

Heathrow Local Focus Forum – Monday 25 March 2019

6.30pm – 8.30pm Compass Centre – Meeting Notes

Name	Borough/Organisation
Attendees- Members	
Wendy Matthews	Iver Parish Council
Eilish Stone	HASRA – Harmondsworth Resident
Phil Rumsey	Friends of the Great Barn
Veronica Rumsey	HASRA / Friends of the Great Barn
Kathleen Croft	LFF Representative at HCEB
David Blackett	Heston Residents Association
Peter Hood	Colnbrook Residents Association
Cllr Puja Bedi	Chair, Colnbrook with Poyle Parish Council
Jane Taylor	HASRA Chair – Sipson Resident
Christine Taylor	HASRA – Harlington Resident
Armelle Thomas	HASRA – Harmondsworth Resident
Cllr Anup Babuta	Colnbrook with Poyle Parish Council
Sean Kelly	Chair, Colnbrook Residents Association
Marian Rough	Stanwell Community Group
Rob Gray	Community and Stakeholder Director, Heathrow
Cheryl Monk	Head of Community and Stakeholder Engagement, Heathrow
Elizabeth Beale	Community Relations Manager, Heathrow
Natalie Kirkwood	Community Engagement Manager, Heathrow
Beverley Savage	Community Engagement Manager, Heathrow
Attendees- Guest Speakers	
James Cornelius	Public Transport Lead, Surface Access, Heathrow
Mark Tomkins	Sustainability and Resources Strategy Manager
Apologies	
Peter Jeffery	Chair, Stanwell Preservation Action Group
Cllr June Nelson	London Borough of Hillingdon
Graham Young	Richings Park Residents Association
Elaine Mells	Pavilion Association
Nigel Mells	Pavilion Association
Gurpal Viridi	Cranford Residents Association
Stan Woods	Longford Residents Association

1 Welcome and apologies

- 1.1. Rob Gray (RG) welcomed members and noted the above apologies. RG informed members that Jean and Philip Purcell had decided to step down from their role on the LFF and thanked them both for their contribution over the years.

2 Matters arising from the minutes

- 2.1. RG asked members for any comments on the meeting notes.
- 2.2. AT asked for the CCGs that are included in the Health Impact Assessment (Action 4.2.4). RG confirmed that these have been added as a footnote.
- 2.3. AT asked when Night Flights and Health will be on an agenda (Action 4.5.3). RG confirmed that this will be on the next agenda (Tuesday 23rd April).
- 2.4. AT asked when members will receive a copy of the airports landing charges (Action 4.5.7). RG confirmed that a copy of this document was provided to all members at the start of the meeting.
- 2.5. AT said that she was concerned about the wording of item 3.2. She believes that Expansion is conditional, and the wording used should reflect this. RG agreed that conditional wording should be used and said that Heathrow will always endeavour to do this. RG added that he felt the language used in item 3.2 was sufficient.

3 Local Surface Access

- 3.1. RG explained that this item is on the agenda due to it being requested by members. RG welcomed James Cornelius (JC), Heathrow's Public Transport Lead.
- 3.2. JC thanked members for inviting him and explained that the focus of his talk would be on local public transport.
- 3.3. JC explained that Heathrow has recently appointed (from January 2019) a Bus Strategy Manager, whose sole remit is to improve the bus service to and around the airport. He added that as part of this, they will spend time working with bus operators and local authorities. JC said that one of the first achievements for the new Bus Strategy Manager is a bus guide which sets out what bus services are currently available to colleagues and local communities. He added that this is the first step in a broader plan to make sure Heathrow communicates its public transport provisions more effectively. JC shared these maps with attendees and said that more would be provided. **ACTION** – EB distribute more maps, once available.
- 3.4. JC explained that Heathrow funds the TFL free travel zone around the airport, including the inter-terminal transfers on the Piccadilly Line, and that Heathrow is currently in negotiations with TFL to improve this, as there are still certain services which are not included in this zone.
- 3.5. JC said that Heathrow is looking at ways it can support colleagues to cycle to the airport. Veronica Rumsey (VR) said that because of the construction taking place in the tunnel which allows access to the Central Terminal Area, there was no way of being able to walk or cycle to the airport. She also said that there is a cycle track in Harmondsworth along Holloway Lane, but because the road that links this to Bath road is too narrow, there's no space for a cycle lane to connect the two together. VR said that she felt that there is not any cycling support. JC accepted that the major infrastructure project in the tunnel is a barrier, however many other parts of the airport

(including Terminals 4 and 5, as well as the Compass Centre) could be accessed on bike, and therefore Heathrow could look at ways to increase cycling to these areas. Cheryl Monk (CM) added that there is a Cycle Hub located near the Academy, where colleagues can leave their bike and then catch a free transfer bus into the CTA. JC said that lockers and CCTV have been installed and that Heathrow will continue to invest in ways to encourage more people to cycle. He said that there is ongoing work in Feltham to improve the cycle route.

- 3.6. JC shared a map of the current local bus services surrounding the airport, explaining that red routes refer to London buses and green for other operators. JC said that his team is currently supporting local authorities' trials of new bus routes. David Blackett (DB) asked if Heathrow is engaging with areas to the East of the airport and whether there is a need to do this. JC confirmed that Heathrow is, and although there is already a high number of routes, equally a large proportion of colleagues come from this direction. JC described the aim is achieving 360 degrees connectivity.
- 3.7. Eilish Stone (ES) said that she felt that the publicity/knowledge of routes outside TfL is very poor and that she finds knowing which route to take really difficult. JC said that he agreed that the communication aspect is very important, and there are plans to update Heathrow's online journey planner, so that 'Heathrow.com' becomes the 'go-to' place for travellers to plan their journeys. JC added that his team will also be engaging with other online journey planning providers to make sure that they have the right information.
- 3.8. Wendy Matthews (WM) said that she was pleased to hear JC talk about Iver being included in the airports focus for bus routes. She said that South Bucks District Council are currently compiling their local plan and Iver Parish Council is simultaneously writing their neighbourhood plan. She said that from her knowledge, these plans include aspirations for a north to south cycleway, which would give access to Heathrow. JC said that he knew that the district council was talking to Pinewood about support for the northern end of the cycleway and Heathrow regarding the southern end.
- 3.9. JC explained that Heathrow continues to work with TfL to ensure Crossrail/Elizabeth Line is delivered. Armelle Thomas (AT) asked how much Heathrow is paying for Crossrail connectivity. JC said that the original amount agreed was £70m but with the RPI, this will be around £80m, and it is payable on delivery of the service. JC added that Heathrow is working closely with TfL to ensure the best use of the Elizabeth Line. He said that anyone who has travelled through the airport recently will have seen the new signage, which is designed to be neutral, so that all travellers are directed to the train station, and then subsequently directed to the specific service they need. VR asked where the Elizabeth Line will be in relation to the Piccadilly Line. JC said that the Elizabeth Line will use the same track as the Heathrow Express, and therefore would be caught from the same platform. He estimated this to be approximately a 100m walk from the Piccadilly Line.
- 3.10. JC said that Heathrow continue support a Western Rail link to the airport, which would go from Langley into Terminal 5. He said that this is a DfT and Network Rail joint scheme, which Heathrow will contribute to. JC said that the DCO for western rail will be submitted for this summer, which will go through a similar process as Expansion, with planned delivery in 2027. He said that this scheme would allow for a significant reduction in journey times from the west. AT asked whether this scheme was dependant on Heathrow expansion, JC said that it is planned to proceed independently of Heathrow expansion. AT asked how the contribution that Heathrow makes will be calculated. JC said that Heathrow needs to assess what the benefit of the rail link will be, to therefore know what contribution Heathrow will have to make. AT asked what

will happen if the DfT get their calculations wrong and Heathrow does not contribute enough. JC explained that this is the DfT's responsibility, and he encouraged members to contact their local MP if they have strong opinions on this. Marian Rough (MR) asked how this will affect the bus service to Reading. JC explained that RailAir may not be as viable, and road decongestion is forecasted. VR said that there have been occasions where she cannot catch the train from West Drayton, because at certain times in the morning they are too busy. She asked whether the Western Rail Link will mean that these trains are diverted to Heathrow, and that there will therefore be less trains going via West Drayton. JC explained that Crossrail will free-up capacity, because the current congestion is at Paddington, and this will allow more trains on the line.

- 3.11. JC told members that Heathrow is supportive of a Southern link to the airport, for which it is continuing to engage with the DfT. JC added that the DfT is currently looking for more private sector involvement in the scheme.
- 3.12. JC explained that work is currently underway to identify passenger needs for public transport and what their current travel habits are. He added that early indications suggest that reliability of services is important. JC said that the ultimate vision is for Heathrow to be the best-connected airport in the world, with 70% of the UK population to be within three hours of the airport.
- 3.13. Peter Hood (PH) shared a banner which advertises a shuttle bus service to the Airport, which he feels, implies that this is a Heathrow endorsed service. **ACTION** – JC agreed to contact the company.
- 3.14. ES said that she had seen a campaign for Spelthorne to be within zone six of the London transport zone and asked how Heathrow was supporting this. JC explained that Heathrow is supportive of this, but it is not Heathrow's decision to make. She also asked about the potential expansion of the Heathrow free travel zone to include services in Spelthorne. JC confirmed that Heathrow is exploring this.
- 3.15. Wendy Matthews (WM) asked what Heathrow is doing to clamp down on illegal parking in local villages. JC explained that the introduction of the Authorised Vehicle Area was one of the initiatives to reduce private hire vehicles waiting in local villages. AT said that she felt that the opening of the AVA had created more space in local villages for Private Hire Vehicles. Christine Taylor (CT) agreed, adding that the type of vehicle/driver has now changed. She feels that there's been a significant reduction in Uber's, but that these vehicles have since been replaced with Private Hire Vehicles and limousines that have travelled long distances. CT also said that Addison Lee is still a major contributor to the vehicles waiting in local villages. RG said that he was sorry members felt that the problem had returned.
- 3.16. Anup Babuta (AB) said that the Parish Council has reviewed which bus services are most important to local people. He believes that if the number 7 bus could pass through Colnbrook, this would be hugely beneficial.
- 3.17. PH shared that he had been hit by a PHV today (25th March), when trying to explain to the driver that there is a waiting area for vehicles at the airport. He confirmed that he has reported the incident to the police. CM said that she hoped that once the Heathrow-funded Civil Enforcement Officer was in place for Colnbrook and Poyle, that this would make a difference to the number of illegally parked vehicles in the area.

4 Waste and Recycling

- 4.1. RG explained that this item is on the agenda due to it being requested at the December meeting. RG welcomed Mark Tomkins (MT), Sustainability and Resources Strategy Manager.
- 4.2. MT explained that he sits in Heathrow's Sustainability and Environment Team. He said that one of his colleagues, had presented at a previous forum, to present Heathrow 2.0, and within that report, a long-term waste goal had been set. MT said that the goal for 2050 is for the airport is to generate zero waste. AT asked what '10.3' refers to on the presentation. MT explained that 10.3 refers to the item in Heathrow 2.0, that talks about the airport's waste.
- 4.3. MT explained that Heathrow generates approximately 25k tonnes of waste per year, which to put into context, is approximately equivalent 1/3 of the waste generated by Kingston-Upon-Thames, a small London Borough. MT said that a rough estimate is that 90% of the waste generated at Heathrow is by other companies based at the airport. He added that airport waste has fallen over the last three years for a variety of reasons but mainly a reduction in newspapers and magazines and aircraft cabin waste.
- 4.4. Veronica Rumsey (VR) asked for clarification as to why cabin waste could not be recycled. MT explained that this waste is regulated and must be incinerated if there is a risk it has come into contact with international catering waste. The government regulations are designed to protect animal health and the spread of pathogens which stem from the Foot and Mouth crisis. MT added that Heathrow was not able to recycle any cabin waste, however a new system was introduced, where waste is now manually checked using a process endorsed by the regulator, and if Heathrow can be certain that no food contamination has taken place, it can be diverted to recycling. VR asked why airlines choose to use plastic trays for food, when they cannot therefore be recycled. MT explained that the plastic trays are taken away by the catering companies and could be treated and reused if that practice was supported by the regulator. VR asked who is responsible for the waste that comes off an aircraft. MT clarified that the galley waste is taken away by the airline catering company. the remaining cabin waste is collected by the airline cleaning company and is typically disposed of using the airport waste contract. The airline still holds the duty of care for this waste until it is transferred to Heathrow and it should not contain any international catering waste. MT added that the driver for change on the treatment of cabin waste sits with the Government and Heathrow is working closely with them and our partners to ensure regulation is effective at managing the risk but proportionate..
- 4.5. AT asked why passengers could not sip their water (to prove it was drinkable), and then proceed to take it with them through security, as she believes this would reduce plastics waste. MT explained that there are strict regulations around carrying liquids through security, however recently, passengers have been encouraged to empty their water bottle prior to security and then refill it at a water refill point afterwards. ES confirmed that she had done this a number of times when travelling through the airport. MT said that the location of refilling stations is currently being reviewed and encouraged members to let us know if they had any opinions on where they should go.
- 4.6. MT told members that 48% of Heathrow's operational waste is recycled which includes green waste from landscaping. He added that nearly all of the material which cannot go to standard recycling is used for energy recovery, and the by-product produced is made into construction blocks (secondary recycling). VR asked where the landfill site is that Heathrow uses. MT said that the site is located towards Oxfordshire, but other facilities could be used by Heathrow's contractor.

- 4.7. MT told members that Heathrow is currently going through a tender process for the new waste contract, and will be specifically looking for the company which brings the most innovation. VR asked whether Heathrow had other options than current contractor Grundons. MT explained that whilst the proximity principle was an important factor, Heathrow is testing the market to find the best fit.
- 4.8. AT asked whether Heathrow is comparing itself with its peers, and what incentives Heathrow provides to companies based at the airport, to encourage them to reduce their use of plastic. MT explained that benchmarking is difficult as different airports record their waste figures in different ways. He also said that working with companies across the airport is a key pillar of Heathrow's future strategy. MT highlighted a scheme at Dublin airport, where recycling was made cheaper for the companies that operated there, whilst the cost of general waste was more expensive to encourage recycling behaviour, a scheme Heathrow is actively considering.
- 4.9. DB asked what control the Government has over Heathrow's waste strategy. MT explained that Heathrow responds to and follows relevant legislation, and that there was a new government strategy at the end of 2018 which is informing our approach.
- 4.10. PH raised that a land referencing sign in Colnbrook, was in his opinion, not fit for purpose, because the stake was not long enough. RG thanked PH for his feedback.
- 4.11. VR asked what Heathrow does with its old electrical equipment. MT explained that IT waste falls under a separate contract, whereby it goes to a company which tries to get value from the equipment or recycle where that is not possible. **ACTION** – MT/EB, to provide more details on this.
- 4.12. AT raised that she felt the lights in the Compass Centre were not particularly energy efficient. MT explained that all lights are LEDs with sensors, and therefore they turn off when they are not needed. He explained that Heathrow's overall investment in efficiency has helped to reduce energy consumption, by over 10% over the past 5 years.
- 4.13. MT said that 100% of the electricity Heathrow buys is supplied from renewable energy sources, and in T2, the gas source is also from renewable sources.

5 LFF 2018 Annual Review

- 5.1. RG invited CM to share the Annual Review with members. CM talked through the document with members and invited questions. VR asked if the neighbouring villages fund would be an annual occurrence. CM explained that the £30k would again be available in 2019. CT asked whether there was an update on Heathrow support for Harlington swimming pool. CM told members that she had visited the pool and felt it is a great community resource, but a decision on whether Heathrow can provide financial support has not yet been made.
- 5.2. AT said she felt that the Annual Review should have been available earlier. CM understood AT's point, and suggested that a draft could be provided in December, with a final version available for the first meeting on the New Year. CT agreed, and suggested that we keep it as a live document, which is updated throughout the year.
- 5.3. AT said that she felt the partnership with Keep Britain Tidy had worked well, and that attendees had been committed to the project. PH said that he felt that this had not been the same in Colnbrook, as there had been delays for many of the projects.

- 5.4. RG asked that if members have any additional feedback, to please send it through to EB.

6 AOB

- 6.1. AT asked, in reference to the data provided on Hardship and Statutory Blight, how an application for statutory blight could be refused by Heathrow. **ACTION** – to provide more information on this. **ACTION** – to table a speaker from the property team on the next agenda.
- 6.2. AT asked for information on where land referencing letters have been sent outside of the CPZ, and why properties needed to be land referenced when Heathrow would not be purchasing them. **ACTION** – to provide details for this¹.
- 6.3. WM said that she felt that the representatives Heathrow had sent to households to follow-up on the LIQs were threatening residents. RG said that this kind of behaviour would not be acceptable, and asked members to write to him with exact details of where this had occurred, and he would investigate.
- 6.4. ES said that she had not had anyone knock on her door to follow-up on the LIQ and asked why. RG explained that if a resident had said that they did not want to be contacted, or that they would not be filling in the LIQ, that they therefore would not receive a follow-up visit. Kathleen Croft (KC) said that she had not received a land referencing letter.
- 6.5. PH said that he felt that the HCEB had been telling residents that they had to complete the LIQ. RG encouraged members to pick up any concerns they have with the HCEB directly.
- 6.6. KC shared information about a leaflet which has been sent to all residents in Stanwell Moor. She said that in the leaflet, it asks for a £4.99 monthly donation, to become part of the campaign to put Stanwell Moor in the WPOZ. KC said she also felt that the leaflet implied that paying the subscription was the only way to receive updates on Heathrow Expansion. RG refuted this, explaining that all public information will be available to everyone, and that Heathrow would never only share expansion information with this campaign group.
- 6.7. AT shared her concerns about the lack of banking facilities in Heathrow Villages after Harmondsworth and Sipson Post Offices closed last year. She said that the Council had asked the Post Office to attend the External Services Committee but they did not. She added that she felt Heathrow should be subsidising this service.

RG thanked all in attendance and closed the meeting.

¹ Currently, 2,086 LIQs have been sent to properties within the CPZ and 199,276 outside of this area. These figures are higher than the number of properties in the area. That is because Heathrow is required to send an LIQ to anyone with a legal interest in that property. This means that multiple letters may be sent regarding the same address to different people. This could include, for example, the freeholder, leaseholder, tenant, occupier and / or mortgage company.

The process of Land Referencing extends beyond locations in which we may be acquiring properties or land and includes areas that may be affected by the construction or the operation of the expanded airport, for example due to changes in noise, traffic or air quality. LIQs are therefore sent to properties that may be affected by the proposed scheme and might be eligible to make a claim for compensation as well as those in areas required for the physical expansion of the airport.

Date of next meeting

Tuesday 23 April 2019, 18:00-20:30, Kuala Lumpur/Johannesburg, The Compass Centre