

**Heathrow Local Focus Forum- Tuesday 27<sup>th</sup> April 2021**  
**4.20pm-5.50pm Virtual Meeting- DRAFT meeting notes.**

<b>Name</b>	<b>Borough/ Organisation</b>
<b>Attendees/ Members</b>	
Cllr Wendy Matthews	Iver Parish Council
Elaine Mells	Pavilion Association
Nigel Mells	Pavilion Association
Puja Bedi	Colnbrook with Poyle Parish Council
Peter Hood	Colnbrook Residents Association
Armelle Thomas	HASRA- Harmondsworth Resident
Christine Taylor	HASRA- Harlington Resident
Ian Millin	Chair- Stanwell Village Hall
Jane Taylor	HASRA Chair- Sipson Resident
Cllr June Nelson	Heathrow Villages Ward Councillor
Becky Coffin	Communities and Sustainability Director
Laura Jones	Operational Impacts & Community Engagement Lead
Hannah George	Community Engagement Manager
Sara Shah	Community Investment Officer
<b>Guest Speakers</b>	
James Cornelius	Sponsorship Lead (Heathrow)
Richard West	Stakeholder Engagement Manager (Heathrow)
<b>Apologies</b>	
Graham Young	Richings Park Residents Association

## Welcome and Introductions

- 1.1 Becky Coffin (BC) Welcomed attendees to the meeting and spoke of a brilliant visit to Colnbrook that morning. BC commented that it was good to finally be able to get back out into the local communities in person.
- 1.2 Each member introduced themselves and the organisation they represent.
- 1.3 BC covered the agenda for the meeting and encouraged members to save questions for the end of each update.

## 2

### Surface Access Update

- 2.1 BC Introduced James Cornelius (JC) Heathrows Sponsorship Lead.
- 2.2 JC explained that today he would be covering an update on Heathrows Proposal for a Forecourt Access Charge (FAC) as well as an update on the design principles for Heathrows Sustainable travel hub.
- 2.3 JC shared that In 2019 Heathrow published proposals as part of the Airport Expansion Consultation (AEC) to introduce the Heathrow Ultra Low Emissions Zone (HULEZ) in 2022 which would transition to an access based charge prior to runway opening to meet our Airports National Policy Statement (ANPS) targets. The primary purpose was to address air quality issues during Expansion construction, and to effect mode shift to public transport in pursuit of our Airport National Policy Statement (ANPS) targets as the third runway opened.
- 2.4 JC explained that Heathrow are proposing a FAC and that whilst the challenges identified during Heathrows AEC no longer exist, a form of road charging remains a key element of our Surface Access strategy and aligns with our strategic objectives,
- 2.5 JC explained that Heathrow were aiming to launch the scheme in quarter 4 of this year (2021) with an implementation of a £5 charge to all vehicles which access the terminal departure forecourts unless they are exempt. The list of which is still being defined. The charge is incurred per trip, starting on forecourt entry and ending on forecourt exit. Payments can be pre-paid or up to 72 hours after leaving the forecourt, failure to do so will result in a parking charge notice.
- 2.6 JC said that the charge was in line with other airports FAC, ranging from £3 at Birmingham and as much as £7 at London Stansted.
- 2.7 JC explained that Heathrow had decided on the implementation of Free Flow ANPR Cameras rather than barriers.
- 2.8 JC Paused for questions on the FAC.

**2.9** Ian Millin (IM) asked whether Heathrow will be monitoring the increased parking in local villages from passengers and those collecting from the airport and the impact that will have to those living adjacent to the airport.

**2.10** JC expressed that he felt the FAC would remove the incentive to park in local villages that the charge would result in less private hire vehicles waiting in the local community. He also explained that it was free to drop off and park in the long stay car parks for 2 hours and to get the free bus to the terminals and that he hoped people would see this as a more attractive offer than parking in the villages and paying for public transport.

**2.11** Nigel Mells (NM) asked whether there would be an option for passengers to pay the drop off charge inside the terminals, to help assist those who are not online.

**2.12** JC said that was not currently part of the plans and that the expectation is that each payment would be made online or through the automated telephone service.

**2.13** **ACTION** Wendy Matthews (WM) asked if a map of the long stay car parks and a copy of the bus timetables could be provided.

**2.14** Christine Taylor (CT) asked whether Heathrow would look to expand the charge to other Heathrow owned roads around the airport perimeter.

**2.15** JC explained that there were no plans to extend the charge to the wider campus roads.

**2.16** Peter Hood (PH) questioned whether there would be charges for pickups.

**2.17** JC explained that nobody should be using drop off zones to pick up passengers and that's what the short stay car park is for. JC reiterated that alternatively people could park in the long stay car parks for free.

**2.18** Armelle Thomas (AT) asked what would happen with the revenue from the charge.

**2.19** JC explained that Heathrow is a single till regulated business so although there won't be a direct link to how the revenue is used, that the regulators preference is that it would be used towards the ambitions of Heathrow 2:0.

**2.20** JC moved on to his update on Heathrow sustainable travel hub.

**2.21** JC explained that due to the impacts on the business from Covid 19, Heathrow unfortunately have had to reduce investment in the free travel zone.

**2.22** JC informed that Heathrow were now taking the opportunity to review how they might develop the new travel scheme as part of the sustainable travel hub.

**2.24** JC shared Heathrow's initial design proposals for the sustainable travel hub and explained that the team were currently fleshing out the proposal.

**2.25** Puja Bedi (PB) informed JC that the 459 bus from Colnbrook has been cut and is having an impact on local residents getting to amenities, PB also asked whether the 703 was no a permanent fixture.

**2.26 ACTION** JC agreed to take away and find out more detail. Hannah George (HG) to provide update.

**2.27** CT raised that because of certain subsidies workers could get to work at Heathrow cheaper from Guildford than they could from Hounslow. CT encouraged Heathrow to consider this in their planning and find ways to support workers living closer to the airport.

**2.28** JC recognised the issue and said Heathrow would look to ensure there is equitable distribution of benefit to the updated scheme, however Heathrow are limited on what operators will do in working with us.

**2.29** PH raised that Colnbrook has been promised a bus gate, this is a topic that had been discussed regularly at the Poyle Business forum, however nothing has been done and slough are not providing plans of the proposal. PH asked if Heathrow could engage with Slough and provide an update.

**2.30 ACTION** JC to take away and speak to colleagues working on freight issues. HG to provide an update.

**2.31** Wendy Matthews (WM) asked for an update on the freight hub.

**2.32 ACTION** Update to be provided by colleague at the next Local Focus Forum.

### 3

#### Operational update

**3.1** BC introduced Richard West, Stakeholder Engagement Manager.

**3.2** Richard West (RW) provided an update on monthly flight movements from January 2020.

**3.3** RW highlighted that numbers rose in the summer until lockdown was announced and that the graph (See slide pack) showed the correlation with the pandemic.

**3.4** RW updated that Heathrow were currently still operating on just one runway and were alternating each week. RW explained this was under constant review and that we would continue to provide updates to local communities on when this might change.

**3.5** AT expressed that there had been weeks where residents expected to be on respite, however that didn't seem to be the case. AT asked whether this had been down to a particular reason and was this the case for the Southern runway as well.

**3.6 ACTION** RW said that he wasn't aware of this issue occurring but that he would go away to seek more detail and come back with an update.

**3.7** IM asked if there was any data RW could provide on aircraft arriving and departing between 11pm and 4.30am.

**3.8 ACTION** RW to share quarterly reports with the forum. HG to circulate.

## 4

### Community Forums Review

**4.1** BC provided an updated on the progress the Communities Team are making on the Community Forums Review.

**4.2** BC reiterated what was covered in the previous meeting update, that the team had taken the opportunity to review and streamline their engagement forums due to the impacts of Covid 19 on the resource of the team but also to ensure meetings remained productive and beneficial for its members and that Heathrow remained committed to working with its communities.

**4.3** BC explained that the team had now received feedback from the consultation which was launched back in January. The consultation was to sort views from local Stakeholders. There was a total of 38 responses.

**4.4** BC Thanked those who had taken time to respond.

**4.5** BC explained that summary of the feedback had been pulled together by the team and shared with stakeholders.

**4.6** BC shared some of the key messages that has come through the feedback. There was a strong support for independent chairs and inviting important stakeholders from outside of Heathrow, for example- DFT, NATS, CAA. BC explained that some stakeholders had fed back that meeting agendas felt too Heathrow heavy and that build a lack of trust and transparency, which is something the team would like to work on changing. It was also recognised that 2 representatives from each Community group was preferred for future forums.

**4.7** BC explained that the team were now working through implementing the feedback into the future proposals. For example, how we might involve independent chairs in the future where appropriate.

**4.8** BC recognised that the Heathrow Community Engagement Board are currently going through a transition period and that there was a need to look at both together to understand how they interlinked in the future.

**4.9** BC said the team aimed to share an updated on the proposed structure at the next meeting.

**4.10** BC welcomed any questions.

**4.11** AT asked who the team were looking to recruit for the role of independent chairs and would be looking at universities.

**4.12** BC explained that there would need to be some criteria set, this might include experience and knowledge relevant to the forum, however we would not predetermine on where people came from, it could be someone from a university or a local resident. BC said that the process will be shared in due course.

**5**will ensure we capture the right person.

**4.14** BC explained that the team were taking time over the complex review to make the most of a unique opportunity to listen to our communities, BC Thanked those who had taken the time to give feedback and engage in discussions with us.

## 5

### AOB

**5.1** BC welcomed any other business from attendees.

**5.2** AT asked for an update on the ongoing issue with the closure of the post office in Harmondsworth. AT explained that this issue had been brought to Heathrows attention back in 2019 and that previously there had been discussions about a mobile post office service.

**5.3** BC acknowledged the issue and sympathised that unfortunately due to the impacts of Covid 19 this was beginning to happen across the country. BC invited Hannah George (HG) to provide an update on the correspondence she had with Royal Mail.

**5.4** HG explained that she had contacted Royal Mails customer care team and was awaiting a response.

**5.6** AT explained that she had given contact details to BC and would send them on to HG to pick up. **ACTION** AT to share contact details with HG.

**5.7** PH thanked Heathrow for the defibrillator donation and asked whether there was any training that could be provided from the ambulance services.

**5.8** WM raised that she had been promised a defibrillator but hadn't received any further updates.

**5.9** **ACTION** Sara Shah (SS) explained that due to government restrictions there had been delays in deliveries. SS said she would contact PH and WM directly to discuss further.

**5.10** CT explained that the crown pub had organised training privately, however she would welcome SS updating on whether there is training available as there may well be others who would like the opportunity.

**5.11** CT then asked if there was an update on expansion time line, particularly around property schemes as they are currently all suspended.

**5.12** BC said that there would be an update she could share shortly. **ACTION** HG updated members on 29/04/2021 that Heathrows Interim Property Hardship Scheme has been reinstated.

**5.13** BC closed the meeting and informed members that the next meeting is scheduled for Tuesday 27<sup>th</sup> July 2021. BC encouraged member to get in touch with HG with agenda items.

### Action Updates

- **459/703 services to Colnbrook – what is the outlook for services to Colnbrook?**  
Connections between Colnbrook to Heathrow were improved on 2 November 2020 when the 703 was diverted via the village, approximately every hour on all days of the week. This has helped reduce the impact of the 459 withdrawal since the 4 April 2021, with only the absence of a pre 05:50 arrival at Terminal 5 being the main difference. We are looking at where the existing public transport network doesn't quite meet the needs of airport shift workers, with a view to delivering some solutions in 2022. Colnbrook's proximity to the airport means that any improvements from the west of Heathrow could benefit residents in the village.
- **What is the latest on the Colnbrook bus gate?** The bus gate on Poyle Road is a Slough Borough Council proposal and was of interest to Heathrow as it would have given greater priority to more bus services under a 3<sup>rd</sup> runway scenario. Currently, there is only one bus per day scheduled to operate along this section of road in either direction (route 305, Mon-Fri only), following the withdrawal of the 10/10A on 4 April 2021.
- **What is the latest on the freight hub proposal?** The Truck Call Forward Facility, to be located off the Southern Perimeter Road, is still part of our plans, along with a scheduling system linked to this. This will enable hauliers / forwarders to schedule their arrival with handlers at the Cargo Centre and will provide a location to wait if they arrive early. This will reduce the likelihood of freight vehicles waiting on local residential roads. It will also provide improved predictability for operators which should enable more efficient movements with higher loads and therefore reduce the number of freight vehicle trips. The implementation has been delayed by the devastating impact of Covid-19 on the Airport's finances, but we are working in partnership with key stakeholders in the cargo community to implement this as soon as possible. We will also be meeting with Local Authorities to discuss the issue and identify any further recommendations to mitigate against it.