

Heathrow Local Focus Forum – Tuesday 10th September 2019

6.30pm – 8.30pm Compass Centre – DRAFT Meeting Notes

Name	Borough/Organisation
Attendees- Members	
Cllr Wendy Matthews	Iver Parish Council
Cllr Puja Bedi	Colnbrook with Poyle Parish Council
Elaine Mells	Pavilion Association
Nigel Mells	Pavilion Association
Eilish Stone	HASRA – Harmondsworth Resident
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
Gurpal Viridi	Cranford Residents Association
Armelle Thomas	HASRA – Harmondsworth Resident
Cllr Sue Doran	Stanwell North - Spelthorne Borough Council
Clair Roser	Secretary, Stanwell Moor Residents Association
Dorothy	Stanwell Moor Resident
Rob Gray	Community and Stakeholder Director, Heathrow
Elizabeth Beale	Community Relations Manager, Heathrow
Kaimi Ithia	Head of Community Impacts and Engagement
Rhiannon Hill	Interim Head of Strategic Partnerships
Attendees- Guest Speakers	
Dr Rebecca Bowden	Director, Heathrow Community Fund
Tim Wells	Sustainable Transport Manager
Apologies	
Graham Young	Richings Park Residents Association
Cllr K Bennett	Colnbrook with Poyle Parish Council

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 asked members for any comments on the meeting notes. No comments on the meeting notes were received.

3 Heathrow Community Trust

- 3.1. RG invited Rebecca Bowden (RB), director of the Heathrow Community Trust, to provide an update.
- 3.2. RB explained that the organisation has recently changed names from the Heathrow Community Fund, to the Heathrow Community Trust, and confirmed that this will not change the programmes that the trust runs.
- 3.3. RB explained that the trust has 11 trustees, and it is their responsibility to decide what, where and how, funds are allocated to. She added that of the 11 trustees, 4 are Heathrow colleagues, with the remainder being from the local community.
- 3.4. RB explained that the fund has 6 grant making programmes, each of which has a grant making panel, which provides recommendations to the trustees. RG told members that she is always looking for more panel members, and to please get in touch with her if you are interested.
- 3.5. RB explained that the largest donation for the trust comes from Heathrow, but she is keen to receive more contributions from other on-airport companies. She gave the example of the John Lewis store at the airport, which makes a donation, and a company which recycles the cooking oil at the airport, who donate profits they make to the trust. RB explained that aircraft fines specifically support environmental projects. She added that other contributions come from Heathrow colleagues doing sponsored events, and gave the example of the midnight marathon which raised £56,000 for Heathrow's three charity partners this year.
- 3.6. RB said that in 2018, £764,579.81 worth of grants were awarded to community projects, and 1,600 volunteer hours of Heathrow colleagues time was given to directly support the operation to the fund. The explained that one of the ways Heathrow colleagues volunteer is through the advocates programme, where colleagues support local projects to write their applications. RB said that the financial and time contribution, together equates to a contribution to the community, equal to £216 per Heathrow employee.
- 3.7. RB explained that anyone can visit the trust's website to see all of the projects that have been funded, which reach out to the 9 boroughs that border the airport. She added that the trust will provide funding to LAs, so long as they are working in partnership with a local community group.
- 3.8. RG explained the six different types of funding offered and gave local case studies for each. These can be viewed in the presentation -

<https://www.heathrow.com/company/community-and-environment/community/local-focus-forum>.

- 3.9. Armelle Thomas (AT) asked whether HAPi grants are available to all of Team Heathrow (anyone who works at the airport). RB explained that HAPi grants are for direct Heathrow employees only.
- 3.10. RB said that they are always looking for more environmental and sustainability projects to fund – this could include, community green spaces, allotments, parks, nature reserves, environmental education, funds to set-up ‘friends-of’ groups, and more sustainable energy in community buildings.
- 3.11. Veronica Rumsey (VR) asked if the same group could apply for funding from two different pots of money. RB said that groups should finish one application and submit their report, before applying again.
- 3.12. Stan Woods (SW) explained that the roof of St Mary’s was repaired 5 years ago, but the work was of a poor standard, and they now need to replace this. He asked whether the trust would be able to make a contribution. RB recommended the large Communities Together grant, the next one of which is mid-2020. **ACTION** – EB to circulate upcoming grant deadline dates¹.
- 3.13. Gurbal Viridi (GV) asked how he could get Heathrow colleagues to volunteer at West Thames College. **ACTION** – EB to share Heathrow’s Volunteering programme contact details with GV².
- 3.14. Christine Taylor (CT) asked how much of the trust’s money comes from noise fines. RG explained that it is approximately 1% of trusts funding (last year this was between 6-7k), and that all noise fines are given to the trust.
- 3.15. CT said that she had visited the trust’s website, and had struggled to find any projects that had been funded in south Hillingdon, and that there are limited details for projects that are on the website. RB said that CT is welcome to send through the reference number of any project that she would like more details on, and she can send this through. She also explained that one of the reasons there might be less projects in Hillingdon, is because these would have previously been funded by the Hillingdon Community Trust³. CT shared her concerns that she felt that the area might have less applications because of the potential impact of Expansion, and therefore there may be less groups to apply. RB reiterated the work of Heathrow advocates, who could support smaller groups with less funding experience, to complete their application.
- 3.16. CT said that Harlington Swimming Pool has been looking for funding. RB said that she would welcome an application from the swimming pool.

¹ The deadline for stage 1 of the application for the large Communities Together 2020 grant is Friday 07 August 2020, with the final decision made by the board on Thursday 10 December 2020.

² To request a volunteering opportunity is advertised to Heathrow colleagues, please email volunteering@heathrow.com

³ A copy of the report showing all projects funded by the Hillingdon Community Trust in 2018 and 2019 will be circulated with these meeting notes.

- 3.17. David Blackett (DB) asked if RB could give more details on how matched funding works. RB explained that for small grants there is no requirement for matched funding, whilst for large grants 10% needs to be matched funded – but this could be in time, rather than cash.
- 3.18. AT asked RB what the trust is doing in terms of wellbeing. RB said that this could fall under either the ‘Communities Together’ or the ‘Communities for Youth’ grant schemes. RB explained that if there was a local group wanting to provide wellbeing support, they could apply to the fund. VR suggested that St May’s Church hall in Harmondsworth could be used as a venue for wellbeing activities. RG said that Heathrow working closely with the HCEB on local community wellbeing. RB said that any application from the church would need to be clear that it is open to all – no project can be exclusive without good reason.
- 3.19. VR asked whether British Airways (BA) contribute to the fund. RB explained that they have their own fund to support local projects. **ACTION** – RB to put VR in touch with her contact at BA.
- 3.20. VR shared her concern of the level of litter in the river that runs through Harmondsworth Moor. RB said that a group could apply for funding to clear this, and they could discuss access issues with BA. **ACTION** – RB said she would share information on similar groups currently being funded.
- 3.21. Clair Roser (CR) asked if the Heathrow Community Rangers are part of the funding. RG explained that the rangers are separate to the Heathrow Community Trust, and funded by Heathrow as part of the airport’s community relations activities.

4 Freight and Private Hire Vehicle Update

- 4.1. RG welcomed Tim Wells (TW) to provide an update on freight and private hire vehicles, as requested by Elaine Mells (EM) at the last meeting.
- 4.2. TW spoke through the proposals that can be found in the LFF presentation.
- 4.3. TW explained that currently, HGVs delivering to, or collecting from, the cargo centre can arrive when they want. He said that the absence of a scheduling system is likely to result in local congestion. TW told members that Heathrow is therefore proposing a scheduling system for the cargo community and two Vehicle Call Forward Facilities (VCFF’s) along the Southern Perimeter Road for vehicles to wait prior to accessing the cargo centre. He added that one of these is planned to be located South of T4 (programmed to be delivered in 2021 with ~75 spaces) and the other east of Stanwell Moor Junction (programmed to be delivered in the late 2020s with ~100 spaces).
- 4.4. TW explained that surveys have shown the load factors of vehicles delivering to, and collecting from, the cargo centre are small, or only full in one direction. He said that Heathrow is proposing Virtual Consolidation, a technology platform that would allow companies to consolidate their loads with neighbouring companies, and therefore reduce the number of trips to and from the cargo centre.
- 4.5. TW gave an update on the Authorised Vehicle Area. He told members that the waiting area had been introduced in 2016 as a result of private hire vehicles (PHVs) waiting in the local community. TW said that Heathrow knows that whilst this facility has helped

to reduced PHVs in local roads, it has not fully resolved the problem. TW said that the Heathrow Community Rangers are advertising the AVA to PHVs waiting in the local community in order to encourage them to move there. TW added that Uber has geofenced the AVA, therefore a driver must be waiting there to pick-up a job from the airport (unless they have just dropped-off and are using rematch).

- 4.6. VR asked what Heathrow is doing about Addison Lee. TW clarified that currently Addison Lee are not using the AVA and Heathrow has no powers to geofence them. TW asked members if they felt Addison Lee were the main source of PHVs waiting in communities. CT said that she felt roughly 4 or 5 out of 10 are Addison Lee. She said that Addison Lee PHVs are much easier to identify than others. CT said that she felt Heathrow used to have an agreement with Addison Lee, and that at this stage, when drivers were reported, more prompt answers were received. CT said she thinks that the types of vehicles now waiting in communities have changed, for example Limos are now more common. TW said that the Uber example shows what can be achieved when Heathrow works in partnership with these companies. TW said that Addison Lee have pushed back to say that their drivers are not parking illegally. TW said Heathrow is happy to work with local authorities on future proposals to address PHVs in the community, such as via controlled parking zones.
- 4.7. CR said that her concern with PHVs is not just them parking in the community, but also the anti-social behaviour of drivers, including littering.
- 4.8. Dorothy Rowland (DR) said that she has been trying to get residents parking since 2012, but that the council's reply is that 70% of the village have to be in agreement for residents parking and that residents do not want to apply. She added that she felt PHVs first became a problem during the 2012 Olympics. DR added that she thinks that vehicles in communities are not just PHVs but also holidaymakers.
- 4.9. DR said that she does not think the free travel zone should be for people who are not local residents. CR said she felt that there had been considerably less vehicles in Stanwell Moor during the BA strike.
- 4.10. Cllr Sue Doran (SD) said that she had witnessed cars being left in the local community, which were blocking drives.
- 4.11. Peter Hood (PH) said that he felt that PHVs are a problem in all the local communities around the airport. He urged members to come up with solutions and suggested strategically placed taxi rank areas. CR suggested that Heathrow could go door to door in the community about a controlled parking zone. RG said that there was potential for Heathrow to fund a local survey.
- 4.12. SD said that she believed that if there is more than 1 car per household, the council will not fund the additional permits. She suggested Heathrow could do this.
- 4.13. Jane Taylor (JT) explained that she is a Sipson resident, where residents parking was introduced but she does not believe it was successful because there was little enforcement of it, and because anyone could buy the tickets to put in their vehicles. JT gave an example of where she had seen someone, who she believed to be using a blue badge, parking in Sipson to work at the airport, but the driver did not correspond to the blue badge details. RG said to please send through the registration. JT said that

she felt PHVs are not concerned how safe that place is they choose to park, and that they can park where they choose because they remain in their vehicles.

- 4.14. CR asked whether there could be a no PHV zone introduced. TW said that parking restriction cannot be enforced solely for a certain type of vehicle.
- 4.15. TW explained that taxis and PHVs are often only full in one direction and part of the plans are to change this, this is known as 'back-filling'. Heathrow will be working closely with operators to improve the efficiencies of these trips.
- 4.16. PH asked which freight companies are signed up to share loads to and from the cargo centre. CR asked whether this scheme was free and/or mandatory. TW confirmed that there will have to be some exceptions to Virtual Consolidation, which is partly why Heathrow is speaking to operators now, to gather their feedback. TW said that there are over 500 cargo companies that visit the cargo centre each month, which is why Heathrow is looking to run workshops to gather their input. He added that Virtual Consolidation will initially be optional, but Heathrow will seek powers through the DCO process to make the scheme mandatory, which Heathrow could choose to impose. CR asked whether the vehicles would belong to the freight companies. TW said that no decision has been made, and that the vehicles could be from a third party.
- 4.17. CR asked, of the 800 AVA spaces, how many of them are used. TW said that the AVA is not at capacity, so this is not stopping drivers from using it – there are 1800 usages per day.
- 4.18. AT shared her concern, that the space PHV drivers who now park in AVA had been taking up in the local area, has been back-filled by other PHV drivers. RG said that we know that the AVA has definitely made an improvement, but Heathrow does need to think about what else it could be doing. **ACTION** – Update to be provided on additional measures in Q1 2020.
- 4.19. VR said that when John Holland-Kaye attended the LFF last December, she had suggested to him live bus feeds in the CTA and asked if anything had been done on this. TW explained that Heathrow is actively working on improvements to the CTA. ES said she had recently discovered the X442 service from Staines to T5, but questioned how many people know about it. RG said that it is a new service, and press release will be out this week, but encouraged members to help spread the word⁴.

5 Heathrow Community Rangers

- 5.1. RG asked EB to give an update on the Heathrow Community Rangers. EB explained that the rangers have now been in place for over two months. Both Colnbrook and Poyle, and Stanwell and Stanwell Moor, have their own dedicated full-time ranger. She added that in that time, they have collected 253 bags of litter, reported 41 fly-tips, supported 5 Spelthorne Borough Council Clean-up days, facilitated two hands-on community days at local primary schools, handed out AVA leaflets to PHV drivers, and undertaken numerous landscaping/gardening projects.
- 5.2. SW asked whether the rangers can undertake any activities in Hillingdon. EB explained that, with the exception of Spout Lane North, any activity in Hillingdon would need to

⁴ X442 timetable can be found [here](#).

be on private land. She added that an example of this, will be the rangers supporting a half-day of gardening at St Mary's Church, Harmondsworth, alongside colleague volunteers.

- 5.3. CR said that ranger in Stanwell Moor had littered picked one side of Spout Lane, but not the other. **ACTION** – CR to share more detail with EB and look for rangers to pick this up.

6 AOB

- 6.1. ES asked for more details on the two members of Heathrow staff that St Mary's Church coffee morning. SW explained that as church warden, he invited them to attend. CS asked what the purpose of their attendance is. Kaimi Ithia (KI) said that, this is an example of informal engagement, to make sure members of the community team are available to talk to residents.
- 6.2. WS said that there are still land referencing stakes in the community, and asked for clarification in how much longer they will be there. KI said that if members send in exact locations of stakes, we can clarify this.
- 6.3. AT asked who 'Joss Watson' is. KI explained he is an Environmental Assessment Lead for Heathrow. AT said that he is meeting with Health Watch and asked what the purpose of this is. KI explained that this is part of Heathrow's environmental assessment.
- 6.4. RG encouraged members to respond to the Heathrow's Airport Expansion Consultation, which closes on Friday 13th September 2019.
- 6.5. RG asked members to let EB know of any future agenda items they would like to request.
- 6.6. RG thanked members and closed the meeting.

Date of next meeting

Tuesday 5th November 2019, 18:00-20:30, Kuala Lumpur/Johannesburg, The Compass Centre.