

Heathrow Local Focus Forum - Tuesday 11 December 2018

6.30pm – 8.30pm Compass Centre – DRAFT Meeting Notes

Name	Borough/Organisation
Attendees- Members	
Cllr Wendy Matthews	Iver Parish Council
Stan Woods	Longford Residents Association
Colin Dyer	Longford Residents Association
Elaine Mells	Pavilion Association
Nigel Mells	Pavilion Association
Kathleen Croft	LFF representative at HACCC / HCEB
Phil Rumsey	Friends of the Great Barn
Veronica Rumsey	HASRA / Friends of the Great Barn
Eilish Stone	HASRA/Harmondsworth resident
Peter Jeffery	Chair, Stanwell Preservation Action Group
Marian Rough	Stanwell Community Group
Gurpal Viridi	Cranford Resident (Was LB of Hounslow Cllr until 06/05/2018)
David Blackett	Heston Residents Association
Jim McIlroy	Chair, Stanwell Moor Residents Association
Anup Babuta	Colnbrook with Poyle Parish Council
Puja Bedi	Chair, Colnbrook with Poyle Parish Council
Jane Taylor	HASRA Chair/Sipson representative
Armelle Thomas	HASRA, Harmondsworth representative
Christine Taylor	HASRA, Harlington Representative
Peter Hood	Colnbrook Residents Association
Kasmine Moses	Community Engagement Manager, Heathrow
Hannah Childs	Community Engagement Officer, Heathrow
Rob Gray	Community and Stakeholder Director, Heathrow
Elizabeth Beale	Community Relations Manager, Heathrow
Cheryl Monk	Head of Community & Stakeholder Relations, Heathrow
Kaimi Ithia	Head of Community Engagement, Heathrow
Attendees- Guest Speakers	
John Holland-Kaye	CEO, Heathrow
Chris Joyce	Head of Surface Access Strategy
Apologies	
Graham Young	Richings Park Residents Association
Sean Kelly	Colnbrook Residents Association
Cllr June Nelson	London Borough of Hillingdon

1 Welcome and apologies

- 1.1. Rob Gray (RG) welcomed guests and noted the above apologies. He asked members present to introduce themselves.

2 Matters arising from the minutes

- 2.1. RG stated that no comments had been received on the meeting notes from the last meeting, and that these would now be accepted as final. He explained that we would return to outstanding actions, towards the end of the meeting.

3 CEO's Annual Address

- 3.1. RG welcomed JHK to the meeting, reminding members that JHK attends annually to give an update and answer member's questions.
- 3.2. JHK thanked members for their attendance, highlighting the importance of their input, and said that he believed Heathrow had made good progress on a number of issues over the past year.
- 3.3. JHK gave a general update, explaining that the Airport has risen to the challenge of making the most of capacity that it already has, by working closely with airlines to fill empty seats. He added that yesterday (10th Dec), the airport welcomed its 80millionth passenger in a twelve-month period. He highlighted the important role the Heathrow Employment and Skills Academy has played, and how Heathrow has found ways to use the apprenticeship levy effectively, ensuring that quality remains key. He reminded members of the work of the Skills Taskforce, chaired by Lord Blunkett, which he described as a valuable piece of work that will help the airport deliver the pledge of 10,000 apprentices. JHK shared how Heathrow has worked on its sustainability agenda, including the airport's efforts to stimulate the move towards zero carbon flight, by offering free landing fees for a year to the first commercially sustainable electric aircraft. JHK acknowledged that the creation of the HCEB has been an important part of making progress on the planning for Heathrow Expansion.
- 3.4. JHK then highlighted many of the concerns that members raised last time he attended the LFF, and the solutions that Heathrow is working on to improve these. He noted that one concern had been anti-social behaviour from the drivers of private hire vehicles (PHVs), whilst acknowledging that this has not been solved, he said that good progress had been made through the Authorised Vehicle Area (AVA). He announced the introduction of Heathrow Rangers in 2019. JHK made members aware of the new HGV Park, which the airport would be opening in Q4 of 2020, and this would help with members concerns around the impact of HGVs on their communities. JHK announced a new partnership that Heathrow would be starting with its five most local primary schools, to support them as part of Heathrow's wider Better Neighbour Programme. He shared that Heathrow will be reenergising the Poyle Business Forum. JHK then gave an update on healthcare, explaining that whilst Heathrow has not made as much progress as he would like, a new GP app for colleagues has been introduced, which has been received very well. Heathrow is working with Hillingdon CCG, to identify space for a healthcare site at the airport, because the last one identified was deemed unsuitable.
- 3.5. JHK welcomed questions from members.
- 3.6. Phil Rumsey (PR) shared a story of when he was a passenger at the airport and felt he was inappropriately treated by security. JHK said he was sorry to hear how PR had

been made to feel, but explained that Heathrow prides itself on having a thorough security process, which includes passenger searches. He explained that by 2022, the airport is introducing two new pieces of technology – a physical search through a machine (with a hand search only if something is detected), and new scanners which will allow passengers to leave laptops and liquids in bags.

- 3.7. Veronica Rumsey (VR) acknowledged the airport's ambition to move towards zero-carbon flights but questioned what happens to the rubbish that comes off each aircraft. JHK explained that there is a large amount of recycling that happens across the airport and gave the example of passengers being encouraged to drain the water from the bottles before security and refill them once through security. JHK explained that by law the airport must treat waste from aircraft very carefully, because there is a risk of contamination into the British food chain – he said that all food waste has to be incinerated. JHK explained that Heathrow is working closely with airlines to identify if better separation can occur on the aircraft, allowing some of the rubbish e.g. newspapers, to be recycled. JHK said that we would get the landfill/recycling/incineration figures (in tonnes) for the airport, for the next LFF – **ACTION EB**.
- 3.8. Eilish Stone (ES) asked when the Rangers would be in place. Cheryl Monk (CM) said that the part-time manager was already in place and that the two full-time Rangers would be recruited imminently, and we expected them to be in place in February. Jane Taylor (JT) and VR asked what the plans were for the Rangers to work in Hillingdon. CM explained that Heathrow had contacted local boroughs and that Slough and Spelthorne councils were keen to work with us however we were still waiting confirmation from Hillingdon. CM said she had stressed to the Council that residents are very keen to see these services.
- 3.9. JT shared her concern about the impact she felt PHVs were having on Sipson road – she said that the road had effectively become a single lane, and that current roadworks meant that busses were being diverted through Sipson. JT would like action to be taken, because she feels the current situation is unsafe. She also explained that she feels many of the tenants have multiple vehicles. CM acknowledged JT's concerns and said that Heathrow will speak to the agents of the Heathrow owned properties and explore whether the Heathrow Rangers could do to help. **ACTION – CM** to speak to agent of Heathrow owned properties in Sipson.
- 3.10. Gurpal Viridi (GV) shared that he felt that the free public transport system around the airport should be extended to Cranford, as in his opinion, airport employees would benefit from this too. JHK explained that Heathrow is looking into the feasibility of extending the free transport zone, and Chris Joyce (CJ) added that this review will form part of the colleague transport strategy. Marian Rough (MR) said that she felt Stanwell, like Cranford, should also be covered by the free transport. Peter Hood (PH) explained that Colnbrook does not have a direct bus link to Heathrow. Conversely, Stan Woods (SW) said that he felt Longford has an excessive number of busses. VR asked whether bus stops at T3 and T5 could have a live feed of bus times. JHK acknowledged this as a good suggestion.
- 3.11. David Blackett (DB) said that he felt Heathrow should not send any waste to landfill. JHK said that he is not aware that Heathrow sends anything to landfill.
- 3.12. DB asked about the new assistance available to visually impaired passengers, and whether JHK thought this would be sufficient. JHK acknowledged that for some of the airport's most vulnerable passengers, there will always be more that Heathrow can do

to support them. He shared the success of the sunflower lanyards to highlight those with invisible disabilities to Heathrow colleagues.

- 3.13. Kathleen Croft (KC) shared that when she was selling poppies in T5, many passengers asked her for the time. JHK thanked Kathleen for giving up her time to collect donations and said that he will look into whether the clocks are visible enough. **ACTION** – review clocks in T5.
- 3.14. Jim McIlroy (JM) informed members that this was the first LFF that he has attended. JM explained concerns he had about legacy schemes – including where some residents are being told that they do not qualify for Home Relocation when their neighbour does. He felt that all members should have had the opportunity to ask one question to JHK. RG said that as chair, he always endeavours to accommodate as many questions as possible.
- 3.15. Wendy Matthews (WM) raised her wish to see Richings Park in the WPOZ. She said that residents in the area were receiving LIQs (Land Interest Questionnaires) and she wanted to understand why. Kaimi Ithia (KI) explained that the first round of LIQs were sent to properties in the CPZ and the second batch to those within either the WPOZ or the PEIR boundary. KI explained that this was important to ensure Heathrow had the right details to contact residents about the public consultations. JHK explained that the WPOZ was introduced so that those living closest to the new airport boundary would have the ability to relocate. He explained that Heathrow is now finalising the exact location of the WPOZ, and because it is still being reviewed, Heathrow cannot yet give residents certainty, but expects to be able to do so mid-2019. KI explained that properties in the CPZ can now serve a statutory blight notice. CM added that if anyone feels that they are experiencing blight, they should come forward.
- 3.16. Armelle Thomas (AT) referenced the 'Heathrow Update' (a printed handout was available to members), asking whether the new route to Newquay would be sustainable. JHK explained that whilst Heathrow currently cannot be certain, he hopes it will be commercially viable. He explained that passengers travelling on this route will not pay an Air Passenger Duty. The route used to fly from Gatwick, and JHK believes it will be more viable from Heathrow as a hub airport. Once operational, JHK said that we will share an update.
- 3.17. Christine Taylor (CT) asked whether Heathrow will be asking for 25,000 extra flights for the new runway. JHK confirmed that this would be the case.
- 3.18. Nigel Mells (NM) asked JHK for more information on the proposed lorry park that he included in his update. JHK explained that it will act as a call forward, so that HGVs do not have to wait in villages. JHK said that we will share more details with members once we have them.

4 Local Surface Access

- 4.1. RG explained that this agenda item was requested by Graham Young, specifically to cover how Heathrow would achieve the targets set out in the NPS. RG welcomed CJ.
- 4.2. CJ's update is available in the meeting presentation (<https://www.heathrow.com/company/community-and-environment/community/local-focus-forum>).

- 4.3. WM asked what Heathrow was using for the baseline assessment. CJ explained that this is being worked on at the moment, and the year still needs to be agreed. He added that the measurement process will be included in the DCO application.
- 4.4. VR said that she felt passengers would still pay for a taxi (instead of using public transport) because of heavy luggage. CJ said that whilst this may be the case for some passengers, evidence has shown that where good public transport routes exist people do use them. This was not just the case for rail services or people in London, there are good examples like Oxford where over 50% of passengers use public transport to get to Heathrow despite having no direct rail link.
- 4.5. Peter Jefferies (PJ) said that at the same time that T5 opened, that there were bus subsidies from Stanwell. CJ explained that the operator decided to cut this route, because even with the subsidy, there was not sufficient usage to make it sustainable.
- 4.6. Gurpal Viridi (GV) asked about the possibility of a low emission zone at Heathrow. CJ explained that Heathrow is looking to do something similar to central London, with emissions-based charging. VR asked for clarification on how this will impact residents. CJ explained that by using ANPR cameras they can look to ensure that only passengers using the airport will be charged.
- 4.7. Anup Babuta (AB) asked how whether Heathrow felt confident that it could provide good access to public transport. CJ explained that if Heathrow cannot demonstrate how it will hit its surface access targets, it will not be allowed to expand.
- 4.8. AT said that she felt there was nothing in CJ's update about how Heathrow is delivering on surface access today. RG explained that the expansion related surface access update is what Graham Young asked to be covered in the meeting, but BAU surface access could be discussed in future. **ACTION** – BAU Surface Access on future agenda.

5 Matters Arising

- 5.1. HASRA - Meeting Format
 - 5.1.1. RG invited JT to share an update on behalf of HASRA.
 - 5.1.2. JT explained that HASRA had made seven suggestions to improve the format of the LFF (a hardcopy of these was provided to members). JT added that the majority had been accepted by Heathrow.
 - 5.1.3. CM explained that the LFF has been running for over 15 years, and the chair has always been a Heathrow representative. She also explained that some of what HASRA had suggested was captured in the LFF's Terms of Reference, and that she had wished to have the 2018 review on today's agenda, but time would not allow. **ACTION** – EB to schedule this for February's agenda.
 - 5.1.4. On topics at LFF, CM said that Heathrow tries to find a balance between expansion and BAU agenda items, but members should let us know if they have any suggestions for topics. CM said that we will now endeavour to have the agenda with members two weeks prior to a meeting.
 - 5.1.5. On HCEB's role/attendance, CM said that it is not Heathrow's role to tell the HCEB what they should be doing but would encourage HASRA members to approach the HCEB with their thoughts, and CM will mention it to the HCEB's chair.

- 5.1.6. On HASRA@s final point, CM said that Heathrow will always try to ensure any clarification asked for at LFF meetings, are given at, if not before, the next meeting. She apologised for any previous instances where this had not been the case.
- 5.1.7. JT said that she felt a property update on each agenda would be helpful. **ACTION** – EB to include on agendas.
- 5.2. RG invited PH to update members on the Cranford agreement.
- 5.2.1. PH explained that he felt that Colnbrook has suffered as a result of the Cranford Agreement for many years. He said that he does not want to have to wait until the third runway is delivered for runway alternation on easterly operations to start. He shared that his other concern is that impact of the expansion of the Poyle Industrial Estate, and therefore his belief there will be increased freight traffic. CM explained that Heathrow is aware of the issue, and that PH's concerns are one of the reasons that Heathrow is committed to restarting the Poyle Business Forum.
- 5.3. RG invited GV, KC and AB to update members on the Runway Operations Workshop that they attended.
- 5.3.1. GV gave a short update on the workshop (members received an electronic copy of GV, KC and AB's meeting notes in advance of the LFF meeting).
- 5.3.2. KC explained that there was a concern about the increasing steepness of take-offs, and that she worried that this would mean more concentrated noise for those directly below the take-offs. CM explained that there is a route where this is being trialled now, and suggested that Heathrow could provide the findings, once available, at an LFF. **ACTION** – EB to put on LFF agenda when available.
- 5.3.3. AT said that she thought it was important for members to understand the noise and airspace topics and reminded members that anyone can attend the Heathrow Community Noise Forum as an observer, and that minutes of previous meetings are available online. **ACTION** – EB to circulate details of the next Noise Forum for those that wish to attend.

6 Community Engagement Update

- 6.1. KI provided the numbers for the Hardship Scheme and Statutory Blight. ES asked what areas these were from. KI explained that we would need to check whether we could share that information. VR asked who sits on the Hardship Panel. KI explained that the panel is made up of independent advisors, but we would come back with further details on this. **ACTION** – KI, to confirm further Hardship/Stat Blight information, to be distributed with the minutes. CM explained that Heathrow would provide update figures for this at each LFF¹.
- 6.2. CM confirmed that due to time, any other answers requested in the last meeting, will be sent separately.

¹ **Hardship:** 15 cases have so far been heard by the Hardship panel, all either within the WPOZ or the CPZ. Four of these cases have been successful, three of these are in the CPO (one in Harmondsworth and two in Longford) and one of them in the WPOZ (Harlington). The other 11 applications were unsuccessful because they were judged to have not met the five criteria. The Hardship scheme stages are: Application – review and evidence gathering – panel hearing – Minutes written and approved – applicants notified. From application to being heard by panel can take up to 3 months. The hardship panel is made up of 3 independent members, 1 senior Heathrow representative and 1 airline representative.

Statutory Blight: There have been two blight applications, both in Harmondsworth CPO area. Only CPO area can serve blight notices. The applications are reviewed by the residential property team (Heathrow), Legal team (Heathrow) and the Department for Transport (DfT).

- 6.3. KI provided an update on the community workshops. To date five workshops have been held, 68 people attended in Stanwell Moor, 19 in Harmondsworth, 75 in Colnbrook, 80 in Stanwell, and 30 in Harlington/Sipson. CT shared that she felt that the Heathrow representatives could have been better informed. KI thanked CT for her feedback.
- 6.4. ES said that she understood that the online portal for the Community Workshops needed to have a deadline but questioned why the information available was also removed when the portal closed for submissions. KI said that she will take forward this feedback and consider it for the future.

7 Heathrow report - tabled

8 AOB

- 8.1. CM asked members whether they would like an additional meeting in January to discuss the Airspace and Future Operations Consultation. All members supported, this has been scheduled for Monday 21st January 2019.
- 8.2. VR thanked Heathrow for their donation of a Christmas Tree in Harlington.

RG thanked all those in attendance and closed the meeting

Date of next meeting

Extraordinary meeting: Monday 21st February 2019, 18:00 refreshments, 18:30 meeting starts, Geneva, The Compass Centre.