

Heathrow Local Focus Forum- Tuesday 19th October 2021

4:20pm – 6:00pm Virtual Meeting- DRAFT meeting notes.

<u>Name</u>	<u>Borough/ Organisation</u>
Armelle Thomas	HASRA
Christine Taylor	HASRA
Elaine Mells	Pavillion Association
Graham Young	Richings Park Residents Association
Ian Millin	Chairman of Stanwell Events
Jane Taylor	HASRA
Cllr June Nelson	LB Hillingdon
Nigel Mells	Pavillion Association
Peter Hood	Colnbrook Residents Association
Phil Rumsey	Friends of the Great Barn
Puja Bedi	Colnbrook with Poyle Parish Council
Veronica Rumsey	Friends of the Great Barn/ HASRA
Becky Coffin	Chair- Heathrow, Director of Sustainability and Communities
Hannah George	Heathrow, Community Engagement Manager
Sarah Shah	Heathrow, Community Investment Officer

Guest Speakers

Nigel Milton- Heathrow, Chief of Staff & Carbon

Claire Knight, Heathrow Community Trust, CEO

Apologies

Peter Jeffery- Stanwell Preservation Action Group

Presentation

Please find attached a copy of the [Meeting Slides](#).

1. Welcome and Introductions- Becky Coffin

- 1.1- Becky Coffin (BC) welcomed members to the meeting and introduced members of the Heathrow team joining the meeting. A special welcome went to guest speakers Nigel Milton (NM) and Claire Knight (CK).
- 1.2- Armelle Thomas (AT) requested a moment in the meeting to take a minute's silence to remember MP David Amess after his tragic death on 15th October 2021.
- 1.3- BC thanked AT for her suggestion and suggested that members took the opportunity now at the start of the meeting to take a minute of silent reflection.
- 1.4- BC invited each member to introduce themselves and the organisation they represent.
- 1.5- There was one apology for the meeting made from Peter Jeffery (Stanwell Preservation action group)
- 1.6- The only suggested agenda items came from Peter Hood (PH), who asked for an update on the following:
 - An update on the continuing role of the Heathrow rangers following temporary staff changes.
 - An update on when the necessary runway alterations will be completed to end the Cranford agreement.
 - An update on the third runway work.
- 1.7- PH also expressed his concerns about the adverse effects of Freight vehicle movements associated with Heathrow in and around Colnbrook and Poyle and explained that since the shutdown of the Poyle Business & Community Forum, the local community no longer has an appropriate platform to engage with the local Authorities and the freight industry to encourage more consideration for residents. PH asked Heathrow for their support in further engagement with local authorities and businesses on the community's behalf, Particularly with Slough Borough Council.
- 1.8- BC reassured PH and all members that there were to be no changes to the Rangers remit of work despite Lizzie Beale being on secondment and that Svenja Duppenbecker was due to step into the Community & Charity Partnership Manager role in the coming weeks. BC also reminded members that Sara Shah (Community Investment Officer) would be picking things up in the interim and would be more than willing to help.
- 1.9- BC suggested to continue through the agenda with Nigel Milton's (NM) business update which was likely to cover the other queries that PH had raised and that anything not covered could be answered in the space for questions at the end.

2. Business Update- Nigel Milton

2.1- NM welcomed members and expressed that it was great to be back in a role working so closely with Heathrow's local communities. He explained that he has been appointed as Chief of Staff & Carbon and that his new role brings together the Communities, Communications and Carbon Teams under one function.

2.2- NM explained that a major part of his role is to ensure that the views from Communities are heard at the top level of the business to enable them to consider the impacts when making business decisions. NM expressed wanting to have honest and transparent conversations with Communities but recognised that sometimes that would mean he would say things that members weren't so keen on.

2.3- NM informed members that the airport is getting busier, with numbers creeping up to around half of what Heathrow were seeing before Covid. This is largely because of the increase in travel for the School holidays but that he also anticipated the airport to get busier around Thanksgiving time as the US relax their travel rules. NM recognised that the increase in passenger numbers did present some challenges, particularly at the border, but that Heathrow continue to work with Border Force to try to make sure they increase resources when needed.

2.4- NM reminded members that safety for colleagues and passengers remained Heathrow's priority with a variety of measures rolled out across the airport as well as indicating that all staff on the call in the Compass Centre were wearing masks as part of the office guidance.

2.5- NM confirmed that there currently isn't any work being carried out on 3rd runway plans and that the project remains on pause. NM acknowledged the uncertainty that causes for many in the local community.

2.6- NM informed members that from November 1st, Heathrow would be introducing a £5 Terminal Drop off Charge (TDOC). NM explained that Heathrow were the last major airport to introduce a charge and that the charge would hopefully encourage recovery to be less car based, encouraging passengers to travel to the airport via public transport. NM reassured members that he and the team would be keeping a very close eye on any impacts that the introduction of the charge might have in the local villages and be ready to intervene if needed, however he didn't anticipate a huge impact.

2.7- NM explained that Heathrow recently commenced a new Airspace Change Proposal (ACP), known as the Heathrow Airspace Modernisation ACP, to support the Government's wider UK airspace modernisation programme. These changes are linked to a two-runway operation and don't include expansion changes as they had done previously. NM thanked those members who had been involved in the recent Design Principal workshops and assured members there would plenty more opportunities for members to engage with Heathrow on this topic.

2.8- NM explained that Heathrow's Employment & Skills academy continue to support Team Heathrow partners recruit for key front-line roles at the airport. The Academy is currently supporting 20 employers fill 223 vacancies across sectors including retail, hospitality, and travel services.

2.9- NM closed by informing members that as Heathrow continues to recover, he was looking forward to continuing with engagement and working at ways it can be more effective. NM welcomed feedback from members on how he and the team can do better.

NM invited members to ask questions.

2.10- PH asked what impact the 3rd runway being on pause had to the ending of the Cranford agreement.

2.11- BC informed members that this would be incorporated into the Airspace Change work, that Heathrow are sticking by their commitment and that it wouldn't wait until a 3rd runway. **ACTION**- Andy Knight (Operational Impacts & Engagement lead) to follow up with PH directly to provide more detail about time frames.

2.12- AT raised that she still hadn't received the papers from the Design Principal workshops.

2.13- **ACTION**- Hannah George (HG) to chase the Airspace Team and send across Papers.

2.14- PH raised the ongoing freight issues in the Colnbrook area and reiterated that without the Poyle Business & Community forum it was difficult for communities to find the platform to be able to continue to raise these issues. PH asked for Heathrow's support, particularly on addressing the long outstanding bus gate promised by Slough Borough Council.

2.15- BC explained that Heathrow were very aware of the issues and sympathised with the fact that these issues had been raised at previous meetings. BC reassured PH that colleagues in Heathrow's surface access teams were still working on moving things forward but were currently struggling to get a response from

Slough. However, this issue had now been pushed from John Holland-Kaye at a senior level and had received a commitment to look at it with us.

2.16- BC also identified the wider freight issue which had been discussed with surface access at previous meetings. BC informed members that work on this is still developing with SEGRO and that she'd hope to be able to provide a more comprehensive update at the next meeting.

2.17- Puja Bedi (PB) expressed her concerns around the funding for the bus gate given Sloughs section 114 notice. PB explained that DHL had given funding to Slough.

2.18- BC encouraged PB to raise this directly with the council but also assured members we would feedback concerns to our surface access team and look to provide an update. **ACTION-** HG to seek update from Surface access team.

2.19- Wendy Matthews (WM) explained that Iver also experiences the impacts of HGV's parking up and waiting and referenced that Heathrow had previously talked about a scheme where HGVs could park up and wait.

2.20- **ACTION-** HG to follow up with the surface access team and provide an update.

2.21- NM expressed his disappointment that these issues still exist, he identified that he understood it wasn't just the parking of HGV's and PHV's but also the anti-social behaviour which often comes with it. NM assured members that Heathrow do not shy away from taking a responsibility and lead on trying to limit behaviour.

2.22- Phil Rumsey (PR) expressed that the uncertainty around Heathrow's expansion plans were causing huge impacts in the local villages, with many residents choosing to try and move away.

2.23- BC sympathised and explained that Heathrow recognised the impact the uncertainty was having which is why they had reopened the Interim Property Hardship Scheme, but that since the scheme reopened there haven't been a huge influx of applications.

2.24- Veronica Rumsey (VR) informed BC that some residents were putting their properties on the market with the view that they'd then need to issue a statutory blight notice because it was impossible to sell.

2.25- HG explained that so far this year Heathrow had only received one Statutory blight notice.

2.26- PR explained that there has been an increase in colleagues parking in the local villages and walking across to the airport again, an issue that has been flagged many times over the years and that there were concerns that with the introduction of the TDOC it was likely to get worse.

2.27- VR expressed that residents are also frustrated by the implementation of the TDOC as they have been dropping family off who work at the airport due to removal of the free travel zone. VR also echoed the frustration from residents regarding the 3rd runway and that whilst Heathrow remain on pause residents remain in a limbo land regarding their homes.

2.28- NM explained that although he couldn't understand how that must feel, that he does sympathise and empathise and that he'll be working to provide clarity to communities as soon as he can. NM explained that the impacts of the pandemic had led Heathrow to make challenging decisions and that as Heathrow look to recover, they will look to reintroduce the benefits.

2.29- **ACTION-** HG to follow up with surface access team regarding colleague parking issues.

2.30- BC reminded members that Heathrow are looking to replace the free travel zone as part of their sustainable travel plans. BC welcomed members to feedback any concerns to HG directly.

2.31- Cllr June Nelson (JN) echoed earlier points about blight in Heathrow's local villages and the uncertainty around expansion. JN explained that in Harlington and Sipson one of the impacts relate to a quick turnover of transient residents who are often living in multi occupancy properties. This in turn causes an issue with parking in residential areas because there are more cars per household, however since the increase in passengers at

the airport there has also been an increase in cars being parked up and left for a week or two whilst people go on holiday.

JN also expressed her concerns around the introduction of the TDOC and that this might encourage the issue residential areas already face with PHVs, often resulting in dumping of litter and antisocial behaviour towards residents.

2.32- NM explained that he didn't anticipate TDOC making these issues any worse, however he remained committed to continue to work with PHV companies to address issues. NM acknowledged that often when you address one problem it just moves it around the area.

2.33- BC confirmed that an internal working group had been set up as part of the TDOC launching in order to look at immediate remedies for some of these issues as well as focusing on the longer-term effect. BC encouraged members to continue to share with HG the detail of where these things are happening so that it can be fed back to the working group.

2.34-ACTION- HG to collect updates from members regarding PHV and parking issues.

3. Heathrow Community Trust Update- Claire Knight

3.1- BC welcomed Claire Knight (CK) to the meeting in her new role as CEO of Heathrow Community Trust (HCT).

3.2- CK thanked BC for the warm welcome and introduced herself to members, explaining that she has recently come into her role as CEO at HCT with a previous background of working in both a large national charity but also running a community and educational theatre company.

3.3- CK explained to members that she has come to HCT with a real passion to make a positive impact in the local communities and that it was important to her that HCT really listened to communities and were able to support them in accessing fundraising.

3.4- CK informed members that she is keen to build HCT's partnerships and is going to focus on building relationships across the local area. CK acknowledged that it had been helpful to hear from members today about some of the issues they are facing locally.

3.5- CK provided members with an update of groups who had recently benefited from HCT's Covid resilience funding, 15 organisations receiving a total of £49k as well as a further 10 organisations receiving over £62k through the National Lottery Covid-19 Hillingdon response Programme. A list of those groups is attached- [HCT 2021 Funding](#)

3.6- CK explained that grant applications are reviewed by independent grant panels to ensure money is used to reach as many groups as possible and that funding is allocated in a fair and transparent way. CK informed members that the grant plan for 2022 was currently being reviewed and that she would share more detail once plans were finalised.

3.7- CK invited members to ask questions.

3.8- WM asked CK if she could explain the criteria for each funding stream.

3.9- CK explained that the funding for next year and its criteria is still under review. CK reassured members that HCT will make sure it's laid out in a way that is clear and that once shared with members, should they have any further questions, the team can work through any questions regarding eligibility for the schemes.

3.10- Christine Taylor (CT) explained HAL repeatedly give funds to the same groups. An area that has fewer groups, or no groups, has little chance of getting funding. CT asked for HCT to look at areas that need support but have not been able to apply.

3.11- CK expressed she was keen to understand where has been funded in the past- Where the gaps are and why applications aren't coming through and whether this is down to lack of awareness of HCT or more support needed in the application process.

3.12- CT explained that she believed it to be both those things and gave the example that HAL colleagues had previously asked about foodbanks based in Heathrow Villages but there weren't any that she was aware of, the trust could assist in connecting groups.

3.13- CK expressed that HCT would be looking at how they can better support individuals to come together to form group or link them with another organisation in order the help them secure funding.

3.14- CT expressed interest in a further discussion with CK. **ACTION-** CK to reach out CT directly.

3.15- Ian Millin (IM) thanked CK and HCT for the help and support HCT funding has given Stanwell Events and Stanwell Foodbank.

3.16- PB thanked HCT for its continued support with Colnbrook Cares Pandemic group.

3.17- AT asked CK if she could provide a copy of all the groups who have received funding.

Action addressed above.

3.18- BC reminded members that previously HCT have also provided an annual summary.

3.19- CK confirmed that would still be the case and that would be shared at the next meeting.

4. Community Forums Review- Becky Coffin/ Hannah George

4.1- BC reminded members of the last meeting where she shared the teams' initial proposals for a revised forum structure that the team have been working on this year after holding a consultation with current forum members earlier in the year. **Revised structure included in the attached meeting slides.**

4.2- BC explained that the focus today would be to provide members with an update on the work that has been happening with the current Heathrow Community Engagement Board (HCEB) and the importance that this work has needed to be carried out simultaneously with the forums review. BC explained that HG would then talk to members about the proposed introduction of Local Liaison Groups.

4.3- BC informed members that in the context of Heathrow reviewing all its community forums, there has also been an opportunity to reformulate the HCEB's ACC role. With the HCEB's community engagement role now paused along with airport expansion due to the impacts of Covid-19, the HCEB has needed to redefine its ACC role in a way which is collaborative with other entities and adds value to local engagement already taking place in the Heathrow area.

4.4- BC explained that the proposal is that from 1st January 2022 the HCEB will become the Council for the Independent Scrutiny of Heathrow Airport (CISHA). It will remain an independent organisation funded by a grant agreement with Heathrow. The purpose of CISHA will be to ensure independent oversight of the way Heathrow engages with stakeholders, fully integrated with Heathrow's wider community forum structure, and provide a transparent mediation process for constructive and effective engagement with the airport. The key aspects of its operation will be:

- It remains an independent legal entity with supporting governance. It is able to set its own agenda and spend its funding allocation in line with its objectives.
- It retains an independent chair and secretariat.

- It is integrated into Heathrow's other community forums and facilitates the highest level of community engagement forum. Through the committee it will bring together the independent chairs of these forums to engage, support and act on key issues arising from Heathrow's wider community forum structure.
- It establishes a transparent formal process working with Heathrow's community forums to provide scrutiny recommendations to the executive management team at Heathrow on key issues that matter most to Heathrow area.
- It hosts open forums to enable public engagement that is open to all, over and above the day-to-day engagement of the other community forums, with an expectation that John would participate.

4.5- BC explained that each of Heathrow's Community Forums would report into the CISHA and that would ensure a direct escalation line of key community issues.

4.6- BC invited HG to provide an update on the proposal for the Local Liaison Groups (LLG's)

4.7- HG explained to members that from the feedback that the team received as part of the Community Forums Review Consultation and from ongoing engagement, the team recognise the value that comes from a working style meeting, where members of Heathrow's Communities Team are able to discuss and tackle real localised issues in a more direct way. HG referred to previous LLG's set up for expansion and the better neighbour working group that have previously been run by the team and explained that the intention would be to run these groups in a similar way.

4.8- HG recognised that there was still a need for a traditional forum style meeting in which members could receive regular updates from Heathrow, however those meetings didn't provide a space for members and Heathrow to really work together on resolving key issues.

4.9- HG explained that she was looking to seek feedback from members on whether these groups would be of interest to members and that she was keen to work with members to establish the best way to run them, seeking feedback on what had worked/ hadn't worked so well in previous groups. In order to set up and establish prosperous groups.

4.10- HG welcomed feedback and any questions from members but also informed them she would be reaching out over email in the coming weeks to collect feedback.

4.11- BC invited members to ask questions.

4.12- AT asked how long its likely to be until the new structure is in place.

4.13- BC reassured members that the Local Focus Forum (LFF) would remain in place until the new structure is ready to launch and encouraged members to keep raising key issues both at the LFF and with HG and the team directly. BC explained that HCEB were working towards the changes commencing from 1st of January and recognised that communities team process was taking a little bit longer, as they wanted things to be done in the right sequence. BC thanked members for the patience and reassured members that the team weren't

rushing things as they wanted to make sure they got things right. BC encouraged members that the review shouldn't stop any issues being raised at this forum.

4.14- WM asked where the community input was going to come from without any community groups as part of the council? And secondly would the actions from previous LLG and better neighbouring working groups be carried forward or would it be a case of starting all again.

4.15- BC informed members that the views of the communities would be taken into the council through the role of the independent chair for the Local Community Forum (LCF)

4.16- HG assured WM and members that as much of the information from previous working groups would be carried over to avoid having to start completely from scratch. HG acknowledged that the best starting point would be to review the actions from previous working groups to establish the next steps to take.

4.17- BC thanked members for their feedback and encouraged them to reach out to HG directly with any further thought.

5. AOB

5.1- BC invited members to ask any final questions or highlight any other business.

5.2- AT would like Heathrow to provide property numbers for properties purchased this year.

5.3- **ACTION-** HG to provide details in LFF annual report.

5.4- BC thanked members for attending the meeting and to NM and CK for their updates. BC acknowledged the patience members have had throughout the pandemic and recognised the difficulties many have faced.

5.5- BC confirmed that the team would be in touch with the next meeting date, which is now scheduled for **January 25th 2022**. BC explained that we anticipate holding this meeting as a hybrid meeting at the Heathrow academy, for those who would like to join us in person, assuming that government guidance doesn't change. This meeting will include an annual address from John Holland-Kaye.