## Durham Tees Valley Airport Master Plan to 2020 and Beyond

Consultation Report **February 2014** 





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## **Executive Summary**

The Draft Durham Tees Valley Airport Master Plan was published for consultation over an eight week period from November 2013 to January 2014.

The consultation process was publicised as widely as possible by a range of methods including a media launch, leaflet distribution, consultation exhibitions and business briefings. Alongside this, key relevant local authorities, parish councils and statutory bodies were consulted on the Master Plan proposals.

A dedicated consultation website was created and press coverage and publicity material provided details of the website address. A full copy of the draft Master Plan, a summary version, together with an online feedback questionnaire and freepost address were provided on the website. Over 1,400 'hits' were recorded on the website during the consultation period.

A series of public consultation events and briefings was undertaken during the eight weeks of consultation. Local residents, airport staff, tenants and users were invited to provide feedback at consultation events staffed by the Airport and Master Plan team. Approximately 900 people in total attended the Master Plan events.

Specific presentations were made to the Airport Consultative Committee, Middleton St George Parish Council and the Friends of Durham Tees Valley Airport. Airport staff also met with tenants and interested land owners.

Over 130 responses to the consultation were received from individuals and organisations. An analysis of the feedback shows strong support for vision of achieving a viable future for DTVA and for maximising the employment potential of the site.

The existing services to Amsterdam and Aberdeen are highly valued and there was support for future expansion of the range of services and routes offered. A number of respondents particularly support the potential to expand route destinations as economic conditions allow.

The proposals for housing as an enabling development to facilitate investment in the aviation activities divided opinion. While a majority of respondents support the principle of residential development, a significant number of people have raised concerns. Particular issues raised include concern over how the proceeds of housing development would be invested in the Airport; that it would put undue strain on local services (such as education provision) and infrastructure; and that aircraft noise would impact on the proposed housing.

The Airport is grateful for all of the feedback and comments it has received. All of the comments raised in response to consultations will be carefully considered in the preparation of the final Airport Master Plan.

### 1. Introduction

The Durham Tees Valley Airport (DTVA) Draft Master Plan was published for consultation between 14 November, 2013 and midday on 10 January, 2014. The Draft Master Plan has been prepared in accordance with the guidance within Annex B of the Aviation Policy Framework. In undertaking the consultation on the Draft Master Plan DTVA has had particular regard to paragraph B1 which states that.

"the Government recommends that the more ground covered in a master plan and the more extensive the consultation which has informed its preparation, the greater its value in informing future land use, transport and economic planning processes, and in supporting prospective planning applications." 1

During the eight week consultation period a detailed programme of consultation with the local community and stakeholders across the Tees Valley has taken place in order to publicise the Master Plan and provide opportunity for local residents and stakeholders to provide their views.

This Consultation Report summarises the results of this process. It explains the consultation methods, provides an analysis of the feedback received and sets out responses to feedback which will inform the Final DTVA Master Plan document.

<sup>&</sup>lt;sup>1</sup> Paragraph B1 of the Aviation Policy Framework, Secretary of State for Transport. March 2013.

### 2. Consultation Methods

A range of consultation methods was used to inform and consult with as many local businesses, organisations and residents as possible. Alongside this relevant local authorities, parish councils, statutory undertakers and environmental organisations were consulted on the Master Plan. The activities undertaken are summarised below and presented in Appendix 1.

#### Media Launch

A press release was issued during the week commencing 11 November, 2013 in order to let people know about the consultation and forthcoming events. The press release, which provided details of the Master Plan website and consultation events, was issued to the following:

- Northern Echo
- Evening Gazette Teesside
- Hartlepool Mail
- Newcastle Journal
- Sunderland Echo
- Shields Gazette
- Newcastle Evening Chronicle
- Yorkshire Post
- BBC Television North East
- Tvne Tees Television
- BBC Radio Tees
- BBC Radio Newcastle
- TFM Radio
- Star Radio
- Real Radio
- Sun FM
- Herald and Post
- Darlington and Stockton Times
- The Circuit
- B Daily
- Business Desk

- BQ
- Insider Media
- Teesdale Mercury
- Weardale Gazette
- Regional Correspondent Financial Times
- Airport-News.info
- Routes-News
- Mintel
- Key Publishing
- Mergermarket
- Breakingtravelnews
- Traveldailymedia
- Inflightonline
- Ttgdigital
- Travel Weekly
- FlightGlobal

The press release was also sent to the communications contacts at the local authorities, Tees Valley Unlimited and the North East Chamber of Commerce.

### Master Plan Documentation

As part of the consultation a suite of documents was produced to underpin and support the Consultation Draft Master Plan. An eight page Summary was produced to distil the key features of the Airport's proposals to help gain a better understanding of the Master Plan. 100 copies of the Draft Consultation Master Plan and over 500 copies of the Summary were produced and distributed during the consultation period.

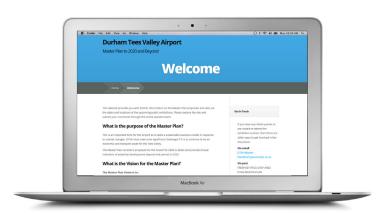
Both the Consultation Draft Master Plan document and Summary document were available to download via the website or available as hard-copies at the public consultation exhibitions, business meetings or on request.



#### Website

A dedicated consultation website was launched on 14 November 2013, following on from the initial press release. The website – www.DTVA-Master-Plan.co.uk - included a 'downloadable' version of the Consultation Draft Master Plan and Summary document. The website also provided the opportunity to submit comments via an online comment form or project questionnaire. Over the consultation period the website received 1,438 'hits' and proved to be a popular method for seeking information. All publicity material for the Master Plan included details of the website address.

Durham Tees Valley Airport provided a link from the main Airport website (http://www.durhamteesvalleyairport. com) to the Master Plan consultation website to ensure maximum online visibility and accessibility to the site.



#### Leaflet distribution

Local residents within immediate proximity of the site were sent personal copies of the leaflet via Royal Mail. Over 280 addresses were sent leaflets on 15 November 2013. This mailing area is shown on the plan in Appendix 2.

The leaflets invited recipients to a consultation event at the Airport and included the website, freepost and email addresses.

Copies of the consultation leaflet were circulated via a number of methods in various locations around the Tees Valley in order to publicise details of the Draft Master Plan, invite local residents to attend the public consultation exhibitions and encourage feedback. A copy of the leaflet is shown opposite.

In order to publicise the proposals more widely, more than 2,200 leaflets were distributed to council offices, libraries and community groups around the Tees Valley including in Darlington, Stockton-on-Tees and Middlesbrough.



#### **Public Exhibitions**

A series of four public consultation exhibitions was arranged to provide more detailed information on the draft proposals. These were held at the Airport itself (in the St George Hotel) and in town centre locations in Darlington, Stockton and Middlesbrough. The dates of the exhibitions which included weekday and evening sessions, are set out below:

- Thursday 21 November 2013 The St George Hotel, Durham Tees Valley Airport, Darlington
- Thursday 28 November 2013 The Dolphin Centre, Darlington
- Friday 6 December 2013 Stockton Central Library, Stockton
- Thursday 12 December 2013 Middlesbrough Learning and Teaching Centre, Middlesbrough.

Copies of the Consultation Draft Master Plan document, Draft Master Plan layout and supporting Summary were available. A number of informative display banners were set up at each of the exhibitions displaying plans of the proposals and the following information:

- The Purpose of the Master Plan
- The Vision
- The Airport Today
- The Proposals
- Environment and Sustainability
- Contact and Feedback.

Copies of the exhibition banners are presented below.







### Airport Terminal Displays

A questionnaire invited feedback on the key aspects of the Draft Master Plan. A comment box was available at each of the exhibition events and a 'freepost' address was provided for consultees to return feedback. It was also possible to respond to these questions or provide more specific responses direct by email to DTVA-Master-Plan@turleyassociates.co.uk or on-line via the dedicated consultation website www.DTVA-Master-Plan.co.uk.

Representatives from DTVA, the Master Plan Team, and The Airport Consultative Committee were on hand to answer questions and to discuss the proposals in more detail with the attendees. Following the fourth Public Consultation Exhibition in Middlesbrough, the exhibition banners were placed in the terminal departure area between 17 December, 2013 and 10 January, 2014 to inform users of the Airport about the Master Plan proposals. Questionnaires were available for people to provide comments along with the Master Plan Summary document for people to take away with them. The summary document also provided the project website address if they wished to provide feedback at a later date.







#### **Presentations**

Consultation presentations were given to the following stakeholder groups during the dates set out below:

- Airport Consultative Committee November Meeting –
   13 November, 2013
- Friends of DTVA 13 November, 2013
- Middleton St George Parish Council 20 November, 2013
- Middleton Rangers Football Club 20 November, 2013
- Tees Valley Unlimited Board 16 December, 2013.

These presentations set out the background to the UK aviation market, the Master Plan proposals and the reasoning behind them. This provided an opportunity for stakeholder groups to be fully informed about the proposals and ask questions directly to the Airport Management team.

A second meeting was held with the Airport Consultative Committee on 8 January, 2014 to update them on the progress on the consultation which was requested by them at the meeting in November.

### **Business Briefings**

Presentations on the Master Plan proposals were also give at a number of business events:

- Middlesbrough Business Forum 21 November, 2013
- Tees Valley Business Club, Middlesbrough
   21 November, 2013
- Stockton North East Chamber of Commerce Committee – 26 November, 2013
- North East of England Process Industry Cluster (NEPIC) Breakfast Meeting, Wilton Centre, Redcar and Cleveland – 9 December, 2013
- Hartlepool North East Chamber of Commerce Committee – 11 December, 2013
- Darlington North East Chamber of Commerce Committee – 12 December, 2013

- NoF Energy Subsea North East Oil and Gas Networking lunch, Hardwick Hall, County Durham – 17 December, 2013
- Tees Valley North East Chamber of Commerce Committee, Middlesbrough – 15 January, 2014.

The events were chosen to target potential and existing users of the Airport in order to inform businesses about the proposals and also to raise the general profile of the Airport. Given the proposed focus on business flights within the new Airport model it was important to gain an understanding of the requirements from businesses at these events.

Presentations about the Draft Master Plan proposals were given at the above events. Questionnaire specifically tailored to the business community were also available for completion. The analysis of the results can be found within Section 3. A copy of the questionnaire is at Appendix 3.

Presentations were made to Airport staff. All Airport tenants were informed directly about the Master Plan consultation with the major tenants guided through the Master Plan in face to face meetings by the Airport Commercial Director. All tenants were sent copies of the Master Plan Summary Document along with the details of the consultation events.

## Consultations with Local Authorities, interested parties and groups

In agreement with the authorities of Darlington and Stockton-on-Tees (in whose areas DTVA is located), a list of interested parties and groups were contacted on 14 November 2013, via letter or email with information about the Draft Master Plan proposals. These stakeholders and consultees were provided with a copy of the consultation leaflet and invited to attend the public exhibitions. They were invited to comment on the proposals via letter, email or the website.

## 3. Summary of Feedback

This section of the report sets out a summary of the feedback received during the eight week consultation period. All feedback has been recorded and analysed to enable the project team to understand the level of support for the proposals.

Where possible, the feedback collated will be used in the preparation of the Final Master Plan document.

In summary, the following responses were recorded:

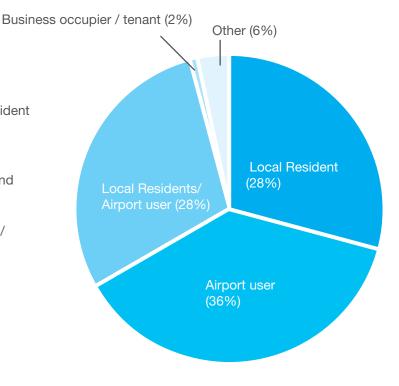
- Approximately 900 people in total attended the Master Plan events
- Around 250 people attended the four public exhibition events
- A total of 47 Master Plan questionnaires were completed
- Over 20 additional comments have been submitted via letters, email or via the online comment form on the project website
- 52 business questionnaires were received
- The most popular way for people to find out more about the Draft Master Plan was via the dedicated project website. The website received 1,438 "hits" in total
- 13 consultation responses were received from Local Authorities, interested parties and groups

## **Master Plan Questionnaire**

## Q1. What is your interest in the Airport?

A summary of the feedback is as follows:

- Overall, 28% stated their interest as Local Resident
- 36% stated their interest as Airport User
- 28% stated their interest as Local Residents and Airport Users
- 2% stated their interest as Business Occupier / Tenant
- 6% stated their interest as Other.



## Q2. Do you agree with the Airport's Vision and Objectives?

A summary of the feedback is as follows:

- Overall, the majority of respondents responded 'yes' (71%); and 29% responded 'no'.
- Those who stated 'yes' recognised the importance of business and leisure flights to the future of the Airport and valued the importance of the link via Amsterdam to worldwide travel.
- Those who stated 'no' raised concerns with regard to conflict between housing and airport uses and the loss of holiday flights.
- Those who provided feedback made comments such as:

**Regional Importance:** 'The Region needs viable airflights both passenger and non-passenger. The proposed developments provide a way of underwriting the airport's airbased activities and also provide infrastructure for future growth.'

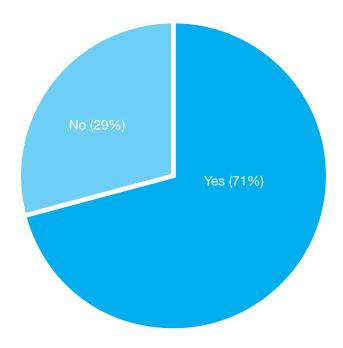
'It would seem to be a decent plan assuming it progresses as described.'

**Master plan ambition**: 'I agree that the Airport needs to adapt to create a more sustainable model, however, some objectives may be a little ambitious.'

**Leisure flights:** 'Generally I agree with the Airport's proposals to diversify but I do think that a virtual stoppage of holiday traffic is not a popular decision and I feel that a couple of routes may still be viable.'

Passenger figures: 'I think that to concentrate on business passengers only is ludicrous, the airport HAS the catchment area to thrive with holiday passengers, we have proof of this based in the passenger figures of the past.'

**Viability:** 'I believe the vision and objectives seem exciting, I am however concerned of its viability and the consequences to the village if it does not work.'



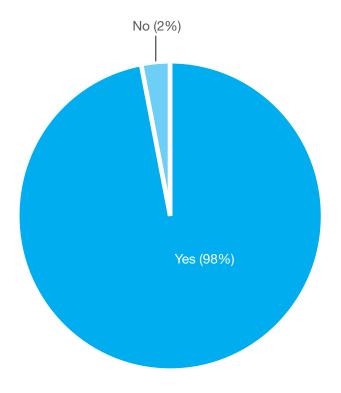
## Q3. Do you agree that international air links to a hub airport are important?

- A summary of the feedback demonstrates 98% stating 'yes' with a small minority (2%) responding 'no'.
- Those who stated 'yes' recognised the importance of existing international links to Amsterdam and Aberdeen and to attempts to regain links to Heathrow and secure new routes to centres such as Paris and Dublin.
- Those who stated 'no' answers raised concerns with regard to the viability of international links given the financial climate.
- Those who provided feedback raised comments such as:

**Business links:** 'I believe that the Airport should strengthen business links especially to European capitals and increase the number of flights to Amsterdam to 4 a day.'

'There are a number of internationally based industries at Teeside/port and connectivity is vital for future growth!'

**Viability:** 'Very important, but 3 flights a day to Amsterdam is not going to keep the Airport going.'



# Q4. Do you support the associated Business Park and other proposals for job creation, including the potential delivery of Southside?

A summary of the feedback is as follows:

- Overall, 87% of respondents said 'yes' with 13% stating 'no'.
- Where answers were 'yes' comments were provided as follows:

**Growth in jobs:** Support for the opportunity for growth in the aircraft maintenance and support area.

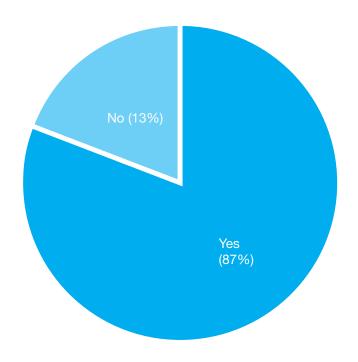
**Development at Southside:** Recognising that Northside developments (including housing) should eventually provide the impetus and justification for the Southside development.

**Expansion of rail links:** Suggested possibility of developing rail links with logistic and port operators needs further examination.

- Where answers were 'no' comments were with regard to the viability of delivering Southside.
- Those who provided feedback raised comments such as:

Local job creation - 'I am concerned that job creation whilst essential will come from local people. I feel that you will seek skilled people from outside the area. What training schemes will you put in place?'

**Inclusion of holiday flights** - 'Only as part of an airport geared towards holiday flights.'



## Q5. Do you support the expansion of General and Business Aviation facilities, including Maintenance, Repair and Recycling activity?

A summary of the feedback is as follows:

- Overall, 90% said 'yes' in support of the expansion; whist 10% stated 'no'.
- Those who stated 'yes' made comments such as:

**Expansion of aviation facilities**: 'Yes, in conjunction with the expansion of aviation facilities mentioned above, the maintenance and repair facilities must go hand in hand.'

'Yes, Most impressed with the recycling company coming in. I think this is a great business idea and it seems to be doing well!'

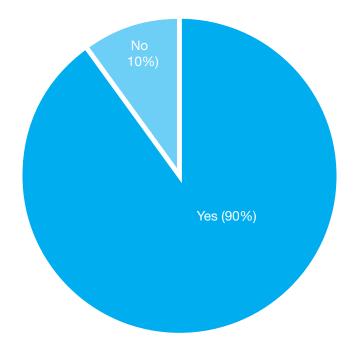
**Location:** 'Yes, located well away from the passenger terminal.'

- A number of suggestions were made as to how general aviation services at the Airport could be expanded and improved.
- Those who stated 'no' made comments such as:

**Passenger numbers:** 'No I would rather see efforts made to welcome and increase passenger numbers.'

 Those who provided feedback raised comments such as:

**Existing facilities:** 'Reports suggest that there are already good facilities at DTVA. If these strengths can be successfully built upon, then certainly. Care needs to be taken to avoid conflicting business.'



Q6. Do you agree that the Airport should play a part in the further development of local communities by providing for mixed use development including residential and the improvement of local facilities?

A summary of the feedback is as follows:

- Of those who expressed a view, 60% agreed, stating 'yes' and 40% responded 'no'.
- The positive 'yes' responses recognised the wider benefits for the Airport such as:

'Yes - These developments will help underwrite the Airports long term future which is essential for the Teesside region'.

 Those who stated 'no' reference objection to further housing development and pressure on local services:

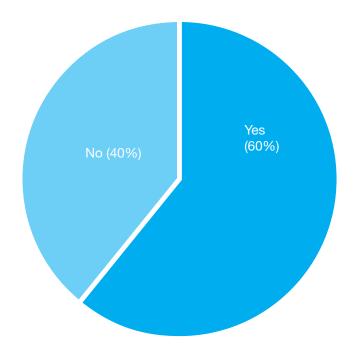
'No, airports are commercial enterprises. The council should stimulate housing that is needed, not allow commercial property developer scheme to dominate residential'



**Housing:** 'I would not disagree with this except to say that there needs to be consideration of the impact of local services e.g. school places and health services. I would support the proposals if they were supported by plans to expand these local services or provide an alternative solution.'

**Location of new housing:** 'Consideration of the proximity of new housing to the runway should be considered.'

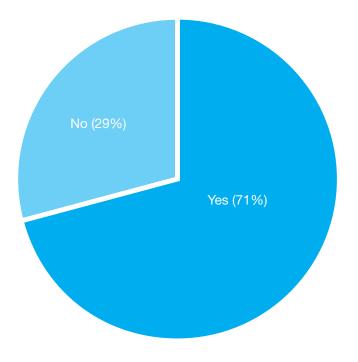
**Local engagement**: 'Any housing development should take into account the views of those living near the Airport to sustain an amicable relationship.'



## Q7. Do you think the Airport is doing enough to address the environmental impacts?

#### A summary of the feedback is as follows:

- Where 'yes' or 'no' answers were stated, 71% responded 'yes' and 29% 'no'
- 'Yes' answers were justified with comments such as;
   'I believe the Airport is taking all reasonable steps at the present time.'
- 'No' answers voiced concerns over noise issues, the capacity of local infrastructure to cope with all the development proposed for Middleton St George; i.e. school capacity, sewerage treatment and roads.
- Comments indicated that some had insufficient knowledge in order to form an accurate response to the question or were unclear of the purpose of the question.



### Q8. What is your overall opinion of the proposals?

Question 8 provided the opportunity to submit more detailed comments and views on the proposals.

• Positive comments included:

**Wider benefits:** 'I think Teesside / the Tees Valley needs a real commercial impetus of industry that stays.'

**Sustainable Future:** 'I am very impressed with the proposals as they do appear to offer a way of providing a sustainable future for the Airport.'

**Ambition:** 'Very ambitious but necessary to bring employment to the area and more passenger flights to the Airport.'

**Retention of the Airport**: 'Very good opinion over all. I originally thought that any proposal would be simply one sided and geared towards an eventual closure of the Airport, but the plan offers another much more acceptable view.'

 New passenger services 'I get the position the Airport is in - I think the proposals will be good -I just want to hear more on what is being one to get new passenger services launched from the Airport.' Negative comments included:

Master Plan aims: 'The whole aim is misplaced - Teesside Airport should be aiming to be the principal centre for the North East, for which it is far better placed than Newcastle. Just get back the name 'Teesside Airport' for which it was once justly proud and the future is bright.'

 Flights: 'Very disappointing that the Airport has not had the vision to expand the transport / flights etc. Brilliant runway, long enough for Concorde and airforce.'

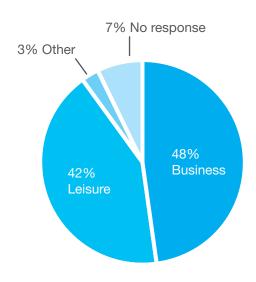
## **Business Response**

A questionnaire specifically tailored to business travel was devised for obtaining meaningful feedback from the business community about their current usage of the airport. These questionnaires were available for completion at the business events outlined in section 2 of this Statement.

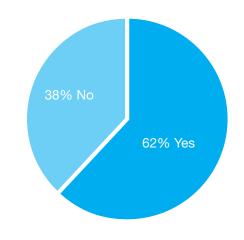
Questions were formulated to understand the usage of the Airport for business travel especially in relation to the KLM flights to Schiphol and Eastern Airways service to Aberdeen.

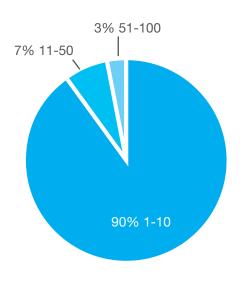
Fifty two surveys were completed at the business focussed events. The key findings are summarised below:

48% stated that they utilise the airport for business travel and 42% for leisure journeys.



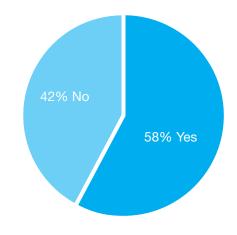
## 62% of respondents had flown from DTVA to Amsterdam.

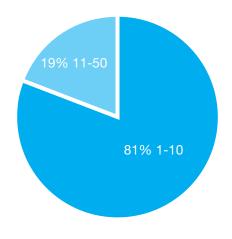




Of those who had flown 10% had flown more than 10 times.

58% had flown globally via Amsterdam.

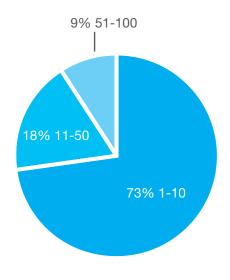




Of those who had used this service 19% had flown more than 10 times.

## 22% of respondents had used the service from DTVA to Aberdeen.





27% of these had flown more than 10 times.

In summary, the current international links are highly valued and well used by the business community. The Amsterdam service carries a higher volume of passengers but both the Amsterdam and Aberdeen services sustain important business links. The routes support a number of frequent fliers including those who access connecting services from Amsterdam.

## 4. Next Steps

DTVA is pleased that so many people took the time to consider the Master Plan proposals or attended the consultation events.

It expresses its thanks to all of the individuals and organisations who have provided comments and suggestions on the draft Master Plan.

The majority of feedback received is positive and supportive of the Master Plan. There were however a number of concerns and questions raised in the respect of certain aspects of the plan.

All of the feedback received will be considered carefully in finalising the Master Plan.

Appendix 1 - Consultation Material (Website, Leaflet, Questionnaire, Public Exhibition banners,)



#### **Exhibition banners**



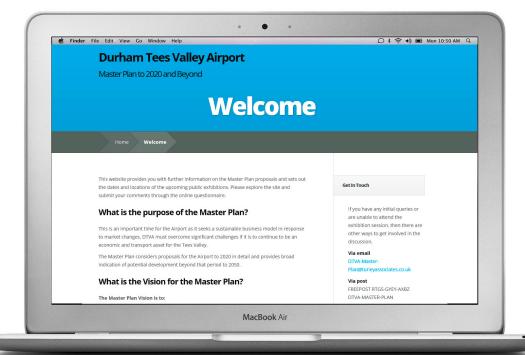




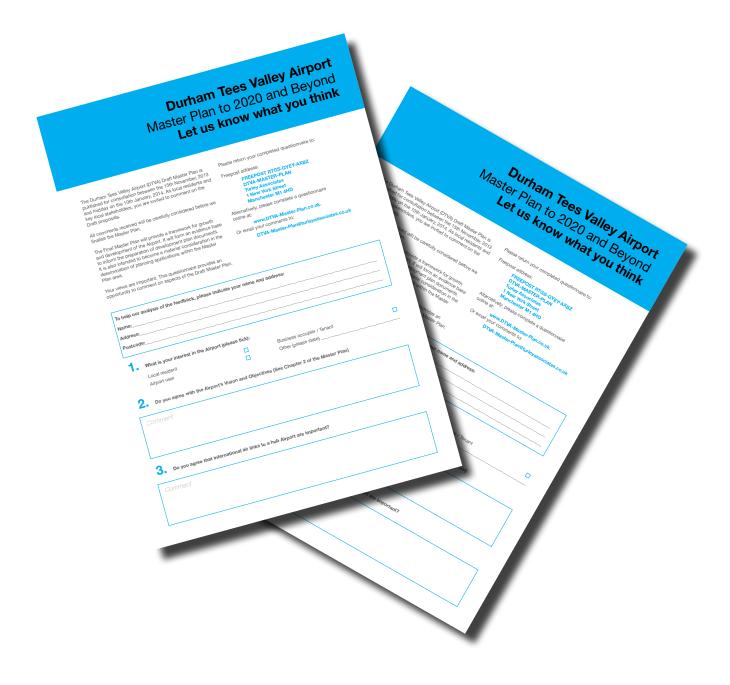


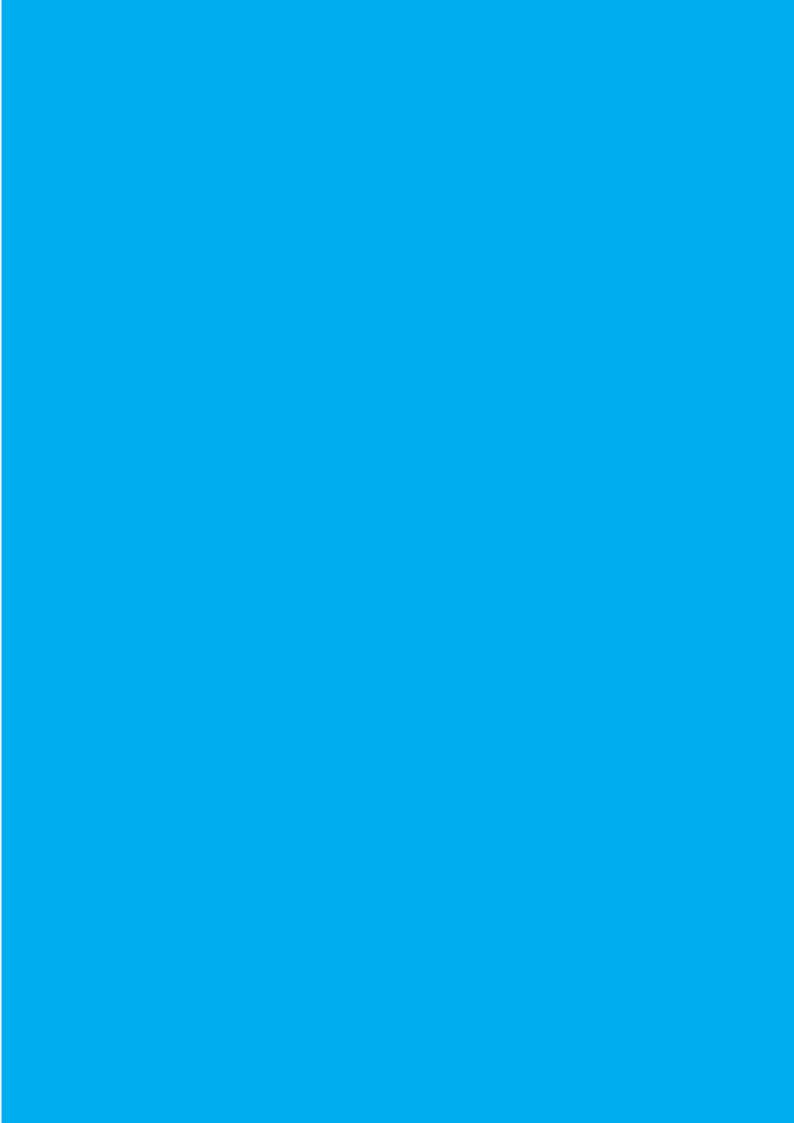




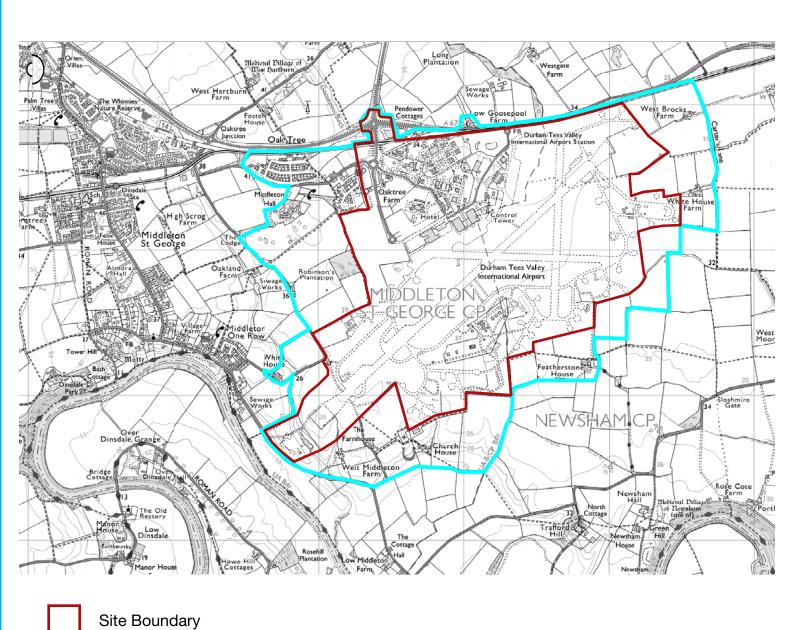


#### **Data capture**





**Appendix 2 - Leaflet Mailing Area** 



Consultation event mailing area





	Abou	ıt You		
Name		Company		
Job Title		Telephone		
Email Address				
Travel Purpose	Business	Leisure		Other
Event you attended when completing this form	240000	23.3410		
	Current F	Flight Use		
Have you flown from Schiphol?				
How frequently?		1-10	11-50	51-100
	DTVA globally via			
	Di vit globally via			
Amsterdam?	DT V/ Globally via	1-10	11-50	51-100
Amsterdam? How frequently?		1-10	11-50	51-100
How frequently? Have you flown from		1-10	11-50 11-50	51-100 51-100
Amsterdam? How frequently? Have you flown from How frequently?		-		
Amsterdam? How frequently? Have you flown from How frequently? Have you flown from	DTVA to Aberdeen?	-		

How do you usually book your travel?						
Direct with airline		Name of airline				
Via Travel Agent		Name		Location		
Via internal travel dept/team		Name		Location		

Why do you use DTVA?	
What other airports do you use and why?	

What do you like about DTVA?



What do you dislike about DTVA?
What improvements would you like to see in the terminal to make it more business friendly?
If the airport wanted to inform you about new flights, offers and news how would you like to find out about it?
Are you happy for DTVA to contact you regarding further details of your travel? Yes / No

Thank you for taking the time to complete our questionnaire.



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