

Local Community Forum
MINUTES



Date: 18th July 2023

Meeting location: Colnbrook Village Hall, Vicarage Way, Colnbrook

Time: 1800-2000

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Cllr Puja Bedi – Colnbrook with Poyle Parish Council
 Becky Coffin – Communities & Sustainability Director, Heathrow (virtual)
 James Cox – Research Lead, Thinks Insight & Strategy
 Kathleen Croft – Stanwell Moor residents Association
 PC Libby Free – Metropolitan Police Safer Airport Team
 Arvinder Garcha – Chair, Stanwell Residents Association
 James Holmes – Head of Local Strategic Engagement, Heathrow
 Peter Hood – Colnbrook Residents Association
 Laura Keith – Communication, Strategy & Engagement Manager, CISHA
 Andy Knight – Operational Impacts & Community Engagement Lead, Heathrow
 Simi Kullar – Sustainable Travel Manager, Heathrow
 Cllr Wendy Matthews – Iver Parish Council
 Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow
 Phil Rumsey – Friends of the Great Barn

Veronica Rumsey – Friends of the Great Barn
 Hardip Singh – Governor, Harmondsworth Primary School
 Angela Smith – Hounslow Borough Respiratory Group
 Roger Smith – Chair, Hounslow Borough Respiratory Group
 Mike Smooker - Civilian Crime Prevention Unit, Metropolitan Police
 Jane Taylor – HASRA
 Armelle Thomas – HASRA
 Graham Young – Richings Park Residents Association

Apologies

Vicki Brenner – Colnbrook Community Association
 Christine Taylor - HASRA

Observer

Cllr John Martin – Ward Councillor Norwood Green, Ealing

Item	Action
<p>WELCOME – ROGER GREEN</p> <p>Welcome all and to guest speakers, Simi Kullar from Heathrow Surface Access Team, James Cox from Thinks & Laura Keith from CISHA.</p> <p>Apologies received from Christine Taylor, HARSAs, and Vicki Brenner, Colnbrook Community Association.</p>	
<p>MINUTES FROM PREVIOUS MEETING</p> <p>Page 1: Property has been demolished – what is happening with the land now? <i>The Property Team have yet to make a decision on this and would welcome suggestions.</i></p> <p>Page 2: Action 1: Heathrow employment data:</p>	<p>1. ALL: please send all, and previous, suggestions to Sarah Pickthorne</p>



Item	Action
<p>UB3 =2623 / UB4 = 1071 / UB7 = 1371</p> <p>Action 2: HATF minutes from March meeting were available on the table and are also on the HATF website https://www.hatf.org.uk/2023-meetings/</p> <p>Page 4: Action 3: some support may be available through the Heathrow Take Off Fund</p> <p>Page 4: Action 5: Roger Smith has not yet forwarded details to of the air quality nodes in Hounslow.</p> <p>Page 8: Action 10: Commercial Properties owned by Heathrow in the villages. Gerald Storr Butcher, 424a Sipson Road, UB7 0HU Off Licence & Convenience Store, 424 Sipson Road, UB7 0HU</p> <p>No commercial properties are owned in Harmondsworth.</p>	<ol style="list-style-type: none"> 2. JAMES HOLMES: spoke with Veronica after the meeting about defib donation. 3. ROGER SMITH: sent information 22 July
<p>FEEDBACK FROM HATF PAPER SUBMISSION – NEXT STEPS</p> <p>The HATF paper was submitted in June’s meeting with Cllr Puja Bedi in attendance, where discussion was around parking and issues caused by rogue ‘Meet & Greet’ companies. Minutes from that meeting have been submitted to CISHA last week.</p> <p>The outcome of the LCF paper is that HATF will set up a ‘Special Interest Group’ focused on these issues which will bring key stakeholders, including Heathrow and Local Authorities, together as per the discussion at HATF Board meeting in June. Local areas impacted will be identified from the complaints heatmap consisting of the immediate neighbourhoods around the airport., which the LCF contributed towards.</p> <p>Officers of the local councils will be invited to support discussion and potential parking solutions.</p> <p>Concern was raised about certain local authority council officers not acting in the interest of their residents and how views are passed to the council with nothing achieved.</p> <p>Dates of the Special Interest Group have been circulated and a final date is TBC.</p> <p>Cllr Puja Bedi was happy to attend this meeting on behalf of the Local Community Forum.</p> <p>Cllr John Martin was asked for his thoughts: <i>There have been a number of changes recently in local governments across London and I have not seen much engagement from Heathrow with local authorities. In line with the Noise & Airspace Consultation, how much engagement has come from Heathrow? I see a need for Heathrow to be more open and to get councils</i></p>	


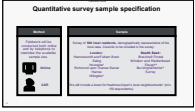



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<p><i>around the table, perhaps without communities as a starting point, to get these conversations started.</i></p> <p>PC Libby Free & Mike Smooker thanked Roger Green for his recent visit to Polar Park, Aviation Policing base, to understand their operations at Heathrow.</p> <p>PC Free called on recent statistics that showed Heathrow having the highest crime rate of all UK airports but emphasised that this data is skewed as many arrests are travelling passengers who do not know the laws of the UK and are often travelling with prohibited item (eg lock knives).</p> <p>It was also highlighted that the 125% increase is relative to passenger numbers and 2023 figures are being compared to figures in lockdown/quieter years which gives a false impression.</p> <p>Mike Smooker updated members on activities around meet & greet operators and emphasised that with the imminent ULEZ expansion new sites for these rogue operators will start to pop up just outside the ULEZ boundary (eg Colnbrook & Poyle). The work at the start of the year has meant residential streets and car parks like the one in Colnbrook, have been kept clear.</p> <p>He further emphasised that this was not just a Heathrow problem who had in the past tried to get these operators removed through the High Court.</p> <p>Mike Smooker is happy to attend the ‘Special Interest Group’ meeting if representation from the Metropolitan Police is required.</p> <p>Community sentiment:</p> <ul style="list-style-type: none"> • Heathrow’s Community Engagement team had always responded to parking issues whereas the local council does not, with the Police being no better. • Problems exist at a higher level with individuals no longer respecting the law. • Heathrow villages should be in a special zone. • Hillingdon Council do not care – they have granted planning permission to turn a car park into warehouses, so where will the cars go? 	
<p>TAXI & PRIVATE HIRE VEHICLE (PHV) STRATEGY – FEEDBACK FROM MEMBERS – SIMI KULLAR, SURFACE ACCESS TEAM</p> <p>Session is to engage communities and gather opinions and solutions, what has worked and what hasn’t in the past.</p> <div data-bbox="165 1653 349 1760"> </div> <p>The strategy will include input from different stakeholders both internally and externally with Transport for London (TfL), Department for Transport (DfT) and taxi companies Uber and Bolt. Our aim is to have this completed by the end of August/ September we will share outputs with both the HATF and LCF.</p> <div data-bbox="165 1861 357 1973"> </div> <p>Private hire vehicles come from all over the UK to drop off and pick up passengers with some PHVs working for multiple companies.</p> <p>To date, Geofencing has worked for operators such as Uber and Bolt to ensure they are not waiting in local areas for jobs at the airport.</p>	



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<p>Thank you to the LCF for providing a heatmap of key areas known for parking issues. CISHA have also conducted some research into what other UK airports currently do to tackle similar parking issues. These will all inform the strategy outcomes.</p> <div data-bbox="167 477 354 584"> </div> <p>Our engagement window closes next week (w/c 25th July). Following this ARUP will go through the data collected.</p> <div data-bbox="167 616 354 723"> </div> <p>We are still accepting responses so please send them through via the Community Engagement team</p> <p>Community feedback:</p> <ul style="list-style-type: none"> • The Authorise Vehicle Area (AVA) is appalling – on an earlier visit this year the toilets were not working properly, were unsanitary, drivers only had a ‘bus shelter’ like structure to shelter from the weather. • What incentive do these drivers have to not be on our streets? • All members of the forum should visit the AVA. • The AVA needs to be redone to make it safe, with proper facilities and should be free. • Geofencing does work but seems to be weaker at the moment. • Car park charges are extortionate. • Would like confirmation that the geofencing will be strengthened. • Taxi pick-up point in terminal carparks needs to be better, there’s not enough room – it’s an accident waiting to happen • Enforcement is crucial although it is recognised that some taxi drivers see an enforcement officer and just move on to the next area. • Heathrow could fund more enforcement officers across all boroughs. • There needs to be a high-level solution like CCTV ticketing any non-residents/ workers/ disabled drivers. 	<p>4. SARAH PICKTHORNE: send follow up email with link to feedback form https://forms.office.com/e/w4GwTFqKFT</p>
<p>AIR QUALITY COMMUNITY ENGAGEMENT PROJECT – JAMES COX, THINKS & LAURA KEITH, CISHA</p> <p>The Air Quality project is extremely technical, but the project’s engagement is around looking for improvements as they look to scrutinise Heathrow pledges on air quality in Heathrow 2.0.</p> <p>The project plan is set into three phases examining how is air quality a concern, what are the constraints, what are Heathrow doing in their plans to tackle this and is it enough?</p> <p>The first phase is the ‘Discovery Phase’ where the project aims to bring together key stakeholders to analyse trends, provide extra research the results of which will be shared. This phase also conducts some desktop research into what other national and international airports are doing on this topic.</p>	



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<p>We are currently in the 'Community Engagement Phase' will see the project educate communities on the topic, with six in-person focus groups, so that we can make informed choices.</p> <p>There will be surveys conducted in September, within local areas affected and we want to get a sample demographic from each area to do this.</p> <p>There will be additional local events that residents can attend.</p> <p>Our aim is to have the report published in October with an online webinar, summary video and debriefs of the outcomes.</p> <p>The focus of us coming to the LCF today is to discuss with you the proposed locations with our focus on creating qualitative focus groups in areas most heavily impacted.</p>  <p>We do also have to consider other factors of air quality such as road transport and parking, not just aircraft.</p>  <p>We want a representative sample to understand how views and health condition differ the further out from the airport you get.</p>  <p>We welcome your suggestions for other locations we could hold these focus groups. We will be in locations 3-4 days at a time.</p> <p>Community suggestions/questions:</p> <ul style="list-style-type: none"> • Richings Park: close to M25 and HGVs that service Heathrow. • Colnbrook: next to M25, HGVs drive through, upcoming Park & Ride (ULEZ) carpark will mean increased pollution with three changeovers a day. • Will this project be in touch with NHS trusts, youth councils or schools? • What is your definition of 'air quality'? forum members are concerned with ultra fine particles (UFP). • There should be an independent expert drafted into this project. • Hounslow is a new area for air quality monitoring with air quality node on the junction of Bell Road funded by the Mayor of London. • Road to consider: Stanwell Moor: Horton Road & Spout Lane as well as Spout Lane North. • Heat makes the smell of aviation fuel worse. • Some cynicism over the timings of this given the introduction of an expanded ULEZ at the end of August. • Engine idling is also an issue in some areas. • Is this linked to a recent study by Imperial College on the effects of night noise on heart health? <p><i>The Noise Action Plan is working with communities on the issue of night noise. The consultation has resulted in 700 responses, which is seven times more than previous consultations, and the team are working through these. The Noise & Airspace forum will be looking at the research on respite in the September forum.</i></p>	



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<p>By air quality we mean NO₂ & CO₂ – the definition as described by the World Health organisation (WHO). Working groups will be involved and report back to communities.</p> <p>Andy Knight mentioned the Heathrow Airwatch website and asked if the forum knew about it. They all said they did not. Andy explained that it connects our air monitors for comparisons of air quality before and after an expanded ULEZ. http://www.heathrowairwatch.org.uk/</p>	
<p>FEEDBACK FROM MEMBERS COMMUNITY GROUPS</p> <p>Friends of the Barn, Harmondsworth: thank you to the Community Rangers for their efforts of litter picking ahead of the London In Bloom judging in the village.</p> <p>Stanwell Moor Resident’s Association: next meeting will be on 2nd August and will be discussing the priorities of litter and taxis. Heathrow colleagues are very welcome to attend. Contact Arvinder/Kathleen.</p> <p>Chair: has been to visit Aviation Policing, Hounslow Respiratory Group and attended a Saturday Ward Councillor Meeting, in Harmondsworth, to which ward councillors did not attend. Whilst useful to attend not all of the issues raised in those meetings are raised with Heathrow/LCF.</p>	
<p>HEATHROW BUSINESS UPDATE</p> <p>NEW CEO: The board confirmed the appointment of the new CEO, Thomas Woldbye currently the boss of Copenhagen Airport Having served as the CEO of Copenhagen Airport since 2011, Thomas brings with him a wealth of experience and a proven track record as a CEO of a major airport championing passenger service and sustainability with collaboration and partnership key watch words for Thomas. His start date is TBC – either October or November. John will be handing over the importance of local issues and Heathrow’s commitment to Heathrow 2.0 to continue supporting the initiatives set out in the Giving Back Programme.</p> <p>TRAFFIC FIGURES: Heathrow welcomed 7million passengers in June which is near prepandemic levels. Service levels have remained high with security wait times under 5 mins across all terminals helped in part by our colleagues taking part in ‘Her to Help’ shifts. We were also pleased that Heathrow have agreed a two year pay deal which help colleagues with the cost-of-living crisis and provides certainty for your passengers.</p> <p>COMMUNITY INVESTMENT: Heathrow have launched a new corporate partnership with British Airways, London Wildlife Trust and London Borough of Hillingdon. Supporting more volunteering opportunities in the borough the joint project will aim to deliver improvements to vital wildlife habitats across seven sites within Hillingdon.</p>	



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<p>Heathrow colleagues have also been busy out in communities volunteering, repainting Hanworth Village Hall and garden maintenance at Stanwell Moor Village Hall. In total this year so far we have seen 209 colleagues volunteer 783 hours of their time to support local communities.</p> <p>HEATHROW COMMUNITY TRUST: There are a number of funding rounds currently open, or opening soon:</p> <ul style="list-style-type: none"> ○ Projects for Young People – round 2 opened 10th July, closes 11th September. ○ Grants for up to £15K for community groups working to improve the lives of young people up to 24 years old. ○ Environment & Sustainability – round 2 opens 22nd August, closes 24th October. ○ Grants for up to £15K for community groups working to reduce energy consumption, tackle climate change, boost recycling or create a nature reserve. ○ Communities Together – round 2 opens 1st August, closes 3rd October. ○ Provides funding of up to £5K for projects that boost community spirit in local communities. <p>Further details can be found in the Heathrow Community Trust website www.heathrowcommunitytrust.org/need-funding.</p> <p>Please share details with your networks and communities.</p> <p>HEATHROW V RICHMOND NOMADS – CRICKET MATCH: Thank you to Peter Hood and the Richmond Nomads for hosting a great cricket match on 12 July. The Richmond Nomads were the winning team and we’ve received great feedback with colleagues eager to organise another match. If any members would like to organise a cricket match against our Heathrow colleagues, please contact Sarah Pickthorne.</p> <p>Community Questions:</p> <ul style="list-style-type: none"> • Is there a problem with BA looking after their own site (Harmondsworth Moor) and can Heathrow work with BA on this area? <p><i>A member outlined that conversations and a site visit had been conducted between residents, British Airways, the Colne Valley Trust and MP John McDonnell. This was an open meeting to discuss what needs to happen with the site and that BA will come back to us (residents) with some proposals.</i></p> <ul style="list-style-type: none"> • John Holland-Kaye has said that the live feed information for central bus station would be ‘imminent’. When will these be implemented? • There is a car wash facility on the Colnbrook By-pass, near BA Waterside, that attracts taxis to use their carwash and employee refugees. Is there anything that can be done to stop this? I support Heathrow but I am also a homeowner and care about my environment and taxis parking in residential areas. 	<p>5. VERONICA RUMSEY: keep Sarah Pickthorne updated with dates for next site visit.</p> <p>6. SARAH PICKTHORNE: contact Surface Access team for update.</p>



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<p>AOB</p> <p>Heathrow are conducting a mid-year review of this forum and will be circulating an email to gather member's thoughts. Please keep an eye out for an email from either Sarah Pickthorne or Roger Green.</p> <p>NEXT MEETING: 19 September at Compass Centre 1800-2000.</p> <p>MEETING ENDED: 20:06</p>	