

Local Community Forum
MINUTES



Date: 16th January 2024

Meeting location: Compass Centre, Heathrow

Time: 1800-2000

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Hannah Burgess – Community Engagement, Heathrow
 Kathleen Croft – Stanwell Moor Residents Association
 Arvinder Garcha – Co Chair, Stanwell Residents Association
 James Holmes – Head of Local Strategic Engagement, Heathrow
 Peter Hood – Colnbrook Residents Association
 Mark Izzat – CISHA
 Ben Jakes – Community Engagement, Heathrow
 Cllr Wendy Matthews – Iver Parish Council
 Nigel Milton – Chief of Staff, Heathrow
 Cllr June Nelson – Heathrow Villages
 Sarah Omar – Community Engagement Coordinator
 Gary Peacock – Head of Asset Management, Heathrow
 Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow
 Veronica Rumsey – Friends of the Great Barn
 Hardip Singh – Governor, Harmondsworth Primary School (Virtual)
 Eilish Stone –Harmondsworth Allotment Society
 Lee Spencer – Property Asset Manager, Heathrow
 Christine Taylor - HASRA
 Jane Taylor – HASRA
 Armelle Thomas – HASRA (Virtual)
 Graham Young – Richings Park Residents Association

Apologies:

Cllr Sean Beatty - Ashford North & Stanwell South, Spelthorne Borough Council
 Cllr Puja Bedi - Colnbrook with Poyle Parish Council
 Cllr Jon Button – Stanwell North, Spelthorne Borough Council
 Becky Coffin – Communities & Sustainability Director, Heathrow
 Cllr John Doran - Stanwell North, Spelthorne Borough Council
 Cllr Sue Doran - Stanwell North, Spelthorne Borough Council
 Ian Millin – Stanwell Events
 Cllr Shantanu Rajawat – Hounslow (leader)
 PC Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police

Observer

Rob Barnstone – Stop Heathrow Expansion
 PC Ian Butler – Metropolitan Police
 PC Anthony Elsmere – Metropolitan Police
 Hylton Garriock – Longford Resident
 Moureen Gordon – Stanwell Moor Residents
 Angela Smith – Hounslow Borough Respiratory Group (Virtual)
 Roger Smith – Chair, Hounslow Borough Respiratory Group (Virtual)

Item	Action
<p>WELCOME & CHAIRS UPDATE – ROGER GREEN</p> <p>Welcome all and to guest speakers, reminder of the LCF Terms of Reference and for all members to respect each other’s opinions.</p> <p>Chair has been attending meetings within the community & Heathrow:</p> <ul style="list-style-type: none"> HATF meeting: next HATF SIG is next week, the issue of parking in local villages is ongoing and is a complex issue to crack. Chair has been to visit local areas to understand firsthand what is happening with the meet and greet and parking issues. 	



Item	Action
<p>Air Quality Report (commissioned by CISHA) is crucial for the LCF to understand the next steps and their involvement. Meetings coming up with new forum chairs for HATF and AQWG on how we can move this forward.</p> <p>CISHA: quarterly meeting takes place next week. A formal meeting with a wide range of stakeholders and Heathrow’s new CEO Thomas Woldbye. The Chair has taken this opportunity to raise questions on the update of Heathrow’s third runway. Heathrow’s commitment to community involvement in its operations.</p>	<p>1. SARAH PICKTHORNE: Circulate the Chairs Report to CISHA</p>
<p>MINUTES FROM PREVIOUS MEETING</p> <p>PAGE 1: correct representation is important to the minutes, there are frequent errors which members have corrected. NOTE: Eilish Stone is now a member of the LCF representing the Harmondsworth Allotment Society</p> <p>PAGE 2: Meet & Greet Aviation Policing: have been engaging with meet and greet operators. Unfortunately, these companies tend to change their company name or change a letter to be different and move to a different location and rotate around. This is a work in progress. The Safer airport team have a total of 16 officers at Heathrow and can be more involved with the community. <i>Member: Colnbrook Village Hall has seen a decrease in meet & greet operators and Slough Council are going to implement resident’s permits to tackle this issue. Colnbrook is also plagued by HGVs coming in and out with the streets full of white vans parked up.</i></p> <p>PAGE 4: <i>Veronica Rumsey – Holloway Lane site suggestion was completely ignored on Property’s presentation at the last LCF.</i></p> <p>PAGE 7: Longford needs representation given the upcoming easterly alternation and noise barrier proposals. Recruitment for representative from Longford is an ongoing process. The Chair acknowledged that diversity and reach has been previously addresses but that not all local areas wish to send a representative. <i>Member would like clarification on the number of destinations Heathrow serves following conflicting information in previous minutes.</i> The two figures were from different time periods in 2023 but, to date, Heathrow currently serves 239 destinations.</p> <p>Apologies as listed above.</p>	<p>2. Community Engagement Team: Invite Longford representatives to future LCF meetings</p>
<p>FEEDBACK FROM LCF MEMBERS’ COMMUNITY ORGANISATIONS</p> <p>Harmondsworth Allotments Society: Thank you for the support over the Christmas period and to the Heathrow Rangers from behalf of the allotment association.</p>	



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<p>Cllr June Nelson & Harlington Residents Association: The Rangers & Hillingdon Green Spaces Team came to see how to beautify Harlington Village. The Rangers and the members of Green Space were very helpful and worked together around Harlington to install bird nest boxes and plant bulbs. This work has encouraged adults and children to use the park appreciate the park and wildlife. <i>What help is available from the Heathrow Rangers?</i> Heathrow has 4 Community Rangers, and we can add Sipson to the hotspot list.</p> <p>Iver Parish Council: Thank you to Heathrow for funding to upgrade the murals. Recurring HGV parking issues are getting worse. What has happened to the survey map that was being conducted?</p> <p>Stanwell Moor Residents Association: The local authorities and Highways England, need to step in to help with ongoing issues. Heathrow have been brilliant in the work and support they have shown to us. However, the council need to get involved and take responsibility in helping to resolve these issues not just Heathrow. Complaints are made to local authority, but nothing happens.</p> <p>Independent Chair: HATF Special Interest Group (SIG) agenda has been sent out and the LCF Chairs Update and feedback is first on the agenda. This is an ongoing issue, it unfortunately won't be resolved overnight. It is understood that this is not all down to Heathrow, it is also in need of council involvement to make it clear of the ongoing situation. As the Local Authority will be attending, they will have to hear and made aware of these issues.</p> <p>Chief of Staff: The parking SIG is the first time all the relevant bodies have got together on this single issue. It's an issue for each organisation around the table and each has a role to play to progress.</p>	<p>3.SARAH PICKTHORNE: Contact James Golding (Head of Cargo) to attend next LCF</p>
<p>UPDATE FROM HEATHROW CHIEF OF STAFF – NIGEL MILTON</p> <p>Heathrow last year in 2023 – was a real year of growth. The airport was back to pre-covid passenger numbers. From a business point of view, it is a positive place to be but there is lots more work to be done. A highlight of 2023 was the success of the 1st 100% Sustainable Aviation Fuel (SAF) flight lead by Virgin Atlantic which crossed over the Atlantic Heathrow to New York. There is still a long way to go but this proves that it can be used safely.</p> <p>The 25th Business Summit was held with the aim of opening doors for small and medium-sized enterprises (SMEs) to do business in the airport's supply chain. The event was attended by nearly 500 people from across the region and beyond. The summit offered valuable insights into how working with Heathrow can enable SMEs to play a central role in the airport's operation and wider sustainable supply chain. The event was organised in partnership with local Chambers of Commerce and Business Groups. Local SMEs were invited to showcase their products and services, and speeches were delivered by key stakeholders at the summit.</p>	



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<p>CAA settlement that is not as per our expectations. As a result, we will receive less per passenger than we did in 2023. This has gone from £30pp to £24/25pp. This has now forced the business to rethink our budgets across all areas.</p> <p>NEW CEO – Thomas Woldbye has officially taken over as Heathrow CEO and was spending his first days getting to know the colleagues and Team Heathrow partners who make it a success. I believe that Thomas’s engagement with stakeholders will be different from our previous CEO, and this is an opportunity to understand how his style differs. Thomas has been out to visit the community in various settings and has met our Heathrow Rangers. However he will spend the coming weeks talking and engaging with all stakeholders at Heathrow about sustainability, business, and politics in an effort to hear how to further improve the airport. Thomas will be attending the next CISHA meeting and taking part in a Q&A.</p> <p>Ferrovial, became the majority shareholder of Heathrow in 2006 through its stake. However, Ferrovial has recently announced an agreement to sell its remaining 25% stake and the change of ownership is expected to take place this summer. While the press coverage of this change of ownership has been significant, it is not expected to have any real impact on the decision regarding the third runway. It is also important to note that this change of ownership will not affect the day-to-day running of the airport.</p> <p>LCF PRIORITIES 2023</p> <p>Congratulations to Roger on a full year chairing the LCF, pleased to also see the Special Interest Group set up.</p> <p>Heathrow Properties: Lee and Gary will talk specifically on the issues. Thank you to Jane Taylor on behalf of Sipson on the property issues. It was a disappointment to read the length it took Romans to respond. The team will be reviewing Roman’s contract to ensure we are proactive, and issues are raised quickly and efficiently. The Property team has taken note of the concerns raised by the LCF and will be conducting a tenant survey in the coming weeks, thank you to the LCF members who sent their comments and suggestions through.</p> <p>Giving Back Programme: The Giving Back Programme has been a great success since it launched last year. We are really proud of the outcomes and a thank you to the team who set it all up. The Heathrow Rangers are available for all local communities so please reach out to the Engagement team if you have a specific request for the Rangers.</p> <p>As part of the Giving Back Programme, we are working in partnership with British Airways and London Wildlife Trust to protect Hillingdon’s wildlife. This will create more volunteering opportunities in the local community and build on the great work of Hillingdon Council.</p> <p>We are also in conversations with SEGRO and local schools to see how the organisations that are based around Heathrow help benefit the local community.</p>	



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<p>LOOKING INTO 2024</p> <p>We will continue to work on LCF priorities and review them early this year.</p> <p>We have submitted an Environmental Impact Assessment (EIA) to Hillingdon Council for our Easterly Alternation proposal. We will be engaging and very clear to make sure the feedback is effective. If we don't receive feedback, we will be acting blindly and as we want to do the right thing.</p> <p>We will continue our work on Airspace Modernisation plans and work closely with CAA to understand why we weren't successful in Stage 2. Due to the upcoming election year, the delay in CAA's response poses a challenge for us at Heathrow.</p> <p>Giving back to local communities will continue in 2024 and there will be more opportunities to invest in the local communities and with our five partner schools via workshops and reading partners.</p> <p>Q&A WITH HEATHROW CHIEF OF STAFF – NIGEL MILTON/LCF MEMEBERS</p> <p><i>With your recent collaboration with British Airways (BA) and London Borough of Hillingdon (LBH) can you do anything about BA looking after the Moor around Waterside?</i></p> <p><i>Meetings have been had with the BA Head of Estates but nothing changes. Our MP, John McDonnell, needs to do more, it's not for Heathrow to resolve.</i></p> <p><i>Thank you for all the work with the Harmondsworth Primary School.</i></p> <p><i>Where are we with reinstatement of the free travel zone bus routes, to help parents and children get to school, is this something to look forward too?</i></p> <p>Pre Covid, we had the free travel zone, Heathrow paid TFL for this service for all. Post covid Heathrow has decided to subsidise a wider area introducing a Sustainable Travel Zone (STZ) There are no plans to reintroduce free travel.</p> <p><i>As we are all aware of the Post Office 'Horizon' and HS2. We have lived for over 50 years with the uncertainty of the airport expansion – one way or the other it is not fair on the residents having to fight this. The majority of people have fought this development and have had enough can we please have a decision?</i></p> <p><i>An email has also been sent to the CEO to which Nigel Milton responded. The uncertainty of the expansion has had a detrimental effect to people's quality of life. Heathrow needs to consider the residents have been here a long time and want answers. There has been a lack of investment in local areas because of this uncertainty.</i></p> <p>I have personally known many of you for many years and built up a level of understanding of your frustrations on the progress of the third runway. Heathrow had been clear with their intention to build a third runway until COVID happened. Not making a decision has an impact but we want to make sure any future decision is the right decision and have it reviewed properly. With a change in CEO, Thomas</p>	<p>4. NIGEL MILTON: Will raise this with contacts at British Airways</p> <p>5. NIGEL MILTON: Feed this back to Surface Access Team</p>

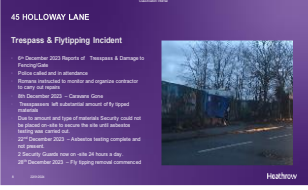

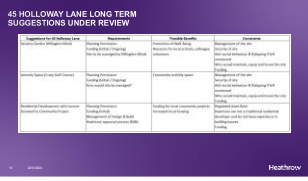


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<p>wants to make sure he has spoken with relevant stakeholders, and this will not be done overnight, before making that decision. He will take that decision based on having all the right information.</p> <ul style="list-style-type: none"> • Point 1 - I understand the impacts of uncertainty which creates anxiety and stress on communities. • Point 2 – Important Thomas fully understands the impacts on the local community and of the decision to go ahead or not. • Point 3 – This is an incredibly important decision to take to make and can only be made once everything has been considered. <p>Regarding uncertainty, during the 2017-2020 period the expansion was going ahead, then COVID happened, and everything had changed within the global aviation industry. We will be getting certainty again but will not rush into a wrong decision. Any decision is still subject to the planning approvals from Government and DCO process.</p> <p><i>Some residents can still not get mortgages because of the threat of compulsory purchase orders.</i></p> <p>Our property bond scheme provides some reassurance to mortgage lenders. If you know of any residents that are having difficulty, then please ask them to contact the community relations line: communityrelations@heathrow.com</p> <p><i>Members understand, however Heathrow should consider compensation for all those who have suffered for many years, as many are reaching their later years of their life, there should be some consideration to take these problems away and help those who feel trapped.</i></p> <p><i>What is Heathrow doing regarding hotels? Is Heathrow communication with hotels to beautify local areas? We have passengers arriving from all over the world the first place they see outside of the airport are horrible sites.</i></p> <p>We are currently working with local authorities and the Rangers on reporting fly tipping and clearing litter to make areas more presentable. We can work better with the local authority for our local communities.</p> <p><i>Why is cargo not a priority? Can we have an update on the Cargo facilities for 2024?</i></p> <p>We have requested the Cargo team present their update at the March LCF. We have an ongoing partnership with SEGRO to have better organisation to the infrastructure of the outer airport. As we are aware of the inappropriate use of commercial vehicles, HGV's, meet and greets and are working towards improving this.</p> <p><i>Thank you to Heathrow for all they do for us and thank you to the Surface Access team for the 442 bus service however it is always very full and when travelling in and out of Heathrow the black cab fares are an extortion. Can Heathrow do anything about this?</i></p> <p>Heathrow cannot do anything about the black cab fare, this is out of our control.</p>	



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<p><i>Why did Heathrow fail the Airspace Modernisation gateway? What does Heathrow need to do now? Heathrow said in the Noise & Airspace Community Forum they don't know why they failed.</i></p> <p>We are still not aware of why we failed, as the CAA haven't told us or expanded on the reasons behind their decision so we cannot engage or inform people with a more detailed explanation.</p> <p>Easterly Alternation: Confirmed with members that Heathrow has not submitted the planning application for this project, which is the ground infrastructure to support easterly alternation. We have been carrying out pre-application engagement, in particular in Longford where we have asked for local residents' views on a proposed noise barrier. To date we have received a low response rate to the survey and plan to undertake further engagement with local residents in Longford to hear their views. The Environmental Impact Assessment on the LBH portal does not include noise contours as we are in the very early stages, but this will be a consideration in the overall planning and future engagement.</p> <p><i>Nigel Milton and the CEO are important stakeholders to Harmondsworth Primary School, and we'd like to extend an invitation to you both to visit the school and see the work that they do.</i></p> <p>Thank you and we will see what our diaries will allow, and I will ask the CEO.</p>	<p>6. SARAH PICKTHORNE: Send link to Environmental Impact Assessment on LBH website</p>
<p>HEATHROW RESIDENTIAL UPDATE – GARY PEACOCK & LEE SPENCER</p> <div data-bbox="177 1144 469 1308" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>HEATHROW RESIDENTIAL Priorities for 2024</p> <p>Initial Residential Management Agency Tender (Commencing Q1 2026)</p> <p>Final Survey (Commencing Q2 in January 2024)</p> <p>Continue the pro-active management of Romans.</p> <p>Pro-actively address issues such as fly tipping and parking issues.</p> <p>Planning team responsible for working with the Planning team</p> <p>Establishing long term relationships with the Planning team in cooperation with Community</p> <p style="text-align: right; font-size: small;">Heathrow</p> </div> <p>Q1: Management agency tender:</p> <ul style="list-style-type: none"> • we will work closely with you on the concerns of service levels from Romans. • Look into the contract - Refine the contract and have more control. <ul style="list-style-type: none"> • There will be a process that Heathrow will conduct a tender every 3-4 years. Having tenders in place so that if they don't perform as expected to go with another company. • Any new management company will need to manage KPI reporting, understand Heathrow's and local community values. • The tenant survey which commences from 22nd January. This is to gain feedback as a landlord. <p>Key Areas:</p> <ul style="list-style-type: none"> • Tenant Survey – take all comments and feedback on board and get to the bottom of issues such as some people not being able to be maintain their gardens and could require support. • Feedback will be circulated with the LCF members. • Proactively manage Romans who have recruited a lot of new staff including new managers in the team. With this in place there is a result for a lot of improvement and positive changes. 	



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<p>45 HOLLOWAY LANE</p> <p>Trespass & Flytipping Incident</p>  <p>45 Holloway Lane – Current Issue</p> <ul style="list-style-type: none"> 6th December 2023 Reports of Trespass & Damage to Fencing/Gate Police called and in attendance. Romans instructed to monitor and organise contractor to carry out repairs. <ul style="list-style-type: none"> 8th December 2023 – Caravans Gone Trespassers left substantial amount of fly tipped materials. Due to amount and type of materials Security could not be placed on-site to secure the site until further testing was carried out. 22nd December 2023 – hazardous waste testing complete. 2 Security Guards now on-site 24 hours a day. 28th December 2023 – Fly tipping removal commenced. <p><i>Members: we are appalled at the handling of this, we want a sympathetic response to the new fencing. Not all proposals for the use of the site were included in the last presentation and we need a village meeting with the local MP to discuss this. The site has been an eyesore – please can this be expedited?</i></p> <p>We have in the process of fully clearing the site which should be completed by next week.</p> <p>45 HOLLOWAY LANE</p> <p>Fly Tipped Materials (December) Site Clearance Progress (15/01/2024)</p>  <p>What we are doing now: Security on site, along with welfare facilities. The secureness of the site is priority. Due to the previous arrangements, it was very accessible, and we do not want a repeat of this incident.</p> <p>45 HOLLOWAY LANE LONG TERM SUGGESTIONS UNDER REVIEW</p>  <p>Holloway Lane: Thank you for all suggestions which are summarised in the slide. There are benefits as well as constraints with planning permissions to some suggestions: Sensory Garden, Amenity Space (Crazy Golf Course) and Residential Development with income donated to community project.</p> <p><i>Members have tried numerous times to bring in health facilities or a pharmacy as there are none available around the area. We had tried to suggest using the church hall as there is no support for mental health services or confidential consultations. Nothing to help support our local community or our health and wellbeing.</i></p> <p>This is a huge project that can be discussed in more depth in the LCF Priority Meeting. This could take a lot of time to have an affective result.</p>	<p>7. LEE SPENCER: Set up meeting re: Holloway Lane SJP to invite local MP.</p>



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<p>AOB</p> <p>CISHQA Air Quality Report – Report was published just before Christmas and results have been passed to Heathrow. Many took part in the research work including focus groups and community events. Two aspects to this report:</p> <ol style="list-style-type: none"> 1. To understand what local people think of the air quality around the airport their perceptions 2. How we engage with communities in new ways <p>It was a good test on how we could engage with people and help set the proposition on the future engagement. Laura and I are very happy to do 1-1 virtual meetings to discuss. WE MAY HAVE Heathrow’s response to this report by the March LCF when we will also have Thinks in attendance to answer any of your questions.</p> <p>Giving Back Programme Working Group: LCF Members to be part of the working group. 4-6 Members required. LCF Members volunteer: Arvinder Garcha, Kathleen Croft & Cllr Wendy Matthews</p> <p>Heathrow Community Trust: Funding and Trustee There is a current gap in the trustees of a community representative. Please speak to Claire Knight for further details</p> <p>LCF Priorities: there will be a special meeting in February for LCF members to feed into the setting of the priorities for this year.</p> <p>Andy Knight who is no longer with us but wanted to mention a massive thank you to Andy for his contribution to all our meetings at the LCF, and all the best on his new career venture.</p> <p>MEETING CLOSE: 20:37</p>	<p>8. SARAH PICKTHORNE: Pass volunteer names to Community Investment team to set up working group meeting</p> <p>9. SARAH PICKTHORNE: Send HCT email to members with contact details for HCT CEO</p> <p>10. SARAH PICKTHORNE: Send out details and date</p>