

**Heathrow Local Focus Forum – Tuesday 19<sup>th</sup> January 2021****4.20pm – 5.50pm Virtual – DRAFT Meeting Notes**

| <b>Name</b>                          | <b>Borough/Organisation</b>                          |
|--------------------------------------|--|
| <b>Attendees- Members</b>            |  |
| Cllr Wendy Matthews                  | Iver Parish Council                                  |
| Ian Millin                           | Chair – Stanwell Village Hall                        |
| Elaine Mells                         | Pavilion Association                                 |
| Nigel Mells                          | Pavilion Association                                 |
| Peter Hood                           | Colnbrook Residents Association                      |
| Jane Taylor                          | HASRA Chair – Sipson Resident                        |
| Christine Taylor                     | HASRA – Harlington Resident                          |
| Graham Young                         | Richings Park Residents Association                  |
| Puja Bedi                            | Colnbrook with Poyle Parish Council                  |
| Veronica Rumsey                      | HASRA, Friends of the Great Barn                     |
| Phil Rumsey                          | HASRA, Friends of the Great Barn                     |
| Gurpal Viridi                        | Cranford Residents Association                       |
| Becky Coffin                         | Director of Communities and Sustainability, Heathrow |
| Elizabeth Beale                      | Community & Charity Partnership Manager, Heathrow    |
| Andrew Macmillan                     | Chief Carbon & Strategy Officer                      |
| Hannah George                        | Community Engagement Manager                         |
| Richard West                         | Stakeholder Engagement Manager                       |
| Sara Shah                            | Community Engagement Officer                         |
| <b>Attendees-<br/>Guest Speakers</b> |  |
| John Holland-Kaye                    | CEO, Heathrow  |
| Tony Caccavone                       | Surface Access Director, Heathrow                    |
| <b>Apologies</b>                     |  |
| Peter Jeffery                        | Stanwell Preservation Action Group                   |

## 1 Welcome and apologies

- 1.1. Becky Coffin (BC) introduced herself and other Heathrow colleagues joining the meeting. BC asked Andrew Macmillan to introduce himself, explaining that he is the Executive Director with responsibility for Communities.
- 1.2. BC thanked members for their feedback following the September meeting and hoped that today's format will better allow two-way conversation.

## 2 CEO's Annual Address

- 2.1. BC welcomed John Holland-Kaye (JHK) to give his annual update to members and take questions.
- 2.2. JHK thanked members for taking the time to meet with Heathrow. He expressed sympathy for all those who have been personally impacted by Covid-19.
- 2.3. JHK thanked all members who have gone above and beyond to support their communities through these challenging times.
- 2.4. JHK said that supporting the community had always been high on the priority list for Heathrow, he was aware how Heathrow supported many of the jobs and careers of people living in the local area. For this reason, he was pleased the business had committed to there being a job for everyone in frontline teams who wants one.
- 2.5. JHK highlighted some of the work Heathrow has done to support the community during the pandemic, including donating laptops to local primary schools and delivering donations to local foodbanks. He also explained how the business had suspended its charity partnerships with CARE International and DofE, in order for all of the limited resource Heathrow has to be diverted to support the Heathrow Community Trust. JHK said that the business has consistently aimed to keep members updated on what is happening at the airport.
- 2.6. JHK said that 2020 was a far tougher year than anyone could have predicted, and that 2021 will also be heavily impacted by Covid, with the business not expecting to see any material improvement in Q1. JHK said that 2021 will be an important year for sustainability – the government has made some good steps forward in the last nine months, including with a shift towards electric vehicles. He added that the main source of air quality issues locally is from diesel and petrol vehicles. JHK said that AM is the Exec Director with responsibility for Carbon, and that Heathrow is working with the government to move to a world where zero carbon flying is possible.
- 2.7. JHK offered to take questions from members.
  - 2.7.1. Nigel Mells (NM) said that he felt that there is a lot of traffic currently going to and from the airport, and asked JHK why this was, given that he believed the government were restricting the number of people who could fly. JHK explained that Heathrow has moved from an average of 1500 air traffic movements (ATMs) per day, to around 500, and this includes a big increase in dedicated cargo flights. He added that each passenger flight was also operating with fewer average passengers, which meant that Heathrow was only seeing around 10% per day of passengers in comparison to pre-Covid-19. JHK then explained that Heathrow is working with the government to set-up a vaccination

centre, as well as further expand testing capacity – Heathrow has the capacity to undertake 25,000 tests per day. He said that some of the vehicles Nigel has observed may relate to this.

- 2.7.2. Peter Hood (PH) thanked Heathrow, including the Heathrow Community Rangers, for their support for the Colnbrook Museum, and said that when restrictions allow, everyone is welcome to visit. JHK thanked PH for the invitation and said that it was great to see the progress that had been made despite the challenging context. PH said that he was concerned about the impact that a potential third runway was having on Colnbrook. He said that Slough Borough Council has still not installed a bus gate in Colnbrook and that freight has not ceased at all since the pandemic began. PH shared his concerns about the running of Colnbrook with Poyle Parish Council, and the representation of Colnbrook by members. JHK said that Heathrow would speak to Slough regarding the bus gate.
- 2.7.3. Graham Young (GY) said that he had heard from a friend, who worked at the airport, that she felt that terminal consolidation had led to a lack of social distancing and that there was limited enforcement of mask wearing. He asked for Heathrow's policies and JHK's thoughts on this. JHK explained that Covid safety for colleagues and passengers at the airport is the first priority, and that anyone working in a fixed location has a Perspex screen. He added that there are Covid safety marshals in operation to enforce social distancing and mask wearing, and that a mask is required for someone to be permitted access to the terminal, unless exempt. JHK said that if GY's friend had specific ideas of what Heathrow could be doing, to please let us know. He concluded by explaining that a Team Heathrow colleague will have their airport pass removed from them if they are found to not be wearing a mask properly.
- 2.7.4. Puja Bedi (PB) asked for JHK's support with re-engaging Slough on the installation of a two-lane bus gate in Colnbrook. PB explained that the Poyle Business and Community Forum had previously engaged freight companies on driver behaviour but that she believes this continues to be a concern for the community. She also requested an update on a lorry park at Heathrow. **ACTION** - JHK explained that Heathrow would come back to her with an update on the lorry park and that he offered Heathrow's support to get DHL and Slough back round the table to discuss the bus gate.
- 2.7.5. Christine Taylor (CT) explained that she had attended the recent HCEB Independent Forum, where there had been a presentation from Lord Blunkett on the Heathrow Local Recovery Plan. She said that she felt after reviewing the document, that the North of Heathrow had been ignored, and questioned what input from the London Borough of Hillingdon, there had been. CT also highlighted that Heathrow had been unable to provide support for a foodbank in the Heathrow villages, because there was not one. BC explained that a representative had inputted on behalf of the council and that one of the three roundtables held was specifically to cover the communities north of the airport. She added that some of the issues/points raised in the report may not be relevant for all communities, but she hoped others could be identified with. BC added that Heathrow will look to work with members and HCT to see if any support can be given in lieu of a foodbank in the Heathrow villages. JHK asked CT to let Heathrow know if she feels anything substantive has been missed from the Local Recovery Plan. CT questioned the Hillingdon representative's knowledge of the Heathrow Villages, and said that she was aware of the historical relationship between Heathrow and LB Hillingdon. JHK explained that he had written to LB Hillingdon's new leader this morning

(19<sup>th</sup>) and that he would like to be in a position to have constructive conversations with the council, in order to allow us to support local residents in the Heathrow Villages.

- 2.7.6. Gurpal Viridi (GV) asked whether given recent discussions around climate change and the two court cases on the Airport National Policy Statement (ANPS), Heathrow will continue with Expansion as previously proposed, or look to expand on a smaller scale. JHK explained that Heathrow had only received the Supreme Court ruling just before Christmas and that he will be able to give a better update on what the businesses intentions are, once these discussions have taken place internally. JHK added that climate change is something that the business needs to tackle regardless of Expansion and that alongside the aviation and energy sector, as well as the government, the business needs to deliver net zero carbon in aviation by 2050. He added that if Heathrow progresses with Expansion, the previous proposal, including length and location of runway is unlikely to change. JHK said that he understood that local communities had been living with Expansions plans for a long time, and his priority was to be able to bring clarity.

### **3 Surface Access Update**

- 3.1. BC introduced TC (Tony Caccavone), Heathrow's Surface Access Director.
- 3.2. TC explained that he is responsible for how passengers and colleagues travel to and from the airport, which includes active travel and public transport. He added that within his remit, is also encouraging the government to introduce Western and Southern rail.
- 3.3. TC explained that the business has had to take tough decisions due to the impact of Covid-19 on operations and revenue. He explained that whilst Heathrow was able to protect the Free Travel Zone in 2020, unfortunately in 2021, Heathrow would no longer be providing these subsidies. He explained that it was worth members being aware that whilst bus operators are able to apply for government grants available to them, Heathrow is not able to apply for this. TC added that he hoped the FTZ would return in an improved way in 2022.
- 3.4. TC explained that passengers can continue to travel between Heathrow terminals 2 and 5 free of charge, and that Heathrow colleagues can continue to travel for free on the Heathrow Express, in line with government restrictions.
- 3.5. TC said that as part of bringing back the FTZ in 2022, Heathrow has included provision in its latest regulatory submission to the Civil Aviation Authority (CAA), as the business would like their support to make this possible. TC said that he was keen to know from the local community what would make a good public transport service for them.
- 3.6. TC explained that members may have seen Heathrow announce a proposal to introduce a Forecourt Access Charge (FAC) in October 2021. He said that this was very different from the Heathrow Vehicle Access Charge that was included in the Expansion proposals, including by being significantly cheaper for users (£5). TC explained that the purpose was two-fold – to prevent a car led recovery and to raise revenue for the airport. He added that Heathrow and Gatwick are currently the only two major airports in the UK with no FAC, and that Gatwick had already announced their intention to introduce one too.
- 3.7. TC welcomed questions from members.

- 3.7.1. PB asked for an update on the 459 bus route. TC provided the following written update during the meeting: *“the 459 is currently operating on a 2-hourly frequency. It is likely that this is only because the operator is receiving a Government grant to continue operating the service. When the Govt grant runs out it is likely this service might also stop running”*.
- 3.7.2. PH asked whether TC’s remit included freight. TC explained that his remit does include road layout. He added that during Expansion, there were much greater possibilities to support in this area, but that a lack of funds now made it difficult to introduce any substantive freight related changes. PH said that he felt that significant improvement was needed to J14 of M25, for the access and egress of vehicles to Colnbrook and the Poyle Industrial Estate, which he believes leads to problems on Bath Road and around the village of Colnbrook. PH added that he felt free bus services can often aid the provision of fly parking in villages and that off airport carparking was a problem for his community. TC explained that Heathrow is working with local authorities on this, however the enforcement of parking restrictions is ultimately their responsibility.
- 3.7.3. CT said that she had heard that the funding for TENAG (Transport, Noise and Environment Advisory Group) had been cut, which she felt was concerning, as the group had provided a constructive way for Heathrow and residents to communicate on a specific issues. She said that she believed that vehicles were parking in Sipson Way, for passengers to use local buses, and wants Heathrow to consider the unintended consequences of Surface Access decisions. TC said that the Heathrow Area Transport Forum would be continuing and that he is keen to maintain local community representation at this forum.
- 3.7.4. GY said that he would like to see revenue raised from the FAC reinvested into local public transport, and that ‘black cabs’ are too required to pay the £5 charge at the airport. TC explained that black cabs already pay a charge to use the taxi feeder park, and that all vehicles using the forecourt would be liable to pay the FAC.
- 3.7.5. Wendy Matthews (WM) explained that she felt since lockdown was eased, that HGVs have been parking throughout Iver Village, and she believed that these were waiting for slots at Heathrow. She asked TC what progress had been made on this. TC explained that Heathrow is continuing to work with local freight operators and would welcome specifics from WM on particular roads or operators that were causing an issue. WM said that the companies were usually unidentifiable from the vehicles, and that she had witnessed anti-social behaviour from drivers to residents. TC said that he would revisit this with colleagues. **ACTION** – to provide an update at the next meeting.

## 4 Local Community Update and 2021 plans

- 4.1. Elizabeth Beale (EB) gave an overview of the activities that had been undertaken by the Heathrow Communities Team, to support local people during Covid-19. She highlighted that the Heathrow Community Rangers have continued to undertake their roles, including recently, supporting the maintenance of outdoor space at Waye Avenue Allotments, Colnbrook Museum, Stanwell Moor Village Hall and St Thomas’ Church Colnbrook, as well as with the distribution of learning packs home on behalf of local schools. She added that before Christmas the Ranger team delivered and decorated Christmas Trees for the five local primary schools, and that the business made donations to four local foodbanks to help them with their provision at Christmastime.

EB explained that Heathrow has reached out to all Team Heathrow companies to ask if there are any donations they would like to make to the community, and to offer the logistics support of the Rangers. She said that DHL Aviation was the first company to come forward to offer a donation.

- 4.2. EB explained that Heathrow will continue to commit to the support it provides to communities which makes the greatest difference. She said that this included Heathrow's partnerships with five local primary schools and the Heathrow Community Ranger team. She asked members to come forward if they would like the support of the Rangers in their community. EB encouraged members to come forward with any suggestions for community investment activities in 2021.
- 4.3. EB explained that Heathrow has suspended its national and international and charity partnerships in order to prioritise its local charity partnership with the Heathrow Community Trust in 2021. She said that this means that not only Heathrow's donation, but also passenger donations will now go to support local communities through HCT. EB explained that HCT have received additional funding from the National Lottery to distribute grants in Hillingdon. She added that this has not been officially announced yet, but Beccy Bowden (CEO, HCT) wanted us to make members aware, and that we will update members as soon as we have more information.
- 4.4. PB thanked Heathrow for the support for Colnbrook Cares. EB thanked PB for all her work to support her local community.
- 4.5. IM thanked Heathrow for the support for Stanwell Foodbank, particularly with heavy lifting and distribution of care packages to a local hospital.
- 4.6. BC encouraged members to please tell Heathrow what support they need, so that Heathrow can direct the limited resource it has, in order to make the most significant difference.

## 5 Local Focus Forum Annual Review

- 5.1. BC introduced the Annual Review, explaining that this is undertaken on a yearly basis, as per the LFF's Terms of Reference. She highlighted to members that it looks a little different this year, as the LFF has had to operate differently due to Covid-19.
- 5.2. CT said that the Annual Review was still relatively new for the LFF and that it was a helpful way to look back over the year. She said that representation had previously been discussed by members as a concern, yet it appeared from the document that Slough and Spelthorne had high representation. She said that many councillors seem to never attend or contribute. CT asked whether Heathrow was looking to rectify this. She said that she felt a member's place should go to someone else, if they consistently fail to attend. BC explained that this was exactly the kind of improvement Heathrow was looking to introduce via the forums consultation. She encouraged Christine, and others, to make their thoughts known via the feedback form.
- 5.3. VR said that she had tried to open the Annual Review but had been unable. **ACTION** - EB to resend<sup>1</sup>.

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<sup>1</sup> Sent 01/02/2021



- 5.4. BC thanked members for their comments and explained that EB would now update the Annual Review to mark as the final version.
- 5.5. BC said that Heathrow was committed to finding the best way to work together with communities going forward. She said that Heathrow had therefore launched a consultation on its forums last week and that she would like members to help shape the way the business engages locally<sup>2</sup>. BC explained that as part of the consultation, the aim is to eliminate duplication, in order to ensure we maximise the use of the fewer resources that the business now has.
- 5.6. BC explained that an update will be provided on the outcome of the consultation in the Spring.

## 6 Heathrow Report – tabled

- 6.1. BC explained that this was circulated to members via email last week.

## 7 AOB

- 7.1. CT commented that members had previously received updates on the number of homes Heathrow had purchased under the Hardship and Statutory Blight Schemes, but that they had not received an update recently. BC thanked CT for raising and said that any applications that had been received prior to the Court of Appeals ruling will be completed, and that no new applications are currently being accepted.
- 7.2. VR said that she felt that there had been a severe flooding problem in Harmondsworth, with the road to Saxon Way trading estate impassable, and the allotments under water. She said that BA had not responded to her and asked whether Heathrow could do anything. **ACTION** - BC explained that there could be a range of factors for this, but that Heathrow would speak to engineering team for advice.
- 7.3. BC thanked all members for attending and closed the meeting.

## Date of next meeting

Date and details to be confirmed.

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<sup>2</sup> To respond to the Consultation:

- Online: <https://www.heathrow.com/company/local-community/community-forums-review>
- By email: [communityengagement@heathrow.com](mailto:communityengagement@heathrow.com)
- By post: to the Community Engagement team at The Compass Centre