

Local Community Forum
MINUTES



Date: 25th January 2023

Meeting location: Heathrow Employment & Skills Academy, Newell Road, Hounslow,
Time: 1600-1800

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Becky Coffin – Communities & Sustainability Director
Hannah George – Senior Community Engagement Manager
James Golding – Head of Cargo, Heathrow
John Holland-Kaye – Chief Executive, Heathrow
Peter Hood – Colnbrook Residents Association
Andy Knight – Operational Impacts & Community Engagement Lead
Cllr Wendy Matthews – Iver Parish Council
Ian Millin – Stanwell Events (virtual)
Cllr June Nelson – Heathrow Villages, Hillingdon (virtual)
Sarah-Jane Pickthorne – Community Engagement Coordinator
Phil Rumsey – Friends of the Great Barn/HASRA

Veronica Rumsey – Friends of the Great Barn/ Harmondsworth Allotments
Kamaldeep Sandhu – Cranford Action Group
Christine Taylor - HASRA
Armelle Thomas – HASRA
Taz Virdie – C-Change West London (virtual)
Graham Young – Richings Park Residents Association

Apologies

Cllr Puja Bedi – Colnbrook with Poyle Parish Council
Jane Taylor – HASRA

Item	Action
<p>WELCOME – ROGER GREEN</p> <p>Welcome to guest speakers James Golding, Head of Cargo and John Holland-Kaye, members present and those attending virtually. Brief introductions around the room.</p>	
<p>BUSINESS UPDATE INC. Q&A – JOHN HOLLAND-KAYE</p> <p>John Holland- Kaye thanked everyone for attending and to Roger Green for leading as Independent Chair, making a real impact on ensuring we have actions from the forum that we can deliver.</p> <p>John referenced the Council for the Independent Scrutiny of Heathrow Airport (CISHA) open forum at the end of last year and that members would have heard that 2022 was a challenging year.</p> <p>BUSINESS UPDATE 2022:</p> <ul style="list-style-type: none"> This time last year we were coming out of the Omicron variant 	



Item	Action
<ul style="list-style-type: none"> • By the end of the year, we had reopened and were operating at 85-90% capacity. • Challenge for all employees and Team Heathrow which meant a huge recruitment drive across the business. • The first 9 months of 2022 saw 16,000 people recruited. <p>Focus for 2023:</p> <ul style="list-style-type: none"> • Late running flights: performance in 2022 was impacted by a number of factors which also affected punctuality around the world. We will work to improve that this year. We are halfway on track to where we were before Covid. • Working with local councils on jobs for care leavers, groups that need support in getting into employment post pandemic. • Back to working with communities: having cut back our range of activities during Covid. Heathrow 2.0 set out our plan for delivering this and the Giving Back Programme will set out how colleagues can give back to local community projects by using their business skills. • Increasing funding to Heathrow Community Trust (HCT): Heathrow kept contributing to HCT funding throughout Covid. Funding is made up of donations from passengers and airline fines as well as fundraising (ie Midnight Marathon). • Bus Gate: John had a meeting with Slough Borough Council. The situation with Slough had been difficult but the money has been ringfenced and is in the planning process. <p><i>LCF member raised his frustrations that the Bus Gate has been linked to the planning for a Gravel Pit. Member raised the issue that the Bus Gate is now relying on something that has not been approved.</i></p> <p>We may be able to use our relationship with our cargo partners and James Golding to move this forward.</p> <ul style="list-style-type: none"> • Harmondsworth and Sipson no longer have a post-office <p><i>LCF member: raised that they had been listening to the CEO of the Royal Mail and how they have poor service in the villages. 2018-2020 saw seven post offices closed south of the borough and that residents could have a mobile post-office. Banks in West Drayton have closed, including the counter service at HSBC in Hayes and residents now have to go to Uxbridge to do their banking. Heathrow is to blame for the closure of the post-office in Harmondsworth and Sipson and for not replacing them. With an ageing community this is now a big problem – these concerns have been emailed to John McDonnell MP.</i></p> <p>John confirmed that he had spoken to the Royal Mail and to WH Smiths about this and they raised the issue that the closure of post office facilities was not confined to Heathrow villages. By introducing mobile post offices there runs a risk of removing services from nearby physical post offices which Royal Mail do not want to do. We would like to understand from members and other residents more detail on the demand that isn't met by existing Post Offices.</p> <p><i>LCF Member stated that 15,211 residents in Harlington were using the small post office in Harlington.</i></p> <p>John thanked the LCF member for their valued input.</p> <ul style="list-style-type: none"> • Community tour of Harlington and Sipson with Jane Taylor. We were able to confirm that the planning application to demolish the derelict 	<p>1. HANNAH GEORGE: to follow up with the Property Team.</p>



Item	Action
<p><i>and how has Harlington benefitted from the pledges made to support local communities and share “the benefits of recovery”?</i> <i>There has been a weapons sweep, local fly tipping event, drug dens uncovered – there was an emergency meeting last Friday (20 January) to address the state of the village. What benefit will our villages see from the Local Recovery Plan?</i></p> <p>The Heathrow Local recovery forum is driving progress by Heathrow and our local stakeholders to support recovery in the sub region around Heathrow. Key representatives at the forum are Local Authorities including London Borough of Hillingdon, and Local Chambers of Commerce including Hillingdon Chambers of Commerce.</p> <p>Becky Coffin outlined that the Local Recovery Plan was about jobs and employment and sharing opportunities in Heathrow’s supply chain with local businesses, and is driving progress to support recovery with our local stakeholders in areas around Heathrow.</p> <p>Heathrow recognises that communities need different support, and we will be launching a Giving Back Programme which will enable us to provide support on these local issues.</p> <p>Through our Skills, Education and Employment theme which is driven by the Heathrow Local Recovery Forum we can confirm through our Academy’s data (which is only borough level) that last year 167 employment offers were made to candidates living in Hillingdon.</p> <p>Harlington residents have full access to all the opportunities delivered at the Academy including our webinar programme, essential skills workshops, and drop-in sessions. We would be happy to work with any community groups in Harlington to get the word out there about airport careers.</p> <p><i>LCF member commented on the local hotels and the change in usage to supported accommodation and the change this has made to the local demographic in Sipson and Harlington. They also commented on how beggars are travelling to the area to beg and how this creates an area that feels unsafe. They also mentioned how the community had not been spoken to on recovery.</i></p> <p>The Chair motioned that it is not the intention of the Local Recovery Forum to address these issues and anti-social behaviour would be a matter for the police.</p> <p><i>3. Harmondsworth Moor was intended to be a benefit to the community when British Airways built its Waterside development. Who is the person at British Airways who has been given responsibility for actively engaging with local residents to address their concerns about the property itself and activities taking place on the land?</i> <i>Harmondsworth Moor – the boundary with resident has gone wild, can we have a contact for a community representative at British Airways?</i></p> <p>Hannah George confirmed British Airways had been in touch and will forward members contact details.</p> <p><i>4. I would like to understand from JHK that based on statements made that the Government support Heathrow expansion, the Court has decided that it is legal for them to do so and there is confidence that air travel will recover, when will Heathrow offer the compensation for</i></p>	<p>4. HANNAH GEORGE: forward on British Airways community contact details. (see below)</p> <p>Tim Richardson Head of Property, British Airways tim.richardson@ba.com</p> <p>David Grainger - Property Operations Manager, British Airways david.grainger@ba.com</p>



Item	Action
<p><i>homeowners to move from the threatened areas already effected by increased Airport related activities? The quality of life in villages around Heathrow continues to deteriorate.</i></p> <p><i>LCF member also talked about the decline of Colnbrook, how the conservation area is deteriorating. Hotels are being used to house refugees – it was noted that this is an international issue. The member highlighted that the village of Colnbrook is not what it was, and some residents want to leave. With the looming threat of Heathrow Expansion is there possible compensation for long standing residents who wish to leave as the impacts of Covid and the possibility of Heathrow expansion has broken our community life?</i></p> <p><i>Another LCF Member also commented that communities are raising their frustrations and disgust at Heathrow failing in their responsibilities and would like to know how Heathrow is engaging with hotels. They mentioned that when visitors come to the UK the first areas they see are the local villages which are likened to slums as hotels do not maintain their outside spaces, Community engagement does very little and that there is nothing for residents. Councils are not providing plants and flowers for areas in the Heathrow Villages. They also suggested that Heathrow should be looking to make areas welcoming, not like slums. How are you going to move this forward?</i></p> <p><i>John raised that some of these issues are familiar, but some have taken a darker turn which have only been accelerated by covid. We would like to get an understanding of issues that we can help with.</i></p> <p><i>Our home purchase schemes (blight and hardship) have remained open and there were 12 applications in 2022 with 8 accepted.</i></p> <p><i>5. Is HCT to be reinstated?</i></p> <p><i>John: we have continued to support HCT throughout the pandemic and funds are to be increased as we recover.</i></p> <p>JOHN HOLLAND-KAYE LEFT THE MEETING AT 16:52 BECKY COFFIN RESPONDED TO REMAINDER OF QUESTIONS ON BEHALF OF HEATHROW</p> <p><i>6. Is HCT the same group seeking funding opportunities or is this via your community group?</i></p> <p><i>Claire, CEO of the Heathrow Community Trust visited the last LCF meeting and described the 3 different funding rounds and how any community groups can apply. More funds are available this year as Heathrow has increased its contribution.</i></p> <p><i>It is difficult to receive funding when your organisation does not have a bank account – can funds be released as and when we need them?</i></p> <p><i>Claire mentioned at the last LCF meeting that smaller groups can partner with a larger charity groups or organisation for help with this and to not let that be the blocker.</i></p> <p><i>LCF member clarified that Heathrow Community Trust is not the same as the previous Hillingdon Community Trust which was set up as a legacy of T5. The Heathrow Community Trust has a much wider reach.</i></p> <p><i>Small groups were not able to access these grants.</i></p>	<p>5. ROGER GREEN: incorporate member's points into LCF 2023 Priorities</p> <p>6. SARAH PICKTHORNE: to circulate details of HCT and link for applications Website: English Heathrow Community Trust Funding: need funding Heathrow Community Trust</p> <p>7. MEMBERS: contact Claire Knight for assistance ceo@hcommunitytrust.org.uk</p>

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MINUTES



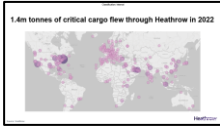
Item	Action
BREAK: 16:55	
MEETING RESUMES: 17:05	



CARGO & TRUCK PARKING FACILITY – JAMES GOLDING

Cargo strategy update with look ahead to 2023 Priorities and plans for a Truck Parking Facility

(slide 6)



The purple dots on the map are the destinations and tonnage of cargo handled through Heathrow in 2022. This equates to 1.4 million tonnes of cargo, 85% of which is origin-destination (rather than transit).

We are very aware of the impact cargo has through local villages.

The way cargo has been dealt with has shifted as a result of the pandemic. 95% of cargo is usually found in the belly of passenger aircraft. During the pandemic we saw up to 70% of aircraft dedicated as 'freighters' which are passenger aircraft carrying cargo only. This has been a trend seen globally.

Heathrow has no night cargo flights unlike other UK airports eg. East Midlands. This leads to a vehicular profile of greater movements on roads during these periods.

Top commodities remain salmon from Scotland and Norway, whisky and precious metals. Heathrow is the largest port in the UK by value and we look to balance this economic importance with minimal impact on our local communities.

(slide 7)



This slide is a snapshot of a 130+ page document that sets out how we can change cargo for the better at Heathrow. The theme of sustainability runs through the document.

We are working with our cargo community stakeholders and we are open to your feedback as local community members. These are still targets and not finalised.

LCF Member: when will this start and if this has already started then why ask us now??

Elements of these changes have already started, and the document referred to is not final and can include your feedback.

LCF member: where is the truck parking going?

It will be on Scylla Road, near Terminal 4 which is currently an industrial zone and will exit onto the Southern Perimeter Road. This area is currently a redundant space.

LCF member: Is this space just for Heathrow cargo or for any HGV?

Our operating model has not been finalised yet.

(slide 8)



This is our plan for cargo, growing our proposition to serve demand. Our sustainability plans are detailed in Heathrow 2.0 and are integral to this plan along with your views.

POLICY CHANGE: one example here is working with Border Force (UKBF) on improving the connecting cargo proposition to reduce the number of vehicles

8. JAMES GOLDING: produce a summary Target Operating Model document for LCF review



going landside. We are aware that these movements affect air quality and road congestion.

By streamlining this process to allow connecting cargo to stay airside we can reduce vehicle movements by up to 500 per day.

LCF member: what is the government's reason for this?

Border Force need to know where exactly arriving cargo is held so that they could conduct a search if required. We understand your frustration from a sustainability and economic point of view, so are working with Government on ways to change this.

Do these cargo movements have to pay duty?

No.

TRANSFORMATION OF THE CARGO ESTATE: these are physical projects such as redevelopment of the South Side of the airport, and the deliver of the Truck Parking Facility.

DIGITALISATION: from a digital perspective we are looking at 'slot booking' and working with handlers to reduce dwell time at Heathrow and in local areas.

LCF member: this was mentioned some years back with an inefficient movement of lorries. The buy in has to come from the lorry drivers.

We have also trialled a 'Cargo Cloud' which was the forerunner to our latest slot booking proposals.

LCF member: this should be part of the net zero solution

LCF member: Heathrow should come to ward meetings. We value Heathrow engagement and its cross-functionality

(slide 9)



We have re-commenced plans to replace the legacy Shoreham and Sandringham Road cargo estate which dates from the 1960s. The image on the left is a current aerial view and the image on the right are our plans for the next 8-10 years. We will be able to share these plans in more detail when they are finalised.

LCF member: do these plans include plans for a 3rd runway?

We are retaining optionality so any expansion plan would be served by this larger cargo facility. We are planning for the demand we currently have and are retaining flexibility for the future.

(slide 11)



The red hatching on this slide shows the area that SEGRO are developing. We are currently unable to share the detail as these plans are developed with prospective tenants. We will share more detail once commercially able to.

9. HANNAH GEORGE: follow up with Kam Sandhu re: Hounslow engagement on cargo/trucks

10. JAMES GOLDING: share plans when available and provide regular updates to LCF



(slides 12 &13)



TRUCK PARKING FACILITY
We have re-commenced plans to provide a Truck Parking Facility. These plans sit within the Heathrow

boundary, are not adjacent to residential land better uses the existing redundant land more efficiently.

There will be parking for up to 70 vehicles with a mandate for slot booking with the aspiration that this facility will be used by mainly long-distance drivers. Short distance drivers would book a slot which will reduce the time spent dwelling on local roads and within the cargo estate. Access to this facility would be from Stanwell Road with exit to Scylla Road and the Southern Perimeter Road.

LCF member: will this be used for sleeping as the issue of sleeping truckers is a problem faced in many local areas?

We plan for 24/7 operation.

LCF Member: some lorries we see dwelling in local areas are not destined for Heathrow

We are currently conducting a survey on lorries in local areas and whether they are cargo lorries or not and we will take into consideration other lorries that are in the area as far as possible. In the survey we have asked for feedback on the provision for catering, showers, toilets and other facilities so we can get the right infrastructure in place.

LCF Member: are you engaging with TfL?

Yes, and National Highways.

We understand the problem is bigger than Heathrow and ideally we would like more than one truck parking facility, although are resource-limited at this time.

LCF Member: does this need planning permission?

We are hoping to have the design signed off by the end of 2023 and have the project completed by the end of 2024. We don't foresee any issues with Hillingdon Borough Council and will go through the usual planning processes with them.

LCF Member: your plans are not sufficiently ambitious, there are not enough secure facilities for hauliers. There is too much being planned for such a small space.

LCF Member: there will be lorries in and out of this facility, where are the conversations with each borough on their net zero policy to support this?

These conversations will be had, the plans we have are only the plans you see on the slides at this stage.

11. MEMBERS: pass any further questions to Hannah/ Sarah to pass on

12. JAMES GOLDING: keep forum updated



Item	Action
<p>MINUTES & ACTIONS FROM LAST MEETING - MEMBERS</p> <p>The Chair ran through the minutes and actions from the meeting on 6 December and the following was noted:</p> <p>Page 4: Becky to confirm information on T2 baggage system: When T2 Terminal was built, there was a plan to build a baggage system in the building, but as there were plans in the Master Plan to expand the whole terminal [into T1 space], it was recognised that a much bigger and more capable Baggage system would eventually be required. As such, at that time, it was decided to extend the asset life of the T1 baggage system and link check-in to that. We call this the Link Bridge and you can see it physically spanning the gap between the two current buildings. Only very minor parts of the Baggage system are physically in T2 at the moment – check-in and arrivals. All of the Baggage handlers still operate from T1.</p> <p>The project within the Master Plan for T2 is called T2 Baggage Futures and had already begun very early works to establish the space to build a large baggage system in the “Kilo-box”</p> <p>Post-COVID we recognise that the Master Plan has shifted and that we cannot reasonably expect the T1 Baggage system to continue to provide the service we need until that time. This is why we are now going back to an interim Baggage system, physically located within T2 and fit to provide the service to passengers flying through there until investment in the Masterplan restarts.</p> <p>Page 5: email specific carparking issues and hotspots <i>LCF Member: would like to thank Heathrow & London Borough of Hillingdon for joint effort in reducing vehicles on drop off’s/pick-ups and moving on taxi drivers.</i> <i>LCF Member: this is also an issue in Cranford where they have had no traction from TfL.</i> <i>Cllr Nelson: Heathrow hasn’t provided enforcement. Yellow lines have been painted on resident’s requests. The issue of taxi drivers and ‘meet & greet’ have a knock-on effect and the facilities provided are not being used.</i> Heathrow has paid for an additional parking enforcement officer in Hillingdon <i>LCF Member: would be an idea to have a separate meeting on the issue of parking</i> <i>LCF Member: what was the outcome of previous point of ‘meet & greet’ providers in Colnbrook?</i> A cease-and-desist letter was sent to the company, but the challenge is that there currently are no restrictions to enforce in that area. A new Chief Executive has been appointed at Slough Borough Council, Stephen Brown, and they are willing to engage with us and consider proposals for working together on parking enforcement. <i>LCF Member: it would be easier to have everyone in the same room</i> <i>LCF Member: there was a group on the council meetings of HCEB (Heathrow Community Engagement Board) that were useful and knew what worked and what didn’t. Having the right people in the room can generate problem solving.</i></p> <p>LCF representative on HATF: Puja Bedi has volunteered and will report back to the LCF</p>	<p>13. KAM SANDHU: email Hannah George re: Slough parking and Cranford</p> <p>14. MEMBERS: please provide Hannah details of hotspots so we can inform enforcement officers.</p>



Item	Action
<p>Local Community Forum 2023 dates:</p> <ul style="list-style-type: none"> • 21 March – Community venue TBC • 16 May – Compass Centre/ Heathrow Academy TBC • 18 July – Community venue TBC • 19 September – Compass Centre/ Heathrow Academy TBC • 21 November – Community venue TBC <p>Exact locations and timings are to be confirmed.</p>	
<p>LCF PRIORITIES FOR 2023 – ROGER GREEN</p> <p>Suggestion of a separate Community Meeting with Roger Green to discuss and outline a clear set of priorities.</p> <p>Some of these priorities can be escalated if necessary</p> <p>Meeting to be held before the next LCF on 21 March</p>	<p>15. SARAH PICKTHORNE: organise availability of a meeting room at Compass Centre Arranged for 14/02/2023 1400-1600</p>
<p>AOB</p> <p><i>1. London Borough of Hillingdon (LBH) 'Health & Wellbeing Board' 212 page document outlines that the benefits of living near Heathrow are the employment benefits. 21% of households in the borough receive universal credit, residents cannot live on Heathrow wages. Page 101 includes results of a survey of pharmacies within LBH – 2 of these are located within Heathrow which residents from the Heathrow Villages cannot access.</i></p> <p><i>2. Can the LCF have figures of where Heathrow employees come from? Heathrow does hold data on its ID holders, and we have teams conducting a 'travel survey' of colleagues including Team Heathrow to look at sustainable travel options.</i></p> <p><i>3. Thank you to Hannah George for taking the time to report on the penny wort in Harmondsworth Moor. The rivers are now much freer flowing.</i></p> <p>4. Roger Green: Elaine & Nigel have resigned from the Local Community Forum. We thank them for their involvement and contributions over the years. Heathrow will be making a donation to a charity chosen by Elaine and Nigel Mells in recognition of their contribution to the LCF. Both Becky Coffin and Roger Green have contacted Mr & Mrs Mells personally ahead of this meeting.</p> <p><i>5. The next Noise & Airspace Community Forum (NACF) is in Hounslow and this LCF will be visiting community venues. Members on this forum are volunteers and pensioners.</i></p>	<p>16. MEMBERS: present agenda items ahead of the meeting. Issues like this can be included in the LCF Priorities for 2023.</p> <p>17. BECKY: provide headline data on where colleagues come from in local areas.</p> <p>18. ANDY KNIGHT: speak to Andreas Lambrianou re: NACF</p>



Item	Action
<p><i>We understand the idea of going around different areas but it is not our job to get our cars out, petrol costs are increasing.</i></p> <p><i>We have suggested to the NACF that we park in Compass Centre and Heathrow staff to organise transport. It is not right that we spend time with you, we should have our expenses paid.</i></p> <p><i>6. Cranford Action Group would like support with the TfL (Transport for London) elevated within Heathrow – they are happy to support a traffic survey.</i></p> <p><i>7. Incidents of engine testing outside of operational hours. Testing should be completed inside of the run areas and airlines reminded of the regulations.</i></p> <p>Andy Knight confirmed that there are strict restrictions around times of engine testing and this is monitored by the airside team. Certain tests are permitted under regulation for example if an aircraft has been repaired over night this will require testing before its next flight.</p> <p><i>LCF member: why is this allowed at night, it's an enormous amount of power and noise and it costs sleep deprivation. It just things that Heathrow does.</i></p> <p>Meeting concluded 18:28</p>	<p>19. CLLR MATTHEWS: send dates/times for further investigation.</p> <p>20. ANDY KNIGHT: send information on engine testing ahead of next meeting.</p> <p>21. MEMBERS: send issues like this ahead of the meeting so Heathrow has a chance to prepare a response.</p>