



## Local Community Forum MINUTES

Date: 21 March 2023

Meeting location: Cranford Community College, High Street, Cranford

Time: 1800 - 2000

Present:

**Chair:** Dr Roger Green- Independent Chair for LCF

### Present:

Cllr Puja Bedi – Colnbrook with Poyle Parish Council  
 Becky Coffin – Communities & Sustainability  
 Director  
 Hannah George – Senior Community Engagement  
 Manager  
 PC Yas Gindail – Aviation Policing, Metropolitan  
 Police  
 James Oлару-Holmes – Head of Local Strategic  
 Engagement, Heathrow  
 Peter Hood – Colnbrook Residents Association  
 Cllr Wendy Matthews – Iver Parish Council  
 Ian Millin – Stanwell Events (virtual)  
 Sarah-Jane Pickthorne – Community Engagement  
 Coordinator  
 Phil Rumsey – Friends of the Great Barn/HASRA  
 Veronica Rumsey – Friends of the Great Barn/  
 Harmondsworth Allotments

Roger Smith (virtual) Chair of Hounslow Borough  
 Respiratory Support Group  
 Christine Taylor - HASRA  
 Jane Taylor – HASRA  
 Armelle Thomas – HASRA  
 Taz Virdie – C-Change West London (virtual)  
 Graham Young – Richings Park Residents  
 Association

### Apologies

Umme Khanzada – Secretary, Cranford Action  
 Group  
 Andy Knight – Operational Impacts & Community  
 Engagement Lead  
 Cllr June Nelson – Heathrow Villages, Hillingdon  
 Kamaldeep Sandhu – Cranford Action Group  
 Baroness Liz Sugg – Chair, CISHA

Item	Action
<p><b>WELCOME – ROGER GREEN</b></p> <p>Welcome to everyone present and virtually. Apologies received.            Brief introductions around the room.</p>	
<p><b>COUNCIL FOR THE INDEPENDENT SCRUTINY OF HEATHROW AIRPORT (CISHA) CHAIR – Liz Sugg</b></p> <p>Baroness Liz Sugg sent her apologies – was called to the House of Lords</p>	<p>1. SARAH PICKTHORNE: reschedule CISHA and Liz Sugg attendance to May LCF</p>
<p><b>MINUTES &amp; ACTIONS FROM PREVIOUS MEETING</b></p> <p><b>ACTION POINT 1. Follow up on demolition plans for property on Holloway Lane</b>            The application has been submitted to London Borough of Hillingdon's building control which is not visible to residents.            Heathrow are awaiting dates from contractor on demolition but will engage with local residents when they know more.</p>	<p>2. SARAH PICKTHORNE: Invite Lee Spencer (Property Team) to next LCF</p>



Item	Action																				
<p><b>ACTION POINT 3: Update from Surface Access team on live departure boards for TfL busses.</b> The Surface Access team have this project ongoing with implementation set for late 2023/ early 2024.</p> <p><b>ACTION POINT 4: British Airways and Harmondsworth Moor</b> Member confirmed that she had met with her MP and British Airways (BA) over the issues at Harmondsworth Moor with a commitment from BA to invite Heathrow to the next meeting</p> <p><b>PAGE 6 &amp; 7: images for Slide 6 and 11 are not shown on the printed minutes in colour and so references to ‘purple dots’ and ‘red hatching’ cannot be determined</b> Image would have been in colour when circulated via email.</p> <p><b>PAGE 8: Planning permission need for the ‘Truck Parking Facility’ – is this Spelthorne Council, Hounslow or Hillingdon council?</b></p> <p><b>ACTION POINT 17: headline data on where Heathrow colleagues come form in local areas</b></p> <table border="1" data-bbox="165 1014 759 1442"> <thead> <tr> <th>OUR CLOSEST BOROUGHES</th> <th>NO. OF EMPLOYEES</th> </tr> </thead> <tbody> <tr> <td>HOUNSLOW</td> <td>7872</td> </tr> <tr> <td>HILLINGDON</td> <td>6590</td> </tr> <tr> <td>EALING</td> <td>4485</td> </tr> <tr> <td>SPELTHORNE</td> <td>2313</td> </tr> <tr> <td>SLOUGH</td> <td>2816</td> </tr> <tr> <td>WINDSOR &amp; MAIDENHEAD</td> <td>1161</td> </tr> <tr> <td>RUNNEYMED</td> <td>803</td> </tr> <tr> <td>BUCKINGHAMSHIRE</td> <td>1576</td> </tr> <tr> <td>RICHMOND UPON THAMES</td> <td>837</td> </tr> </tbody> </table> <p><b>Member would like breakdown of postcode data for SL0 to inform transport needs/request</b></p> <p>It is noted that Roger Green attended the funeral of Nigel Mells and would like to thank the Mells’ for their contributions to the Community Forum over the years.</p>	OUR CLOSEST BOROUGHES	NO. OF EMPLOYEES	HOUNSLOW	7872	HILLINGDON	6590	EALING	4485	SPELTHORNE	2313	SLOUGH	2816	WINDSOR & MAIDENHEAD	1161	RUNNEYMED	803	BUCKINGHAMSHIRE	1576	RICHMOND UPON THAMES	837	<p>3. SARAH PICKTHORNE: circulate the cargo slides to members</p> <p>4. SARAH PICKTHORNE: check with James Golding and amend minutes</p> <p>5. BECKY COFFIN: will request specific SL0 data from Employment &amp; Skills Team</p>
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<p><b>ENGINE GROUND NOISE</b></p> <p>LCF Member had raised this at the previous meeting and would like to update the group. Ground noise from aircraft is not airspace noise, the noise is generated when on stand and during engine testing. This issue involves environmental health as well as local authorities and has been an issue for the last 20 years.</p>																					



Item	Action
<p>The current system of reporting noise nuisance is not working. We know that the noise we are hearing is not take-off noise but ground noise. Member had had a noise monitor in their back garden for two years. We want Heathrow to take notice and not dismiss us. Residents will hear it and will know and report it. We want acknowledgement of this issue.</p> <p><i>Becky Coffin: This is a reasonable request. Information on ground noise had been sent prior to this from Andy Knight. We can remind airlines of their responsibilities; we do expect our rules to be followed. Please continue to report these through our noise complaints line/email.</i></p> <p>Member voiced that this noise is caused by Heathrow operations and they want a ban on night flights. Heathrow allows testing at 3am and that if an airline, or aircraft needs testing that this should be done somewhere else. This has not been raised at the NACF (Noise &amp; Airspace Community Forum) as this is ground noise and is governed by different legislation. Another member commented that as Heathrow owns the facility that these ground testing occurrences were not logged anywhere previously. They had recorded the sound and duration as evidence in previous years but that Heathrow was not logging it. The member further expressed that whilst there was no ambient noise at night and that noise from aircraft would be louder than a continued 20mins is not a take off as they had been told. Heathrow denying this happens is unacceptable</p> <p><i>Becky Coffin: will have a meeting with Andy Knight to understand if there is anything further we can/need to communicate on this</i></p> <p>Member who has lived in the village for many years wants Heathrow to tell the truth, Heathrow denies this, and it is unacceptable.</p>	<p>6. BECKY COFFIN: follow this up with Andy Knight on any further comms</p> <p>7. BECKY COFFIN: reminder comms to airlines/operations</p>
<p><b>LCF PRIORITIES FOR 2023 – ROGER GREEN</b></p> <p>Thank you to those that attended the community meeting on 14<sup>th</sup> February. Outcomes from this meeting have been split into three categories and emailed to members. This session is to discuss the priorities and agree these for the year.</p> <p>Member issues:</p> <ul style="list-style-type: none"> <li>• Priorities are compounded by threat of expansion and Heathrow operations, many transport issues and transient communities.</li> <li>• Colnbrook village carpark is being used by non-residents/patrons which is impacting the church and village hall income. Would Heathrow pay for residents to park if charges were introduced?</li> <li>• Colnbrook has also been blighted by HGVs as well as works ongoing from HS2 as well as freight. HGVs have destroyed verges and leave rubbish. The ambition to increase cargo would have a detrimental effect on our villages.</li> </ul>	



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<ul style="list-style-type: none"> <li>• Infrastructure has not kept up pace with the growth of the airport with more warehousing built in Stanwell causing local issues with road maintenance.</li> <li>• Heathrow were going to buy local villages for the third runway and now they are destroying them by stealth.</li> <li>• Air pollution is an issue for local school children – will this improve with the expansion of ULEZ?</li> <li>• ULEZ brings further community impacts for residents with non-compliant vehicles paying to travel to work. How will these people get to work?</li> <li>• Upgraded compensation for long-term residents – amount dependent on length of time lived in blighted area, must implement before it's too late for older residents to move. House prices are now more extreme than was previously when in CPZ. Under the threat of the previous CPZ would there even be enough local housing to relocate to?</li> <li>• Previous expansion plans threatened five communities with 587 households dispersed and the needs of these multi-generational residents were never taken into account.</li> <li>• Councillor attendance: pre-covid councillors attendance was higher but now they no longer engage with this forum and Heathrow are fighting a losing battle. Reaching out to some councillors is a waste of time when many do not live near the airport and only attend as a tick-box exercise near an election. It was noted that this is not all councillors and that some, included those in the room, do make a difference.</li> <li>• Local MP, John McDonnell, had been met with by residents of Harmondsworth and it was expressed that Heathrow Director of Communities &amp; Sustainability had refused to attend a joint meeting despite repeated requests.</li> <li>• Previous meetings with the former HCEB (Heathrow Community engagement Board) had tabled council leaders and members felt this had been productive.</li> <li>• The Poyle Business Forum was also noted as a forum that addressed issues such as 'Bus Gate' and freight and that some members would like this reinstated.</li> </ul> <p>The Chair reminded members that the role of the forum was to share concerns and not for appointing blame, that they are here to discuss the key issues and that these will not be resolved overnight. The forum must work together.</p> <p><i>Heathrow Response: thank you for articulating your priorities which is helpful for us. The list is more than we can deal with in one year but they are written down and we will keep working collaboratively with the forum on things we can achieve for this year.</i></p> <p><i>hear your concerns but we can work on things that will make a material difference.</i></p> <p><i>We cannot answer the issue of compensation, this is not something Heathrow is actively pursuing but will be picked back up when/ if discussions on a third runway resume.</i></p>	








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<p><i>James's team work with local councillors across all local boroughs and we can invite more councillors to attend but they need to want to attend.</i></p> <p><i>We need to understand what is the change that you want to see and what is the minimum expectation.</i></p> <p><i>There is a clear request for the return of the business forum - a version two of the Business Forum might work.</i></p> <p><i>Whilst transport is not in the Giving Back Programme it is something we can support.</i></p> <p><i>We need to work on a shared goal and decide on what is going to be delivered in the short, medium and long term. This may mean that we need to have deep dives on topics as the current agenda is too broad. We want to work together to achieve change and improve overall issues.</i></p> <p>The Chair requested that Heathrow colleagues prioritise the list and report back at May forum.</p>	<p>8. COMMUNITY TEAM: report back on LCF Priorities in May forum</p>
<p><b>BUSINESS UPDATE – BECKY COFFIN</b></p> <p>Financial results: 2022 financial results were published in February. Heathrow grew more than any other airport with passenger figures trebling to 62m which is still less than pre-pandemic figures.</p> <p>Our service levels are our priority at the moment and this has been challenging given the recent strike action however Heathrow was voted within the top in the world by passengers.</p> <p>Despite increased passenger levels we still remained loss making with a £684m loss last year with inflation, passenger numbers and regulatory charges all contributing to this figure. No dividends were paid last year and none are planned for 2023.</p> <p>The financial decision of the CAA last week sets our charges lower than Heathrow would like.</p> <p>Traffic figures: the airport saw 5.2m passengers in February with the 26 February the busiest single day since Christmas 2019. The half-term break also saw our service levels increase with our resourcing challenges improving.</p> <p>JHK Steps down: Joh Holland-Kaye stepped down at the beginning of February and the process to find his successor, either internally or externally, has begun. We can expect an decision in June with John staying until his replacement has started in their appointment. He will be passing on the airport's community issues, and our team will work under a new leader.</p> <p>Investment: We launched our Giving Back Programme at the end of January. Within this our support form our Community Rangers will continue as will our support for local primary schools</p> <p>ULEZ: this is an important topic for our Heathrow colleagues. We are currently conducting an impact survey and our surface access team have set up a task-</p>	



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<p>force to look at a range of mitigations to reduce this impact. Mitigations that are being considered are increased investment in transport, a green car scheme for colleagues, promotion of the Heathrow sustainable travel zone, car share scheme, and a temporary park &amp; ride facility outside of the ULEZ, but close to the perimeter road, for Team Heathrow colleagues as well as Heathrow staff. One possible location is in Slough.</p> <p>As the carpark would be for existing employees no new traffic congestion is expected. We do not have the full details of charging etc.</p> <p>Thousands of colleagues will be impacted by the expansion of the ULEZ and we support the ambition to improve air quality.</p> <p>Important to note that all of these are options in how we can help colleagues and to mitigate unintended consequences. Once we have more detail on what will be progressed then we will share that with this forum. We will not be concreting over the green belt. There will be a risk if we do nothing to mitigate effects on communities.</p> <p>Community concerns on ULEZ:</p> <ul style="list-style-type: none"> <li>• Will have a negative impact on local villages</li> <li>• A new park &amp; ride carpark will concrete over green space and increase traffic</li> <li>• ULEZ will not improve air quality around Heathrow because of the number of aircraft taking off and landing.</li> </ul>	<p>9. BECKY COFFIN: update on ULEZ (if there is one) at the next forum</p>
<p><b>GIVING BACK PROGRAMME – JAMES HOLMES &amp; ANWARA ALI</b></p> <p>Link was sent to GBP online – unfortunately the printed documents were not ready in time for this forum.</p> <div data-bbox="177 1312 469 1476"> </div> <p>We conducted some listening exercises with focus groups in 2022 to understand what they understood by our existing offer</p> <div data-bbox="177 1518 469 1682"> </div> <p>There were four key headlines that emerged from the research</p> <p>Lacking clarity: there had been lots of ad hoc activity which seemed to be concentrated in one area and not in others and there was no plan or document in place they could reference.</p> <p>No visibility locally despite being the UK’s biggest single site employer</p> <p>Awareness of activity was low - apart from activity of Community Rangers.</p> <p>Needs better alignment: there is a long history with local communities and we received feedback on ‘why’ are we doing this. We want to work with local community groups and charities to make the areas around Heathrow better places to live.</p>	



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<p><b>What did they tell us about our existing activities?</b></p>  <p>Our four existing activities – all of these are still in existence but are now enhanced in the Giving Back Programme</p> <p>Schools: more volunteering opportunities to help our local schools.</p> <p>Community Rangers: was focused on legacy projects but now looking to work with more local councils with more resources needed.</p> <p>Neighbouring Villages Fund: was very responsive, no grant application and was focused on neighbouring villages.</p> <p>Heathrow Community Trust (HCT): a grant making process that is quite complex.</p>	
<p><b>A programme structured around three core areas</b></p>  <p>Giving Back Programme – structure of activities</p> <p>8 initiatives focused into 3 pillars:</p> <ol style="list-style-type: none"> <li>1. World of Work</li> <li>2. Environment</li> <li>3. Funding</li> </ol>	
<p><b>Activities focused on local neighbourhoods and wider region</b></p>  <p>The maps ensure that we focus our activities to our neighbouring villages. The map on the left also marks areas of aspiration</p>	
<p><b>Initial reaction and community outreach</b></p>  <p><b>NEXT STEPS:</b></p> <p>The programme was launched at the end of January which included a 14 day social media campaign.</p> <p>This reached 1.2m people with councillors most engaged. This also generated 5,500 clicks on or website.</p> <p>There is more to do since we launched this and the team still need proper resource within the team. We want to work with the LCF to maximise the reach of this programme and perhaps a working group is one suggestion of how we could achieve this.</p>	
<p><b>Community investment still ongoing in the meantime</b></p>  <p><b>ONGOING WORK:</b></p> <p>Images on this slide are from projects within the last six months. Some are legacy project and some are come from new engagement with community groups – eg HIRA in Feltham support vulnerable adults and also run a foodbank.</p> <p>Our Community Rangers have continued their work in schools – at Harmondsworth primary they have planted shrubs and tidied borders, at Oriel</p>	



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<p>Academy they have installed a new garden with sensory elements, at Iver Village Hall they have renewed the outdoor space and used woodchips resourced from the Heathrow Biodiversity team.</p> <p>We have held community days with 114 Heathrow colleague volunteers giving up their time.</p> <p>We have supported the Slough Breakaway Project – giving Christmas presents to children. At William Byrd primary the Rangers will be creating a ‘Wellness garden’ for pupils.</p> <div data-bbox="169 616 467 786"> <p>Community investment still ongoing in the meantime</p> <p>Heathrow Colleague Volunteering Stats 2022</p> <table border="1"> <tr> <td>331</td> <td>211</td> <td>19</td> <td>624</td> </tr> </table> </div> <p>These are our volunteering still stats for 2022. If you have a project that would benefit from Heathrow volunteers please email Anwara via <a href="mailto:communityrelations@heathrow.com">communityrelations@heathrow.com</a></p> <p>Heathrow will be developing a Sustainable Partnership with local business partners. One with British Airways (BA) and another with Segro. We do not have details on these projects but the aspiration is to get Heathrow volunteers all out on the same day. We don't know how many volunteers this will be but we are working on getting as many people out as possible.</p> <p>LCF Member comments:</p> <ul style="list-style-type: none"> <li>• Can your colleague volunteers that live in locally make themselves known to their communities and perhaps join local groups?</li> <li>• Can we have links to Team Heathrow and other organisations that can help?</li> <li>• Companies like BA do not look after their own properties.</li> <li>• Can initiatives like <a href="#">CityTrees</a> be related to the Giving Back Programme?</li> <li>• Member was contacted to complete a survey – is this part of the programme?</li> </ul> <p><i>This would have been the local perception survey which has been commissioned to give us an overall picture and understanding of the local area which will inform our strategy. 6000 residents are being contacted and we will share the results of this survey when we receive them.</i></p>	331	211	19	624	
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<p><b>MEMBERS FEEDBACK FROM NOISE &amp; AIRSPACE COMMUNITY FORUM (NACF) – Cllr Wendy Matthews &amp; Christine Taylor</b></p> <p>Items covered at the last forum which was held in Hounslow:</p> <ul style="list-style-type: none"> <li>• Noise Action Plan (NAP)</li> <li>• Airspace Modernisation</li> <li>• Issues with new properties being built with inadequate noise insulation</li> </ul>					



Local Community Forum  
MINUTES



Item	Action
<ul style="list-style-type: none"> <li>Looking at survey of noise attitudes</li> </ul> <p>The community groups that attend that forum meet separately</p>	
<p><b>AOB:</b> MEMBERS FEEDBACK FROM HEATHROW AREA TRANSPORT FORUM (HATF) – Cllr Puja Bedi</p> <p>Cllr Bedi will circulate the notes from this meeting via email to Sarah Pickthorne</p> <p>MEETING ENDED: 20:35</p>	<p>10. CLLR BEDI: send notes from HATF to Sarah Pickthorne for circulation to LCF members</p>