

## NOTES OF LOCAL FOCUS FORUM MEETING – Wednesday 6 December 2017

### Attendees:

#### Residents

Christine Taylor  
Eilish Stone  
Jane Taylor  
Wendy Matthews  
Phil Rumsey  
Veronica Rumsey  
Armelle Thomas  
Kathleen Croft  
Cllr Viridi  
Peter Hood  
Sean Kelly  
Mike Raynor  
Stan Woods

#### Organisation

HASRA  
HASRA  
HASRA  
Richings Park Residents Association  
Friends of the Great Barn  
Friends of the Great Barn  
Friends of the Great Barn  
Stanwell Moor Residents Association  
London Borough of Hounslow  
Colnbrook Parish Council  
Colnbrook Parish Council  
Colnbrook Residents Association  
Colnbrook Resident

#### Heathrow

John Holland-Kaye	Chief Executive, Heathrow
Rob Gray	Director of Community and Stakeholder Relations
Nigel Milton	Director of Communications
Cheryl Monk	Head of Community Relations
Shanzida Chowdhury	Community Relations Manager
Laura Jones	Senior Community Relations Manager
Glenn Tobin	Community Relations Manager

#### Guest speakers

Rose Tehan	Market Research Manager, Keep Britain Tidy
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#### Apologies

David Blackett	Heston Residents Association
Marian Rough	Stanwell Community Group

### 1. Welcome & apologies

1.1 Rob welcomed members and noted the above apologies.

### 2. John Holland-Kaye, Address and Q&A

2.1. John Holland-Kaye (JHK) praised the Local Focus Forum for its very important role in helping Heathrow to identify key matters which Heathrow has been actioning and making progress on. The highlights for the past year include launching Heathrow 2.0, Heathrow's Sustainability Strategy with ones of its core focus to make Heathrow communities a great place to live. Heathrow has also been promoting diversity within the company; working with schools including establishing governorships and the Heathrow Skills Task Force chaired by Lord David Blunkett. Heathrow has also become an accredited London Living Wage employer.

2.2 JHK updated members on the continuing work that Heathrow has been doing to improve the air quality around the airport and works very closely with its airlines and regulators to continually find

new ways to reduce the impacts of our operations including reducing late running flights and the launch of the Fly Quiet and Clean league table.

2.3 Heathrow has also been involved in local pieces of work including creating the AVA and the clean-up in local areas where around 5 tonnes of litter were collected. JHK shared there are some things Heathrow is still working on such as freight activity away from local roads. Following the last LFF meeting JHK met with all the heads of the cargo businesses and there is a great interest in doing something together and he met again with them last week. He shared that this piece of work is slightly more complex to solve than the mini cab issue so Heathrow is working on that.

2.4 JHK shared that Heathrow are developing the Community Engagement Board and that some of the other Forums will be moving toward becoming a part of the CEB including the Community Noise Forum. JHK also discussed bringing in more healthcare provision in the airport, including adding in a GP surgery for Heathrow colleagues at the airport and further on to consider healthcare facilities for airport visitors.

### 3. Q&A

3.1 The first question was from Jane Taylor (JT) who was concerned that the rent charged by Heathrow for the properties they own is beyond what people can afford on the London Living Wage. The point was raised that families are now moving away from the villages because they cannot afford to stay or residents are pushed into housing that do not meet their needs. She asked if it was possible to reconsider Heathrow's policy on rent costs.

*Update: Since the meeting, Heathrow's Property team have advised that Heathrow charge market rents which are at similar levels to other landlord's rents for similar properties and Heathrow has no current plans to charge rents below the market level.*

3.2 LFF members raised the point that cars are being parked in residential areas in Sipson again and the drivers are demonstrating anti-social behaviour. JHK said he was concerned to hear that problems were still being experienced. The Payani (TP) explained that better enforcement was required which might include cameras. He explained that Heathrow was not allowed to put up cameras but would be prepared to meet with the council and TfL officials to find some joint solutions. Members confirmed the key areas as Sipson, Harmondsworth and Longford.

3.3 Armelle Thomas (AT) raised that a Back Heathrow advertisement was placed outside Hair By Jackie, a hair salon in Sipson which she said was very insensitive and distressing. Nigel Milton (NM) agreed and said that Back Heathrow had apologised for this and had removed the poster.

3.4 AT and Eilish Stone (ES) shared that some chartered surveyors had been writing to residents regarding compulsory purchase of their properties. AT noted that this was distressing for residents and particularly elderly residents. AT suggested JHK writes to the Royal Institute of Chartered Surveyors and asks them to refrain from writing to local residents. ES said she had forwarded an email from Aitchison Rafferty to RG, CM and TG was informed that Heathrow would be writing a letter to them. RG apologise for not having responded to ES and said he would provide an update the following day. (ACTION: RG)

Update: Since the meeting Heathrow can confirm that a letter was sent by Heathrow to the Director of Aitchison Rafferty and copy of this letter has been sent to LFF members. No response has been received to date.

3.5. Peter Hood (PH) raised that heavy freight vehicles are damaging the surface of local roads causing ditches and ruining local drains in Colnbrook. PH shared that the 'bus gate' that was going to be installed which could reduce HGV traffic through the village was now not going ahead. PH shared his concerns about the council's support for the freight industry and in his opinion believed the situation would worsen under the new leadership. He also added that the freight company KWE's floodlights were now affecting his home and garden. JHK responded that he would discuss the bus gate lane with the Leader of Slough borough council. (Action: JHK)

Update: Since the meeting Heathrow has contacted KWE and has been told due to objections during the planning process timings were imposed for the flood lights and will only be used between September and March and are programmed to be on 17:00-20:00 as per their planning permission (P/09979/006 dated 28 March 2017). With regards to the angle the lights are pointing at these light levels are in accordance with Slough's planning policy.

3.6. Members raised that in Longford Heathrow employees are parking in residential areas during evenings and weekends so it's difficult to park outside their homes and wondered whether Heathrow could advise on this. TP suggested that residents speak to the council about residents parking that is effective for particular hours of the day which would help the situation.

3.7 JHK thanked members for raising their concerns with him. He acknowledged that there is more Heathrow needs to do to be a better neighbour and will continue to work with residents to make positive changes.

#### **4. Heathrow's Better Neighbour Programme, Shanzida Chowdhury & Rose Tehan**

4.1. Cheryl Monk (CM) shared that Shanzida Chowdhury (SC) had recently joined the Community Relations team and will be responsible for delivering Heathrow's Better Neighbour programme. She said that over the last 18 months, it had become clear from LFF members that Heathrow needed to work harder to improve areas around Heathrow that were impacted by their proximity to the airport. This was the reason the Authorised Vehicle Area had been introduced. Creating a Better Neighbour Programme would formalise this and ensure that Heathrow tackled the issues that were most important to local residents.

4.2. SC introduced herself and also Rose Tehan from Keep Britain Tidy. KBT have been contracted by Heathrow to develop some interventions to improve litter issues in the local villages. SC explained that a workshop had been set up in January 2018 for residents and local authorities to discuss areas of focus for these interventions. SC also announced that Heathrow would be investing £200,000 this year in these and other initiatives to clean up the area. She said it would be for this working group to decide where the money was invested.

4.3. SC said that in addition to the money that Heathrow was investing to improve litter issues, they were also setting up a small Neighbouring Villages Fund. This would be for LFF members to bid from. There will be £30K available in 2018 and SC will bring more details of the fund and application process to the next meeting. (ACTION: SC)

4.4. SC said that as part of the Better Neighbour programme Heathrow was also wishing to work more closely with local schools which may include airport tours.

4.5 Members welcomed the funding from Heathrow and were keen to ensure that projects got off the ground in a timely way as there was lots to do. CM confirmed that Heathrow was keen to move fast and implement projects asap. SC shared that all projects will be reviewed in terms of their impact. Members also welcomed the new Neighbouring Villages Fund and asked about the process for applying for funding. SC said she would develop the application process and inform members about how they could apply to it. (SC: Action)

4.6 RT shared that at the workshop on 18 January the LFF members and councils would come together to revisit some of the issues and co-design some solutions and interventions to address the priority issues. Initially interventions would be piloted and reviewed.

## **5. Community Engagement Board, Rob Gray**

5.1 RG provided an update about the Heathrow Community Engagement Board (HCEB) (see presentation attached). The HCEB will fulfill the existing functions of the Heathrow Airport Consultative Committee (HACC) and the responsibilities of the HCEB as set out in draft National Policy Statement (NPS). The HCEB will assist in helping to build trust between the airport and its communities, to ensure Heathrow delivers its commitments today and in the future. It will facilitate community engagement throughout the planning process for expansion and longer-term into the operational phase of the expanded airport if Consent is granted.

5.2 In October 2017 the HACC endorsed the Steering Committee's recommendation for the evolution of the present advisory committee into a Community Engagement Board. The Steering Group is taking this forward with Heathrow, with input from the DfT. The HCEB involves the recruitment of a new independent Chair and the search is being undertaken by an executive search agency, Gatenby Sanderson.

## **6. Surface Access Area, Theo Payani**

Authorised Vehicle Area – Update

6.1 TP said that since the AVA has been open since June 2016 and there have been over a million visits, around 3,500 per day. The industry's continued support has helped to create the case for a long term facility at Heathrow by reducing the number of vehicles parking in local streets. He said that user feedback has resulted in further investment to provide: Extended opening hours, an electric vehicle charging trial and better facilities for catering and litter control. Heathrow is continuing to engage with Addison Lee, Uber and longer distance operators.

6.2 The next steps include focusing on more direct enforcement with boroughs and TfL, meeting with new management at Addison Lee, continue to promote the facility to the industry and continue to work with the community to identify issues and find workable solutions. Both industry (BIFA / RHA) and operators have committed their support to raising awareness including Circle Express, DHL, Jan De Rijk, LEMAN, Mixed Freight, Roy Bowles and Saints.

6.3 Phase 1 is now complete in 400 local streets across two weekends / Thursday-Monday in May & June where Camera recordings of parked vehicles by HGV & LGV. Some early observations have shown

that only a very small fraction of HGVs are parking illegally, companies identified to be contacted directly, non-UK / BIFA will assist with counterparts. In phase 2, early 2018 400 additional streets will be explored.

**Presentation is available upon request**

**7. Nominations for LFF rep on the HACC, Cheryl Monk**

7.1. LFF members vote annually on who will be the LFF rep on HACC/HCEB for the forthcoming year. KC has been the LFF rep on the HACC for the last year so CM said that the LFF needed to agree who would be the rep for 2018. Members felt that while the HACC is transitioning into the HCEB that KC should continue as the LFF representative until the HCEB is properly established.

**8. Heathrow Report (tabled)**

**9. AOB**

9.1. RG shared that Heathrow would host a special meeting of the LFF about Heathrow's forthcoming public consultation on expansion. The date will be circulated by email and post.

9.2. Stan Woods (SW) formally introduced himself and explained that that Longford have established a Residents Association so residents can be heard as group.

9.3 ES shared that notices have been place in Moore Lane Allotments about environmental surveys and that it is causing distress. CM responded that the signs had been erected as Heathrow was seeking access onto the land to carry out environmental surveys which was owned by Hillingdon but the council would not engage with Heathrow on the matter.