



Local Community Forum
MINUTES

Date: 19th September 2023

Meeting location: Compass Centre, Hounslow, TW6 2GW
Time: 1800-2000

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Anwara Ali – Volunteer Manager, Heathrow
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
PC Libby Free – Metropolitan Police Safer Airport Team
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
Claire Knight – CEO Heathrow Community Trust (virtual)
Cllr Wendy Matthews – Iver Parish Council
James McKenzie-Boyle – Senior Community & Charity Partnership Manager
Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow
Phil Rumsey – Friends of the Great Barn
Veronica Rumsey – Friends of the Great Barn
Hardip Singh – Governor, Harmondsworth Primary School

Angela Smith – Hounslow Borough Respiratory Group
Roger Smith – Chair, Hounslow Borough Respiratory Group
Mike Smooker - Civilian Crime Prevention Unit, Metropolitan Police
Lee Spencer – Property Asset Manager, Heathrow (virtual)
Jane Taylor – HASRA
Armelle Thomas – HASRA
Tim Wells – Sustainable Travel & Policy Lead, Heathrow (virtual)

Apologies

Cllr Sean Beatty - Ashford North & Stanwell South, Spelthorne Council
Vicki Brenner – Colnbrook Community Association
Cllr Jon Button - Stanwell North
Christine Taylor - HASRA
Ian Millin – Stanwell Events
Cllr Raghwinder Siddhu – Bedfont
Graham Young – Richings Park Residents Association

Observer

Simon Crossley – Co Chair, Stanwell Residents Association
Eilish Stone - HASRA

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>Apologies received from Cllr Sean Beatty (Ashford North & Stanwell South, Spelthorne Council), Vicki Brenner – Colnbrook Community Association</p>	








Item	Action
<p>Cllr Jon Button (Stanwell North), Christine Taylor (HASRA), Ian Millin (Stanwell Events), Cllr Raghwinder Siddhu (Bedfont), Graham Young (Richings Park Residents Association).</p> <p>Heathrow Area Transport Forum (HATF): Special Interest Group (SIG) update The meeting was very productive with representatives from all boroughs bordering Heathrow – a detailed update will be provided during this forum</p> <p>CISHA Air quality project: webinar on 20th September Engagement going well – see website for details of local events</p> <p>LCF Md-year review: Thank you for members comments and feedback. Comments/feedback received:</p> <ul style="list-style-type: none"> • LCF proactive engagement inviting observers, Met Police – more work to broaden membership to local councillors. • members would like to see more action/timelines following meetings. 	<p>1. ROGER GREEN: invite more local councillors to the LCF</p>
<p>FEEDBACK FROM MEMBERS COMMUNITY GROUPS</p> <p>COLNBROOK RESIDENTS' ASSOCIATION – Peter Hood Parking in the village car park is still an issue with Meet & Greet operators continually taking up bays. Residents are glad there is a taskforce in place to deal with this issue.</p> <p>IVER PARISH COUNCIL – Cllr Wendy Matthews Residents were disappointed with the notice about runway resurfacing being sent to them after it was in the press and the community bulletin. This forum is the ideal place for these messages to be distributed through. <i>The runway resurfacing project had been delayed after the initial messaging went out and the correct details were sent to LCF members before it was announced on the Heathrow website.</i> During Covid there were deep intervention runway works so why does there need to be more disruption now when it could've been done at the same time? <i>These are different types of works. By completing the deep intervention works it means that the resurfacing works can go ahead at pace.</i> <i>We have put in place mitigations for these works: optimising the schedule, using social media channels to communicate our messaging and stopping works over weekends and over the Christmas period.</i></p> <p>STANWELL MOOR RESIDENTS' ASSOCIATION – Arvinder Garcha Parking continues to be an issue for residents of Stanwell Moor with more private hire vehicle drivers than ever. Hillingdon Enforcement Officers are ticketing residents on Spout Lane North and not ticketing taxi drivers as they just drive off. There have been some issues in communicating with Hillingdon on these parking issues.</p>	<p>2. PETER HOOD: send names/ details of these M&G organisations to Mike Smooker</p>



Item	Action
<p>GIVING BACK PROGRAMME – JAMES MCKENZIE-BOYLE & CLAIRE KNIGHT</p> <div data-bbox="124 584 347 712"> </div> <p>BACKGROUND: Short update in March given to members outlining opportunities of how they could work with Heathrow to increase the reach and work on community projects.</p> <p>The Giving Back Programme forms part of Heathrow's 2.0 Sustainability Strategy under the pillar of 'Great Place to Live and Work'. There has been discussion on forming a Giving Back programme Working Group to support this.</p> <div data-bbox="130 848 341 972"> </div> <p>DEVELOPING THE PROGRAMME: we spoke to a broad range of stakeholders, conducting interviews and focus groups to ask what worked well and what was their understanding of the work Heathrow already delivered on.</p> <div data-bbox="130 1028 341 1151"> </div> <p>The responses we received can be broken up into 4 key areas:</p> <ol style="list-style-type: none"> 1. Lack of clarity on role it plays in local community 2. Lack of visibility as a single site employer – seen as separate to the local community 3. Low local awareness of community outreach 4. Should align community engagement to community needs <div data-bbox="130 1238 341 1361"> </div> <p>The Giving Back programme can be split into three key areas:</p> <ol style="list-style-type: none"> 1. Connecting communities to the world of work: inspiring and supporting young people in local communities with employment skills and ideally jobs at the airport. 2. Connecting communities with the local environment: working with communities and local councils on improvements to green spaces and biodiversity. Our Heathrow Rangers support a range of initiatives in this area 3. Funding and Team Heathrow: helping communities to access funding for the projects that mean the most to these communities' group and organisations. Funding available includes Heathrow Community Trust (see slides below) and the Heathrow Take Off fund (which is not grant funded and comes direct from Heathrow). <p><i>FYI - Team Heathrow: these are our supply chain, many of whom have their own community teams that we can link up with to support local projects. Eg: British Airways and London Wildlife joint project to make improvements in Hillingdon green spaces.</i></p>	



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 <p>Within the three key areas there are eight initiatives:</p> <ol style="list-style-type: none"> 1. Heathrow World of Work 2. Local Primary Schools Partnerships – Relaunched in 2023 3. Heathrow Community Rangers 4. Heathrow Habitats – providing access to our 170 hectares of land. 5. Heathrow Community Trust 6. Heathrow Community Take Off Fund 7. Team Heathrow Community Partnerships 8. Giving Back Awards  <p>In Numbers (our targets by 2030):</p> <ul style="list-style-type: none"> • Ultimately our goal is to give back to over 1,000,000 local people by 2030, with an interim goal of helping 450,000 local people by 2026. This input of this forum is key to achieving these. • Provide 10,000 local people with access to jobs, apprenticeships, and early career opportunities. • Double our local school partnerships to 10 local schools. • Increase colleague volunteering towards local community projects. • Deliver 15,000 work experience days to 16-19-year-olds. • Generate at least £6.5m in funds to support the charitable work of Heathrow Community Trust. • Launch two new community partnerships with Team Heathrow companies in 2023, and a further eight by 2030. • Support the funding of 200+ community projects through the Heathrow Community Take Off Fund. 	
 <p>The areas on the map highlight areas where we already support and our ambition to broaden our outreach.</p>	3. SARAH PICKTHORNE: share slides with members to read the rest of the presentation
 <p>Heathrow Community Trust – Claire Knight Funding comes from a variety of sources, including -</p> <ul style="list-style-type: none"> • Donation from Heathrow Airport • Noise fines imposed on airlines • Other airport companies • Heathrow colleagues fundraising • Passenger donations 	
 <p>There are several grant programmes for community groups to choose from. Current open grant programmes are</p> <ul style="list-style-type: none"> • Communities Together Small • Environment & Sustainability 	



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<p>• HAPi – funding for Heathrow colleagues who volunteer in their local communities</p> <p>Details of these funding rounds are shared via our mailing list.</p> <div data-bbox="130 645 347 768"> <p>Heathrow Community Trust's Impact 2022</p> <ul style="list-style-type: none"> Over £250,000 awarded to 69 organisations Programme supported in 2022 Over 20,000 beneficiaries Over 10,000 hours volunteered Over 10,000 people benefiting from Heathrow's activities Over 100 hours planned </div> <p>HCT funding has been benefitting local communities with over £187,000 awarded to 69 organisations in 2022.</p> <p>Funding was reduced over Covid but Heathrow continued to fund with total donations increasing in line with passenger growth.</p> <div data-bbox="130 824 347 947"> <p>Heathrow Community Trust 2023 onwards</p> <ul style="list-style-type: none"> Increase funding available Increase volunteer numbers Redistribute resources </div> <p>2023 Onwards: Increased funding available, work with more Heathrow colleagues to support volunteering and look to redistribute resources where most needed</p> <div data-bbox="130 981 347 1104"> <p>Any questions? Call or search https://www.heathrowcommunitytrust.org/ HCT@groundwork.org.uk 01895 839916</p> </div> <p>Contact details: Any questions may be able to be answered by looking at the website www.heathrowcommunitytrust.org The website outlines the grant making process and includes an interactive map so you can view funding that has been awarded in your area. You can also email us: HCT@groundwork.org.uk or call 01895 839916</p> <div data-bbox="130 1189 347 1312"> <p>Future steps</p> <ul style="list-style-type: none"> Review Agree 2024 priorities / timelines Develop local community communications & engagement plan Understand & improve geographical coverage Review existing contracts & identify areas for improvement Align recruitment processes to internationally recognised standards & implement performance metrics Launch volunteer platform </div> <p>Next steps for the Giving Back Programme:</p> <ul style="list-style-type: none"> • Agree 2024 priorities / timelines • Develop local community communications and engagement plan to keep communities engaged in the work of the programme. <ul style="list-style-type: none"> • Increase reach / awareness • Increase impact of existing initiatives • Implement better tracking • Launch volunteer policy and platform <div data-bbox="130 1473 347 1597"> <p>Heathrow LCF working group proposal</p> <p>The purpose of this group is to drive the GBP concept forward and increase its impact. Details of this are still being worked through but the ambition is to work on this collaboratively to build on the opportunities available.</p> </div> <p>Members comments: Many members and community groups expressed thanks for the Heathrow Community Rangers and for the great work they do in local communities around the airport. The Rangers are instantly recognisable and have embedded themselves into the village as a valuable resource.</p>	<p>4. MEMBERS: please email hct@groundwork.org.uk to be added to the mailing list</p> <p>5. JAMES MCKENZIE-BOYLE: send proposals of working group to members</p>

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Item	Action
<p>Stanwell Moor would like to give a community award to the Heathrow Rangers and present this at their Diwali celebration.</p> <p>Are there plans to increase the number of Rangers? <i>There is a plan to increase the number of Rangers next year.</i></p> <p>There were plans, pre covid, to split the LCF into quadrant groups – is there still a plan for this? <i>There are no immediate plans for this but we can look at working groups and how we target specific issues better through them.</i></p> <p>Some GPs in Hounslow, have patches of land that they want to convert into ‘friendship gardens’ – is this something that Heathrow could help with/support?</p> <p>Community food rescue team works with families and charities in Iver and Hillingdon to reduce food waste by collecting food from around 23 supermarkets/stores and distributing to homeless centres, families and charities. Volunteers are always very much needed and welcomed.</p> <p>Community grant feedback: grants were restricted during covid, have they now been restored? <i>Claire Knight: there was a release of emergency funding during the pandemic which was a separate programme. The current grant programmes are open to new and previous grant applicants. Information about the grant rounds is shared with our mailing list, please join the mailing list if you are not already on it to be notified.</i></p> <p>HCT recently advertising for a new trustee. Has this person been found? Sentiment that current trustees do not represent community groups. <i>Claire Knight: Trustees are community representatives who live or work across the nine boroughs that HCT supports so they are not always as close to the airport as yourselves. Applications for this position close on 02 October and will be interviewed by current trustees. We have asked that this trustee have experience of working with young people. Trustees are recruited openly, and it is not written into our constitution that any trustee must be a member of this forum.</i></p> <p>HC FEEDBACK: sometimes projects are bigger than the grant amount, the limit of the grants can be quite low which can mean more work is needed to secure more grants, from other organisations, which can be overwhelming to apply for. <i>Claire Knight: HCT have increased maximum grant values in 2023, up to £15,000. We have reopened the ‘Communities Together Small’ grant which has doubled in size from last year to £5,000. There is a list of ‘other funders’ on the website which will signpost to organisations other organisations they can apply for grants from.</i></p>	<p>6. ROGER SMITH: contact james.holmes@heathrow.com to discuss GP gardens further</p> <p>7. EILISH STONE: contact Anwara.ali@heathrow.com for volunteers</p> <p>8. CLAIRE KNIGHT: please send any comms you would like sent to members to SJP for distribution.</p>
<p>MINUTES FROM PREVIOUS MEETING</p> <p>ACTION 1: Holloway Lane: one suggestion received – ideas should centre around the community and have a positive impact. Suggestion of a Zoom meeting with community to come up with ideas.</p>	<p>9. MEMBERS: please continue to send suggestions to Sarah Pickthorne</p>



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<p>ACTION 2: Veronica has posted on Facebook for someone to take ownership of an external defib for Harmondsworth Village.</p> <p>ACTION 7: meeting on Friday 22 September 11:30 at Waterside, BA HQ regarding Harmondsworth Moor. Members can confirm attendance through John McDonnell MP office.</p>	
<p>MEET & GREET UPDATE – MIKE SMOOKER</p> <p>12 people have been arrested from 1 company and are awaiting sentencing from the Crown Prosecution Service.</p> <p>Insurance companies are getting concerned with Meet & Greet (M&G) drivers with some requesting names and date of birth for any additional driver on policies – this is putting some M&G companies out of business.</p> <p>Numbers of reported vehicles has dropped significantly in recent months.</p>	<p>10. MIKE SMOOKER: will look into vehicles parked at Colnbrook Village Hall and is happy to receive details from other local villages</p> <p>11. MIKE SMOOKER: will attend the HATF Special Interest group meeting on 2nd Oct.</p>
<p>PROPERTY UPDATE – LEE SPENCER</p> <p>Lee outlined his progress on the property management of Heathrow properties since he has been in post over the last 8 months:</p> <ul style="list-style-type: none"> • What are we doing currently. • What can be done better. • Romans current support, improved management and reporting (KPIs) • How the property team communicates with LCF members and how this is key to future engagement. <p>Property Survey: we would like to survey tenants so we can gather information and implement changes based on feedback.</p> <p>Members expressed their displeasure over the lack of communication with the property team and inaction over matters raised during a property walkabout in May.</p> <p>Members suggested an open/online meeting be scheduled to gather information/suggestions on the use of 45 Holloway Lane – suggested communities use social media platforms to gather information also.</p>	<p>12. SARAH PICKTHORNE: set up separate meeting with Property/Jane to discuss specific case.</p> <p>13. SARAH PICKTHORNE: Circulate property survey questions for comments ahead of next LCF.</p> <p>14. SARAH PICKTHORNE: Invite Lee to attend Nov LCF</p>
<p>HEATHROW AREA TRANSPORT FORUM (HATF)</p> <p>Special Interest Group (SIG) – Parking</p> <p>Very productive meeting with representation from all local authorities with a strong London Borough of Hillingdon attendance.</p> <p>Local authorities were able to highlight the issues that blighted their specific areas and share best practice.</p>	



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<p>The British parking Association will be invited to the next SIG meeting. It was acknowledged that Heathrow cannot solve these parking issues alone but can facilitate discussions and will be held accountable by the HATF.</p> <p>The next meeting of this SIG is 2nd October.</p> <p>HEATHROW AREA TRANSPORT FORUM (HATF) – Tim Wells</p>  <p>OVERVIEW: the HATF is an independent forum that brings together a range of organisations and stakeholders which seeks to improve accessibility to and from Heathrow Airport.</p> <p>HATF feeds in to CISHA in a similar way to the LCF.</p> <p>HATF also has a newly appointed, Independent Chair, Anthony Smith.</p>  <p>HATF includes various meeting types: Board: meets 5-6 times per year attended by appointed Board members</p> <p>Wider Forum: 1 or 2 conference style meetings of up to 100 people.</p> <p>Recent example would be the forum for Western & Southern Rail Options in November 2022.</p> <p>The plan is to hold another forum of this kind later this year.</p> <p>Special Interest Groups: these focus on a specific topic and the relevant stakeholders would be invited.</p> <p>This group would bring stakeholders together and get initiatives moving and challenge Heathrow and stakeholders to work in a more collaborative approach. A recent example would be the current SIG for parking.</p> <p>Member comments/questions:</p> <p>The description on the HATF website mentions Heathrow expansion and so it is the understanding that this was set up for expansion. Paperwork omits expansion and members are concerned that discussions will be had on HATF that concern a third runway and the destruction of the Heathrow villages.</p> <p><i>The HATF is a DfT requirement and has a role in creating the surface access plan, continues to scrutinise in a two-runway operation and continues to feed into the strategy. It did play a part in expansion discussions, but this is now not on the agenda.</i></p> <p><i>The HATF has a newly appointed independent chair who will be reviewing and updating the website in due course.</i></p> <p><i>Regarding expansion, members will be informed if/when a decision is made and members can decide if they wish to remain on any forum following that announcement.</i></p> <p>Does the HATF report to the DfT? Can you clarify the DfT's role?</p>	<p>15. SARAH PICKTHORNE: share meeting notes of SIG 02 October with LCF members.</p>



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<p><i>DfT policy states that every airport must have an area transport forum and each airport decides what form this will take and how it is run. HATF reports to CISHA in the same way LCF reports to CISHA.</i></p> <p>LCF representative for HATF confirmed that expansion has not been on recent agenda but the board have been discussing bus connectivity, ULEZ, parking and surface access impacts on local communities.</p>	
<p>BUSINESS UPDATE</p> <p>New CEO: Thomas Woldbye will be starting mid-October with a two week transition with John Holland-Kaye. His initial priority will be Heathrow's operation, his new team and stakeholders. We know that he will want to understand local community challenges and this will take time.</p> <p>Operations: August saw 7.5million passengers travel through Heathrow which are slightly higher numbers than pre-pandemic. An additional 25,000 staff have been recruited across our supply chain taking total figures to just below pre-pandemic levels.</p> <p>Community Investment: It was fantastic to see so many of our colleagues give back some of their time to supporting our local communities recently. Some recent projects have included:</p> <ul style="list-style-type: none"> • Stanwell Moor Village Hall – gardening and maintenance (our team) • St Thomas' Church, Colnbrook • Colnbrook Primary School – refresh before back to school. • Harmondsworth Allotment received a new shed. • Mitie Team (who look after Compass Centre facilities) litter picking in Harlington, Harmondsworth, Sipson and Stanwell Events – garden refresh and donated bench. • Food bank support in Feltham, Stanwell and Harmondsworth with surplus food donated from airline caterers. <p>Volunteering to date: 1515 volunteer hours – milestone reached! 358 colleagues 40 volunteer days</p> <p>John Holland-Kaye will be at a local school this week. It is important that he continues to visit communities and schools locally.</p> <p>Members comments/questions: Will a new southern rail network affect Stanwell Moor? <i>There is no firm plans in place for a southern rail network. There are three different schemes on offer with no consensus on any one in particular. The HATF have</i></p>	



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<p><i>initiated conversations with Arup to talk with stakeholders on how best to collaborate on one scheme, which will need to be the right option</i></p>	
<p>AOB</p> <p>London In Bloom: presentation is on Thursday and Georgie, from the Heathrow Rangers, will attend with the village. Hopefully Harmondsworth can retain its award.</p> <p>Great Barn: is open every 2nd and 4th Sunday of the month – do go and visit this great building.</p> <p>Sipson: badly managed property management by Heathrow, any property survey should be sent to all residents.</p> <p>Heathrow Villages: continue to experience noise disruption from ground engine noise <i>Please continue to raise this through our noise complaints procedure.</i></p> <p>DIWALI CELEBRATION: 10th November – Stanwell Moor Village Hall 6.30pm-8.30pm everyone welcome</p> <p>CISHA OPEN MEETING: 12th October at Hounslow House. Please register online to attend.</p> <p>NEXT MEETING WILL BE ON 21ST NOVEMBER</p> <p>Meeting end 20:21</p>	