

Heathrow Local Focus Forum – Tuesday 26th April 2022
4:00pm – 6:00pm Hybrid Meeting – DRAFT Meeting Notes

Name	Borough/ Organisation
Armelle Thomas	HASRA
Christine Taylor	HASRA
Elaine Mells	Pavilion Association
Graham Young	Richings Park Residents Association
Nigel Mells	Pavilion Association
Peter Hood	Colnbrook Residents Association
Phil Rumsey	HASRA, Friends of the Great Barn
Cllr Puja Bedi	Colnbrook with Poyle Parish Council
Veronica Rumsey	Friends of the Great Barn
Cllr Wendy Matthews	Iver Parish Council
Becky Coffin	Chair, Heathrow, Communities & Sustainability Director
Dr Roger Green	Newly appointed Heathrow LCF Independent Chair
Andy Knight	Heathrow, Operational Impacts & Engagement Lead
Claire Berridge	Heathrow, Head of Surface Access Commercials
Svenja Duppenbecker	Heathrow, Community & Charity Partnerships Manager
Sarah Jane Pickthorne	Heathrow, Community Engagement Coordinator
Hannah George	Secretariat – Heathrow, Community Engagement Manager

Apologies

Jane Taylor, HASRA

Peter Jeffery, Stanwell Preservation Action Group

Presentations

For copies of the meeting slides, please use this link: [LFF Slides April 22](#)

The meeting began at 16:00 with the first fifteen minutes given for networking and light refreshments.

1. Welcome and Introductions – Becky Coffin

- 1.1** Becky Coffin (BC) welcomed members to the meeting and expressed her delight in this being the first opportunity for the forum to be run in person since the pandemic started in 2020.
- 1.2** BC acknowledged those who had joined the meeting remotely and thanked members for safeguarding the time in their busy schedules.
- 1.3** BC explained that she would ensure all members, regardless of whether in the room or joining remotely, were able to actively engage within the meeting.
- 1.4** BC extended a special welcome to Sarah Jane Pickthorne who had just joined the Heathrow team as Community Engagement Coordinator, as well as to Dr Roger Green, who had recently been appointed as the new independent chair for the forum.
- 1.5** BC invited members to introduce themselves and the community organisations they represent.
- 1.6** BC went through the actions from the previous meeting:
- 1.7 (Actions 2.14 & 2.16)** were for Timothy Wells (TW) to contact Peter Hood (PH) regarding an update on the Poyle Road bus gate and the tree felling works. This conversation has been carried out and Tim and the team will continue to update Peter and the rest of the forum on progress.

- 1.8 PH confirmed that TW had been in touch to discuss the Poyle Road Bus gate further, however he still hadn't received an update regarding the tree felling and wasn't sure whether it had something to do with the Environment Agency.
- 1.9 **(New action)** HG to follow up with the Heathrow Biodiversity Team and provide PH and members with a more comprehensive update.
- 1.10 **(Action 2.25)** Timothy Wells committed to following up with Roy Clarke to find out the best way for members to direct their feedback regarding parking issues to the London Borough of Hillingdon. Contact details have been provided as part of the Communities Update Paper, which will be circulated alongside slides after this meeting (*contact details shared as part of the Communities Update Paper, circulated on 29th April*).
- 1.11 **(Action 5.15)** JHK committed to a community visit to address some of the concerns regarding Heathrow owned properties and their tenants (*visit scheduled for 19th May*).
- 1.12 **(Action 5.21)** PH had asked for some support from the team a public house in Colnbrook that had fallen into disrepair and whether Heathrow could look to support in making it a useable community space again. **(New action)** Svenja Duppenbecker (SD) to explore further with PH directly.
- 1.13 **(Action 3.13)** AK to provide members with an update regarding what was meant by "meaningful respite" in terms of airspace modernisation (*AK provided the below update to members in the meeting*):
- 1.14 *Having sought a definition for the term "meaningful respite" from colleagues who are experts on aircraft noise, there is no commonly accepted definition in the context of airspace change. Rather, the language on the topic continues to evolve. This is mainly because there is no accepted objective industry measure which would allow us to demonstrate the impact of airspace designs using standard and supplementary metrics (e.g. number of overflights, time without overflight, periods with noise levels greater than a specified amount) and that the individual can place a value on this.*
- 1.15 *Heathrow is attempting to move this position forward by commissioning independent research and continuing to influence the Government to do the same, and to provide clearer policies and guidelines. We have developed some objective metrics from a recent noise respite report produced for us by Anderson Acoustics, in which the research found that after having been told about managed respite, and for areas with average aircraft noise levels above 57dBLAeq, 16h (where respondents expressed benefit of respite), average noise level differences of at least 9dB were judged as "valued"; and differences between 4 and 9 dB at least "noticeable". The research also highlighted that there could be considerable benefit to the airport even if periods of respite achieved only modest reductions in noise (i.e., 2 to 3dB) – as the majority of respondents said they would feel more positive about the airport even if it would not be particularly noticeable (although a small minority would see it as a waste of resources).*
- 1.16 PH expressed his disappointment that no progress has been made with implementing the Cranford Agreement to enable respite to residents who are impacted by easterly operations.
- 1.17 BC explained that the Cranford agreement is included as part of the Airspace Modernisation programme, which AK can provide more detail on in his update later in the meeting.
- 1.18 Armelle Thomas (AT) expressed her concerns that no one in the aviation industry seemed to be able to describe what meaningful respite meant and suggested Heathrow considered carrying out a survey with LFF/HCNF (Heathrow Community Noise Forum) members to better understand what meaningful respite really means to communities.

- 1.19** Christine Taylor (CT) explained that previously the Cranford Agreement had been tied into Heathrow's plans for expansion and that the consequence of Heathrow not making a decision is preventing them from progressing with work that might benefit communities.
- 1.20** AK confirmed that the required groundworks were going to form part of expansion and were therefore linked to the DCO submission, however now that expansion is on pause the Cranford Agreement is being addressed as part of our airspace modernisation programme – within the scope of a two-runway operation. AK agreed that the word "meaningful" is subjective and that studies had been carried out to form a better view. AK agreed to share the link to Heathrow's website which provided more detail about the Cranford agreement:
<https://www.heathrow.com/company/localcommunity/noise/operations/cranford-agreement>
- 1.21** Conscious of time, BC moved the meeting on and confirmed with members that they were happy to sign off the previous meeting minutes.

2. Business Update – Becky Coffin

- 2.1** BC explained that Heathrow welcomed 9.7 million passengers in Q1 2022, which was in line with forecasts. January and February were much weaker than expected due to Omicron-related travel restrictions, while March demand increased after the unexpectedly quick removal of all UK travel restrictions halfway through the month.
- 2.2** BC informed members that over Easter, Heathrow saw a surge of last-minute bookings following the lifting of UK travel restrictions. BC explained It was great to see so many passengers commenting about how smooth their journeys through Heathrow were over this period, with over 95% of passengers passing through security within five minutes.
- 2.3** BC explained that whilst passenger numbers are looking more positive, Heathrow will not return to profit in 2022 and that the airport's cumulative losses during the pandemic had now topped £4 billion.
- 2.4** BC confirmed that the summer peak is expected to be very busy, with peak days close to 2019 levels. Heathrow is increasing resources as fast as possible with 12,000 new joiners planned across the airport. However, given the operational nature of most of these roles, the security checks and vetting processes required by DfT regulation can take anywhere between 3-6 months before a new colleague can actually start in their role at the airport.
- 2.5** BC explained that we are continuing to support Team Heathrow employers with recruitment, who are currently advertising more than 800 vacancies across retail, hospitality, ground handling, logistics, passenger services and aviation. Since January, the Academy team has secured 106 job offers for local residents. With Terminal 4 opening before July, there are increased resourcing needs at the airport.
- 2.6** BC reminded members that in February, Heathrow published its updated sustainability strategy: Heathrow 2.0 (members received a copy on 10 February 2022). This refreshed strategy sets out the goals Heathrow will work towards over the next decade, and the actions we will take to connect our people and our planet in all our operations. The strategy is structured around two pillars: Net Zero Aviation and a particular focus for us as the Communities & Sustainability team, making Heathrow a "great place to live and work."

- 2.7 BC explained how Heathrow had just completed a Virtual Work Experience programme for young people in the local community, featuring live webinars from colleagues across Team Heathrow, including John Holland-Kaye.
- 2.8 BC took a pause for questions.
- 2.9 Graham Young (GY) asked whether in recruitment Heathrow was seeing a return of previous colleagues or whether it was a new cohort. BC confirmed that it was a mixture of the two.

3. Off Airport parking in local communities – Claire Berridge

- 3.1 BC welcomed Claire Berridge (CB), Head of Surface Access Commercial to the meeting and thanked her for taking the time to come and discuss on-going community parking issues with the forum.
- 3.2 CB informed members that part of her role was managing Heathrow's long stay and short stay carparks and Meet and Greet operations. CB explained that the official Heathrow Meet and Greet service is the only product that Heathrow endorses, however there are a handful of companies that Heathrow allows to operate a similar service.
- 3.3 CB acknowledged that Heathrow is aware of other organisations that exploit both the airport and passengers by operating without Heathrow's consent, and in ways that often lead to a negative impact both for passengers and local communities.
- 3.4 CB indicated that the problem often occurs in identifying who these organisations and businesses are, as they often don't carry out activities in branded or identifiable clothing. CB explained that in cases where members are able to identify organisations, Heathrow's Legal team is able to issue a "cease and desist" letter.
- 3.5 CB expressed she was keen to use the rest of the update to hear from members directly with any examples or information they could share for her to take back to her team.
- 3.6 Puja Bedi (PB) asked what the process was for Heathrow to support the Parish Council in engaging with companies that weren't allowed to operate by Heathrow. CB confirmed that the best approach was to feed information to the Heathrow team and if it is able to identify the company name, then Heathrow can write a 'cease and desist' letter. If companies then continue to re-offend, Heathrow can then look at taking matters further.
- 3.7 PH queried whether there was an option to involve trading standards if companies were claiming to be providing secure parking. CB confirmed that when Heathrow receives customer complaints, it asks for details to share with Trading Standards and that local residents could also do the same.
- 3.8 PH raised his concerns that passenger numbers were not as high as they used to be and yet parking in local communities continues to be a huge problem. CT reaffirmed PH's point that despite fewer flights and passengers, the parking issues were as bad as ever. CT explained that cars were often parked nose-to-nose along roads which reduces spaces for oncoming cars to pull into, causing cars to speed along residential roads in order to get in and out (specific example of along Sipson Lane).
- 3.9 CT explained that although many of the parked cars tended to be airport-related, there was also examples of garages parking cars on residential roads where customers were coming in for an MOT. CT explained the difficulty in identifying whether cars were airport or garage related.

- 3.10 CT informed there was an action day with the local police planned for 29th April to try and tackle some of these issues, however without Heathrow and the council working together, there was little hope in these issues being resolved.
- 3.11 BC confirmed that her team was keen to gather as much evidence as possible and continue to feed it into the relevant Heathrow departments.
- 3.12 AT explained that there had been occasions where Heathrow and airline colleagues would park in local communities and leave their cars outside residents' homes for several weeks. AT encouraged Heathrow to address its staff and partners to make it clear that colleagues should not be parking in local villages.
- 3.13 CB agreed that colleagues should not be parking in communities and that colleague car parks are provided. **(New action)** CB committed to sending out blanket communications to all Team Heathrow partners, to remind their colleagues that they should only be parking in colleague car parks. ***Communications sent on 25/05/22 to all Team Heathrow Colleagues.***
- 3.14 Wendy Matthews (WM) asked whether it would be possible to share a list of all the companies Heathrow allows to operate. **(New action)** HG to circulate list of companies with meeting minutes. ***-After further discussions with our legal team we are regrettably unable to share details without the companies' consent. Please continue to feedback any information regarding operators in your local communities via Hannah & Sarah – this will be used by Heathrow to discourage these practices, as outlined above.***
- 3.15 WM queried whether there were any further updates on the action Heathrow is taking to tackle HGV parking issues. BC acknowledged that this was an issue that has been raised in previous meetings, however work was still being carried out with partners to progress the work with the Truck Call Forward Facility and that a further update would be provided to members as soon as possible.
- 3.16 **(New action)** HG to provide members with further update at the next meeting.
- 3.17 CB also explained that similarly to other parking issues, if members could provide more detail about specific HGV operators, then the team could engage with them directly.
- 3.18 PB raised concerns that with businesses in the local area promoting car sharing, there were examples of colleagues meeting in local communities and parking cars and then travelling in one car together, to avoid carpark charges.
- 3.19 CB confirmed this wasn't an issue Heathrow was aware of but that she would look to update messaging to colleagues about car sharing, and to make it clear that the purpose is to share a car for the whole journey and not to be parking nearby in local communities. **(New action)** HG to share with members the updated colleague comms.
- 3.20 CT suggested a further deep dive session on this issue, inviting local authorities, so that time could be dedicated to working together to tackle local parking and transport issues. CT expressed that the LFF wasn't the right place to thrash out the issue.
- 3.21 BC confirmed this was just a first step in gathering information and that the team was committed to following up both internally and with local authorities. BC explained that the team would look to explore a further session to include the relevant stakeholders. **(New action)** HG to provide an update to members once further discussions with the relevant stakeholders have taken place.
- 3.22 BC thanked CB for taking the time to come and listen to members' feedback and she assured members that the issues raised have Heathrow's full commitment on working to resolve.

4. Community Investment Update- Svenja Duppenbecker

- 4.1 Svenja Duppenbecker (SD) reminded members of the launch of Heathrow's revised sustainability strategy, [Heathrow 2.0](#). SD explained that as part of the strategy, Heathrow has set out clear objectives in how it wants to ensure a better quality of life for Heathrow's neighbouring communities. As part of this commitment, Heathrow has set a goal to give back to 1 million people in their local communities by 2030.
- 4.2 SD explained that as part of the strategy Heathrow was launching a [Giving Back Programme](#) which encompasses Heathrow's current investment programme. SD informed members that the Giving Back Programme will set out for local communities, organisations, and colleagues the "what", "why", "where", "who" and "how" of Heathrow's investment in local communities.
- 4.3 SD informed members that her team was reviewing current investment programmes and that today's meeting provided an opportunity for members give feedback on their experiences of Heathrow's current investment activities, which are:
- Heathrow Rangers
 - Responsible Schools Programme
 - Neighbouring Villages Fund
 - Charity Partnerships: Heathrow Community Trust
 - Colleague Volunteering
- 4.4 SD invited members to share their feedback.
- 4.5 PH mentioned the two activities that stood out to him were the Heathrow Rangers and the support they had offered to Colnbrook, and Heathrow's Neighbouring Villages Fund, which had made a significant donation to Colnbrook Museum.
- 4.6 PB echoed the brilliant support from the Heathrow Rangers, particularly in supporting local primary schools.
- 4.7 Veronica Rumsey (VR) asked if there was a maximum amount groups could apply for from the Neighbouring Villages Fund as well as querying what area around the airport the fund covered, as it wasn't clear whether this was a fund safeguarded for those villages closest to the airport, or whether it operated in the same way as the Heathrow Community Trust (HCT) which reaches a much wider area.
- 4.8 SD confirmed there was not a specified amount, but that the focus of the fund was to support smaller legacy projects.
- 4.9 BC acknowledged VR's point of what area the fund covered and committed to discussing and confirming the catchment area with her wider team. **(New action)** SD to provide members with an update on the catchment area for the Neighbouring Villages Fund.
- 4.10 CT explained that it was harder for some of the villages to access these investment programmes, particularly the Neighbouring Villages Fund because they don't contain the core of resident and community groups, especially in Sipson which has a high population of transient residents. This is something she has explored with Claire Knight at HCT. CT also highlighted that there was no representation from Cranford at this forum and that the lack of awareness of these opportunities in communities meant certain groups missed out.

- 4.11** SD thanked CT for her feedback and acknowledged that it would be really helpful to take these comments away and take them into consideration while her team is building the programme.
- 4.12** WM asked whether it was possible to expand the Responsible Schools Programme outside of its five current partner schools and questioned what had happened to the Better Neighbour Programme.
- 4.13** SD confirmed that Heathrow is looking at expanding the Responsible Schools Programme. She explained that the investment delivery as part of the Better Neighbour Programme was quite low, so a decision had been made to pool that money into the Neighbouring Villages Fund. This enables the team to have more of an input into the projects that are supported, rather than paying a delivery partner to do it. SD explained that lessons learnt from previous investment showed that delivery partners were not always following up with maintenance work, and that by moving it back in-house the Heathrow Rangers were better able to offer that support.
- 4.14** VR expressed her thanks to the Rangers who had recently helped support a cake sale in which £650 was raised for Ukrainian refugees. VR explained that it is often felt that the Rangers really enjoy what they do and that they do their job because they care, not just because they are paid to do it. PH seconded that statement.
- 4.15** SD asked members how Heathrow could better communicate with community groups about their Giving Back Programme and investment opportunities.
- 4.16** PB acknowledged the plaques that Heathrow had put up in Colnbrook recently to indicate its support to certain projects. PB also suggested providing updates for Parish Council newsletters. **(New action)** SD to provide updates to members for them to share across their own community platforms.
- 4.17** WM suggested better use of social media as these days that is where most people go for information and updates.
- 4.18** SD thanked members for their time and feedback and committed to following up on the actions to come out of the meeting and provide members with updates as the programme develops.

5. Airspace Modernisation/ Operational Update- Andy Knight

- 5.1** BC welcomed Andy Knight (AK) to provide an update on the Government's Airspace Modernisation Strategy and Heathrow's plans to support this national initiative.
- 5.2** AK explained that in March 2022, Heathrow reached the Stage 1 assessment gateway in the Government's formal CAP1616 airspace change process. Stage 1 is known as "Define" and contains two steps, 1A "assess requirement" and 1B "design principles".
- 5.3** AK explained that design principles describe what the airport seeks to achieve through the airspace change and considers policy, safety, environment, and operational factors. AK explained that Heathrow engaged with representatives from local communities and other aviation stakeholders to develop the design principles and that the selected and agreed principles will now be used to compare different flight path design options.
- 5.4** AK informed members that Heathrow successfully passed the Stage 1 assessment and was now progressing with Stage 2, known as "Develop and Assess." He explained that this stage begins with developing future airspace design options and taking these options through an assessment of likely impacts. This is done by starting a long list of potential broad options which are shortlisted based on the assessment results. AK confirmed that Heathrow will engage with LFF members throughout Stage 2 and that Heathrow expects to complete this stage around June 2023.

- 5.5 AK explained that there were four engagement activities planned as part of Stage 2, which are:
1. **Methods & Metrics Engagement:** Workshop(s) where Heathrow explains its proposed methodology for Stage 2. This will include a discussion on the metrics Heathrow will use to present its findings, and an opportunity for attendees to share their views.
 2. **Comprehensive List of Options Engagement:** *Statutory* engagement required by CAP1616. Workshops will be held with the same stakeholders Heathrow engaged on design principles in Stage 1.
 3. **Design Principal Evaluation:** Workshops where Heathrow shares the outputs from their Design Principle Evaluation so that stakeholders can see how the options performed against the design principles that they helped develop. Heathrow will explain the work undertaken, the methods of analysis used and the results.
 4. **Initial Options Appraisal:** Heathrow will share the key findings of the Initial Options Appraisal with stakeholders (at LFF and/or other workshops as required).
- 5.6 AK confirmed that an engagement plan has been developed for regular stakeholder engagement throughout Stage 2.
- 5.7 AK took a pause for any questions, of which there were none, so he moved into providing members with an operational update.
- 5.8 AK explained that Heathrow welcomed 9.7 million passengers in Q1 2022 in line with our forecasts. January and February were much weaker than expected due to Omicron-related travel restrictions, while March demand increased after the unexpectedly quick removal of all UK travel restrictions on 18th March.
- 5.9 AK informed members that Heathrow was seeing a temporary increase in demand driven by UK outbound leisure passengers taking advantage of removed UK travel restrictions and redeeming airline travel vouchers accrued during the pandemic. As a result, Heathrow has updated its 2022 passenger forecast from 45.5 million to 52.8 million, which represents a return to 65% of pre-pandemic levels this year.
- 5.10 AK took a pause for questions.
- 5.11 Nigel Mells (NM) asked whether the Compton departure route had moved closer to Heathrow as it seemed to be tracking more north.
- 5.12 AK confirmed that the Compton departure route had not moved and known issues with aircraft performance on this route are being dealt with as part of the changes planned under airspace modernisation. AK agreed to share the link to Heathrow's website which would provide more detail: heathrow.com/airspacemodernisation
- 5.13 PH questioned whether there were any restrictions that meant aircraft couldn't fly over Windsor Castle. AK confirmed there are no restrictions over Windsor castle relating to flight operations at Heathrow.

6. Community Forums Update- Andy Knight

- 6.1 AK provided members with a refresh of progress made so far as part of the Community Forums Review, reminding members of the consultation that took place and the resulting [feedback summary report](#) published in March 2021.

- 6.2** AK explained that as part of that consultation, there was a strong stakeholder consensus that implementing an independent chairperson for community forums would enable meetings to feel more transparent and therefore more productive. Some stakeholders also felt it would improve credibility and trust at meetings; and eliminate conflict.
- 6.3** AK informed members that Heathrow undertook a process to recruit an independent chair with support from a selection panel made up of forum and community stakeholders, in which both CT and PH had participated. AK gave his thanks to these members for their support and was pleased to now formally announce and welcome Dr Roger Green (RG), who joined members for the first time at the meeting.
- 6.4** AK explained that now RG had been recruited, today's meeting would be the last meeting to be chaired by BC. AK thanked BC for her chairmanship and guidance over the last two years, particularly in navigating such uncertain times during the pandemic.
- 6.5** AK invited RG to introduce himself and share a little bit about his background and previous experience with members.
- 6.6** RG thanked Heathrow and members for the invite to the meeting and explained he had found the meeting very useful to start building his picture of Heathrow's most local neighbours and what is important to them. RG explained that his only prior experience of Heathrow was from using the airport as a passenger.
- 6.7** RG explained that he had a vast amount of experience in community engagement roles, primarily looking at how communities interact with different organisations.
- 6.8** RG informed members that he would be reaching out in coming weeks to visit and meet members within their own communities to get to know them and their organisations, as well as discussing how members would like to see future LCF meetings run. RG explained he was keen to listen and understand as well as exploring how to move the forum forward to ensure better transparency and communication.
- 6.9** BC thanked RG for joining and welcomed members to offer any comments or any other business before closing the meeting.
- 7. AOB**
- 7.1** PH explained how impressed he had been with RG's interview and that despite his reservations about an independent chair not having the same knowledge base as a Heathrow employee, he had been extremely impressed by the presentation RG gave the panel on his ideas for the strategy and future vision of the forum, which also set out how he would spend the first three months in his role.
- 7.2** AT thanked PH for his involvement and representation of the forum on the selection panel. AT asked how long the contract is for. AK confirmed it was a two-year renewable contract.
- 7.3** VR asked whether the HCEB was replacing its independent chair. BC explained that HCEB was undergoing a review and restructure which included a name change to the Council for the Independent Scrutiny of Heathrow Airport (CISHA). As part of this, it is currently working through the process of recruiting a new independent chair.
- 7.4** BC thanked members for giving up their time to join the meeting and commented on how wonderful it had been to finally be able to get back to doing these meetings face-to-face. BC confirmed that although she was now passing the baton of the chair onto RG, she looked forward to joining future meetings in a different capacity.

- 7.5** BC confirmed that the next meeting will be on Tuesday 12th July, with more information to follow on whether it would be held at the Compass Centre or the Heathrow Academy.
- 7.6** BC closed the meeting.