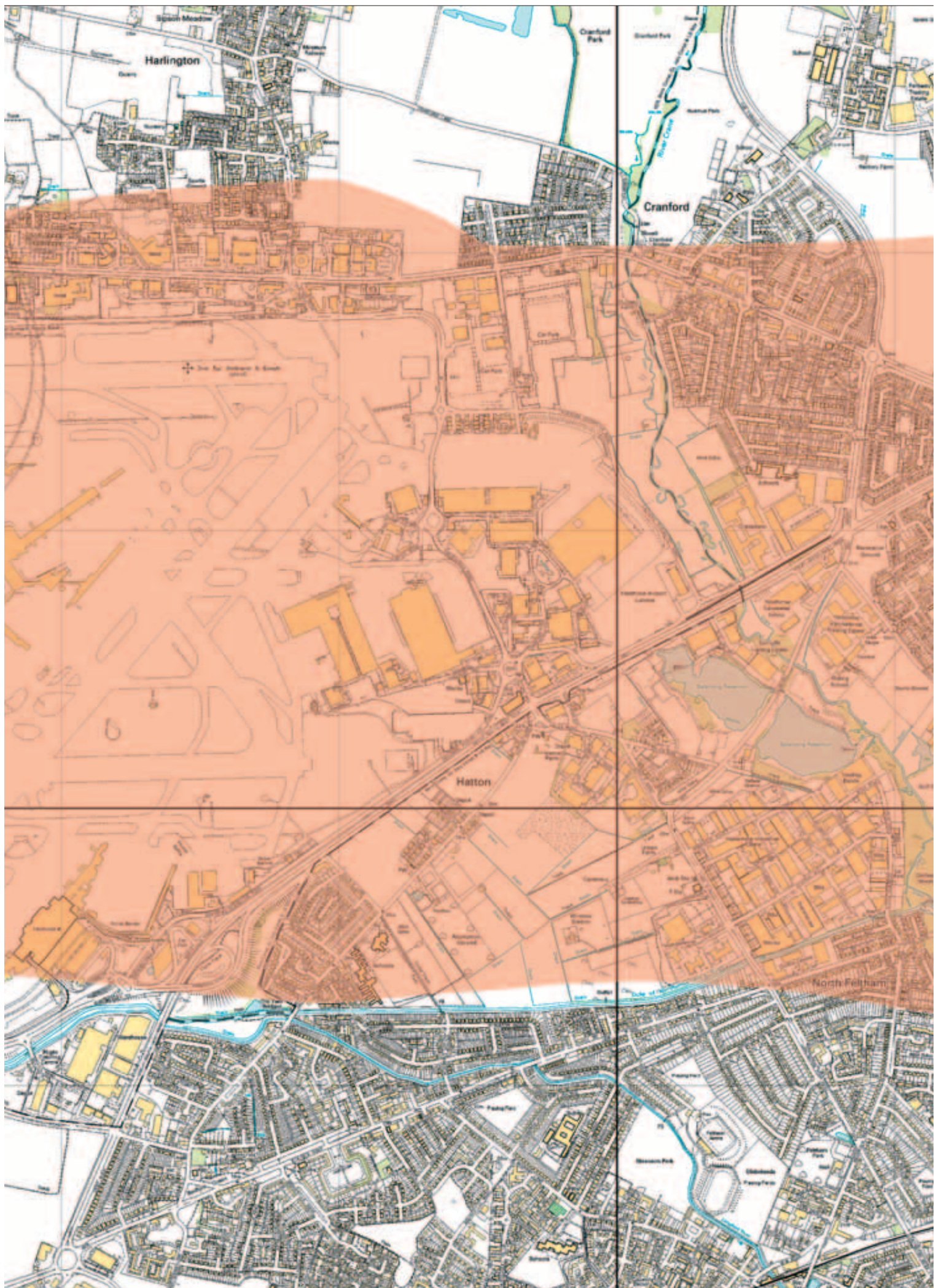
Hospices/nursing/ geriatric homes

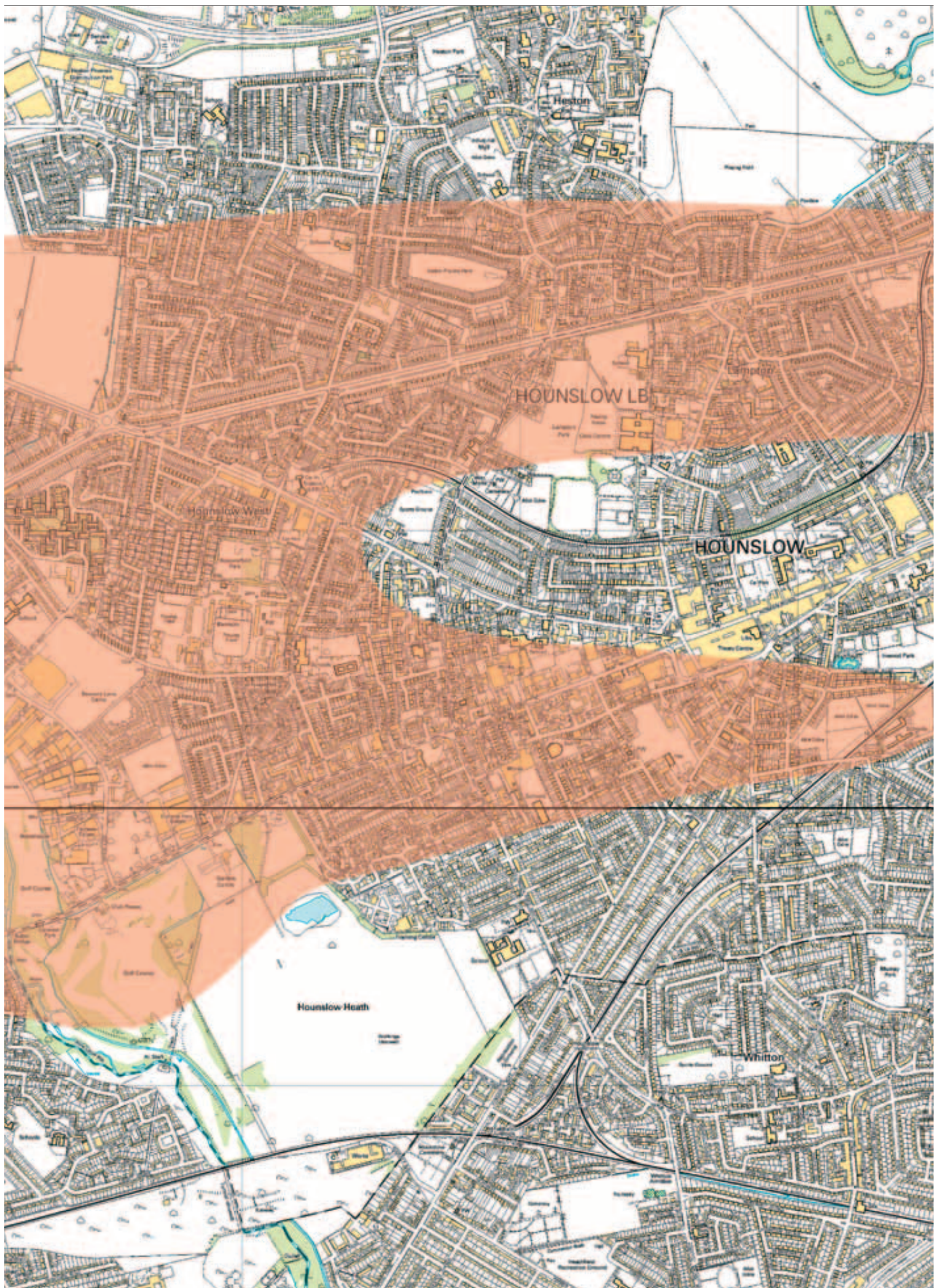
Ashgrove Nursing Home	Fir Tree Road
Dove Care Homes Ltd	65-73 Staines Road
Dudley House	The Grove
Resource Centre	Vicarage Farm Road
Vicarage Farm	139 Vicarage Farm Road
White House	334 Horton Road

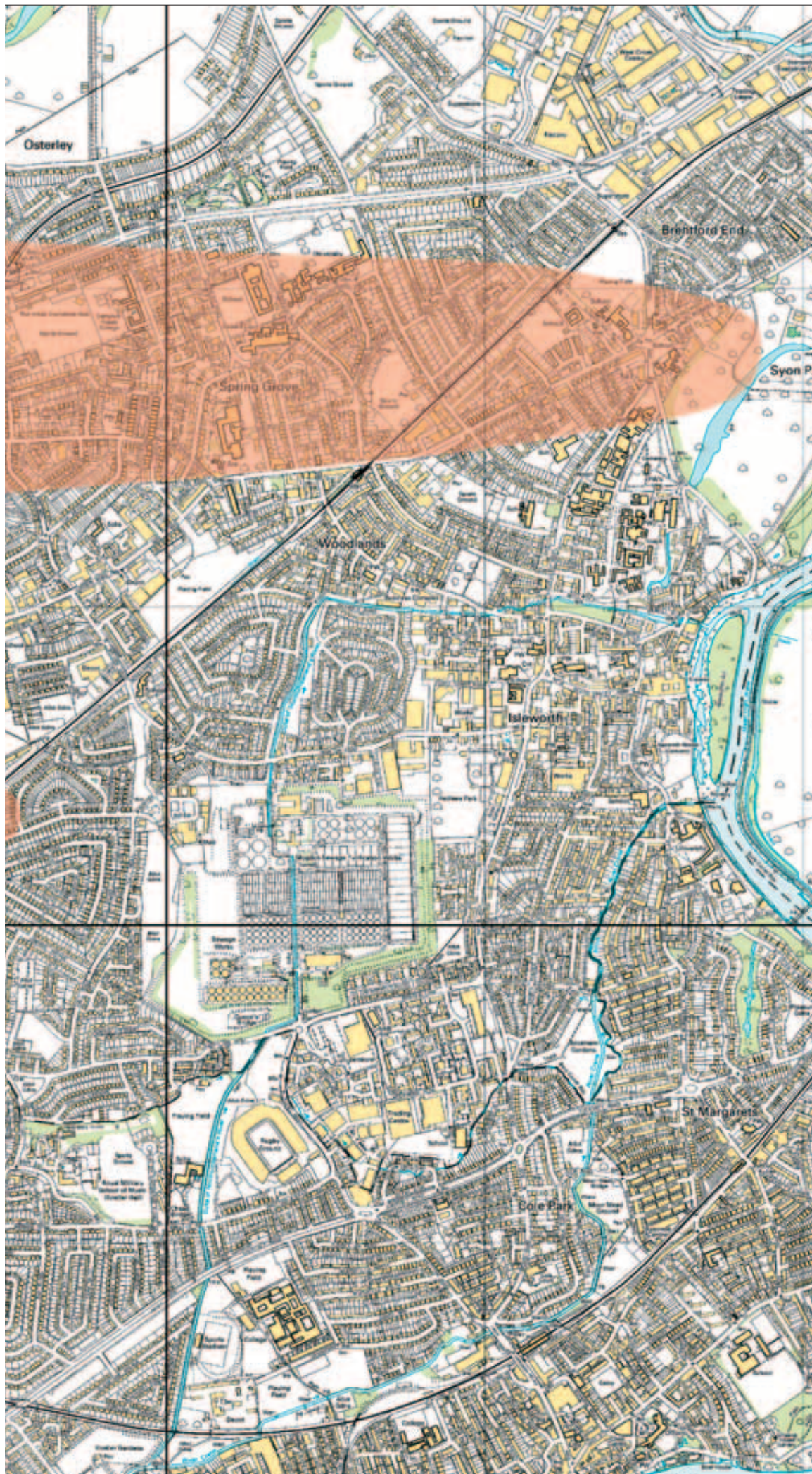












Heathrow Airport
Noise Scheme
Community Buildings Noise
Insulation Scheme

This drawing is for Planning purposes only. All dimensions are subject to confirmation and approval by Group Airside Operations and local Airfield Operations.

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Legend
Community Buildings
Noise Insulation
Scheme boundary

Heathrow Airport
Noise Scheme
Community Buildings Noise
Insulation Scheme

If you would like this document in an alternative format or another community language, please call us on 0800 731 4247. Alternatively, a fully accessible version of this document can be found on our website



➔ **[www.heathrowairport.com/
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