

Heathrow Local Focus Forum - Tuesday 4th September 2018

6.30pm – 8.15pm Compass Centre – Meeting Notes

| Name | Borough/Organisation |
|--------------------------------------|--|
| Attendees- Members | |
| David Blackett | Heston Residents Association |
| Kathleen Croft | LFF representative at HACCC / HCEB |
| Colin Dyer | Longford Residents Association |
| Peter Hood | Colnbrook Residents Association |
| Cllr Wendy Matthews | Iver Parish Council |
| Nigel Mells | Pavilion Association |
| Elaine Mells | Pavilion Association |
| Cllr June Nelson | London Borough of Hillingdon |
| Philip Purcell | Longford |
| Marian Rough | Stanwell Community Group |
| Veronica Rumsey | HASRA / Friends of the Great Barn |
| Phil Rumsey | Great Barn of Harmondsworth |
| Eilish Stone | HASRA/Harmondsworth resident |
| Jane Taylor | HASRA Chair/Sipson resident |
| Armelle Thomas | HASRA, Harmondsworth representative |
| Gurpal Viridi | Cranford Resident (Was LB of Hounslow Cllr until 06/05/2018) |
| Stan Woods | Longford Residents Association |
| Graham Young | Richings Park Residents Association |
| Rob Gray | Director of Community & Stakeholder Engagement, Heathrow |
| Kaimi Ithia | Head of Community Relations, Heathrow |
| Cheryl Monk | Head of Stakeholder Relations, Heathrow |
| Beverley Savage | Community Engagement Manager, Heathrow |
| Elizabeth Beale | Community Relations Manager, Heathrow |
| Lydia Thacker | Community Engagement Officer, Heathrow |
| Kasmin Moses | Community Engagement Officer, Heathrow |
| Hannah Childs | Community Engagement Officer, Heathrow |
| Attendees- Guest Speakers | |
| Rachel Cerfontyne | Chair, HCEB |
| Sam Matthews | Head of Communications and Governance, HCEB |
| Guido Liguori | Chief of Engagement and Operations, HCEB |
| Anna O'Rourke | Chief of Engagement and Strategy, HCEB |
| Karima Khandker | Head of Heathrow Academy |
| Apologies | |
| Cllr Puja Bedi | Colnbrook with Poyle Parish Council |
| Mike Rayner | Colnbrook Resident |
| Christine Taylor | HASRA, Harlington Representative |
| Sean Kelly | Colnbrook Residents Association |

1 Welcome and apologies

- 1.1. Rob Gray (RG) welcomed guests and noted the above apologies. He asked members present to introduce themselves. He advised that he had written to local ward councillors who represent areas on the airport perimeter, to invite them to attend LFF meetings.
- 1.2. RG shared the Terms of Reference (copies were provided for members), stating that these had been broadly accepted at the last meeting and amendments had since been made on feedback received. As there were no other comments, these will now be posted on the website.

2 Matters arising from the minutes

- 2.1. Armelle Thomas (AT) referenced section 2.3, regarding the money that had been spent on promoting the third runway. She wished for it to be minuted that in John Holland Kaye's speech to the Transport Select Committee, he provided the figure of £30 million. **ACTION EB** – update minutes
- 2.2. AT reminded the room of her request for information on the compensation for businesses, citing that she had read it as 'unaffected market value, plus 25%, and replacement premises', and questioned why this was the case (in comparison to residents). **ACTION KI** – check this with Property team.
- 2.3. Cllr June Nelson (JN) noted that her name was missing from the attendee list. Christine Taylor had sent in comments via email and these also needed to be added. **ACTION EB** – Update minutes
- 2.4. RG reminded the room that this is a two-way meeting, and comments, questions and feedback were welcome throughout.

3 Heathrow Community Engagement Board

- 3.1. RC asked if most people know what HCEB is, and why it was set up. Attendees felt like it could be assumed they knew the basics. RC clarified that she started as Chair after Easter this year, and she was given a blank sheet from which to work. RC said she had now recruited a team. She has found that people have different views on the role of the HCEB and she is keen this is clear. She said that her priority will be on local residents from the immediate communities surrounding the airport, however she will also be focusing her engagement on a broader range of stakeholders including the airport community and local businesses. RC feels a needs analysis of local residents needs to be undertaken by the HCEB.
- 3.2. RC said that the HCEB is planning to set up their own group of residents to work with the Board on an ongoing basis. It will need to be decided who sits on this. She wants it to be inclusive and reach out people that are not currently being reached. RC wants residents to help choose a Chair since they will need to have confidence in them and they will sit on the Board of the HCEB.
- 3.3. RC said that some of the negative feedback about the HCEB had been in regard to a lack of communication, or what the communication is. She asked for suggestions about how to communicate their role and what the Board is there to do. She also explained that the website had been updated in response to feedback and she would welcome views on that.
- 3.4. RC said that a key role of the Board is to be able to provide independent advice. She explained that it is not the HCEB's role to be deciding whether there is a third runway. Peter Hood (PH) suggested the Board's name could be 'Heathrow Neighbourhood

Engagement Board'. RC said it was not her place to change the name. She said that she is meeting with Chris Grayling next month and she is happy to raise the concern about the Board's name there.

- 3.5. JN suggested that resident's groups could look at how to get residents involved with the HCEB. This way the group would be more independent from Heathrow.
- 3.6. Veronica Rumsey (VR) said that she would like the HCEB to 'vet Heathrow's propaganda'. VR said that the expansion update document, recently produced by Heathrow, needs to include the judicial review in the timeline. RG explained that the timeline is an indicative timeline of key milestones and that there is a section within the text on judicial review. VR also expressed concern that many of the role names in the HCEB and Heathrow Community team are similar, which could cause confusion. RC said that it was important to show they were independent of Heathrow.
- 3.7. Jane Taylor (JT) shared that she currently lives in the WPOZ and that she attended two of the Heathrow 'Listening' events held earlier this year. She said that on arrival, it was assumed that she was there because she was interested to learn more about Heathrow's compensation proposals. She felt this approach was wrong as she said due to her circumstances she is likely to stay in the village. She said her priority is hearing about what Heathrow is going to do for the people that are staying. She also said that many people will want to stay in greater London, but that in her view, the compensation offer that Heathrow are making will not enable people to do this.
- 3.8. RC thought that rather than asking Heathrow what they are doing for people who want to stay, that residents should and could articulate, through the HCEB, what they want from Heathrow. She said that one of the roles of the Board is to help residents put their arguments forward. JT said it would be helpful to know whether properties taken over will be knocked down, rented or sold on. RC said that Heathrow might not know this until they know how many people will choose to leave. JT commented that through the implementation of the WPOZ, she feels like Heathrow is making people feel like they will have no choice but to sell to Heathrow since it will be unbearable to stay where they are. Cheryl Monk (CM), stated that the WPOZ had been introduced as a result of feedback during the Airports Commission process. She said that Heathrow had been criticised under previous expansion plans for not offering compensation to those people who might find themselves living next door to an extended airport.
- 3.9. PH shared that he does not know whether he wants to move or stay. He said that while his life is in Colnbrook, he wouldn't want to live through the construction phase. He does not feel the level of compensation is sufficient. He suggested that Heathrow could have a resettlement team to help relocate people, especially for older people, who would find the process unsettling. . He said that there are three groups whose needs should to be considered - the people who wish to stay, the people who wish to go, and the people who are not sure.
- 3.10. Kathleen Croft (KC) spoke about the current campaign to include Stanwell Moor in the WPOZ. She explained that the Council backed this campaign through their 10 point plan which lists their demands to Heathrow in return for expanding the airport. She said that she felt many people in Stanwell Moor would choose to sell their property to Heathrow because they had previously struggled to sell them due to the levels of aircraft noise. However, KC was concerned of the impact on the community of including Stanwell Moor in the WPOZ.
- 3.11. RC could see sense in looking at the wishes of the three different categories of residents that PH had suggested i.e. residents in CPO with no choice to move; residents in WPOZ who want to sell; and those in WPOZ who plan to stay depending on how Heathrow manages the impacts. RC commented that the needs of each of

these groups are different, and it could be a role of the HCEB to find out what they are. These could then be made as recommendations to Heathrow or the DfT.

- 3.12. PH suggested that Rachel and her team immerses themselves in the community, for example attending community events, particularly social ones, as people would be relaxed and more likely to engage with them.
- 3.13. Graham Young (GY) said that he felt that the 25% home loss payment is not enough to enable people to buy like-for-like. RC said she can help to articulate resident's concerns to Heathrow and make recommendations, however she stressed that she could not force Heathrow to change their policies.
- 3.14. David Blackett (DB) said that Heston was unlikely to be affected by the construction of the new runway, but that he would still like to see better community facilities in his area in the future. He asked if RC could explain who she was referring to when she spoke about 'Stakeholders' in her introduction. RC said that the HCEB inherited responsibilities from the HACC, which means that the HCEB still has a requirement to engage with local authorities and airport users.
- 3.15. JN asked RC how much the HCEB is engaging with London Borough of Hillingdon. RC said that there had been a lot of engagement with other councils but no success with Hillingdon. She has just written again to leader of the council and will keep trying. She said that the HCEB would welcome any thoughts about how to best engage with them.
- 3.16. Colin Dyer (CD) suggested that HCEB representatives attend Ward Council meetings and engage with residents' associations, including attending their meetings. He said that because Longford village will cease to exist, he is concerned about older and vulnerable people and said they must be supported as soon as possible. AT commented that building a community takes 25 years at least. She felt older people would never have another community.

4 Heathrow Employment and Skills Academy

- 4.1. RG welcomed KK and explained that she is head of the Heathrow Employment and Skills Academy. She had been invited to attend the LFF following a presentation to members on Heathrow's Sustainability plan: Heathrow 2.0.
- 4.2. KK started by sharing what the Heathrow Employment and Skills Academy does and its history. This information is available in the Heathrow Academy presentation (<https://www.heathrow.com/company/community-and-environment/community/local-focus-forum>).
- 4.3. PH asked if the Academy delivers the apprenticeships that it offers. KK confirmed that they do, however they work with universities at degree level.
- 4.4. KK said that the quality of the apprenticeship opportunities is very important and that Heathrow had a good track record of those completing apprenticeships: 72%, which is well above national average.
- 4.5. PH asked if the opportunities provided by the Academy are for roles provided by Heathrow Airport Limited, or do they also cover companies based at the airport. KK said they work with many companies at the airport and will signpost individuals to the most appropriate company depending on what sort of role they are best suited to.
- 4.6. AT said that she felt Heathrow is a significant strain on the NHS locally and asked whether the Academy has a role supporting this. KK responded by saying that the Academy works with local community groups, for example, Job Centre plus, and these would be working with Health services so relevant candidates could be signposted to

jobs within the healthcare system. However, she explained that the Academy don't provide training for healthcare jobs.

- 4.7. JT referred to the Academy's figures pertaining to those out of training and into jobs within six months (included in the presentation). She asked if there is a measure for how many people are still in work after six months. KK said they did not currently record that.
- 4.8. JT asked if any candidates that go through the Academy end up on zero-hour contracts. KK said that the Academy did not work with companies offering zero-hour contracts. However, she explained that they do try to engage with employers on why they would offer them. She said that the Academy is working with BITC (Business in the Community) and the Living Wage Foundation on a piece of engagement with Heathrow employers to try to understand the impacts that zero hour contracts can have. She said that this research will be used and shared across Heathrow employers to encourage them to change the way they do things.
- 4.9. ES asked what percentage of young people going through the Academy are from the immediate boroughs. KK said that the target is to ensure a minimum of 70% are from the five local boroughs. This data is in the update.
- 4.10. VR asked whether Hillingdon Council provide any funding to the Academy through the T5 Section 106 money. KK confirmed that the funding is provided by Heathrow and no funding is received from local authorities.
- 4.11. AT asked if all companies at Heathrow offer London Living Wage. KK said that Heathrow was accredited with living wage status in November 2017. However, she said that Heathrow cannot force other companies that they do not contract with to pay LLW. However, she explained that as part of their engagement with airport companies, the Academy is seeking feedback on why companies won't pay LLW – she explained that unfortunately there is still no evidence of increased productivity with higher wages. KK said she is working with BITC and the LLW to try to showcase to businesses the benefit of paying LLW. She said that this will help the Academy engage with employers and encourage them to start moving hourly rate towards LLW.

5 Community Engagement Update

- 5.1. RG shared an overview of the Heathrow Community and Stakeholder team (copies provided). This should help clarify who members should contact.
- 5.2. KI gave an update which included:

New members of the team – recruitment has started and is ongoing to build a larger team to ensure there is a named point of contact at the airport for each village.

Community workshops – will be held in communities later this year (aiming for Oct/Nov). The workshops will provide the local communities the opportunity to feed into the impact mitigation options for Heathrow's proposed expansion designs. The workshops will be held in two phases, with some taking place in the new year. Heathrow is very committed to ensuring that the voice of the community is heard throughout this engagement.

The workshops will provide feedback from the Listening Events, in a 'you said we did/will' format as well as providing information to ensure that local communities are kept up-to-date with the proposed plans.

The team is currently looking at ways to engage with different sections of the communities at the workshops, including younger people, and those who are often unheard.

User surveys - Usage surveys are underway in recreational areas in around the neighbouring villages including public open space, sports and leisure facilities, community facilities and Public Rights of Way. The surveys are a standard part of the planning process and will provide quantitative data on usage during a specific period. This data will contribute to our environmental assessment.

Ground Investigation - Surveys are underway on sites in Harmondsworth. PH said that cyclists are being asked to dismount where they are being undertaken on Harmondsworth Moor. KI said that Heathrow is taking feedback onboard and speaking to contractors, and asked members to please keep sending feedback in.

- 5.3. AT said she felt that Heathrow was not engaging properly because residents were not being told about the Ground Investigation surveys until after they had started. KI asserted that a meeting had taken place in Harmondsworth Church with HASRA members and the Heathrow GI team prior to the works starting. KI also stated that a letter was sent to residents. AT said that her letter had arrived after the work had started.
- 5.4. JN said she had received a concern from a resident about the work that is being carried out on Harmondsworth Moor as part of the ground investigations. She said that the security on-site would not give her any information when she went to investigate until she showed her official councillor ID.
- 5.5. ES said that she was aware that some digging had taken place in Harmondsworth Recreation Ground and been told this was Heathrow. **ACTION - KI** to check.
- 5.6. AT commented that she did not wish to receive a copy of the Heathrow News, however, she felt that if it is to be sent to the rest of Hillingdon, Heathrow villages must also be included.
- 5.7. Phil Rumsey (PR) questioned Heathrow commitment set out in the Expansion Update that the airport would 'Accept Government ban on fourth runway'. He felt that Heathrow need to be clear if they wish to build another runway after the third runway. ES wanted to understand whether Heathrow would stop campaigning for a third runway if a Judicial Review is successful.

6 Heathrow report - tabled

7 AOB

- 7.1. GV raised concerns about Rachel Cerfontyne's background at the IPCC and that two of her team worked with her when she was there. RG suggested any concerns were raised directly with her.
- 7.2. VR shared her thanks to Cheryl and team for the gardening at St Marys. She also passed on her thanks for the £1500 donation from Heathrow for Harlington Church for new bell ropes.

RG thanked all those in attendance and closed the meeting

Date of next meeting

Tuesday 30th October, 18:30-20:30, Compass Centre.