



Local Community Forum
MINUTES

Date: 21st November 2023

Meeting location: Stanwell Moor Village Hall, Horton Road

Time: 1800-2000

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Cllr Puja Bedi – Colnbrook with Poyle Parish Council
 Hannah Burgess – Community Engagement, Heathrow
 Becky Coffin – Communities & Sustainability Director, Heathrow (virtual)
 Kathleen Croft – Stanwell Moor residents Association
 Cllr John Doran – Stanwell North, Spelthorne Borough Council
 Cllr Sue Doran – Stanwell North, Spelthorne Borough Council
 Arvinder Garcha – Co Chair, Stanwell Residents Association
 James Holmes – Head of Local Strategic Engagement, Heathrow
 Peter Hood – Colnbrook Residents Association
 Ben Jakes – Community Engagement, Heathrow
 Andy Knight – Operational Impacts & Community Engagement Lead, Heathrow
 Tim Leech – Head of Surface Access Strategy, Heathrow
 Cllr Wendy Matthews – Iver Parish Council
 James McKenzie-Boyle – Senior Community & Charity Partnership Manager
 Sarah Omar – Community Engagement Coordinator
 Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow
 Hardip Singh – Governor, Harmondsworth Primary School
 Mike Smooker - Civilian Crime Prevention Unit, Metropolitan Police

Lee Spencer – Property Asset Manager, Heathrow
 Eilish Stone - HASRA
 Christine Taylor - HASRA
 Jane Taylor – HASRA
 Armelle Thomas – HASRA
 Graham Young – Richings Park Residents Association

Apologies

Cllr Sean Beatty - Ashford North & Stanwell South, Spelthorne Council
 Cllr Jon Button - Stanwell North
 Cllr Adesh Farmahan - Bedfont
 Ian Millin – Stanwell Events
 Cllr June Nelson, Heathrow Villages
 Cllr Shantanu Rajawat – Hounslow (leader)
 Phil Rumsey – Friends of the Great Barn
 Veronica Rumsey – Friends of the Great Barn

Observer

Simon Crossley – Co Chair, Stanwell Residents Association
 Angela Smith – Hounslow Borough Respiratory Group (virtual)
 Roger Smith – Chair, Hounslow Borough Respiratory Group

Item	Action
<p>WELCOME & CHAIRS UPDATE – ROGER GREEN</p> <p>Welcome all and to guest speakers, reminder of the LCF Terms of Reference and for all members to respect each other’s opinions.</p> <p>Introductions around the room and apologies</p> <p>Roger has been attending meetings within the community & Heathrow;</p>	





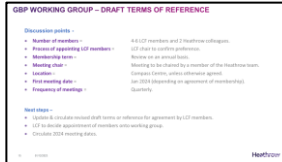


Item	Action
<ul style="list-style-type: none"> • Aviation Police – parking • HATF – following up on meet & greet issues • Hounslow Disability & Age meeting • Heathrow meetings • Contacting ward councillors <p>MIKE SMOOKER, AVIATION POLICING UPDATE ON MEET & GREET: Previous 12 people that were arrested has now increased to fourteen. They are awaiting dates from the Crown Prosecution Service and are all out of business. Insurance companies requiring details of additional drivers has also created issues for these businesses to operate. The overall number of meet & greet companies has dropped and associated crimes have been reduced. Colnbrook public carpark: Mike has been to visit the organisation that was parking meet & greet vehicles in that car park. They admitted that they were using the car park which may be an offense if they do not have the right permissions. There are still a few cars remaining which will hopefully be removed soon. Harmondsworth Great Barn: visited the site this week (20th November) and site is being used to sell cars, not meet & greet. Mike will be returning to the site at the end of the week.</p>	
<p>MINUTES FROM PREVIOUS MEETING</p> <p>PAGE 6: please add the word 'might' against "some GPs in Hounslow have patches of land that they <i>might</i> want to convert".</p> <p>PAGE 7: Meet & Greet Update Suggestion that the issue of Meet & Greet be elevated nationally. Mike Smooker confirmed that this does occasionally come up on TV trading standards type shows.</p> <p>PAGE 8: with the ULEZ carpark now not going ahead and increased investment in public transport is there plans to reintroduce the bus route 459 through Iver? Surface Access suggested that this stopped during the pandemic but has recently been re-introduced as an early morning service.</p> <p>PAGE 10: Congratulations to Harmondsworth Allotments & Horticultural Association on their three London In Bloom awards. Moureen Gordon from Stanwell Moor Village Hall also won 3rd place in Spelthorne in Bloom.</p>	<p>1. S PICKTHORNE: make change to the minutes</p> <p>2. TIM LEECH: investigate route 459 and reply via email.</p>
<p>FEEDBACK FROM LCF MEMBERS' COMMUNITY ORGANISATIONS</p> <p>Iver Parish Council: new and enhanced bus services to Heathrow have been introduced to Iver following the expansion of the London ULEZ. There has been no communication to us to feedback to our communities.</p> <p>Stanwell Moor Resident's Association: Spout Lane North - there are ongoing problems with taxi drivers and anti-social behaviours with London Borough of Hillingdon not doing enough to tackle the issue. Stanwell Moor is still experiencing</p>	<p>3. SURFACE ACCESS: keep communities informed of new/changes to local bus services</p>



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<p>taxi drivers parking in front of residential properties which is causing division within the community.</p>	
<p>HEATHROW PROPERTY UPDATE – LEE SPENCER</p> <p>Lee: joined Heathrow in January 2023 and is responsible for Heathrow’s residential property portfolio and some local commercial premises.</p> <div data-bbox="167 589 443 741"> </div> <p>Current status of Romans contract:</p> <ul style="list-style-type: none"> • this has been rolling since 2021. • Rolling contract has remained to provide continuity of service. • recognise that we now need to retender this service. <ul style="list-style-type: none"> • This re-tender process will start early next year (2024). • Property team want to get the right organisation, that understands HAL values, so this may take some time. • Seeking community and residents’ feedback through coming to LCF and surveying. • We will be looking to include reporting of KPIs into any new contract so that we, as Landlords, have increased oversight and visibility of property works. <div data-bbox="167 1077 443 1232"> </div> <p>Reporting: Current reporting only includes:</p> <ul style="list-style-type: none"> • Financials • Overview of our legal compliance • Efficiency requirements <p>Proposal: we are keen to understand tenant/property issues before they are escalated. Heathrow is not an investment landlord and would like to know the detail and key/underlying issues. To start this process, we need to understand the current state of play with a schedule of properties and a status report of current repairs.</p> <div data-bbox="167 1476 443 1630"> </div> <p>Contractors: We understand that non-liveried vehicles create the wrong impression. All contractors are subject to thorough credit and insurance checks.</p> <p>Repairs & Approvals: Romans are authorised to conduct works up to £2000. Romans will be following up with any repairs by visiting the property and evidencing with photos.</p> <div data-bbox="167 1816 443 1971"> </div> <p>Parking: Romans will be reviewing current property parking arrangements. We are aware that some tenants purchase excess resident permits. We can act on this via our tenancy contracts.</p>	



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<p>FLYTIPPING</p>  <p>Fly-tipping: Residents can report to London Borough of Hillingdon if on council owned land. If on Heathrow property, please contact either Lee Spencer or the community engagement team.</p> <p>HOLLOWAY LANE</p>  <p>Holloway Lane: thank you for all suggestions which are summarised in the slide. There are benefits as well as constraints with planning permissions to some suggestions.</p> <p>Actions from previous minutes: Action 12: meeting was set up with Jane on 18 October Action 13: previous survey did not capture everything so there was nothing to circulate to LCF members. We have invited three companies to bid for the surveying work. We anticipate that surveys will be conducted by telephone. We will be pulling together an extensive questionnaire which will be circulated to the LCF before commencing.</p> <p><i>Member comments/questions:</i> <i>Glad to hear that Heathrow will be investigating the Romans contract.</i> <i>Inspections need to last longer than 5 minutes.</i> <i>Tenants have been known to wait years for repairs – this is too long.</i> <i>How many properties do Heathrow own? Around 300</i> <i>Sipson has become depressing, if anything had ever been done then tenants would not be in this situation. It is important these issues are addressed.</i> <i>Some properties are looked after by Heathrow – resident with disability, adaptations took just under 3 months which has received positive feedback.</i></p>	<p>4. LEE SPENCER: collate all ideas for Holloway Lane into a table with benefits and constraints for each idea received.</p> <p>5. S PICKTHORNE: circulate property survey to LCF by 1st December for comment</p>
<p>GIVING BACK PROGRAMME WORKING GROUP UPDATE – JAMES MCKENZIE-BOYLE</p>    <p>Thank you to members for engaging with requests for the Community Rangers and thank you to the Rangers for supporting the local community.</p> <p>GBP Working Group: This slide sets out how we want to get members more involved and engaged with the Giving Back Programme, the purpose and objectives of the working group.</p> <p>Discussion points: Number of members, process to appoint members, membership term, meeting chair, location, first meeting date and frequency of meetings. Next steps: LCF members to feedback on proposals, then will be kept informed of next steps.</p>	<p>6. S PICKTHORNE – circulate slides to members</p>



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<p><i>Members comments/questions:</i> <i>The Community Rangers do a great job and pick up the job of local councils. Airport Way is littered with rubbish which does not give a first great impression to visitor to the UK. The problem, though, is bigger than the Rangers remit. Heathrow wants to be a good neighbour – can they help by contacting National Highways?</i> <i>The responsibility of litter lies with the person littering – this needs to be stopped at the source.</i></p> <p><i>As part of ‘giving back’ communities would benefit from use of a vehicle to deliver health services to residents. Community volunteers would be able to do the deliveries.</i></p>	<p>7. TIM LEECH: raise at the next HATF next week.</p>
<p>PARKING UPDATE – TIM LEECH</p> <p>BACKGROUND: the priority of parking in local areas has been escalated via the Heathrow Area Transport forum (HATF) and the Council for the Independent Scrutiny of Heathrow Airport (CISHA) with the HATF hosting a Special Interest Group (SIG) for parking with representatives from each local authority, Metropolitan Police and British Parking Association (BPA). We hope that all the measures are deliverable – with some shared responsibility between Heathrow and local authorities.</p> <div data-bbox="172 1146 459 1310"> </div> <p>DRAFT ACTION PLAN: Plans are being worked through for a national campaign for meet & greet parking – planned for spring launch targeting the summer peak Possible media stories on BBC, The One Show, Jeremy Vine with the DfT and local authorities messaging in alignment.</p> <div data-bbox="172 1384 459 1547"> </div> <p>COMMUNICATIONS:</p> <ul style="list-style-type: none"> • Redesigning new leaflets for private hire vehicle (PHV) drivers outlining the improvements, and possible discounts, made at the authorised vehicle area (AVA). • Looking at parking signage with local authorities • We will be issuing letters to licencing authorities to forward to their registered PHV/mini cab companies. <div data-bbox="172 1709 459 1872"> </div> <p>INFRASTRUCTURE:</p> <ul style="list-style-type: none"> • There is a new prayer room and catering facility at the AVA. • Potential for a second AVA nearer Terminal 4 & 5, but this would be a long-term project and further work is needed to create a business case for this. 	



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<div data-bbox="169 304 453 465"> </div> <p>PRICING:</p> <ul style="list-style-type: none"> The AVA has an associated cost to run the facilities and in line with competition law, for Black tax, we must charge a nominal fee. Incentive schemes are being looked at for PHV using the AVA. <div data-bbox="169 544 453 705"> </div> <p>OPERATIONAL:</p> <ul style="list-style-type: none"> Encourage PHV operators to adopt 'geofencing' to the AVA. <div data-bbox="169 761 453 922"> </div> <p>REGULATION: We are working with local authorities via the two SIGs and bilateral meetings. Items discussed have been controlled parking zones (CPZ) and public space protection orders (PSPO) and the powers to enforce these measures. A number of local authorities are receptive to implementing CPZs and are considering their appetite for lobbying government over the use of CCTV.</p> <p><i>Members comments/ questions:</i> <i>These measures are great to see but until there is enforcement, PHV drivers will not use any new AVA. Spout Lane North is a hotspot for these drivers.</i> <i>What does the Gatwick AVA look like and what do they charge? You need to find out what drivers want from a facility.</i> <i>The challenge at Heathrow is the many local authorities that surround the Heathrow site, whereas Gatwick only has one to deal with.</i> <i>You need 'Heathrow Enforcement Officers', akin to the Heathrow Rangers, but with enforcement powers.</i> <i>What can be done now?</i> We need areas to enforce, some areas currently do not have any restrictions. We can move forward and encourage a pricing trial and increase our comms for awareness. We have spoken with Surrey County Council officers today and have a commitment from them that they will attend the next parking SIG so we have the right people at the meeting. The next parking SIG will be early January and parking will be raised at next week's HATF.</p>	
<p>EASTERLY ALTERNATION & AIRSPACE MODERNISATION UPDATE- ANDY KNIGHT</p> <p>Details are on our website: Airspace modernisation Heathrow Easterly alternation Heathrow</p>	



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<p>AIRSPACE MODERNISATION: On 31st October the CAA notified us that Heathrow was not progressing through Stage 2, of seven, of the Cap1616 process. We will be meeting with them next week to discuss how we can progress. All details will be made available on the CAA website.</p> <p>EASTELRY ALTERNATION: The planning application has been submitted to the London Borough of Hillingdon. We will be conducting a survey of Longford residents regarding the installation of a noise barrier. The previous survey (c. 2018?) had a low response rate . Surveys will be conducted online with an option to also do this via phone. This is currently linked to the airspace modernisation project and the aspiration is to decouple it to run as a separate project.</p>	<p>8. ANDY KNIGHT: update on airspace modernisation and easterly alternation in January LCF.</p> <p>9. MEMBERS: please share any contacts you have in Longford for the residents association.</p>
<p>BUSINESS UPDATE – BECKY COFFIN</p> <p>TRAFFIC FIGURES: Heathrow saw a busy October with nearly 7 million passengers travel through our airport which now makes us the 4th largest global airport and sets us back on our journey to profitability.</p> <p>NEW CEO: Thomas Woldbye had his first day as Heathrow’s new CEO on 16th October. His focus was on our operations and colleagues to get to know us all better. Thomas spent some time with James Holmes and Sarah Pickthorne around local communities to understand the unique area and highlight the challenges and opportunities. Thomas also attended the 25th Heathrow Business Summit and met with local stakeholders, members of our supply chain and Team Heathrow. Thomas will be meeting with all of the forum Chairs at the next CISHA meeting in January and Nigel Milton will be attending the January LCF.</p> <p>CISHA: Yesterday saw the resignation of Baroness Liz Sugg, with immediate effect, as she takes up the post of Chief of Staff to the Foreign Secretary. Liz has been key to transforming CISHA, we thank her for her commitment and we will be initiating the recruitment process to find her replacement. We will continue to work closely with Roger Green and all other Chairs during this time. <i>The Chair also thanks Baroness Sugg for her willingness to engage with the LCF, the local communities and her commitment to community perception in all matters relating to Heathrow.</i></p> <p>COMMUNITY INVESTMENT: There has been a fantastic uptake from our colleagues for volunteering opportunities in local communities and schools. It was also great to see recognition for the Community Rangers for their collaboration and hard work with communities.</p>	
<p>AOB Tim Leech noted that the 442 bus has been nominated for the “Enriching the Customer Experience” in the UK Bus Awards on 28th November. MEETING CLOSE: 20:15</p>	

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