

Heathrow Local Focus Forum – 24th April 2018

6.30pm – 8.30pm Compass Centre – meeting notes

Attendees

Name	Borough / Organisation
Peter Hood	Colnbrook Residents Association
Stan Woods	Longford Residents Association
Phil Rumsey	Great Barn of Harmondsworth
Veronica Ramsey	HASRA / Friends of the Great Barn
Christine Taylor	HASRA, Harlington representative
Armelle Thomas	HASRA, Harmondsworth representative
Sean Kelly	Colnbrook Residents Association
Cllr Joyce John	Colnbrook with Poyle Parish Council
Cllr Puja Bedi	Colnbrook with Poyle Parish Council
Cllr Anup Babuta	Colnbrook with Poyle Parish Council
Gurpal Viridi	Cranford Resident
David Brackett	Heston Residents Association
Eilish Stone	HASRA
Marian Rough	Stanwell Community Group
Nigel Mells	Pavilion Association
Elaine Mells	Pavilion Association
Graham Young	Richings Park Residents Association
Kathleen Croft	LFF representative at HACC / HCEB
Mike Rayner	Colnbrook resident
Chris Joyce	Head of Surface Access, Heathrow
Becky Coffin	Head of Sustainability, Heathrow
Rob Gray	Director of Community & Stakeholder Engagement, Heathrow
Cheryl Monk	Head of Community Relations, Heathrow
Glenn Tobin	Community Engagement Manager, Heathrow
Apologies	
Jane Taylor	HASRA
Wendy Matthews	Iver Parish Council
June Nelson	LB of Hillingdon
Kaimi Ithia	Community Relations Manager, Heathrow
Laura Jones,	Community Relations Manager, Heathrow

1 Welcome & apologies

- 1.1 Rob Gray (RG) welcomed members, ran through the agenda and noted the above apologies.

2 Heathrow's 2.0 Sustainability Progress report

- 2.1 Becky Coffin (BC) explained Heathrow's plan for sustainability and the wide range of targets that it has set itself. She spoke about the framework that allows Heathrow to monitor its progress both now and in the future allowing us to monitor our impacts on the environment. She noted that Heathrow's 2.0 Sustainability progress report is made up of 4 pillars:

- 2.1.1 A great place to work

- 2.1.2 A great place to live

- 2.1.3 A thriving sustainable economy

- 2.1.4 A world worth travelling

- 2.2 BC explained that Heathrow has released a progress report which highlights how Heathrow has been making progress towards its sustainability targets. She stated that one of the key learning outcomes from this progress report is that Heathrow will not be able to make progress and hit its targets if it does not work with its local stakeholders, including local businesses and residents. She highlighted some examples of progress that had been made against each of the 4 pillars:

2.3 A great place to work

The Heathrow Skills Taskforce kicked off its work to ensure there's a clear plan to make certain that young people in the local community have the skills required to build and operate an expanded Heathrow, as well as other private sector infrastructure projects. BC also updated on progress made by the Heathrow Academy and explained that 197 people embarked on apprenticeships via the Heathrow Academy.

2.4 A great place to live

BC reported that in 2017 Heathrow reduced the number of late running flights by 30% when compared to 2016. She also explained that a 'Quiet Night Charter' is launching by end of 2018.

Heathrow recently converted 50 of their ground vehicles to electric and want to convert 75 in 2018 as they move away from petrol and diesel vehicles. Heathrow is supporting this national campaign and now has 80 vehicle electric charging points (the highest density in Europe) at the airport. They are also encouraging carriers to shift to aircraft which are quieter and produce less pollutants into the atmosphere.

2.5 A thriving sustainable economy

In 2017 Heathrow became a fully accredited London Living Wage employer. This means that 3,200 airport workers will be paid the living wage by 2020.

2.6 A world worth travelling

BC reported that since 2017 Heathrow has been powered by 100% renewable electricity. Heathrow are surveying retail partners to learn more about the different types and volumes of products and their packaging, with a view to reducing use of key packaging types and promoting more sustainable products to passengers. She explained that Heathrow was attempting to reduce the number of coffee cups that the airport uses in an attempt to reduce waste levels. A ban on all disposable coffee cups at the Compass Centre has been imposed with great success and by the end of the year Heathrow hope to have a standardised coffee cup in use across the whole airport that can be recycled.

- 2.7 A question was asked about whether Heathrow uses power from the local waste plant. BC said she would find out. **ACTION BC**
- 2.8 Armelle Thomas (AT) asked if there was an incentive for local businesses around the airport to recycle and was concerned that any extra costs associated with recycling or providing the 'Living wage' could be passed on to the consumer. BC described the work that Heathrow had done with some companies to help them separate recyclable materials when cleaning out aircraft. Heathrow were exploring the possibility of introducing charges as a way of encouraging good behaviour. She went on to explain that there shouldn't be any increase in costs as a consequence of companies recycling or paying the 'Living wage' because she believed that by paying a higher wage, productivity increases and a higher calibre of employee (more productive) can be attracted to that job.
- 2.9 Mike Raynor (MR) observed that London pollution levels rose this year despite this new recent vilification of diesel vehicles. He believed that diesels were more efficient because they provide more miles to the gallon. He did not believe that diesel was the nasty, dirty fuel that people make out. He questioned whether it was responsible to encourage people to fly more and create more pollution. AT added that Heathrow was taking all the renewable energy from others that would use it. BC responded that there was a demand for companies to adopt renewable energies and pledge to use renewables only. This sends a message to the energy companies who will need to create more capabilities around renewable energy. She considered that it was up to large companies like Heathrow to lead the way on this issue.
- 2.10 It was suggested that a low emission zone around the airport should be considered. Chris Joyce (CJ) explained that this had been proposed in the expansion consultation and it could be an option that is developed in the future.
- 2.11 Christine Taylor (CT) suggested that Heathrow needed to make sure that any low emission zone didn't push the dirtier vehicles into the local villages. She asked whether the diesel vehicles that people use to drive to local hotels were captured by Heathrow's reports, noting that some people drive to the local airport hotels in diesel vehicles but then get an environmentally friendly bus to the airport. CJ confirmed that those vehicles were being captured in Heathrow's reports. CT raised concerns that vehicles within Heathrow were becoming more environmentally friendly while those outside of Heathrow's control that travel to the airport were not getting any cleaner and were affecting the local villages. BC explained that Heathrow were encouraging suppliers to improve their fleet vehicles, referencing DHL who have pledged to improve their fleets and move from petrol and diesel to electric vehicles.

- 2.12 Veronica Rumsey (VR) asked how many of those on Heathrow's apprenticeship scheme actually get jobs once their apprenticeships are completed, expressing concern that some were being used to fill low level jobs that do not lead to future jobs. RG explained that Heathrow's retention percentage was well above the national average. BC added that the Heathrow Academy monitors apprenticeships to make sure that they are being carried out correctly. Heathrow exceeded its target of 150 apprentices and managed to get 197 embarked on apprenticeship schemes.
- 2.13 AT questioned these figures and felt that the jobs promised as a result of expansion were not accurate. RG responded that this is an annual progress report and that the Heathrow Academy has a good track record and is providing working opportunities to young people in the local area. He suggested that it may be beneficial to have someone from the Heathrow Academy attend the next LFF meeting to discuss the apprenticeship schemes in more detail. **ACTION RG**
- 2.14 Eilish Stone (ES) asked if those on the apprenticeship scheme were local people. CM explained that the Academy is open to anyone but there is a focus on the local boroughs and the majority of people who pass through it are from the local area.
- 2.15 Phil Rumsey (PR) asked if Heathrow took on and trained students from other companies. CM confirmed that the Heathrow Academy trained people from other companies and sectors such as construction and retail.
- 2.16 AT raised the point that subcontractors were not covered by the 'Living wage' pledge and that Heathrow should stipulate this in their service agreements. BC explained that Heathrow needed to implement the policy first and 'sort out its own house' before it could tell other businesses to adopt the policy.

3 Better Neighbourhood Programme Update

- 3.1 CM & Glenn Tobin (GT) provided an update on Heathrow's 'Better Neighbourhood Program'. They explained that members of the Working group had chosen locations for the '**Beautification projects**' and that works at these locations would commence shortly.
- 3.2 GT explained that Heathrow had arranged for areas near Colnbrook to be cleared of all materials and waste that had been fly-tipped.
- 3.3 CM raised the possibility of recruiting local Rangers and asked for feedback on what their remit and duties should entail. Some suggestions for the Rangers duties were litter picking, reporting fly-tipping, promoting AVA TO PHV drivers and maintaining beautification sites.
- 3.4 GT provided an update on the 'Heathrow Neighbouring Village Fund' and reminded LFF members that they could apply for funding on local schemes and projects. The fund had helped support the Colnbrook & Poyle history event using the village Fire Engine and to clean and improve the garden around the Barnes Wallis memorial in Harmondsworth. LFF members were asked to help shape the criteria for the fund to ensure that the funds are allocated fairly amongst the local communities around the airport. Criteria for granting funds could include:
- 3.4.1 Improve **Community wellbeing** and cohesion – community organised events / meetings, societies, fates etc.

- 3.4.2 Provide **Environmental improvements** to the community – planting trees / flowers, litter picking, environmental trips etc. (Note. This would be in addition and separate to the £200k 'Keep Britain Tidy' fund).
 - 3.4.3 Development and promotion of **Educational activities & projects** – Historical groups /events, (Note. Support of STEM based learning will not usually be considered as there are already existing schemes that Heathrow provide), scout activities.
 - 3.4.4 Supporting & encouraging local **Volunteering** within the community – action groups, litter picking groups, resident support groups etc.
 - 3.4.5 Events that **promote** or **celebrate** the Villages.
- 3.5 Residents will submit their suggestions on the criteria for the funding to GT and he will collate the responses and provide the complete criteria at the next LFF. **ACTION GT**
- 3.6 Mike Rayner (MRa) mentioned that the exit off the motorway on Horton Road heading towards the Poyle roundabout had poor lighting and was extremely dangerous, so this was possibly an area that could be improved using this fund.

4 Surface Access

- 4.1 Chris Joyce (CJ) informed the LFF that Crossrail was in the final stages of completion and in May TfL Rail would be taking over the Connect service from Paddington to Heathrow. He explained that by December 2018 the Elizabeth Line would run between Paddington and Abbey Wood with the remainder of the line fully operational by December 2019. He added that TfL had announced fares for the services that run between Heathrow and Paddington. The new fares will see rail users paying less for the same journeys.
- 4.2 VR asked if she could continue to travel to the airport free of charge using her concession travel pass. CJ confirmed that any concession passes would still be valid on these services. He went on to state that those with monthly travel passes (Zone 1-6) would not pay any extra to use Crossrail once it is fully operational.
- 4.3 CJ mentioned that from December 2019 the Elizabeth Line will provide 6 direct trains to the airport every hour. Heathrow are exploring the feasibility of increasing this to 8 trains per hour in the future. Heathrow are also exploring the possibility of coinciding the train times with employees shift patterns.
- 4.4 He advised that the stakeholder steering group, which consists of local MP's, is pushing forward schemes that improve the connectivity around the West and South of the airport. Chris Grayling (Secretary of State for Transport) is inviting people to submit plans to improve the connectivity around the south-west area of London.
- 4.5 CJ noted that the planned Heathrow Express depot at Langley is no longer required because of an agreement that was reached with Great Western Rail.

- 4.6 VR stated that seven years ago Heathrow had proposed the Airtrack scheme to get into Waterloo. She asked how Heathrow would deal with the issues that this scheme posed and wanted to know what had changed since that scheme was proposed. AT added that Egham would be cut in two because of all the level crossings and this sounded like the Airtrack scheme rebranded. CJ assured her that this was not like Airtrack and Heathrow is not pushing a scheme. The Department for transport (DfT) is asking for suggestions on improving the rail access and Heathrow will speak to any parties that propose such schemes that hope to make proposals. The different proposals will be judged and evaluated on their merits alone.
- 4.7 Marion Rough (MRo) thought that Airtrack was a disaster for Staines, and wanted to know whether Heathrow was still considering the rapid rail scheme to T5. CJ pointed out that these were not Heathrow schemes but he was aware that people were looking at the possibility of both light and heavy rail schemes in the local area.
- 4.8 PR felt that people on the Piccadilly Line carried large cases and it was extremely difficult and dangerous. CJ advised that Crossrail will relieve congestion on the Piccadilly Line and the line is also being upgraded with larger and more frequent trains. VR asked if that would mean Heathrow were taking all the trains on the line at the expense of the other stations. CJ explained that all stations along the line will have more trains, not just Heathrow.
- 4.9 MRa complained that the A4 east of Junction 5 was heavily congested and it was quicker to use local roads instead of the motorway. The frequency of traffic heading west on Junction 5 means that local residents suffer. He felt that a lot of this traffic could be going down the M4 and that it was an example of an appalling piece of highway that people have to live with. He added that it can often take half an hour to get out of his village.
- 4.10 Peter Hood (PH) commented that buses are delayed because of this traffic and are sometimes so late going through Colnbrook that they cancel and make everyone leave the bus and go back to catch up on their timetable.

5 LFF Terms of Reference

- 5.1 RG asked whether all LFF members were happy with the current format of the Local Focus Forum and whether the forum should introduce some Terms of Reference (ToR) and formalise the criteria of those who sit on the LFF. He emphasised that he wanted to make sure that the LFF was happy with its current membership and wondered if any thought should be given to whether it was representative of all the local villages and communities around the airport. CM added that Heathrow was seeking input about this issue from all current LFF members and that any feedback would be considered.
- 5.2 PH believed that everyone on the current LFF contributes and is knowledgeable about their local areas. He also stated that he makes sure to disseminate the information from these meetings to the residents of Colnbrook and Poyle.
- 5.3 Kathleen Croft (KC) agreed that it would be useful to determine what the aims and objectives of the LFF were, as usually all that members seemed to do was slaughter Heathrow.
- 5.4 PR suggested that those who sit on the LFF should be from communities that are close to the boundary of the airport and not further out. Only those who are directly affected by airport operations should attend the meetings.

- 5.5 CT raised the issue that some communities do not have established Residents Associations (RA's) to represent them so it would be problematic to limit membership of the group to just RA's. There also needs to be careful consideration given to the legitimacy of what constitutes an RA. She believes that six people who get together for a single cause should not be classified as an RA.
- 5.6 Gurpal Viridi (GV) believed that the LFF needed members who were dedicated. He observed that most councillors do not attend this meeting and some RA's that form often disappear after a few years because of the transient population.
- 5.7 VR felt that residents like herself had their ears to the ground and can express the thoughts and feeling of local residents in Harmondsworth more so than some local councillors.
- 5.8 AT said she had discussed the issue of ToR with CM recently and agreed with KC that a ToR would assist with setting out the objectives of the LFF. She said that members needed to demonstrate how they were representing their communities and how they were feeding back to others. She asked if it was possible for members to be provided with the presentations in advance so that they could prepare and ask questions.
- 5.9 ES informed the Forum that she shared information with residents and it had become more difficult since the LFF Minutes link had disappeared from the Heathrow website.
- 5.10 It was felt that participants at the LFF should be from locally recognised bodies that have regular meetings so that they can pass on relevant information. He suggested that Heathrow should come up with a draft suggestion to help get the process started.
- 5.11 MRa believed that people who attend the LFF saw it as an opportunity to tell Heathrow what they think and that Heathrow used it as a public relations stunt. He thought that anyone who lives around the airport should be able to attend.
- 5.12 RG explained that if the LFF introduced ToR, members would be able to hold Heathrow to account in a more structured and formalised way. CM suggested that Heathrow would not always need to set the meeting agenda for LFF meetings and that members could decide what subjects were discussed and invite their own speakers.
- 5.13 CT stated that at the end of the year it would be worthwhile to see what difference the LFF made to areas around the airport. She felt that residents needed to be made aware of the improvements that this group has made, otherwise people think it has all been done by the local authority.

6 AOB

- 6.1 KC informed the group that the memorial for Gerry Ceaser would take place on 21st May and all were welcome to attend.
- 6.2 PH asked when the newly appointed Chair of the Heathrow Community Engagement Board (HCEB) would be able to attend the forum to meet LFF members. CM provided the Chair's contact details so that PH could contact her directly to make an appointment.
- 6.3 AT thought it was unfortunate that the HACC had changed into the HCEB. She believed that until everything changed it should have remained the HACC and felt it was premature to change the name when all that changed was the chair.
- 6.4 VR promoted the national campaign 'Ringers Remembered' to recruit bell ringers to mark the end of World War 1, advising that 1,400 bell ringers were needed nationwide.

- 6.5 AT noted that the next Heathrow Community Noise Forum (HCNF) was scheduled to take place at the same time as the next HCEB meeting. CM advised that she would ensure that the meetings were rescheduled to avoid any clashes.

Date of next meeting

Tuesday 26th June 2018, 6.30pm – 8.30pm, Compass Centre