



**NOISE COMPLAINTS
ANALYSIS REPORT 2022**

COMPLAINTS OVERVIEW

- During 2022, the Flight Evaluation Unit (FEU), handled 1,298 contacts from 527 individuals. These contacts registered a total of 6,003 complaints and 39 other enquiries.
- We saw a decrease in complaints made in 2022, compared to the 9,186 complaints received in 2021.
- Of the complaints received in 2022, these came from 494 individuals.
- There was an overall increase of 141 individuals contacting the FEU in 2022, compared to 386 individuals in 2021.

CONTACT METHODS

Stansted Airport can be contacted by phone, email, web form (direct from our WebTrak system) and letter. Most contacts (77%) were made by email. There was one complaint made via letter in 2022, and the number of complaints made via our answerphone increased this year, from 3% in 2021 to 5% in 2022. The number of complaints received using the form available on our website (which is linked to our self service investigation tool, WebTrak) increased, from 12% in 2021, to 17% in 2022.

2022

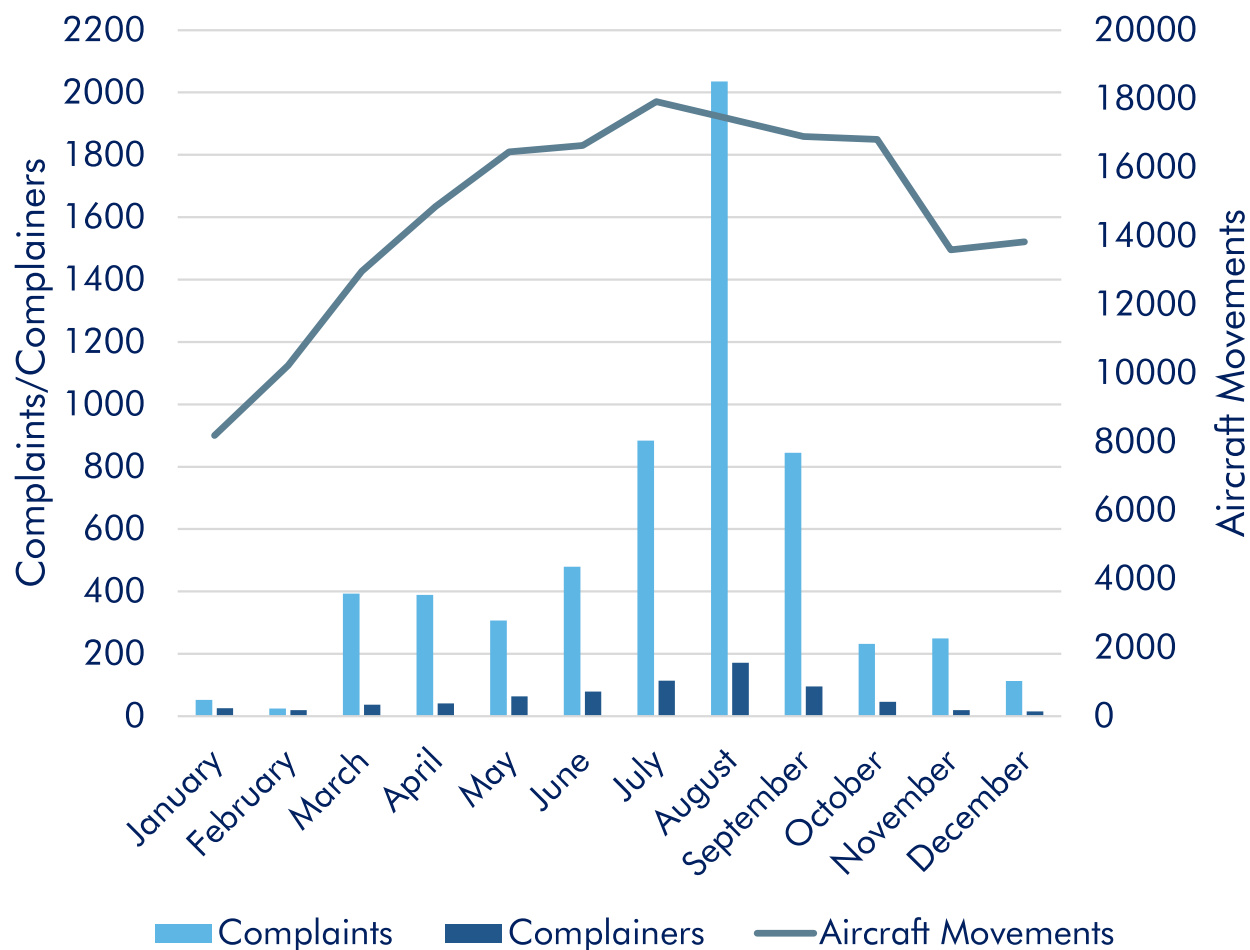
Contact method	No. of contacts	%
Email	1,004	77
Web form	224	17
Answerphone	69	5
Letter	1	>1

2021

Contact method	No. of contacts	%
Email	1,305	85
Web form	192	12
Answerphone	47	3
Letter	1	>1

COMPLAINTS BY MONTH 2022

The graph below compares the number of complaints by month to the number of individuals registering those complaints. August saw the highest numbers of individuals submitting complaints, which follows the pattern we would usually expect with a busy summer season. We saw an increase in operations during late spring/early summer, where July was our busiest month for total aircraft movements. However, August saw the highest number of complaints (2,035) including 1,728 complaints received from 3 individuals.

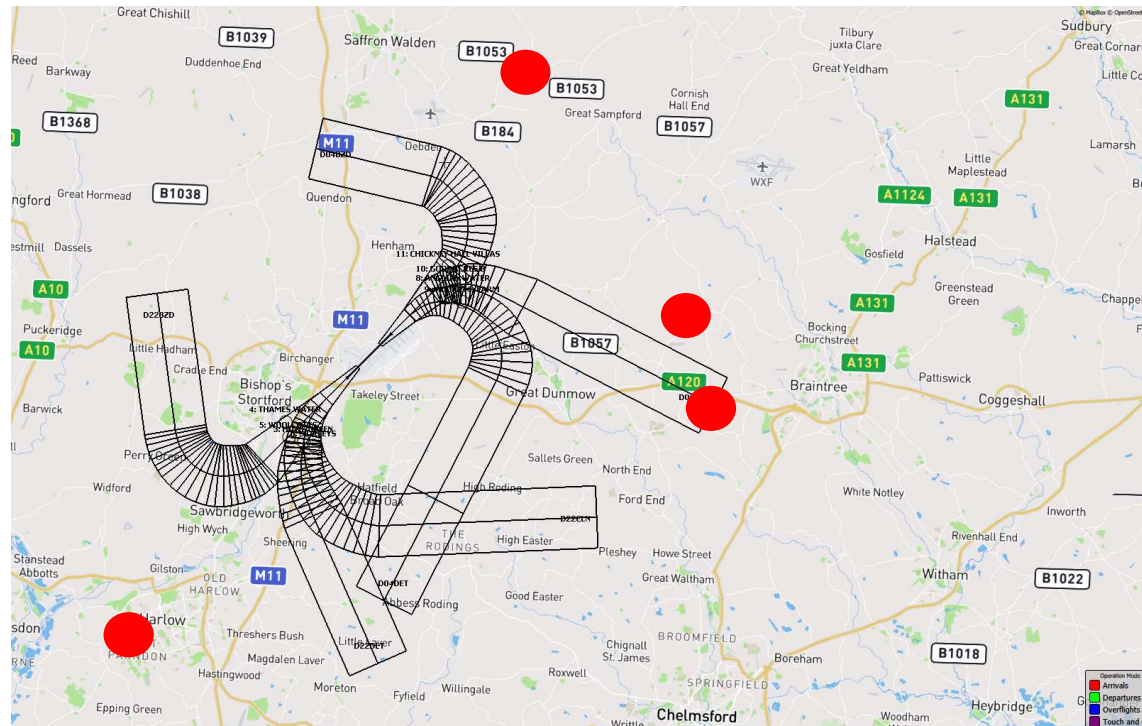


Month	Complaints	Complainers
Jan	52	26
Feb	25	19
Mar	393	37
Apr	389	41
May	307	64
Jun	479	79
Jul	884	114
Aug	2035	171
Sep	845	95
Oct	232	46
Nov	249	19
Dec	113	15

*4 individuals logged over 30 complaints each, during one month

FREQUENT COMPLAINANTS

- 76% of complaints came from 4 individuals, accounting for 4,587 complaints received.
- The most frequent complainant in 2022 registered 40% of all complaints received. This figure has decreased from last years most frequent complainant (81% of total complaints in 2021).
- Of those registering the most complaints in 2022, one is located directly beneath the Runway 04 Clacton departure route in Rayne, with the highest complainant located to the north of this route in Bardfield Saling. The complainant in Radwinter is concerned about arrivals via Runway 22, where the other highest complainer in Harlow is concerned about arrivals via Runway 04. Two of these individuals are long standing complainants and two are new this year.



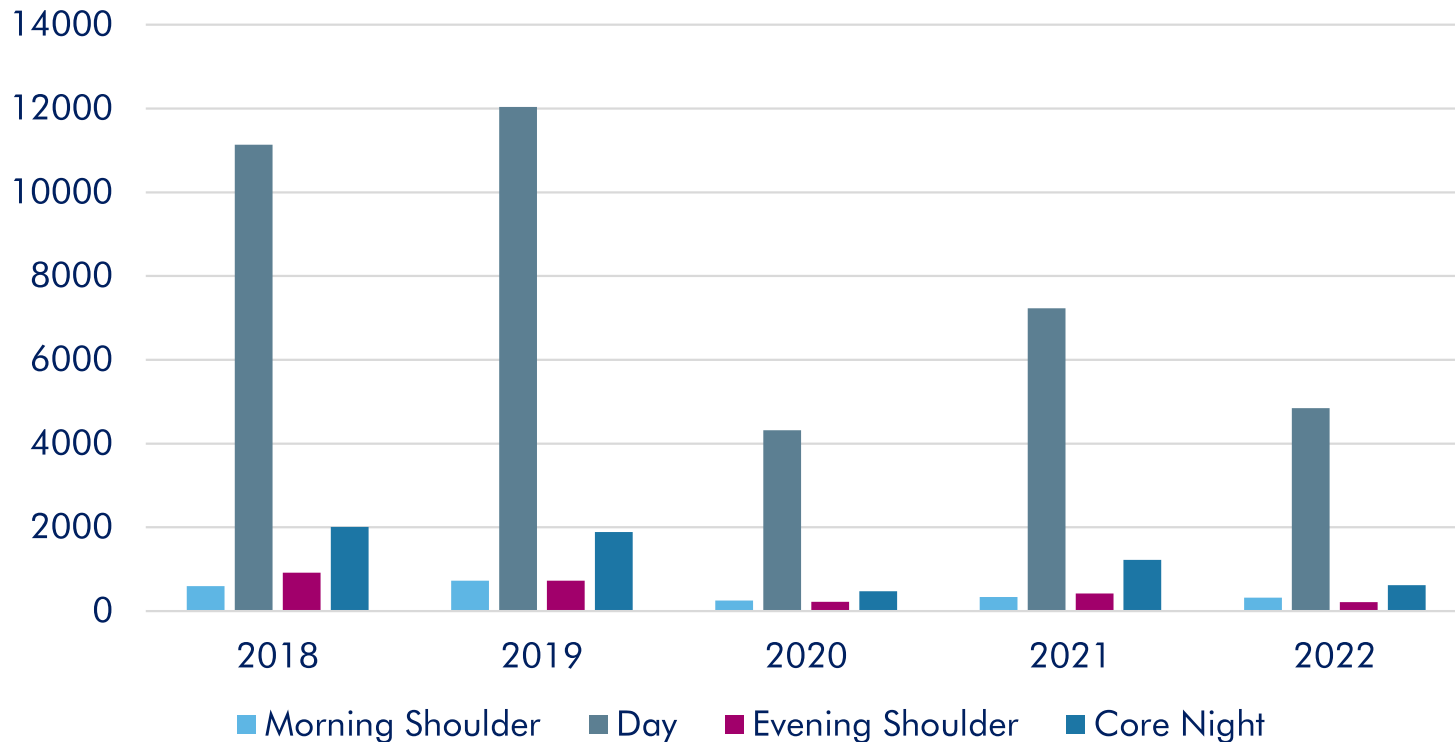
Month	Multiple Complainants
Jan	0
Feb	0
Mar	2
Apr	1
May	1
Jun	3
Jul	4
Aug	3
Sep	2
Oct	1
Nov	2
Dec	1

This map shows the location of our 4 multiple complainants

COMPLAINTS BY TIME PERIOD

In line with previous years, the majority of complaints related to operations during the day time.

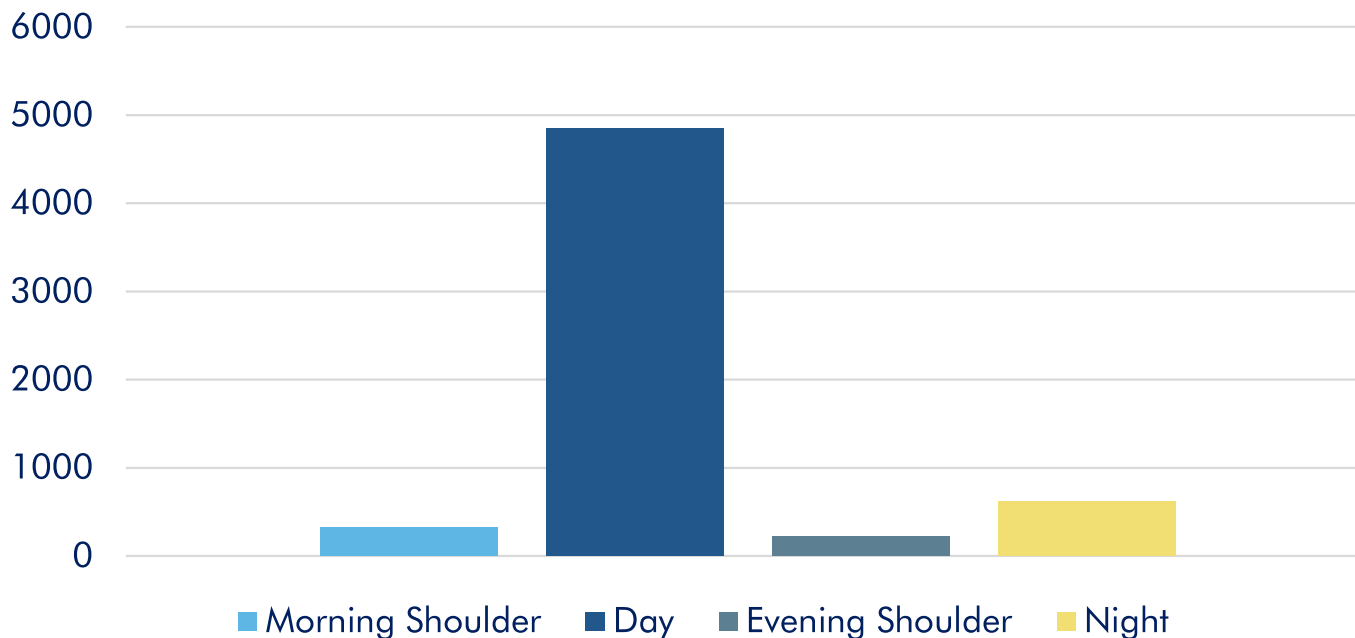
		2018	2019	2020	2021	2022
Morning Shoulder	06:00 - 07:00	596	728	255	334	319
Day	07:00 - 23:00	11139	12041	4321	7208	4847
Evening Shoulder	23:00 - 23:30	921	730	219	417	218
Core Night	23:30 - 06:00	2010	1890	477	1227	619
Total Complaints		14666	15389	5272	9186	6003



COMPLAINTS BY TIME PERIOD

The table below shows the number of complaints by time period during 2022. This data shows most complaints (81%) being recorded against daytime operations.

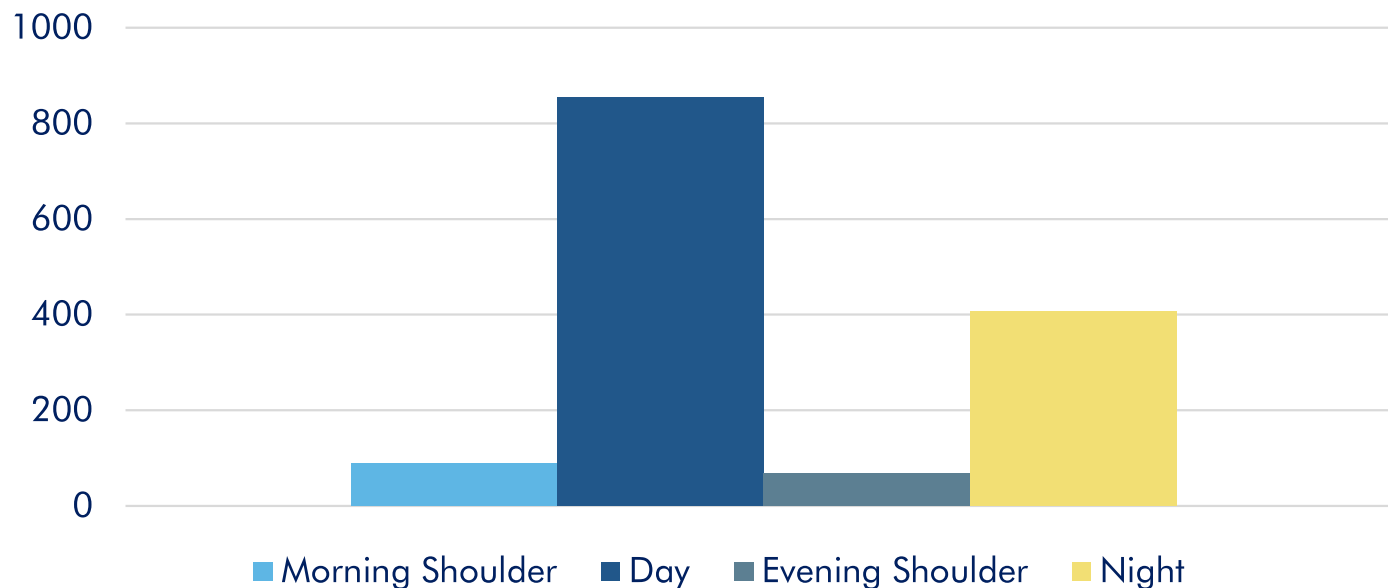
Time Period		Complaints	% of Complaints
Morning Shoulder	06:00 - 07:00	319	5%
Day	07:00 - 23:00	4847	81%
Evening Shoulder	23:00 - 23:30	218	4%
Core Night	23:30 - 06:00	619	10%



COMPLAINTS BY TIME PERIOD – EXCLUDING MULTIPLES

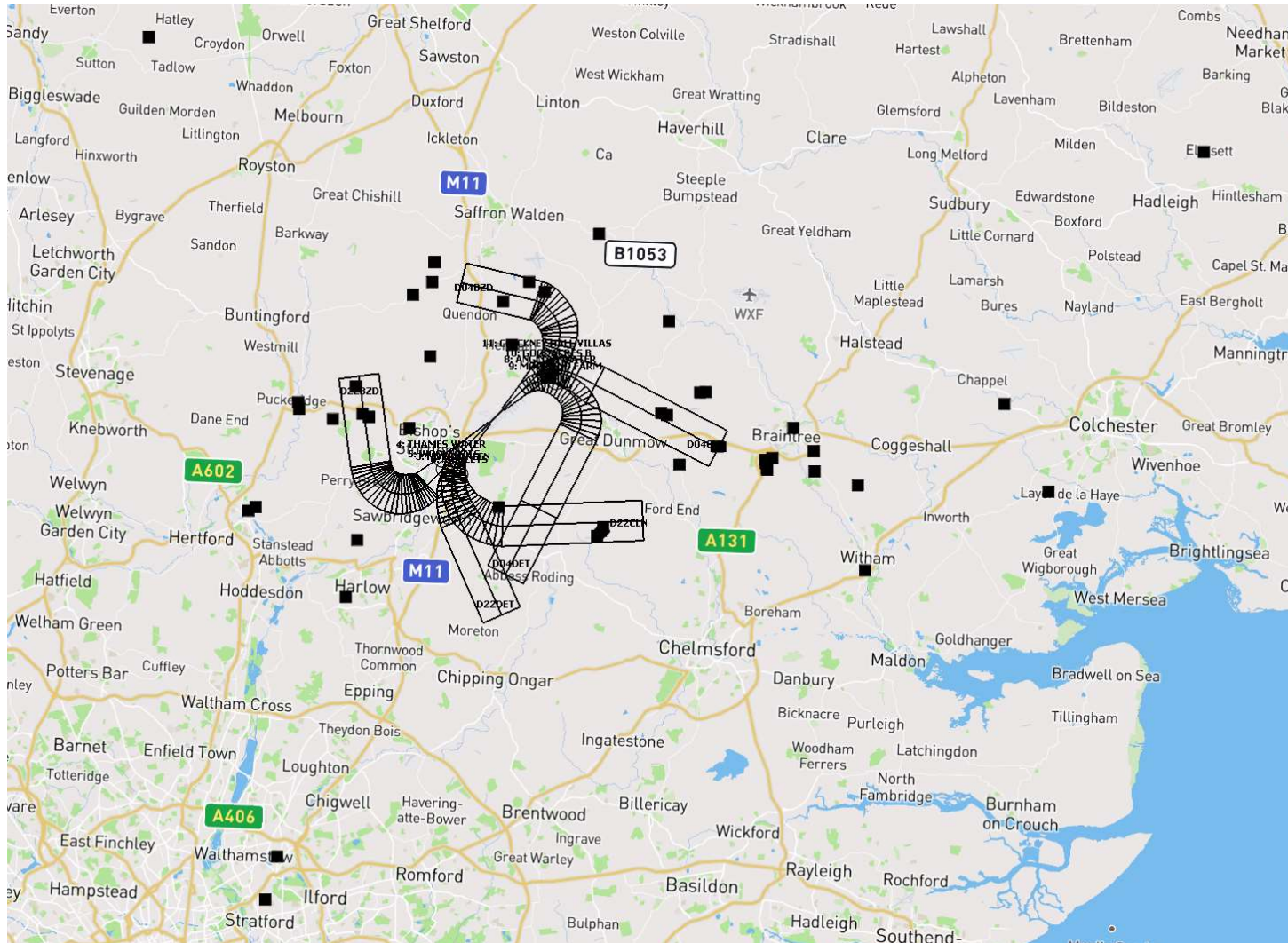
The table below shows the number of complaints by time period during 2022, with all complaints from the 4 multiple complainers removed. When we look at the data from 2022 with the top 4 complainers removed, the data shows a broadly similar pattern to what is shown to when they are included, i.e. the majority of complaints being during the day, but the proportion of complaints relating to core night operations increased by 19%.

Time Period		Complaints	% of Complaints
Morning shoulder	06:00 - 07:00	89	6%
Day	07:00 - 23:00	854	60%
Evening shoulder	23:00 - 23:30	67	5%
Core Night	23:30 - 06:00	406	29%



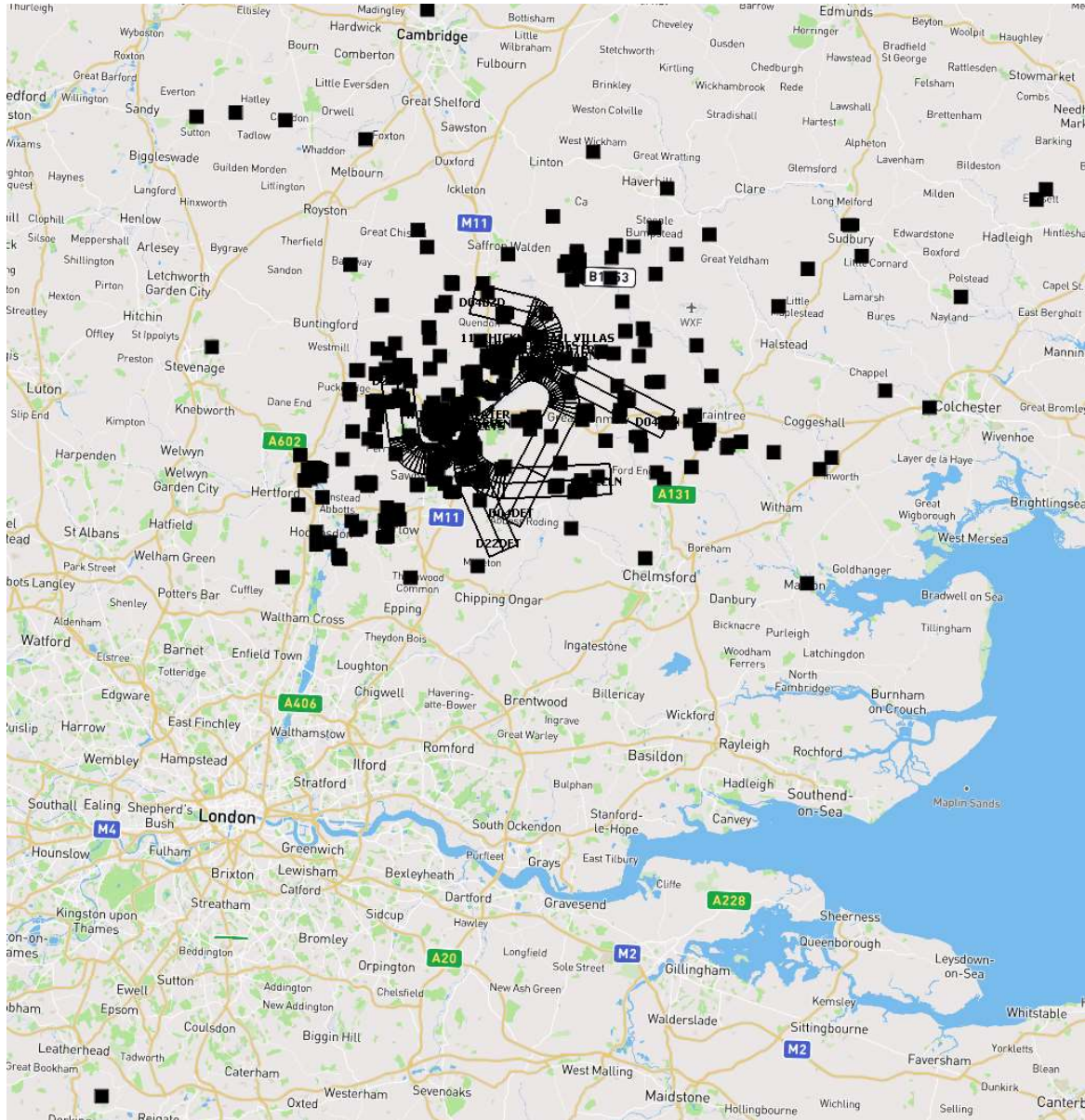
LOCATION OF COMPLAINTS BY TIME PERIOD

Location of morning shoulder complaints (06:00-07:00)



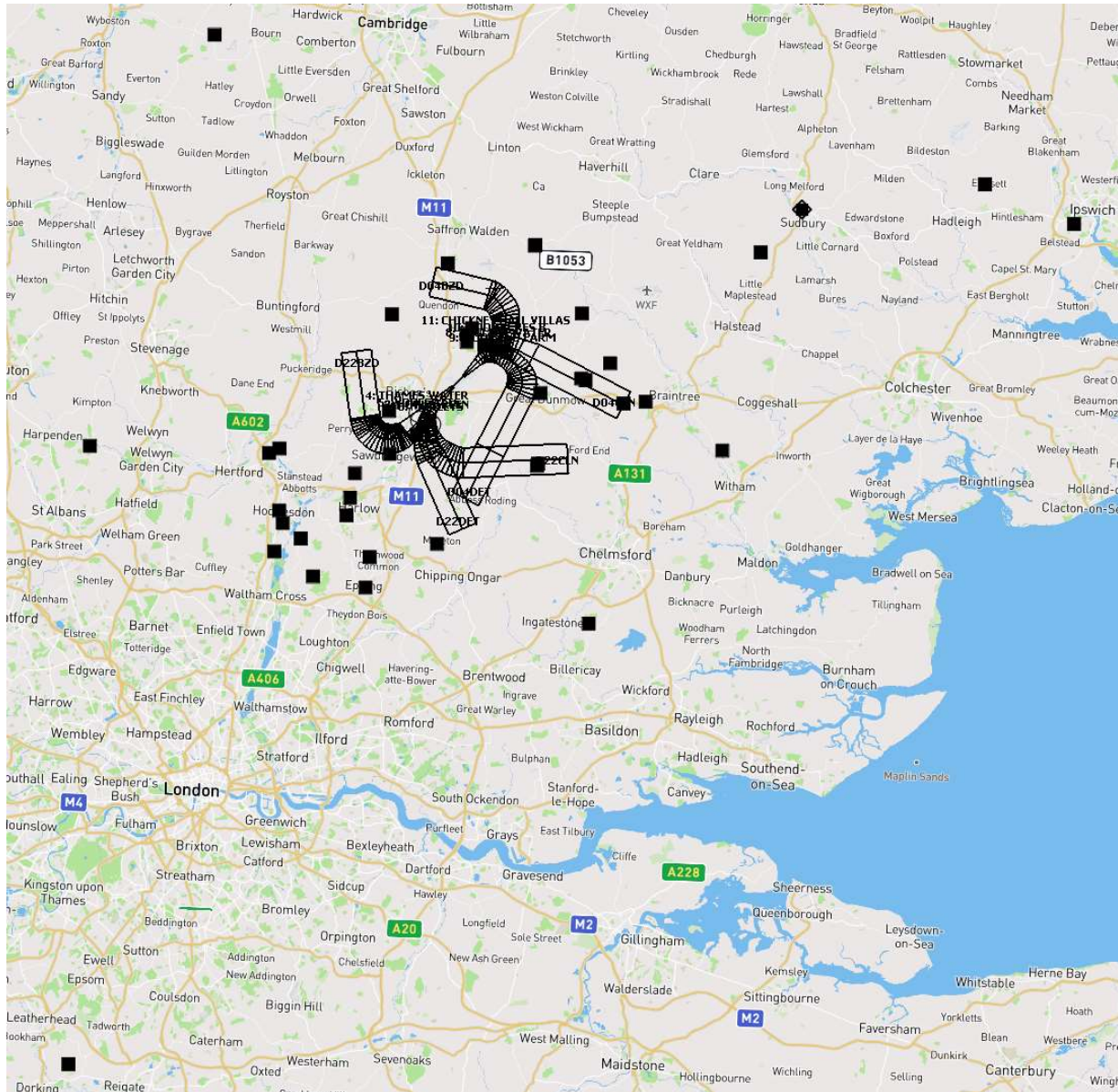
LOCATION OF COMPLAINTS BY TIME PERIOD

Location of day time complaints (07:00-23:00)



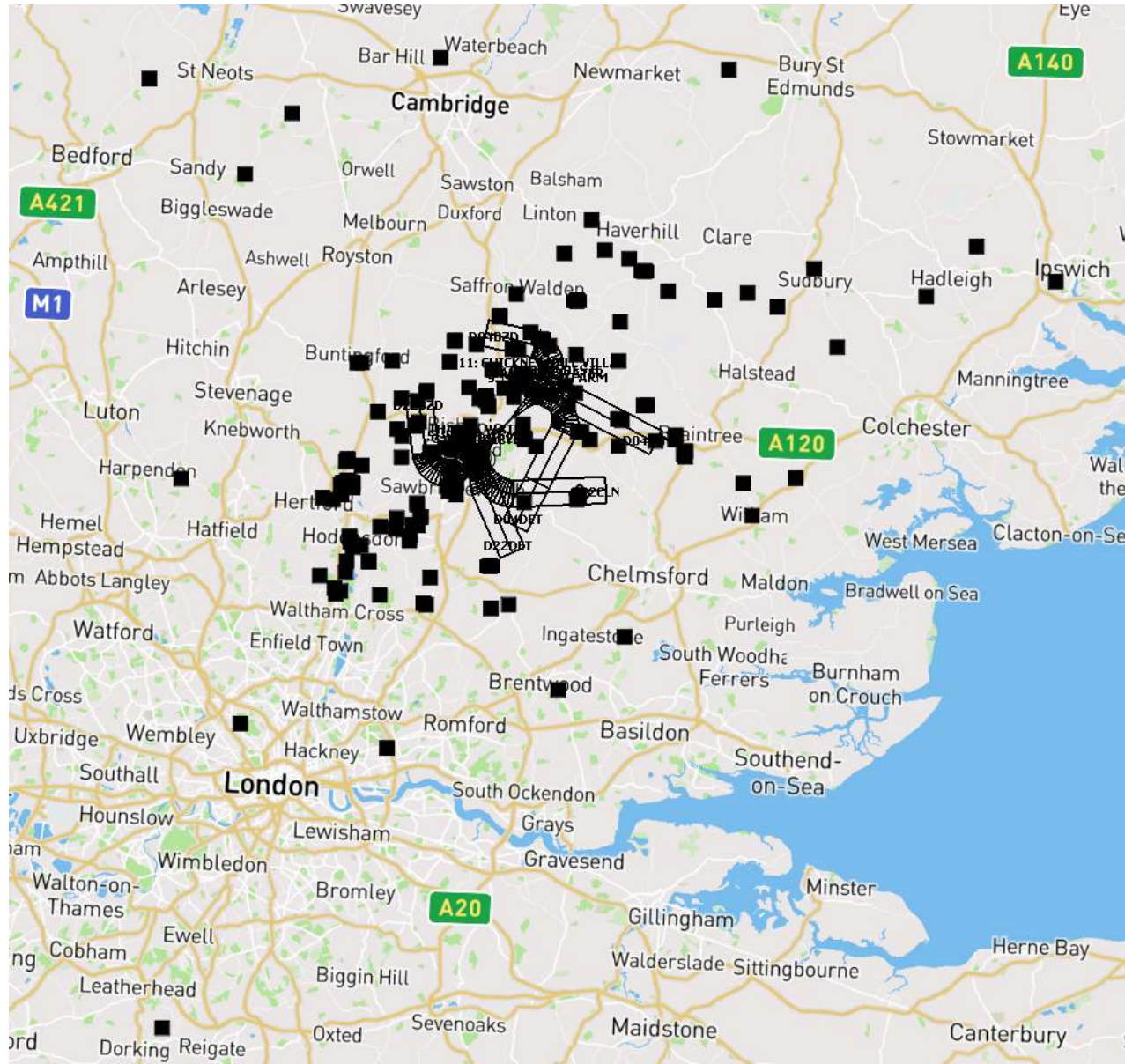
LOCATION OF COMPLAINTS BY TIME PERIOD

Location of evening shoulder complaints (23:00-23:30)



LOCATION OF COMPLAINTS BY TIME PERIOD

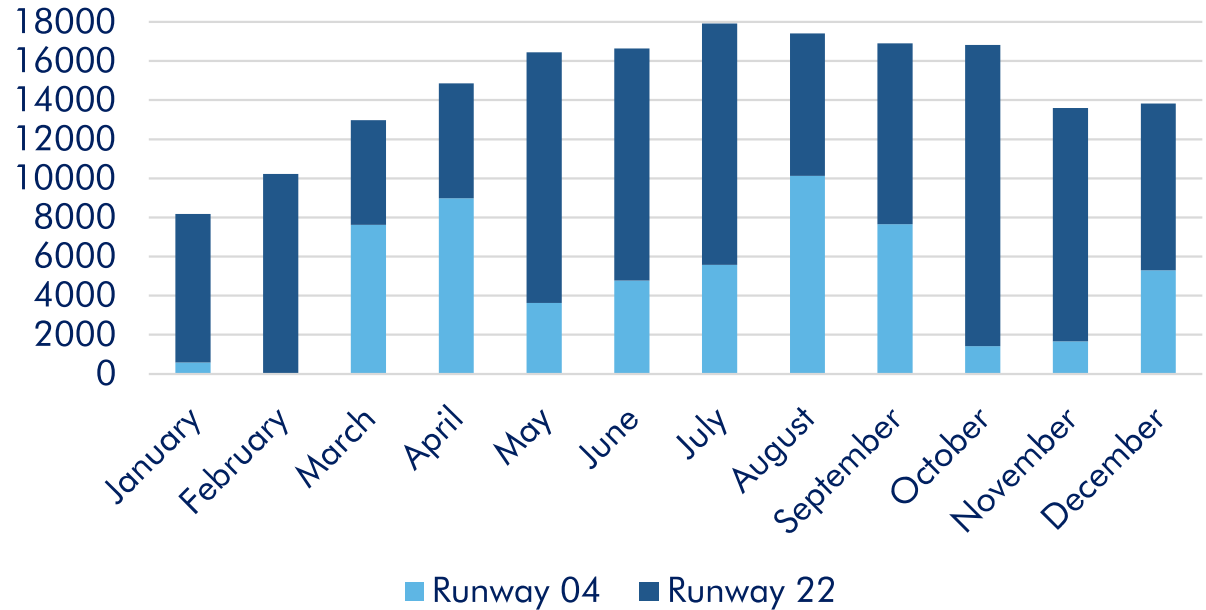
Location of core night complaints (23:00-06:00)



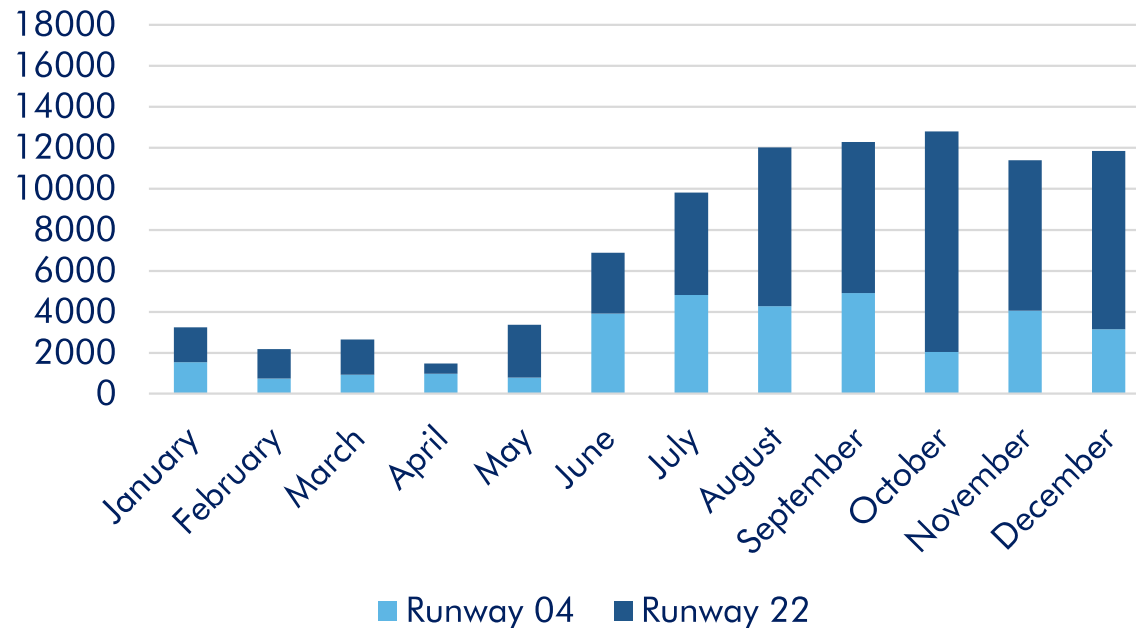
RUNWAY USAGE

Overall, Runway 22 was in use 67% of the year, which is slightly less than the long-term average of c70%. As we would expect, most months saw a higher level of Runway 22 operations (Westerly) compared to Runway 04 (Easterly), except in March, April and August. Unusually, we saw no Runway 04 movements during February 2022.

Runway Usage 2022

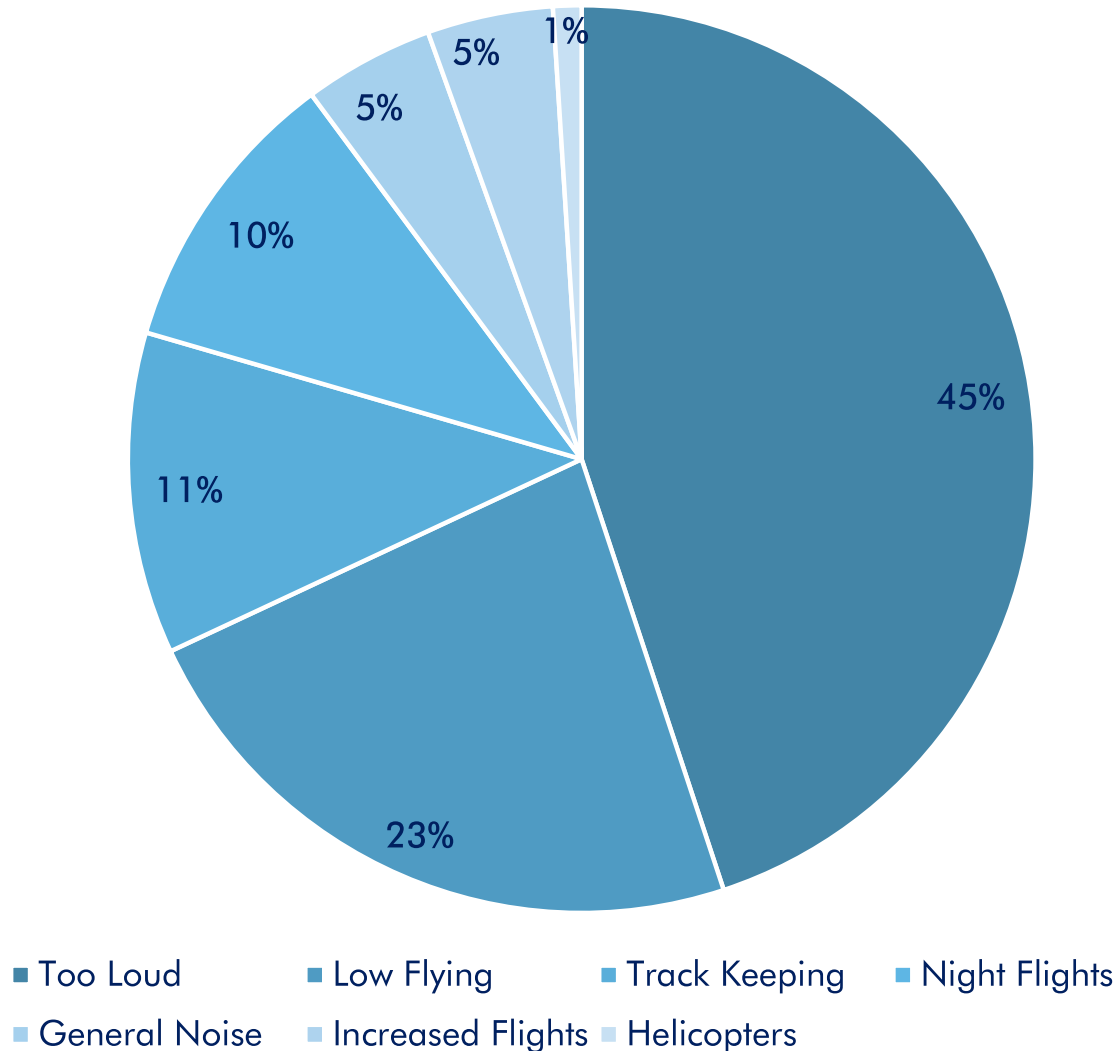


Runway Usage 2021



NATURE OF COMPLAINTS

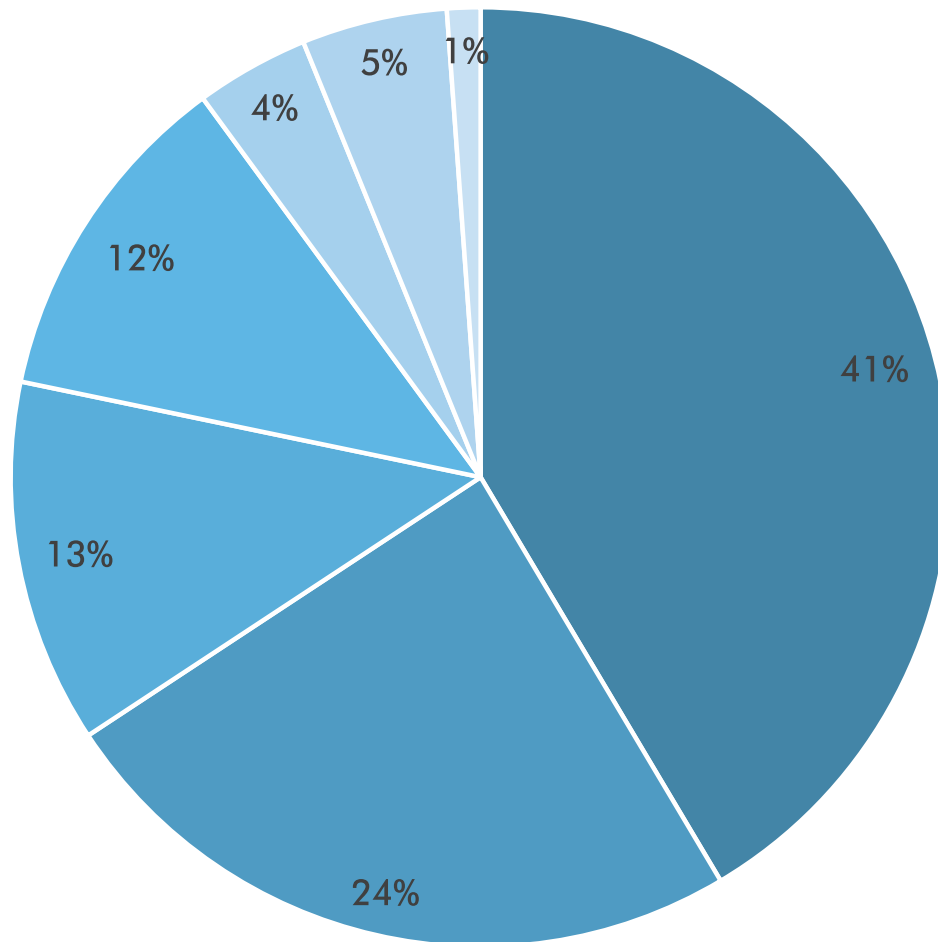
Complaint Reason by %



This chart shows the areas of concern that have generated more than ten complaints in 2022. The most common reason given for complaints was 'Too Loud', which accounts for almost half of complaints received. Low flying aircraft is the next most common concern, accounting for 23% of complaints received.

NATURE OF COMPLAINTS (EXCLUDING THOSE RECEIVED FROM MULTIPLE COMPLAINANTS)

Complaint Reason by %



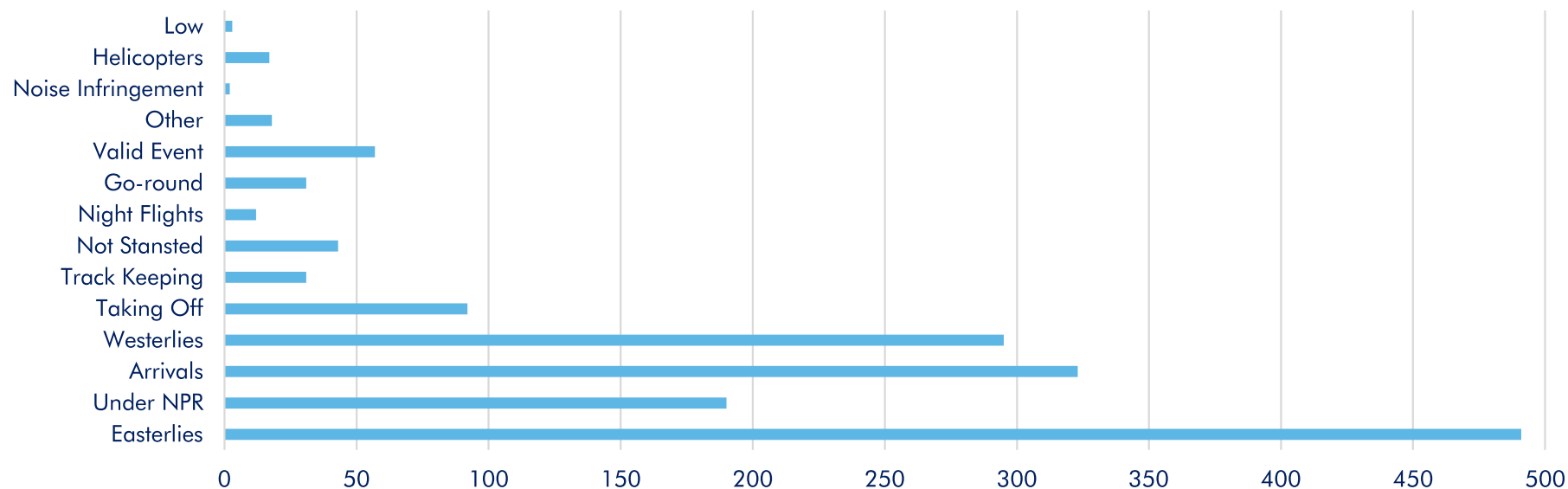
- Too Loud
- Low Flying
- Track Keeping
- Night Flights
- General Noise
- Increased Flights
- Helicopters

This chart shows the areas of concern that have generated more than ten complaints, but excludes those complaints registered from our 4 multiple complainants. The results are broadly similar.

DETERMINED CAUSES – EXCLUDING MULTIPLES

- In 2022, there were 721 concerns registered about aircraft being too loud (41% of complaints submitted). However, only 2 of these complaints were associated with recorded departure noise infringements.
- There were 422 concerns registered about low-flying aircraft (24% of complaints submitted). From these, there were only 3 aircraft deemed to be low-flying, and the remainder were performing as expected.
- Then there were 218 concerns registered about track-keeping (13% of complaints submitted). Investigations showed 31 of these departures were deemed to be off-track, with the remainder found to have been within track-keeping regulations.
- The determined causes of our investigations are shown in the graph below.

Determined Causes- Excluding Top 4 Multiple Complainants



Note: Some complainants register multiple concerns

CORRELATED COMPLAINTS

Where we are able to, complaints are correlated to a specific operation (either a departing or arriving aircraft) which was reported as causing the disturbance. This enables us to analyse which routes, by runway generate these complaints. The figures below do not include complaints from individuals registering more than 30 complaints in one month.

Unlike trends in previous years, Runway 04 operations generated more complaints about departing aircraft than Runway 22 operations, despite proportionally less movements in 2022, and in particular the 04 BZD route. This is due to the higher usage of Runway 04 we saw during March, April, August and September.

Runway 04 arrivals generated more complaints than Runway 22 arrivals, again despite less overall movements. This can be partly attributed to the inability to perform a Continuous Descent Approach to Runway 04, due to airspace constraints, which if possible, would facilitate aircraft being higher for longer during their approach to the airport from this direction.

Excluding Multiple Complainers

Departures	Complaints
04 BZD	117
04 CLN	76
04 DET	3
22 BZD	68
22 CLN	79
22 DET	16

Arrivals	Complaints
04 Arrivals	203
22 Arrivals	109

ORIGIN OF COMPLAINTS

Area	2022	2021
Bishop's Stortford	63	82
Ware	27	12
Henham	27	8
Great Notley	20	5
Radwinter	18	5
Albury	17	4
Stansted Mountfitchet	16	4
Sawbridgeworth	13	16

This table shows the areas with more than 10 complainants. In line with previous years, the area with the highest number of residents registering complaints was Bishop's Stortford but the number of complainants from this area has decreased this year. 41% of the concerns that came from Bishop's Stortford were about aircraft track keeping. This is generally when there is an aircraft overflight, predominantly to avoid weather cells. 34% of concerns were about aircraft being too loud.

There was an increase in complainants from Ware this year, being close to where arriving aircraft join the Runway 04 ILS, which are lower due to the existing airspace constraints and the inability to fly a Continuous Descent Approach.

The other areas with higher numbers of complainants are either very close to the Airport, or close to the flight paths for departures or usual patterns of arriving aircraft.

COVID-19 RECOVERY

The COVID-19 Pandemic was undoubtedly the toughest challenge the aviation industry has faced in recent years, with traffic levels dropping to as low as 5% of usual volumes at the height of the pandemic. Prolonged restrictions on travel unquestionably held back airport recovery. However, as restrictions gradually began to cease in early 2022, we saw more passengers returning to the airport. This year we saw 83% of 2019's passenger movements. Passenger numbers reached 23.3 million in 2022 (in 2019 they were 28 million). Stansted was the second busiest airport in the UK in 2022.



SUMMARY

Noise complaints have decreased this year, although the number of individuals making those complaints has increased from last year. The trend towards a small number of people submitting large numbers of complaints has continued. Overall, 76% of complaints came from 4 individuals, where 40% of that total was from one person.

There were 375 new complainers in 2022. 265 of them only complained once, 82 complained twice, and 28 complained more than twice. One of the new complainers in 2022 registered 2,418 complaints, with another registering 385 complaints.

The graph below shows the total number of complaints & enquiries, with the total number of complainers & individuals contacting the FEU, for the period 2005 – 2022

