



Manchester Airport

Community Survey 2026



Executive Summary



Purpose

Listening to our local community is a key part of our 'Local Voices' commitments within the '[MAG Sustainability Strategy 2025 – Creating a Sustainable Future for all](#)'.

We run a community survey every other year to understand local priorities and guide our next steps. Feedback from the 2024 survey has already helped shape our work. Since then, we've taken action by continuing to invest in our Community Fund, expanding our volunteering programme and delivering actions under our Noise Action Plan.

To keep this conversation going, we ran another community survey in 2026. It was open for seven weeks and closed on 8 June 2026.

Overall respondents were asked 23 questions regarding their opinions on how Manchester Airport engages with its local communities.



Background

Activities we have undertaken since our last survey include:

- Consultative Committee and sub-committee meetings - details can be found on our website [here](#).
- Parish Forum meetings twice a year
- Quarterly Community Flyer e-newsletters plus special issue for the launch of 'Insightfull' – our community noise portal
- An annual programme of face-to-face outreach events which is published on our website [here](#).
- Annual colleague volunteering programme. In FY26 at Manchester 11% of operational staff gave 4,303 hours, 63% of Group Colleagues gave 6023 hours and 36% of CAVU colleagues gave 1758 hours to various volunteering projects within our local community.
- Manchester Airport community trust fund. In FY26 awarded a total of £120,994 was awarded to 75 local charities and not-for-profit community groups and benefiting over 228,000 local people.

Executive Summary



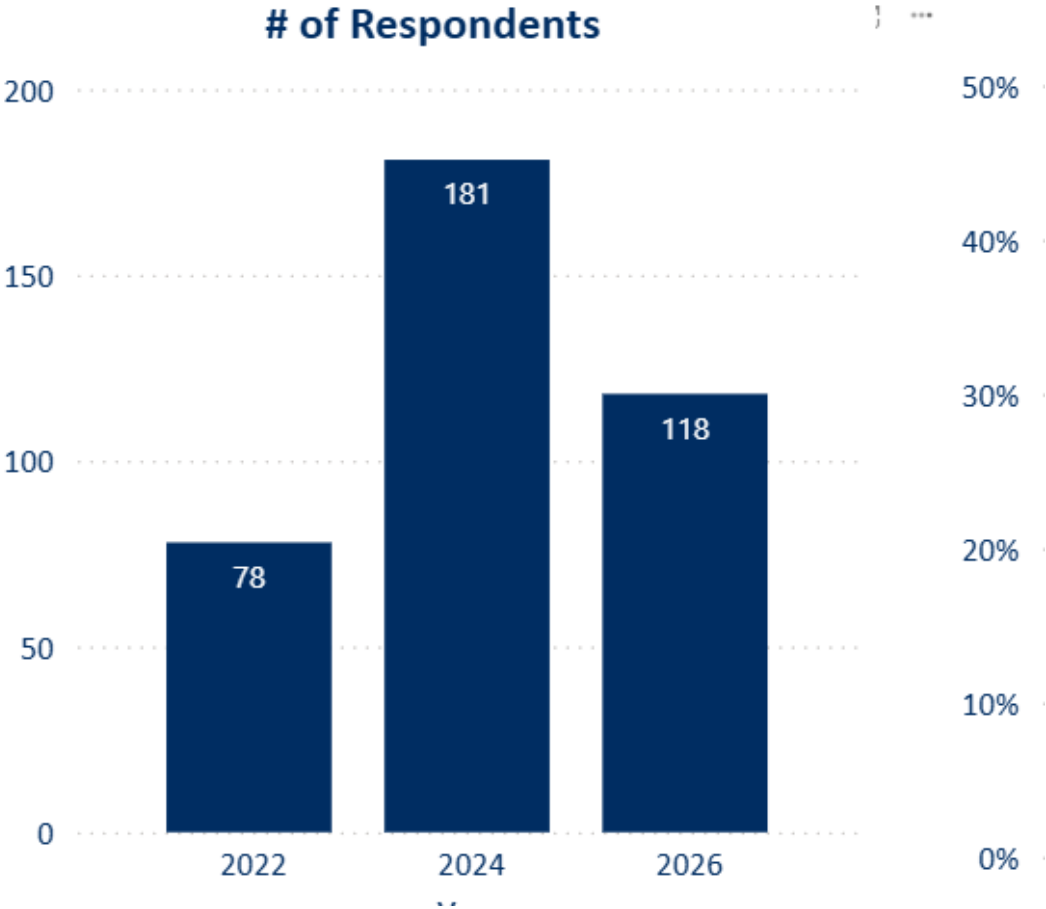
Methodology

Throughout the survey, Manchester Airport engaged with 428 stakeholders including local residents, community groups and parish councils via an online survey to measure feelings towards different aspects of its sustainability and community engagement strategy.

The survey was promoted through direct emails to our stakeholder database, as well as through the Consultative Committee. It was also promoted via the Spring 2026 Community Flyer, and a link was published on our website.

The survey received 118 responses. This compares with 181 responses in 2024 and 78 responses in 2022.

The survey was divided into five sections: Strategy Awareness, Trust, Local Voices, Protecting our Environment, Opportunity for all



Background – MAG Sustainability Strategy



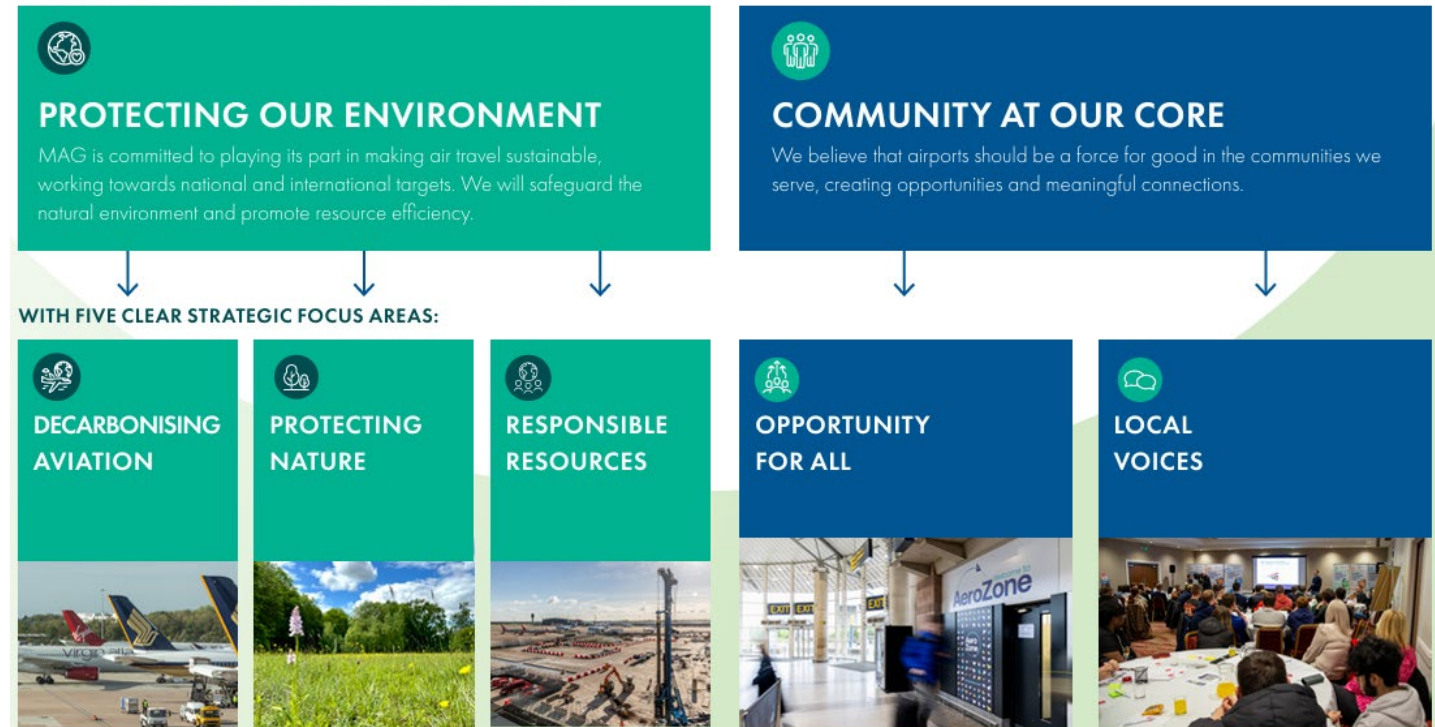
In spring of 2025 we launched our new five-year MAG Sustainability Strategy: Creating a sustainable future for all. This replaces the previous CSR Strategy which ran from 2020 to 2025.

The strategy has two pillars, Protecting our Environment and Community at our Core.

Under these pillars there are five clear strategic focus areas:

- Local Voices
- Opportunity For All
- Decarbonising Aviation
- Protecting Nature
- Responsible Resources

OUR FRAMEWORK IS BUILT ON TWO STRATEGIC PILLARS:



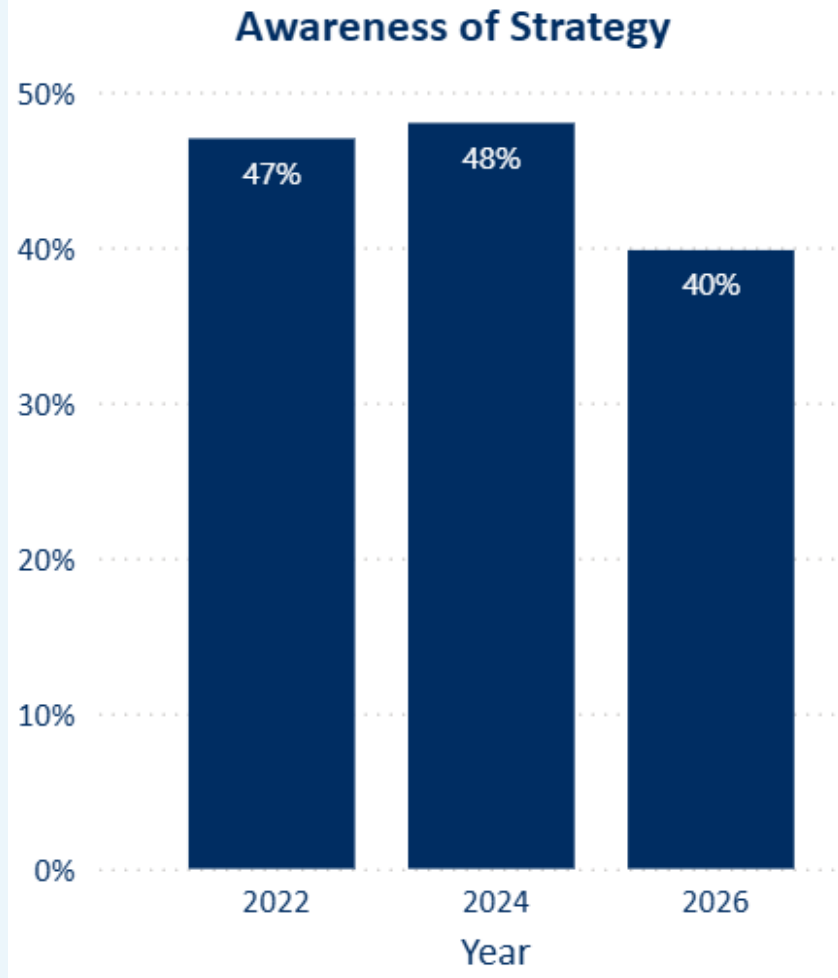


Manchester Airport Questions and responses



Stakeholder Engagement

– Awareness of Sustainability Strategy



Question 1: MAG, the parent company of the Airport, launched its updated Sustainability Strategy 'Creating a sustainable future for all', in 2025. Are you aware of the new Sustainability Strategy for MAG?

There were 108 responses to this question from a total of 118 respondents.

40% of those who answered this question were aware of the new Sustainability Strategy. This is down from last year's results of 48%.

One reason for the lower score compared with 2024 could be that the new strategy has only been promoted since its launch in 2025 while the previous strategy had been running since 2020 and therefore more time to create awareness.

Recommendation:

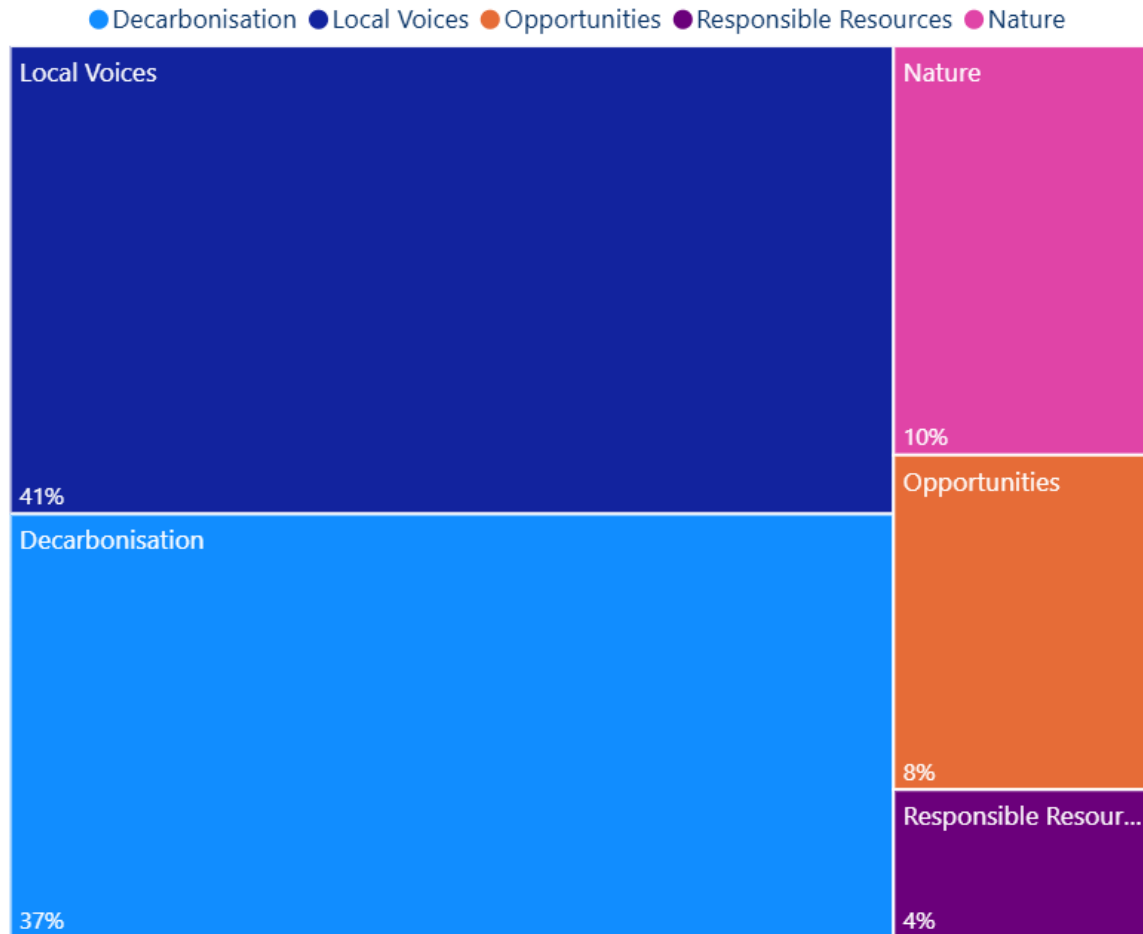
- Continue to promote new Sustainability strategy through engagement activity including stakeholder interactions, newsletters and outreach activity, retaining recognisable branded elements.

Stakeholder Engagement

– Ranking of Sustainability Strategy priorities



Strategy Priorities



Question 2: Within the new strategy we have two pillars and five strategic focus areas, 'Local Voices', 'Opportunity For All', 'Decarbonising Aviation', 'Protecting Nature' and 'Responsible Resources'. Please prioritise these in order of most important to least important.

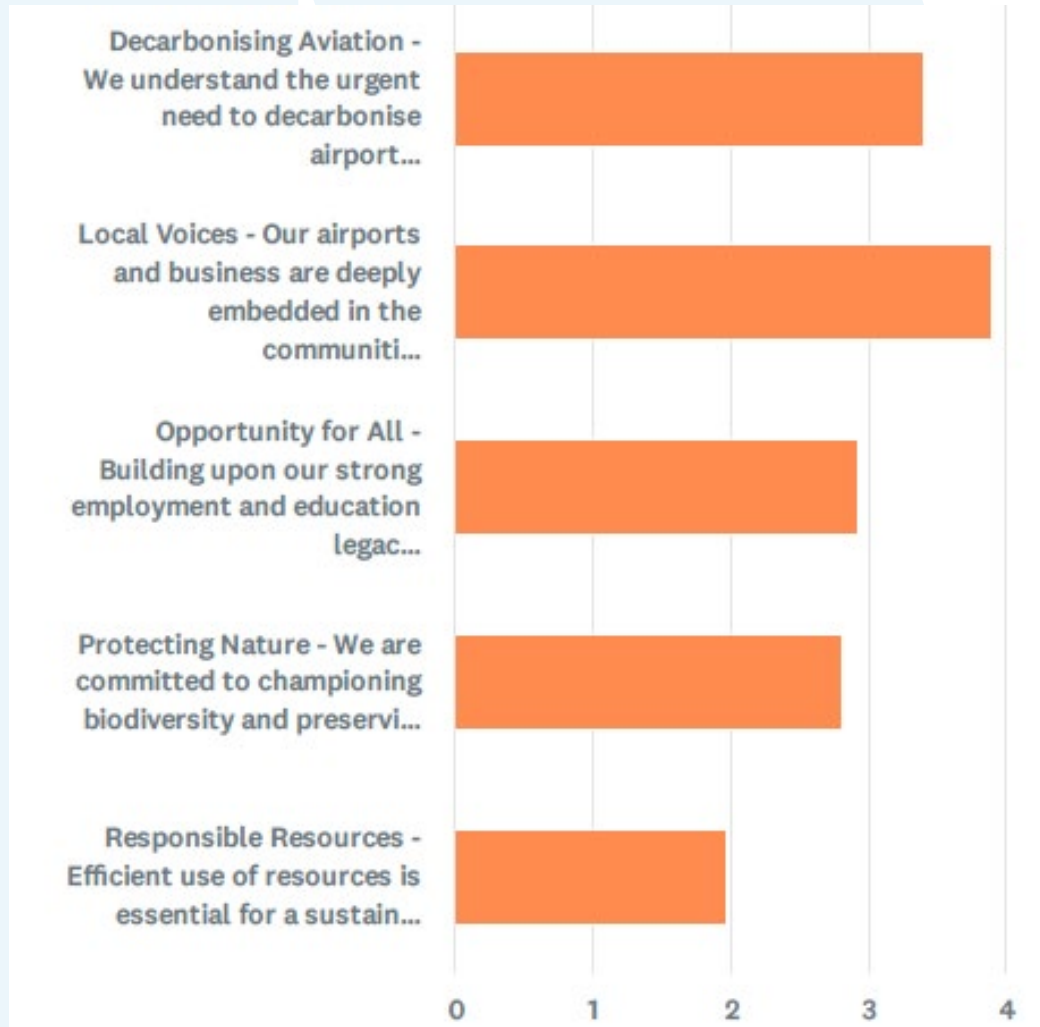
In 2024 there were just three priority areas – Local Voices, Zero Carbon Airports and Opportunity for all. Over half (56%) of those surveyed ranked 'Local Voices' as the top priority followed by Zero Carbon Airports (26%) and Opportunity for All (18%)

In 2026 there were 106 responses to this question, out of a total of 118 respondents. Of those answering this question, the following percentages of respondents ranked the new 2025 strategic priorities as their most important priority:

1. Local Voices (41% ranked this as their 1st priority)
2. Decarbonisation (37% ranked this as their 1st priority)
3. Protecting Nature (10% ranked this as their 1st priority)
4. Opportunity for All (8% ranked this as their 1st priority)
5. Responsible Resources (4% ranked this as their 1st priority)

Stakeholder Engagement

– Ranking of Sustainability Strategy priorities



Question 2: Within the new strategy we have two pillars and five strategic focus areas, 'Local Voices', 'Opportunity For All', 'Decarbonising Aviation', 'Protecting Nature' and 'Responsible Resources'. Please prioritise these in order of most important to least important.

In 2026 when looking at average ranking positions overall, then the new 2025 strategic priorities were ranked as follows:

Ranking order:

1. Local Voices
2. Decarbonising Aviation
3. Opportunity for All
4. Protecting Nature
5. Responsible Resources

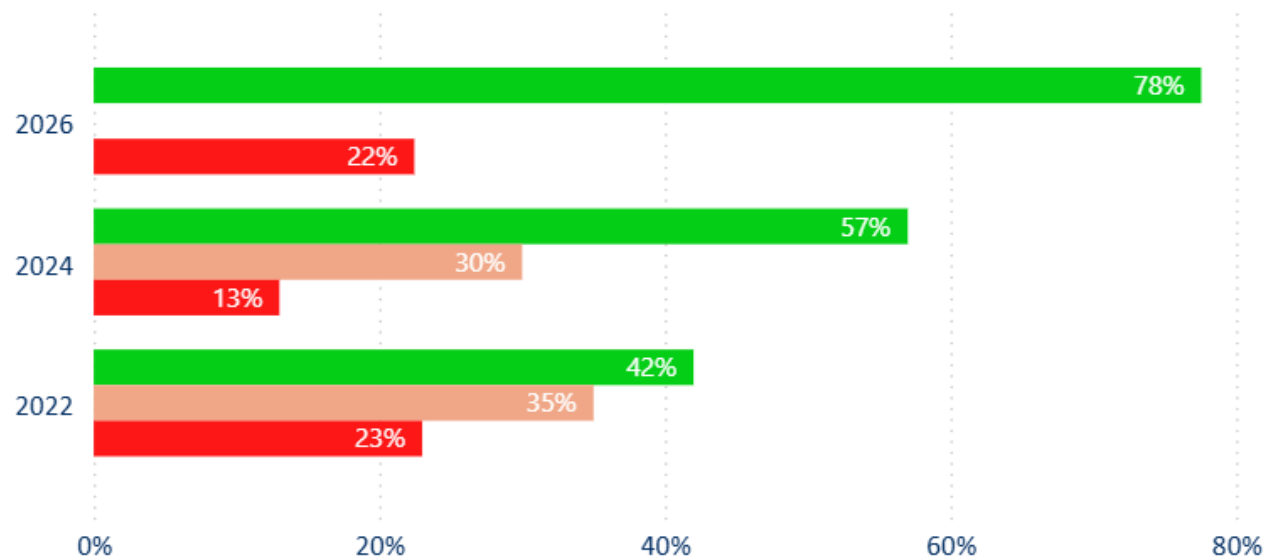
Stakeholder Engagement

– Trust as a responsible neighbour



The Airport is a good, honest and trustworthy neighbour

● Agree ● Neutral ● Disagree



Question 3: Manchester Airport is a good, honest and trustworthy neighbour.

98 out of 118 people responded to this question.

For those responding to this question, 78% expressed a positive sentiment to trust shown in Manchester Airport in 2026.

In 2024 57% agreed, while 30% were neutral.

Negative sentiment is up from 13% in 2024 and slightly down from 23% in 2022.

The increase in both positive and negative sentiment from 2024 may be due in part to the removal of the 'neutral' option.

Based on the survey evidence on balance the level of trust in Manchester Airport has grown.

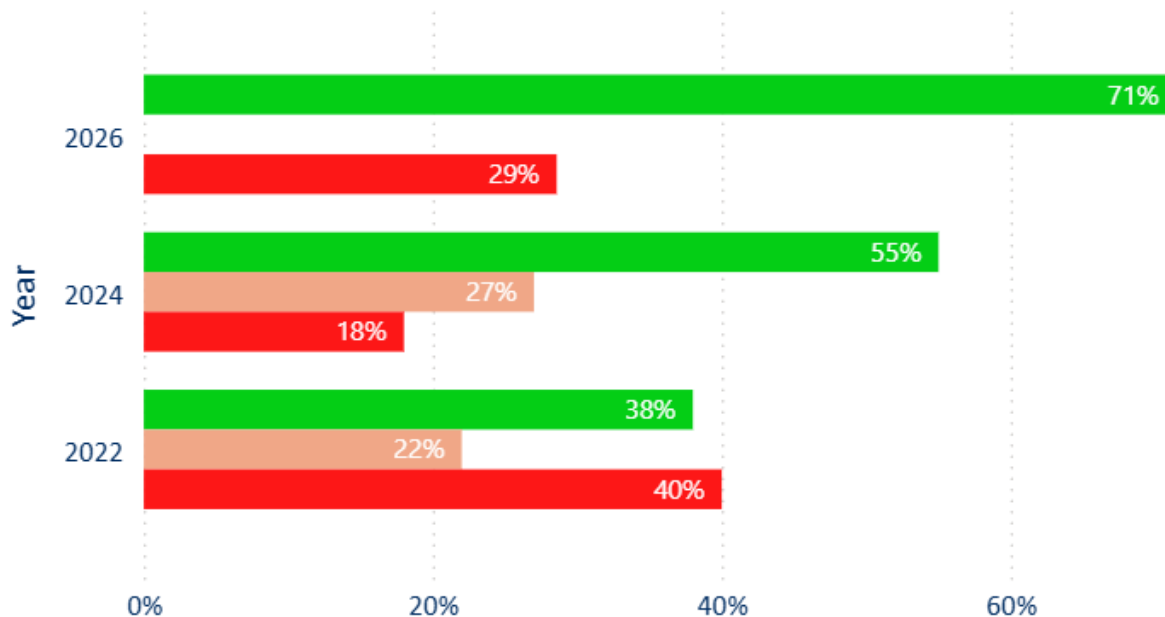
We believe this is because of our proactive and transparent approach to engage with stakeholders on various issues that they raise with us.

Stakeholder Engagement

– Trust in resolving local issues

Trust that the Airport will listen and resolve issues

● Agree ● Neutral ● Disagree



Question 4: When I have an issue relating to Manchester Airport, I trust that the airport will listen and resolve this issue.

98 people out of a possible 118 responded to this question. For those that answered this question positive sentiment to trust that Manchester Airport will listen and resolve local issues has increased to 71% in 2026. Negative sentiment has dropped from 40% in 2022, to 18% in 2024 but it has crept back up to 29% in 2026. This may in part be due to the removal of the neutral option.

Recommendation:

- Continue to ensure that community stakeholders know how to raise concerns and issues and that we respond in a timely manner.
- Continue to work proactively with local community stakeholders to resolve concerns and issues where possible.

Stakeholder Engagement

- Examples of recommendations by stakeholders to strengthen trust



Acknowledge when flights are not on track and be honest about it



Take a proactive approach with local councils to alleviate on road airport parking



A 'you said... we did'. Regular communication.



Car parking arrangements and signage clearer and more opportunities for dropping and collecting elderly and very young passengers without complex procedures.



The community fund grants, which are well-used and very well received, are at the same level that they were 10 years ago. Reviewing this kind of community support in light of costs and the needs of community groups in 2026 would be helpful in growing relationships within the pillar of community.

Question 5: Which initiatives or measures could Manchester Airport put in place to further strengthen your trust in the airport?

78 people responded to this question



Enhance communication channels and dedicated task forces to record and follow through corrective / improvement tasks productively, effectively, and swiftly



Look after the areas around its perimeter better - state of the paths, litter, petty vandalism. These things might not strictly be its responsibility, but they would hugely improve local relationships.

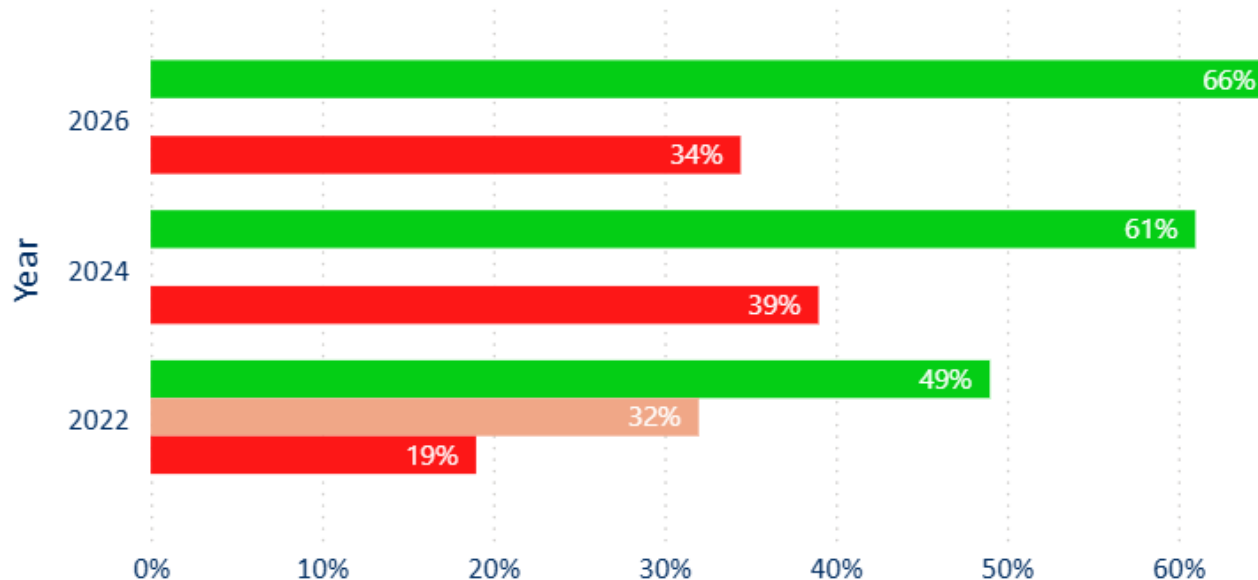
Local Voices

– Communication (Keeping stakeholders updated)



The Airport keeps its stakeholders up to date

● Agree ● Neutral ● Disagree



Question 6: The Airport keeps me up to date with their work in my community and what they are doing.

90 people out of a possible 118 responded to this question.

Positive sentiment increased to 66% in 2026, from 61% in 2024. Negative sentiment reduced to 34% in 2026 from 39% in 2024.

Based on the survey evidence stakeholders feel that communications have continued to improve over the years.

Comment / Recommendation

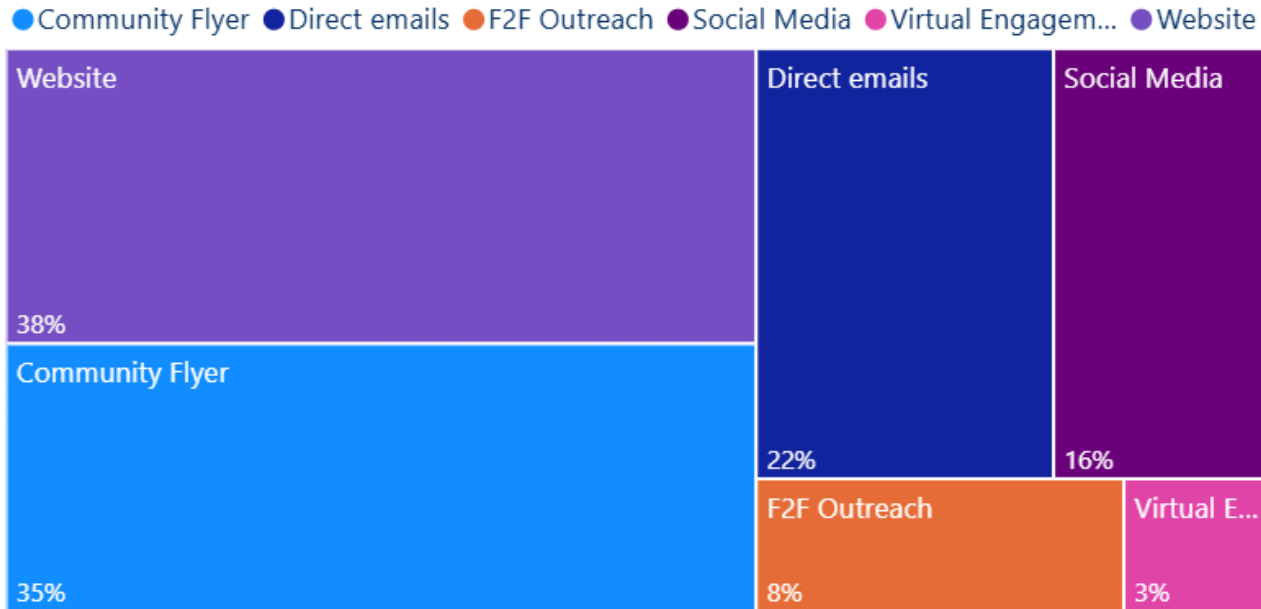
- Continue to deliver a wide range of engagement activity including through the Consultative Committee, Parish Forum, reports, newsletters, emails, social media and community outreach activity
- Look for opportunities for one off newsletters such as launching consultations, providing information updates
- Publicise community outreach programmes on website and Community Flyer newsletters.

Local Voices

– Communication (Methods of communication)



Methods of Communication



Question 7: In the past year, which of these methods of communication have you used (tick all that apply).

90 people out of a possible 118 responded to this question.

The most popular method of communication was 'Checking the website for the latest information' (38%) and 'Receiving the Community Flyer e-newsletter' (35%) followed by 'Direct email' (22%) and 'Social media channels' (19%).

Other popular methods included 'Attending a face-to-face outreach or drop-in session' (8%) and 'Attending a virtual engagement session via MS Teams or Zoom' (3%).

Recommendations:

- Redevelop and refresh community web pages to better align with the Sustainability strategy
- Obtain feedback from stakeholders on their requirements for web page content
- Continue to grow database for email and community newsletter through paid-for social media lead-generation posts

Local Voices

- Examples of recommendations by stakeholders to improve Communication



Aim to improve local coverage of community activity and engagement with the local business community.



Not sure i think stuff is available on line but make it easier to find what you want it's a complicated website and not really intuitive



By treating noise complaints with genuine concern. It is currently just a box ticking exercise to try and placate the community, with no apparently genuine intention of changing anything in response to complaints.



Display information at the airport showing key performance indicators to everyone using the airport



Leaflet drops for those not online

Question 8: How could Manchester Airport improve communications with you?
60 people responded to this question



Keep us up to date with development issues such as Mix Manchester.



By not sending out standardised, generic responses to genuine noise complaints.

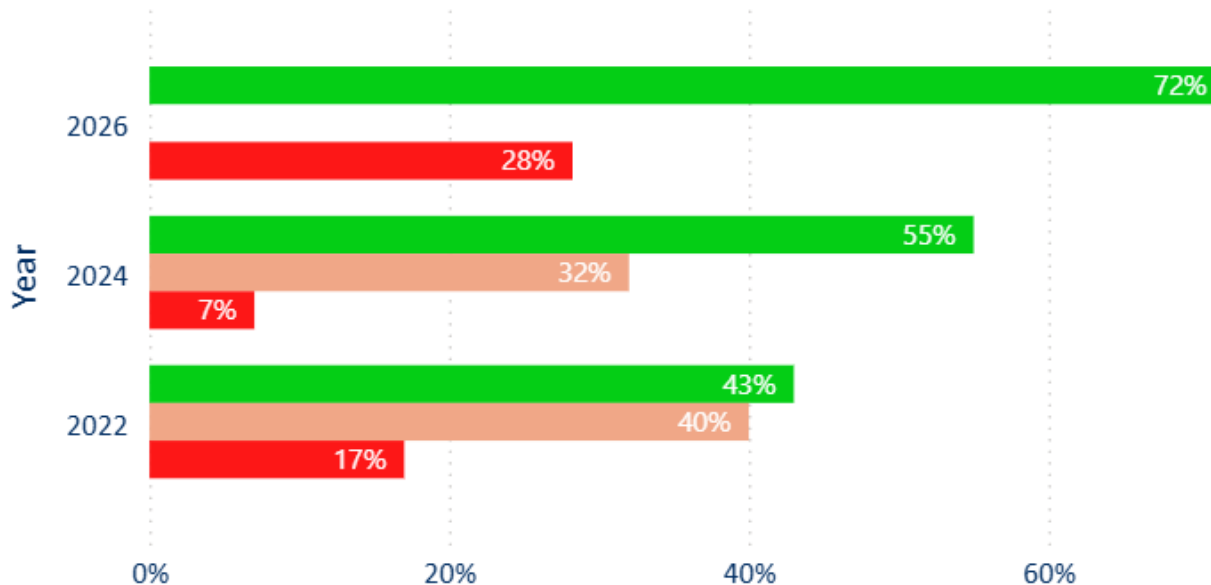
Local Voices

– Responding to community needs



The Airport responds well to the needs of the community

● Agree ● Neutral ● Disagree



Question 9: Overall Manchester Airport responds well to the needs of the community.

85 people out of a possible 118 responded to this question. Of those that responded 72% agreed that Manchester Airport responds well to the needs of the community, increasing from 55% in 2024 and 43% in 2022.

This result correlates with an increase in trust that Manchester Airport will resolve local issues.

The increase in both positive and negative sentiment may be due in part to the removal of the 'neutral' option in 2026.

Recommendations:

- Continue to ensure that community stakeholders know how to raise concerns and issues.
- Continue to respond in a timely manner and to proactively to resolve concerns and issues where possible
- Maintain and continue to improve good working relationships with local stakeholder groups and representatives

Local Voices

- Examples of recommendations by stakeholders to improve responding to community needs



More communication to keep the local community informed of the latest airport developments plans.



addressing the taxi situation around Woodhouse park and the through roads to the bypass it's becoming unbearable at times now

Question 10: Looking ahead to the next 12 months, how can Manchester Airport better respond to the needs of the community?

64 people responded to this question



Focus on young people & employment opportunities particularly for disadvantaged communities



perhaps with more community social media posts especially from the trust and the projects they've been supporting in the community



It can listen and act to concerns. It currently seems like decisions are already made, and communications with local communities is just a tick box exercise



Keep supporting local work through the Trust fund so that everything can grow better together



Consider communications regarding flight paths, noise and car parking/access to the airport.



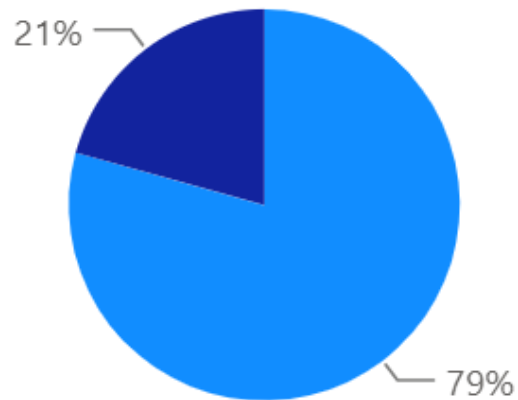
While the company is a major employer this does not forgive its huge impact on the environment nor its impact on the mental welling being of some of the poorest members of our society.

Local Voices

– Noise Action Plan



Delivering Against the NAP



- Agree
- Disagree

Question 11: Manchester Airport is delivering against the actions of our Noise Action Plan 2024-28.

87 people out of a possible 118 responded to this question and of those that responded 79% indicated that they believe Manchester Airport is delivering against the actions of our Noise Action Plan 2024-2028.

This was a new question included in the 2026 survey so there is no comparative data.

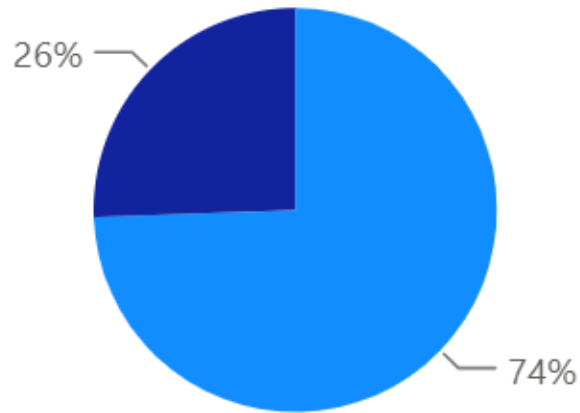
- Focus our communications on specific NAP deliverables and linked actions
- Update the website with clear information on progress against actions.

Local Voices

– Community Noise Portal



Community Noise Portal is useful



Question 12: Manchester Airport has invested in a new Community Noise Portal. Do you think this information will be useful and relevant to you?

90 people out of a possible 118 responded to this question and of those that responded 74% indicated that information within the new Community Noise Portal will be useful and relevant to them.

● Yes

● No

This was a new question included in the 2026 survey so there is no comparative data.

- Relatively new portal, which will continue to promote
- New and updated information will be added as the portal grows
- Particularly useful for people newly locating to the area.

Local Voices

- Examples of recommendations by stakeholders to improve the Community Noise Portal



The airlines whose planes are the most noisy so I can use the most quiet Perhaps best and worst in categories – long haul - holiday - short haul - budget



It's just telling people what you're doing, not asking people how it impacts them with any genuine possibility of you changing as a response



True facts and figures daily reports on operations actual flight numbers as opposed to percentages etc



letting the local councillors know how to reach the community portal so all constituents can gain information and again, social media as well as newspaper and news reports

Question 13: Is there any other information that you would like to see us provide within our new community noise portal?
39 people responded to this question



Number of infringements

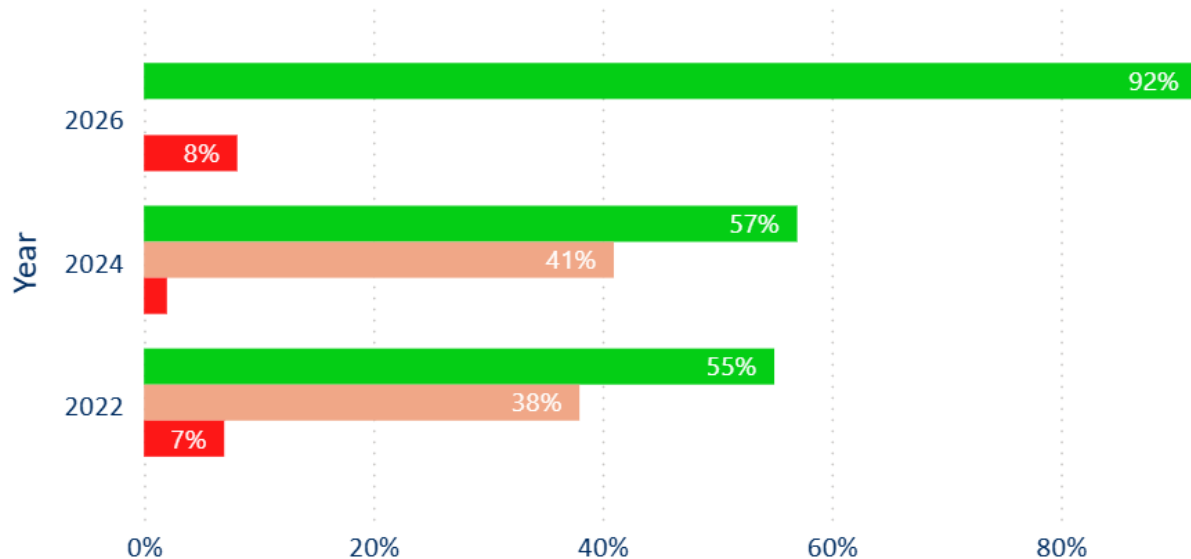


DfT/CAA noise maps.

Opportunity For All

Trust that the Airport is performing well as a provider of OFA

● Agree ● Neutral ● Disagree



Question 14: Overall, the Airport is doing well as a provider of opportunities for all

86 people out of a possible 118 responded to this question

92% of those that responded trust that Manchester Airport is performing well as a provider of opportunities for all in 2026. This is a significant increase from 57% in 2024, potentially due to the removal of the 'neutral' option.

Only 8% of respondents in 2026 felt that Manchester Airport is not performing well as a provider of opportunities for all.

The previously high neutral sentiment may be due to the older demographic of respondents.

Recommendation:

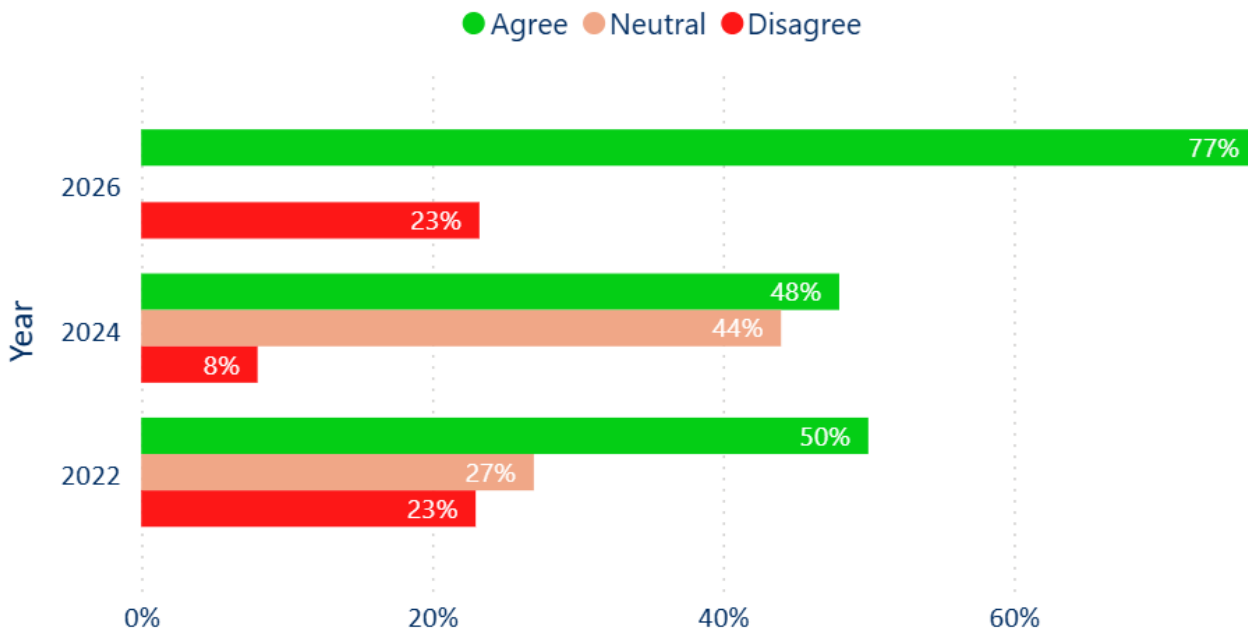
Continue to provide information about our Opportunity For All programmes to stakeholders through the Consultative Committee, Parish Forums, newsletters, emails, outreach events

Protecting our Environment

- Environmentally responsible business



Trust that MAG is performing well as an environmentally responsible business



Question 15: Overall, the Airport is performing as an environmentally responsible business.

86 people out of a possible 118 responded to this question

Of those that responded, positive sentiment to trust that Manchester Airport is performing well as an environmentally responsible business has increased to 77% in 2026, while negative sentiment has grown from 8% in 2024 to 23% in 2026. This is likely due to the removal of the 'neutral' option.

Comment and Recommendation:

- Launch of new Conservation Strategy
- Launch of new Nature Forum
- Continue to work with outside agencies to preserve and protect Clough Bank Woods SSSI
- Promoting and nature-based volunteering to colleagues
- Continue roll out of EV ground fleet
- Continue to promote our environmental initiatives

Protecting our Environment

- Examples of recommendations by stakeholders for other topics that we should be addressing



Study and overcome local traffic congestion.



Be open about the carbon footprint.



could you support clean up area's on the flight path



Public transport links to the quadrant south and west of the airport are urgently needed to address the iniquity of employment opportunities and to allow passengers to access the airport without having to take a roundabout route via Greater Manchester



Stop expansion until aviation (not just ground operations) is zero emissions



Litter around the airport perimeter

Question 16: Are there any other topics around "Protecting our Environment" that you would like to see Manchester Airport address over the coming 12 months?

37 people responded to this question

Summary of Recommendations:



Trust:

- Continue to ensure that community stakeholders know how to raise concerns and issues and that Manchester Airport responds in a timely manner.
- Continue to work proactively with local community stakeholders to resolve concerns and issues where possible.
- Increase community sponsorship and visible presence at local events



Opportunity for All:

- Continue to provide information about our Opportunity For All programmes to stakeholders through the Consultative Committee, Parish Forums, newsletters, emails, outreach events



Strategy Awareness:

- Continue to promote new Sustainability strategy through engagement activity including stakeholder interactions, newsletters and outreach activity, retaining recognisable branded elements.



Protecting our Environment:

- Continue to work with MACC to identify ways in which we can improve information we provide including informative articles about environmental initiatives in Community Flyer and stand-alone newsletters

Summary of Recommendations:



Local Voices – Communications

- Continue to deliver a wide range of engagement activity including through the Consultative Committee, Parish Forum, reports, newsletters, emails, social media and community outreach activity
- Increase the frequency of news shared with stakeholders by supplementing quarterly Community Flyer newsletters with additional relevant updates
- Publicise community outreach programmes on website, Community Flyer newsletters, local community newspapers and social media.
- Redevelop and refresh community web pages to better align with the Sustainability strategy
- Obtain feedback from stakeholders on their requirements for web page content
- Continue to grow database for email and community newsletter.



Local Voices – Responding to community needs

- Continue to ensure that community stakeholders know how to raise concerns and issues.
- Continue to respond in a timely manner and to proactively to resolve concerns and issues where possible
- Maintain and continue to improve good working relationships with local stakeholder groups and representatives. Provide representatives with materials to help them promote our work amongst our local communities.



Stakeholder Profiles

About You



About you

- Who responded to the survey

Summary:

A demographic analysis of survey respondents was undertaken in order to understand which groups were most strongly represented across each airport according to gender, age, ethnicity and disability.

Findings:

There was reasonably even split between male/female respondents and 8% of respondents at Manchester Airport considered themselves to have a disability.

The majority of survey respondents were white and over 55 years of age. This represents a limitation throughout the study, as many views will not necessarily reflect the wider population across the airport's local communities.

Recommendation:

- Continue to encourage wider sign-up to stakeholder database
- Continue to engage younger voices through Youth Forum and Education Programmes

Question 17: Are you responding to the survey as a private individual or as part of an organisation or group?

89 people responded to this question

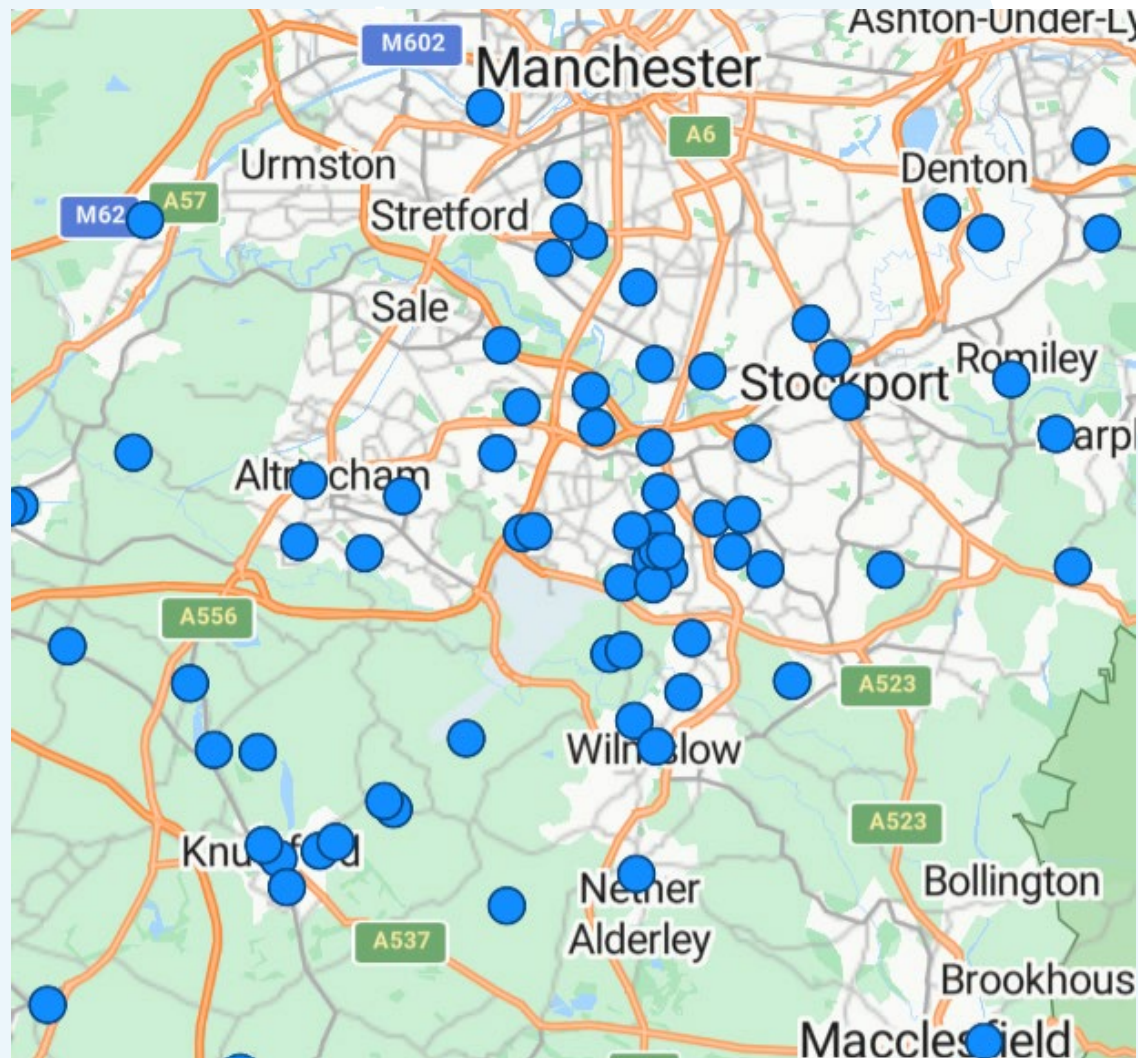
The vast majority (76%) responded as a private individual

Question 18: Are you responding to the survey as a private individual or as part of an organisation or group?

Only 21 responses were received to this question. This information is not included within this report

About you

- Who responded to the survey



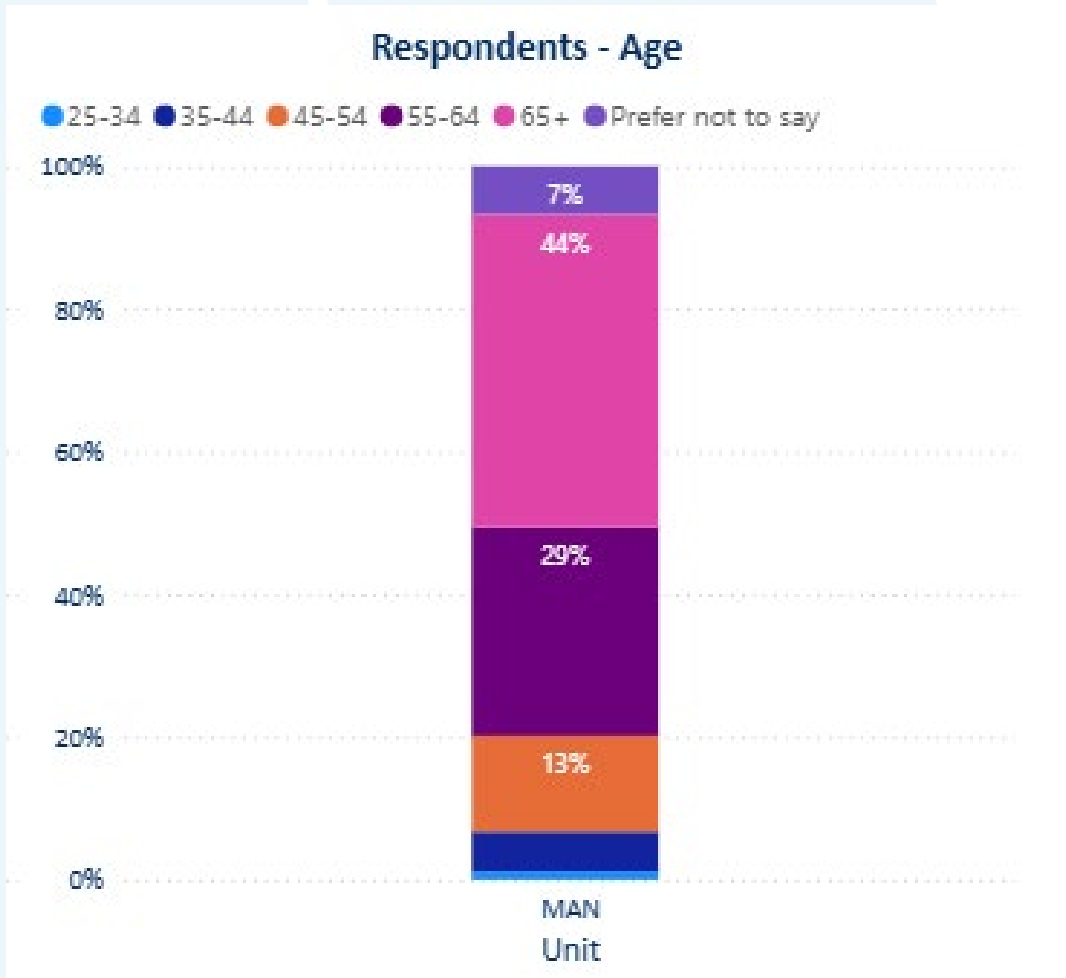
Question 19: Geographical location by postcode

89 responses were received and are plotted here



About you

- Who responded to the survey



Question 20: What is your age?

89 responses were received and are plotted here

The majority of respondents at Manchester Airport were in the age category 'over 65' (44%) followed by '55-64' (29%)

Only 13% were aged 45-54 and 5% were aged 35-44.

One respondent was aged 25-34.

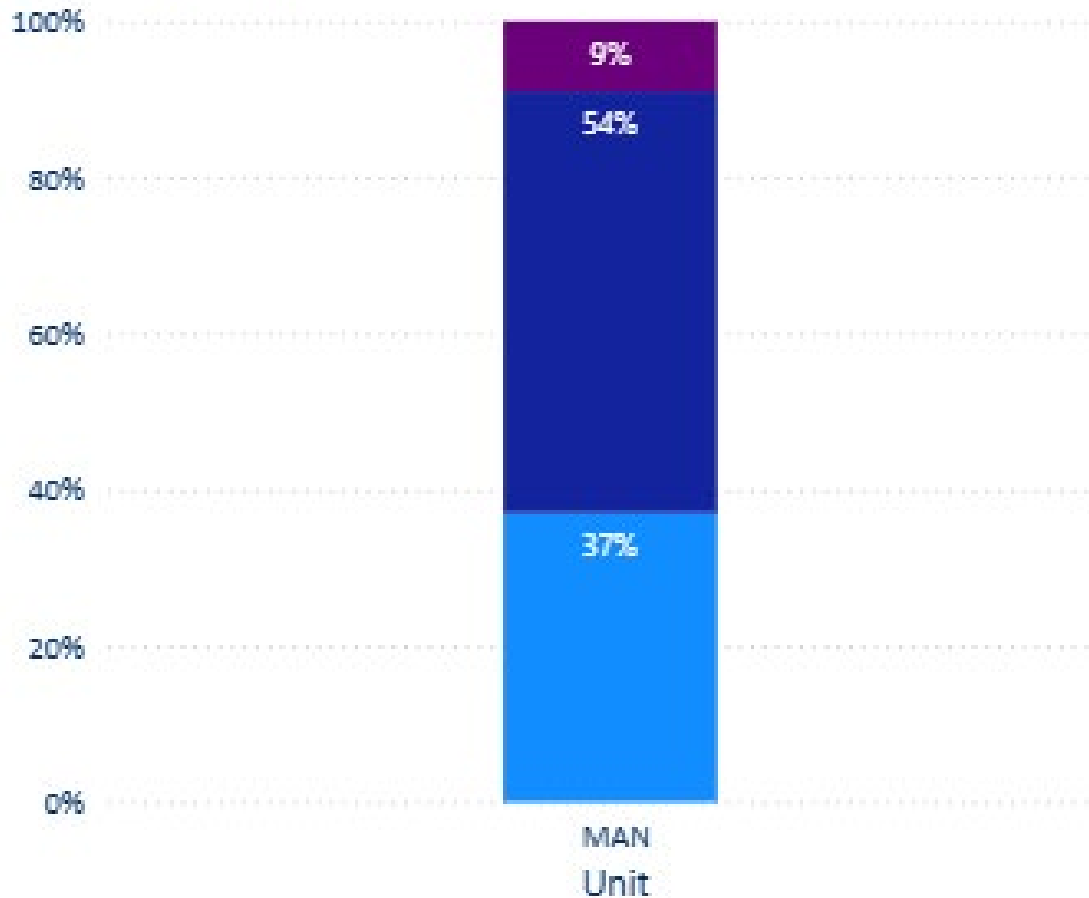
7% respondents preferred not to disclose their age category

About you

- Who responded to the survey

Respondents - Gender

Female Male Prefer not to say



Question 21: To which gender do you identify?

89 responses were received and are plotted here

At Manchester Airport 54% of respondents were male while 37% were female.

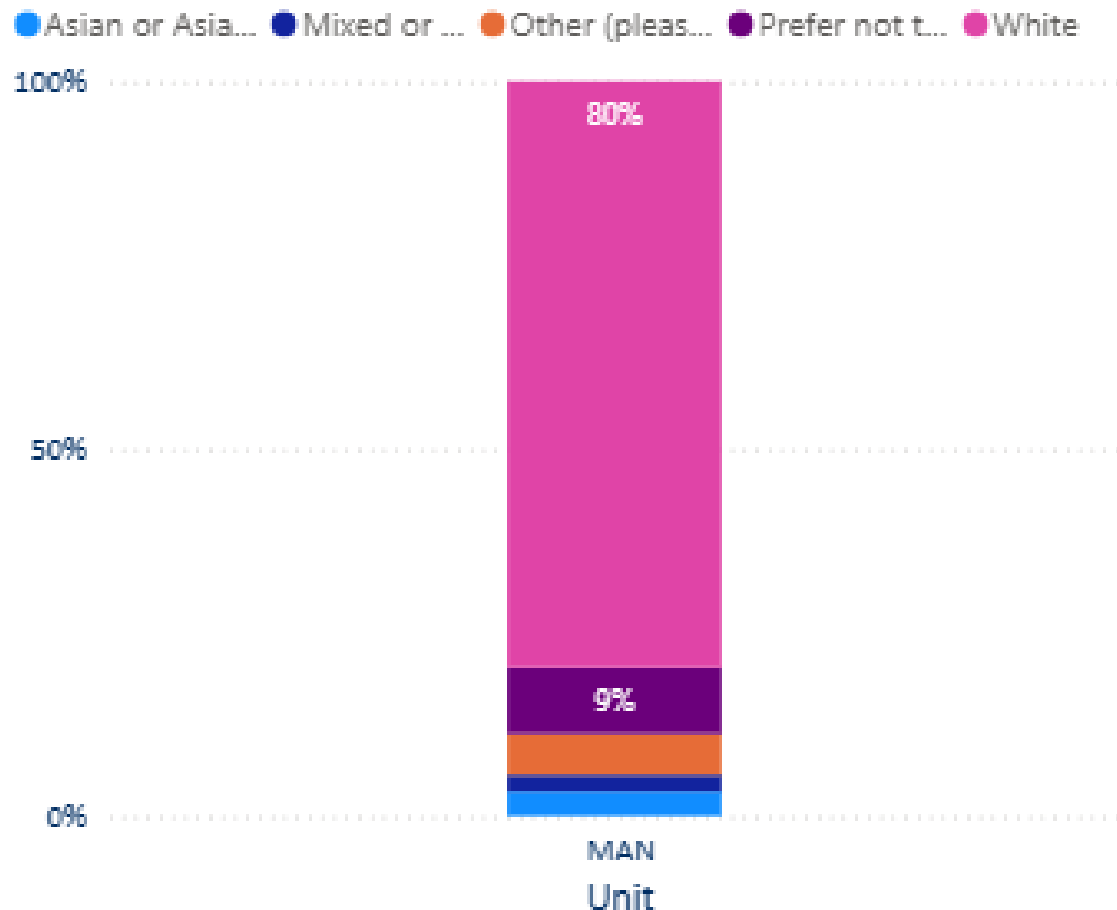
9% of respondents preferred not to disclose their gender.

About you

- Who responded to the survey



Respondents - Ethnicity



Question 22: What is your ethnicity? (White, Asian or Asian British, Other, Prefer not to say)

89 responses were received and are plotted here

At Manchester Airport a significantly high number of respondents chose 'White' 80%. 3% chose 'Asian or Asian British' and 2% chose 'Mixed or multiple ethnic groups'.

5% of respondents chose 'Other' while 9% preferred not to disclose their ethnicity.

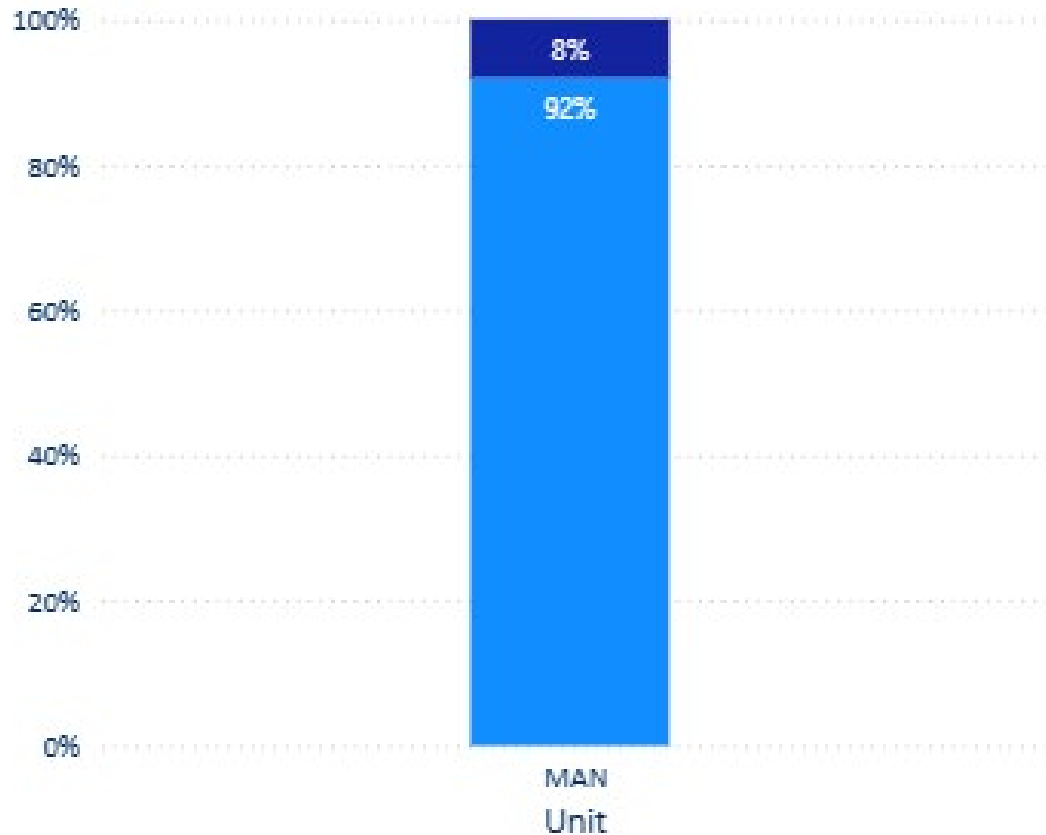
About you

- Who responded to the survey



Respondents - Disability

● No ● Yes



Question 23: According to the Equality Act 2010, do you consider yourself to have a disability?

88 responses were received and are plotted here

At Manchester Airport 8% of respondents indicated that they have a disability according to the Equality Act 2010.