

**LOCAL COMMUNITY FORUM**  
**MINUTES**



Date: 4 October 2022

Meeting location: Harlington School, Pinkwell Lane, Harlington

Time: 1800-2000

**Present:**

**Chair:** Dr Roger Green – Independent Chair for LCF

Andreas Lambrianou – Independent Chair for Noise & Airspace Community Forum  
 Andy Knight – Operational Impacts & Community Engagement Lead, Heathrow  
 Anwara Ali – Community Investment Coordinator, Heathrow  
 Armelle Thomas – HASRA  
 Becky Coffin – Communities & Sustainability Director, Heathrow  
 Cllr June Nelson – Heathrow Villages, Hillingdon  
 Cllr Puja Bedi – Colnbrook with Poyle Parish Council  
 Elaine Mells – Pavilion Association

Graham Young – Richings Park Residents Association & Deputising for Cllr Wendy Matthews  
 Hannah George – Community Engagement Manager, Heathrow  
 Jane Taylor – HASRA  
 Nigel Mells – Pavilion Association  
 Phil Rumsey – Friends of the Great Barn/HASRA  
 Sarah-Jane Pickthorne – Community Engagement Coordinator, Heathrow  
 Veronica Rumsey – Friends of the Great Barn/ Harmondsworth Allotments

**Apologies**

Christine Taylor – HASRA  
 Cllr Wendy Matthews – Iver Parish Council  
 Ian Millin – Stanwell Events  
 Peter Jeffery – Stanwell Preservation Action Group  
 Peter Hood – Colnbrook Residents Association

<p><b>Welcome</b>                  Introductions from all those present (in person and virtual).</p> <p>Roger Green opened the meeting with a reminder to members to submit their agenda items to Hannah George or Sarah Pickthorne, so that the forum can be a shared forum for issues, concerns and praise.</p> <p><b>Review of previous minutes</b>                  Review of minutes – meeting 12 July 2022:</p> <p>Property on Holloway Lane – update:                  Hannah George – commission of survey works within the next couple of weeks with the intention of demolishing the property. The Property team will review options as to the future use of this site.</p> <p>Property at 2a Bowmer Close:                  Jane Taylor – no communication and no progress from Heathrow. Jane did update the forum on the referral to social services (SS) for a ‘vulnerable adult’ with SS deeming the person referred not in need of support.</p> <p>New format of the minutes:                  Armelle Thomas preferred the older format of minutes and commented that some community views were not noted in the previous meetings minutes (July) Therefore a</p>	<p><b>SARAH PICKTHORNE:</b> add page numbers to the minutes</p> <p><b>MEMBERS:</b> please submit your agenda items to Hannah George/Sarah Pickthorne by the date requested before the next LCF</p>
--	--



request for the below statement to be included in the minutes was followed up with the Chair.

Comment by Armelle Thomas from July meeting- "*Heathrow is a PRIVATE company and as such was not supported by the taxpayer, but Amsterdam, Frankfurt and Paris are OWNED by their Governments, therefore the taxpayers were protecting their assets*". Roger Green reaffirmed that minutes will not be verbatim but a summary with action points.

Jane Taylor disagreed with comments from Sharan Hirani at the last forum re: the visit with JHK on 19 May and that Sharan had given an inaccurate impression of the meeting. Jane also commented that nothing had improved at 2a Bowmer Close and that the only progress made was trees cut back to fix access to garage doors.

Update on action item 3.21 from previous minutes (parking issues in Hillingdon): Becky Coffin – ongoing discussion with Roy Clarke and Tony Zaman (Hillingdon Council) to provide additional enforcement officers funded by HAL for Heathrow Villages. Cllr Nelson also requested bringing back a previous forum, which included TfL, local police, private hire vehicle companies and Heathrow.

Update on the Truck Call Forward Facility (TCFF) & bus gate:  
Becky Coffin – Heathrow continues to push Slough and will continue to do so. Re: TCFF, this is still in our Cargo plan and Heathrow is currently engaging with property partners on a proposal.

Disused public house in Colnbrook:  
Cllr Bedi – this has been sold and will be developed into a Costa coffee shop with apartments above it.

Cllr Nelson (referring to previous minutes 'local parking issues') asked what does Heathrow do with the details of unauthorised 'meet & greet' companies? Becky Coffin confirmed that these details are passed to Heathrow's Surface Access team for action.

Request for further information on go-arounds with sentiment from forum members that numbers have increased and whilst this has been brought to the attention at the Noise & Airspace Community Forum (NACF), the LCF would like data on go-arounds and the use of Compton NPR. Andy Knight – go-arounds, known as missed approaches, are a safety procedure over which Heathrow has no control as this is dependent on the operational situation. Andy committed to sourcing operational data from NATS and finding out how safety trends are addressed and will report back on this at the next meeting in December.

Update on BA Waterside:  
Hannah George – BA is working with its rangers to manage Harmondsworth Moor

Update on Neighbouring Villages Fund (NVF):  
View of some forum members that funding is going much further into Hillingdon (e.g. Swakeleys and Harefield) and is not being spent on the most local villages.  
Becky Coffin – the NVF has been undersubscribed and Heathrow would prefer that the money is spent on worthwhile projects than not at all. More detail will be coming as part of the Giving Back Programme, and she encouraged members to submit applications if they have eligible local projects.

1850: minutes approved

**MEMBERS:** during the meeting any comments you wish to be noted in the minutes should be verbally requested to the notetaker

**MEMBERS:** please can members forward individual property issues to Hannah George

**BECKY COFFIN:** to review this and consider the appropriate forum for these issues

**BECKY COFFIN:** will update the LCF when there is progress

**SARAH PICKTHORNE:** standing item on every agenda: 'Parking Updates'.

**SARAH PICKTHORNE:** remove from actions

**MEMBERS:** reminded to share any parking details with Hannah George and Becky Coffin

**ANDY KNIGHT:** will ask for further operational data on go-arounds

**ANDREAS LAMBRIANOU:** will also pick this up at the next NACF and report back to LCF

**MEMBERS:** send feedback on Harmondsworth Moor to Hannah George to feed back to BA



<p><b>Update from The Chair – Roger Green</b></p> <p>Roger Green outlined his visits to local community groups, forum members, the Heathrow Community Trust (HCT) and Baroness Liz Sugg (Independent Chair of CISHA), as well as Heathrow representatives (Sharan Hirani from Property, Svenja Duppenbecker &amp; Anwara Ali – Community Investment &amp; Charity Partnerships). Council for the Independent Scrutiny of Heathrow Airport (CISHA) Open Forum 20 October 2022 – anyone wishing to attend please register at <a href="http://www.cisha.org">www.cisha.org</a> and submit your questions in advance on the registration form.</p> <p>PROPERTY: members requested figures of Heathrow properties which are detailed in the circulated Community Update and would also like the details of schemes that these properties were purchased under. It was made clear that Heathrow does not have this information and that we will provide details from now onwards as previously agreed.</p> <p>19:02 – Cllr June Nelson left the meeting (prior engagement).</p>	<p><b>ROGER GREEN:</b> arrange a meeting with Cllr June Nelson</p> <p><b>HANNAH GEORGE:</b> recirculate the Community Paper to Cllr June Nelson</p>
<p><b>Business Update – Becky Coffin</b></p> <p>OPERATIONAL UPDATE: Busy summer period saw 12 million passengers in July &amp; August, which is 80% of 2019 levels.</p> <p>FORECAST: autumn and winter have an uncertain forecast as recovery has been led by leisure travel which may decline due to Covid, the cost of living crisis, fuel costs, economic downturn and the war in Ukraine.</p> <p>CAPACITY CAP: introduced in July to mitigate challenges around service levels in ground handling, airlines and the airport. The capacity cap implemented a limit on passenger numbers which reduced cancellations and late running night flights.</p> <p>EMPLOYMENT: security levels are back to 2019 levels. Thousands of new colleagues have been recruited in the last twelve months bringing local jobs back, including baggage handling.</p> <p>COMMUNITY ENGAGEMENT &amp; SUSTAINABILITY: CISHA appointed Baroness Liz Sugg as its Independent Chair. Details of how to register for its Open Forum meeting has already been shared with members. Thank you to Roger Green for getting to know the local community, Heathrow staff (including Nigel Milton and John Holland-Kaye) and for moving the forums forwards. Heathrow is committed to working with Roger Green on his work in this forum.</p> <p>September also saw a busy operation with the sad passing of the late HM The Queen. The operation was proactive in its adjustments to the schedule for specific days to ensure periods of quiet, particularly for each two-minute silence and the processions at Westminster and Windsor. The funeral was also shown across all screens in terminals.</p> <p>UPCOMING: following publication of Heathrow 2.0 and the August progress report, we will now be delivering the Heathrow Business Summit in November 2022 to</p>	



<p>enable small local businesses to meet with Heathrow’s large suppliers and to join Team Heathrow’s supply chain, enabling local recovery. Learning and feedback from past Business Summits have shaped the event in November which has been designed differently with ‘matchmaking’ in mind. Questions were raised about how success of the Business Summit will be measured and if Heathrow proactively asks its big suppliers to work with small local businesses. Heathrow is committed to report back on the event; will be asking their Tier 1 suppliers to complete a ‘balanced scorecard’ to benchmark their progress and will be offering support through engagement. COMMUNITY INVESTMENT: some activities were paused over the summer as colleagues were supporting the operation by completing ‘Here to Help’ shifts, so there were no volunteering opportunities over the summer. The Community Rangers were able to support the following activities:</p> <p>Supporting local schools in summer maintenance projects Ongoing support for Harlington Hospice grounds maintenance Delivery of food parcels from an aviation supplier to local food banks Tidy up of Cranford War memorial General maintenance in areas along the late HM The Queen’s funeral procession through Hounslow &amp; Spelthorne.</p> <p>Cllr Bedi thanked the Heathrow Community Rangers and the Investment team for their support of Pippins Primary School.</p>	<p><b>BECKY COFFIN:</b> provide an update and outcomes of Business Summit at next LCF</p>
<p><b>Heathrow Operations Update – Andy Knight</b></p> <p>AIRSPACE MODERNISATION: (see slides) Our Airspace Change Proposal (ACP) is a requirement from UK Government’s modernisation strategy which most UK airports have to deliver. Heathrow remains on track to deliver implementation in 2027-28. Currently we are in Stage 2 of the Government’s airspace change process and there are opportunities throughout this stage for public engagement. Stage 2 will conclude in late summer 2023. Stage 2 includes a comprehensive list of flight path options. These do not represent Heathrow’s preferred plans or proposals yet, but rather a list of all possible potential options and how they meet the design principles agreed in Stage 1. There are four engagement activities in Stage 2 – the next is a series of workshops in November. Invitations to attend from the Airspace team have been sent. There will also be an awareness campaign over November with the same look and feel as the Stage 1 campaign in autumn 2021. Anyone can submit comments which will feed directly into the formal airspace change process – a seven-stage process which includes three phases of public engagement.</p> <p>Andy Knight confirmed that the ACP refers to the current two-runway airport and that Heathrow would be required to submit a new ACP for a third runway should that arise in the future.</p> <p>OPERATIONS UPDATE: Results for the first half of 2022 were published in June: Heathrow served 26.1 million passengers, an increase on 2021 numbers.</p>	



In Q2 many colleagues supported the operation with Here to Help shifts, the airport prepared and implemented plans for the late HM The Queen’s funeral (Operation London Bridge) and the planned runway deep intervention works continued.

Outlook: there has been an increase in passenger numbers for investor forecasting, but a profit warning remains in place with no dividends for investors in 2022 as the airport foresees a £320 million loss for the year.

Monthly flight movements: March 2022 saw the Government fully relax Covid-19 travel restrictions. The effects of the passenger cap in July/August are clearly visible.

Late runners: after apologising publicly in July for the impact of unscheduled night flights, we saw a noticeable drop in late runners in August as the operation stabilised. The data shows a positive effect of the cap which will remain in place until 29 October, coinciding with the end of the summer schedule.

Andy Knight acknowledged that although sound can travel further in colder air near to the ground, Heathrow nevertheless sees an overall decrease in noise complaints during the winter months as people spend more time indoors with windows closed.

FORUM MEMBER COMMENTS:

- the cap limits departing passenger numbers, the same does not apply to arrivals.
- flights rush to leave between 23:00 and 23:30 and airlines should not be allowed to do this.
- aircraft were not full and therefore airlines should encourage passengers to fill seats and share aircraft.

Andy Knight said that airlines always look to fill their flights, but they also have to plan their overall operation and the network effects of positioning aircraft and crew. If a departure is not commercially viable an airline would look to cancel the flight under the cap and this means it would not operate the inbound flight either – so arrivals are capped in this way.

Andy stated that ACL (an independent organisation) regulates capacity of terminals, which also considers arrival processing capacity (e.g., immigration and baggage). It was explained that on an ideal operational day there would be no night flights with the last departure scheduled at 22:55 – but virtually every day sees some delays for various operational reasons that are sometimes outside of Heathrow’s control. Government sets rules for night flights and any late flights operate within the requirements of this scheme. Heathrow has historically performed substantially better than the annual targets set by Government.

Runway Works:

The current runway works are ‘deep interventions’ that were planned before the pandemic. They are still on track to complete by end of this year and require some amendments to the runway alternation schedule – these have already been published to our website. Runway and airfield works in some form occur on most nights, and this is why Heathrow only keeps one runway open overnight. However, major works are done at regular intervals as part of the ongoing planned maintenance of airport infrastructure, including runways and taxiways, and this is done at night to cause the least amount of disruption to the operation and to communities.



<p><b>Terms of Reference (ToR) – Roger Green</b></p> <p>Roger Green briefly touched on the ToR noting comments received from Armelle Thomas and Cllr Wendy Matthews.</p> <p>The ToR brief outline: Detailed remit of the forum between the community and Heathrow Venues would be spread across community venues and Heathrow’s Compass Centre Timings to be varied majority do not attend so we would look to diversify representation Create an induction for all new and existing members Frequency will increase from quarterly to bi-monthly or every 6 weeks Only one person to represent a community group and appoint a deputy if you cannot attend</p> <p>Community comments: There is one group that represents several Heathrow villages and there are representatives from across them all at the forum. Each village has different problems, and this would not work for them Residents are not paid to attend and cannot always deputise Two local villages are not represented No issues get resolved Meetings pre-Covid were full – some only attended because of Expansion Not everyone has Zoom or the technology to dial in Where are the Local Liaison Groups (LLG) – Becky Coffin is happy to discuss in future Wendy Matthews’s comment on the first line of the ToR to read: <i>“provide a shared space for Heathrow Airport and its neighbouring communities to meet”.</i></p>	<p><b>SARAH PICKTHORNE:</b> Bi-monthly agreed, SP to arrange next meeting beginning of December 24 January date to remain with JHK attending</p> <p><b>MEMBERS:</b> please let Hannah George or Roger Green know of any other community groups that would like to be a part of the forum</p>
<p><b>TUNNEL ISSUES:</b> last week and today – members commented that there was no authority commanding the chaotic situation involving an emergency vehicle. Becky Coffin apologised for the impact and inconvenience and explained that last week and today were two separate issues. Becky went on to explain the operational procedure of Bronze, Silver and Gold resilience teams being stood up in both events, coordinated through Heathrow’s Airport Operations Centre (APOC) control room.</p> <p><b>APOLOGIES:</b> Roger Green apologised for missing out the apologies at the beginning of the meeting for Wendy Matthews, Ian Millin, Peter Jeffrey and Christine Taylor.</p>	

Local Community Forum  
MINUTES



<p><b>MEETING WITH BARONESS LIZ SUGG:</b> A community walkaround meeting will be taking place in Harmondsworth with Baroness Liz Sugg on 10 October. This is open to everyone and will last approximately two hours. Please meet at The Crown Public House.</p> <p><b>MINUTES:</b> confusion with 'classification' on the footer of the minutes – is it either public or confidential.</p> <p>Thank you to Hannah George and Sarah Pickthorne for setting up this meeting.</p>	<p><b>MEMBERS:</b> please contact Roger Green if you wish to attend on 10 October</p> <p><b>SARAH PICKTHORNE:</b> amend classifications in the footer to reflect the same as the header</p>
<p>Meeting closed at 20:18.</p> <p>Next meeting scheduled for 6 December, 16:00-18:00 at the Compass Centre.</p>	