

# **Kent International Manston Airport**

## **S.106 Agreement Consultation**

**Research Study Conducted for  
Thanet District Council**

**Final Version**

**March/April 2005**



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- Sample Profile
- Social Class Definitions
- Guide to Statistical Reliability
- Marked up questionnaire (telephone survey)
- Topic Guide (depth interviews)



# Introduction

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## Background and Objectives

This report presents the findings of research conducted among Thanet residents by MORI (Market & Opinion Research International) on behalf of Thanet District Council.

The main aim of the research is to explore residents' opinions around the potential expansion of Kent International Manston Airport in light of the move to update the S.106 planning agreement.

The more specific objectives of this research were to examine:

- Satisfaction with Thanet as a place to live;
- Support and opposition for the expansion of Kent International Manston Airport;
- Reasons for supporting or opposing the expansion of Kent International Manston Airport;
- Usage of the Airport; and
- Attitudes towards extending the hours during which planes can land and take off.

## Report Layout

After this introduction, this document contains a section of key findings, as well as a more extensive section of main findings, organised under the following headings:

- Living in Thanet;
- Awareness of Plans;
- Reaction to Plans;
- Effect of Flights;
- Airport Usage; and
- Depth Interviews with Stakeholders.

Notes on statistical reliability, social grades and sample profiles, as well as survey materials are all appended.

## **Methodology**

This exercise is made up of three distinct parts, these being:

- A representative telephone survey among Thanet DC residents;
- An analysis of postal and electronic (web-based) self-completion questionnaires; and
- A series of 10 depth interviews held with stakeholders.

We now go on to describe the methodology for these in more detail.

### **Telephone Survey**

A representative sample of 500 Thanet residents was interviewed by telephone. Quotas were set on age, sex and work status to reflect the known status of the area as recorded in the 2001 census. Because the sampling methodology involves making a '1 in n' selection from a full list of domestic telephone numbers (digits from which have already been randomised to take account of ex-directory numbers), each household has the same chance of selection for interview. As there are more households in urban and suburban areas, more interviews will take place in areas in which population density is higher. A full sample profile is appended.

Interviews lasting 10 minutes each were carried out using CATI (Computer Assisted Telephone Interviewing) between 24 February and 3 March, 2005. Fieldwork was completed by MORI Telephone Surveys (MTS), MORI's wholly owned telephone interviewing bureau. The data have been weighted by age, sex and work status to the known population profile.

The telephone survey was the first part of this research to take place.

### **Analysis of Consultation Questionnaires**

A wider consultation exercise was also undertaken by Thanet District Council. Postal self-completion questionnaires were sent out as inserts in "Thanet Matters", copies of which were delivered to every household in the District Council area. The same questionnaire was also placed on the Thanet District Council website. In total, 2,134 postal questionnaires were completed, and 206 questionnaires were completed online between February and June 2005.

## Depth Interviews with Stakeholders

Ten depth interviews were carried out with local stakeholders. These interviews were carried out by members of the MORI research team, using a topic guide or *aide memoire* developed with, and agreed by, Thanet District Council. Each interview lasted approximately half an hour

Stakeholders came from a range of groups including the local politicians, environmental groups, businesses, business organisations, and public sector bodies.

## Reporting and Interpretation of Data

This report concentrates in the main on the results from the telephone survey. It also makes reference to the postal and online consultation exercises (referred to as “the wider consultation exercise”) where it is relevant to do so.

It is important to note at this early stage that we place greater emphasis on the results from the telephone survey. This exercise is scientifically sampled and is not as prone to self-selection on the part of respondents or bias caused by non-response as is the self-completion consultation questionnaire. A table is appended which shows the overall population profile for Thanet, the respondent profile for the telephone survey, as well as a respondent profile for the consultation questionnaires. Given that the respondent profiles are so different, it is inadvisable to make comparisons between the two.

In the graphs and tables, figures are quoted as percentages. The size of the sample base from which the percentage is derived is indicated. Note that the base may vary – the percentage is not always based on the total sample. Caution is advised when comparing responses between small sample sizes. Where percentages do not add up to 100%, this can be due to a variety of factors, such as multiple responses or computer rounding.

In this report, we make reference to sub-group differences only when findings for the different sub-groups are statistically significant. We also run sub-group analysis on residents living under the flight path and those living away from it. The flight path is defined as postal districts CT7, CT11 and CT12. All other postal sectors fall outside of the flight path.

## Publication of Data

Our standard Terms and Conditions apply to this, as to all studies we carry out. Compliance with the MRS Code of Conduct and our clearing is necessary of any copy or data for publication, web-siting or press releases which contains any data derived from MORI research. This is to protect our client’s reputation and integrity as much as our own. We recognise that it is in no-one’s best interests to have survey findings published which could be misinterpreted, or could appear to be inaccurately, or misleadingly, presented.

# Key Findings

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## Survey

This section features headline findings from the survey work, a more detailed explanation of which is given in the following sections.

- Eight in ten residents in Thanet (82%) say they are satisfied with their **quality of life**. Just over one in ten (12%) report that they are dissatisfied.
- The main perceived, and unprompted, positive aspects of life in Thanet are:
  - access to the countryside (50%) and openness/greenery of the countryside (14%); and
  - the sense of community (15%).
- More negative aspects of life in the area are heavily related to anti-social behaviour. One in seven (14%) actually mention anti-social behaviour specifically, while one in ten (10%) mention crime. Unemployment is cited by 7% of residents, as is a lack of facilities.
- The vast majority (96%) of Thanet residents say they are aware of plans for **Kent International Manston Airport** to expand in the future. Fewer are willing to say that they know about the S.106 planning agreement, with more than half (54%) saying that they have heard nothing about it.
- There is **broad support for the proposed expansion of the airport**. More than four in five (85%) say that they support it, including three in five (63%) who report that they are strongly in favour of expansion. Just short of one in ten (8%), however, say they are opposed to plans for a larger airport.
- The prospect of more passenger flights does little to turn opinion either towards support or opposition for the airport expansion. Four in five (85%) still offer their support for airport expansion. Those residents living under the flight path are more likely to oppose airport expansion. One in ten (10%) of this group oppose expansion.
- Asked for unprompted **reasons why they are in favour of, or opposed to, airport expansion**, the most frequently given answer is that airport growth will bring more employment opportunities (43%). Further, 16% say that it will offer a boost to the broader economic situation, and 13% expect airport expansion to help regenerate the area.



- The first negative response - noise pollution - accounts for 4% of responses given by those who have heard of plans to expand the airport.
- When asked more specifically about **the advantages of airport expansion**, six in ten (61%) say that the airport will generate more jobs and will provide a more convenient holiday and business travel hub (30%).
- The **main perceived disadvantages** of a bigger airport revolve around noise. Over half (51%) say that noise from the airport at night will be a disadvantage of growth, while two in five (39%) say that noise disturbance in the day will be a downside of expansion.
- Turning to **the effect of flights**, three-quarters (77%) of those taking part in the telephone survey state that their quality of life is not at all affected by the current number of flights into and out of Kent International Manston Airport.
- The vast majority (96%) also say that their **current quality of life** is either not very much or not at all affected by passenger flights at night. There is little differentiation between night-time passenger and cargo flights, with 93% saying that their quality of life is affected not very much or not at all.
- **Living under the flight path does make a difference.** Eight percent and 11% of residents living in this area say that their quality of life is affected either a great deal or a fair amount by night passenger flights and night cargo flights respectively. The proportions among those living in areas away from the flight path are 2% and 4% for night passenger and cargo flights respectively.
- The prospect of **increasing the number of flights** or **expanding the airport more generally** does have some effect on perceptions around quality of life. One in ten (10%) say that increasing the number of flights into and out of the airport will affect the quality of life in their household a great deal, while 13% say it will do so a fair amount. Similar proportions state that increasing the size of the airport will adversely affect their quality of life (8% a great deal and 14% a fair amount).

## Depth Interviews

A series of depth interviews with stakeholders highlight the following key issues:

- In spite of its perceived isolation, Thanet has **some recognised strengths**, such as the local environment. Stakeholders also agree that Thanet is an area which is improving. These improvements are seen to be focussing on (economic) regeneration schemes such as Westwood Cross.
- Stakeholders point to the need for patience though. While regeneration is seen to be taking place, they emphasise that the **area still has serious issues to contend with** relating to unemployment, transport infrastructure and social exclusion.
- **The possibility of airport expansion is broadly welcomed**, although some do stand in opposition. This opposition is grounded in concerns about the effect of increased aviation on the environment, as well as the more local issue of how those residents living closest to the flight path will be affected by an increase in flights.
- Those in favour of expansion are also **aware of issues relating to the potential impact on local residents**. They are therefore keen that any expansion is handled in a sensitive manner so that the needs of those living under the flight path can be addressed and balanced with the advantages of airport expansion. These advantages are seen to be that the airport will allow greater and more convenient access to other destinations for residents but will also allow easier access to those wishing to visit the area. The creation of extra jobs is also seen as an important by-product of growth.
- In terms of the scope of expansion, there is **realism among most stakeholders about how large the airport should be**. It is thought that the Kent International Manston Airport should aim to be a thriving regional airport, such as Southampton. **More transport infrastructure** is also seen to be required. While improvements to the local road network are desired, it is the creation of rail link which is seen as the real strategic transport improvement.

- A revised S.106 agreement is seen as being vital in ensuring the sensitive development of the airport and associated infrastructure, while also protecting the needs of those affected most.

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Checked & Approved:

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# Living in Thanet

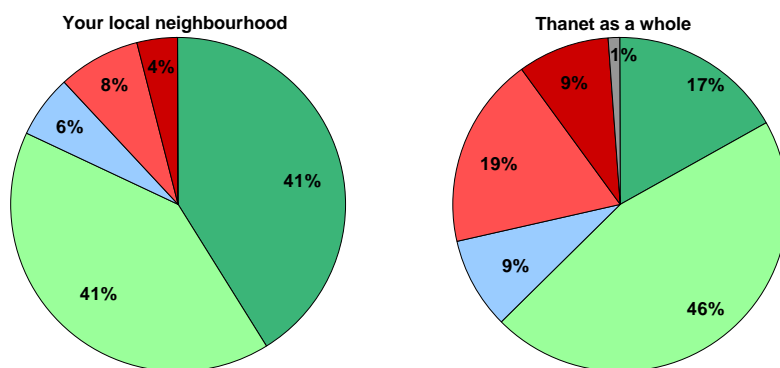
## Local Neighbourhoods and Thanet as a Place to Live

Residents in Thanet are largely satisfied with their quality of life. Four in five (82%) say they are satisfied with their local neighbourhood as a place to live, with two in five (42%) saying they are *very* satisfied. In contrast, one in eight (12%) report that they are dissatisfied.

### Quality of Life in Thanet

Q Thinking about the following as a place to live, how satisfied or dissatisfied are you with ...

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



Base: 500 Thanet residents, interviewed by telephone, 24<sup>th</sup> February – 3<sup>rd</sup> March 2005

Source: MORI

A common finding in MORI's experience, younger residents report higher levels of dissatisfaction than their older counterparts:

- A quarter (26%) of 16-24 year olds are dissatisfied, versus 8% of those aged 45 to 64, and 13% of those aged 65 and over.

Considering **Thanet as a whole** as a place to live, residents are less satisfied than they are with their immediate neighbourhood. Three in five (62%) say they are satisfied, with nearly three in ten (28%) reporting dissatisfaction. In contrast to satisfaction with the local neighbourhood, younger residents are no more likely to be dissatisfied with Thanet as a whole than older residents.

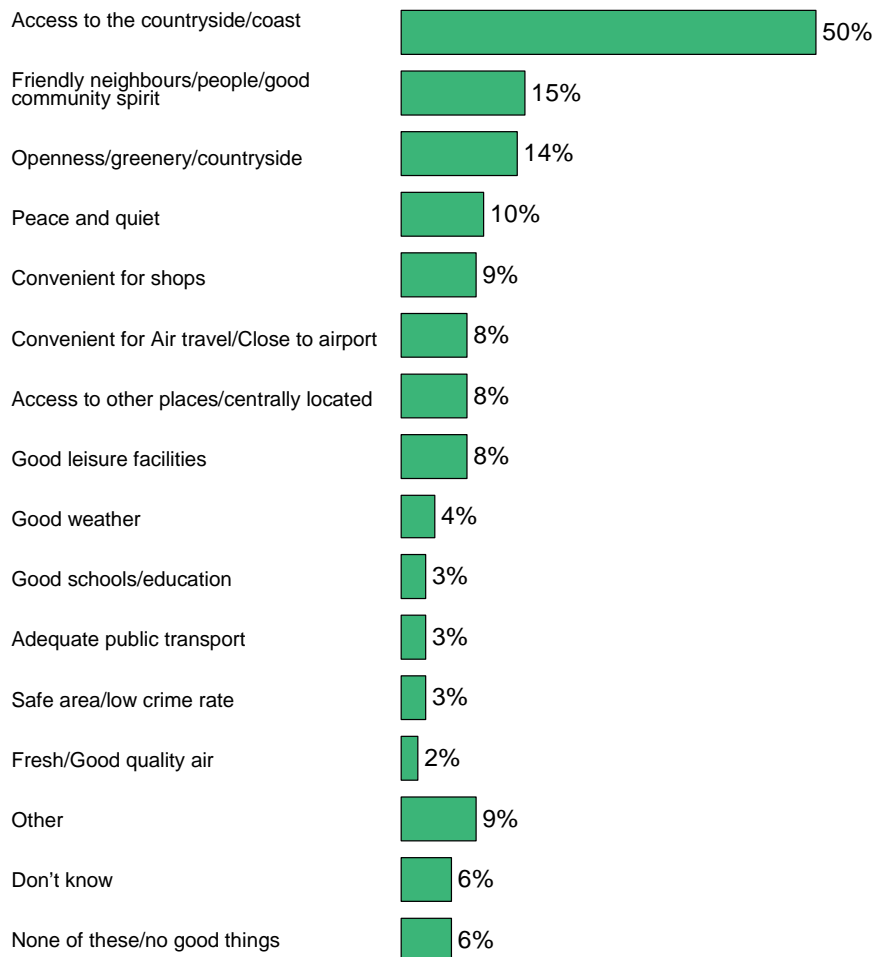
## Positive Aspects of Life in Thanet

By far the best perceived aspect of Thanet life for local residents is access to the countryside/coast. When asked what, if anything, makes Thanet a good place to live, half (50%) of residents mention this.

Access to the countryside/coast is more likely to be mentioned by those in higher social grades (61% of those from social grade AB versus 44% from the DE grouping). Thanet's openness, greenery and countryside are also frequently mentioned, with one in seven (14%) saying that these makes Thanet a good place to live.

### Living in Thanet

Q What, if anything, makes Thanet a good place to live?



Base: 500 Thanet residents, interviewed by telephone, 24th February – 3rd March 2005

Source: MORI

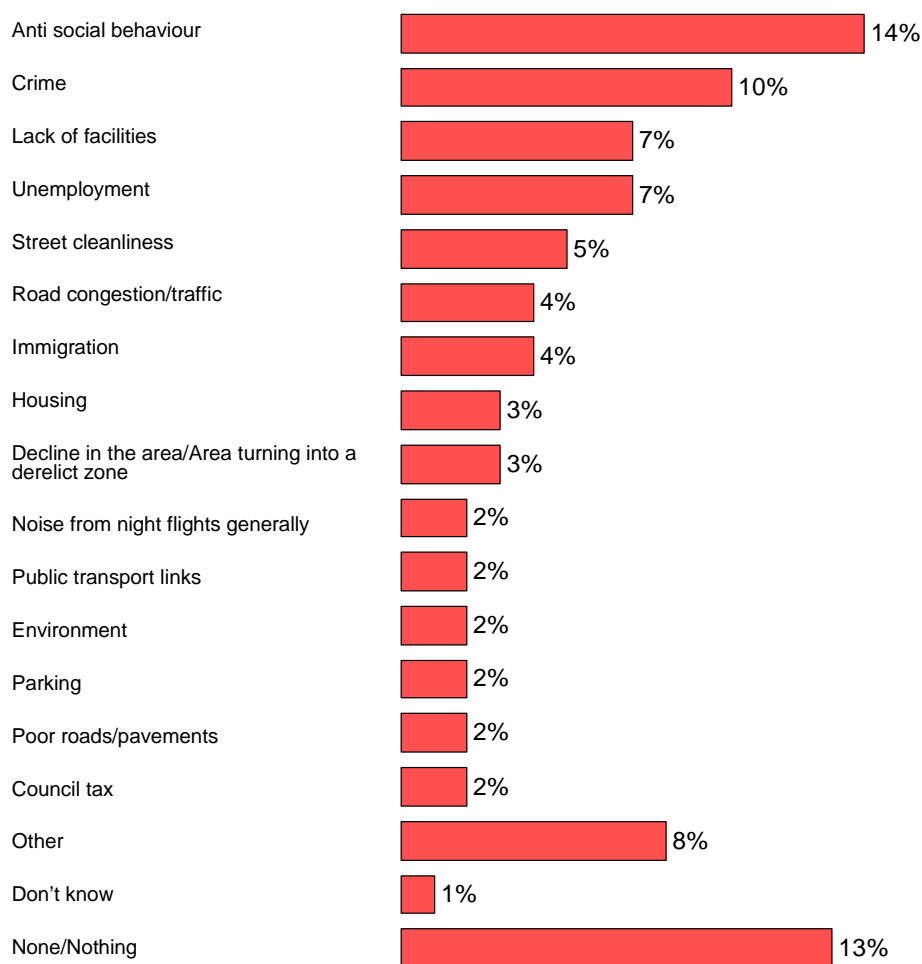
The sense of community in the area is another of the main factors mentioned, with 15% of residents mentioning friendly neighbours/people or a sense of community spirit.

## Perceived Negative Aspects of Life in Thanet

When asked about their biggest concerns about Thanet, anti-social behaviour is mentioned most frequently - cited spontaneously by one in seven (14%) of residents. Younger residents are considerably more likely to mention this issue as a concern, with one in four (24%) of those aged 16-24 citing it, compared to 12% of those aged 25 and over.

### Concerns about living in Thanet

Q Thinking about living in this area generally, what is the single biggest concern for you?



Base: 500 Thanet residents, interviewed by telephone, 24th February – 3rd March 2005

Source: MORI

The next most frequently listed concerns are crime, mentioned by one in ten residents (10%), lack of facilities (7%) and unemployment (7%).

Few say that problems with noise are the biggest concern about living in Thanet. One in a hundred (1%) cite noise from the airport, and one in fifty (2%) say noise from night flights.

## **Consultation Results**

Respondents in the wider consultation exercise (utilising the postal and web methodologies) were asked to identify what concerns them most in the area from a list of concerns provided to them. The main concerns emerge as:

- Road congestion/traffic (25% citing as the biggest concern);
- Crime (23%);
- Kent International Manston Airport (21%); and
- Noise (13%).

# Awareness of Plans

## Awareness of Plans to Expand Kent International Manston Airport

The vast majority of residents in Thanet (96%) are aware that there are plans to expand Kent International Manston Airport. However, detailed knowledge about the proposed expansion is low. While almost two in five residents (36%) say they know either a fair amount (29%) or a lot (7%) about the proposed expansion, almost half (45%) say they know “just a little”. One in six (16%) say they have heard of the plans but know nothing about them.

Older residents report higher levels of knowledge about plans for growth and development of the airport than younger residents, and men report higher levels of knowledge than women.

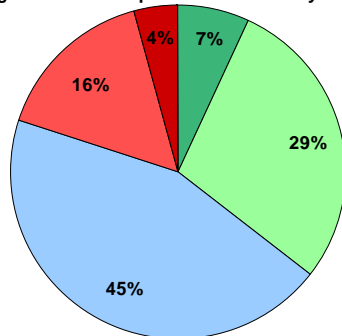
- One in six residents aged 16-24 (16%) report that they know either a great deal or a fair amount, compared to 40% and 48% respectively among those aged 45-64 and 65+; and
- Four in ten men (42%) say they know at least a fair amount, compared to three in ten women (30%).

### Knowledge of Expansion Plans for Kent International Manston Airport

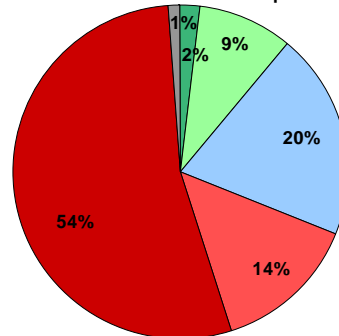
Q How much do you feel you know about...?

Don't know  
  Never heard about  
  Heard of but know nothing  
  Know just a little  
  Know a fair amount  
  Know a lot

Plans for Kent International Airport Manston to grow and develop over the next few years



The 106 Planning Agreement between Thanet District Council and Kent International Airport Manston



Base: 500 Thanet residents, interviewed by telephone, 24<sup>th</sup> February – 3<sup>rd</sup> March 2005

Source: MORI



While nearly all residents in Thanet have heard about the plans to expand Kent International Manston Airport, knowledge about the S.106 planning agreement between Thanet District Council and Kent International Airport Manston is very low. Over half (54%) say they have heard nothing about this planning agreement, and only one in nine (11%) say they know either a fair amount (9%) or a lot (2%).

As with knowledge about the plans for expansion of Kent International Manston Airport, older residents report higher levels of knowledge than younger residents, and men report higher levels of knowledge than women.

- While 81% of those aged 16-24 and 63% of residents aged 25-44 say they have never heard of the S.106 planning agreement, half or fewer in the older age bands admit to this same lack of knowledge (50% and 39% respectively in the 45-64 and 65+ age groups say they have never heard of the agreement).
- Two-thirds of women (64%) say they know nothing about the S.106 agreement, compared to 43% of men.

## **Consultation Results**

An analysis of the wider consultation exercise reveals higher levels of familiarity with the plans for Kent International Manston Airport to expand. Only 2% say they have never heard of the plans. Meanwhile, over two in five (44%) of the respondents to this exercise say they know at least a fair amount.

The wider consultation exercise further finds that one in three (34%) people know at least a fair amount about the S.106 planning agreement. This is a far higher level of knowledge than found in the telephone survey, in which only 11% say they know at least a fair amount. Furthermore, only one in twelve (8%) of those who took part in the wider consultation exercise say that they had never heard about the S.106 agreement, compared to over half (54%) of those consulted by telephone.

# Reaction to Plans

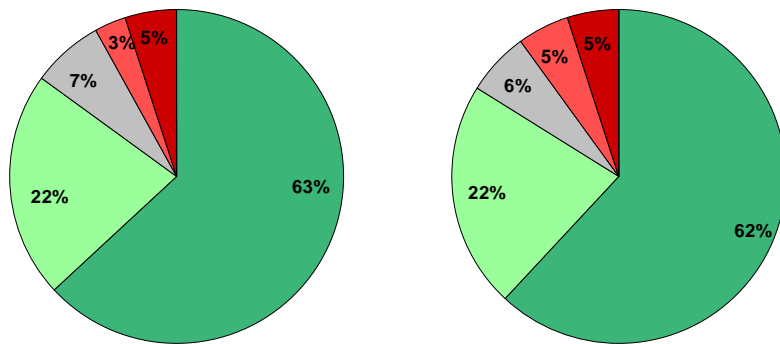
## Support and Opposition for Expansion

Of those residents who have heard of the proposed expansion of Kent International Manston Airport, the majority (85%) are in support of the scheme. Further, of those in favour of the expansion, most say they are *strongly* in support - 63% of residents report that this is the case, compared to 22% who tend to support it.

### Support for Expansion of Manston Airport

- Q To what extent do you support or oppose the proposed expansion of Kent International Manston Airport?  
 Q And to what extent do you support or oppose the proposed expansion of Kent International Manston Airport, if more passenger flights were to take off and land at the airport?

Strongly oppose Tend to oppose Neither/nor Tend to support Strongly support



Base: All those who have heard about expansion of Manston Airport (481)

Source: MORI

Eight percent of residents oppose the expansion of Kent International Manston Airport, with one in twenty (5%) saying that they *strongly* oppose its expansion. While the proportion in strong opposition does not differ significantly across demographic groups, those who live directly under the flight path (an area defined by postcodes given to MORI by Thanet DC) are more than four times more likely to be in strong opposition than those living away from the flight path (9% versus 2% in strong opposition respectively).

### Consultation Results

Almost two-thirds (65%) of the respondents to the wider consultation exercise are in favour of the proposed expansion of Kent International Manston Airport, including almost half (48%) who are strongly in support.

One in five (20%) say they strongly oppose the expansion of the airport, which is four times the proportion found to be strongly opposed in the telephone survey.

## **Considering an Increase in Flights**

Residents were again asked “to what extent do you support or oppose the proposed expansion of Kent International Manston Airport”, but this time the question ended “if more passenger flights were to take off and land at the airport?”

The aim of repeating the question in this way is to gauge whether levels of support vary when residents are prompted that the expansion could involve a higher level of air traffic. Levels of support when this question is asked are almost identical to the level of support when residents are not prompted about any increase in passenger flights. Four in five (84%) are in support, with three in five (62%) saying they are strongly in support. A minority one in ten (10%) are in opposition, with one in twenty (5%) being strongly opposed.

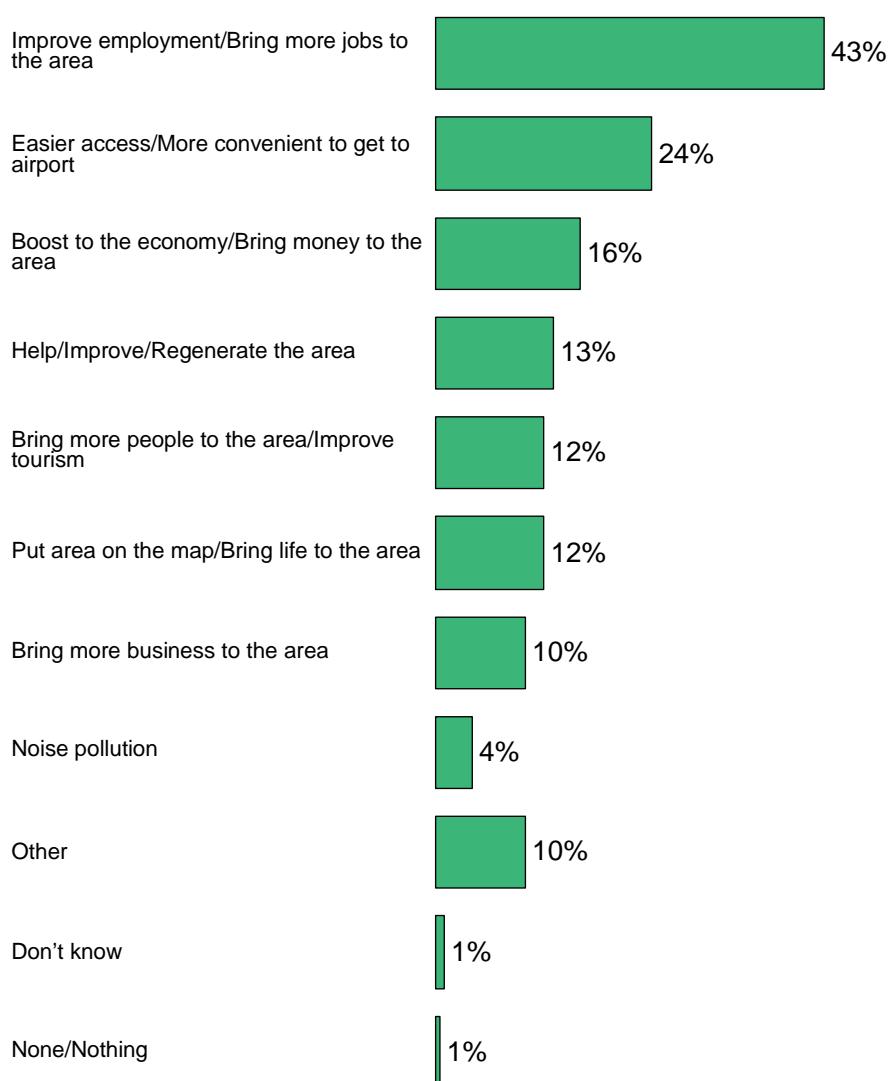
As with the unprompted question, those living under a flight path are more likely to be in strong opposition than those not living under a flight path (10% strongly oppose versus 1% strongly oppose respectively). Support among this group still stands at three in four (74%).

## Reasons behind Support and Opposition

The main reasons given for supporting the expansion of Kent International Manston Airport surround the economic and employment prospects the expansion would bring with it. Over two in five (43%) of residents cite the jobs that would be brought to the area, and one in six (16%) mention the boost to the economy and the inward investment that would be brought to the area. Slightly fewer mention regeneration of the area (13%).

### Reasons for Supporting or Opposing Expansion of Kent International Manston Airport

Q Why do you say that?



Base: All those who have heard about expansion of Manston Airport (481)

Source: MORI

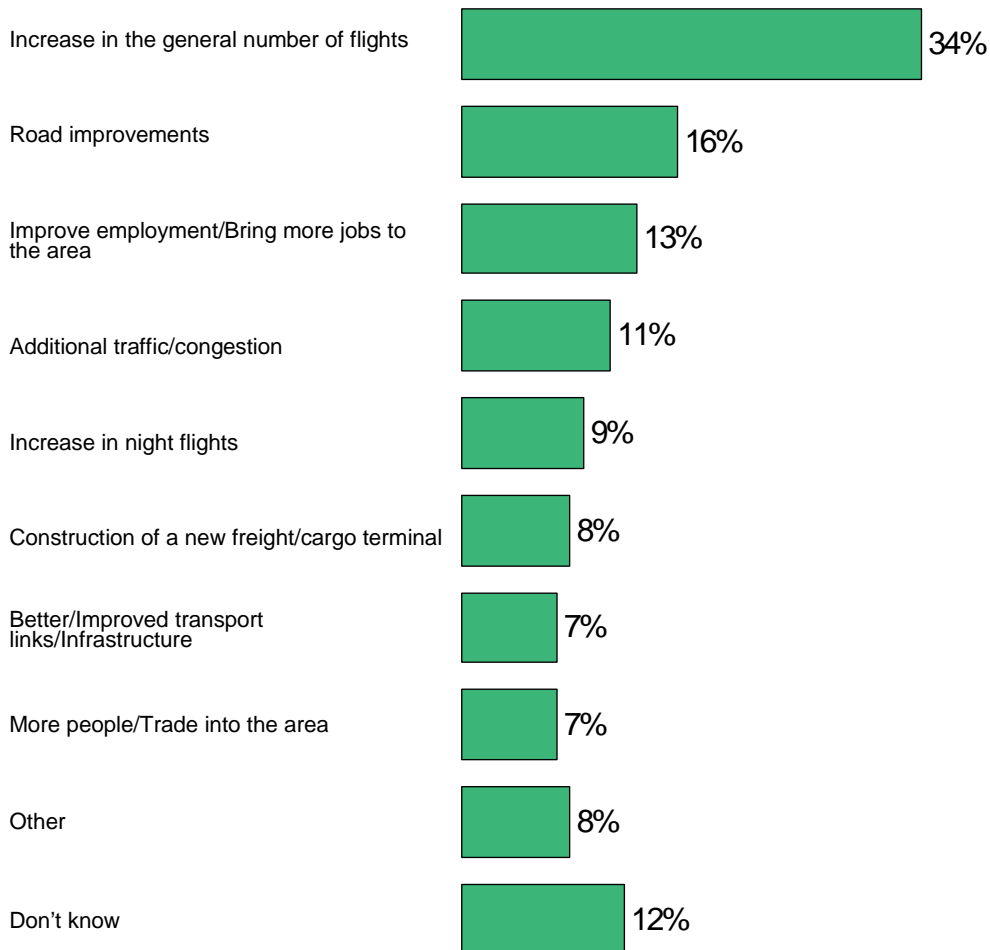
Reasons given for opposing the expansion include noise pollution and air pollution (mentioned by 4% and 2% of residents respectively), and night flights being a problem/causing a disturbance (2%).

## What will Expansion Involve?

When asked what they believe the expansion of Kent International Manston Airport will involve, residents are most likely to say an increase in the general number of flights (mentioned by 34%), road improvements (16%), improved employment in the area (13%), and additional traffic/congestion (11%).

### Effects of the Expansion of Kent International Manston Airport

Q *What do you believe the expansion of Kent International Manston Airport will involve?*



Base: All those who have heard about expansion of Manston Airport (481)

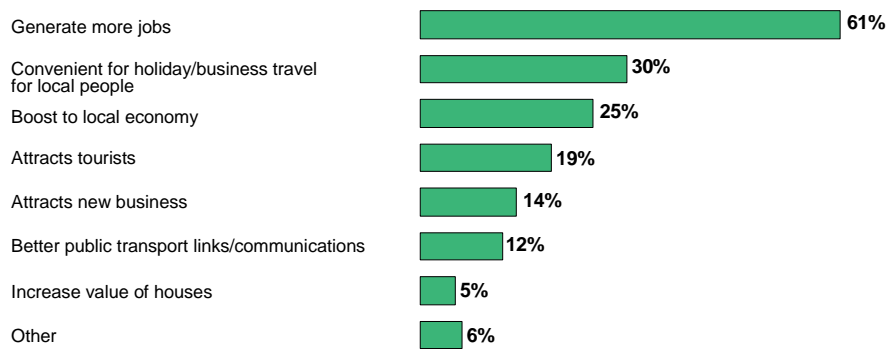
Source: MORI

## Advantages of Expansion

Asked more directly about the advantages of expanding Kent International Manston Airport, a boost to the job market is the most frequently mentioned plus point. Three in five residents who have heard of Manston Airport (61%) feel that an advantage of the expansion will be the generation of new jobs. Furthermore, one in four (25%) mention the boost to the local economy brought by the expansion. As seen above, these advantages are central reasons behind more general support for airport expansion. Older residents are more likely to mention an increase in job generation as an advantage than younger residents (38% of those aged 16-24 cite more jobs as an advantage, compared to 65%, 68% and 59% respectively among those aged 25-44, 45-64 and 65+).

### Advantages of Airport Expansion

Q *What advantages, if any, do you think the proposed expansion of Kent International Manston Airport will bring to the people in your local area?*



Base: All those who have heard about expansion of Manston Airport (481)

Source: MORI

Residents also mention the convenience for holiday and business travel for local people (30%), the tourists that would be attracted to the area (19%), and better public transport links and communications (12%).

## Consultation Results

Responses from the wider consultation exercise paint a similar picture in terms of the perceived advantages of expanding Kent International Manston Airport. The top three advantages (identified by respondents from a list of possible improvements to the area brought about by expansion of the facility) are seen to be:

- Convenience for holidays/business travel for local people (66%);
- The creation of new jobs (65%); and
- A boost to the local economy (57%).

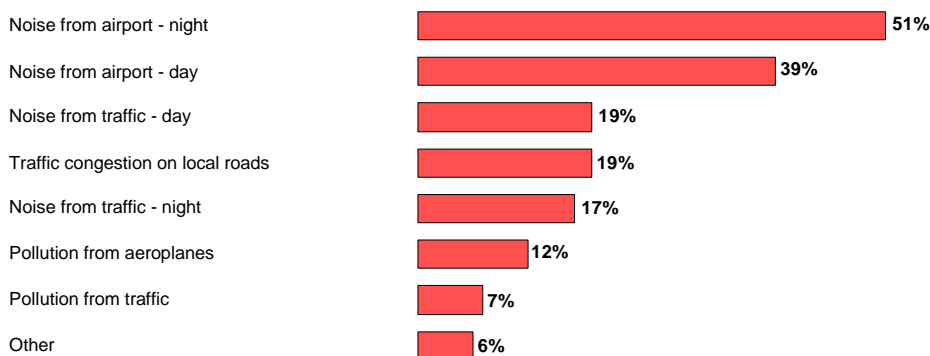
Many also mentioned that Thanet's profile would be heightened (44%), and that the local infrastructure would be improved (46%).

## Disadvantages of Expansion

The main perceived disadvantage of expansion is noise from the airport, and by some considerable margin. Noise from the airport at night is seen to be the biggest disadvantage (mentioned by half of residents, 51%) followed by noise from the airport during the day (39%).

### Disadvantages of Airport Expansion

Q What disadvantages, if any, do you think the proposed expansion of Kent International Manston Airport will bring to the people in your local area?



Base: All those who have heard about expansion of Manston Airport (481)

Source: MORI

Other disadvantages that receive frequent mentions are increased congestion on the roads (19%) and the associated noise this traffic will bring during the day (19%) and during the night (17%).

## **Consultation Results**

Respondents to the wider consultation exercise were also given the opportunity of choosing which disadvantages, if any, they thought the proposed expansion of Kent International Manston Airport would bring.

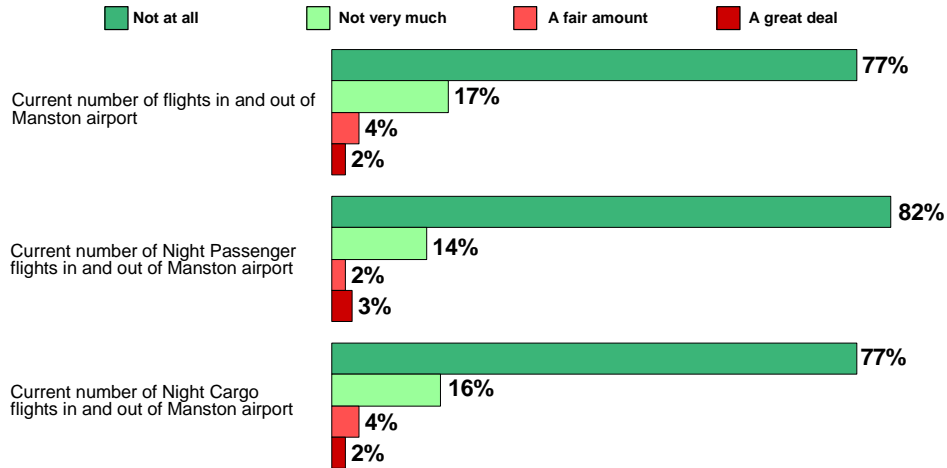
The most frequently mentioned disadvantage is more night flights (cited by 50%), which ties in closely with the most frequently mentioned disadvantage from the telephone consultation exercise (51% choosing noise from airport during the night). Almost half choose an increase in noise (45%), and two in five say that the local infrastructure will not be able to cope (42%) and that there will be an increase in traffic (40%).



# Effect of Flights

## Effect of Flights on Quality of Life

Q To what extent, if at all, would you say that the quality of life in your household is affected by...?



Base: 500 Thanet residents, interviewed by telephone, 24<sup>th</sup> February – 3<sup>rd</sup> March 2005

Source: MORI

## Impact of Current Number of Flights

The majority of Thanet residents do not feel that the quality of life in their household is affected by the current number of flights in and out of Kent International Manston Airport. Over nine in ten residents (94%) say the flights have not very much (17%) or no effect at all (77%) on the quality of life in their household.

However, one in fifty residents (2%) feel that the number of flights affects their household's quality of life a great deal. Residents living under the flight path are more likely still to say their quality of life is affected (4% and 6% respectively say it is affected a great deal or a fair amount).

## Impact of Passenger Flights at Night

Night passenger flights also have very little perceived impact on Thanet residents' quality of life. Twenty four in every twenty five residents (96%) say that their current quality of life is affected either not very much (14%) or not at all (82%). For one in twenty five residents, though, night passenger flights do affect the quality of life in their household, including three percent who say the flights affect them a great deal.

Whether residents are living in the flight path or not largely determines the perceived effect of night flights on their quality of life. Of those living in the flight path, six percent feel their quality of life is affected a great deal, compared to less than half a percent of those not living in the flight path. Three in four (75%) of this first group say that their quality of life is not at all affected by the current number of night passenger flights, compared to 87% of residents living away from the flight path.

## Impact of Night Cargo Flights

Residents do not differentiate between night cargo and passenger flights. Night cargo flights in and out of Kent International Manston Airport have a similar effect on residents' quality of life as night passenger flights, with the vast majority (93%) saying that the flights affect them not very much (16%) or not at all (77%). Again, for a significant minority (6%) night cargo flights affect quality of life either a great deal (2%) or a fair amount (4%).

As before, it is whether residents live under the flight path or not that determines the extent of the perceived disruption. While 85% of those living away from the flight path say that they are not at all affected by the current number of night cargo flights, this figure falls to 68% among those living under the flight path. Meanwhile, five percent of those living under a flight path say their quality of life is affected a great deal, compared to only 1% of those who do not live under a flight path.

## The Effect of Increasing the Number of Flights or Expanding the Airport

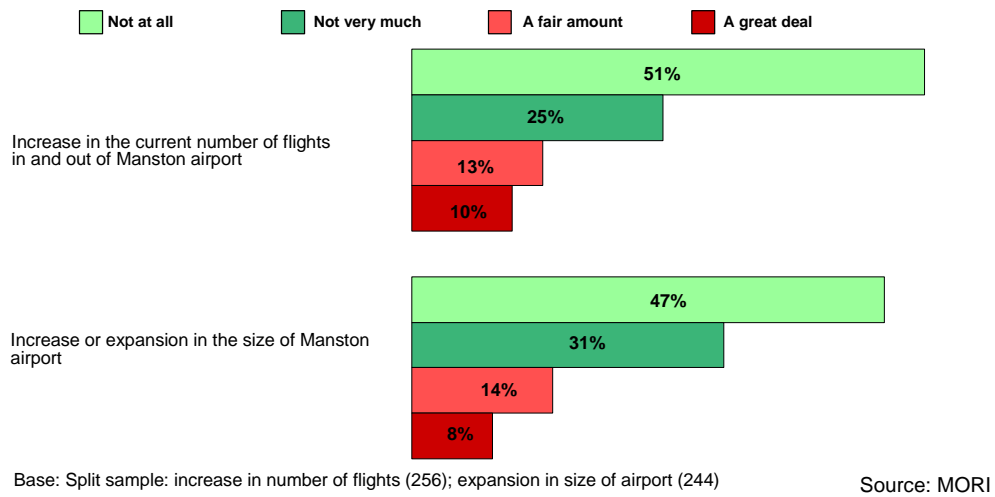
Here, we asked half of our telephone survey sample about the perceived impact of increasing the number of flights while the remainder were asked how much the physical expansion of the airport would affect them

Of the half asked how they thought an **increase in the current number of flights** in and out of Kent International Manston Airport would affect their quality of life, most residents do not feel that such an increase would have a significant impact on their quality of life. A quarter (25%) say it would affect their quality of life *not very much*, and half (51%) say *not at all*.

However, a further quarter (23%) do report that their quality of life would be affected, including one in ten (10%) who feel their quality of life would be affected a great deal. For those living under a flight path, one in five (20%) feel their quality of life would be affected a great deal, compared to only one percent of those not living under a flight path.

## Effects on Quality of Life of Proposed Expansion

Q To what extent, if at all, would you say that the quality of life in your household would be affected by an...?



The other half of the sample were asked how they thought the quality of life in their household would be affected by **an increase or expansion in the size of Kent International Manston Airport**. Again, most residents do not feel there would be a significant effect, with three in ten (31%) saying *not very much* and almost half (47%) saying *not at all*.

Even so, a significant minority - just under a quarter of residents (22%) - feel the quality of life in their household would be adversely affected either *a fair amount* (14%) or *a great deal* (8%).

Those living under a flight path are most likely to think an increase in the size of the airport would affect them a great deal (12%). While only one percent of those not living under a flight path feel that an increase in the *number of flights* would affect their quality of life a great deal, six percent of those not living under a flight path feel that their quality of life would be affected a great deal by an increase in size of the airport.

# Airport Usage

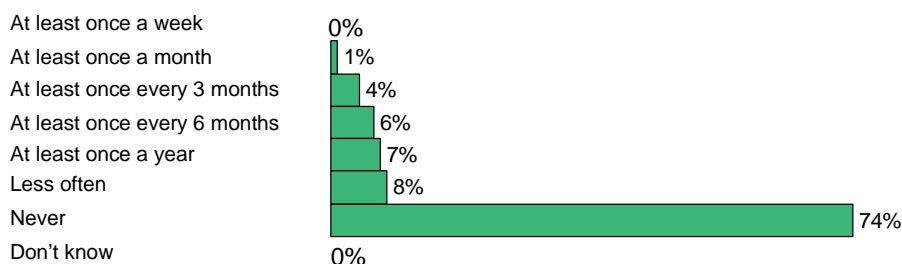
## Frequency and Purpose

One in seven residents (14%) say they fly in and out of Kent International Manston Airport at least once a year or less often. One in ten (10%) fly between once every three months and once every six months. Three-quarters of Thanet residents (74%) have never flown in or out of the airport. More people use the Kent International Manston Airport to meet/drop off other people, although two in three (67%) say they have never done this.

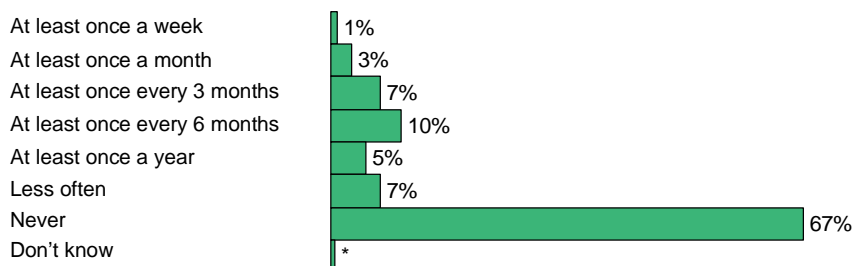
### Usage of Manston Airport

Q How often do you actually use Kent International Manston Airport?

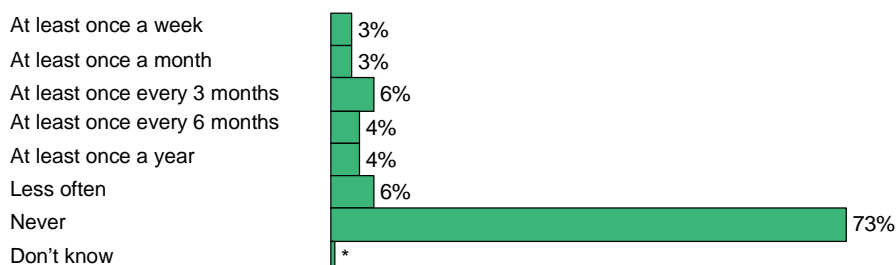
#### To fly in and out of



#### To meet/drop off other people



#### For any other purpose



Base: 500 Thanet residents, interviewed by telephone, 24th February – 3rd March 2005

Source: MORI

Of those who use Kent International Manston Airport, six in ten (62%) have flown for leisure purposes, while fewer than one in seven (14%) have flown for business purposes.

## **Consultation Results**

The wider consultation exercise found higher levels of airport usage. Two in five (40%) say that they fly in and out of Kent International Manston Airport, compared to 26% in the telephone research. Considering frequency of use, over a quarter (27%) say they use the airport to fly in or out of at least twice a year, compared to less than half that proportion (11%) from the telephone research.

Similarly, higher proportions from the wider consultation (compared to the telephone research) say they use Kent International Manston Airport to meet/drop off other people, and “for any other purpose”.

# Depth Interviews with Stakeholders

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In this section, we report in more detail on the depth interviews which took place with stakeholders. Wherever possible, we illustrate points with verbatim comments. These remain unattributed to protect the anonymity of the respondents.

## Quality of Life in Thanet

Stakeholders have mixed views about the environment for residents in Thanet. We explore perceived positive and negative aspects in more detail below, but use the following quotes to illustrate the mixed picture.

*Thanet as a place to live has some very desirable bits, it has some areas with significant challenges and so yes it's a very mixed picture.*

*... we've got some of the most deprived wards in Britain, let alone in Kent, which is a bit of an anomaly ... you've got some really quite wealthy wards, very nice leafy suburb type places cheek-by-jowl with some pretty horrible, worst of multiple occupation type tenanted properties.*

*Pretty good for liveability, I would say a bit weaker for business than some of the more central areas.*

## Positive Aspects

Some stakeholders are positive about Thanet on a number of levels. There is praise for the three urban centres, as well as the overall quality of the environment and the quality of public services.

*Thanet as a whole ... You have three major towns in Thanet – Ramsgate, Broadstairs and Margate and they're all so different. The architecture, the structure, the towns ... it's a wonderful place. We have a beautiful beach, air quality, light ... and we have very good schools, very good hospitals. We just lack jobs for the middle years.*

*Fantastic beaches, very nice rural environment.*

*It's the tranquillity, it's the opportunity to just go and get a blast of fresh air in the countryside in an unspoilt area.*

*A beautiful coastline, open skies, a bit of variety of marshlands, the other side of the island and so on and a great atmosphere of history too.*

*Well, I mean it has got great beaches, got nice towns, good countryside within striking distance, close to London, close to the Continent, got ferry, airport: what more could you want really?*

*House prices are comparatively low. I think it's got most things that people want here. OK, maybe people would argue that there could be some more leisure facilities ... but then the other places haven't got miles and miles of really glorious beaches and cliff-top walks and a lot of open green space and open countryside within sort of two-minute drive of the town centres.*

*Well there has been a tradition that ... Western, Central Kent look down on Eastern Kent because they think it less obviously beautiful and attractive and less exciting as a place to live, to which we in Thanet would answer that we have room to breathe, we have less traffic and we have a bit more time to think.*

Stakeholders are also positive about the accessibility of Thanet resulting from the infrastructure that has been put in place.

*The infrastructure could hardly be better, we've got a port to Europe, we've got an airport, the roads aren't that bad.*

*We've got the dual Thanet Way which comes off the M2 that links into the M25 and therefore into the rest of the motorway network.*

*The road system has improved a great deal with the New Thanet Way.*

## Challenges

More, however, tend to highlight social and structural problems which need to be solved. These relate to unemployment, deprivation, the need to improve transport links, and the combined effect these factors have in perpetuating social exclusion.

*We need to get more jobs so we can have more people off the dole queues basically and get some more employment ... Then we will obviously raise the standard of living.*

*The challenges I think are around, if you like, social exclusion going back over a number of years, so that you've got significant pockets of deprivation ... and exclusion being reinforced by inadequate infrastructure, particularly public transport infrastructure.*

*Rail connections are so poor and the rail transport distances from Thanet to London, for example.*

*The worst thing is the rail connection; journey to London times of just under two hours for a place that's 70 miles from London is unacceptable.*

There is some suggestion that these challenges have contributed to a poor perception of Thanet.

*So there is a bit of an image problem, and I think that again we do compete in fairly sort of choppy waters here. Obviously we're close to London but there are places that are perceived by investors as being a lot closer.*

*When you think about other areas of Kent, which are quite affluent, I think it [Thanet] has the image of being very much less affluent.*

*It is harder to get people in here than it is to places which are in more obvious contact with London.*

*We are that little bit nearer the continent of Europe but not direct. If you want the continent of Europe you go naturally to Ashford rather than to Thanet.*



We have seen above that some are positive about the standard of public services in Thanet. Opinion does vary on this topic, though, as the following quote illustrates.

*Some of the basic services that are available in Thanet do not compare well with other parts of Kent and the South East in general. For example, health provision within East Kent. We continue to have significantly higher mortality rates on various key indicators. Waiting times, I suspect, are longer in East Kent and Thanet than they are in West Kent. So I think as a place to live, it's a pleasant place to live once you're kind of here, but if you're comparing it with other parts of the South East, you know we've still got some catching up to do.*

## Thanet as Place to do Business

There is broad positivity towards Thanet as a place to do business. Stakeholders are noticing business-led regeneration activity around initiatives such as the Westwood Cross shopping development.

*We're seeing quite a lot of new investment moving into the area, particularly around the Westwood Cross shopping development. My own organisation has been involved with helping some companies to move into Thanet. Generally, I think, the impression we're getting now is that it is undergoing quite a dramatic regeneration process ... is on the up rather than on the down.*

*The business issues, we think we're one of the leaders on the smaller businesses, not on the larger business. We are having the bigger thing which is happening most probably in Kent at the moment, we are having Westwood Cross which is a new, new environment, new town, edge of town shopping.*

It was also suggested by some that Thanet was well-placed for businesses with a European focus.

*If they are doing business with Europe it's quite a good location.*

*It is conveniently near to continental Europe, in some respect psychologically far from the rest of the UK, the other side of London.*

Others point to the limitations placed on Thanet by its geography. The perceived effect of location is to limit inward investment opportunities to organisations for which location is less important.

*I think it depends on the business you're in. I think that if it's a business that is less location-sensitive, obviously it is probably at the furthest point of Kent, away from the rest of the UK. Having said that, they've got good links back into mainland Europe through the port and potentially through the airport giving you much of a wider reach.*

*I think it's probably in many ways a good place to do business but of course it depends what your business is, but it is geographically at the end of the line with a catchment area which is 75% sea.*

*Draw a circle centred on Thanet: two-thirds of it is full of water, so you suffer by being a sort of small catchment area, both in terms of customers and potential employees.*

Some argue that Thanet does not serve business interests well for a number of key reasons.

*It is to do with the availability of properly qualified and skilled labour. It's to do with the housing stock in the area and its appropriateness for ... employees. It's to do with infrastructure. It's to do with poor road infrastructure, poor rail journey times into London.*

The quality of the environment though is seen to mitigate against any issues which may be caused by the area's perceived remoteness.

*The sort of companies that will tend to go down there are going to be those who really are looking for the quality of environment, the quality of life it provides for their workforce, those who want to draw on the skills of the workforce who live down in that area, and, as I say, are less sensitive to having to be close to the M25 or to a motorway network.*

Asked about what is required to improve Thanet as a business location and to attract more inward investment, stakeholders place emphasis on improving the transport infrastructure, as well as driving up the skills level of the local workforce. While marketing is called for, reference is also made to the difficulties around changing negative associations some in the business community have with the area.

*I think Thanet as a place to do business has improved significantly over ... maybe the last ten years or so, in that there is significant development taking place. I think that that picture could be further enhanced and moved along, by addressing the public transport infrastructure issues and by a continued push on raising the skills levels in the area, so that in terms of attracting inward investment not only are you providing a skilled-up workforce.*

*By selling the place as we are doing, you know as we're speaking now, and making the business world out there know that we are here and we're sitting on their doorstep ... you have got a wonderful airport, we have got a ferry service which is building up, our freight service is really busy and we are going to have a good rail link in 2009 now which will take us straight into London which will move us into, more into the commuter market as well.*

*I think ... it is still the most difficult area to persuade and attract investments and move to that area. Mainly because of this perception of being slightly remote and peripheral to the rest of the UK and it's quite important that all the things that are going on at the moment help to reposition Thanet alongside Dover I would say, even if it's a slightly different marketplace.*

Stakeholders also identified actions to boost the image and pride of Thanet to make it more attractive to business in the future.

*I think there has to be some sort of a great leadership from the Council really to help improve the way people feel about Thanet and their pride in it and recognise that there are some good things there, even now and to try and build on those.*

*Giving people some guidance on how to boost the appearance of the area for a start, and then help with the marketing to visitors, by the Council.*

Improvements to physical appearance are considered vital in promoting Thanet as a suitable business location and in supporting the tourism industry.

*It's done it by making great efforts to attract investors by doing a fair amount of restoration of the physical parts of the coastal towns in particular so that they're more attractive. Get back to attracting, not as many tourists as they used to 50 years ago but many more than they were ten, 15 years ago.*

Specific mention was made of projects such as the Turner Contemporary Project in attracting people and business to the area.

*There are other ways you attract visitors back. I'm a great supporter of the Turner Contemporary Project in Margate, for example, which I believe if it comes off and actually gets built will achieve much of the same thing.*

## Thanet in the Future

The view held by most is that Thanet is going to see significant changes and growth in the next few years. These changes are associated with the key schemes and initiatives already mentioned in this section of the report, as well as with the airport.

*Growing, growing. It's going to grow, it's going to obviously have more houses, that comes under the new South East Plan, which is out to consultation at the moment. Our town centres will have to diversify. Ramsgate, Broadstairs and Margate will diversify. we are having a Turner Contemporary Project in Thanet and I can see us just growing year on year.*

*You look at the plans for around Ramsgate Harbour and the developments around Ramsgate Harbour, the plans for Margate Old Town Centre, the airport, the fact that they've now got a budget airline operating out of the airport. There's a lot more people talking about Thanet mainly because it's been put on the map a bit more by the fact that you now have a budget airline running out of the airport.*

There is a call from some quarters, however, for patience in what will be a long process.

*Everyone's got to be realistic about what the future holds in that this isn't going to be a quick-win situation. A lot of the work that's being done now in terms of the regeneration process will only really be ... felt if it's sustained maybe over the next decade or so.*

## Attitudes towards Kent International Manston Airport

There is broad support for the airport among stakeholders. Its presence is welcomed because of the economic and commercial opportunities it provides, and can go on to provide for the area in the future.

*We support it because of the town. We're supporting it because if, without commerce coming into the town, into the whole area, into Thanet, someone else is going to get it, it's employing a lot of people, if it grows it will employ even more people and that is what the area is about.*

*As a commercial business and as a vehicle for regeneration, we support the expansion of Manston airport ... As a company, we're fully in favour and supportive of it. It's a sort of regeneration to the area and because, also, we do a lot of business travel internationally.*

*I support the expansion of the airport ... because I think it's an important part of this economic regeneration process ... it's certainly providing quite a lot of additional employment already and it brings different kind of visitors to Thanet and certainly psychologically helps the people of Thanet to believe that they're not at the end of the line, if they can step out of their door and in five minutes get on a flight to Malaga.*

Some also recognise the impact the airport can potentially have beyond Thanet, as well as the need to approach developments in a sensitive manner.

*I support it. Mainly because it's an asset. I think in the wider scheme of things, it's a tremendous benefit from the whole south of England in terms of the, spreading some of the pressures that are on some of the existing airports in the South East. I think because, from my perspective again, it would be a major economic drive, it would be a major employment creator and major investment creator. And I think, providing the right balance is achieved and the scale of growth is realistic, it will make a serious contribution to the county's economy, let alone Thanet's economy. I think there are many wider benefits that will come out of it that have to be taken into account by those who would normally object to just anything.*

*I think if East Kent is to compete as a sort of sub-region against other regions in the UK, then having a regional airport which offers, not only business the opportunity to have easy access to other markets, but also the sort of tourism and kind of recreational facilities that can be exploited both ways.*

*I think it would give us potential to promote more in-bound short breaks into Kent and, well, not just Kent but Kent is really a gateway to England and we get more overseas visitors into Kent than any other county.*

## Extending Flying Hours

There are, of course, concerns about the negative impact that increased activity at the airport can have. Chief amongst these is the effect of extended flying hours, and some stand directly opposed. Generally though, stakeholders are very aware of the need to approach this issue with caution, and of how certain areas will be more affected than others by extending flying hours, but also of how flight time restrictions will still apply.

*Again, trying to be fair and honest about this, I can understand quite why there are restrictions on night flights. It would be quite intrusive, I think, for the residents in that area, if there were night flights within certain hours, so I think to some extent it's quite valid to have some night flight restrictions and they do at the moment in all major airports so I don't see why Thanet should be an exception to that.*

*I think that you get into a much more parochial sort of debate there really, because the further away, I guess, you are from the airport, the less you are worried about night flights and noise and given the sort of prevailing wind direction and flight paths, by and large for us as a district it doesn't have too much impact, but if you were living in, I guess, Herne Bay or in Ramsgate, you might be far more concerned about the potential impact of night flights.*

*Unfortunately the town of Ramsgate is some five kilometres directly at the end of the runway ... and so Thanet has to accept that the development of the airport ... involves some kind of disturbance to people there and to a lesser extent at the other end of the runway to the village of St. Nicholas and to parts of Broomfield, Beltinge, Herne Bay, beyond the same thing.*

*I think there should be very, very strict restrictions on night flights.*

Some stakeholders felt, however, that flight restrictions would inhibit the ability of the airport to develop and were in favour of as few restrictions as possible.

*I believe that the fact that you can't fly at night into a number of UK airports is an opportunity for us here.*

*I think that the airport needs to be given as much leeway as can reasonably be given to them in order to attract business ... I think that there needs to be as little restriction on its operations.*

On the other hand, some suggested that the viability of the airport is not necessarily in jeopardy without reducing restrictions.

*There are plenty of airports around which operate as daytime airports and appear to get by and to manage and to make a profit, so I think it would be wrong to assume that if this airport is not allowed regular night flights, it will not become viable.*

## (Environmental) Concerns

The issue of noise pollution is also recognised by some stakeholders. Some are more confident than others that this issue can be resolved.

*For [those living close to the airport], I generally think that the noise implications of it are very wrong and particularly the night noise implications are going to have a huge impact on people.*

*If you're under the flight path, you might resist any increasing in growth but when you think there used to be a military base and the sort of planes would have taken off there years ago would have been a hell of a lot noisier, more frequent perhaps, than they would under the commercial planes. To be honest, I can't really think there are too many disadvantages, apart from noise ... I can appreciate that there may be some disadvantage for people under flight paths. Generally I can only really think there are many more advantages than just the one issue about noise.*

Some considered the issue of noise pollution was being over-stated.

*I think it's quite possible that they will find, people react quite differently, quite subjectively, to aircraft noise including aircraft noise at night and I think it quite possible, I don't know, that they will find that whereas a few people are quite seriously disturbed by these aircraft, the great majority of the population take them in their stride.*

Some are aware that cargo flights, potentially using older, noisier, planes would be more disruptive to residents living under the flight path. They therefore point to the need to consider this in plans for expansion.

*I think one of the issues that could determine the number of night flights that is deemed to be acceptable - and fortunately it's not a decision for me but for Thanet - could be, well, what type of flights are they? And so I think if you were selling to the people of Ramsgate the fact that you were going to bring in regular night flights involving the old freight planes then that might be a completely different proposition to some night flights that are much less noisy and polluting and intrusive. So I think that is an issue that somehow needs to be kind of weighed-up in that equation.*



*Cargo flights were significantly nastier even from the distance away that I live, which is ten or 12 miles, I could smell these things coming over sometime. They're foul, simply because they're heavier, they're older, in general terms just creaky old things that are worst maintained, noisier, dirtier, smellier.*

Some are simply opposed to the aviation industry as a whole and the detrimental effect it has on the environment.

*Well, in general terms, I have a basic problem with the aviation industry as a whole ... it wastes more fuel than any other form of transport and it doesn't pay its way in terms of environmental impact ... I would be supportive of the aviation industry if it actually cleaned up its act and if it paid its fair share towards the fuel that it's using and if it actually makes an effort to contribute towards mitigating climate change problems but none of those are happening at the moment.*

Others recognised the importance of ensuring environmental impact is properly planned for.

*Well I suppose the other side to the story is the environmental impact really. To make sure that there is a plan for the environment, to protect and guard the environment around it, as much as possible really, from both the nature point of view and a wildlife point of view, as well as people who live around there.*

There is a recognised need among some though to provide support for those most adversely affected by development.

*Anything that can help remunerate the worst effects on the small number of individuals who are most directly affected ... The point I am making is a point of principle. A small number of people are going to be affected by the expansion of the airport in terms of their ... in terms of where they live. Obviously things that can be done to help them manage that are very important in order to try and meet their needs. Should that prevent the thing being developed? The answer is 'no'.*

## Other Developments Required

The airport is seen as a key means of attracting more people into the area. To this end, it is felt that an improvement in the standard of local hotel accommodation is required, along with improvements to the transport infrastructure.

*What we need are decent hotels in the area. We definitely need a decent hotel ... a new big hotel. We could also do with refurbishing some of our existing hotels. We could do with a better infrastructure, road infrastructure from the airport up into the towns, because they have done to the main airport but they didn't do for the airport into ... you know widen the other bit of the road.*

A number of stakeholders commented on the increased provision of housing planned in Thanet and felt this would not be an issue on the further development of the airport.

*Well housing is being increased at a great rate anyway. I'm not sure that that would necessarily relate to the airport's development, what would be needed is things like more hotels and that kind of facility which always grows up in the vicinity of an airport. They, I think, would be very largely a benefit to Thanet.*

Some have detailed ideas about how the road network can be improved. There is a more general feeling though that an enhanced rail network would do most to allow the airport to reach its true potential.

*Well I think the connection from the A299, the sort of Thanet Way, gives it a kind of reasonable road connection from that direction. I think from the south the A256 really does need to be completed and up-graded, so that's a scheme that's currently on the books but stalled and I think that would need to be pushed ahead with. And I think actually that the real clincher that would make the biggest difference would be getting a parkway station and a rail connection and I think then it lifts potentially the airport into a completely different scale of operation and opportunity than the one that it currently offers. So I think it would just make things immensely more viable and potentially sort of successful if the rail connection were there.*

*I think there's probably one thing that would make a really major impact and that is the achievement of a very fast rail access link into the airport. To me, that opens the airport up to the wider area, it opens it up to the county in a way that it doesn't at the moment and I just think the commitment to doing that would really give it a tremendous boost to put confidence in that area of being able to have a fast and efficient rail access.*

*Well if the number of passengers is going to increase there will need to be better approach roads immediately to the left of the airport and the road from London and West County's pretty good now up to within a few miles but it ceases to be quite good enough before it reaches the airport and that needs to be remedied. But perhaps even more important is improvement in railway and that requires, I think not only the faster line which we are promised when the CTRL is up and running from Ashford via Canterbury to Ramsgate but also a dedicated airport railway station, just the other side of Cliffs End from Ramsgate which would offload passengers for the airport with minimum of disturbance to the rest of the community.*

Some, however, believed the rail link was less critical to airport expansion.

*I don't think that the rail link is necessarily key to airport expansion ... it's not like Gatwick or Heathrow where you've got vast numbers of people who'd want to get here without their own transport.*

## **Kent International Manston Airport in the Future**

The broad thrust of opinion among stakeholders is that the airport should be expanded in a sensitive way. Realism is called for though and there is a view that the airport should set its ambitions to become a regional airport, out of which an increased schedule of flights will operate.

*I don't know whether they will ever get the same scale as maybe Luton and Stansted, which is probably ambitious but I think it really does have potential as a good, thriving regional airport ... or even provincial airport the scale of maybe Southampton or somewhere like Exeter, somewhere like that, I suppose, where you've got regular passenger flights, you've got good cargo handling facilities and it's been well used by all the major operators.*

*I personally would like to see the schedule of flights and the range of destinations continue to expand. As I think at the moment, whilst it's a great step forward to have sort of twenty-odd destinations, the schedules behind some of those destinations are fairly patchy, so maybe sometimes you can get out to somewhere but you can only get out there once a week, or twice a week....and more destinations sort of opened up.*

A number of stakeholders indicated a strong support for airport expansion with particular emphasis on developing passenger operations.

*I would like to see a much bigger passenger operation than they've got, more destinations, bigger planes. I would like to see a thriving freight business coming through there.*

*I would like to see it predominantly a passenger airport. I think it'll have to have quite a lot of freight as well to be viable but obviously the quieter the airport, the aircraft the better and I would not expect it to have very many night flights, though it may be that this summer will show that we can tolerate night flights at the beginning and the end of the night to the extent that we're going to have them this summer.*

## Winning Support for Airport Expansion

Most stakeholders are aware of Thanet District Council's communication and consultation drive, and support it. Communications and the need to further convey messages about the positive aspects of airport development to the public are highlighted.

*I think communication is the name of the game.*

*In the end it's convincing the public at large, as it were, that the inconvenience is worth it ... Whatever little bit of inconvenience there is, that the wider benefits to the community in terms of employment opportunities, in terms of leisure opportunity, in terms of just adding to the possibilities, is a price worth paying.*

Again, a considered approach is called for. Some feel that an overly obtrusive expansion of Kent International Manston Airport could have a negative effect on the very things that attract people to the area in the first place.

*Well and also, bearing in mind part of the reason why people choose to live down East Kent and Thanet area, part of the reasons why companies move down there is things like quality of life, etc and you could actually begin to detract and impact on the very thing that is one of its greatest opportunities and strengths at the moment. So again that's why I'm just saying you have to keep these things in perspective and in balance.*

One stakeholder calls for the issue of airport expansion to be put to the public vote, implying that the current approach to consultation is inadequate.

*I think it's significant enough for a referendum quite frankly. The consultation is a step forward in doing that, but the consultation is happening after the event, the night flights have already started and what we should have had was a full six-month consultation period where people could actually have the opportunity to find out what was really going to happen rather than having to tick the boxes while the planes are going overhead anyway.*

## **Need for S.106 agreement**

Some stakeholders feel that the current S.106 agreement demonstrated the right balance for the airport at its current stage of development.

*I think that the terms in the current 106 agreement are exactly right ... basically what they say is that flights between 11pm and 7am shouldn't happen for other than exceptional reasons, and I think that is the right position at the moment.*

Others indicated a general acceptance of the agreement with some scope for improvement.

*I think it's been reasonably good at doing its job, but it would have been better if it had been monitored more closely.*

However, some stakeholders point to the need to revise the current S.106 agreement so that aspirations for a profitable and successful airport can be met and the needs of local communities can be protected too.

*There wasn't an awful lot happening at Manston, it was a kind of regional freight airport at best ... I mean there is a big difference between what they want to be and what they used to be and the 106 agreement as it was ... now if they're aspiring to be something much bigger then we need a different 106 agreement and you need bigger and better guarantees for the people of Thanet.*

*There will need to be provisions which ensure communication between local government, local people and the operators ... the secondary aim would be an insistence within operating - obviously they've got to run a profitable business - but within that they must be demonstrating what they're doing to limit their impact on the environment and if I could I would want there to be some adequate carbon off-setting measures incorporated into that and make sure that Manston was paying a bit of its way environmentally.*

*Handling complaints should be included in the agreement because at present it's not working well. And secondly, I think the agreement should be much more precise about environmental statements and environmental impact assessments.*

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# Appendices

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# Sample Profile (weighted)

## Profiles (Absolute Numbers)

	<i>Thanet DC</i>	<i>Telephone (500)</i>	<i>Post/web (2,340)</i>
	N	N	N
<b>Gender</b>			
Male	46,723	229	1285
Female	54,453	271	979
<b>Age</b>			
16-24	11,999	59	42
25-34	14,194	69	441
35-44	16,416	82	
45-54	16,385	81	1103
55-64	14,614	69	
65+	27,568	140	736
<b>Work Status</b>			
Working full-time	35,423	173	873
Working part-time (9-29 hours per week)		60	230
Unemployed	<i>not working full time - 65,753</i>	22	32
Retired		156	913
Other		89	292
<b>Ethnicity</b>			
White	98,835	484	2199
BME	2,341	11	64
Not stated/refused	-	6	77
<b>Social Grade</b>			
AB	16,423	73	<i>n/a</i>
C1	31,921	151	<i>n/a</i>
C2	15,702	109	<i>n/a</i>
DE	37,129	150	<i>n/a</i>



	<i>Thanet DC</i>	<i>Telephone (500)</i>	<i>Post/web (2,340)</i>
	<i>N</i>	<i>N</i>	<i>N*</i>
<b>Postal Sector/Area</b>			
CT7	9,479	56	286
CT8	5,694	21	87
CT9	31,489	159	376
CT10	20,128	99	362
CT11	21,014	102	590
CT12	13,385	63	476
Flightpath	54,866	221	1,352
Non-flightpath	71,862	279	825

\* absolute numbers do not add up to 100% because of the non-submission of post code details in some cases.

## Profiles (Percentages)

	<i>Thanet DC</i>	<i>Telephone (500)</i>	<i>Post/web (2,340)</i>
	<i>%</i>	<i>%</i>	<i>%</i>
<b>Gender</b>			
Male	46	46	55
Female	54	54	42
<b>Age</b>			
16-24	12	12	2
25-34	14	14	(25-44) 19
35-44	16	16	
45-54	16	16	(45-64) 47
55-64	14	14	
65+	27	28	31
<b>Work Status</b>			
Working full-time	35	35	37
Working part-time (9-29 hours per week)		12	10
Unemployed	<i>not working full time - 65</i>	4	1
Retired		31	39
Other		18	13
<b>Ethnicity</b>			
White	98	97	94
BME	2	2	3
Not stated/refused	-	1	3
<b>Social Grade</b>			
AB	16	15	<i>n/a</i>
C1	32	30	<i>n/a</i>
C2	16	22	<i>n/a</i>
DE	37	30	<i>n/a</i>

	<i>Thanet DC</i>	<i>Telephone (500)</i>	<i>Post/web (2,340)</i>
	<i>%</i>	<i>%</i>	<i>%</i>
<b>Postal Sector/Area</b>			
CT7	9	11	12
CT8	6	4	4
CT9	31	31	16
CT10	20	20	15
CT11	21	20	25
CT12	13	13	20
Flightpath	43	44	58
Non-flightpath	57	56	42

\* postal/web survey percentages do not add up to 100% because of the non-submission of post code details in some cases.

# Social Class Definitions

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- A** Professionals such as doctors, surgeons, solicitors or dentists; chartered people like architects; fully qualified people with a large degree of responsibility such as senior editors, senior civil servants, town clerks, senior business executives and managers, and high ranking grades of the Services.
- B** People with very responsible jobs such as university lecturers, hospital matrons, heads of local government departments, middle management in business, qualified scientists, bank managers, police inspectors, and upper grades of the Services.
- C1** All others doing non-manual jobs; nurses, technicians, pharmacists, salesmen, publicans, people in clerical positions, police sergeants/constables, and middle ranks of the Services.
- C2** Skilled manual workers/craftsmen who have served apprenticeships; foremen, manual workers with special qualifications such as long distance lorry drivers, security officers, and lower grades of Services.
- D** Semi-skilled and unskilled manual workers, including labourers and mates of occupations in the C2 grade and people serving apprenticeships; machine minders, farm labourers, bus and railway conductors, laboratory assistants, postmen, door-to-door and van salesmen.
- E** Those on lowest levels of subsistence including pensioners, casual workers, and others with minimum levels of income.

# Guide to Statistical Reliability

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It should be remembered at all times that a sample, and not the entire population of Thanet, has taken part in the survey. In consequence, all results are subject to sampling tolerances, which means that not all differences are significant.

We cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the 'true' values), however, we can predict the variation between the sample results and the 'true' values. This is based on knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the '95% confidence interval':

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
500 interviews	3	4	4

For example, with a sample size of 500, where 30% give a particular answer, the chances are 95 in a 100 that the 'true' value (which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 4$  percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be 'real', or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is 'statistically significant', we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume '95% confidence interval', the differences between the results of two separate groups must be greater than the values given in the table below:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	7	13	14
100 and 200	7	11	12
200 and 200	7	10	11
300 and 400	5	7	8
100 and 400	6	9	10

# Marked-up Questionnaire (Telephone Survey)

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MORI/J24478/ANC

## Kent International Manston Airport S.106 Agreement Topline

- Results are based on 500 telephone interviews among a representative sample of Thanet DC residents
- Quotas are set on age, sex and work status
- Fieldwork carried out between 24<sup>th</sup> February and 3<sup>rd</sup> March 2005
- Data are weighted by age, sex and work status to the known population profile (Census 2001)
- Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated
- Results are based on all responses unless otherwise stated
- An asterisk denotes a value of less than one half of one percent, but greater than zero

Q1. Thinking about the following as a place to live, how satisfied or dissatisfied are you with...? And is that very or fairly satisfied/dissatisfied?

	a) Your local neighbourhood %	b) Thanet as a whole %
Very satisfied	41	17
Fairly satisfied	41	46
Neither satisfied nor dissatisfied	6	9
Fairly dissatisfied	8	19
Very dissatisfied	4	9
Don't know	*	1

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Q2. Thinking about living in this area generally, what is the single biggest concern for you?

	%
Noise – general	*
Noise – traffic	*
Noise – from neighbours	1
Noise – from airport	1
Noise – From night flights	2
Noise – From night PASSENGER flights	*
Noise – From night CARGO flights	-
Transport	1
Road congestion/traffic	4
Public transport links	2
Manston airport	-
Expansion of Manston airport	1
Crime	10
Anti social behaviour	14
Environment	2
Pollution (general)	*
Parking	2
Loss of green belt/countryside	*
Poor roads/pavements	2
Street cleanliness	5
Quality of local education	1
Housing	3
Lack of facilities	7
Unemployment	7
Lack of regeneration	1
Council tax	2
Immigration	4
Lack of police	1
Decline in the area/area turning into a derelict zone	3
Lack of shops/shops closing down	1
Lack of jobs/good jobs	1
Not enough for young people to do	1
Low pay/wages	1
Lack of tourism trade	1
Lack of economic prosperity	1
Amount of money the council wastes	*
Other	8
Don't know	1
None/nothing	13



Q3. **What, if anything, makes Thanet a good place to live? What else?**

	%
Convenient for shops	9
Convenient for Air travel/Close to airport	8
Access to other places/centrally located	8
Access to the countryside/coast	50
Good schools/education	3
Good leisure facilities	8
Adequate public transport	3
Friendly neighbours/people/good community spirit	15
Openness/greenery/countryside	14
Peace and quiet	10
Safe area/low crime rate	3
Fresh/good quality air	2
Good weather	4
Cleanliness of the area	1
Historical/the area has history	1
The architecture of the place	1
Closer to family/family live here	1
Good location	1
Cheaper place to live	1
Healthy environment	1
Other	9
None of these/no good things	6
Don't know	11

Q4. **How much do you feel you know about...?**

- a) **Plans for Kent International Airport Manston to grow and develop over the next few years?**  
b) **The 106 Planning Agreement between Thanet District Council and Kent International Airport Manston?**

	a) %	b) %
Know a lot	7	2
Know a fair amount	29	9
Know just a little	45	20
Heard of / know nothing	18	14
Never heard about	4	54
Don't know	*	1

Q5. **To what extent to you support or oppose the proposed expansion of Kent International Airport Manston? Is that strongly or tend to support/oppose?**

*Base: All those who have heard about expansion of Manston Airport (500)*

	%
Strongly support	63
Tend to support	22
Neither support nor oppose	7
Tend to oppose	3
Strongly oppose	5

Q6. **Why do you say that?**

Base: *All those who have heard about expansion of Manston Airport (500)*

	%
Boost to the economy/bring money to the area	16
Improve employment/bring more jobs to the area	43
Easier access/more convenient to get to airport	24
Bring more business to the area	10
Noise pollution	4
Air pollution	2
Night flight may be a problem/cause a disturbance	2
Help/improve/regenerate the area	13
Bring more people to the area/improve tourism	12
Cheaper flights/travel	2
Change in house prices	1
Better transport links	3
Put area on the map/bring life to the area	12
Live within the flight path	1
Need more information/not enough known about it	2
Level of disruption it may cause	1
Good/big enough already	1
Better/easier access to the continent/aboard	1
Airport as been there for a long time	1
Increase/improve the standard of living	1
More places/destinations to go to	1
Better for environment cause less people travelling to other airports	*
Increased chance of terrorism	*
Bigger airport/expansion is the right way to go	1
Will strongly oppose until the council plays fair with the residents	1
We own shares in the airport	1
Thanet needs that kind of access	1
Other	10
Don't know	1
None/nothing	*

Q7. **What do you believe the expansion of Kent International airport Manston will involve?**

Base: *All those who have heard about expansion of Manston Airport (500)*

	%
Increase in the general number of flights	34
Increase in night flights	9
Increase in passenger flights	4
Increase in cargo flights	2
Construction of a new freight / cargo terminal	8
Construction of additional car parking facilities	5
Road improvements	16
Additional traffic/congestion	11
Improve employment/bring more jobs to the area	13
Hotels	4
New/improved/extended/extra runway	6
Air pollution	2
Better/improved transport links/infrastructure	7
More people/trade into the area	7
Noise pollution	5
More housing	1
Boost to the economy/bring money to the area	4
New/improved terminals	1
More buildings	3
More/greater facilities	1
Closure of roads	1
Increase in house prices	1
Cheaper flights	*
Improve the area	1
More convenient/easier to get to	1
Increasing level of security/better safety	1
People losing their homes/houses being knocked down	1
Communication links improved	*
Increase in destinations	*
Expansion/more space needed	2
Modernisation	*
Other	8
Don't know	12
None/nothing	1

**Q8. What advantages, if any, do you think the proposed expansion of Kent International Airport Manston will bring to the people in your local area?**

*Base: All those who have heard about expansion of Manston Airport (500)*

	%
Attracts new business	14
Attracts tourists	19
Better roads	2
Better public transport links/communications	12
Boost to local economy	25
Convenient for holiday/business travel for local people	30
Generate more jobs	61
Interesting place to visit	2
Smarten up the area	4
Increase value of houses	5
Increase availability of housing	1
Airport invests / donates to local communities	1
Cheaper flights	1
More flights	1
Other	6
Don't know	3
None/nothing	4

**Q9. What disadvantages, if any, do you think the proposed expansion of Kent International Airport Manston will bring to the people in your local area?**

*Base: All those who have heard about expansion of Manston Airport (500)*

	%
Danger/risk of accidents	3
Noise from traffic - day	19
- night	17
Noise from airport - day	39
- night	51
No jobs for local people	1
Opposed to airport generally	1
Pollution from aeroplanes	12
Pollution from traffic	7
Put house prices down	1
Put house prices up	1
Traffic congestion on local roads	19
Increased demand/pressure on local facilities	1
Increased housing development/overcrowding	1
Destruction of the countryside	1
Other	6
Don't know	2
None/nothing/no disadvantages	17

- Q10. To what extent, if at all, would you say that the quality of life in your household is affected by the current number flights in and out of Manston airport?

	%
A great deal	2
A fair amount	4
Not very much	17
Not at all	77

- Q11. To what extent, if at all, would you say that the quality of life in your household is affected by the current number of NIGHT PASSENGER flights in and out of Manston airport?

	%
A great deal	3
A fair amount	2
Not very much	14
Not at all	82

- Q12. To what extent, if at all, would you say that the quality of life in your household is affected by the current number of NIGHT CARGO flights in and out of Manston airport?

	%
A great deal	2
A fair amount	4
Not very much	16
Not at all	77

- Q13. To what extent, if at all, would you say that the quality of life in your household **WOULD BE** affected by an **INCREASE** in the current number of flights in and out of Manston airport?

*Base: Split sample*

	%
A great deal	10
A fair amount	13
Not very much	25
Not at all	51

- Q14. To what extent, if at all, would you say that the quality of life in your household **WOULD BE** affected by an **INCREASE OR EXPANSION** in the **SIZE** of Manston airport?

*Base: Split sample*

	%
A great deal	8
A fair amount	14
Not very much	31
Not at all	47

Q15. How often do you actually use Kent International Airport Manston?

- a) To fly in and out of?
- b) To meet/drop off other people?
- c) For any other purpose?

	a) %	b) %	c) %
At least once a week	-	1	3
At least once a month	1	3	3
At least once every 3 months	4	7	6
At least once every 6 months	6	10	4
At least once a year	7	5	4
Less often	8	7	6
Never	74	67	73
Don't know/can't remember	-	*	*

Q16. How often do you actually use Kent International Airport Manston...?

- a) For business purposes?
- b) For leisure purposes?

	a) %	b) %
At least once a week	2	1
At least once a month	4	5
At least once every 3 months	2	14
At least once every 6 months	2	15
At least once a year	1	17
Less often	2	10
Never	86	39
Don't know/can't remember	-	-

Q17. To what extent do you support or oppose the proposed expansion of Kent International Airport Manston, if more passenger flights were to take off and land at the airport?

	%
Strongly support	62
Tend to support	22
Neither support nor oppose	6
Tend to oppose	5
Strongly oppose	5

To end with, I would like to ask you a few questions about yourself, so that we may classify your answers...

SEX Gender

	%
Male	46
Female	54

AGE **Could you tell me your age at your last birthday?**

	%
16- 24	12
25 - 34	14
35 - 44	16
45 - 54	16
55 - 64	14
65+	28
Refused	*

WORK **And are you, yourself...?**

	%
Working for an employer full-time (more than 30 hours a week)	35
Working for an employer part-time (less than 30 hours a week)	12
Self-employed, employing other people	3
Self-employed but not employing other people	3
On a government employment or training scheme	-
At school or in other full-time education	4
Unemployed & claiming benefit/JSA – job seekers' allowance	2
Unemployed and not claiming benefit	2
Unable to work because of long- term sickness or disability	2
Retired	31
Looking after the home, children or other dependants	5
Other	1
Refused	*
Don't know	

SEG **Social Grade**

	%
A	4
B	10
C1	30
C2	22
D	16
E	15
Refused	4

**Which ethnic group do you belong to?**

	%
<i>WHITE</i>	
British	96
Irish	1
Welsh	*
<i>MIXED</i>	
White and Black Caribbean	-
White and Black African	*
White and Asian	*
<i>ASIAN/ASIAN BRITISH</i>	
Indian	*
Pakistani	-
Bangladeshi	*
<i>BLACK/BLACK BRITISH</i>	
Caribbean	-
African	-
<i>OTHER</i>	
Chinese	*
Other	1
Refused	1

**Household is?**

	%
Single adult under 60	11
Single adult 60 or over	14
Two adults both under 60	18
Two adults at least one 60 or over	17
Three adults or more all 16 or over	12
1 parent family with child/ren at least one under 16	4
2 parent family with child/ren at least one under 16	22
Other	2
Refused	*



# Topic Guide for Depth Interviews

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MORI JN 24478/ANC

## Kent International Airport Manston s.106 Agreement

Final topic guide for Tele-depth Interviews  
w/c 21/03/05

### Topic areas, questions and probes

#### Introduction

- Introduce yourself, refer to invitation letter
- Explain research purpose. On behalf of Thanet DC. Part of an on-going consultation process on proposed expansion of Manston airport and effectiveness of s.106 agreement.
- Explain MORI's role. Independent. All opinions valid.
- Assure Confidentiality. MRS Code of Conduct.
- Ask permission to tape the interview for quality control purposes

#### Warm-Up – Local Priorities

- To start off, do you actually live in Thanet?
- What do you think of Thanet as...
  - A place to live?
    - Why do you say that? What are the plusses and minuses?
  - A place to do business?
    - Why do you say that? What are the plusses and minuses?
- How does Thanet compare to the rest of Kent on these measures?
- What do you think the future holds for Thanet? / What are the most important issues to address?
  - Why do you say that?

#### Airport Expansion

- How much would you say you know about the proposed expansion of Manston airport?
  - Well-versed/know a lot/know a little/heard about etc...
- Broadly speaking, do you support or oppose the proposed expansion of

Manston Airport.

PROBE: Environmental/Economic/Social issues?

- Why?
- What are advantages?
- What are the disadvantages?
- Do the advantages outweigh the disadvantages/vice-versa?
  - Why do you say that?

### **Kent International Airport-Manston – Night Flights**

- What are your feelings about the current restrictions placed on night flights? (INSERT CURRENT RESTRICTIONS)
- Would you like to see more or fewer restrictions on night time flights?
  - Are the current regulations excessively restrictive for the airport operators?
- Do your views on this differ depending whether the flights in question are passenger or cargo flights?
  - Do you differentiate between the two?
- Do you have any suggestions for how the adverse effects on the community/environment can be balanced against the adverse effects on business?
  - What are the arguments that can be made?
  - How investment can be off-set against environmental considerations

### **The Section 106 Agreement**

- If the airport is to be expanded, what do you think needs to be brought with it?
  - Can the current infrastructure cope? (roads, local facilities, housing etc?)
- Are you aware of a document called a s.106 agreement, drawn up in relation to the airport?
  - How familiar are you with its contents?

IF FAMILIAR WITH CONTENTS:

- Do you feel the drafting was adequate for the proposed expansion?

IF NOT INADEQUATE:

- Why not? What was missing? How could it have been improved?
- How effective has the CURRENT s.106 agreement been in ensuring the

best deal for:

- The people of Thanet?
  - Why do you say that?
  - Are the issues surrounding infrastructure and environment adequately catered for?
- Local businesses / industry?
  - Why do you say that?
- Who do you believe is currently responsible for monitoring the s.106 agreement?
  - Is this the best arrangement/could it be handled more effectively?
    - How so?
    - Are there specific examples where the current arrangement hasn't worked?
  - What are the cost implications of changing the current arrangement?
    - How should these be handled?
- Overall, do you consider the s.106 agreement for Manston airport to be a failure or a success?

### **Airport Obligations**

Thinking about the roles and responsibilities of the Airport developers themselves...

- At what stage of the proposed expansion process should any obligations for the airport operators under the s.106 agreement take effect, and to what extent?

**PROBE FOR MEASURES (EXTRA MONEY/NUMBER OF FLIGHTS ETC.)**

- Do you feel the airport operators have abided by / shown due consideration for their obligations under the s.106 agreement?
  - Have they reacted in a timely fashion?
- Where are the airport developers failing / succeeding in regards their obligations?

**Close**

- What would you like to see a future Manston airport look like?
- How likely do you think this is to happen?
  - Why do you say that?
  - What is the single biggest consideration that needs to be addressed?
  
- What is the final message that you would like us to take back to:
  - a) Thanet District Council
  - b) Planestation, the airport developers