

**Local Community Forum**  
**MINUTES**



**Date:** 6<sup>th</sup> December 2022

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

**Time:** 16:00-18:00

**Present:**

**Chair:** Dr Roger Green – Independent Chair for LCF

**Present:**

Puja Bedi, Cllr – Colnbrook with Poyle Parish  
 Becky Coffin – Communities & Sustainability  
 Director, Heathrow  
 Hannah George – Community Engagement  
 Manager, Heathrow  
 Peter Hood – Colnbrook Residents Association  
 Andy Knight – Operational Impacts & Community  
 Engagement Lead, Heathrow  
 Claire Knight – CEO, Heathrow Community Trust  
 Elaine Mells – Pavilion Association  
 Nigel Mells – Pavilion Association  
 Ian Millin – Stanwell Events (virtual)  
 Neval Osman - Community Investment Coordinator  
 (virtual), Heathrow  
 Sarah-Jane Pickthorne – Community Engagement  
 Coordinator, Heathrow  
 Phil Rumsey – Friends of the Great Barn/HASRA

Council  
 Veronica Rumsey – Friends of the Great Barn/  
 Harmondsworth Allotments  
 Christine Taylor – HASRA  
 Armelle Thomas – HASRA  
 Taz Virdie – Chief Executive, C-Change West  
 London

**Apologies**

Anwara Ali – Community Investment Coordinator  
 Wendy Matthews, Cllr – Iver Parish Council  
 June Nelson, Cllr – Heathrow Villages, Hillingdon  
 Jane Taylor – HASRA  
 Graham Young – Richings Park Residents  
 Association

Item	Action
<p><b>WELCOME</b></p> <p>Chair welcomed all LCF members and guests, Claire Knight from Heathrow Community Trust, and new member Taz Virdie from C-Change West London.</p> <p>Apologies received from members listed above.</p> <p>For the benefit of Taz Virdie and Claire Knight, members introduced themselves and the organisations they represent.</p>	
<p><b>PREVIOUS MINUTES &amp; ACTIONS</b></p> <p>PROPERTY ON HOLLOWAY LANE                      Hannah George confirmed that the property is due for demolition and that there were no current proposals for future use of the site.</p>	<p>ALL MEMBERS: please send any proposals for this site direct to Hannah George for consideration by Heathrow’s property team.</p>



<p>UPDATE ON HARMONDSWORTH MOOR Hannah George confirmed that she had met with a British Airways Ranger to discuss matters arising.</p> <p>COMMENTS FROM JULY MEETING INCLUDED IN MINUTES Armelle Thomas raised the issue of the delay in including her comments from July's LCF added to the minutes. She stressed the importance of the minutes as they are passed into other groups and made the request that both comments from herself and Becky were included in the minutes.</p> <p>AMENDMENT TO JULY MINUTES: RE: OPERATONAL UPDATE Member comment: <i>staff were furloughed to protect jobs</i></p> <p>Becky Coffin response: to the issue of furloughing of staff: Furlough ended in September 2021 but travel restrictions remained in place until March 2022.</p> <p>Armelle Thomas comment: <i>" Heathrow is a Private company and as such was not supported by the taxpayer, but Amsterdam, Frankfurt and Paris are owned by their Governments, therefore the taxpayers were protecting their assets.</i></p> <p>PREVIOUS MINUTES APPROVED 16:21</p>	<p>HANNAH GEORGE: Will pick this up with Veronica Rumsey offline</p>
<p><b>THE ROLE OF THE HEATHTROW COMMUNITY TRUST (HCT) – CLAIRE KNIGHT, CEO</b></p> <p>Claire Knight attended to provide members with an update on the work of Heathrow Community Trust (HCT). Please see attached slides for content presented by Claire.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Request to state the nine boroughs that HCT funds in presentations/ Communications.</i></li> <li>• Response: this was shown on the following slide: Ealing, Hillingdon, Hounslow, Richmond, Runnymede, Slough, South Bucks, Spelthorne and Windsor &amp; Maidenhead.</li> <li>• <i>Some members felt Windsor &amp; Maidenhead and Richmond are not directly affected by Heathrow operations – it was noted that they were still impacted by noise.</i> <i>Monies from the Terminal 5 project had further reach than promised, despite it being a fund specifically for the Hillingdon borough. Any legacy from this should be passed to Heathrow Community Trust.</i> Response: This funding stream (Hillingdon Community Trust) has now closed.</li> <li>• <i>No money has been coming into Harlington as they have lost many of their fundraisers, there are a limited number of groups, schools are also failing and that this needs better coordination.</i></li> <li>• <i>A Harmondsworth resident had recently applied for funding and was turned down.</i></li> </ul>	



<p>Response: The Chair suggested it was the role and responsibility of LCF members to spread the word within their organisations to apply for funding, and yes there are gaps, but members could energise these groups to apply. He also suggested that funding by Heathrow airport should increase in line with passenger numbers and that HCT need applications in order to support local groups.</p> <p>Claire Knight also suggested that one way to access funding in areas where there aren't many existing groups would be to identify a community group in another geographical area that is providing support that is needed and invite them to put in a bid to extend their services to that area.</p> <ul style="list-style-type: none"> <li>• <i>Who are the community members of HCT and where are they from?</i> Response: Personal details cannot be shared but there has been a recent round of recruitment for trustees and panel members advertised publicly through local forums and social media, and vacancies are open to members of the public.</li> </ul> <p>Claire Knight was able to confirm that the 29,000 beneficiaries mentioned in the presentation referred to individual beneficiaries</p> <ul style="list-style-type: none"> <li>• <i>There was a discussion on gaps in funding and agreement that members had to spread the word about funding, how they can help develop these groups by doing outreach and drop-ins, by being accessible and opening different ways of applying for funding – as completing lengthy application forms can be difficult for some groups and that there must be other ways to achieve this.</i></li> <li>• <i>Post-pandemic, groups have relied on a few people to drive things forward and that it would be beneficial if Heathrow could help in re-establishing some of these groups.</i></li> </ul> <p>Response:</p> <ul style="list-style-type: none"> <li>○ Confirmation that 'Advocates' were available to support small organisations with applications, this is a small group of Heathrow colleagues who provide this guidance. If anyone wishes to request an advocate, they should approach HCT as their details are not publicly available.</li> <li>○ Further clarity that no questions in the application form were 'weighted'. There is guidance provided online to support answering questions, including that questions should be answered fully. If applicants feel a question is not applicable, they can write N/A.</li> <li>○ Dates of funding rounds in 2023 are not yet available but rounds were open for approximately 2 months in the past. Exact timings and dates are yet to be announced.</li> <li>○ Whilst HCT administered 'emergency funding' for community organisations during Covid, HCT does not provide crisis funding for individuals.</li> </ul>	<p>ARMELLE THOMAS: will raise any further questions with HCT offline</p>
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<p><b>BUSINESS UPDATE – BECKY COFFIN</b></p> <p>Year to date passenger figures (end October): 50 million passengers which is 74% of 2019 levels and is the highest of any other European airport. Recruitment levels have increased across Team Heathrow with around 16,000</p>	
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<p>colleagues employed over the last 12 months from the boroughs represented at the LCF. There are still another 10,000 jobs to fill.</p> <p>Heathrow won 'Best Airport in Europe' by Traveller magazine although there is still more to do as we await the verdict of our regulatory settlement. Heathrow has ambitious plans to spend £4 billion improving the passenger journey with new scanning machines transforming security and investing in a new baggage system for T2.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Millions were spent on the new Terminal 2 – what has happened to the baggage system?</i></li> <li>• <i>What have you planned for the Border Force strike?</i></li> </ul> <p>Response: The Home Office has contingencies in place and Heathrow's contingency will focus on the impact of the strikes to our operation and we are liaising with the HO on our concerns. We have been planning with our airline partners for the Christmas peak and whilst we are aware of potential strike action at the border, we have contingencies in place for waiting passengers if queues build across all terminals.</p> <p>BUSINESS SUMMIT</p> <p>Heathrow held its 24<sup>th</sup> Business Summit on 15<sup>th</sup> November giving over 100 SMEs the opportunity to engage with our larger suppliers at the airport. The event was run in partnership with local chambers of commerce and business groups, which saw our Tier 1 suppliers hold seminars about what they were looking for whilst our SMEs were given an opportunity to showcase their products and services. Feedback from the day was extremely positive with over 400 people in attendance.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Are small and large businesses, outside of the airport, benefitting?</i></li> <li>• <i>Request for a breakdown of what boroughs new recruits have come from.</i></li> <li>• <i>Issue raised that Heathrow villages are under threat and that they should be declared a 'special case' and should have funding for residents given the ongoing issues they face from the airport.</i></li> </ul> <p>COMMUNITY INVESTMENT</p> <p>Heathrow had to pause its colleague volunteering programme over the summer as staff were called to help in the terminals. October has seen 44 colleagues volunteer in community days and November has been our busiest volunteering month with 134 colleagues volunteering. For example:</p>	<p>BECKY COFFIN: will confirm information on T2 baggage system</p>
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<ul style="list-style-type: none"> <li>• The Legal team volunteered at Pippins Primary School repainting adobe huts, weeding, repainting the Colnbrook War memorial and general litter picking.</li> <li>• Our Procurement team supported the repainting of the Stanwell Events building.</li> <li>• Our Finance team supported Colnbrook Primary School by tidying up its woodland walk and sensory garden.</li> </ul> <p>The Heathrow Community Rangers have also been busy this week delivering Christmas trees to all of our five partner schools and community venues.</p> <p>Schools volunteering: 42 colleagues have supported our partners Business Education Events (BEE) in delivering skills and enterprise days in our partner schools.</p> <p><b>PARKING ENFORCEMENT</b></p> <p>Hillingdon Borough Council has now deployed an additional enforcement officer to the south of the borough, who has moved on 614 taxi and private hire vehicles from areas identified by Hannah George. We remain committed to working with other boroughs to help with similar issues.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Is there a possibility of an undercover parking sting to deter unauthorised parking companies?</i></li> <li>• <i>Unnecessary parking of LHR associated vehicle causes issues:</i> <ul style="list-style-type: none"> <li>○ <i>Buses unable to use bus stops</i></li> <li>○ <i>Queues of lorries in the village</i></li> <li>○ <i>East end of the village becomes chaotic</i></li> </ul> </li> <li>• <i>Carsharing is also a problem where drivers leave their vehicles in the village to carshare – could there be more carshare bays available for staff?</i></li> <li>• <i>Since restrictions and geo-fencing have been in place and enforced, the issues have reduced, due to coordination of London Borough of Hillingdon &amp; Heathrow</i></li> <li>• <i>Heathrow should have a Park &amp; Ride facility like Oxford</i></li> <li>• <i>Community members would like a visit to the Authorised Vehicle Area</i></li> <li>• <i>CHAIR: suggestion that he meet with Becky Coffin to discuss the possibility of Heathrow meeting with all seven local authorities to discuss parking issues</i></li> </ul> <p><b>TRUCK PARKING FACILITY</b></p> <p>The Cargo team is continuing to work with our delivery partners on plans for a truck parking facility. James Golding (Head of Cargo) will be present at January’s LCF for a further update.</p> <p>Community Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Charging for a Truck Parking Facility has pushed the issue onto our roads</i></li> </ul>	<p><b>MEMBERS FROM SLOUGH:</b> please send any specific examples of parking issues and hotspots to the Community Engagement Team.</p> <p><b>BECKY COFFIN:</b> raise parking issue at Slough Council meeting.</p> <p><b>HANNAH GEORGE:</b> will get comms out to Team Heathrow to address carsharing issues.</p> <p><b>ROGER GREEN:</b> liaise with community members for joint visit to AVA.</p> <p><b>BECKY COFFIN:</b> update on Colnbrook Bus Gate for Peter Hood</p>
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<p>RECENT LOCAL AUTHORITY MEETINGS</p> <p>John Holland-Kaye’s recent meeting with the Leader of Hillingdon Council covered jobs and career opportunities, skills development, investment in local public transport and engagement with Heathrow villages. There has also been proposal with the Team Heathrow partner for a joint community project – we are awaiting further details on this from London Borough of Hillingdon before Christmas.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Cllr Bedi would like to thank Heathrow and the Rangers for the delivery of Christmas trees to local schools.</i></li> <li>• <i>History of London Borough of Hillingdon prioritising north of the borough and not the south.</i></li> <li>• <i>Heathrow should not be having conversations with London Borough of Hillingdon without residents, they should be at the centre of these meetings, and they need a seat at the table.</i></li> </ul> <p>Response: Chair – this is an issue for local councillors, they are the bridge between the council and residents.</p>	<p>BECKY COFFIN: update on joint community project at January meeting.</p>
<p><b>OPERATIONAL UPDATE – ANDY KNIGHT</b> (SEE SLIDES)</p> <p>Heathrow operations have been returning to relative normality with the airport seeing 84% of the volume of flights compared to 2019 in the year to date. With the summer cap lifted at the end of October we, are seeing a correlation of increased flights and passenger numbers as airlines seek to maximise ticket sales over the winter.</p> <p>RUNWAY WORKS</p> <p>In May we started deep intervention works with the remainder scheduled for the end of January. There will be no works 20<sup>th</sup> December – 4<sup>th</sup> January. All information on runway works and the alternation schedule for 2023 can be found on our <a href="#">website</a>.</p> <p>AIRSPACE MODERNISATION</p> <p>The deadline to formally capture feedback from the November stakeholder engagement workshops was 9<sup>th</sup> December. There will be two further engagements in Stage 2, neither of which are required by the CAP1616 process, but we want to keep stakeholders fully informed. These will be to inform on the ‘Design Principle Evaluation’ and the ‘Initial Options Appraisal’. Feedback can be submitted at any stage in the process at <a href="https://heathrow.com/airspacemodernisation">heathrow.com/airspacemodernisation</a></p> <p>Members Questions &amp; Comments:</p>	



<p><i>Please confirm when Stage 3 will commence.?</i></p> <p>Response: the Stage 2 assessment gateway with CAA has been booked for September 2023, so Stage 3 will follow depending on Stage 2 being approved.</p> <ul style="list-style-type: none"> <li>• <i>All slides here and at the workshops showed departures separately to arrivals – why is this?</i></li> </ul> <p>Response: we have not reached the stage of the airspace design process where we consider the cumulative effect of arrivals and departures together as the notional tracks in Stage 2 are too numerous. The airspace change process requires us to consider a comprehensive list of options first, then proceed to deeper analysis when we present our preferred route options in Stage 3.</p> <ul style="list-style-type: none"> <li>• <i>What is the impact of airspace modernisation on the Cranford Agreement? Are there revised planning application dates?</i></li> </ul> <p>Response: We are planning for easterly alternation within this airspace change proposal (ACP) and we have an internal project team in place to design the required ground works. Our original planning approval with Hillingdon has now expired so we will have to resubmit an application. We do not have the details on timings at the moment, however the overall implementation of airspace modernisation including easterly alternation is predicted from 2027 to 2029.</p> <ul style="list-style-type: none"> <li>• <i>Expansion.</i></li> </ul> <p>Response: a statement on Expansion is expected from John Holland-Kaye early next year. We would need to progress a new, separate airspace change proposal for a third runway.</p> <p>MISSED APPROACHES</p> <p>Missed approaches do not feature in regularly reported external data, but Andy had compiled a definitive view in response to members’ questions at previous meetings and obtained the relevant data from NATS and Heathrow colleagues for this presentation.</p> <p>Missed approaches, also known as go-arounds, are a safety procedure which pilots perform under circumstances described in slide 20. Each missed approach must adhere to a set navigational procedure – slide 21 shows the position and altitude requirements Runway 27R.</p> <p>Missed approach data compares 2022 to 2019 as the last year of full comparable operations. It showed there were fewer go-arounds in each month except for February 2022, due to Storm Eunice.</p> <p>Vertical profiles (slide 24) are measured from above ground level and distance in nautical miles. The thinner lines on charts for 2022 &amp; 2021 are as a result of fewer flights during the pandemic, but aircraft are not lower than they were in 2019.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>How common is the A380 a cause of a go-around?</i></li> </ul>	<p>MEMBERS: for further discussion please contact Andy Knight <a href="mailto:andy.knight@heathrow.com">andy.knight@heathrow.com</a></p>
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<p>Response: it's not uncommon, as A380s have among the highest wake turbulence compared to other aircraft, so following aircraft require more horizontal distance when landing behind it. Air traffic controllers work to ensure adequate spacing, but ultimately, it's the pilot's decision to discontinue an approach. The effect seen on smaller aircraft can be described with the analogy of a dinghy being impacted by the wake of a large cruise ship.</p> <ul style="list-style-type: none"> <li>• <i>Pilots do not 'have' to see the runway – a BA Trident has landed with zero visibility.</i> Response: this is known as a Cat IIIB or 'autoland' approach. A minimum of 100 metres forward visibility is still required so the aircraft can taxi safely after landing.</li> <li>• <i>Fewer go-arounds relate to the fewer aircraft, why are we not comparing to 2020 or 2021 data?</i> Response: there is no direct relationship between the two. A go-around can be initiated for any reason, it's not necessarily correlated to overall traffic volumes.</li> <li>• <i>Public figures/numbers need to be correct – the data is misleading.</i> Response: No, the figures are correct. However, the data is not required to be reported on publicly and it will not be raised again at this forum.</li> <li>• <i>The data shown is not showing the whole story.</i> Response: that is correct, because it only shows data for missed approaches from Runway 27R – as that was the area of interest/concern originally raised by members. The monthly data is incomplete for 2022 as we only have data available up to the end of October.</li> </ul>	
<p><b>TERMS OF REFERENCE – ROGER GREEN</b></p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>• <i>Only one member per group is mentioned – are numbers tight? HASRA has a number of members that represent different areas.</i> Response: how you organise yourselves is up to you, the forum is looking to broaden its membership to around 20-25 members.</li> <li>• <i>Other groups were represented at forums pre-Covid, e.g. Stanwell which have now disappeared.</i> Response: members that have not attended for some time were emailed to confirm attendance – some may not be interested as the issue of Expansion has paused. Current members could encourage other groups to attend and represent their areas.</li> <li>• <i>There are currently nine members attending – are you planning on keeping these and adding to them?</i> Response: yes, we are looking to increase by 100%.</li> <li>• <i>If we are engaging with members, then are these documents confidential or not – some are still marked 'confidential', at the bottom of the page.</i> Response: We would expect you are engaging with others; minutes will be made public on the updated website.</li> </ul>	<p>SARAH PICKTHORNE: ensure consistency across all documents</p>





<ul style="list-style-type: none"> <li>Local councillors used to attend this forum, there is now more of a focus on community groups which feels more connected and is reaching more people which we can share. Response: growing the forum means including more members and councillors.</li> <li>What is the reach of new membership? How far are you looking to recruit? Response: the same reach as the community investment area – our most local neighbours.</li> </ul> <p>TERMS OF REFERENCE AGREED: 18:19 to be reviewed in 12 months' time</p>	
<p><b>REPRESENTATIVE FROM LCF ON THE HEATHROW AREA TRANSPORT FORUM – ROGER GREEN</b></p> <p>Heathrow Area Transport Forum is a private sector forum specifically for Heathrow related transport issues. They meet four to five times a year and deal with strategic priorities, not individual issues.</p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>Can this representative come back to report to us and also someone from the Noise &amp; Airspace forum?</li> </ul>	<p>ROGER GREEN: anyone interested in being a representative on HATF please contact Roger Green directly</p>
<p><b>AOB</b></p> <p>Members Questions &amp; Comments:</p> <ul style="list-style-type: none"> <li>Has there been any news on scrambler bikes issue in Colnbrook/Colne Valley? Response: Cllr Bedi – speak with Tony Rawling (Slough Borough Council).</li> <li>There had been a Stop Heathrow Expansion meeting with John McDonnell who was asking about any issues on Harmondsworth Moor.</li> <li>ULEZ Expansion:             <ul style="list-style-type: none"> <li>How are people going to be affected?</li> <li>Residents in Surrey will have to pay ULEZ charge when they are not in the GLA – why are villages like Spelthorne therefore paying money to Surrey County Council?</li> <li>Val Shawcross has suggested to speak with local councillors, but Cllr June Nelson is not here – her attendance on the register should be put down as 'zero', not omitted from the data of the annual report.</li> <li>Noted that some MPs are 'Out of Office' and so uncontactable.</li> </ul> </li> <li>Suggestion that Roger Green should be in meetings between London Borough of Hillingdon &amp; Heathrow to discuss issues affecting the South of the Borough.</li> <li>Question from Jane Taylor (via Christine Taylor): is there a review of Heathrow properties?</li> </ul>	<p>ROGER GREEN: Discuss further with LCF members.</p> <p>HANNAH GEORGE: ask Property Team and report back.</p>

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<ul style="list-style-type: none"> <li>• <i>Suggestion of a LCF logo – identity and photo for the forum to be used for publicity purposes.</i></li> <li>• <i>Members would like updates from other forums and perhaps NATS – updates in layman’s terms.</i> Response: Baroness Liz Sugg will be attending March LCF. NACF: Heathrow is funding an independent technical noise advisor which will be used for projects at the Chair’s request.</li> <li>• <i>Dates for 2023 LCF meetings please be circulated</i></li> <li>• <i>Future meeting to be scheduled for 2.5 hours</i></li> </ul> <p>MEETING CLOSED: 18:40</p>	<p>SARAH PICKTHORNE: include 2023 dates in email with the minutes</p>
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