



NOISE COMPLAINTS ANALYSIS REPORT 2023

COMPLAINTS OVERVIEW

- During 2023, the Flight Evaluation Unit (FEU), were contacted 1,553 times from 405 individuals. These people registered a total of 15,231 complaints and 13 other enquiries.
- Overall, the number of people contacting the FEU (with complaints and enquiries) reduced from 527 in 2022 to 405 in 2023 (a reduction of 23%).
- Of the complaints received in 2023, these came from 392 individuals, this number has reduced from the 494 individuals in 2022 (a reduction of 21%).
- The number of complaints received increased from 6,003 in 2022, to 15,231 in 2023. This increase was driven by a small number of individuals reporting a large number of complaints, with four individuals contributing to 93% of complaints in 2023. 70% of that total was from one person.

CONTACT METHODS

Stansted Airport can be contacted by phone, email, web form (direct from our WebTrak system) and letter. 30% of the contacts received, were by email, which is down from 77% in 2022. There were two contacts received via letter in 2023, and the number of contacts made via our answerphone decreased this year, from 5% in 2022 to 3% in 2023. The number of contacts received using the web form available on our website (which is linked to our self-service investigation tool, WebTrak) significantly increased, from 17% in 2022, to 67% in 2023; this was the main method used by complainants.

2023

Contact method	No. of contacts	%
Email	455	30
Web form	1,035	67
Answerphone	48	3
Letter	2	<1

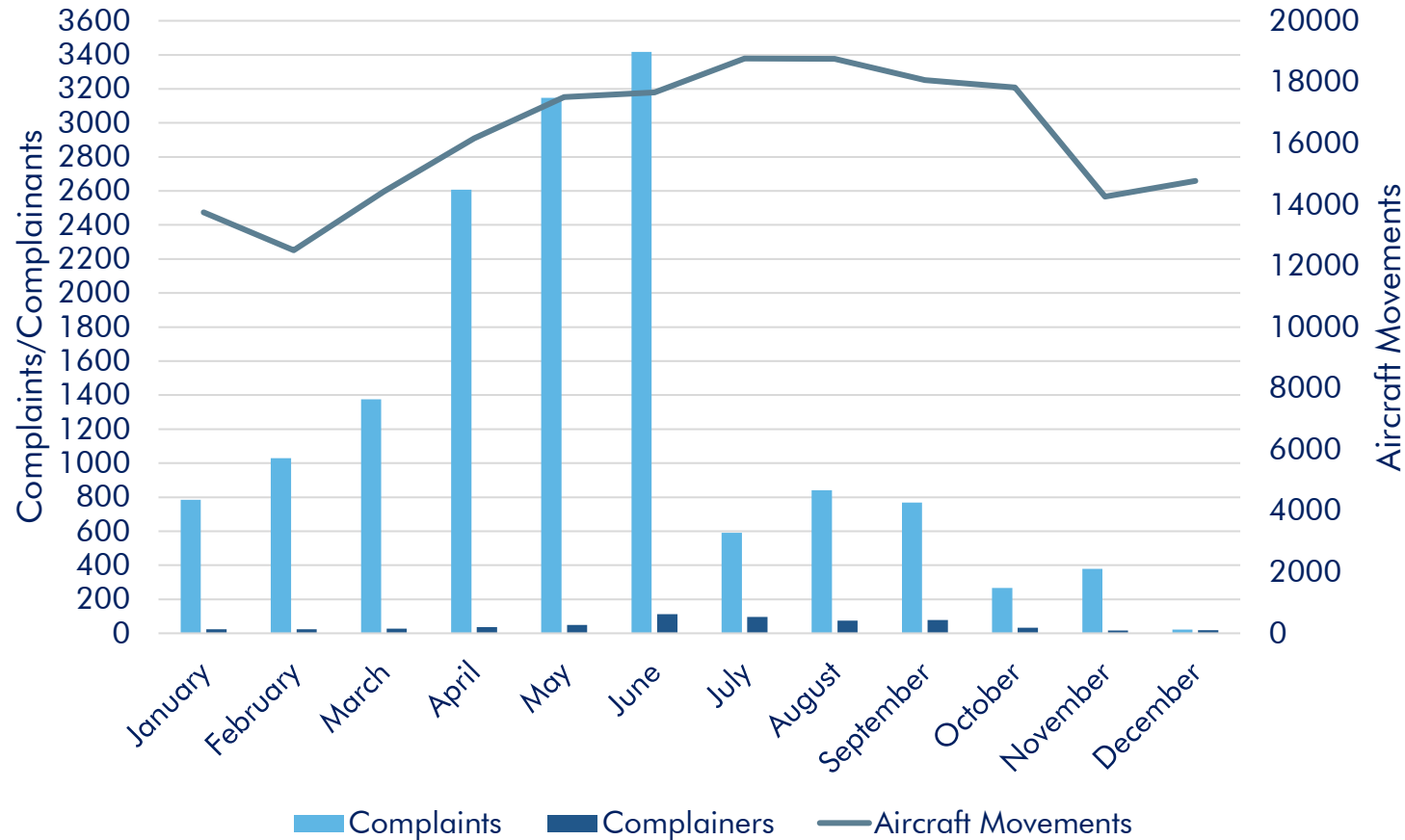
2022

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



COMPLAINTS BY MONTH 2023

The graph below compares the number of complaints by month to the number of individuals registering those complaints. We saw an increase in operations during the summer, where July, August and September were our busiest months for total aircraft movements. However, June saw the highest number of complaints (3,417), where 3,030 of those complaints were received from 1 individual.

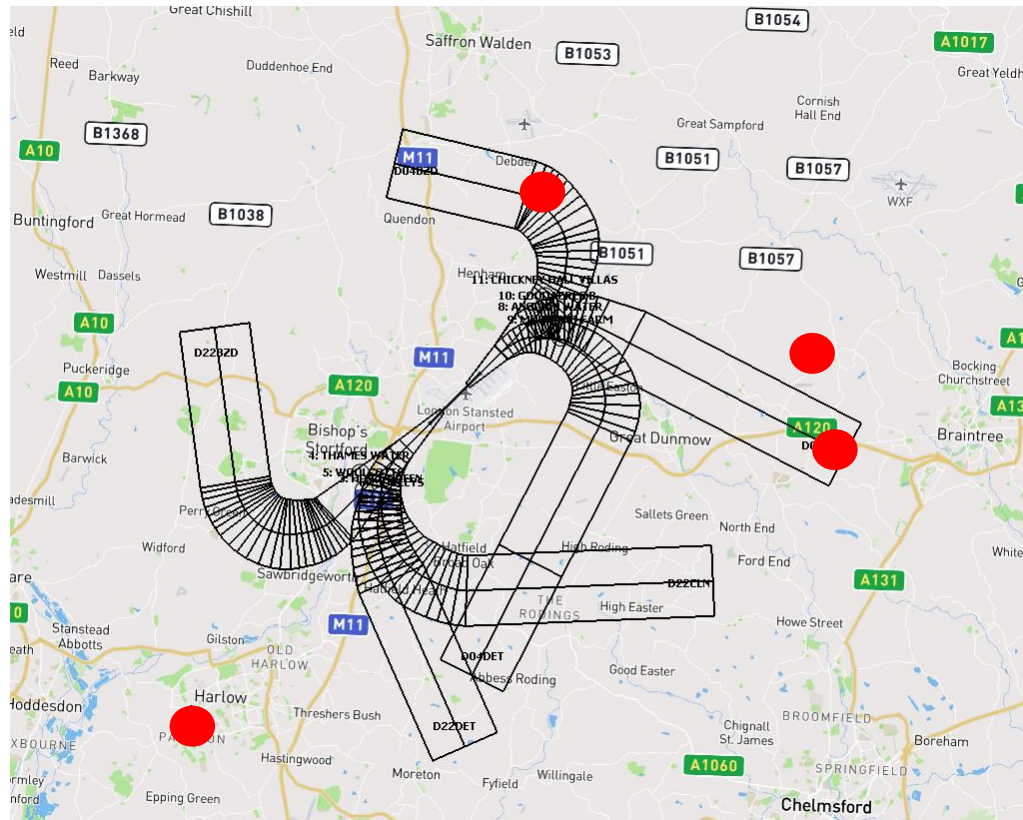


Month	Complaints	Complainants
Jan	785	23
Feb	1030	24
Mar	1376	27
Apr	2608	37
May	3147	49
Jun	3417	112
Jul	590	97
Aug	841	75
Sep	769	78
Oct	267	33
Nov	379	16
Dec	22	18



FREQUENT COMPLAINANTS

- 93% of complaints came from 4 individuals, accounting for 14,229 of the complaints received.
- The most frequent complainant in 2023 registered 70% of all complaints received. This figure has increased from last year's most frequent complainant (40% of total complaints in 2022).
- Of those registering the most complaints in 2023, the highest complainant in Harlow is concerned about arrivals via Runway 04. The next highest complainant is located to the north of the Runway 04 departure route in Bardfield Saling. There is another multiple complainant located directly beneath the Runway 04 Clacton departure route in Rayne. The other multiple complainant is located directly beneath the Runway 04 Buzad departure route in Debden. All four individuals are long-standing complainants.



This map shows the location of our 4 multiple complainants

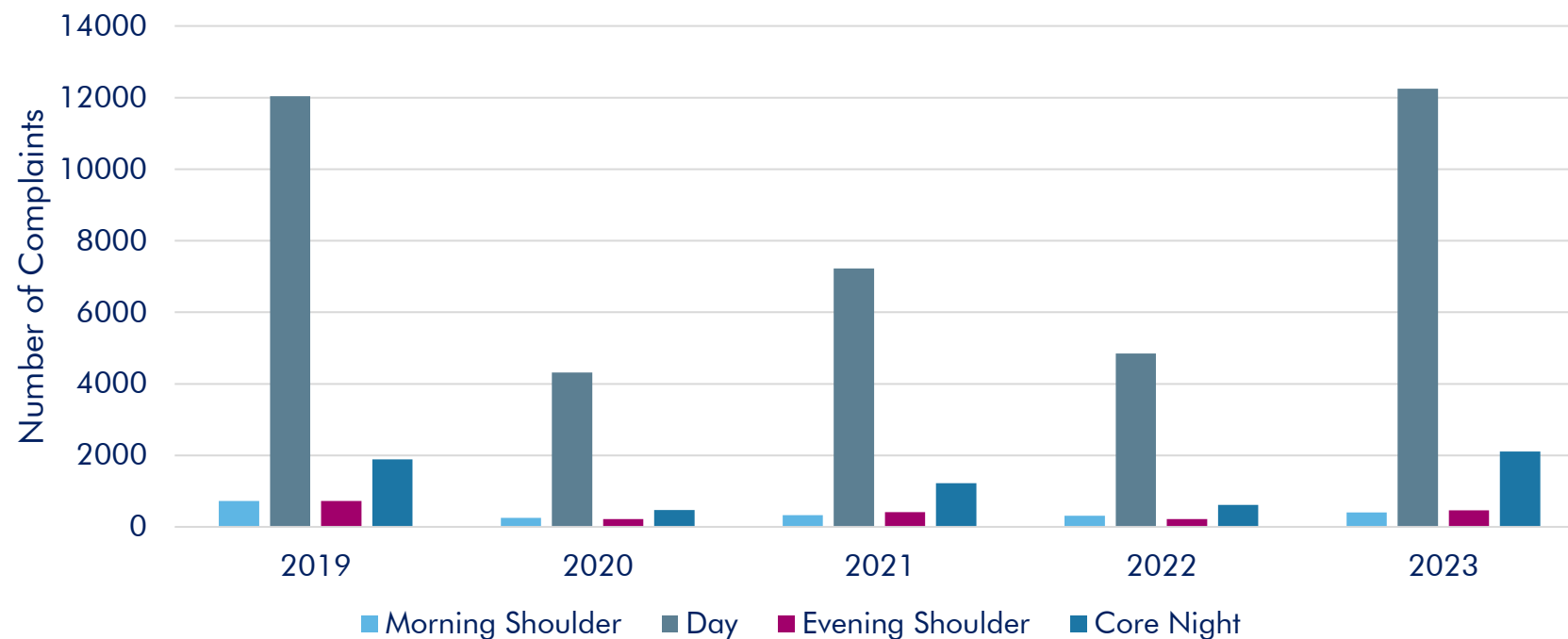
Month	Multiple Complainants*
Jan	2
Feb	2
Mar	3
Apr	4
May	3
Jun	2
Jul	2
Aug	1
Sep	1
Oct	1
Nov	1
Dec	0

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



COMPLAINTS BY TIME PERIOD

In line with previous years, the majority of complaints related to operations during the daytime (07:00- 23:00).

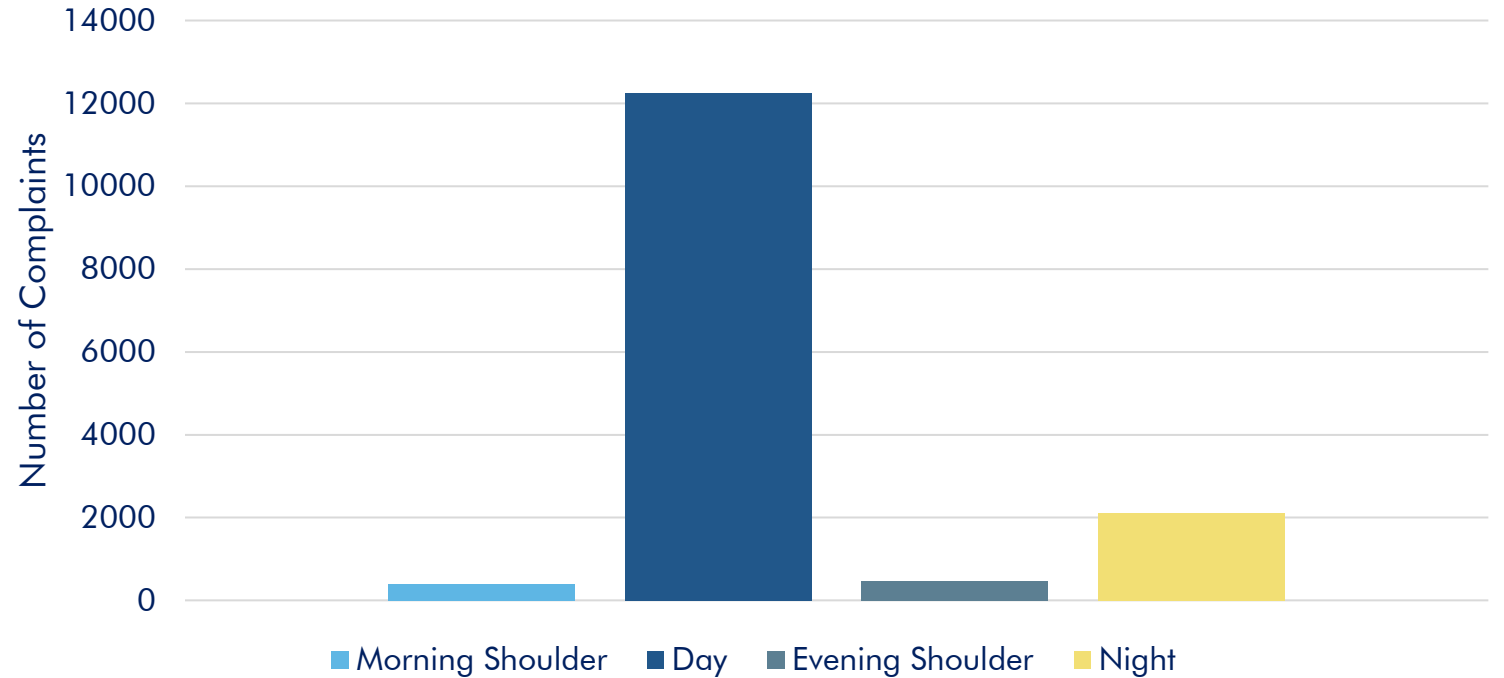


Time Period		2019	2020	2021	2022	2023
Morning Shoulder	06:00 - 07:00	728	255	334	319	404
Day	07:00 - 23:00	12041	4321	7208	4847	12247
Evening Shoulder	23:00 - 23:30	730	219	417	218	468
Core Night	23:30 - 06:00	1890	477	1227	619	2112
Total Complaints		15389	5272	9186	6003	15231



COMPLAINTS BY TIME PERIOD

The table below shows the number of complaints by time period during 2023. This data shows most complaints (80%) being recorded against daytime operations.

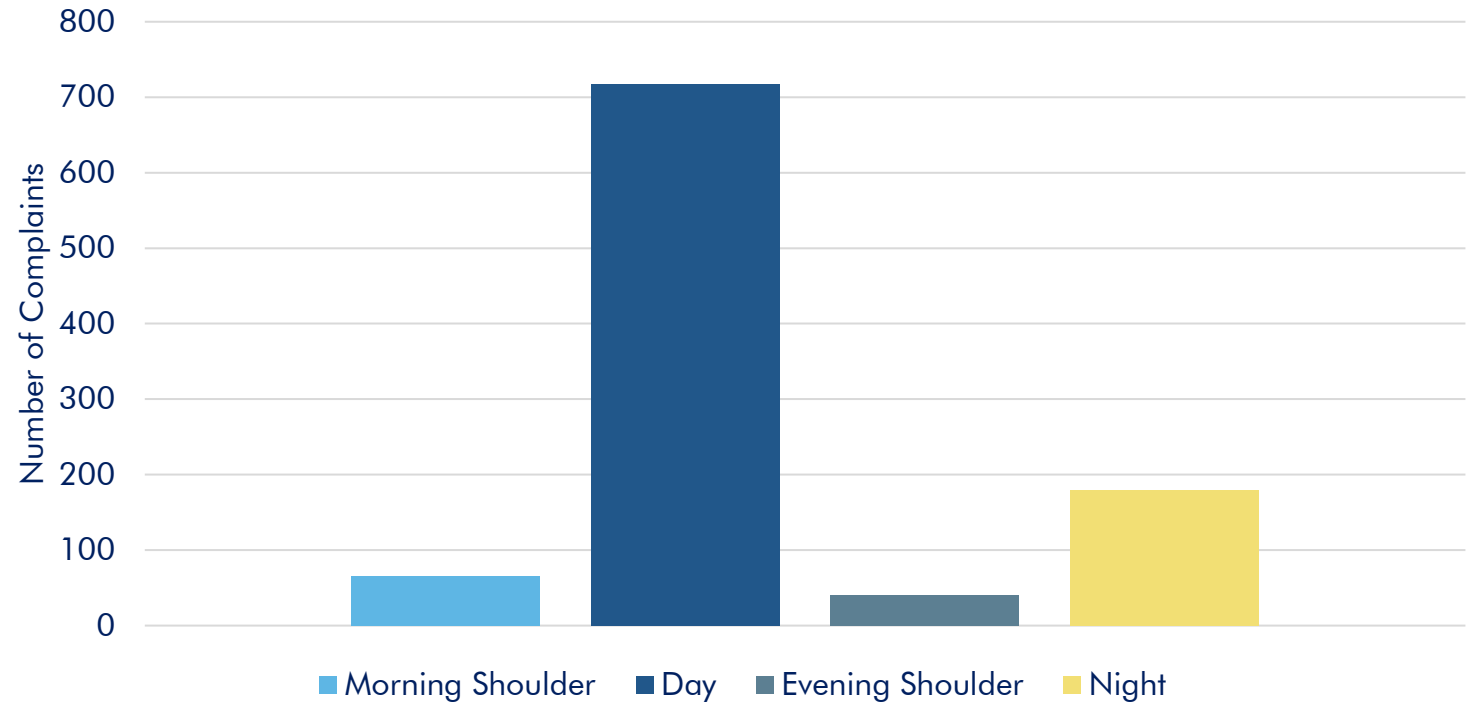


Time Period		Complaints	% of Complaints
Morning Shoulder	06:00 - 07:00	404	3%
Day	07:00 - 23:00	12247	80%
Evening Shoulder	23:00 - 23:30	468	3%
Core Night	23:30 - 06:00	2112	14%



COMPLAINTS BY TIME PERIOD – EXCLUDING MULTIPLES

The table below shows the number of complaints by time period during 2023, with all complaints from the 4 multiple complainants removed. When we look at the data from 2023 with the top 4 complainants removed, the data follows a broadly similar pattern to what is shown when they are included, with the majority of complaints being during the day but the proportion of complaints relating to core night operations increased by 4%.

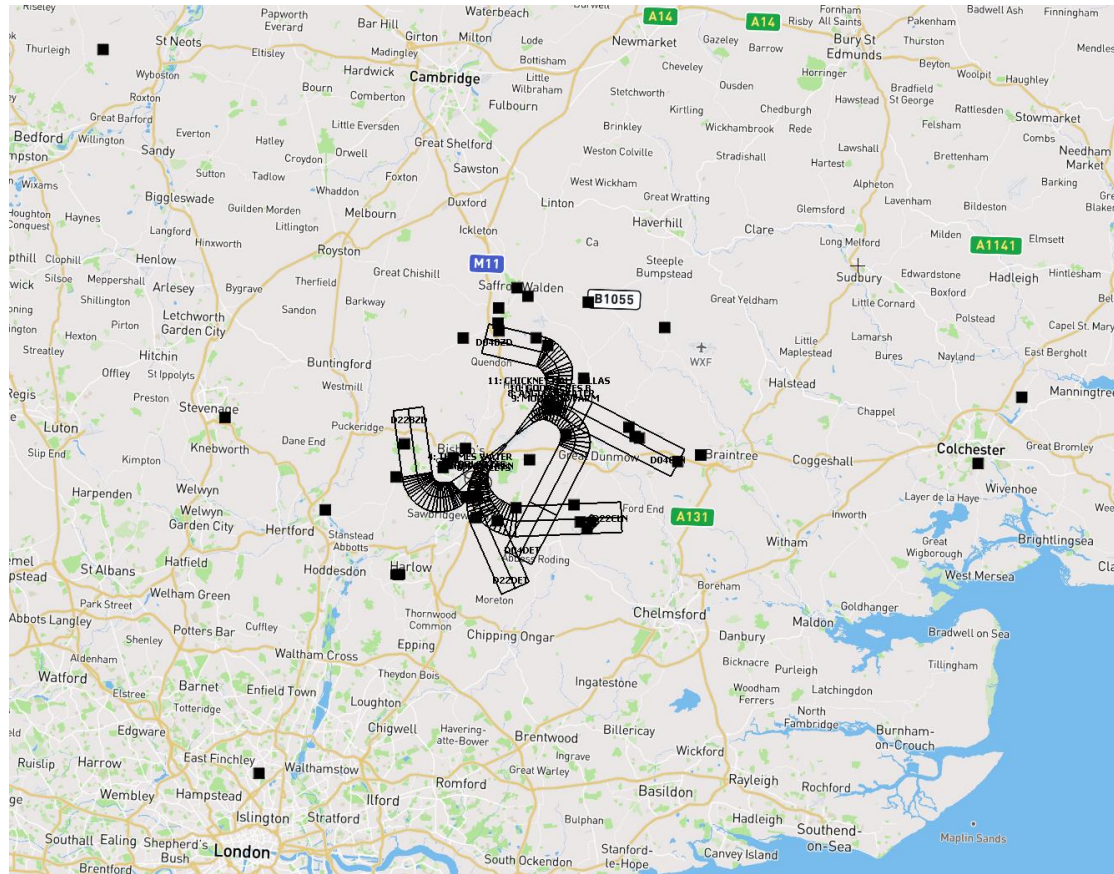


Time Period		Complaints	% of Complaints
Morning shoulder	06:00 - 07:00	65	6%
Day	07:00 - 23:00	718	72%
Evening shoulder	23:00 - 23:30	40	4%
Core Night	23:30 - 06:00	179	18%

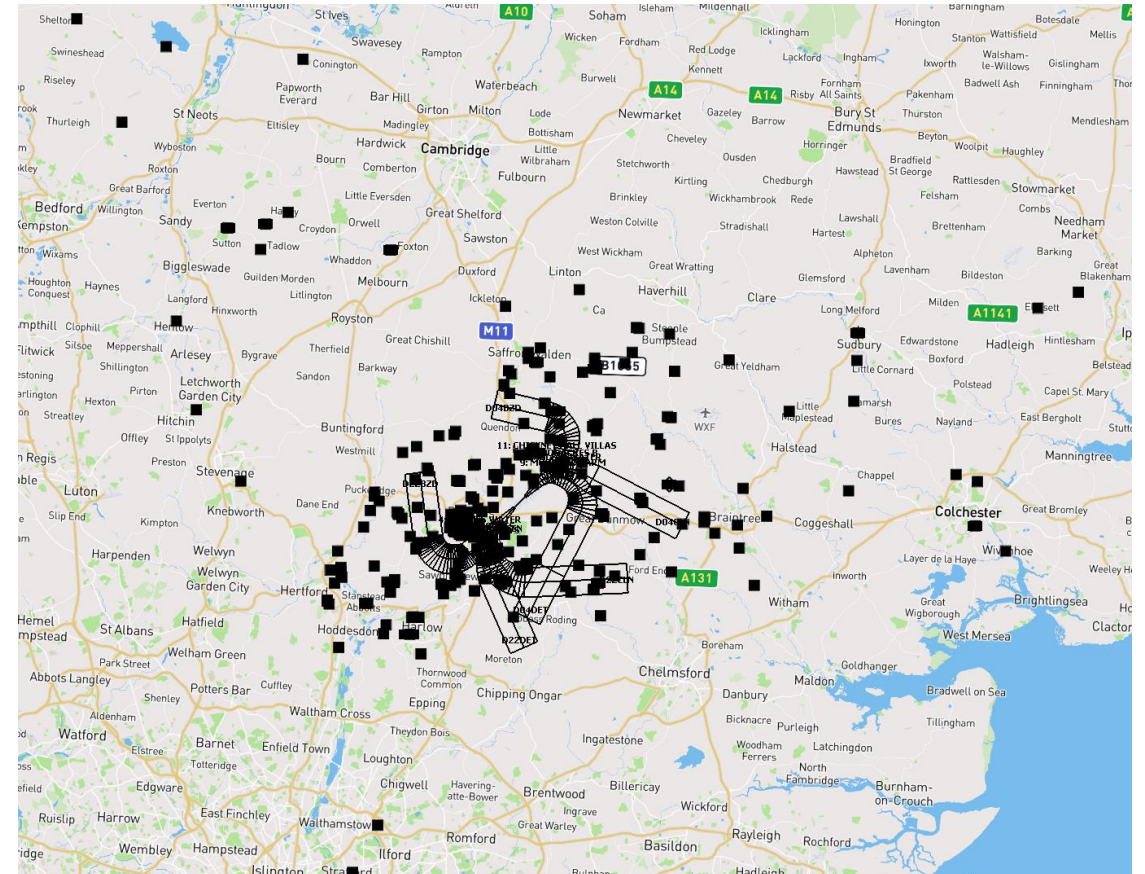


LOCATION OF COMPLAINTS BY TIME PERIOD

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

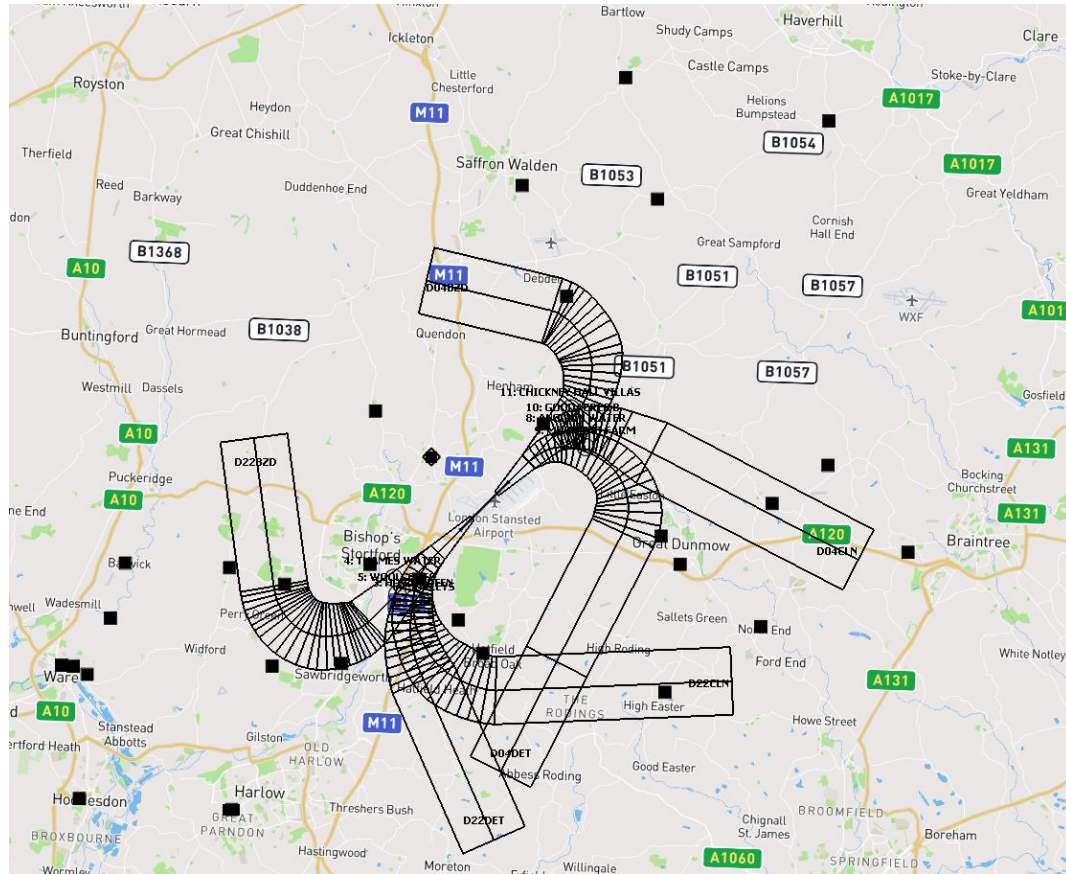


Location of day complaints (07:00-23:00)

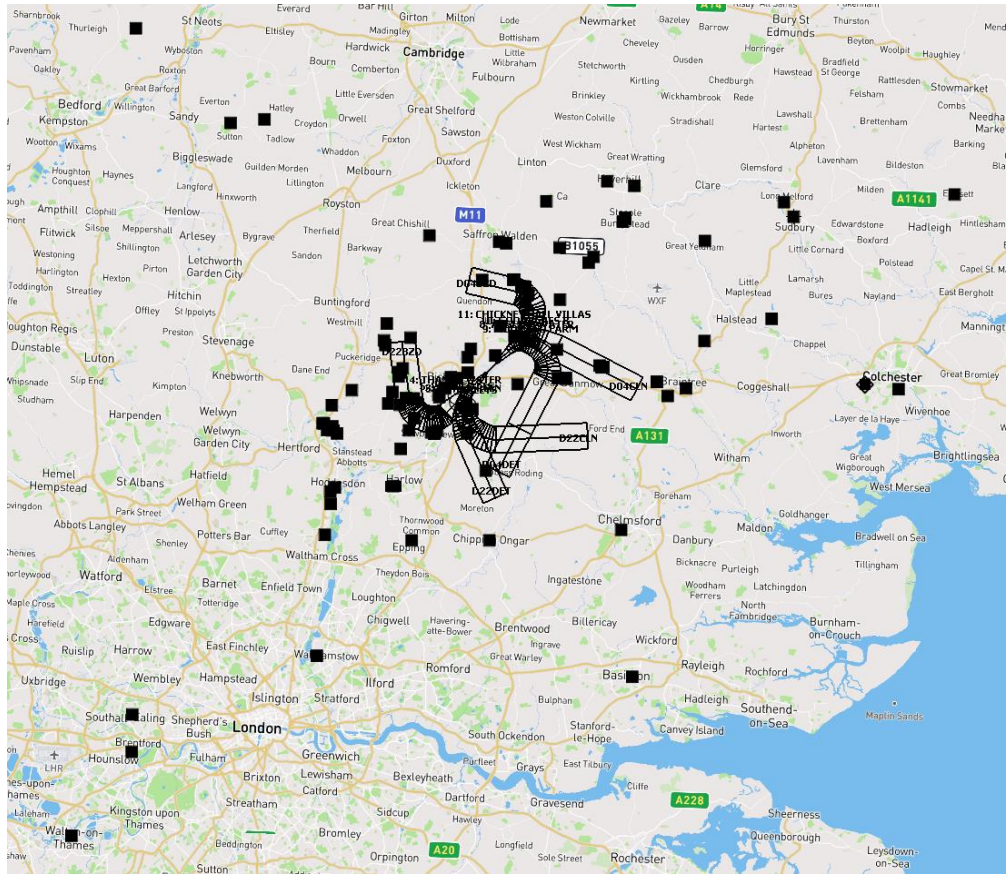


LOCATION OF COMPLAINTS BY TIME PERIOD

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



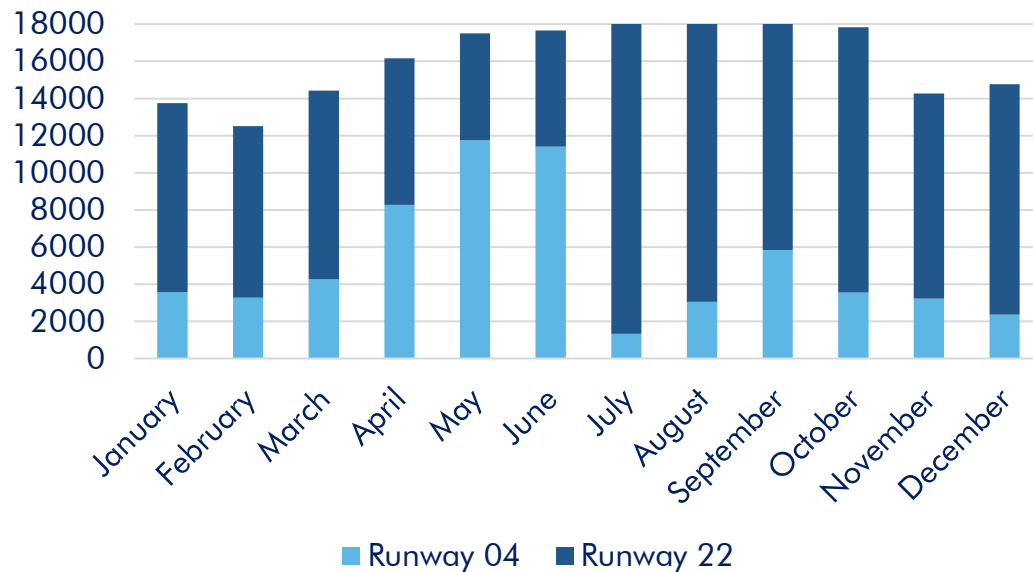
Location of core night complaints (23:30-06:00)



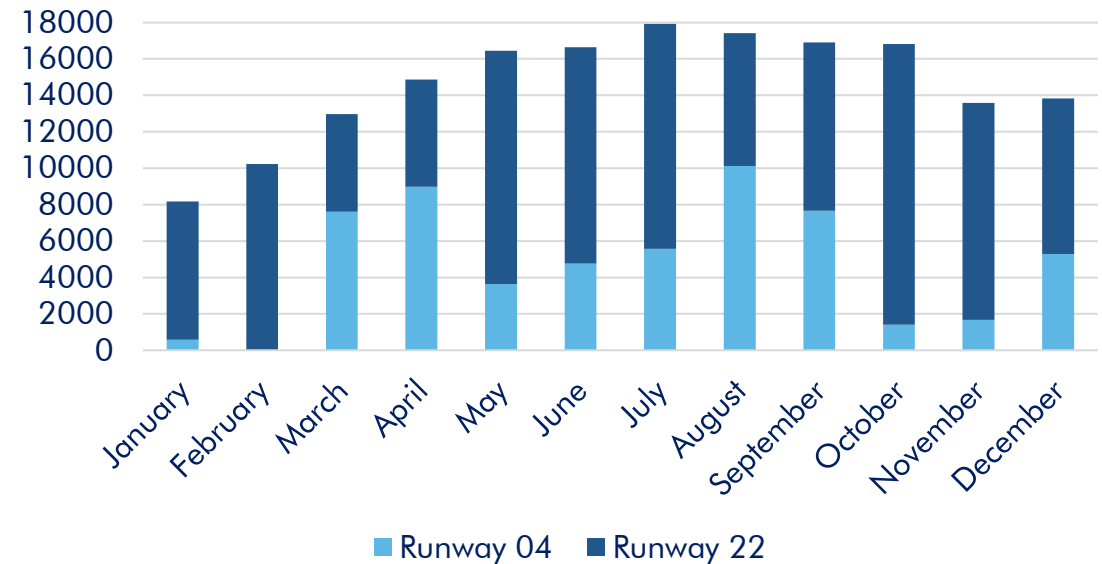
RUNWAY USAGE

Overall, Runway 22 was in use 68% of the year, which is slightly less than the long-term average of 70%. As we would expect, most months saw a higher level of Runway 22 operations (Westerly) compared to Runway 04 (Easterly) operations; except in April, May and June; where we also saw the highest number of complaints received.

Runway Usage 2023



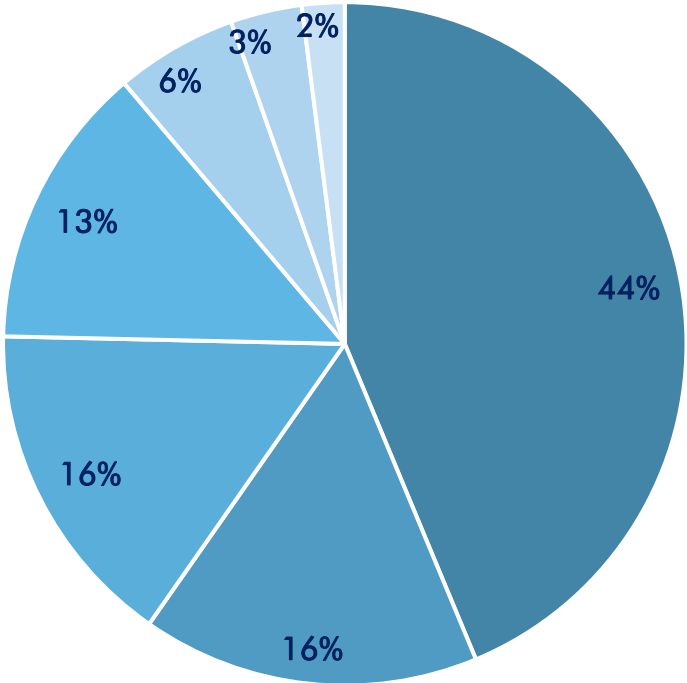
Runway Usage 2022



NATURE OF COMPLAINTS

The chart below shows the areas of concern that have generated more than ten complaints in 2023. The most common reason given for complaints was 'Too Loud', with 'Low Flying' aircraft and 'Night Flights' were the next most common concerns, both accounting for 16% of complaints.

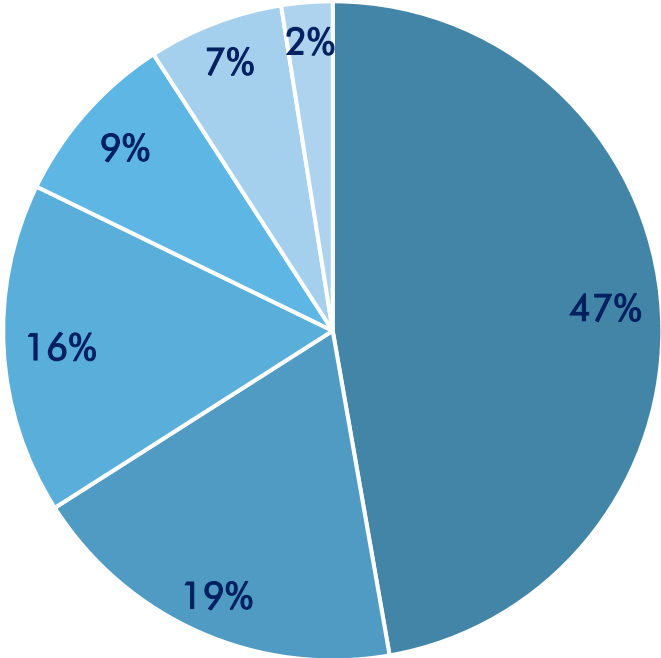
Complaint Reason by %



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

The chart below 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.

Complaint Reason by %
(Excluding those received from Multiple Complainants)



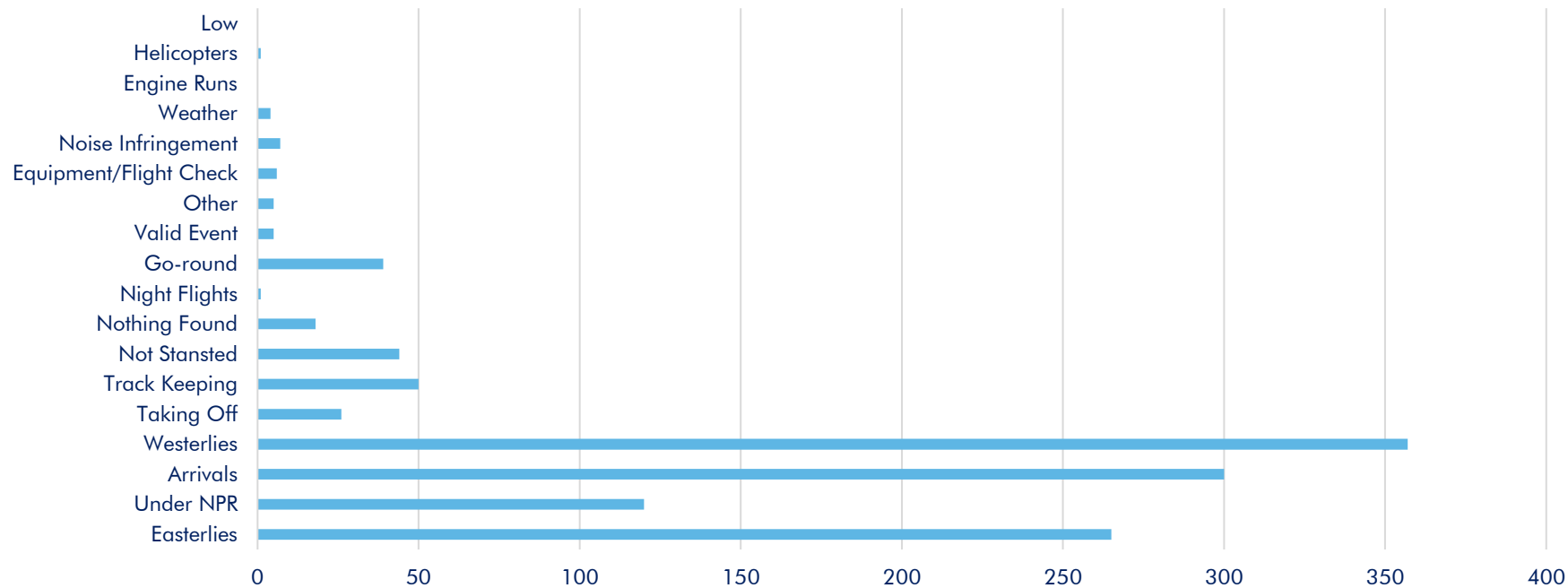
- Too Loud
- Low Flying
- Track Keeping
- Night Flights
- Increased Flights
- General Noise



DETERMINED CAUSES – EXCLUDING MULTIPLES

- In 2023, there were 547 concerns registered about aircraft being too loud (47% of complaints submitted). However, only 7 of these complaints were associated with recorded departure noise infringements.
- There were 217 concerns registered about low-flying aircraft (19% of complaints submitted). From these, there were no aircraft deemed to be low-flying, they met the departure climb gradient.
- 188 concerns were registered about track-keeping (16% of complaints submitted). Investigations showed 50 of these departures were deemed to be off-track, with the remainder found to have met track-keeping compliance.
- 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.

Runway 04 operations generated less complaints about departing aircraft than Runway 22 operations, in line with the fact that Runway 04 had proportionally less movements in 2023. This was due to the higher usage of Runway 22 we saw during nine months of the year.

Runway 22 arrivals generated more complaints than Runway 04 arrivals, again proportional to the modal split with Runway 22 having more movements than Runway 04.

Excluding Multiple Complainants

Departures	Complaints
04 BZD	43
04 CLN	31
04 DET	6
22 BZD	106
22 CLN	71
22 DET	6

Arrivals	Complaints
04 Arrivals	113
22 Arrivals	177

AREAS WITH COMPLAINANTS

The table below 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 and the number of complainants from this area has decreased this year. 44% of the concerns that came from Bishop's Stortford were about aircraft 'Track Keeping'. 31% of concerns were about aircraft being 'Too Loud', 16% were about 'Low Flying' aircraft, and the remainder were in relation to normal operations.

There was also a decrease in complainants from Ware, Sawbridgeworth and Henham this year. However, we saw an increase in complainants from Hatfield Broad Oak, Much Hadham and Saffron Walden. For the most part, these areas are affected by departures on Runway 22 Clacton or departures on Runway 22 Buzad (under or close to the flight paths for departures), or by arrivals to either Runway 22 or Runway 04.

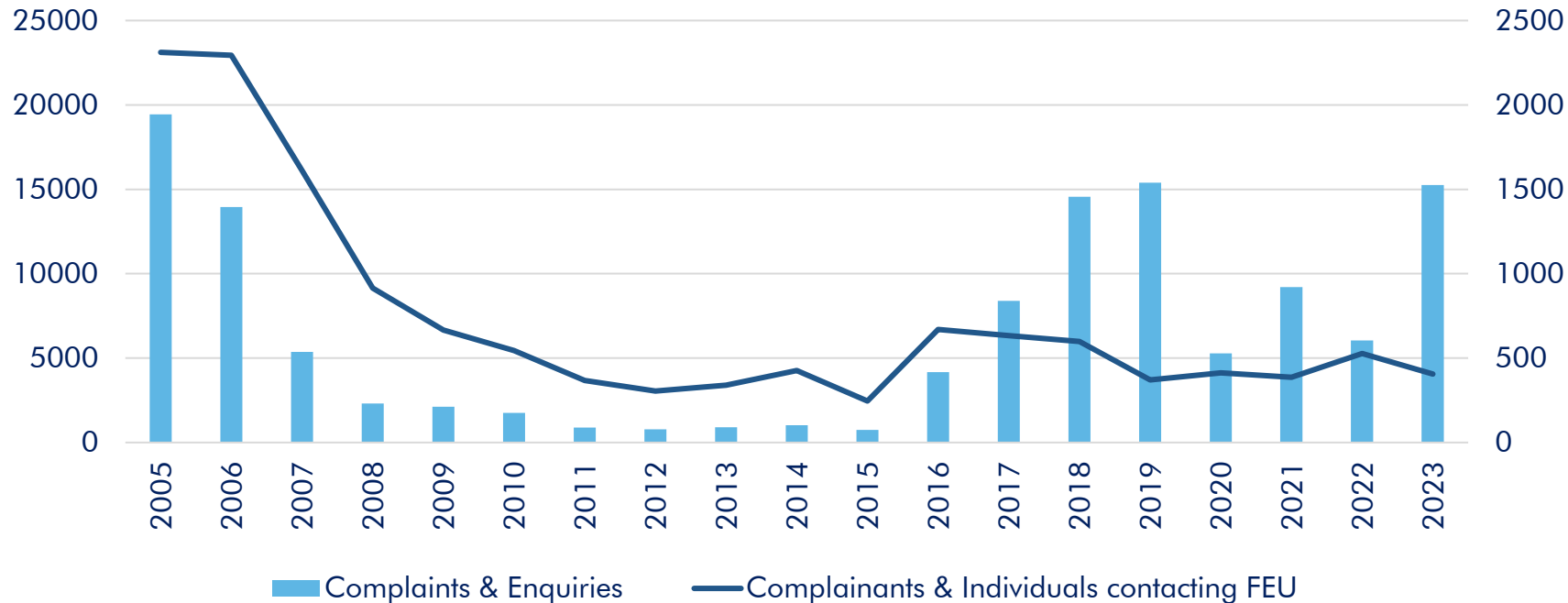
Area	2023	2022
Bishop's Stortford	62	63
Ware	21	27
Hatfield Broad Oak	15	1
Sawbridgeworth	12	13
Henham	11	27
Much Hadham	10	5
Saffron Walden	10	4

SUMMARY

Noise complaints have increased this year, although the number of individuals making those complaints has decreased from last year. The trend towards a small number of people submitting large numbers of complaints has continued. Overall, 93% of complaints came from 4 individuals, where 70% of that total was from one person.

There were 282 new complainants in 2023. 228 of them only complained once, 23 complained twice, and 31 complained more than twice. One of the new complainants in 2023 registered 36 complaints, with another registering 33 complaints.

The graph below shows the total number of complaints & enquiries, with the total number of complainants & individuals contacting the FEU, for the period 2005 – 2023



2023 PERFORMANCE

In 2023 Stansted Airport was the fastest recovering major airport in the UK, the first of which to surpass pre-pandemic volumes. We welcomed more than 8.3 million passengers throughout June, July and August. Whilst 2023, saw passenger numbers reaching 27.96 million (in 2022, we reached 23.3 million passengers).

