

**Local Community Forum**  
**MINUTES**



**Date:** 12<sup>th</sup> March 2024

**Meeting location:** Richings Park Sports Club, Wellesley Road, Iver

**Time:** 1800-2000

**Present:**

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

**Present:**

Justine Bayley – Stop Heathrow Expansion  
 Cllr Puja Bedi - Colnbrook with Poyle Parish Council  
 PC Bullar (339450) – Aviation Police, MPS  
 Hannah Burgess – Community Engagement, Heathrow  
 Becky Coffin – Communities & Sustainability Director, Heathrow  
 James Cox – THINKS Insights  
 Simon Crossley – Secretary, Stanwell Moor Resident’s Association (virtual)  
 Arvinder Garcha – Chair, Stanwell Moor Residents Association  
 James Holmes – Head of Local Strategic Engagement, Heathrow  
 Laura Keith – Stakeholder Engagement Manager, CISHA  
 Cllr Wendy Matthews – Iver Parish Council  
 Cllr June Nelson – Heathrow Villages, Hillingdon  
 Sarah Omar – Community Engagement Coordinator  
 PC Patel (31560) – Aviation Police, MPS  
 Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow  
 Matt Prescott – Head of Carbon Strategy, Heathrow  
 Veronica Rumsey – Friends of the Great Barn  
 Hardip Singh – Governor, Harmondsworth Primary School

Roger Smith – Chair, Hounslow Borough Respiratory Group (Virtual)  
 Brian Stacey – Chair, Air Quality Working Group/Ricardo  
 Eilish Stone –Harmondsworth Allotment Society  
 Christine Taylor - HASRA (Harlington)  
 Armelle Thomas – HASRA (Harmondsworth)  
 Graham Young – Richings Park Residents Association  
 Guy Williams – Back Heathrow

**Apologies:**

Cllr Sean Beatty - Ashford North & Stanwell South, Spelthorne Borough Council  
 Kathleen Croft – Stanwell Moor residents Association  
 PC Libby Free – Aviation Police, MPS  
 Peter Hood – Colnbrook Residents Association  
 Ian Millin – Stanwell Events  
 Jane Taylor – HASRA (Sipson)  
 Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police

**Observer**

Preston Booker – Chair, Britwell Parish Council

Item	Action
<p><b>WELCOME &amp; CHAIRS UPDATE – ROGER GREEN</b></p> <p>Welcome all and to guest speakers, reminder of the LCF Terms of Reference. Introductions and announcement of remembrance for two LCF members.</p> <p>Chair has been attending meetings within the community &amp; Heathrow: LCF Priorities Meeting took place on the 14<sup>th</sup> of February, the next upcoming Priorities Meeting will take place on the 19<sup>th</sup> March. This meeting will help address all priorities and make clear what needs to be prioritised in 2024.</p> <p>CISHA meeting took place in January with the CEO’s attendance. The Chair had taken the opportunity to raise questions on the update of Heathrow’s third runway/expansion and Heathrow’s commitment to community involvement and</p>	<p>1.SARAH PICKTHORNE Send out email date/time to LCF members.</p>



Item	Action
<p>within the LCF. Discussed Heathrow’s different level of forums/organisations and explained how they should have community representations on from every level.</p> <p>The Chair discussed his recent meeting with Anthony Smith, Heathrow Area Transport Forum (HATF) chair. Re-introduced the idea of links with the other forums as was previously happening at CISHA meetings. To reinstate this would give all forums an update of what work is taking place in all other forums.</p> <p>Giving Back Programme – work has been ongoing to recruit more members to join. This is to ensure maximum reach of the programme to join us within our community. Finalise membership at the LCF priorities meeting.</p> <p>Discussed in the first LCF priority meeting to aim and have 2 or 3 special meetings on particular areas per year. Invite relevant external stakeholders e.g. Local Authorities/Highways England, Surface access and cargo.</p> <p>Apologies as listed above.</p>	
<p><b>MINUTES FROM PREVIOUS MEETING</b></p> <p>Page 2: Longford still in need for representation given the upcoming easterly alternation and noise barrier proposals. Recruitment for representative from Longford is still an ongoing process.</p> <p>Page 7: Thank you for amendment from ‘village hall’ to ‘church Hall’.</p> <p>Page 8: Issue of properties not selling are not covered in the minutes. Nigel had quoted for members to approach him regarding any issues with selling properties, including anyone underneath the flight path.</p>	<p>2. Community Engagement Team to check on previous minutes and follow up action.</p>
<p><b>THINKS AIR QUALITY REPORT</b></p> <p><b>Methodology:</b> THINKS conducted a multi-staged research programme that scrutinised existing literature, gathered informed local community views on air quality, and produced a set of recommendations for Heathrow Airport and CISHA. This included:</p> <div data-bbox="161 1603 1125 1868" data-label="Diagram"> </div> <ul style="list-style-type: none"> <li>• 6 in person focus groups in neighbouring villages with 37 local residents.</li> <li>• 516 open link surveys were conducted.</li> <li>• Controlled surveys of 754 local community residents within postcodes that were kept to within 7-8 miles to the airport.</li> </ul>	



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<ul style="list-style-type: none"> <li>• A Webinar which allowed anyone to join alongside CISHA.</li> <li>• 16 local community engagement events also took place.</li> </ul> <p>It was recognised that the self-selecting nature of the open link survey also skews participation from those who are more interested in the topic and tend to have stronger views than the average resident.</p> <p><b>Key Findings:</b></p> <ol style="list-style-type: none"> <li>1. Despite air quality registering as a low salience issue, many feel concerned about it when prompted - 59% of controlled survey and 68% of open link survey respondents feel very or fairly concerned about air quality in their local area. Learning more about air quality leads to increased concern about the impact of Heathrow on air quality locally and on the impact on human health, causing many newly linking symptoms experienced by them or other local residents to air pollution.</li> <li>2. While there is limited awareness of air quality monitoring and reporting (around 1 in 10 recall having used the Heathrow Airwatch website before), the majority assume it is being done by Heathrow Airport and/or local government. While the Heathrow Airwatch website is seen to offer a comprehensive overview of local air quality, residents feel it is in need of modernising to be more user-friendly to a lay person. Residents also feel Heathrow Airport should further promote the existence of the website, with a perceived lack of efforts in promoting the site generating a sense of distrust.</li> <li>3. While initially pleased with the prevalence of air quality monitors in the local area, questions are raised regarding the installation of current sites. Almost half of open link survey respondents (47%) feel there are insufficient monitoring sites in and around Heathrow Airport. On prompting, residents call for additional monitors to be installed - particularly below the flight paths, within the airport perimeter and in residential areas. Local residents also state an expectation that current and future monitors should track as many of the pollutants as possible, including UFPs.</li> <li>4. While initially satisfied by the air quality data available on Heathrow Airwatch, residents identify concerns on scrutinising the data. A lack of contextual data and underlying distrust of Heathrow Airport mean local residents tend to question the data on Heathrow Airwatch. Specifically, residents question the reports showing air pollution levels classified as 'low' (as this feels inconsistent with their lived realities), and a lack of clear information on the air quality bandings and on when data is collected. Despite this, there is widespread appetite amongst local residents to learn more about air quality.</li> <li>5. There is low awareness of what Heathrow Airport is doing to improve air quality and wider sustainability locally (4 in 5 have never heard of Heathrow's 2.0 Sustainability Strategy). While Heathrow Airport's air quality targets are seen to be ambitious by most on prompting, further deliberation raises doubts and concerns regarding the achievability of the targets due to a lack of awareness of them amongst residents, a reliance on a wider systems/infrastructure, and a view that they are placing too much responsibility on passengers and local residents.</li> <li>6. Further information about who is responsible for setting, funding, and evaluating Heathrow Airport's air quality targets would alleviate some uncertainty around its commitments. Residents feel it is particularly important that the responsibility of overseeing Heathrow Airport is independent and has the ability to hold the airport to account.</li> </ol> <p><b>Resident recommendations for CISHA and Heathrow Airport</b></p> <p><b>01. Building evidence on the impact of air pollution around Heathrow Airport on public health.</b></p>	



Item	Action
<p><b>02. Expanding the monitoring infrastructures around Heathrow Airport, including:</b></p> <ul style="list-style-type: none"> <li>• Installing additional air quality monitors</li> <li>• Monitoring and reporting on UFPs</li> </ul> <p><b>03. Improving the way Heathrow Airport displays air quality data and information, including:</b></p> <ul style="list-style-type: none"> <li>• Making Heathrow Airwatch more user friendly</li> <li>• Proactively communicating and engaging with local residents on air quality</li> <li>• Using sources and channels that local residents currently engage with</li> </ul> <p><b>04. Introducing independent, expert oversight over Heathrow Airport’s air quality targets.</b></p> <p><b>05. Review the air quality targets and expectations for airlines and other airport suppliers.</b></p> <p><b><i>Key points from Matt Prescott – Head of Carbon Strategy, Heathrow</i></b></p> <p>Really pleased this was selected for the scrutiny study by CISHA. Its great to know that people in general are thinking about air quality. It has been one of the biggest 3 environmental impacts for a long period of time. The recommendations coming through are positive and will lead to better results. We are making sure that the impact on health air quality is good and this is due to ongoing evidence based on this topic which underpins the data measures of pollution in the local area.</p> <p>Increased awareness of Ultra Fine Particles (UFP). The measuring of UFPs are quite difficult at the moment and we have just started on measuring those particulates to bring in much more information. The monitors are showing that the particulates are not exceeding the current government networking guidelines. 5 of these monitors are owned by Heathrow, the rest are owned by local authorities. Important to note that the local authority m locations are chosen by them, and we welcome your thoughts on the location of additional monitoring stations.</p> <p>We will be looking at deploying additional monitors to continue the work on UFPs, with the areas under flight paths of most interest. There are only 2 UFP monitoring stations operating in London, one of which is at Heathrow. This technology is new for us at Heathrow, and we are thankful for all the feedback. We fully understand that the Airwatch website is not of a modern standard and is dated. We have commissioned the website to be rebuilt taking on board your feedback and CISHA recommendations. We will arrange to meet with CISHA before it goes live.</p> <p>With regards the fourth point of independent oversight: the Air Quality Working Group (AQWG) is no chaired by an independent chair and the AQWG is attended by representation from local authorities and interested stakeholders from further afield. We are looking to invite new participants from the environment and UK health agencies.</p> <p>Last in relation to Heathrow’s visibility as an actor for engagement with other contributors to the agenda. We incentivise this through using our landing charges encouraging airlines to use their most modern fleet which sees aircraft emit less carbon emissions and noise. In addition to leveraging this through our supply chain we also use our Heathrow 2.0 ‘Balanced Scorecard’ which ensures suppliers compete in areas such</p>	



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<p>as air quality and sustainability to comply with our supplier requirements. One future development for our airside areas is an ultra-low emission zone for airside vehicles. All suppliers would have to physically comply with these matters, and this was a very helpful report.</p> <p><i>Q&amp;A:</i></p> <p><i>With 5 air quality monitoring stations in the local authority how are you engaging to bring this forward?</i></p> <p><i>Surely, you'll both be working together for the residents to share that information. How are you operating together?</i></p> <p>Data from Heathrow and the local authority monitors are set by prescribed standard from government. Independently verified data is all in one place, on our website, which meets the prescribed description the government have put in place. An updated website will give out more information as we look to make the website more useful and user friendly.</p> <p><i>You refer to making sure airlines use their best aircrafts, but they don't. The aircrafts are not clean and the money to fine airlines are ridiculous, they are not going to change their attitudes, you need a much stronger approach. On February 27<sup>th</sup> the Guardian Newspaper published that the most polluted airport stands with Dubai and Heathrow airport being the second worst for climate impact. CISHA should ask THINKS to go around the airport and ask residents what do we think? Since the LCF we have lost 3 residents, and with Heathrow being here for over 78 years something should have been done under more pressure.</i></p> <p><i>Thank you for the air quality (AQ) information, however we are losing children due to AQ. It's a big issue and we need to be assured this work is not just another tick box exercise. Regulation for airlines and stakeholders need to be enforced. Communication is key and unfortunately people don't communicate very well including this organisation. We need to make people more aware of what is happening locally, surprised that there is not a monitor under the flight path. It all just needs to be communicated better, from providing more data, user friendly access on the web and more sign posting on the streets so everyone can understand it fully.</i></p> <p><i>In our communities AQ is a very big topic, everyone is very aware of the impacts and issues and on how it is impacting on people's health. We need more data, what information is there on the effect to the air pollution?</i></p> <p>There are 2 schools of thought. 1. That the effects of aircraft emissions are felt above 1000ft/100m and that emissions saving is about reducing aircraft movement on the ground, taxi or departing. The recent Munich study reported no impact from aircraft once off the ground. It is still very raw research at the moment and needs a lot more work. We can repeat this in and around the airport, with the co-operation of Heathrow. It is more about ground level impact than the aircrafts themselves.</p>	




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<p><i>What about the smell of tyres? It's either always visible or the smell when you go down the Bath Road – it is impacting residents health what is being done about that? The smell gets worse when coming into the CTA/terminals.</i></p> <p><i>The smell of fuel and fumes affect all our local areas. A lot of what we're seeing is from the local traffic travelling to Heathrow. We cannot ignore that the air pollution is also coming from the taxi drivers. It's a big problem which is getting worse. The smell is unbearable behind Novotel.</i></p> <p>This is more due to the ground level impact. We do measure those pollutants with the instruments we currently have. I'm not sure what more Heathrow can do. Concentrations are similar London - Slough. The wind direction will influence AQ, as does emissions from the airport, M4 and M25. It is hard to identify were exactly, as it's even more impossible to separate tyre smoke from aircraft emissions or ground level traffic.</p> <p><i>What is being done to address the levels of traffic for Heathrow? The cars/HGV's are only there because of the airport.</i></p> <p>We are trying to be open and transparent here. When COVID restrictions were first introduced we saw an increase in concentrations despite minimal aircraft movements. This is a difficult topic to unpick.</p> <p><i>How do we know it's car pollution and not the bad quality of the roads. An Envirotech report was done which mentioned if you had potholes, or road surface blemishes it contributes up to 2% air quality.</i></p> <p>Regarding the Guardian article highlighting Heathrow as the 2nd most polluted airport globally, it's important to clarify certain aspects. The study focused on the total emissions of aircraft at 3000ft altitude. It's the emissions at altitudes above 1000 feet have negligible impact on ground-level air quality. Additionally, the article referenced oxide emissions from the runway in 2023, all of which fell well within government-regulated values. Furthermore, our measurements of air quality have shown consistent improvement year on year. It's evident that while Heathrow Airport contributes to pollution, it's crucial to contextualise its impact alongside other sources such as highways and road transport. Reports have provided a breakdown of the proportion of traffic attributable to the airport, revealing that contributions typically remain below 15% at monitoring locations. Emphasising the importance of data quality, we recognise that accurate information is paramount in devising effective strategies for improvement. Understanding the nuances of flight paths and their impact on pollution enables us to make informed decisions. Encouraging the use of public transport and reducing reliance on cars are integral steps in mitigating pollution associated with airport operations. It's imperative to highlight that we are actively engaged in efforts to enhance aircraft efficiency and minimise environmental impact.</p> <p><i>Has the extended London ultra-low emission zone (ULEZ) made an impact to local air quality?</i></p>	



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<p>The ULEZ data hasn't been reviewed yet, but expectations are for a reduction in pollution. We welcome feedback on suggested monitoring locations, emphasising the need to consider GPS data. Airport-related traffic data is available but may not be 100% accurate. Pollution from the M25 west of the airport needs further monitoring.</p>	<p>3. Roger Green: follow up LCF discussion at the next AQWG meeting.</p>
<p><b>FEEDBACK FROM COMMUNITY GROUPS</b></p> <p>Mike Smooker (via PC Bullar):</p> <ul style="list-style-type: none"> <li>• Meet and Greet operators. 2023 saw 240 reported crimes. This year 9 offenses have been reported. Colnbrook Village Hall car park is being used again and Mike Smooker is looking into this.</li> <li>• 'Airtime' sight Blackburn Road taken over by a decent meet and greet company. There are quite a few new companies offering park and ride facilities due to ULEZ.</li> <li>• Taxi touts – 9 vehicles have been confiscated.</li> </ul> <p>Iver Parish Council: <i>Update on the engine ground testing at night was raised at previous forum. We had been informed that there were procedures in place to control this. Transpired that British Airways (BA) and Virgin were unaware of procedures that Heathrow had in place and were not cooperating within guidelines. Disappointing that no one reported back to us in the forum with what actions have been taken. We found this out by reading a detailed CISHA report.</i></p> <p>Becky Coffin verbally apologised on behalf of Heathrow for the error. Be assured that because it was raised at this forum that the issue was investigated. This was followed up and Andy Knight was transparent, there was an error and, on this occasion, we got it wrong. Andy Knight did investigate the issue with our airline partners and there is a wider piece that we need to work on around how we track issues raised at the forum and how this is fed back to members. Any noise complaints can be fed through the community relations line <a href="mailto:communttyrelations@heathrow.com">communttyrelations@heathrow.com</a>.</p> <p>Colnbrook &amp; Poyle Parish Council - <i>Communication is lacking, data is not being fed back to the forums. Residents should not receive feedback that is incorrect information, needs to be both ways.</i></p> <p><i>Thank you for work on the bus gate with DHL.</i> <i>Thank you also to the Rangers for their work over Christmas and decorating Colnbrook.</i></p> <p>Governor, Harmondsworth Primary School - <i>Heathrow Primary are thankful for all the hard work from the engineers for the help with the summer house. In terms of the village, we have entered the London and Bloom working with the rangers and Heathrow.</i></p> <p>Harlington – <i>can the Rangers help with supplying and putting the bird boxes up?</i></p> <p>Stanwell Moor – <i>thank you to the Rangers who are litter picking all of the time. The situation with black taxis is worsening with 10-15 on average, per day on Spout Lane North and in Stanwell Moor.</i> <i>Some private hire vehicle (PHV) drivers drive around the area on purpose to aggravate the situation. The licensing officers at these local authorities should be made aware.</i></p>	



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<p>This will be brought up at the next HATF special interest group meeting in April. The issue with PHV drivers is not always charging for the authorised vehicle area (AVA) but is also about awareness. Facilities have been updated which includes a refurbished prayer room.</p> <p><b>HOLLOWAY LANE – UPDATE: HANNAH BURGESS</b></p>  <p>New fence has been installed with green mesh behind it, the site is now secure.</p> <p>The aim in the next couple of weeks is to clear the wooden fence and look into planting options to soften the fence.</p> <p>Further security options, such as CCTV are being reviewed. The site is still vulnerable, however there is ongoing 24/7 security presence.</p> <p>Some of the suggestions received for the site will be a challenge from a planning perspective. We will need a solid sponsor willing to take stewardship of the whole site.</p> <p><i>Friends of the Great Barn – If we explore a sponsor would it be open to a temporary accommodation?</i></p> <p>Heathrow cannot commit to it as we wouldn't be running the site. The site's responsibility would be on the developer. However, Heathrow are happy to give the lease for free. We are still awaiting the business case from the NHS. We are open to hear all new suggestions but to just clarify, Heathrow cannot sponsor it but are happy to lease it for free.</p> <p><i>Members shared there would be a residents meeting taking place at the councillor's open forum on the coming Saturday when they would discuss more ideas for Holloway Lane. It was also shared that NHS was open to other options and were open to share usage that would be of a significant community benefit.</i></p> <p><i>Is this a Heathrow villages project or a Harmondsworth project?</i></p> <p>Yes, this is to cover all Heathrow villages with London Borough of Hillingdon.</p> <p><b>HEATHROW BUSINESS UPDATE: BECKY COFFIN</b></p> <p>Heathrow served a record number of passengers in February as 5.8m people flew through the UK's hub airport last month. The busiest ever February half-term saw more than 2million passengers at Heathrow.</p> <p>We have now received, and are able to share, the minutes from the meeting held with CAA and Heathrow representatives on 16<sup>th</sup> December and a letter received in response to questions raised at this meeting. Both of these documents are live on the <a href="http://www.airspacechange.caa.co.uk">www.airspacechange.caa.co.uk</a> under the heading 'documents'. The failed stage 2 gateway Heathrow's correspondence has also been published. The airspace modernisation team are currently working on their next steps for engagement and can share this when they have more information.</p>	
	<p>4. SARAH PICKTHORNE: circulate documents from CAA.</p>





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<p>Latest bulletin was published on the 29<sup>th</sup> February. Copies were emailed to all LCF members and can also be found on our <a href="#">website</a>.</p> <p>Our <a href="#">Sustainability Report</a> was published which covers updates on where we are with Heathrow 2.0. and includes AQ and more in-depth data. If you want more information, please take a moment to have a look. The report highlights where we are on targets and where we are not, and where we are aiming towards.</p> <p><i>Members shared their feedback about Heathrow's website. To access any information on the community you have to go down right to very bottom of the page, our company -&gt; Our community to then find information on the bulletin and forums. It is not easy to access and needs to be more accessible. It was also expressed when accessing the CISHA website when pressing on meetings all the meeting content come up, another confusing website to access, there needs to be a simpler way to access.</i></p> <p><i>When do we find out next week about the airspace modernisation? This needs to be face-to-face as Heathrow have failed on engagement from CAA's point of view. The CEO came to CISHA and said he was building relationships with communities; he is making friendships with businesses but when will we meet him?</i></p> <p>Yes, we will update on plans of engagement and what formats we will take. There is behind the scenes planning for LCF members to meet Thomas. We are thinking about a meeting next month, but more details will be provided by Sarah Jane.</p> <p><i>Chair, Stanwell Residents Association –The Spanish are selling their shares to Saudi, there has been an article the 3<sup>rd</sup> runway is happening, residents want answers.</i></p> <p>Correct that Ferrovial sold their shares to Saudi and Ardian, a private equity firm. This is still an ongoing process, and we are not involved. Regarding the third runway and expansion, our lines remain the same as the CEO is still undergoing reviews. It's a really important decision to make as this covers all aspects from finances, politics, future growth, and further impacts. We fully appreciate you want more clarity, but we have to wait until the decision is made. The CEO will be present in the next CISHA Forum.</p>	<p>5. SARAH PICKTHORNE: send details of LCF meeting with CEO when finalised.</p>
<p><b>AOB</b></p> <p><i>Chair, Stanwell Residents Association – Invitation for all members to join Earth Day event in Stanwell Moor together with The Anchor Pub, as the event takes place on the 19<sup>th</sup> April, 11:30-14:00. In an inspiring community-driven effort, residents will convene at The Anchor, followed by a focused cleanup operation across key village areas. The day's activities include major litter pick, lunch, competitions, and awards ceremony. We have the Heathrow Rangers involved for this upcoming event, including a local school with some students, local councillors will also be involved, and the mayor might be attending.</i></p> <p><b>MEETING CLOSE: 20:35</b></p>	<p>6. SARAH PICKTHORNE: Circulate invitation poster to all members.</p>