

Aviation Noise Attitudes Survey

**Technical report
June 2025**

Ipsos UK



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Introduction

Background and objectives

From 2022, following the closure of the Independent Commission on Civil Aviation Noise (ICCAN), the Civil Aviation Authority (CAA) assumed additional responsibilities relating to aviation noise, including conducting the Aviation Noise Attitudes Survey (ANAS), a UK-based multi-year research project on noise attitudes.

ANAS, funded by the Department for Transport, built on the 2014 Survey of Noise Attitudes (SoNA) and incorporated insights from the National Centre for Social Research's review on behalf of ICCAN.

The survey aimed to provide data, on populations located under specific noise exposure bands, that were classified as “highly annoyed” by aircraft noise at selected UK airports to provide evidence to inform government policy. The robust evidence base generated aims to support policy decisions and foster trust among communities and the airline industry.

The key aims of the study were:

Main aims:

- To provide data on the relationship between aviation noise exposure and annoyance in order to inform policy development in the UK.
- To provide evidence to inform policy thresholds.
- To provide evidence on how annoyance with aviation noise varies across personal, social and environmental contextual factors.

Secondary aims:

- To provide exposure-response analysis for the airports in the study.
- To provide associations between aviation noise exposure and health and wellbeing measures.
- To track trends over time through the survey being regularly repeated.
- To provide evidence on the impact of seasonality on annoyance with aviation noise.

The survey

[The need for robust measurement of annoyance with aviation noise in the UK](#)

Following a competitive procurement process, the CAA commissioned Ipsos UK, an independent market research provider with long-term experience in the transport sector and survey methodology to deliver a study on annoyance with aviation noise in the UK which would:

- Deliver robust and independent measurements of annoyance with aviation noise in the UK to inform government policy.
- Establish a baseline for what may become a series of aviation noise surveys in the UK, using a methodology which can be replicated easily in future years.

- Enable robust analysis of annoyance with aviation noise by airport and within airport by noise exposure band, as well as analysis by other personal, social and environmental contextual factors.

The case for a push-to-web methodology

Push-to-web surveys are increasingly popular for surveys where large scale data collection is required, including for the Census 2021. The push-to-web method of data collection became increasingly popular during the Covid-19 pandemic and has now become the preferred approach for government-funded research projects.

A push-to-web survey has a number of advantages compared to the face-to-face data collection used historically. It enables the collection of a substantially higher number of responses than a face-to-face survey for the same budget, and therefore provides greater analysis potential by airport and noise exposure band. Fieldwork progress is not dependent on interviewer availability meaning there are no geographical restrictions.

The survey design was a collaborative process with input from the CAA and its stakeholders. It followed best practice in survey methodology and followed guidance from the International Commission on Biological Effects of Noise (ICBEN) standard – ISO 15666 – when phrasing the noise annoyance questions. The development of the survey involved close collaboration with the CAA and the Steering Group and incorporated feedback on the key principles of the survey from industry and community groups.

The survey was also quality assured throughout. Ipsos UK brought together a panel of experts, all with decades of experience in complex survey design and methodology; the role of the panel was to oversee the survey design and to ensure measurement equivalence across modes (online and paper) and devices (PC, tablets, smartphone). The survey was also reviewed by our Polls for Publication team, an Ipsos UK internal review team.

Emerging need to understand if seasonality has an impact on annoyance with aviation noise in the UK

Traditionally, UK aviation noise surveys have focused on the summer period. This has been seen as the best period to assess annoyance with aviation noise since flight volumes are at their peak due to holiday traffic, weather conditions are at their best (warm, less rain, lower wind) and there is an increased likelihood of people spending time outdoors and having windows open.

Accordingly, SoNA was designed to be carried out in the autumn of 2014 (though fieldwork continued into February 2015). It asked participants how annoyed they were with aviation noise over that summer (from mid-June 2014 to mid-September 2014). It also asked participants about how annoyed they were with aviation noise in the last 12 months, following the ICBEN standard that the reference period for questions about noise annoyance should refer to the “last 12 months”.

The CAA drew attention to a review of 42 studies conducted in diverse countries, climates, and at different times of year. Evidence from this review suggested that measures of noise annoyance are

affected by the time of year the questions are asked, with annoyance higher in the summer months¹. Another study in Switzerland suggests questionnaires filled out in autumn were associated with a significantly higher annoyance rating than in the springtime².

Following guidance from the Steering Group, the CAA sought to understand if these effects could also be present in the UK and identified that ANAS would present an opportunity to investigate. Thus, the survey was designed to encompass two waves – one in the autumn of 2023 and one in the spring of 2024, where noise annoyance might be least, due to fewer flights and other season-related factors. By splitting the sample into two waves, CAA also aimed to offer protection against unexpected external factors which could influence the quantity and nature of responses if fieldwork was limited to just one period. The core target achieved sample size for each wave was set at 15,000 survey responses, to allow for analysis at national, airport and noise exposure band level.

Ipsos UK responsibilities and tasks

Ipsos UK was commissioned as an independent supplier of survey development and delivery services. It received clear instructions from the CAA on key decisions made with stakeholders and implemented these in the survey design.

Ipsos UK was responsible for developing the sampling design, questionnaire design, data collection, data processing and fieldwork logistics, working alongside third-party printing and mailing delivery suppliers throughout the fieldwork period. It was also responsible for data management and creating a data file output that was fit for analysis purposes agreed with the CAA.

Ipsos UK took part in stakeholder meetings which considered methodological challenges and delivered project progress updates. Ipsos UK did not make any decisions on the strategic direction or parameters of the survey.

Finally, Ipsos UK delivered this technical report outlining the survey methodology to accompany the CAA's reporting of the survey results and to help aid interpretation of the results.

¹ Miedema, H.; Fields, J.M.; Vos, H. Effect of season and meteorological conditions on community noise annoyance. *J. Acoust. Soc. Am.* 2005, 117, 2853–2865, cited in Brink M, Schreckenber D, Vienneau D, Cajochen C, Wunderli JM, Probst-Hensch N, Rösli M. Effects of Scale, Question Location, Order of Response Alternatives, and Season on Self-Reported Noise Annoyance Using IC BEN Scales: A Field Experiment. *Int J Environ Res Public Health.* 2016 Nov 23;13(11):1163.

² Brink M, Schreckenber D, Vienneau D, Cajochen C, Wunderli JM, Probst-Hensch N, Rösli M. Effects of Scale, Question Location, Order of Response Alternatives, and Season on Self-Reported Noise Annoyance Using IC BEN Scales: A Field Experiment. *Int J Environ Res Public Health.* 2016 Nov 23;13(11):1163.

Survey timetable

Key dates in the survey timetable are set out in Table 1.1.

Table 1.1. Key dates in the survey timetable for ANAS, autumn 2023 and spring 2024

	Autumn 2023	Spring 2024
Cognitive testing fieldwork	July 2023	N/A
Refinements to questionnaire following cognitive testing	August 2023	N/A
Online script launch	30 August 2023	01 March 2024
Soft launch (including survey invitation letter)	30 August 2023	N/A
Fieldwork started	01 September 2023	01 March 2024
Survey invitation letter arrived at households	w/c 04 September 2023	w/c 26 February 2024
First reminder letter arrives at households	w/c 18 September 2023	w/c 18 March 2024
Second reminder letter and postal questionnaire arrives at households	w/c 23 October 2023	w/c 8 April 2024
Final reminder letter arrives at households	N/A	w/c 06 May 2024
Fieldwork close	03 November 2023	20 May 2024
Scan cut off for accepting returned postal questionnaire	20 November 2023	28 May 2024

Sampling

Introduction

The objective of the study was to obtain, in both the autumn of 2023 and the spring of 2024, a core representative sample of 15,000 adults living in proximity to ten airports in the UK. The CAA wished, across the two waves, to achieve 500 survey responses at ten airports in each of the following noise exposure bands: 45 decibels (dBA LAeq,16h) up to 48 dB; 48 dB up to 51 dB; 51 dB up to 54 dB; 54 dB up to 57 dB; 57 dB up to 60 dB; and 60 dB or over, giving a final achieved sample of 30,000 survey responses.

In addition, the CAA required a boost sample of a further 1,000 survey responses in the 63 dB or over noise exposure band so more precise analysis of survey responses from those living in the noisiest areas would be possible.

Survey population

The survey population was adults aged 18 and over living in private residential dwellings in proximity to ten airports in England where noise from aircraft is estimated to be over 45dB LAeq,16h during the summer months.

Sampling frame

The sampling frame was the small-user Postcode Address File (PAF) – a list of all residential postal addresses in the UK maintained by The Royal Mail.

Selection of airports

The ten airports included in ANAS were selected by the CAA. These were:

- Birmingham (BHX)
- Edinburgh (EDI)
- East Midlands (EMA)
- Glasgow (GLA)
- Leeds Bradford (LBA)
- London City (LCY)
- London Gatwick (LGW)
- London Heathrow (LHR)
- London Luton (LTN)
- Manchester (MAN)

The CAA supplied Ipsos UK with a list of full postcodes in each noise exposure band for each airport, estimating exposure based on data from noise levels measured during summer 2022. For the spring 2024 wave, the CAA provided updated postcode lists for each noise exposure band for each airport, using data from noise levels measured during the winter of 2022/2023.

Table 2.1. shows the distribution of addresses eligible for sampling for the autumn 2023 wave, by airport and noise exposure band.

Table 2.1. Distribution of addresses eligible for sampling for ANAS by airport and noise exposure band (dB), autumn 2023

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	30,174	25,845	17,980	11,222	7,002	3,583	1,900	97,706
Edinburgh	EDI	16,816	11,639	10,235	2,585	515	1,127	196	43,113
East Midlands	EMA	8,770	5,658	3,202	706	178	268	0	18,782
Glasgow	GLA	25,598	18,992	19,998	10,027	2,612	730	0	77,957
Leeds Bradford	LBA	30,583	23,889	8,133	4,195	1,432	307	53	68,592
London City	LCY	49,835	103,948	41,111	27,385	12,684	5,644	946	241,553
London Gatwick	LGW	30,562	9,388	3,759	2,056	419	264	184	46,632
London Heathrow	LHR	333,924	274,773	205,950	80,795	45,125	20,780	12,653	974,000
London Luton	LTN	17,821	13,709	4,523	2,675	2,147	1,584	0	42,459
Manchester	MAN	43,744	30,129	23,102	12,021	9,293	3,426	1,482	123,197
Total		587,827	517,970	337,993	153,667	81,407	37,713	17,414	1,733,991

Table 2.2. shows the distribution of addresses eligible for sampling for the spring 2024 wave, by airport and noise exposure band.

Table 2.2. Distribution of addresses eligible for sampling for ANAS by airport and noise exposure band (dB), spring 2024

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	25,977	18,328	13,117	8,444	4,270	2,184	364	72,684
Edinburgh	EDI	10,748	13,881	4,956	917	919	416	176	32,013
East Midlands	EMA	5,687	2,849	649	214	206	62	0	9,667
Glasgow	GLA	23,331	14,884	16,125	7,781	1,190	192	0	63,503
Leeds Bradford	LBA	23,879	7,677	3,896	969	193	41	0	36,655
London City	LCY	57,916	66,720	35,426	22,319	7,875	3,223	286	193,765
London Gatwick	LGW	12,733	5,320	2,578	443	338	124	69	21,605
London Heathrow	LHR	365,164	242,768	177,004	61,781	38,660	15,526	8,206	909,109
London Luton	LTN	17,529	9,861	3,374	1,829	2,212	767	292	35,864
Manchester	MAN	32,576	25,862	15,332	10,068	5,301	1,031	741	90,911
Total		575,540	408,150	272,457	114,765	61,164	23,566	10,134	1,465,776

Selection of addresses

As a push-to-web data collection methodology was used for ANAS, there was no need for the clustering technique used for SoNA. The sample of addresses was unclustered.

The CAA required 500 survey responses in each noise exposure band at each airport across the two waves combined.

To enable the calculation of the number of addresses to select at each airport and in each noise exposure band, Ipsos UK assumed that each 100 addresses sampled would yield 28 or 29 survey responses. Analysis of the distribution of addresses eligible for sampling for autumn 2023 (and later for spring 2024) revealed a shortfall in eligible addresses for some noise exposure bands at some airports.

The ANAS Steering Group recommended, and the CAA decided, that where there was a shortfall in addresses on the PAF at any airport, any 'shortfall' in the expected number of survey responses should be made up at the same airport, in the next highest noise exposure band.

A total of 108,757 addresses were randomly sampled for ANAS, covering both autumn 2023 and spring 2024. As aircraft noise policy was historically based around aircraft noise in the summer months, it was particularly important there was no shortfall in the number of achieved survey responses in the autumn 2023 wave. To mitigate the risk of a shortfall in the number of achieved survey responses, the CAA and Ipsos UK agreed that 60 per cent of the total sample selected would be issued for fieldwork in autumn 2023.

A total of 63,149 addresses were selected for the autumn 2023 core sample and a further 2,105 for the boost sample in the 63 dB or over noise exposure band.

Ipsos UK carried out a “soft launch” whereby 500 of the core sample addresses were randomly selected and issued for fieldwork one week before the remainder of the sample, so that early checks could be carried out of the data and survey protocols.

Table 2.3. sets out the distribution of addresses invited to take part in the autumn 2023 wave of ANAS by airport and noise exposure band. Of these addresses 2,105 were selected as part of the boost sample in the 63 dB or over noise exposure band.

Table 2.3. Distribution of addresses invited to take part in ANAS by airport and noise exposure band (dB), autumn 2023

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	1,053	1,052	1,052	1,053	1,052	686	893	6,841
Edinburgh	EDI	1,052	1,053	1,556	1,551	310	675	118	6,315
East Midlands	EMA	1,053	2,651	1,921	423	107	161	0	6,316
Glasgow	GLA	1,052	1,053	1,052	1,152	1,568	438	0	6,315
Leeds Bradford	LBA	1,052	1,053	1,052	2,083	859	184	32	6,315
London City	LCY	1,052	1,053	1,052	1,053	1,052	900	152	6,314
London Gatwick	LGW	1,053	1,253	2,256	1,233	252	156	113	6,316
London Heathrow	LHR	1,052	1,053	1,052	1,052	1,053	658	1,447	7,367
London Luton	LTN	1,053	1,052	1,052	1,053	1,155	950	0	6,315
Manchester	MAN	1,053	1,052	1,052	1,053	1,052	733	845	6,840
Total		10,525	12,325	13,097	11,706	8,460	5,541	3,600	65,254

Table 2.4. sets out the probability of selection for each address sampled for the autumn 2023 wave of ANAS by airport and noise exposure band, expressed as 1 in n. For example, an address near Birmingham airport exposed to 45 dB up to 48 dB of aircraft noise had a 1 in 28.8 chance of selection.

Table 2.4. Address probability of selection for ANAS by airport and noise exposure band (dB), autumn 2023

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	28.7	24.6	17.1	10.7	6.7	5.2	2.1	14.3
Edinburgh	EDI	16.0	11.1	6.6	1.7	1.7	1.7	1.7	6.8
East Midlands	EMA	8.3	2.1	1.7	1.7	1.7	1.7	0.0	3.0
Glasgow	GLA	24.3	18.0	19.0	8.7	1.7	1.7	0.0	12.3
Leeds Bradford	LBA	29.1	22.7	7.7	2.0	1.7	1.7	1.7	10.9
London City	LCY	47.4	98.7	39.1	26.0	12.1	6.3	6.2	38.3
London Gatwick	LGW	29.0	7.5	1.7	1.7	1.7	1.7	1.6	7.4
London Heathrow	LHR	317.4	260.9	195.8	76.8	42.9	31.6	8.7	132.2
London Luton	LTN	16.9	13.0	4.3	2.5	1.9	1.7	0.0	6.7
Manchester	MAN	41.5	28.6	22.0	11.4	8.8	4.7	1.8	18.0
Total		55.9	42.0	25.8	13.1	9.6	6.8	4.8	26.6

The CAA asked Ipsos UK to review the sampling strategy for the spring 2024 wave when data from noise levels measured during the winter of 2022/2023 became available. The CAA and Ipsos UK agreed the spring 2024 wave sample should be replaced, using this updated noise contour information. Ipsos UK recommended that the assumption about the yield of survey responses per 100 addresses sampled should be revised in the light of the response rates observed in the autumn 2023 wave.

The main variation in response rates observed at the autumn 2023 wave was by airport. There was no obvious pattern of response variation by noise exposure band. Ipsos UK adjusted the sampling strategy so that at each airport the yield of survey responses per 100 addresses sampled in the autumn 2023 wave was used to calculate the number of addresses to sample in each noise exposure band, with the overall objective of achieving 15,500 survey responses for the whole spring 2024 wave sample (15,000 core sample, 500 boost sample).

Table 2.5. sets out the distribution of addresses invited to take part in the spring 2024 wave of ANAS by airport and noise exposure band. Of these addresses, 1,146 were selected as part of the boost sample in the 63 dB or over noise exposure band.

Table 2.5. Distribution of addresses invited to take part in ANAS by airport and noise exposure band (dB), spring 2024

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	605	605	605	605	605	519	364	3,908
Edinburgh	EDI	502	502	502	502	502	352	150	3,012
East Midlands	EMA	393	834	649	214	206	62	0	2,358
Glasgow	GLA	592	592	592	592	991	192	0	3,551
Leeds Bradford	LBA	451	451	602	969	193	41	0	2,707
London City	LCY	747	747	747	747	747	685	62	4,482
London Gatwick	LGW	456	456	848	443	338	124	69	2,734
London Heathrow	LHR	608	608	608	608	608	393	823	4,256
London Luton	LTN	658	658	658	658	658	476	182	3,948
Manchester	MAN	480	480	480	480	480	279	461	3,140
Total		5,492	5,933	6,291	5,818	5,328	3,123	2,111	34,096

Table 2.6. sets out the probability of selection for each address sampled for the spring 2024 wave of ANAS by airport and noise exposure band, expressed as 1 in n.

Table 2.6. Address probability of selection for ANAS by airport and noise exposure band (dB), spring 2024

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	42.9	30.3	21.7	14.0	7.1	4.2	1.0	18.6
Edinburgh	EDI	21.4	27.7	9.9	1.8	1.8	1.2	1.2	10.6
East Midlands	EMA	14.5	3.4	1.0	1.0	1.0	1.0	0.0	4.1
Glasgow	GLA	39.4	25.1	27.2	13.1	1.2	1.0	0.0	17.9
Leeds Bradford	LBA	52.9	17.0	6.5	1.0	1.0	1.0	0.0	13.5
London City	LCY	77.5	89.3	47.4	29.9	10.5	4.7	4.6	43.2
London Gatwick	LGW	27.9	11.7	3.0	1.0	1.0	1.0	1.0	7.9
London Heathrow	LHR	600.6	399.3	291.1	101.6	63.6	39.5	10.0	213.6
London Luton	LTN	26.6	15.0	5.1	2.8	3.4	1.6	1.6	9.1
Manchester	MAN	67.9	53.9	31.9	21.0	11.0	3.7	1.6	29.0
Total		104.8	68.8	43.3	19.7	11.5	7.5	4.8	43.0

Selection of individuals

At each address, any two adults aged 18 or over were invited to take part in the survey. Two unique login codes for the online survey were provided on each invitation letter. Only the unused password(s) were provided in the reminder letters which followed the initial invitation.

At the paper questionnaire mailing, two questionnaires were sent to all households where no response had been received.

Questionnaire development and design

Overview

This chapter provides a brief summary overview of questionnaire development and the design process. It includes an overview of the questions asked in the survey, and a summary of changes resulting from cognitive testing before the questionnaire was finalised and approved.

The questionnaire was designed in collaboration with the ANAS Steering Group, comprising of experts in the fields of environment, noise and transport, and Professor Charlotte Clark from the CAA Environmental Sustainability Panel. It also took into account general feedback from industry and community groups. The questionnaire was also designed with reference to other relevant studies, including the Survey of Noise Attitudes (SoNA)³ carried out in 2014, and the Aviation Night Noise Effects (ANNE) study⁴ carried out in 2022.

Standardised questions covering noise annoyance were also taken from the International Standard ISO 15666 - Acoustics - Assessment of noise annoyance by means of social and socio-acoustic surveys. ISO 15666 provides specifications for socio-acoustic surveys and social surveys which include questions on noise effects. It includes questions to be asked, response scales, and advice on key aspects of conducting the survey and reporting the results.

The questionnaire design process commenced in spring 2023, and included input from the Ipsos UK panel of experts, with the final questionnaire being agreed by the Steering Group and the CAA before the autumn 2023 wave of the survey launched on 1 September 2023.

Questionnaire content

In total, the questionnaire comprised of 63 questions within six distinct sections as follows:

1. **The local area** – including length of time living in the local area, satisfaction with the local area as a place to live, and aspects participants most like and dislike about their local area.
2. **Aviation noise** – including if participants are bothered, disturbed or annoyed by aviation noise (both within the last 12 months and last three months); when participants are bothered, disturbed or annoyed by aviation noise; if aviation noise interferes with their sleep patterns and quality of life when at home; and whether participants think organisations including government, airports and airlines are doing anything to reduce noise from aeroplanes.
3. **Sources of noise from road traffic and neighbours** – whether participants are bothered, disturbed or annoyed from road traffic noise and/or from neighbours. These questions were included to allow comparisons to be made with questions asking about annoyance with aviation noise.

³ [CAP1506a: The 2014 Survey of Noise Attitudes \(SoNA\) Technical Report \(final report\) | Civil Aviation Authority \(caa.co.uk\)](#)

⁴ [Aviation Night Noise Effects \(ANNE\) \(sgul.ac.uk\)](#)

4. **Health and wellbeing** – including questions about participants’ health in general, mental health and wellbeing, and sensitivity to noise in general.
5. **Homes and housing** – questions about housing tenure, length of residence in current home, type of home and whether participants have access to an outdoor space such as a garden, terrace or balcony, type of windows (e.g. single or double-glazed), and reasons why participants close their windows or keep them closed, including for safety, security, warmth and noise reasons.
6. **Demographics** – standard background questions on household composition, including gender, age, ethnicity and working status of survey participants. Key demographics are important for the analysis of survey findings and to enable an assessment of how representative the achieved sample is of the population being surveyed.

It was anticipated the questionnaire would take 20 minutes to complete on average.

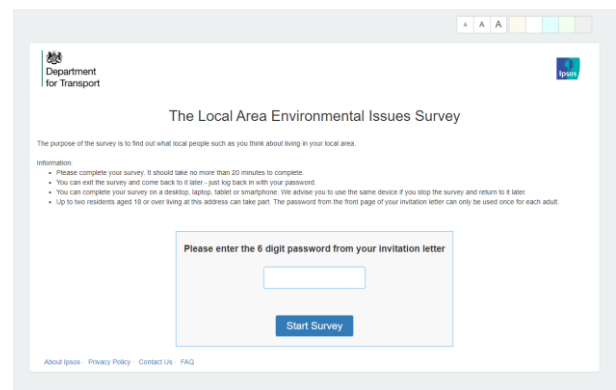
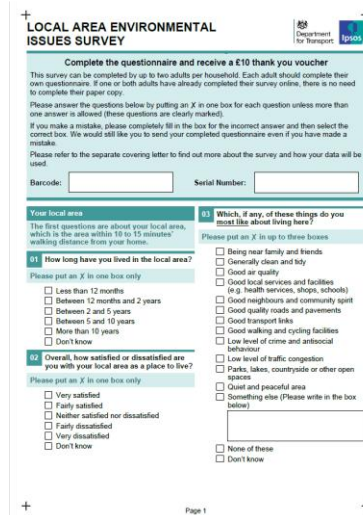
Those who completed the survey were offered a £10 high street gift voucher as a thank you for their time. Participants could provide their email address to receive their voucher electronically, or they could indicate if they preferred to receive their voucher by post, or if they did not wish to receive a voucher. The final part of the questionnaire allowed participants to include their email address (if they had one) and their name to allow Ipsos UK to personally address the gift vouchers to each participant. Those who did not include an email address were sent their voucher by post.

A copy of the final questionnaire is included in Appendix A.

Survey mode and questionnaire design

Questionnaire design is an iterative process and several drafts of the questionnaire were developed throughout the spring and summer of 2023, including a cognitive testing phase before the final questions were agreed and signed off.

Once the survey questions had been approved by the CAA, Ipsos UK commenced final questionnaire design. A 16-page paper questionnaire was graphically designed by the Ipsos UK graphics design team and checked and signed off internally by the Ipsos UK research team before being formally approved by the CAA.



The online survey was scripted and tested at Ipsos UK before being sent to the CAA for their approval. A test URL was provided to the CAA to allow them to test the script and question routing. Questionnaire routing refers to the different routes participants can take through the survey depending on the answers they give. For example, if they said they were bothered, disturbed or annoyed by noise from aeroplanes they were asked a number of questions about this; if they said they were not bothered, the questions were not relevant, and they were not asked to answer them.

The online script was formally signed off by the CAA ahead of the launch of the autumn 2023 wave in September 2023. The survey URL and QR code was printed on the invitation letters sent to sampled households. Those who did not have access to the internet and/or who preferred to complete a postal questionnaire were invited to do so as part of the second reminder mailing in October 2023 (the autumn 2023 wave), and again in April 2024 (the spring 2024 wave).

The survey included a soft launch in the first week in September 2023 (the autumn 2023 wave). The purpose of this was to test logistics, survey distribution and response rates, not the comprehension of the survey questions. There was no soft launch for the spring 2024 wave as it was unnecessary.

Cognitive testing

It is good practice to undertake cognitive testing in advance of the survey to ensure that the survey instruments to be used (in this case, the questionnaire and the advance letter) are fit for purpose.

Ipsos UK recruited 15 participants to test the survey questions and covering letter. Recruitment was undertaken to ensure inclusion of participants exposed to aviation noise at two airports – Manchester Airport (7 interviews) and London Heathrow Airport (8 interviews). Monitoring quotas were set for age, gender, social grade, attitudes towards the environment and large infrastructure projects. The recruiters were instructed by Ipsos UK to exclude from the testing phase anyone who said they were associated with local activist groups.

Each cognitive interview was undertaken with a single participant, face-to-face in-home, and interviews lasted up to one hour. A paper version of the questionnaire was cognitively tested, with probing and time allocation focused on the aviation section, and on particular questions of interest highlighted by the CAA and members of the ANAS Steering Group.

During each interview, the participant was provided with a brief introduction to the research and the purpose of the interview. They were then instructed to answer the questions in each section using the ‘think-aloud’ technique, talking the moderator through their thoughts on each question. Additionally, the moderator used prompts to further encourage participants to explain their approach to, and understanding of, the questions. During the interview, the moderator recorded the participant’s answers and noted further observations regarding how the participant interpreted the questionnaire, with attention paid to any problems encountered. In exchange for taking part, participants were each offered a “thank-you” payment of £50.

The cognitive testing was intended to aid the development of the questionnaire by allowing Ipsos UK and the CAA to identify questions requiring further development. Key concerns included: participant comprehension of question and code wording; any challenges with recall; participants overlooking routing instructions or guidance text, and overall views about the structure and flow of the questionnaire.

The key findings and recommended changes were as follows in Table 3.1.

Table 3.1. Key findings and recommended changes from the cognitive testing report

Type of question and identified issue	Change made
<p>When participants are asked to select more than one response such as at Q3 and at Q4 when they are asked to select up to three response options at both questions.</p> <p>It was observed that some participants did not notice the instruction to select up to three response options, meaning some participants were selecting more than the maximum permitted on paper.</p>	<p>Instructions were made clearer and shaded in light green as illustrated here:</p> <div style="border: 1px solid black; padding: 10px; background-color: #e0f2f1;"> <p>03 Which, if any, of these things do you <u>most like</u> about living here?</p> <p>Please put an X in up to three boxes</p> <p><input type="checkbox"/> Being near family and friends</p> <p><input type="checkbox"/> Generally clean and tidy</p> </div>
<p>Specific questions asking those who are bothered, disturbed or annoyed by aviation noise (Q9 to Q14). Some participants expressed confusion about when they should proceed to answering Q9 or move to Q15.</p>	<p>Routing instruction was revised and included in a shaded instruction box:</p> <div style="border: 1px solid black; padding: 10px; background-color: #fff9c4;"> <p>Please answer from question 09 if you are bothered, disturbed or annoyed by noise from aeroplanes at question 08. Otherwise please go to question 15</p> </div>
<p>A small number of questions, including Q19 were considered quite lengthy or “wordy”.</p> <p><i>"I think it's because the sentence is so long. You kind of got comma...comma. That's why."</i></p>	<p>Small adjustment from:</p> <p>Q19. <i>In the last three months, for which reasons, if any, did you want to open a window anywhere in your home, but you had to keep it closed to keep out noise from aeroplanes?</i></p> <p>To:</p> <p>Q19. <i>In the <u>last three months</u>, have you wanted to open a window anywhere in your home for any of the following reasons, but had to keep it closed to keep out noise from aeroplanes?</i></p> <p>Key words emphasised by being underlined</p>
<p>At Q24 participants were asked about their awareness of noise reduction plans at their local airport. In some cases, participants did not spontaneously associate double-glazing or new front doors with sound insulation, but considered</p>	<p>It was recommended that the following response option be changed from:</p>

<p>insulation more broadly (e.g. roof/wall insulation for heating).</p>	<p><i>Any schemes that provide direct benefits to eligible residents (e.g. sound insulation, relocation or noise compensation)</i></p> <p>To:</p> <p><i>Any schemes that provide direct benefits to eligible residents (e.g. double-glazing windows for sound insulation, relocation or noise compensation)</i></p>
<p>At Q25 there was some ambiguity with regard to whether it was asking for awareness of the changes themselves, or whether (known) changes had been part of a noise insulation scheme run by an airport specifically (as opposed to self-funded, or part of another scheme).</p>	<p>Key words in the question text were underlined as shown to make clearer:</p> <p><i>As far as you are aware, has your home had any of the following changes made to it <u>as part of a noise insulation scheme run by an airport?</u></i></p>
<p>Q29 asked participants about when they last flew from a UK airport, and Q30 then asked for the number of trips made for those who had flown within the last 12 months. Participants were asked to count outward and return flights and any transfers as one trip.</p> <p>While most participants understood the question wording, one participant mistakenly answered this question by counting each inbound and outbound flight as an individual trip, i.e. two ‘trips’ were reported as four (flights).</p>	<p>It was agreed to underline the instruction which explains how participants should count flights vs. trips.</p> <p><i>Please <u>count outward and return flights and any transfers as one trip</u>. If you are not sure then your best estimate is fine.</i></p>
<p>Q40 asked participants about their sensitivity to noise:</p> <p><i>On a scale of 1 to 7 where 1 is not at all sensitive and 7 is very sensitive, how sensitive would you say you are to noise?</i></p> <p>Participants understood the wording of the question and reported no difficulty answering it. But one participant queried whether this was specifically about noise from aeroplanes or noise in general.</p>	<p>The words “<i>in general</i>” were added to the question text to make clearer:</p> <p><i>On a scale of 1 to 7 where 1 is not at all sensitive and 7 is very sensitive, how sensitive would you say you are to noise, in general?</i></p>

Q48 asked for reasons why participants close their windows or kept them closed within the previous three-month period.

There was some confusion between security and safety. One participant spoke about security but opted for the safety response option.

An example was provided in the security answer option to make it clearer:

For security reasons (e.g. to prevent burglaries)

Fieldwork

Letter design

The following survey letters were posted to sampled households throughout the fieldwork period:

- Initial survey invitation letter
- First reminder letter
- Second reminder letter sent alongside two paper questionnaires
- Final reminder letter (only sent for the spring 2024 fieldwork)

It was important that the survey letters provided a neutral presentation of the survey topic to minimise the risk of biasing the sample and over-estimating annoyance caused by aircraft noise. The letters used Department for Transport and Ipsos UK logos, not the CAA logo, and asked recipients to take part in “a survey looking at environmental issues within your local area”.

All survey letters were printed double sided on A4 paper. The letters provided a URL and QR code for accessing the survey website to complete the online questionnaire. Passwords for up to two adults at each address were also provided. Each letter contained unique address IDs for participants to use in correspondence with Ipsos UK regarding the survey. The date fieldwork ended was stated in the second and final reminder letters. There was also further information provided on each letter regarding:

- Who Ipsos UK and Department for Transport were
- Why they were invited to take part in the survey
- How many adults from each address could take part
- Whether they could ask someone for help to fill in the questionnaire
- Confirmation that they could request a postal questionnaire as an alternative to completing the survey online
- The process for receiving vouchers
- Data privacy procedures
- Contact details for Ipsos UK

Each letter was drafted by the Ipsos UK research team and shared with the CAA for approval. Brief amendments were made to the text of the letters to clarify content or instructions after the autumn 2023 wave, following feedback from participants received via the helpline.

Fieldwork stages

The dates for key fieldwork stages are set out in Table 1.1.

Postal questionnaires returned after the cut off for accepting returned postal questionnaires were not included for analysis and were securely destroyed in line with ISO 27001 standards.

Ipsos UK and the CAA closely monitored the number of online survey responses throughout fieldwork. A progress report was provided to the CAA weekly, setting out the number of online and postal survey responses.

Online questionnaire

Participants could access the online questionnaire by visiting the URL or accessing the QR code on the survey letters. They were then taken to a landing page which asked them to enter the password on their survey letters to access the online questionnaire. Participants could also pause the online questionnaire at any time and then access it again to pick up from the last question they answered.

Postal questionnaire

Two postal questionnaires were posted to non-responding addresses with a pre-paid envelope so these could be returned to Ipsos UK free of charge. Postal questionnaires were accepted after the fieldwork close date up to the scan cut off for accepting returned postal questionnaires. This was done to accommodate any delays or difficulties participants may have had with returning the completed postal questionnaires.

Incentives

Incentives are commonly used in “push-to-web” surveys, as they provide a motivation for taking part for those who are not persuaded by the reasons to take part given in the survey letters. They are effective in improving response rates in the absence of an interviewer.

Participants who completed the survey had the option to:

- a) request a £10 Love2Shop e-voucher to be sent to the email address they provided
- b) request a £10 Love2Shop paper voucher to be posted to their address
- c) request not to receive a voucher at all

Ipsos UK set up weekly orders for e-vouchers with Love2Shop so these could be sent to participants in good time in batches over the fieldwork period. The Ipsos UK helpline team or Love2Shop were responsible for emailing e-vouchers to participants. At the end of fieldwork, paper vouchers were ordered from Love2Shop which were then sent to the Ipsos UK in-house scanning and postal team who were responsible for posting these directly to participants.

Survey website

Participants were provided with links to a dedicated Ipsos UK website set up for ANAS to host the online questionnaire. The website contained a landing page which clarified the purpose of the survey, provided instructions for completing the online questionnaire and provided a box for participants to enter their survey password to access the online questionnaire. There were also links to the dedicated survey email address to contact Ipsos UK directly, the survey Privacy Notice, FAQs document and information about who Ipsos UK are.

Privacy Notice

The survey Privacy Notice was developed jointly by Ipsos UK and the CAA, and covered the following topics:

- Who is carrying out this research and what is this study about?
- What is the legal basis for processing your personal data?
- How will we use any personal data including survey responses you provide?
- Who do we share your data with?
- How will we ensure my personal information is secure?
- How long will we retain your personal data and identifiable responses?
- Your rights
- Where will your personal data be held and processed?
- How can I contact Ipsos UK and the UK CAA about this survey and/or my personal data?

Accessibility

The Ipsos UK scripting team have passed an audit by The Digital Accessibility Centre (DAC), the UK Government's preferred accessibility testing partner, which meant an accessible online questionnaire was set up for this project. The Dimensions software that hosted the online questionnaire was compatible with desktop, laptop, smartphone and tablet devices, to maximise digital accessibility. Ipsos UK also sent out postal questionnaires to households who had not accessed the online questionnaire, to maximise survey accessibility.

Ipsos UK made available, on request, survey materials in alternative languages to English to enable participation in languages other than English. Large print questionnaires were also available on request.

Helpline

Participant queries were handled by the Ipsos UK helpline team. A dedicated email address (UK-LocalAreaSurvey@ipsos.com) was set up to enable participants to contact the Ipsos UK helpline team directly. There was also a dedicated Freephone telephone line set up so that participants could leave a recorded message (for example, to find out more information about the survey or refuse to take part).

Any messages left were dealt with by the next working day, with the participants' contact details and queries logged. Opt-out requests were logged and passed to the research team for processing. Both the dedicated email address and Freephone telephone number were given on all survey letters sent to participants, while participants could also access the dedicated email address via the survey website.

The main reasons for people contacting the helpline were:

- Opt-out requests
- Postal questionnaire queries
- Voucher queries

The helpline received approximately 1,306 queries for the autumn 2023 wave. For the spring 2024 wave, there were 1,052 queries. The volume of queries was in line with expectations; most queries related to the incentive reward rather than the survey administration or content.

Response rates

Methods and assumptions

Any two adults (aged 18 or over) were invited to take part at every address sampled. This makes it difficult to calculate an individual response rate as the number of adults at non-participating addresses is unknown.

The approach used in this chapter is the standard approach for “push-to-web” surveys, that is to calculate:

- The proportion of sampled addresses with one or more survey responses
- The number of survey responses received at each address with one or more survey responses

To calculate the response rate, it is also important to be able to estimate the proportion of sampled addresses which are occupied and so someone could participate. This is estimated at 92 per cent (derived from face-to-face PAF surveys).

The calculation for the response rates in the ANAS is as follows:

- $\text{Response rate} = (\text{Addresses where at least one survey response was received} / \text{Total addresses sampled}) / 0.92$
- $\text{Participants per responding address} = \text{Total number of participants} / \text{numbers of addresses with one or more survey responses}$

It should be noted that in most cases the address will correspond to the household. However, there will be a small number of cases where there were multiple households at the address to which the invitation letter was sent.

Response rates

Table 5.1 sets out the number of valid survey responses received for the autumn 2023 wave of ANAS, by airport and noise exposure band.

Table 5.1. Number of valid survey responses received for ANAS by airport and noise exposure band (dB), autumn 2023

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	542	452	447	398	377	269	341	2,826
Edinburgh	EDI	481	501	686	736	154	529	55	3,142
East Midlands	EMA	626	1,682	1,286	251	62	110	0	4,017
Glasgow	GLA	475	455	464	568	569	138	0	2,669
Leeds Bradford	LBA	511	550	612	1,120	519	163	24	3,499
London City	LCY	338	387	367	353	315	306	48	2,114
London Gatwick	LGW	575	678	1,278	644	150	102	39	3,466
London Heathrow	LHR	410	426	382	429	493	280	610	3,030
London Luton	LTN	432	428	369	381	386	405	0	2,401
Manchester	MAN	592	546	487	532	561	405	437	3,560
Total		4,982	6,105	6,378	5,412	3,586	2,707	1,554	30,724

Table 5.2 sets out the number of valid survey responses received for the spring 2024 wave of ANAS, by airport and noise exposure band.

Table 5.2. Number of valid survey responses received for ANAS by airport and noise exposure band (dB), spring 2024

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	303	240	267	239	259	195	149	1,652
Edinburgh	EDI	274	284	228	234	325	230	71	1,646
East Midlands	EMA	256	548	398	152	123	30	0	1,507
Glasgow	GLA	288	267	286	288	289	73	0	1,491
Leeds Bradford	LBA	236	246	383	642	155	26	0	1,688
London City	LCY	290	284	278	282	253	249	16	1,652
London Gatwick	LGW	261	235	447	194	167	41	25	1,370
London Heathrow	LHR	270	278	262	325	261	167	327	1,890
London Luton	LTN	274	305	226	214	237	209	92	1,557
Manchester	MAN	257	236	253	271	257	122	215	1,611
Total		2,709	2,923	3,028	2,841	2,326	1,342	895	16,064

Table 5.3 sets out the response rate for the autumn 2023 wave of ANAS by airport and noise exposure band. The chief variation in response was by airport, with response rates ranging from 26.7 per cent (London City) to 48.8 per cent at East Midlands. Response rates by noise exposure band ranged from 33.2 per cent to 39.1 per cent.

Table 5.3. Response rate for ANAS by airport and noise exposure band (dB), autumn 2023

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	38.5%	34.4%	32.8%	30.3%	28.4%	30.3%	30.8%	32.3%
Edinburgh	EDI	36.1%	37.4%	35.3%	38.2%	38.6%	59.4%	37.8%	39.3%
East Midlands	EMA	47.0%	48.6%	50.6%	45.2%	44.7%	54.7%	N/A	48.8%
Glasgow	GLA	37.1%	35.9%	35.6%	39.3%	30.1%	26.8%	N/A	34.6%
Leeds Bradford	LBA	38.2%	40.3%	46.1%	42.5%	47.8%	60.8%	61.1%	43.4%
London City	LCY	25.7%	30.2%	27.7%	26.4%	23.5%	27.1%	25.7%	26.7%
London Gatwick	LGW	43.8%	42.2%	44.9%	43.2%	47.4%	47.4%	26.9%	43.7%
London Heathrow	LHR	32.3%	32.8%	29.9%	33.3%	36.4%	34.9%	31.5%	32.8%
London Luton	LTN	33.7%	32.9%	28.1%	29.4%	27.9%	32.7%	N/A	30.7%
Manchester	MAN	44.4%	40.9%	36.6%	40.4%	42.3%	42.3%	39.0%	40.8%
Total		37.7%	39.1%	38.4%	37.0%	33.9%	37.8%	33.2%	37.2%

Table 5.4 sets out the response rate for the spring 2024 wave of ANAS by airport and noise exposure band.

Table 5.4. Response rate for ANAS by airport and noise exposure band (dB), spring 2024

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	37.7%	32.5%	35.2%	30.0%	32.9%	30.2%	35.2%	33.3%
Edinburgh	EDI	43.1%	43.7%	35.7%	34.9%	50.2%	49.1%	34.1%	42.0%
East Midlands	EMA	49.5%	49.4%	46.4%	48.3%	44.9%	38.6%	N/A	47.8%
Glasgow	GLA	38.9%	36.5%	38.0%	39.1%	23.4%	32.3%	N/A	33.7%
Leeds Bradford	LBA	41.7%	41.0%	46.4%	49.7%	60.3%	50.4%	N/A	46.9%
London City	LCY	30.6%	29.5%	29.1%	29.0%	26.6%	28.6%	21.0%	28.8%
London Gatwick	LGW	41.0%	42.4%	40.6%	34.4%	37.6%	26.3%	26.8%	38.6%
London Heathrow	LHR	34.7%	37.5%	34.5%	42.4%	34.0%	32.1%	29.8%	34.9%
London Luton	LTN	32.9%	34.9%	26.4%	26.8%	27.6%	33.3%	N/A	30.6%
Manchester	MAN	42.3%	38.3%	40.5%	45.7%	42.1%	33.5%	34.7%	40.0%
Total		38.3%	38.5%	37.2%	37.7%	33.9%	33.4%	32.6%	36.5%

Table 5.5 sets out the response rate for ANAS, by Index of Multiple Deprivation (IMD) decile, for the autumn 2023 and spring 2024 waves. As is commonly observed for push-to-web surveys response rates varied significantly by deprivation decile, with those in the most deprived areas least likely to participate and those in the least deprived areas most likely to participate.

Table 5.5. Response rate for ANAS by Index of Multiple Deprivation (IMD) decile, autumn 2023 and spring 2024

	Autumn 2023			Spring 2024		
	Sampled n	Responded n	Response rate %	Sampled n	Responded n	Response rate %
1 - Most deprived	8,816	2,224	27.4%	4,662	1,192	27.8%
2	6,882	1,813	28.6%	3,885	1,070	29.9%
3	7,028	2,034	31.5%	3,662	1,047	31.1%
4	6,772	2,054	33.0%	3,737	1,123	32.7%
5	7,207	2,445	36.9%	4,165	1,394	36.4%
6	5,783	2,007	37.7%	3,331	1,124	36.7%
7	5,398	2,123	42.7%	2,544	945	40.4%
8	7,117	2,964	45.3%	3,053	1,198	42.7%
9	4,688	2,010	46.6%	2,483	1,130	49.5%
10 - Least deprived	5,563	2,677	52.3%	2,574	1,240	52.4%
Total	65,254	22,351	37.2%	34,096	11,463	36.5%

Table 5.6 shows the distribution of valid survey responses by data collection mode for each airport at the autumn 2023 wave of ANAS. Just under a quarter (23.2%) of all survey responses were received by post, with 76.8 per cent completing online. The proportion completing online varied, ranging from 71.9 per cent in Birmingham, to 85.9 per cent at London City.

Table 5.6. Distribution of valid survey responses by mode by airport for ANAS, autumn 2023

		Online n	Paper n	Online %	Paper %	Total
Birmingham	BHX	2,032	794	71.9%	28.1%	2,826
Edinburgh	EDI	2,390	752	76.1%	23.9%	3,142
East Midlands	EMA	3,133	884	78.0%	22.0%	4,017
Glasgow	GLA	1,997	672	74.8%	25.2%	2,669
Leeds Bradford	LBA	2,643	856	75.5%	24.5%	3,499
London City	LCY	1,816	298	85.9%	14.1%	2,114
London Gatwick	LGW	2,582	884	74.5%	25.5%	3,466
London Heathrow	LHR	2,408	622	79.5%	20.5%	3,030
London Luton	LTN	1,875	526	78.1%	21.9%	2,401
Manchester	MAN	2,706	854	76.0%	24.0%	3,560
Total		23,582	7,142	76.8%	23.2%	30,724

Table 5.7 shows the distribution of valid survey responses by data collection mode in each noise exposure band for the autumn 2023 wave of ANAS. The proportion completing online varied little by noise exposure band.

Table 5.7. Distribution of valid survey responses by mode by noise exposure band (dB) for ANAS, autumn 2023

	Online n	Paper n	Online %	Paper %	Total
45 up to 48	3,871	1,111	77.7%	22.3%	4,982
48 up to 51	4,747	1,358	77.8%	22.2%	6,105
51 up to 54	4,864	1,514	76.3%	23.7%	6,378
54 up to 57	4,097	1,315	75.7%	24.3%	5,412
57 up to 60	2,732	854	76.2%	23.8%	3,586
60 up to 63	2,070	637	76.5%	23.5%	2,707
63 or over	1,201	353	77.3%	22.7%	1,554
Total	23,582	7,142	76.8%	23.2%	30,724

Table 5.8 shows the distribution of valid survey responses by data collection mode for each airport at the spring 2024 wave of ANAS.

Table 5.8. Distribution of valid survey responses by mode by airport for ANAS, spring 2024

		Online n	Paper n	Online %	Paper %	Total
Birmingham	BHX	1,160	492	70.2%	29.8%	1,652
Edinburgh	EDI	1,188	458	72.2%	27.8%	1,646
East Midlands	EMA	1,058	449	70.2%	29.8%	1,507
Glasgow	GLA	1,053	438	70.6%	29.4%	1,491
Leeds Bradford	LBA	1,232	456	73.0%	27.0%	1,688
London City	LCY	1,365	287	82.6%	17.4%	1,652
London Gatwick	LGW	931	439	68.0%	32.0%	1,370
London Heathrow	LHR	1,413	477	74.8%	25.2%	1,890
London Luton	LTN	1,112	445	71.4%	28.6%	1,557
Manchester	MAN	1,168	443	72.5%	27.5%	1,611
Total		11,680	4,384	72.7%	27.3%	16,064

Table 5.9 shows the distribution of valid survey responses by data collection mode in each noise exposure band for the spring 2024 wave of ANAS.

Table 5.9. Distribution of valid survey responses by mode by noise exposure band (dB) for ANAS, spring 2024

	Online n	Paper n	Online %	Paper %	Total
45 up to 48	1,982	727	73.2%	26.8%	2,709
48 up to 51	2,128	795	72.8%	27.2%	2,923
51 up to 54	2,171	857	71.7%	28.3%	3,028
54 up to 57	2,043	798	71.9%	28.1%	2,841
57 up to 60	1,717	609	73.8%	26.2%	2,326
60 up to 63	1,012	330	75.4%	24.6%	1,342
63 or over	627	268	70.1%	29.9%	895
Total	11,680	4,384	72.7%	27.3%	16,064

Table 5.10 shows the number of participants per address with one or more valid survey responses at each airport and noise exposure band for the autumn 2023 wave of ANAS. The mean number of participants per address with one or more valid survey responses was 1.37. There was little variation by airport and noise exposure band.

Table 5.10. Participants per address with one or more valid survey responses for ANAS, autumn 2023

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	1.45	1.36	1.41	1.35	1.37	1.41	1.35	1.39
Edinburgh	EDI	1.38	1.38	1.36	1.35	1.40	1.43	1.34	1.38
East Midlands	EMA	1.38	1.42	1.44	1.43	1.41	1.36	1.33	1.42
Glasgow	GLA	1.32	1.31	1.34	1.37	1.31	1.28	1.33	1.33
Leeds Bradford	LBA	1.38	1.41	1.37	1.38	1.37	1.58	1.39	1.39
London City	LCY	1.36	1.32	1.37	1.38	1.39	1.37	1.45	1.36
London Gatwick	LGW	1.36	1.39	1.37	1.31	1.36	1.50	1.44	1.37
London Heathrow	LHR	1.31	1.34	1.32	1.33	1.40	1.33	1.41	1.36
London Luton	LTN	1.33	1.35	1.36	1.34	1.30	1.42	1.39	1.35
Manchester	MAN	1.38	1.38	1.38	1.36	1.37	1.42	1.38	1.39
Total		1.37	1.38	1.38	1.36	1.36	1.41	1.42	1.37

Table 5.11 shows the number of participants per address with one or more valid survey responses at each airport and noise exposure band for the spring 2024 wave of ANAS.

Table 5.11. Participants per address with one or more valid survey responses for ANAS, spring 2024.

		45 up to 48	48 up to 51	51 up to 54	54 up to 57	57 up to 60	60 up to 63	63 or over	Total
Birmingham	BHX	1.44	1.33	1.36	1.43	1.42	1.35	1.26	1.38
Edinburgh	EDI	1.38	1.41	1.38	1.45	1.40	1.45	1.51	1.41
East Midlands	EMA	1.43	1.45	1.44	1.60	1.45	1.36	1.33	1.45
Glasgow	GLA	1.36	1.34	1.38	1.35	1.36	1.28	1.47	1.35
Leeds Bradford	LBA	1.36	1.45	1.49	1.45	1.45	1.37	1.45	1.44
London City	LCY	1.38	1.40	1.39	1.42	1.38	1.38	1.37	1.39
London Gatwick	LGW	1.52	1.32	1.41	1.39	1.43	1.37	1.46	1.41
London Heathrow	LHR	1.39	1.32	1.36	1.37	1.37	1.44	1.41	1.38
London Luton	LTN	1.38	1.45	1.41	1.32	1.42	1.43	1.38	1.40
Manchester	MAN	1.37	1.40	1.41	1.34	1.38	1.42	1.41	1.39
Total		1.40	1.39	1.41	1.41	1.40	1.40	1.45	1.40

Profile of achieved sample

Table 5.12 shows the gender of participants for ANAS, by mode, for the autumn 2023 and spring 2024 waves.

Table 5.12. Gender of participants by mode for ANAS, autumn 2023 and spring 2024

	Autumn 2023			Spring 2024		
	Online %	Paper %	Total	Online %	Paper %	Total
Base	23,582	7,142	30,724	11,680	4,384	16,064
Man	45.0%	42.9%	44.5%	45.0%	43.1%	44.5%
Woman	51.7%	55.1%	52.5%	51.5%	54.6%	52.3%
Non-binary	0.2%	0.1%	0.2%	0.4%	0.2%	0.3%
My gender is not listed	0.1%	0.0%	0.1%	0.2%	0.0%	0.1%
Prefer not to say	3.0%	1.8%	2.7%	3.0%	2.2%	2.8%

Table 5.13 shows the age of participants for ANAS, by mode, for the autumn 2023 and spring 2024 waves.

Table 5.13. Age of participants by mode for ANAS, autumn 2023 and spring 2024

	Autumn 2023			Spring 2024		
	Online %	Paper %	Total	Online %	Paper %	Total
Base	23,582	7,142	30,724	11,680	4,384	16,064
18 to 24 years	5.2%	1.7%	4.4%	5.3%	1.9%	4.4%
25 to 34 years	16.2%	5.2%	13.6%	16.2%	5.1%	13.2%
35 to 44 years	18.9%	8.4%	16.4%	18.1%	9.0%	15.6%
45 to 54 years	17.3%	11.6%	16.0%	16.1%	11.2%	14.8%
55 to 64 years	17.5%	19.7%	18.0%	15.7%	19.3%	16.7%
65 to 74 years	14.0%	22.4%	16.0%	12.0%	22.4%	14.8%
75 years or older	7.6%	28.0%	12.3%	6.6%	27.4%	12.3%
Prefer not to say	3.4%	3.1%	3.3%	9.9%	3.6%	8.2%

Table 5.14 shows the working status of participants for ANAS, by mode, for the autumn 2023 and spring 2024 waves.

Table 5.14. Working status of participants by mode for ANAS, autumn 2023 and spring 2024

	Autumn 2023			Spring 2024		
	Online %	Paper %	Total	Online %	Paper %	Total
Base	23,582	7,142	30,724	11,680	4,384	16,064
Full-time	48.6%	28.2%	43.9%	49.0%	28.3%	43.3%
Not full-time	46.6%	67.0%	51.3%	45.7%	66.1%	51.2%
Not stated	4.8%	4.8%	4.8%	5.3%	5.7%	5.4%

Table 5.15 shows the broad ethnic group of participants for ANAS, by mode, for the autumn 2023 and spring 2024 waves.

Table 5.15. Broad ethnic group of participants by mode for ANAS, autumn 2023 and spring 2024

	Autumn 2023			Spring 2024		
	Online %	Paper %	Total	Online %	Paper %	Total
Base	23,582	7,142	30,724	11,680	4,384	16,064
White	78.0%	86.7%	80.0%	74.4%	84.8%	77.2%
Mixed	1.7%	0.8%	1.5%	2.2%	1.0%	1.8%
Asian	9.1%	4.6%	8.1%	10.7%	5.7%	9.4%
Black	2.6%	1.7%	2.4%	3.3%	2.6%	3.1%
Arab/other	1.0%	0.5%	0.9%	1.1%	0.4%	0.9%
Refused	7.6%	1.3%	6.2%	8.4%	1.4%	6.5%
Not stated	0.0%	4.4%	1.0%	0.0%	4.0%	1.1%

Data processing

Overview

The online questionnaire included built-in routing and checks, whereas the postal questionnaires relied on correct navigation by participants with no constraint on the answers they could give.

In addition, the online data was available immediately in their raw form, whereas the postal questionnaire data had to be scanned and keyed as part of a separate process. Tick box answers were captured by scanning, and numbers and other verbatim answers were captured by keying, with the data then coded in an ascii text string.

In line with standard procedures on a mixed-mode survey such as this, the online questionnaire was taken as the basis for data processing (because the participants' route through the survey was controlled by the script), with paper questionnaire data being made comparable to this by data editing.

The Ipsos UK research team, in consultation with the CAA, determined the criteria for accepting postal questionnaires as valid survey responses, and the criteria for regarding an online survey response as complete.

Selection of survey responses to be included

The Ipsos UK research team, in consultation with the CAA, determined that postal questionnaires would be accepted for analysis if participants had completed the age (Q49a or Q49b) and gender (Q50) questions, and also the questions about annoyance with aviation noise over the last 3 months or so (Q7 and Q8).

Ipsos UK checked survey responses against these criteria to determine which survey responses would be retained in the final dataset used for analysis. At the autumn 2023 wave, 30 returned paper questionnaires were excluded from the final dataset as they failed to meet the criteria; the spring 2024 wave the corresponding figure was 233.

In the online survey the Ipsos UK research team, in consultation with the CAA, determined that online survey responses would be accepted for analysis if the participant had reached the final survey question on ethnicity (Q64). At the autumn 2023 wave, 2,342 online survey responses were excluded from the final dataset as they failed to meet the criteria; the spring 2024 wave the corresponding figure was 1,182.

Data editing

The raw online and paper datasets were each checked against the questionnaire specification to identify instances where routing or instructions had not been followed by the participant. This process identified the variables that required data editing. The editing specification applied is set out in the Appendix and was mostly applied to the postal data. The key principles used to draw up the editing specification were:

1. Forward editing was applied to questions not asked of all participants. Forward editing is a standard practice where the answer to the question determining a questionnaire route is used to decide the editing for subsequent questions on that specific route. This approach was adopted as it is most similar to the way the online questionnaire works, where the routing of the participants through the questionnaire is controlled by the script.
2. If a participant was eligible to answer a question but had not done so, their answer was assigned a code of -99 "Not stated".

3. If a participant answered a question they should not have (because of the questionnaire route set from an earlier question), their answer was assigned a code of -91 “Not Applicable”.
4. If a participant answered a question and it was unclear whether they should have (because the question setting the route to that question was not answered), their answer was retained in the dataset.
5. If a participant gave more than one answer to a question requiring a single answer, their answer was assigned a code of -92 “Multicode answer given”.
6. If a participant gave more answers than the limit given in the instructions, some of their answers (up to the limit) were randomly chosen using SPSS software.
7. If a participant gave an answer and also another negative answer (such as “don’t know” or “none of these”), the negative answer was deleted from the dataset.
8. If a participant gave more than one negative answer (such as “don’t know” and “none of these”), one of the negative answers was randomly chosen using SPSS software.

Once the separate paper and online data had been edited they were combined and duplicate responses, that is where a participant completed both the online and the postal survey, were identified. Where a participant had completed both the online and the postal survey, their online survey response was retained, as that would provide a more complete set of data. In the autumn 2023 wave, Ipsos UK identified 54 participants who had completed both the online and the postal survey, the corresponding figure for the spring 2024 wave was 37.

Within the combined data a derived variable for age band (Ageband_DV) was created from Q49a and Q49b and was checked using SPSS software.

Coding

The questionnaire included seven “other specify” response options where participants could write their own comments in. These questions were Q3, Q4, Q13, Q19, Q23, Q41, Q43. Verbatim comments provided at these questions were coded by Ipsos UK. In some cases, the response was “back-coded” to one of the permitted answers for that question; in others an addition was made to the answer list for that question in the dataset.

For example, at Q13 one participant did not give any of the answers in the answer list for that question, and instead wrote in the box provided. Following a review of all answers written in the box provided for this question, the Ipsos UK coding and research team added the following addition to the answer list for the dataset: “*the noise disrupts sleep / night flights / early morning flights*”.

Ipsos UK used a web-based system called Ascribe to manage the coding of all answers provided in the “other specify” boxes. Survey responses were uploaded into the Ascribe system, which allowed members of the Ipsos UK coding team to work systematically through the “other specify” answers and apply a relevant code to each of these answers where possible.

The Ascribe system allowed for detailed monitoring of the coding progress, and organic development of the coding framework (i.e. the addition of new codes as required as the work proceeded). Survey responses were uploaded to the Ascribe system throughout the fieldwork period.

The coding supervisor at Ipsos UK reviewed all new codes raised to ensure consistency of approach and to check that any new codes raised did not overlap with the answer list and codes already agreed.

Weighting

The ANAS was designed to achieve (in the core sample) 500 survey responses at each of ten airports in each of six noise exposure bands. The large sample size of ANAS means that robust analysis can be carried out for the whole sample, or by airport or noise exposure band.

Design and purpose

Ipsos UK produced industry-standard weights to give CAA the facility to correct for any bias caused by the under- or over-representation of population sub-groups in the whole sample, to the extent possible, as desired. In particular, they can be used to avoid those living closer to the airports being over-represented in the prevalence estimates derived from the whole sample or individual airport samples. These weights may not be appropriate for all analyses that could be carried out using the ANAS data; other tailored weights or alternative approaches could be developed for other bespoke analyses or the overall analysis.

For each set of weights, the first step was to generate appropriate selection weights for the selection of the adult(s) at the address from which the survey response came. This is the number of eligible adults at the sampled address divided by the number that participated at that address.

The second step was to adjust the number of addresses with one or more survey responses at each airport and noise exposure band to match the number of addresses available for sampling at that airport and noise exposure band.

Three separate weights were produced, ensuring the weighted totals for the analyses described will equal the unweighted totals.

Overall weight

The wt_ind weighting variable created by Ipsos UK corrects for the differing probabilities of selection and response by airport and by noise exposure band.

Airport level weight

The wt_airport weighting variable created by Ipsos UK avoids comparisons of prevalence estimates across the airports under-representing those living in the less noisy areas. This is an equivalent set of weights to that used for the full sample, but is adjusted so that the weighted sample size is the same as the unweighted sample size for each airport.

Noise exposure band level weight

The wt_band weighting variable created by Ipsos UK avoids comparisons of prevalence estimates across noise exposure bands under-representing those living around the airports with the larger surrounding populations. This is an equivalent set of weights to that used for the full sample, but is adjusted so that the weighted sample size is the same as the unweighted sample size for each noise exposure band.

Appendices

Appendix A: The questionnaire

LOCAL AREA ENVIRONMENTAL ISSUES SURVEY

Complete the questionnaire and receive a £10 thank you voucher

This survey can be completed by up to two adults per household. Each adult should complete their own questionnaire. If one or both adults have already completed their survey online, there is no need to complete their paper copy.

Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked).

If you make a mistake, please completely fill in the box for the incorrect answer and then select the correct box. We would still like you to send your completed questionnaire even if you have made a mistake.

Please refer to the separate covering letter to find out more about the survey and how your data will be used.

Barcode:

Serial Number:

Your local area

The first questions are about your local area, which is the area within 10 to 15 minutes' walking distance from your home.

01 How long have you lived in the local area?

Please put an X in one box only

- Less than 12 months
- Between 12 months and 2 years
- Between 2 and 5 years
- Between 5 and 10 years
- More than 10 years
- Don't know

02 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please put an X in one box only

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

03 Which, if any, of these things do you most like about living here?

Please put an X in up to three boxes

- Being near family and friends
 - Generally clean and tidy
 - Good air quality
 - Good local services and facilities (e.g. health services, shops, schools)
 - Good neighbours and community spirit
 - Good quality roads and pavements
 - Good transport links
 - Good walking and cycling facilities
 - Low level of crime and antisocial behaviour
 - Low level of traffic congestion
 - Parks, lakes, countryside or other open spaces
 - Quiet and peaceful area
 - Something else (Please write in the box below)
-
- None of these
 - Don't know

04 And which, if any, of these things do you most dislike about living here?

Please put an X in up to three boxes

- | | |
|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Air pollution | <input type="checkbox"/> Not enough parking |
| <input type="checkbox"/> Being far from family and friends | <input type="checkbox"/> Poor or few local services and facilities (e.g. health services, shops, schools) |
| <input type="checkbox"/> Expensive to live here | <input type="checkbox"/> Poor transport links |
| <input type="checkbox"/> Fouling by dogs | <input type="checkbox"/> Something else (Please write in the box below) |
| <input type="checkbox"/> Lack of affordable housing | |
| <input type="checkbox"/> Lack of community spirit | |
| <input type="checkbox"/> Level of crime and anti-social behaviour | |
| <input type="checkbox"/> Light pollution from outside your home (e.g. from streetlights, shops) | |
| <input type="checkbox"/> Litter and rubbish | |
| <input type="checkbox"/> Noise | <input type="checkbox"/> None of these |
| | <input type="checkbox"/> Don't know |

Aviation

The next questions are about aeroplanes. When answering the questions, please only think about commercial aeroplanes. Do not include helicopters, military aircraft, hot air balloons, or people or vehicles coming or going from airports.

05 Thinking about the last 12 months or so, when you are here at home, how much does noise from aeroplanes bother, disturb or annoy you?

If you have lived here for less than 12 months, please answer about the period you have lived here.

Please put an X in one box only

- Not at all
- Slightly
- Moderately
- Very
- Extremely

06 Thinking about the last 12 months or so, when you are here at home, what number from 0 to 10 best shows how much you are bothered, disturbed or annoyed by noise from aeroplanes?

This question uses a 0 to 10 opinion scale for how much aeroplane noise bothers, disturbs or annoys you when you are here at home. If you are not annoyed choose 0; if you are extremely annoyed choose 10; if you are somewhere in between choose a number between 0 and 10.

Please put an X in one box only

- | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------|
| Not at all | | | | | | | | | | | Extremely |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

We would now like to ask you the same two questions again – but this time want you to think about the last three months when answering.

07 Thinking about the last three months or so, when you are here at home, how much does noise from aeroplanes bother, disturb or annoy you?

Please put an X in one box only

- Not at all
- Slightly
- Moderately
- Very
- Extremely

08 Thinking about the last three months or so, when you are here at home, what number from 0 to 10 best shows how much you are bothered, disturbed or annoyed by noise from aeroplanes?

This question uses a 0 to 10 opinion scale for how much aeroplane noise bothers, disturbs or annoys you when you are here at home. If you are not annoyed choose 0; if you are extremely annoyed choose 10; if you are somewhere in between choose a number between 0 and 10.

Please put an X in one box only

- | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------|
| Not at all | | | | | | | | | | | Extremely |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Please answer from question 09 if you are bothered, disturbed or annoyed by noise from aeroplanes at question 08. Otherwise please go to question 15

09 You said that you are bothered, disturbed or annoyed by noise from aeroplanes. At which one of the following times would you say you are most bothered, disturbed or annoyed by aeroplane noise?

Please put an X in one box only

- Between 6 a.m. and 7 a.m.
- Between 7 a.m. and 7 p.m.
- Between 7 p.m. and 11 p.m.
- Between 11 p.m. and midnight
- Between 11 p.m. and 7 a.m.
- At all times equally
- Don't know

10 Would you say there is a time of the week when aeroplane noise is worse?

Please put an X in one box only

- Worse on weekdays
- Worse at weekends
- There is no difference between weekdays and weekends
- Don't know

11 Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?

Please put an X in one box only

- More in certain seasons → Go to Q12
- The same all year round → Go to Q13
- Don't know → Go to Q13

12 Which season are you most bothered, disturbed or annoyed by noise from aeroplanes?

Please put an X in one box only

- Spring
- Summer
- Autumn
- Winter
- Don't know

13 Which one of the following issues to do with aeroplane noise concerns you the most?

Please put an X in one box only

- Flights that do not appear to be on the expected flight path
- The number of flights
- The loudness of aeroplanes
- The lack of quiet between individual flights
- Not knowing when there will be times of the day without aeroplane noise
- Something else (Please write in the box below)

- Don't know

14 How often are you typically bothered, disturbed or annoyed by noise from aeroplanes?

Please put an X in one box only

- All of the time
- Often
- Some of the time
- Rarely
- Don't know

Everyone please answer the next questions

15 Does noise from aeroplanes interfere with any of the following aspects when you are at home?

Please put an X in all boxes that apply

- Having a conversation (including on the phone or online)
- Quiet leisure activities such as reading, writing or resting
- Studying or working from home
- Listening to TV, radio or music
- Other leisure activities that involve sound such as gaming or making music
- Being able to use every room in the home
- Socialising with friends and family
- Exercising outdoors
- Enjoyment of peace and quiet when outdoors
- Having windows or doors open
- None of these
- Don't know

16 Does noise from aeroplanes interfere with your sleeping patterns such as the time you go to bed or get up?

Please put an X in one box only

- Yes
- No

17 Thinking about the last three months when you are here at home, how much does noise from aeroplanes disturb your sleep during the night (11 p.m. to 7 a.m.)?

Please put an X in one box only

- Not at all
- Slightly
- Moderately
- Very
- Extremely

18 Does noise from aeroplanes have any of these effects on your household?

Please put an X in one box for each question A to E

A. It frightens me

- Yes
- No
- Don't know

B. It frightens my children

- Yes
- No
- Not applicable
- Don't know

C. It wakes me up

- Yes
- No
- Don't know

D. It wakes my children up

- Yes
- No
- Not applicable
- Don't know

E. It upsets or wakes my pets up

- Yes
- No
- Not applicable
- Don't know

19 In the last three months, have you wanted to open a window anywhere in your home for any of the following reasons, but had to keep it closed to keep out noise from aeroplanes?

Please put an X in all boxes that apply

- Too warm (to cool down the house)
- To get rid of moisture or damp
- To get rid of smells
- To dry clothes
- For fresh air / to air the room
- Remove smoke (cigarettes, cooking, fires, etc.)
- Connection / contact with outdoors
- Another reason (Please write in the box below)

- None of these
- Don't know

20 And still thinking about the last three months, how often, if at all, are you able to hear noise from aeroplanes when you are indoors and windows are closed?

Please put an X in one box only

- All of the time
- Often
- Some of the time
- Rarely
- None of the time
- Don't know

21 Thinking about this time next year, do you expect there will be more or less noise from aeroplanes, or do you expect it to be about the same as it is now?

Please put an X in one box only

- More noise from aeroplanes
- Less noise from aeroplanes
- About the same next year as it is now
- Don't know

22 Which of these things, if any, have you or anyone else in your household done about noise from aeroplanes within the last 12 months?

Please put an X in all boxes that apply

- Made our own sound (e.g. playing music / white noise) so that we could not hear the noise
- Used earplugs or headphones to avoid hearing the noise
- Started, signed or participated in a campaign, protest or petition
- Taken advice (e.g., from Citizen's Advice Bureau or legal organisation)
- Slept in a different room in the home
- Improved the soundproofing (e.g. changing the windows)
- Used medication or sought professional help (e.g. from a GP or pharmacist)
- Sought a quieter space away from home
- None of these

23 Did you complain to, communicate or engage with any of the following about noise from aeroplanes within the last 12 months?

Please put an X in all boxes that apply

- An airport, airport owner or airport operator
- One or more airlines
- The Civil Aviation Authority
- A newspaper or TV / radio station
- A residents' association
- The environmental health department in the local authority (council)
- Another local authority (council) department
- A government department
- The police
- A councillor
- A community group campaigning on this issue
- Posted something on social media
- A Member of Parliament
- Other (Please write in the box below)
- None of these

24 Are you aware of any of the following provided by your local airport?

Please put an X in all boxes that apply

- Airport Consultative Committee
- Airport Noise Action Plan
- Airport Master Plan
- Airport website information on noise
- Any schemes that provide direct benefits to eligible residents (e.g. double glazing windows for sound insulation, relocation or noise compensation)
- I'm not aware of any of these

25 As far as you are aware, has your home had any of the following changes made to it as part of a noise insulation scheme run by an airport?

Please put an X in all boxes that apply

- Soundproofing
- Ventilation units (to allow fresh air into your home without opening windows and doors)
- No changes have been made to my home as part of a noise insulation scheme run by an airport
- Don't know

26 To what extent do you agree or disagree with the following statements?

Please put an X in one box for each statement A to K

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
A	Noise from aeroplanes is bad for the health of myself or my household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	Noise from aeroplanes is bad for children's education at the local schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	Aeroplanes cause air pollution around here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Having an airport in the area is good for the local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E	I worry about plane crashes around here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F	Noise from aeroplanes makes my home less valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G	Having an airport in the area makes my home more valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	It is convenient to have an airport in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I	Air travel harms the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J	I like flying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K	I like watching the aeroplanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27 Prior to moving here, were you aware of a possibility of hearing noise from aeroplanes?

Please put an X in one box only

- Yes, I was aware of this → **Go to Q28**
- No, I was not aware of this → **Go to Q29**
- I have always lived here → **Go to Q29**
- Don't know / can't remember → **Go to Q29**

28 You said that prior to moving here, you were aware of a possibility of hearing noise from aeroplanes. How does the noise compare with what you expected?

Please put an X in one box only

- Noise was more than I expected
- Noise was less than I expected
- Noise was about what I expected
- Don't know / can't remember

Everyone please answer Q29

29 When was the last time you flew from a UK airport?

Please put an X in one box only

- Within the last 12 months → Go to Q30
- Between 1 and 3 years ago → Go to Q31
- Between 3 and 5 years ago → Go to Q31
- More than 5 years ago → Go to Q31
- Never → Go to Q31
- Don't know → Go to Q31

30 How many trips have you made in the last 12 months by aeroplane?

Please count outward and return flights and any transfers as one trip. If you are not sure then your best estimate is fine.

Please put an X in one box only

- One
- Two
- Three
- Four
- Five
- Over five
- Don't know

Everyone please answer the next questions

31 How much, if anything, do you think each of the following organisations are doing to reduce noise from aeroplanes?

Please put an X in one box for each organisation A to E

		A great deal	A fair amount	Not very much	Nothing at all	Don't know
A	Airports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	Airlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	Local authorities such as your local council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	The UK Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E	The Civil Aviation Authority (CAA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32 To what extent, if at all, do you agree or disagree with each of the following statements about noise from aeroplanes?

Please put an X in one box for each statement A to D

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
A	I can protect myself against noise from aeroplanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	If it's too loud outside, I simply close the windows and then I am no longer disturbed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	Sometimes it's impossible to escape noise from aeroplanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	When it's noisy outside I just accept it as a fact of life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Road traffic and your neighbours

The next two questions are about road traffic and your neighbours.

33 Thinking about the last 12 months or so, when you are here at home, how much does noise from road traffic bother, disturb or annoy you?

If you have lived here for less than 12 months, please answer about the period you have lived here.

Please put an X in one box only

- Not at all
- Slightly
- Moderately
- Very
- Extremely

34 And still thinking about the last 12 months or so, when you are here at home, how much does noise from your neighbours bother, disturb or annoy you?

If you have lived here for less than 12 months, please answer about the period you have lived here.

Please put an X in one box only

- Not at all
- Slightly
- Moderately
- Very
- Extremely

Health and wellbeing

The next questions are about your health and wellbeing. As a reminder, your participation in this research is entirely voluntary and you can choose not to answer any questions you don't feel comfortable answering by selecting the "Prefer not to say" option or by skipping the question and moving on to the next question. All of your responses are confidential and used for research purposes only.

35 How is your health in general?

Please put an X in one box only

- Very good
- Good
- Fair
- Bad
- Very bad
- Prefer not to say

36 Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Please put an X in one box only

- Yes
- No
- Don't know
- Prefer not to say

37 Do you have any problems or difficulties with your sense of hearing?

This could include conditions that may affect your ability to hear (e.g. tinnitus, an ear infection).

Please put an X in one box only

- Yes
- No
- Don't know
- Prefer not to say

38 The next few questions are about your feelings on aspects of your life. There are no right or wrong answers. For each question, please give an answer on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”.

Please put an X in one box for each question A to D

		Not at all								Completely		Don't know	Prefer not to say	
		0	1	2	3	4	5	6	7	8	9	10		
A	Overall, how satisfied are you with your life nowadays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	Overall, to what extent do you feel that the things in your life are worthwhile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	Overall, how happy did you feel yesterday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Overall, how anxious did you feel yesterday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

39 Here are some statements about feelings and thoughts. How often, if at all, have you felt this way over the last two weeks?

Please put an X in one box for each statement A to G

		All of the time	Often	Some of the time	Rarely	None of the time	Prefer not to say
A	I've been feeling optimistic about the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	I've been feeling useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	I've been feeling relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	I've been dealing with problems well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E	I've been thinking clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F	I've been feeling close to other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G	I have been able to make up my own mind about things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40 On a scale of 1 to 7 where 1 is not at all sensitive and 7 is very sensitive, how sensitive would you say you are to noise, in general?

Please put an X in one box only

Not at all sensitive						Very sensitive
1	2	3	4	5	6	7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Homes and housing

The next section is about your home and housing in your local area. By your home, we mean the home to which the survey was addressed.

41 Does your household own or rent this accommodation?

Please put an X in one box only

- Buying it on a mortgage
- Owned outright
- Rent it from a local authority, housing association or housing trust
- Rent it from a private landlord
- Other (Please write in the box below)

- Don't know
- Prefer not to say

42 How long have you lived in this home?

Please put an X in one box only

- Less than 3 months
- Between 3 and 6 months
- Between 6 months and 1 year
- Between 1 and 2 years
- Between 2 and 5 years
- Between 5 and 10 years
- More than 10 years
- Don't know

43 What type of house do you live in?

Please put an X in one box only

- A house or bungalow
- A flat, maisonette or apartment
- Another type of home (Please write in the box below)

- Don't know

44 Do you have use of an outdoor space such as a garden, terrace or balcony?

Please put an X in all boxes that apply

- Yes – a garden
- Yes – a balcony
- Yes – a terrace
- No – none of these
- Don't know

45 What type of windows do you have in your living room or room where you spend most of your time when at home?

Please put an X in one box only

- Single-glazed
- Double-glazed or better
- Don't know

46 Are the windows in the room where you spend most of your time at home openable or non-openable?

Please put an X in one box only

- Openable
- Non-openable
- Don't know

47 And what is the condition of the windows in the room where you spend most of your time when at home?

Please put an X in one box only

- Very good
- Good
- Average
- Poor
- Very poor
- Don't know

48 Thinking about the **last three months**, what are the **main reasons** why you close your windows or keep your windows closed?

Please put an X in up to three boxes

- To prevent noise from outside
- Other reasons to do with conditions outdoors (e.g. smoke, smells, wind, rain)
- To keep warm or save energy
- For security reasons (e.g. to prevent burglaries)
- Safety (e.g. to prevent children falling out, or to keep pets inside)
- To keep animals, insects and pests out
- No particular reason – just out of habit or preference
- Windows not openable or difficulty opening the windows
- For other reasons
- None of these
- Don't know

About you

Finally, a few questions about you. As a reminder, your participation in this research is entirely voluntary and you can choose not to answer any questions you don't feel comfortable answering by selecting the "Prefer not to say" option. All of your responses are confidential and used for research purposes only.

49a What was your age on your last birthday?

Please write in below using leading zeros (e.g. 027) with one number in each box.

years old → Go to Q50

Prefer not to say → Go to Q49b

49b Which age group are you in?

Please put an X in one box only

- 18 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65 to 74 years
- 75 years or older
- Prefer not to say

50 Which of the following best describes your gender?

Please put an X in one box only

- Man
- Woman
- Non-binary
- My gender is not listed
- Prefer not to say

51 How many children aged 0 – 17 live with you as part of your household?

Please put an X in one box only

- None
- 1 child
- 2 children
- 3 children
- 4 children
- 5 or more children
- Prefer not to say

52 How many adults aged 18 or over live with you as part of your household?

Please put an X in one box only

- No other adults
- 1 other adult
- 2 other adults
- 3 other adults
- 4 other adults
- 5 or more other adults
- Prefer not to say

53 Which of these best describes your current situation?

Please put an X in one box only

- Working full time (30 hours a week or more)
- Working part time
- Unemployed and looking for work
- Retired from paid work altogether
- In full-time education
- Looking after the home or family
- Something else
- Prefer not to say

The next few questions refer to your current main job, or, if you are not working now, to your last main job.

Please answer Q57 if you are working or have ever worked. If you have never had a job, please go to Q62

54 Do (did) you work as an employee or are (were) you self-employed?

57 Which of the following best describes the sort of work you do in your current job?

Please put an X in one box only

If you are not working now, please select which best described what you did in your last job.

- Employee → Go to Q55
- Self-employed with employees → Go to Q55
- Self-employed or freelance without employees → Go to Q55
- I have never had a job → Go to Q62

Please put an X in one box only

55 How many people work (worked) for your employer at the place where you work (worked)? If you are self-employed: How many people do (did) you employ?

Please put an X in one box only

- 1 to 24
- 25 or more
- Don't know
- Prefer not to say

56 Do (did) you supervise any other employees?

A supervisor is responsible for overseeing the work of other employees on a day-to-day basis.

Please put an X in one box only

- Yes
- No

- Modern professional occupations**
Such as: teacher, nurse, physiotherapist, social worker, welfare officer, artist, musician, police officer (sergeant or above) or software designer
- Clerical and intermediate occupations**
Such as: secretary, personal assistant, clerical worker, office clerk, call centre agent, nursing auxiliary or nursery nurse
- Senior managers or administrators**
Such as: finance manager or chief executive (usually responsible for planning, organising and co-ordinating work, and for finance)
- Technical and craft occupations**
Such as: motor mechanic, fitter, inspector, plumber, printer, tool maker, electrician, gardener or train driver
- Semi-routine manual and service occupations**
Such as: postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, receptionist or sales assistant
- Routine manual and service occupations**
Such as: HGV driver, van driver, cleaner, porter, packer, sewing machinist, messenger, labourer, waiter/waitress or bar staff
- Middle or junior managers**
Such as: office manager, retail manager, bank manager, restaurant manager, warehouse manager or publican
- Traditional professional occupations**
Such as: accountant, solicitor, medical practitioner, scientist or civil/mechanical engineer
- Prefer not to say

Please answer Q58 if you are currently working full or part time. Otherwise, please go to Q62

58 Are you able to work from home to do your job?

Please put an X in one box only

- Yes → Go to Q59
- No → Go to Q61
- Don't know → Go to Q61

59 And do you ever work from home?

Please put an X in one box only

- Yes → Go to Q60
- No → Go to Q61
- Prefer not to say → Go to Q61

60 In a typical working week, what proportion of your time is spent working from home?

Please put an X in one box only

- More than half of the time
- Around half of the time
- Less than half of the time
- It varies from week to week
- Don't know

Please answer Q61 if working full or part time

61 Does your job require shift work?

Please put an X in one box only

- Yes
- No

Everyone please answer the next questions

62 Do you, or anyone else in your household have work that includes any of these kinds of employment?

Please put an X in all boxes that apply

- Work for an airport
- Work for an airline
- Work at an airport for a different company (e.g. a shop)
- Work that is not at an airport but gets some benefit from the airport being there
- Other work related to the aircraft or air travel industry
- None of these

63 Which one of the following best describes your ethnic group or background?

Please put an X in one box only

A. White

- English, Welsh, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Roma
- Any other White background

B. Mixed or Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed or Multiple ethnic background

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

D. Black, Black British, Caribbean or African

- Caribbean
- African
- Any other Black, Black British, Caribbean or African background

E. Other ethnic group

- Arab
- Any other ethnic group
- Prefer not to say

Thank you

Thank you for taking the time to complete this survey. In appreciation, we would like to give you a £10 high street gift voucher.

G1 How would you like to receive your gift voucher?

Please put an X in one box only

- Via email → Answer G2 and G3
- Via post → Go to G3
- I do not wish to receive a gift voucher

G2 What is your email address?

Please write your email address in block capitals

Please note that if you have provided your email address, we expect to be able to send you your gift voucher by e-mail within the next few weeks. If you have opted to receive your gift voucher by post – we will send this to you in May after the survey fieldwork period has closed.

G3 What is your name (forename and surname)?

This is to allow us to address your gift voucher to you personally.

Please write in block capitals

Forename

Surname

Thank you for your help

Now please return the questionnaire in the supplied reply-paid envelope to:

Freepost RUBZ-AYTZ-HAJC

Local Area Environmental Issues Survey

Ipsos, Kings House,

Kymerley Road,

Harrow HA1 1PT

If you have any questions, please visit our survey website:

www.ipsos.uk/LocalAreaSurvey

Or contact us using the details below:

Email: UK-LocalAreaSurvey@ipsos.com

Freephone Telephone Helpline: 0800 157 7795

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Appendix B: Survey invitation letters (Spring 2024 Wave)



<<SERIAL NO>>

SPRING 2024 – INITIAL
INVITATION LETTER

The Occupier

<<ADDRESS 1>>

<<ADDRESS 2>>

<<ADDRESS 3>>

<<ADDRESS 4>>

<<ADDRESS 5>>

<<POSTCODE>>

<<DATE>>

We are writing to ask for your help with a survey looking at environmental issues within your local area, conducted by Ipsos. We would like to invite up to two adults (aged 18 or older) in your household to complete a short online questionnaire.

It's easy to take part

1. Go to the survey website:

www.ipsos.uk/LocalAreaSurvey

using your computer, tablet or smartphone, or scan the QR code →

QR CODE

2. Enter a password | **First person:**<<pword1>>

Second person:<<pword2>>

3. Complete the survey and you will receive a £10 gift voucher

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time.

For more information about the survey please see the back of this letter.

Yours faithfully,

The Survey Team

Ipsos UK

Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

We will post a paper version of the questionnaire approximately four weeks after the first invitation letter along with a prepaid envelope to allow you to post it back to us at no extra cost to you.



How to get the voucher

Once you have completed the survey, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take up to a week to arrive in your inbox. If you complete and return the paper questionnaire and opt for a physical voucher, your voucher will be posted approximately three weeks after the survey closes at the end of November.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.



If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:

Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey



Department
for Transport



<<SERIAL NO.>>

Ipsos reference: 22-088958-01

The Occupier
<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<ADDRESS 4>>
<<ADDRESS 5>>
<<POSTCODE>>

SPRING 2024 – FIRST
REMINDER LETTER

<<DATE>>

We recently sent a letter to this address inviting you to take part in the local area environmental issues survey on behalf of the Department for Transport. If you have already completed the survey, thank you for your time. If not, and you would like to, we would be grateful if you could do so as soon as possible.

Taking part is easy and you will receive a £10 voucher!

Up to two adults (aged 18+) in your household may take part. The survey will take around 20 minutes and can be completed in 3 quick steps:

1. Go to the survey website

www.ipsos.uk/LocalAreaSurvey

using your computer, tablet or smartphone, or scan the QR code →

QR CODE

2. Enter a password | **First person:**<<pword1>>

Second person:<<pword2>>


3. Complete the survey and you will receive a £10 gift voucher

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time.

For more information about the survey please see the back of this letter.

Yours faithfully,

The Survey Team
Ipsos UK

Please turn over 

Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

We will post a paper version of the questionnaire in the next few weeks along with a prepaid envelope to allow you to post it back to us at no extra cost to you.



How to get the voucher

Once you have completed the survey, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take one to two weeks to arrive in your inbox. If you complete and return the paper questionnaire and opt for a paper voucher, your voucher will be posted at the end of May. The end of May is approximately three weeks after the survey closes.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.

If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:



Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey



<<SERIAL NO.>>

Ipsos reference: 22-088958-01

The Occupier

<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<ADDRESS 4>>
<<ADDRESS 5>>
<<POSTCODE>>

SPRING 2024 – SECOND
REMINDER LETTER
(INCLUDING PAPER
QUESTIONNAIRE
RESPONSE OPTION)

<<DATE>>

We recently sent a letter to this address inviting you to take part in the local area environmental issues survey on behalf of the Department for Transport. If you have already completed the survey, thank you for your time.

You can complete the questionnaire on paper or online

Up to **two adults (aged 18+)** may complete the survey, either on paper or online, and each will receive a £10 gift voucher for completing it. We have enclosed paper questionnaires for **up to two adults** to complete the survey on paper. Each person should only complete one survey, so if you have already completed the survey online you **do not** need to fill in a paper version. Please return the completed paper survey to us by **Friday, 3 May 2024**.



1. Complete the questionnaire included alongside this letter.
2. Enclose your completed questionnaire in the envelope provided.
3. Post the survey for free (no stamp required) and you will receive a £10 gift voucher.

If you prefer, you can complete the survey online by following the steps below:

1. Go to the survey website:
www.ipsos.uk/LocalAreaSurvey
using your computer, tablet or smartphone, or scan the QR code →
2. Enter a password | **First person:**<<pwd1>>
Second person:<<pwd2>>
3. Complete the survey and you will receive a £10 gift voucher.

QR CODE

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time.

For more information about the survey please see the back of this letter.

Yours faithfully,

The Survey Team
Ipsos UK



Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

We have enclosed paper questionnaires for up to two adults to complete the survey on paper. Each person should only complete the survey once. After completing the survey, please enclose it in the envelope provided and post it to us – no stamp required.



How to get the voucher

If you complete the survey online, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take one to two weeks to arrive in your inbox. If you complete and return the paper questionnaire and opt for a paper voucher, your voucher will be posted at the end of May. The end of May is approximately three weeks after the survey closes on Friday, 3 May 2024.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.



If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:

Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey



Department
for Transport



<<SERIAL NO.>>

Ipsos reference: 22-088958-01

The Occupier

<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<ADDRESS 4>>
<<ADDRESS 5>>
<<POSTCODE>>

SPRING 2024 – FINAL
REMINDER LETTER
(INCLUDING PAPER
QUESTIONNAIRE
RESPONSE OPTION)

<<DATE>>

Last chance to have your say!

We recently sent you a letter asking you to complete a local area environmental issues survey on behalf of the Department for Transport. If you, or another adult in your household aged 18+, have not yet completed the survey, but you would like to, we would be grateful if you could do so as soon as possible. The survey deadline has been extended until **Friday, 20 May 2024**.

You can complete the questionnaire on paper or online

Up to **two adults (aged 18+)** may complete the survey in one of two ways. If you wish to complete this survey by filling out the paper questionnaire that we sent to this address a few weeks ago, you can do this by following the steps below to return your completed survey to us by **Friday, 20 May 2024**:



1. Complete the paper questionnaire sent by us.
2. Enclose your completed questionnaire in the envelope provided.
3. Post the survey for free (no stamp required) and you will receive a £10 gift voucher.

If you prefer, you can complete the survey online by following the steps below:

1. Go to the survey website
www.ipsos.uk/LocalAreaSurvey
using your computer, tablet or smartphone, or scan the QR code →
2. Enter a password | **First person:**<<pword1>>
Second person:<<pword2>>
3. Complete the survey and you will receive a £10 gift voucher.

QR CODE

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time.

For more information about the survey please see the back of this letter.

Yours faithfully,

The Survey Team
Ipsos UK

Please turn over



Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

You can complete the survey by filling out a paper questionnaire and posting it to us free of charge – no stamp required. Up to two adults (aged 18+) from your household should only complete the survey once. After completing the survey, please enclose it in the envelope provided and post it to us – no stamp required.



How to get the voucher

If you complete the survey online, we will ask for your email address. You will receive an e-voucher via email from UK-Edinburgh-Incentives@ipsosresearch.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take one to two weeks to arrive in your inbox. If you complete and return the paper questionnaire or opt for a paper voucher, your voucher will be posted at the end of May. The end of May is after the survey closes on Friday, 20 May 2024.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.



If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:

Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey

Appendix C: Survey invitation letters (Autumn 2023 Wave)



<<SERIAL NO>>

The Occupier
<<ADDRESS 1>>
<<ADDRESS 2>>
<<ADDRESS 3>>
<<ADDRESS 4>>
<<ADDRESS 5>>
<<POSTCODE>>

AUTUMN 2023 – INITIAL
INVITATION LETTER

<<DATE>>

We are writing to ask for your help with a survey looking at environmental issues within your local area, conducted by Ipsos. We would like to invite up to two adults (aged 18 or older) in your household to complete a short online questionnaire.

It's easy to take part

1. Go to the survey website:

www.ipsos.uk/LocalAreaSurvey

using your computer, tablet or smartphone, or scan the QR code →

QR CODE

2. Enter a password | **First person:**<<pwd1>>
Second person:<<pwd2>>

3. Complete the survey and you will receive a £10 gift voucher

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time.

For more information about the survey please see the back of this letter.

Yours faithfully,

The Survey Team
Ipsos UK

Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

We will post a paper version of the questionnaire approximately four weeks after the first invitation letter along with a prepaid envelope to allow you to post it back to us at no extra cost to you.



How to get the voucher

Once you have completed the survey, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take up to a week to arrive in your inbox. If you complete and return the paper questionnaire and opt for a physical voucher, your voucher will be posted approximately three weeks after the survey closes at the end of November.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.



If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:

Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey



<<SERIAL NO.>>

AUTUMN 2023 – FIRST
REMINDER LETTER

The Occupier

<<ADDRESS 1>>

<<ADDRESS 2>>

<<ADDRESS 3>>

<<ADDRESS 4>>

<<ADDRESS 5>>

<<POSTCODE>>

<<DATE>>

We recently sent a letter to this address inviting you to take part in the Local Area Environmental Issues Survey on behalf of the Department for Transport. If you have already completed the survey, thank you for your time. If not, and would like to, we would be grateful if you could do so as soon as possible.

Taking part is easy and you will get a £10 voucher!

Up to two adults (aged 18+) in your household may take part. The survey will take around 20 minutes and can be completed in 3 quick steps:

1. Go to the survey website

www.ipsos.uk/LocalAreaSurvey

using your computer, tablet or smartphone, or scan the QR code →

QR CODE

2. Enter a password | **First person:**<<pword1>>

Second person:<<pword2>>

3. Complete the survey and you will receive a £10 gift voucher

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time. The voucher may take up to five working days to arrive in your inbox.

For more information about the survey please see the back of this letter.

Yours faithfully,

The Survey Team

Ipsos UK

Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

We will post a paper version of the questionnaire in the next few weeks along with a prepaid envelope to allow you to post it back to us at no extra cost to you.



How to get the voucher

Once you have completed the survey, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take up to **five working days** to arrive in your inbox. If you complete and return the paper questionnaire and opt for a physical voucher, your voucher will be posted approximately three weeks after the survey closes at the end of November.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.

If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:



Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey



<<HH SERIAL NO.>>

Ipsos reference: 22-088958-01

The Occupier

<<ADDRESS 1>>

<<ADDRESS 2>>

<<ADDRESS 3>>

<<ADDRESS 4>>

<<ADDRESS 5>>

<<POSTCODE>>

AUTUMN 2023 – FINAL
REMINDER LETTER
(INCLUDING PAPER
QUESTIONNAIRE
RESPONSE OPTION)

<<DATE>>

We recently sent a letter to this address inviting you to take part in the local area environmental issues survey on behalf of the Department for Transport. If you have already completed the survey, thank you for your time.

You can complete the questionnaire on paper or online

Up to **two adults** may complete the survey, either on paper or online, and each will receive a £10 gift voucher for completing it. We have enclosed paper questionnaires for **up to two adults** to complete the survey on paper. Each person should only complete one survey so if you have already completed the survey online you **do not** need to fill in a paper version. Please return the completed paper survey to us by **Friday, 3 November**.



1. Complete the questionnaire included alongside this letter.
2. Enclose your completed questionnaire in the envelope provided.
3. Post the survey for free (no stamp required) and you will receive a £10 gift voucher.

If you prefer, you can complete the survey online by following the steps below:

1. Go to the survey website
www.ipsos.uk/LocalAreaSurvey

using your computer, tablet or smartphone, or scan the QR code →

QR CODE

2. Enter a password | **First person:**<<pwd1>>
Second person:<<pwd2>>
3. Complete the survey and you will receive a £10 gift voucher.

- **Your answers matter** – they may contribute to government policies on these issues in the future.
- We will send you a **£10 gift voucher** when you have completed the questionnaire, as a 'thank you' for your time.

For more information about the survey please see the back of this letter.

Yours faithfully,
The Survey Team
Ipsos UK



Additional information



Who are we?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.



Why did we choose you?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.



Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.



More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.



Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.



No access to the Internet?

We have enclosed paper questionnaires for up to two adults to complete the survey on paper. Each person should only complete the survey once. After completing the survey, please enclose it in the envelope provided and post it to us – no stamp required.



How to get the voucher

If you complete the survey online, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher will take up to **five working days** to arrive in your inbox. If you complete and return the paper questionnaire and opt for a paper gift voucher, your voucher will be posted approximately three weeks after the survey closes on Friday, 3 November 2023.



Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.



If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:

Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey

Appendix D: FAQs

The Local Area Environmental Issues Survey – Frequently Asked Questions

Thank you for accessing the online survey. This page provides information about the survey and seeks to answer the sort of questions we think you're likely to have.

What is the purpose of the survey?

The purpose of the survey is to find out what local people such as you think about living in your local area.

Who is carrying out the survey?

The local area environmental issues survey is being carried out by Ipsos UK (an independent survey agency) on behalf of the Department for Transport. Further information about Ipsos UK can be found at: www.ipsos.com. The Department for Transport is a ministerial government department which works with its agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. They are responsible for planning and investing in transport infrastructure in the UK. For more information visit: <https://www.gov.uk/government/organisations/department-for-transport>.

Why did we choose your address?

Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours.

Why should I take part?

This is your chance to have a say about issues in your local area. Your response to the survey will help the Department for Transport and its partners to understand the issues in your local area.

Only one person aged 18 or over in your household?

We would be grateful if that person could complete the questionnaire.

More than two people aged 18 or over in your household?

Any two of those people can complete the questionnaire.

Is it okay to ask someone to help with filling in the questionnaire?

Yes, that's fine. If you need any help filling in the questionnaire, you can ask a friend or a relative to help. But the answers should be about you. Please do not share your questionnaire with anyone who does not live in your household.

Do I need to complete the whole questionnaire?

Please complete as much of the questionnaire as you can because we are trying to build a full picture of what people think in your area.

I am having difficulty with the questionnaire – what should I do?

A large print version of the questionnaire is available on request. Recipients of the questionnaire can also take part in a language other than English by registering an interest by emailing Ipsos UK at UK-LocalAreaSurvey@ipsos.com or phoning on **0800 157 7795**. If you don't understand what a question is asking, please leave it blank and move on to the next.

How do I get my £10 thank you voucher for taking part in the survey?

Once you have completed the survey, we will ask for your email address. You will receive an e-voucher via email from love2shoprewards@dotdigital-email.com. The e-voucher can be used at a wide range of high street retailers both online and in-store. The voucher may take one to two weeks to arrive in your inbox. If you complete and return the paper questionnaire and opt for a paper voucher, your voucher will be posted at the end of May. The end of May is approximately three weeks after the survey closes.

Your privacy

Data will be used for research purposes only and in accordance with the General Data Protection Regulations. For full details about how your data will be handled, please see the study privacy notice www.ipsos.uk/LocalAreaSurvey. A copy of the privacy notice can be provided to you on request.

Why do you need to ask questions about my working status, whether I have an illness etc.?

We ask these questions so that we can see if there are any differences between the views of different groups of people. Please be reassured that the information you provide will be kept completely confidential.

If you have any questions, or wish to opt out of further communications, please contact Ipsos or visit the website:

Telephone: **0800 157 7795**

Email: UK-LocalAreaSurvey@ipsos.com

Website: www.ipsos.uk/LocalAreaSurvey

Appendix E: Privacy Notice

This Ipsos UK Survey and your personal data

Survey name: **Local area environmental issues survey**

Study reference: **22-088958-01**

This privacy notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal privacy rights are.

Who is carrying out this research and what is this study about?

The survey covers a range of questions about your views on your local environment, any issues you have and how these can impact your life. There will also be some questions on your household and your health. The survey will take approximately 20 minutes to complete.

- This survey is being carried out by Ipsos (market research) Limited, a specialist research agency, commonly known as “Ipsos UK” on behalf of the UK Civil Aviation Authority (CAA), together referred to as “us” or “we”. Ipsos UK is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such it abides by the Market Research Society Code of Conduct, associated regulations and guidelines.
- The CAA is responsible for the regulation of aviation safety in the UK, determining policy for the use of airspace, the licensing and financial fitness of airlines and the management of the ATOL financial protection scheme for holidaymakers. The CAA is a public corporation of the Department for Transport; the survey is being funded by the Department for Transport.

What is the legal basis for processing your personal data?

- The CAA requires a legal basis to process your personal data. The lawful basis for collecting this data is the performance of a task carried out in the public interest and is necessary for the exercise of CAA’s functions as a public corporation of the Department for Transport. The public interest can cover a wide range of values and principles relating to the public good, or what is in the best interests of society.
- Ipsos UK also requires a legal basis to process your personal data associated with the management of any incentive they offer for completion of the survey. Ipsos UK relies on your consent to send you information relating to any incentive.
- If you wish to exercise your data protection rights at any time, please see the section below covering ‘Your Rights’.

How will we use any personal data including survey responses you provide?

- Firstly, responding to this survey is entirely voluntary and any answers are freely given. The success of the study depends on the goodwill of those asked to take part. The more people who do take part, the more useful the results will be.
- Your survey responses will be shared with the UK CAA for research and analysis purposes only.
- Ipsos will collect and hold your contact information for the management of survey incentives; this information will not be passed to the UK CAA.
- We will keep your personal data and responses in strict confidence in accordance with this privacy notice.

Who do we share your data with?

- Ipsos UK will be using approved supplier organisations to assist us in running the survey and we will need to disclose some of your personal data to these supplier organisations for that purpose. These supplier organisations include:
 - **Adare printing services:** for printing survey letters and questionnaires and posting to your home address. Adare will be provided with your postal address, but not your name or any other personal details.
 - **Formara printing & marketing:** for printing survey letters and questionnaires and posting to your home address. Formara will be provided with your postal address, but not your name or any other personal details.
 - **Love2shop:** we will provide your name and email address to Love2shop to enable them to email your thank you incentive payment if you complete the survey and prefer to receive your thank you payment electronically.

No personal information relating to any incentive is shared with the CAA.

How will we ensure my personal information is secure?

- Ipsos UK and the UK CAA take their information security responsibilities seriously and apply various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos UK has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.

How long will we retain your personal data and identifiable responses?

- Ipsos UK will only retain your data in a way that can identify you for as long as is necessary to support the research project and findings. In practice, this means that once we have collected the research data and provided these to the CAA, we will securely remove your personal, identifying data from our systems.
- The CAA would like to keep your answers to the survey questions permanently, so researchers at the CAA can make use of it for many years to come. You can request that your personal data is deleted at any time before the data has been finalised, by using the contact details provided below.

The findings of the survey and some responses may be published on the CAA website. This information will be anonymised and will not identify you in any way.

Your rights

- You have the right to access your personal data once it has been passed to the UK CAA and within the limited period that Ipsos UK holds it.
- Providing responses to this survey is entirely voluntary and is done with your consent.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold.
- If you want to exercise your rights, please contact us at the contact details provided below.

- You have the right to lodge a complaint with the UK's Information Commissioner's Office (ICO), if you have concerns on how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: casework@ico.org.uk

Where will your personal data be held & processed?

- All of your personal data used and collected for this survey will be stored and processed in the United Kingdom and/or the European Union.

How can I contact Ipsos UK and the UK CAA about this survey and/or my personal data?

Contact Ipsos UK:

Email:

UK-LocalAreaSurvey@ipsos.com with "22-088958-01 Local area environmental issues survey" in the email subject line

Post:

22-088958-01 Local area environmental issues survey

Data Protection Officer
Compliance Department
Ipsos (market research) Limited
3 Thomas More Square
London E1W 1YW
United Kingdom

The CAA's Data Protection Officer is:

Chris Whitehurst
Civil Aviation Authority
Aviation House
Gatwick Airport South
RH6 0YR

To contact our DPO, please email FOI.requests@caa.co.uk.

Contact information for the UK CAA's Data Protection Officer can be found here [General privacy notice | Civil Aviation Authority \(caa.co.uk\)](#)

Our standards and accreditations

Ipsos' standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.



ISO 20252

This is the international specific standard for market, opinion and social research, including insights and data analytics. Ipsos UK was the first company in the world to gain this accreditation.



Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self-regulation of the MRS Code; more than 350 companies have followed our lead.



ISO 9001

International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



ISO 27001

International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



The UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018 (DPA)

Ipsos UK is required to comply with the UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA). These cover the processing of personal data and the protection of privacy.



HMG Cyber Essentials

Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet. This is a government-backed, key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessed and validated for certification in 2016.



Fair Data

Ipsos UK is signed up as a "Fair Data" company by agreeing to adhere to twelve core principles. The principles support and complement other standards such as ISOs, and the requirements of data protection legislation.

For more information

3 Thomas More Square
London
E1W 1YW

t: +44 (0)20 3059 5000

www.ipsos.com/en-uk
<http://twitter.com/IpsosUK>

About Ipsos Public Affairs

Ipsos Public Affairs works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. Combined with our methods and communications expertise, this helps ensure that our research makes a difference for decision makers and communities.

