

Classification: Public



Local Community Forum MINUTES

Date: 16th May 2023

Meeting location: Compass Centre, Nelson Road, Hounslow, TW6 2GW

Time: 1800-2000

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Becky Coffin – Communities & Sustainability Director
Sgt Nigel Cowley - Metropolitan Police – Safer Neighbourhood Team
PC Libby Free – Metropolitan Police – Safer Neighbourhood Team
Hannah George – Senior Community Engagement Manager
Andy Knight – Operational Impacts & Community Engagement Lead
Cllr Wendy Matthews – Iver Parish Council
Sarah-Jane Pickthorne – Community Engagement Manager
Phil Rumsey – Friends of the Great Barn/HASRA
Veronica Rumsey – Friends of the Great Barn/ Harmondsworth Allotments
Roger Smith – Chair of Hounslow Borough Respiratory Group
Mike Smooker – Metropolitan Police Staff – Crime Prevention Unit

Liz Sugg – Chair of Council for the Independent Scrutiny of Heathrow Airport (CISHA)
Christine Taylor - HASRA
Jane Taylor – HASRA
Armelle Thomas – HASRA
Graham Young – Richings Park Residents Association

Apologies

Cllr Puja Bedi – Colnbrook with Poyle Parish Council
Peter Hood – Colnbrook Residents Association
Ian Millin – Stanwell Events
Hardip Singh – Governor, Harmondsworth Primary School

Observers

Angela Smith - Hounslow Borough Respiratory Group
Eilish Stone - HASRA

Item	Action
WELCOME – ROGER GREEN Welcome to guest attendees, Liz Sugg and the Metropolitan Police. Apologies received from Ian Millin, Hardip Singh, Peter Hood & Cllr Puja Bedi. Introductions from all in the room.	
MINUTES FROM PREVIOUS LCF PG 1: Member would like an update on the property on Holloway Lane <i>Demolition is scheduled to commence 31st May and Community Engagement Team will send out communications to LCF and residents</i> PG 2: action point 4 – Planning permission for the Truck Parking Facility is confirmed as London Borough of Hillingdon. The minutes have been amended.	



Item	Action
<p>PG 2: member would like employment data by Hillingdon ward for postcodes UB3, UB4 & UB7</p> <p>PG 3: action point 6 Andy Knight has spoken with member regarding Engine Ground Runs – Cllr Matthews will take up any further issues offline</p> <p>PG 5: action point 8 Outcomes of the meeting on 13th April will be shared later in today's forum.</p> <p>PG 6: action point 9 ULEZ will be covered in Becky Coffin's update</p> <p>PG 8: action point 10 HATF minutes were not circulated as they had not been finalised Liz Sugg: all minutes will be available on the CISHA website when they are signed off. The website is still a work in progress.</p>	<ol style="list-style-type: none"> 1. BECKY COFFIN: request specific data for these postcodes 2. SARAH PICKTHORNE: follow up with Cllr Bedi
<p>COUNCIL FOR THE INDEPENDENT SCRUTINY OF HEATHROW AIRPORT (CISHA) – LIZ SUGG</p> <p>BACKGROUND:</p> <ul style="list-style-type: none"> • Has been Chair of CISHA for just over 6 months and has been attending all Heathrow forums – apologies for having to cancel March attendance at LCF. • CISHA is the umbrella organisation for all Heathrow forums to provide opportunities for collaboration on relevant issues and suggest solutions • CISHA & LCF: would like to understand the key community impacts and how CISHA can work on progress • CISHA forum is where Chairs of Heathrow forums can escalate issues from their forums and have these addressed. • The last 6 months: <ul style="list-style-type: none"> ○ Have brought in new structures ○ Ways of working that do not duplicate works already undertaken ○ New resource- Laura Keith has joined as Communications, Strategy and Engagement Manager • Website: <ul style="list-style-type: none"> ○ A work in progress to become a “One stop shop” of information ○ Recent minutes from last CISHA meeting should now be online- https://www.cisha.org/ • Topics of Work Programme: <ul style="list-style-type: none"> ○ Environmental scrutiny of Heathrow 2.0 ○ Noise Insulation Scheme: Liz Sugg will be Chairing an independent panel on areas to prioritise which will report back to the LCF ○ Noise Action Plan: working alongside the Noise & Airspace Community Forum (NACF) Chair 	



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<ul style="list-style-type: none"> o Community Funding: how CISHA can represent community views o Air Quality: this is where there is a gap in community representation. The Air Quality Working Group can be technical but there is a need to understand the community impact and concerns to then make informed recommendations. o Parking: a need to identify the gaps in information and help to find solutions. <p>This year CISHA wants to understand the complexities and issues of local concern and to make a difference in addressing these. CISHA thanks attendees for all their efforts to date.</p> <p>OPEN FORUM: set for Oct/Nov this year with either the existing or new Heathrow CEO to attend</p> <p>Q&A: Noise insulation scheme: who will sit on this? Heathrow villages are the closest to the airport and yet we're not allowed to be included in the scheme. Heathrow used to have a register/list of night flights with reasons for the delay, aircraft, airline... Paul Beckford will be representing community interests and CISHA will be producing a quarterly report. The best place to bring this up will be at the Noise & Airspace Community Forum (NACF).</p> <p>The issue of Ultra Fine Particles (UFP) are not an agenda item on any forum. This issue needs to be discussed. The Air Quality working group will be picking this up as a project with relevant community engagement.</p> <p>Are the CISHA quarterly meetings public? Meetings as the Heathrow Airport Consultative Committee (HACC) were a different setup and meetings were open. The Heathrow Community Engagement Board (HCEB) was also set up to hear the community voice, which is now missing a was seen in the 'Local Recovery Plan' which did not include any lived experiences. The quarterly meetings are closed but meeting notes are published on the website. The annual Open Forum will be the meeting that members of the public can attend.</p> <p>Hounslow & Cranford communities are not represented at the NACF despite also experiencing noise. This is something that HCEB was also going to input on from a community angle. Inviting Councillors and Department for Transport (DfT) to these meetings that do not live in the area is not helpful as some of these don't even attend their own council meeting. The quarterly CISHA meetings are making progress and it is agreed that the voice of the local community needs to be heard at these meetings. CISHA is</p>	



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<p>working on things that communities care about in their priorities as projects so that results can be delivered.</p> <p><i>The community have been trying to get 'Health' on the agenda of the NACF which will now have a 'Deep Dive' on this in September. Communities asked at the last NACF about the attendance of Department for Environment, Food & Rural Affairs (DEFRA) and health and social care never attend and no-one is held accountable. Can you demand that these organisations attend?</i></p> <p>CISHA is about getting the solution and working together. Issues around noise and health are being worked on in both the NACF and the Air Quality working group, CISHA can bring this together. CISHA have new resource scheduled to start soon to support such projects.</p> <p>The Chair of NACF is actioning the request for further health representation at the forum.</p> <p>Heathrow would also welcome working together with communities to bring this to the different forum. These issues can also be fed into the Noise Action Plan Consultation 5-12 June.</p> <p><i>Related to health, would Heathrow fund defibs that are solar powered and can be mounted outside, rather than mains powered or would this application have to go through the Heathrow Community Trust?</i></p>	<p>3. JAMES HOLMES: take this offline with Veronica Rumsey</p>
<p>FEEDBACK FROM FORUMS</p> <p>Noise & Airspace Community Forum (NACF): Next NACF is Wednesday 24 May no minutes or agenda had been received to date (16 May) but were sent out 22 May Members commented that community groups should raise the issue of having health professionals from DEFRA & Health UK to attend the NACF with its Chair, Andreas Lambrianou (AL). Chair asked whether it would be of benefit for health professionals to attend the LCF and a few suggestions were put forward by members.</p> <p>No further updates from other forums:</p> <p>Member mentioned that a fourth air quality node was deployed in Hounslow recently – nodes measure air quality and the results are fed onto an air quality app which was funded by the Mayor of London. CISHA would be interested in this information and how they could be deployed for future projects</p>	<p>4. ALL MEMBERS: please forward names and contact details to Hannah George & Sarah Pickthorne</p> <p>5. ROGER SMITH: forward details to Liz Sugg/ CISHA</p>

Commented [HG1]: Could you put the date that minutes were circulated



Item	Action
<p>CHAIR UPDATE – INC LCF PRIORITIES</p> <p>LCF PRIORITIES: Two meetings were held (February & April) to agree a list of priorities which has now been narrowed down to 3 on the topics of Surface Access, Property and Community Investment. These priorities were presented to the LCF and supported. The key issues discussed are summarised below.</p> <p>HEATHROW AREA TRANSPORT FORUM (HATF) PAPER: The Chair will be drafting a paper on parking issues for the HATF meeting 28 June. The draft paper will be circulated to LCF members for their input and members will also be able to feed into the paper at the additional meeting on 7 June.</p> <p>CISHA response: The issues around local parking have been raised at the quarterly CISHA meeting where John Holland-Kaye agreed that Heathrow would lead on this issue. The LCF key priorities were escalated to CISHA and we are looking for action.</p>	<p>6. SARAH PICKTHORNE: circulate slides on LCF Priorities</p>
<p>SURFACE ACCESS ISSUES: MEET & GREET – METROPOLITAN POLICE</p> <p>Mike Smooker, Crime Prevention Unit, discussed his personal and professional experiences of Meet & Greet operators – who, what, where and why.</p> <p>Key points covered by Mike:</p> <p>There are currently 3 types of Meet & Greet operations at Heathrow:</p> <ul style="list-style-type: none"> • Heathrow Official meet & Greet and valet Products. • 3rd Party Meet and Greet operators- Non- Heathrow meet and greet operators have access to dedicated spaces in our car parks at discounted roll up rates • Rogue Operators- Completely unregulated market in which anyone can create a meet and greet business and drive passengers' cars <p>There are around 25-35 Meet & Greet operators at Heathrow Airport with a handful of these reputable. There is no regulation around these Meet & Greet companies, and it is possible for anyone to set one up which makes it very difficult to work out the good from the bad. Since December 2022 Aviation Policing have dealt with 112 reports of cars taken and not returned by such companies. 111 of these have been recovered and returned. Many vehicles are used in crime networks and for county line drug runs. 12 people have recently been arrested.</p> <p>The Meet & Greet companies operate through booking agents which can sometimes be abroad which makes it hard to identify which company a vehicle</p>	

Commented [HG2]: Can we tweak slightly to indicate that this is CISHAS response

Commented [HG3]: Please can we add his job title and add a line that indicates these are his words from his personal experiences.

Commented [HG4]: Need to run this section past Mike to check he is happy with what has been minuted here.

Commented [SJP5R4]: Done and he's happy with this edit.

Commented [SJP6R4]:

Commented [HG7]: Check with Mike that he's happy for this to be minuted

Commented [SJP8R7]: Mike is happy with this edit.

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Item	Action
<p>has been booked with. When Meet & Companies are investigated, they often close down and are re-established under a different name.</p> <p>This industry needs regulating – however this cannot be done by the Metropolitan Police. Until this industry is regulated nothing will change. The police have no power to stop these companies operating – that is the responsibility of regulators.</p> <p>Companies are reported to the authorities, they submit planning applications, appeal decisions and continue to appeal decisions which can mean that it takes nearly 3 years for cease-and-desist letters to be sent.</p> <p>Have you had feedback from other airports on how they have dealt with similar issues?</p> <p>Other airports have 'Approved Airport Operator' licences which has helped but not eradicated the problem. The areas around Heathrow have the biggest problem with Meet & Greet companies.</p> <p>The issue is now who is going to regulate this, it's not entirely Heathrow's fault.</p> <p>Can Heathrow not stop these individuals from driving into/ from the airport – I was stopped from using Heathrow roads in the past?</p> <p>It is hard to identify meet & greet drivers by look alone. Drivers who use these companies are still insured under "Jockey Policy" which allows Meet & Greet drivers to drive from the terminal to a car park, whilst being fully insured.</p> <p>Some areas have had many iterations of illegal parking in fields, there was less crime when squatters/protestors were in the field.</p> <p>The operation against these companies has been going for the last 6 months and has been making the operations of these companies a misery. This issue needs regulating. The more reputable companies have signed T&Cs,</p> <p>CHAIR: these are valuable insights and will be included in the HATF paper CISHA: we need honest conversations and to look at what other airports, nationally, have or are doing to better understand the situation.</p> <p>Community suggestions:</p> <ul style="list-style-type: none"> Heathrow should offer lower prices than these rogue Meet & Greet operators so that pricing is more competitive. Lower prices tend to attract more business. Police at Polar Park need to work in partnership with those in the south of the borough on this. Meet & Greet companies should be licenced like taxis are <p>Thank you to Aviation Policing for attending.</p>	<p>7. CHAIR: contact Mike Smooker for contribution to HATF paper.</p>

Commented [BC10]: We need a term to described them. E.g. 'unapproved'? (not sure that is right)

Commented [HG11R10]: Suggest we use the term rogue operators, have set out the three definitions at the beginning.



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<p>SURFACE ACCESS ISSUES: PARKING – HEATHROW TEAM</p> <p>Work undertaken since last meeting</p> <ul style="list-style-type: none"> • Have been developed a heat map of hotspot areas from feedback received from members and residents. Must file to work feedback from the forum on this. • Working with the surface access team to offer a community road into taxi bus & hire parking. There will be an opportunity for the forum to provide this. • Working with Hager to prepare the paper that will be submitted on behalf of the LCF to Heathrow's Local Transport Forum (LTF). There will be an opportunity for the forum to provide this. <p>Slide 1: work undertaken so far. At the last community meeting we had an update from Aviation Policing and identified that tackling local parking issues was a priority for this forum</p> <p>Parking Complaints 2022</p>  <p>Since that meeting, we have pulled together a heat map of hotspots, based on complaints we have received from both the LCF and through our community relations line. The intention is for this heatmap to be a working document.</p> <p>Heathrow team were due to go on a 'Day of Action' with London Borough of Hillingdon and Transport for London (TfL) to tackle some anti-social parking issues and signpost to the Authorised Vehicle Area (AVA). The was unfortunately cancelled by TfL.</p> <p>Next steps before next forum</p> <ul style="list-style-type: none"> • Additional meeting on Wednesday 7th June (10:00-11:00) when we will be joined by the Chair (Head of Surface Access Strategy and Governance) to discuss feedback. The LCF strategy will outline the heat map and a community road into the parking. There will also be part of the paper which Hager will submit to LTF on this. • Paper to discuss details of the paper (22nd June) for members' consent/feedback ahead of submitting to LTF • Members to feedback on additional hotspots to Sarah/Hannah that we can have a meeting to discuss at the time. • Heathrow to schedule planned day of action with Hillingdon Council <p>We will hold another working meeting on 7 June regarding Taxi & Private Hire Vehicles and feedback on impacts of the ULEZ. Representatives from the Heathrow Surface Access team will be in attendance at this meeting.</p> <p>Geofencing currently only applies to Uber drivers, but this can be brought up at the meeting with the Surface Access team.</p>	<p>8. ALL MEMBERS: please provide feedback/locations on parking issues to the Community Engagement team – street names/postcodes.</p> <p>9. SARAH PICKTHORNE/ HANNAH GEORGE: send details of this meeting to LCF members</p>
<p>BUSINESS UPDATE – BECKY COFFIN</p> <p>Traffic figures: Just over 6 million passengers travelled through the airport in April and despite the strikes over Easter we continued to deliver excellent passenger service over the Easter getaway.</p> <p>Following an audit by the Wildlife Trust, Heathrow has retained the Biodiversity Benchmark Award for 2022 with many residents living near these sites.</p> <p>On Sunday 23 April, eight Heathrow colleagues took part in the 2023 London Marathon raising money for the Heathrow Community Trust (HCT) and a charity of their own choice. Runners raised over £10,000 for HCT.</p> <p>Claire Knight, Chair of HCT, spoke earlier this year about funding streams and HCT will close their Communities Together large grant applications on 30th May.</p> <p>As part of the coronation celebrations our Community Investment team delivered 10 community days with 63 colleagues volunteering in Stanwell, Stanwell Moor, Harmondsworth & Colnbrook prepping areas ready for their celebrations. Colleagues enjoyed getting out in the local community so thank you to those who gave us the opportunity to do so.</p>	



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<p>We will have a new colleague in the Community Investment Team, James McKenzie-Boyle who joins us as a Senior Community & Charity Partnership Manager. He will be looking after our commitments in the Giving Back Programme and will be leading the working group on this also</p> <p>There is no update on any Ultra Low Emission Zone (ULEZ) mitigation plans, but members will have the opportunity to ask the Surface Access team for further information at the meeting on 7th June.</p>	
<p>AOB</p> <p><i>Is there an update on the Park & Ride proposals?</i> We are still exploring all options; eg interest free car loans, a green car scheme and investment in alternate transport routes. There has been targeted investment in new bus routes as part of this plan.</p> <p><i>Harmondsworth resident would like a list of commercial properties Heathrow owns</i></p> <p><i>Concern raised around more private jets arriving at Heathrow and their greenhouse gas emissions.</i> Business aviation is very expensive, yes these smaller private jets emit more CO2 per passenger but they are not scheduled at night. Other regional airports handle more private jets and this is not a growth area within Heathrow.</p> <p>Next meeting: 18th JULY AT COLNBROOK VILLAGE HALL</p> <p>END OF MEETING: 20:13</p>	<p>10. BECKY COFFIN: can look into obtaining a commercial property list from property team</p>