

Heathrow Local Focus Forum – Tuesday 5th November 2019

6.30pm – 8.30pm Compass Centre – DRAFT Meeting Notes

| Name | Borough/Organisation |
|----------------------------------|--|
| Attendees- Members | |
| Cllr Wendy Matthews | Chair Iver Parish Council |
| Cllr Jim McIlroy | Chair Stanwell Moor Residents Association |
| Elaine Mells | Pavilion Association |
| Ian Millen | Chair Stanwell Village Hall Council |
| Nigel Mells | Pavilion Association |
| Phil Rumsey | Friends of the Great Barn |
| Veronica Rumsey | HASRA / Friends of the Great Barn |
| David Blackett | Chair, Heston Residents Association |
| Peter Hood | Colnbrook Residents Association |
| Jane Taylor | HASRA Chair – Sipson Resident |
| Christine Taylor | HASRA – Harlington Resident |
| Stan Woods | Longford Residents Association |
| Armelle Thomas | HASRA – Harmondsworth Resident |
| Clair Roser | Secretary, Stanwell Moor Residents Association |
| Peter Jeffery | Chair, Stanwell Preservation Action Group |
| Rob Gray | Community and Stakeholder Director, Heathrow |
| Kaimi Ithia | Head of Community Impacts and Engagement |
| Rhiannon Hill | Interim Head of Strategic Partnerships |
| Hannah Smith | Community Relations Team Graduate |
| Attendees- Guest Speakers | |
| Patrick Kelly | Senior Community Engagement Manager |
| Harry Bainbridge | Education and Skills Manager |
| Victoria Sutton-West | BREXIT Project Manager |
| Apologies | |
| Cllr Puja Bedi | Colnbrook with Poyle Parish Council |
| Eilish Stone | HASRA – Harmondsworth Resident |
| Gurpal Viridi | Cranford Residents Association |
| Cllr Sue Doran | Stanwell North – Spelthorne Borough Council |
| Cllr John Doran | Stanwell North – Spelthorne Borough Council |
| Sean Kelly | Chair Colnbrook Residents Association |
| Marian Rough | Stanwell Community Group |
| Graham Young | Richings Park Residents Association |

1 Welcome and apologies

- 1.1. Rob Gray (RG) welcomed members and noted the above apologies.

2 Matters arising from the meeting notes

- 2.1. RG covered actions from the previous meeting.
 - 2.1.1. Action 3.12 – RG explained that the Heathrow Community Trust deadline dates were added as a footnote to the previous meeting notes.
 - 2.1.2. Action 3.13 – RG confirmed that if anyone wants to get in touch with Heathrow's volunteering team, they can email: volunteering@heathrow.com.
 - 2.1.3. Action 3.19 – Veronica Rumsey (VR) confirmed that Rebecca Bowden had shared with her a contact at British Airways.
 - 2.1.4. Action 3.20 - Veronica Rumsey (VR) commented that she had been in touch with British Airways (BA) with regards to her concerns at the level of litter in the river that runs through Harmondsworth Moor. VR said that she had struggled to obtain support from BA on this.
 - 2.1.5. Action 5.3 – RG explained that the Heathrow Community Rangers had cut back the hedgerow that Clair Roser (CR) had requested. CR added that she was concerned about HGVs in Stanwell Moor. **ACTION** - RG explained a HGV and PHV update will be given in Q1 2020
- 2.2. Armelle Thomas (AT) asked why meeting note 6.1 from the September meeting notes had not been amended. RG explained that Heathrow Community Engagement colleagues will talk to residents about any of their thoughts and concerns, not limited to Expansion.

3 Community Engagement Team Update

- 3.1. Kaimi Ithia (KI) invited Patrick Kelly (PK) Senior Community Engagement Manager to provide an update on the growth of the Community Engagement Team and explained that PK joined KI's team in September.
- 3.2. PK explained that he was at the Local Focus Forum (LFF) to outline what the Community Engagement Team is and how the team is growing in size. PK explained that this team exists to cover Expansion discussions but also importantly for current day to day concerns.
- 3.3. VR asked what the hierarchy is within the Community Engagement Team. PK explained that he reports into KI and that his presentation will explain who is in the Community Engagement Team, and what they are responsible for.
- 3.4. PK provided background on his previous work. PK explained how he worked within the community engagement team for the Thames Tideway Scheme, as well as having worked for thirteen years in the Metropolitan Police Service.
- 3.5. PK explained that the Community Engagement Team have looked at the villages surrounding the perimeter of Heathrow Airport, and have divided these areas into four sections: North, East, South and West, which all now have an allotted a Community Engagement Manager.

- 3.6. Nigel Mells (NM) asked who defined these set areas. PK explained that the aim is for each community to have a direct contact at Heathrow, so that residents know who to contact. PK explained that the Community Engagement Team is growing - each area already has a Community Engagement Manager, but soon each area will also have a Community Engagement Officer to provide additional support. PK explained that the growth of the team is not just related to Expansion but also to cover current airport operations.
- 3.7. Christine Taylor (CT) asked why the Cranford area has been split and asked whether this is to do with the impacts. CT said that the Cranford area is covered by two different councils. RG stated that working with different councils is part of the team's job and that there will be overlap, but this is the current method the Engagement Team will use. KI explained that this is about ensuring that every area has a named point of contact and to distribute the workload across the four managers.
- 3.8. AT stated that she believes Cranford Cross should be in the North Team, as Heathrow as this area falls in London Borough of Hillingdon (see slides). PK explained this is a method for dividing and managing Heathrow's engagement, and that whichever method the team used to determine their engagement with local people would draw comment. PK explained that over time this process will adapt and evolve to maintain suitability.
- 3.9. PK explained how Natalie Kirkwood (NK) is the community manager for Team North. Stan Wells (SW) said that he felt that Natalie Kirkwood (NK) is engaging well with his community. VR stated that she was not familiar with NK and asked for her contact details - **ACTION** – PK to hand out Community Relations Contact Card¹
- 3.10. AT asked for the presentation slides to be shared – RG reminded members that slides (along with the meeting notes) are always posted on the website, and AT can be given a hardcopy <https://www.heathrow.com/company/community-and-environment/community/local-focus-forum>.
- 3.11. PK explained that Surjit Sonik (SS) is the Heathrow lead for the East Team. PK explained that SS began working for Heathrow just over six weeks ago and is already out meeting local people and building relationships.
- 3.12. PK explained that Kasmine Moses (KM) leads the South Team, with support from Community Engagement Officer Hannah George, and that they are the point of contact for people within Stanwell Moor and Stanwell.
- 3.13. Clair Roser (CR) asked whether there will be specific events for these set areas. PK explained that this would be outlined in the presentation.
- 3.14. PK explained that the final new Community Engagement Manager is Steven Beauchamp (SB), who is leading the West Team, which covers Iver, Richings Park, Brands Hill, Colnbrook and Poyle. PK explained that SB is currently at the Colnbrook Parish Council introducing himself.

¹ After PK's presentation he handed out Community Relations Contact Card

- 3.15. PK explained that Community Engagement Team will also be engaging with groups from the outer boroughs, as each Community Engagement Manager has been assigned outer boroughs to work with.
- 3.16. PK also explained the introduction of Local Liaison Groups (LLGs), of which there will be eight, which will be launching shortly. PK explained the LLGs will be held quarterly, with the aim that they will address area specific concerns and will be chaired independently.
- 3.17. VR asked how the LLGs will be independently chaired as they have difficulty finding local volunteers. KI explained that this is the aspiration of the LLGs. PK also informed the group that his team are flexible and the LLGs will evolve to suit the community needs. PK explained the function of these groups is to be a forum, which will help shape Heathrow's community engagement.
- 3.18. Phil Rumsey (PR) asked why certain groups and areas had been put together and why Longford was not in an LLG with Harlington. KI explained that from events within Longford, the community had stated that they wanted to be separated as they felt they had different needs to other communities.
- 3.19. Ian Millen (IM) asked why feedback from listening events held eighteen months ago wasn't received by himself and others. KI stated that was a valid point and explained that was where the LLGs would be important, as they would provide a mechanism for feedback. PK extended this point further, by explaining this was why each area now has its own Community Engagement Manager, to be there and to be held accountable. PK also explained how there will be area specific drop-ins and bulletins introduced, which would tailor Heathrow's engagement to suit specific local communities.
- 3.20. David Blackett (DB) asked how Heathrow would establish these communications. PK explained that these meetings will be held in the specific areas, with the aim that this will extend communications, hence they are not putting a limit on the number of people who can attend the LLGs at this point. PK explained that within the next three weeks, the process to introduce the LLGs would begin, invites would be sent out, with the aim that this fosters long term engagement.
- 3.21. Wendy Matthews (WM) asked how they will be able to contact these managers. KI explained that they can continue to use the Community Relations phone number and PK said he was happy to give out the Community Relations Contact Card. **ACTION** – PK to hand out Community Relations Card at the end of presentation.²
- 3.22. Peter Hood (PH) stated that he is in contact with SB and he has been helping to put SB in contact with people in Colnbrook.
- 3.23. Elaine Mells (EM) asked whether people not within these set areas would have their concerns addressed, and questioned why Horton did not receive this form of support from Heathrow. KI stated that she would look into this. **ACTION** - KI to provide update at next LFF on engagement in Horton.

² After PK's presentation, he handed out Community Relations Contact Card

- 3.24. RG explained that communities, which do not fall into these four areas (as outlined by PK above), do still have their concerns listened to, including through Heathrow's Airspace and Noise teams who respond to concerns across a much wider geographical area.

4 World of Work Programme Update

- 4.1. RG invited Harry Bainbridge (HB) to provide an update on the World of Work Programme, an initiative to be launched by the Heathrow Education and Skills Team.
- 4.2. HB explained that he is in attendance to explain the new World of Work Programme, which is a youth employment movement to inspire future careers at Heathrow and beyond. HB explained that the three main stakeholder groups the programme will focus on are young people, their parents and teachers.
- 4.3. HB said that the programme is inspired by the independent Heathrow Skills Taskforce recommendations chaired by Lord Blunkett, which revolve around promoting career choices and engaging with the education sector. HB explained that the outputs of the programme would go towards the commitments made by Heathrow, such as the potential to end youth unemployment and delivering 10,000 apprenticeships by 2030. HB explained the programme is about creating a job pipeline for the local community.
- 4.4. HB explained that the programme intends to build five core skills: communication, creative thinking, problem solving, team work and adaptability.
- 4.5. HB spoke through slides 15-17 of the presentation, which can be found at: <https://www.heathrow.com/company/community-and-environment/community/local-focus-forum> *This is the same presentation that will be referenced throughout the meeting notes.*
- 4.6. VR asked what level of quality these new jobs will be. HB explained that World of Work aims to inspire young people to think about a range of different roles at the airport and beyond.
- 4.7. Peter Jeffery (PJ) stated the potential of this scheme was to give people opportunities for good jobs and knows one example of a young male completing an apprenticeship at Heathrow.
- 4.8. CR asked whether there was a particular reason why the focus of this work was young people. HB explained that this scheme is aimed at young people, looking to help them through the formal education system and that the Heathrow Employment and Skills Academy provides training for adults, as well as offering a careers returner scheme.
- 4.9. Jim McIlroy (JM) asked why within the Heathrow Update, the Heathrow Education and Skills Academy figures for Spelthorne are lower than the other areas listed. RG advised that the figures provided in the Heathrow Update for this meeting, reflect September and year-to-date only. **ACTION** - RG committed to providing more detail on these figures for the next LFF meeting.

- 4.10. RG explained that the World of Work programme was a new programme and as a result we have not seen the impact yet. RG explained that data from 2018 shows 7 percent of the current adult population within Spelthorne work at Heathrow. RG acknowledged that further work needed to be done but this programme, the Education and Skills Academy and Heathrow's Economic Development Team work closely with councils to employ local people.
- 4.11. WM asked what interactions Heathrow was having with schools and colleges in South Bucks. HB explained that schools in South Bucks have been invited to the Jobs & Careers Fair in previous years and this year took part in the Heathrow Cargo Challenge and Secondary School Challenge. South Bucks schools will be included as part of the new World of Work programme.
- 4.12. Christine Taylor (CT) asked what Heathrow's definition of local is, as there are children who attend local schools whose families have not been living in the local area for very long. HB explained that activities delivered to schools don't discriminate based on how long the students or families have lived in the local area.
- 4.13. CT asked for an explanation as to what 'Pupil Premium' is. HB explained that it is a sum of money given to schools each year by the government to improve the attainment of disadvantaged children. He added that it is similar to the former statistic around free school meals which is no longer used.
- 4.14. HB then explained the World of Work activities were targeted at different ages groups, which can be viewed on slides 18 and 19 of the presentation.
- 4.15. Ian Millen (IM) asked whether the summer schools HB has proposed would take place in the local community. HB explained that Heathrow is currently engaging with Brunel University to explore whether their new STEM Centre could be used for an aviation summer school for local young people.
- 4.16. CR asked whether health would be covered by the World of Work activities in schools. HB explained that the Young Explorers and Young Innovators activities will focus on sustainability, including the challenges Heathrow faces, and how the company is addressing them. He added that the programme does not have a focus on health.
- 4.17. CR questioned whether Heathrow was encouraging young people to work at the airport, when they might in fact want to work elsewhere. RG stated that Heathrow makes no apologies for wanting local people to work at the airport and that Heathrow and the local community are intertwined.
- 4.18. AT asked why Ben Cave³ has not met with residents in the local communities. She said that she feels night flights are having a significant impact on the health of local people and questioned why Heathrow continues to have flights in the evenings/early mornings. RG reminded AT that this is not linked to HB's World of Work presentation or the agenda of this meeting. KI explained that Ben Cave and Dr Charlotte Clarke have previously presented to the LFF.

³ Ben Cave is the director of Ben Cave Associates. He presented on the links between noise and health at the Local Focus Forum held in April 2019.

- 4.19. HB spoke through the remaining presentation slides, from slide 20 to 22.
- 4.20. WM asked whether Heathrow sponsored students to complete undergraduate degrees. HB explained that Heathrow does not, but that Heathrow does offer apprenticeships, including at degree level.

5 Brexit Update

- 5.1. RG welcomed Victoria Sutton-West (VSW) to provide an update on Heathrow's planning for Brexit with regards to passengers and cargo transport in the event of a No Deal scenario.
- 5.2. VSW spoke through Heathrow's six key points for Brexit and explained that Heathrow is preparing for Brexit, even though it's an everchanging situation. She said that Heathrow has planned for a no deal scenario.
- 5.3. VSW explained Heathrow's plans for Brexit include all of Team Heathrow⁴ with all companies operating at the airport working closely on this plan. SW asked what communications VSW and her team have had with airlines. VSW explained that Team Heathrow incorporates airlines and that Heathrow is in communication with them with regards to Brexit.
- 5.4. VSW explained that changes to cargo could cause congestion, hence the need for contingency plans. VSW explained that in terms of local residents, all local boroughs have fed into these plans, so they are aligned and connected.
- 5.5. VR asked whether, if the UK leaves without a deal, would this result in long immigration queues and a build-up of cargo. VSW explained that herself and her team believe they are ready if a 'no-deal' scenario did occur, as Border Force has recruited further people to help avoid confusion in the terminals and that EU citizens will still be able to use the E-Gates.
- 5.6. CR asked what impact a 'no deal' would have on cargo. VSW talked through slide 24 and concluded that there is a robust plan in place for cargo, including for both directions of the Southern Perimeter Road.
- 5.7. WM asked whether the 'no deal' plan that VSW shared would lead to HGV's parking in local streets. VSW stated that this should not be the case, but in the event it did occur, residents must report this to Heathrow.
- 5.8. VSW explained that 73 percent of vehicles coming to cargo centre, come from a maximum of 15 minutes away, and that in the case of a no-deal or severe disruption Heathrow can stop this 73 percent of vehicles from leaving the depots and coming to Heathrow. VSW explained that Heathrow is working in partnership with Highways England for this, especially when concerning the M25.
- 5.9. AT asked what VSW was referring to, when she stated that 'only 7% of cargo for Heathrow is to/from the EU'. VSW explained that of all cargo going through Heathrow (both imported and exported) only 7% is received from or sent to the EU. **ACTION-** To provide further information on Heathrow's cargo, including data relating to the EU.

⁴ 'Team Heathrow' refers to all companies that operate at Heathrow Airport.

- 5.10. VSW talked through slide 25, which focused on how Brexit could affect the passenger journey
- 5.11. VR asked who would be paying for the extra police required. VSW explained this would be paid for by Heathrow.
- 5.12. VSW also explained the key priority in the case of a no-deal scenario will be the transport of medical supplies.
- 5.13. VR asked how Heathrow will temporarily employ people to fill the extra capacity required for Brexit. VSW explained that Heathrow used external agencies for cases such as these. VR asked whether they would be working on zero-hour contracts⁵. VSW said that these employees will be on fixed term contracts.
- 5.14. AT asked what the effect of a no-deal would be on traffic in the local villages. VSW explained that due to their preparedness, she believes a no-deal backlog would be unlikely to affect local residents. VSW explained that, if a deal is not reached by January, Heathrow will be out of its peak Christmas period. She said that this means that there will be less passengers and cargo to manage than Heathrow's Brexit plan has prepared for, which will bring increased confidence that the airport is ready for a no-deal Brexit. VSW also explained how independent businesses were also comfortable with Heathrow's Brexit plan.

6 AOB

- 6.1. CR asked whether Heathrow knew what the cameras, that had recently appeared in Stanwell and Stanwell Moor, were for. VSW explained she was not certain what purpose the cameras had, or whether they were Heathrow's. However, VSW explained that orange boxes are usually associated with traffic cameras for traffic surveying. **ACTION-** VSW to find out if they are related to Heathrow and an update will be provided to members at the next meeting.
- 6.2. WM asked whether Heathrow was aware of the BBC coverage of Manchester Airport and how they work alongside local authorities (LAs). RG explained that as far as he was aware, Manchester Airport was part owned by the LAs, so would have a different relationship with their LAs than Heathrow does with its LAs. **ACTION** – clarify this difference for Heathrow.
- 6.3. CR stated she had also seen the report WM was referring to, and said that there were examples of PHVs being removed by HGVs and asked whether this is something Heathrow could look into. RG explained that Tim Wells would be invited back to the LFF where Surface Access discussions could continue and that PHVs are a constant focus for Heathrow.

⁵ All supply chain employees zero-hour contracts will be phased out by the end of 2020 both Heathrow and contractors. From December 2018 Heathrow has had a requirement that all new suppliers and contractors are not allowed to use zero-hour contracts at the airport. Heathrow announced all contracted staff working at the airport would be paid the London Living Wage of £10.55 per hour by 2020.

- 6.4. CT explained that Heathrow funded an outdoor Christmas Tree in 2018 for Harlington Baptist Church, which could be used for many years. CT and VR questioned the current location of the tree. **ACTION** – EB will contact the church to ask for clarification.
- 6.5. AT said she thought that in a Health Consultation Response Heathrow gave, Heathrow offered 'further health assurance'. AT asked what assurance has already been given with regards to health concerns related to Heathrow. KI explained this could be found in the consultation documents.
- 6.6. CR asked how the proposed additional flights that would occur as a result of Expansion, would affect the community, alongside the changes in flight paths. RG explained an update on airspace can be given at an upcoming LFF.
- 6.7. RG asked that any items for the next LFF agenda to be sent to Lizzie Beale, and reminded members that Heathrow's CEO John Holland-Kaye will be in attendance to take questions.

Date of next meeting

Tuesday 10th December 2019, 18:00-20:30, Kuala Lumpur/Johannesburg, The Compass Centre.