

**Heathrow Local Focus Forum – Tuesday 25th January 2022
4:20pm – 6:00pm Virtual Meeting – DRAFT meeting notes.**

Name	Borough/ Organisation
Armelle Thomas	HASRA
Christine Taylor	HASRA
Elaine Mells	Pavilion Association
Graham Young	Richings Park Residents Association
Ian Millin	Chairman of Stanwell Events
Jane Taylor	HASRA
Nigel Mells	Pavilion Association
Peter Hood	Colnbrook Residents Association
Cllr Wendy Matthews	Iver Parish Council
Becky Coffin	Chair, Heathrow, Communities & Sustainability Director
John Holland-Kaye	Heathrow, CEO
Andy Knight	Heathrow, Operational Impacts & Engagement Lead
Timothy Wells	Heathrow, Sustainable Travel & Policy Lead
Svenja Duppenbecker	Heathrow, Community & Charity Partnerships Manager
Sara Shah	Heathrow, Community Engagement Coordinator
Hannah George	Secretariat – Heathrow, Community Engagement Manager

Apologies

Cllr June Nelson – LB Hillingdon

Veronica Rumsey – Friends of the Great Barn

Phil Rumsey – Friends of the Great Barn

Presentations

For copies of the meeting slides, please use this link: [Meeting Slides](#).

1. Welcome and Introductions – Becky Coffin

- 1.1** Becky Coffin (BC) welcomed members and the Heathrow team to the meeting.
- 1.2** BC explained that she would need to duck out of the meeting for a short while to present at a Heathrow board meeting, but that Andy Knight (AK) would step in as chair.
- 1.3** BC extended a special welcome to guest speakers Timothy Wells (TW) and Svenja Duppenbecker (SD).
- 1.4** BC explained that SD had recently taken on the role of Community & Charity Partnerships Manager and invited SD to introduce herself to members.
- 1.5** SD informed members that although she was new to the Communities Team, she has worked for Heathrow for the last four years with previous roles in both the Sustainability and Heathrow Express teams.

- 1.6 SD invited members to reach out to both herself and Sara Shah (SS) to discuss any community projects that members might like Heathrow's support on this year. SD provided ways in which members could get in touch with the team. **Contact details are provided in the meeting slide pack.**
- 1.7 BC informed members that apologies for the meeting had been sent from Cllr June Nelson. Further apologies were also sent from Veronica & Phil Rumsey after the meeting.
- 1.8 BC explained that members should have received a copy of the draft 2021 Annual Review paper from Hannah George (HG), which was sent to members on 19 January 2022. BC reminded members that this was a draft document and that any feedback, comments, or amends should be sent to HG directly.
- 1.9 BC explained to members that all outstanding actions from the last meeting had been closed out, with Timothy Wells (TW) attending today's meeting to provide members with an update on actions associated with surface access.
- 1.10 BC asked members whether there was any final feedback and if members were happy to sign off the minutes. There was no further feedback from members.
- 1.11 Armelle Thomas (AT) Raised that she had been waiting 14 weeks for a phone call from BC.
- 1.12 BC agreed to follow up with AT after the meeting (phone call subsequently took place on 1 February 2022).
- 1.13 BC ran through the agenda and explained to members that John Holland-Kaye (JHK) would be joining later in the meeting for his annual address.
- 1.14 BC Welcomed TW to give his update.

2. Surface Access Update – Timothy Wells

- 2.1 TW explained to members that his update today would cover three topics: Heathrow's Sustainable Travel Zone (STZ), Private Hire Vehicle (PHV) parking/waiting in local communities, and an update on Slough Borough Council's Poyle Road Bus Gate project.
- 2.2 TW informed members that Heathrow had just launched its STZ this week, a key part of Heathrow's surface access strategy. The STZ is also part of [Heathrow 2.0](#), Heathrow's sustainability and 'net zero' carbon strategy.
- 2.3 TW explained that the aims for the scheme are to:
 - reduce colleague single-occupancy vehicle trips to and around the airport and to encourage colleagues to travel by public transport and active travel; and
 - provide better travel options to our local communities, many of whom are Team Heathrow colleagues, for journeys to work or for leisure.
- 2.4 TW informed members that the STZ is being designed using real colleague data from surveys and postcode mapping to make sure public transport services are tailored to colleague and community needs. TW gave the example that there will be a good balance of services around local boroughs and the airport campus, scheduled to operate at times that coincide with colleague shift patterns.

- 2.5** TW showed members a copy of the new Heathrow cycle map and explained that they were using this map to engage with local authorities to ensure that routes were integrated with already established cycling networks.
- 2.6** TW highlighted improvements already implemented as part of the STZ, these included:
- A new early morning coach service replicating the TfL Rail route commenced on 10 January, picking up outside or very close to TfL Rail stations (Paddington, Ealing Broadway, West Ealing, Hanwell, Southall and Hayes & Harlington);
 - Earlier and later buses on Route 442 were re-introduced on 10 January (serving Staines, Ashford Hospital, Stanwell, and Stanwell Moor); and
 - A new £1,000 annual discounted ticket for colleagues using the Airline service from High Wycombe Park & Ride.
- 2.7** TW explained that the STZ is built to be scalable and that more improvements are scheduled to take place throughout the year. TW informed members that some improvements to look out for in February included:
- Free travel through the CTA tunnel for Team Heathrow colleagues.
 - Early morning/late evening journeys re-introduced on Route 4 between west Slough and the CTA and a greater discount for Team Heathrow;
 - New early morning/late evening journeys introduced on Route 703 serving Slough, Langley, and Colnbrook; and
 - Re-introduction of the Heathrow Coach Card for discounted travel on National Express.
- 2.8** TW updated members on the engagement between Heathrow and Hillingdon Council on parking issues within Heathrow's neighbouring communities. TW informed members that through their engagement they are now able to report issues directly and work together on resolving issues in a timely manner.
- 2.9** TW informed members that Heathrow and Hillingdon were planning to send a joint letter to private hire agencies to encourage use of Heathrow's authorised vehicle area (AVA), as well as looking at how they could better promote the area through signage in hot spot locations.
- 2.10** TW updated members that Heathrow were still pursuing further updates from Slough Borough Council (SBC) on the Poyle Road Bus Gate project. TW confirmed that Heathrow has been raising this topic with SBC at all levels and has been informed that SBC was currently reviewing the detailed design and that there currently weren't any timescales for implementation.
- 2.11** TW reassured members that Heathrow would continue to push for this to be implemented, as it was a planning condition of the DHL redevelopment.
- 2.12** TW invited members to ask questions.
- 2.13** Peter Hood (PH) requested that now Heathrow was engaging with Hillingdon, whether TW could follow up with them regarding litter thrown out from HGVs along the Longford Road entrance into Colnbrook and Poyle. This has got worse since the tree felling works that have recently taken place. As PH is not a resident of Hillingdon it makes it more difficult for him to report these issues to them.

- 2.14 ACTION** TW to follow up with Hillingdon/HG to provide further update to PH on tree felling work.
- 2.15** PH requested for TW to make contact after the meeting to discuss the Poyle Road Bus Gate further.
- 2.16: ACTION** TW to contact PH and provide him with further updates from Slough Borough Council on Poyle Road Bus Gate.
- 2.17** Wendy Matthews (WM) requested an update on what Heathrow was doing to tackle HGV parking issues.
- 2.18** TW explained that although the focus of his update today had mostly been around Private Hire Vehicle issues, HGV parking issues remained very much on the radar and that Heathrow is looking to provide an equivalent of the AVA for HGVs. TW explained that the team is still working with partners at the cargo area to provide a space. TW suggested a member of the cargo team to attend a future meeting to provide an update.
- 2.19 ACTION** HG to invite relevant colleague to the next meeting.
- 2.20** Christine Taylor (CT) asked TW who he was engaging with at London Borough of Hillingdon and expressed that often it's not the same people that residents are able to engage with such as local councillors. CT also expressed concerns that once the tunnel opens to cyclists, there is potential for people to park up in local communities and cycle into the airport to avoid having to pay a charge to enter the campus, either by public transport or through the Terminal Drop Off Charge (TDOC).
- 2.21** TW assured CT that Heathrow would consider the impacts, however currently people parking in local communities and cycling into Heathrow wasn't something he had heard of. TW encouraged members to feedback via the Communities Team if they felt this was happening.
- 2.22** TW confirmed that he currently engages with Roy Clarke and David Knowles, who are part of the transport planning team at London Borough of Hillingdon.
- 2.23** CT confirmed that residents don't currently have a platform to communicate with these members of the council.
- 2.24** BC thanked CT for that feedback and suggested to TW that he asks Roy Clarke to clarify the best channels for residents to provide information to his team.
- 2.25 ACTION** TW to follow up with Roy Clarke and provide relevant contact details to HG to share with members.
- 2.26** AT shared that she was pleased to hear that Heathrow had built a better working relationship with Hillingdon to begin tackling some of these issues. AT asked who is paying for these programmes of work, for example the Poyle Road Bus Gate.
- 2.27** TW explained that the Poyle Road Bus Gate was paid by the developer but for other parts of the of the STZ he had shared today, was a combination of Heathrow funding and local authorities for the enforcement cost as that responsibility sits with them.
- 2.28** AT questioned why it was down to the taxpayer to support the funding when these issues were a direct impact of Heathrow's operation.
- 2.29** TW explained that although he understood AT's views, Heathrow pay a significant amount of business rates to Hillingdon and that Heathrow's objectives were to minimise the issues and deliver as many improvements as possible.

2.30 BC echoed TW's point and informed members that despite the impact Heathrow had faced throughout the COVID-19 pandemic, the business had continued to pay £120 million in business rates each year without any business rate relief, which many other businesses benefited from.

2.31 BC thanked Tim for his update and assured members that HG will follow up on the list of actions to come out of this discussion.

2.32 **ACTION** HG to follow up with TW on actions and provide members with the relevant updates.

3. Airspace Modernisation/Operational Update – Andy Knight

3.1 BC welcomed Andy Knight (AK) to provide an update on the airspace modernisation programme as well as a general Heathrow operational update.

3.2 AK reminded members that he provided an introduction to the LFF in July 2021 on the work that had started at Heathrow as part of the wider UK airspace modernisation programme and that since that meeting, a significant amount of progress has been made. AK gave a particular thanks to those members who had recently been involved in the Design Principle workshops in September and October of 2021.

3.3 AK provided members with a refresh of the overall programme of work and why the UK is looking to modernise its airspace now. AK explained that the current airspace infrastructure originates from the late 1950s and relies on a ground-based navigation system. The strategy for modernisation is to move to a space-based satellite navigation system, which will enable our use of UK airspace to be far more efficient than it is today.

3.4 AK reminded members that the overall strategy for airspace modernisation sits with the Government and that Heathrow will be playing its part as well as all other UK airports. More info can be found on the CAA's [Airspace Modernisation Strategy webpages](#).

3.5 AK shared a diagram with an overview of the airspace change process (Included in meeting slides) and explained that Heathrow is nearing the end of Stage 1 of the process. This began by publishing a Statement of Need to the Civil Aviation Authority (CAA) in July 2021. The Statement of Need formally set out what airspace issue or opportunity Heathrow seeks to address. A copy of [Heathrow's Statement of Need](#) can be found on the CAA website.

3.6 AK explained that the second step of Stage 1 is for Heathrow to develop airspace Design Principles. Heathrow is required to undertake the first round of stakeholder engagement with those potentially affected by the proposed change on the underlying principles. AK explained that Design Principles encompass the safety, environmental and operational criteria, and strategic policy objectives that Heathrow aims for in developing the airspace change proposal.

3.7 AK informed members that as well as running the Design Principle workshops, Heathrow also ran a public awareness campaign and a series of public focus groups with stakeholders who are not currently engaged with Heathrow's community noise groups. There is also a dedicated [Heathrow Airspace Modernisation Webpage](#) where anyone can submit an online form to give their views and feedback. AK encouraged members to look and share within their own community networks.

- 3.8** AK confirmed that Heathrow anticipated to conclude Stage 1 by the end of February 2022 after fulfilling a CAA gateway assessment, before moving onto Stage 2.
- 3.9** AK took a pause for questions relating to airspace modernisation.
- 3.10** PH asked whether being so close to the airport had any impact on whether Colnbrook would see any positive impacts from airspace modernisation or whether it was likely that those further out would benefit from a reduction in aircraft noise for example.
- 3.11** AK confirmed that it was too early to say at this stage as we haven't yet designed routes, the key is instead to decide on principles to determine priorities and their relative importance, then that will give an indication of what might affect one group against another.
- 3.12** WM questioned what was meant by the term 'meaningful respite'?
- 3.13** AK shared that this was currently a discussion that the team were having internally as it means different things for different people. **ACTION** AK to provide WM and members an update once those internal discussions have reached a conclusion.
- 3.14** AK moved on to provide members with an operational update. AK confirmed that Heathrow had recently published its passenger numbers for 2021 of 19.4 million, even lower than 2020 (22.1 million). 2021 was a significantly tougher year for the airport with various lockdowns, travel restrictions and more recently the impact of the Omicron variant.
- 3.15** AK explained that Heathrow looked to 2022 much more positively and welcomed the recent Government announcements removing testing for fully vaccinated travellers, striking a balance in supporting the economy's recovery whilst continuing to keep colleagues and passengers safe.
- 3.16** AK explained that 2022 remained a difficult year to forecast, however we expected to see a small peak in passengers over the with the upcoming half term in February and a small increase on some routes to China due to the Winter Olympics.
- 3.17** AK informed members that the summer schedule is due to start on 29 March and we are expecting to see some growth in flights.

4. Community Forums Update – Andy Knight

- 4.1** AK provided members with an update on the progress being made as part of the overall Community Forums Review work.
- 4.2** AK reminded members that as part of the feedback taken on board from the consultation carried out last year, Heathrow will appoint independent chairpersons for two of its community forums – the Local Community Forum (LCF) and the Noise and Airspace Community Forum (NACF). AK

confirmed that recruitment started in early January including adverts for the role through a recruitment agency and that the roles would be advertised for several weeks.

4.3 AK thanked those members who had sent in an expression of interest to be a part of the selection panel, which is being put together as part of the recruitment process. AK confirmed there had been three expressions of interest from the forum: Christine Taylor, Peter Hood and Puja Bedi. AK informed members that further communications would follow after the meeting to select and confirm members of the panel.

4.4 AK explained that the panel would be made up of the following representatives:

- Becky Coffin, Heathrow Director of Communities & Sustainability
- An LFF representative
- A community representative (Non-Forum Member)
- A Local Authority representative

4.5 AK informed members that as part of the recruitment process, a prospectus was being put together to share in more detail what the requirements of the role are and the type of candidate Heathrow would be looking for. AK shared a copy of an initial draft with members for comment.

4.6 AK invited members to feedback/ ask any questions

4.7 CT asked AK to expand on what was meant in the prospectus by “social prosperity to local communities”.

4.8 AK explained that he felt it was one of many pillars which formed building a better quality of life, for example, physical prosperity, economic prosperity, and community prosperity. AK referred to one of Heathrow’s sustainability commitments being “A great place to live and work” and that the use of social prosperity was a build on that commitment.

4.9 CT explained she wasn’t sure why the choice had been made to single out social prosperity from the others and that she didn’t understand how Heathrow was enhancing the area socially. Conscious of taking up time in the meeting CT asked AK to carefully consider the choice of language used within the prospectus.

4.10 AK thanked CT for her very helpful feedback and assured members he would go back and consider the changes.

4.11 Ian Millin (IM) asked in the chat function whether a list of all the local councillors who should be attending LFF meetings could be shared, as he felt that since meetings had taken place virtually, there had been fewer in attendance.

4.12 BC responded in the chat to confirm the membership of the Forum, including Councillors, is listed in the annual report. BC explained that the transition to a new forum structure this year also provides Heathrow with the opportunity to review that list and ensure the right people are invited and attending. BC invited members to feedback any membership suggestions to HG.

5. CEO Annual Address – John Holland-Kaye

5.1 John Holland- Kaye (JHK) thanked members for having him as a guest at the forum and expressed his thanks to members for their continued commitment to working with Heathrow on behalf of their local communities.

5.2 JHK identified that the last year had been a particularly difficult one, not only for the airport but also for communities, he thanked members for continuing to work with Heathrow throughout the difficult times, particularly in a year where the airport has had to make challenging decisions in the attempt to protect as many jobs as possible and keep aviation going in a safe environment for both colleagues and passengers.

5.3 JHK explained that despite a difficult year there had been many positives, a particular highlight for him was standing in Terminal 3 with airline partners on the day that US travel returned, seeing many passengers' excitement as they were reunited with their loved ones.

5.4 JHK acknowledged that this last year has seen Heathrow having to cut back on nearly everything it has been doing, however one thing that's remained a priority is community engagement and investment. JHK explained that although this has had to be on a relatively smaller scale in comparison to previous years, he hoped that the continued commitment of what Heathrow could do had helped.

5.5 JHK called out the work of The Rt. Hon. The Lord Blunkett alongside members of the Communities & Sustainability team with local boroughs and West London Business to see how we can work together to build back better. JHK identified a huge part of this will be about providing local people with a career at Heathrow as we start to build back.

5.6 JHK explained that Heathrow was now preparing for a significant need to grow back its team in preparation for a busy summer schedule, with 10,000 additional jobs needing to be recruited and trained for ahead of the peak season. JHK expressed that although this comes with some challenges, it provides an exciting opportunity for residents in the most local communities to come and build a career at Heathrow.

5.7 JHK explained that it will take some years for Heathrow to get back to pre-pandemic passenger numbers and that although Heathrow is starting to see demand focusing in and around holiday periods, it will be a while before a return of business travel passengers, which previously would have been a third of Heathrow's passenger numbers.

5.8 JHK finished by reassuring members that Heathrow is now looking to re-energise some of the initiatives that were paused due to Covid-19, for example the Sustainable Travel Zone. JHK identified that although some of these things might look slightly different, he was hopeful that they would bring benefits not only to passengers but also to local communities.

5.9 JHK invited members to ask questions and provide feedback from the last year.

5.10 CT expressed that she was pleased to hear JHK's intention to fill vacancies with local people. CT submitted a question ahead of the meeting to ask John what is happening with the meetings Heathrow instigated regarding helping local economies recover following the massive reduction in airport activity during the pandemic. Has there been any progress and who in the community is being consulted? CT explained that despite expansion being paused, the threat remains, so there is little chance of investment in the villages that would benefit existing residents.

5.11 JHK thanked CT for her question and explained that one of the biggest focuses for the recovery work was ensuring that Heathrow meet targets set out in Heathrow 2.0, specifically regarding making sure our employment at the airport matches the demographic of our local communities. JHK explained that focus had to be on bringing people into entry level roles in Services and Security, then provide the relevant training and development to see those same people progress into more senior roles.

5.12 JHK identified that there will be things that Heathrow doesn't get right, but by engaging with the Communities team, members could put these things on our agenda.

5.13 Jane Taylor (JT) acknowledged comments made earlier in the meeting around social prosperity and enhancing quality of life. JT asked JHK how Heathrow was enhancing the quality of life for their tenants and as a result of that ensuring a positive impact on the local community. JT explained that many of Heathrow's properties are not being looked after properly and are falling into disrepair. JT gave a particular example of a tenant who has recently been without heating and waiting several months for Romans to carry out repair works. JT informed JHK she had shared photos of this particular case with HG.

5.14 JHK thanked JT for her feedback and continued commitment to working with us on these issues. JHK acknowledged that there have been times of working with Romans where things have been particularly difficult. JHK explained that he would like to organise a time to come out and visit to see some of these issues for himself. JHK informed JT that his diary was pretty full for the next few months, but he would get BC/HG to schedule something in.

5.15 **ACTION** HG to schedule community visit with JHK (*visit now scheduled for May 2022*).

5.16 AT informed JHK she was pleased to hear that Heathrow's communication with Hillingdon had improved. AT explained that she had asked back in September for a meeting with him, so was pleased to hear that he would come and visit the Heathrow Villages, where he could see the impacts they face, for example the lack of public services such as a post office and local banks. AT informed JHK that there were several actions still not resolved since July last year. AT referenced that Heathrow's website talks about going the extra mile, that does not feel like the case in the Heathrow Villages.

5.17 JHK informed AT he was very happy to come out and visit, however he hoped members understood that Heathrow has had to cut back on everything it was doing in order for the business to survive throughout the pandemic. JHK gave credit to BC and the team who really have done everything they can to support over the last two years. JHK explained that from the engagement that had been carried out with Royal Mail, he was of the understanding that they were struggling to appoint a postmaster or postmistress within Harmondsworth. JHK encouraged AT to let Heathrow and Royal Mail know if she knew of anyone who might be interested.

5.18 AT expressed that communities have been surviving for the last 20 years, with little attention from Heathrow and that they would like a better quality of life.

5.19 PH thanked John for his update and explained how grateful he was to those from the team who had recently been down to visit Colnbrook Museum and invited JHK to come and have a look when he had some time. PH informed JHK of a public house in Colnbrook which has fallen into disrepair, PH asked if it was possible to get some support from Heathrow with it, to explore how they might be able to reignite it into a useable community space.

5.20 JHK informed PH that he had heard great things from the team about Colnbrook Museum and that he would welcome the opportunity to come and visit. JHK requested that HG follow up with PH at how Heathrow might be able to support with his request.

5.21 **ACTION** HG to follow up with PH.

5.22 JHK thanked members for their time and their continued commitment to the forum and working with Heathrow. JHK encouraged members to keep working with BC and the team to feedback what more Heathrow could be doing to support its local communities.

6. AOB – Becky Coffin

6.1 BC asked members if there was any other business they wanted to raise.

6.2 IM thanked the Heathrow team for the support Stanwell had received from the Heathrow Rangers over the last 4-5 months and expressed that it has made a significant difference.

6.3 AT raised that there were several actions that had not been actioned since July last year and that she welcomed John's offer of a community visit and expected to see him very soon.

6.4 BC confirmed that she would contact AT in the following days after the meeting (*call subsequently took place on 1 February*).

6.5 BC thanked members for their time and continued commitment to the forum, as well as thanking members of the Heathrow team for their contributions to the meeting.

6.7 BC confirmed that the next meeting would take place on **Tuesday 26 April at Heathrow Academy** for those that felt comfortable to join in person.

6.8 BC closed the meeting.