



Local Community Forum
MINUTES

Date: 09th July 2024

Meeting location: Heathrow Primary School, Harmondsworth Lane, UB7 0JQ

Time: 17:30-20:00

Present:

Chair: Dr Roger Green- Independent Chair of LCF

Present:

Justine Bayley – Chair, Stop Heathrow Expansion
 Kathleen Croft – Stanwell Moor Resident’s Association
 PC Libby Free – Aviation Police, MPS
 Hylton Garriock – Longford Resident’s Association (virtual)
 Christian Hughes - Longford Resident’s Association
 Peter Hood – Chair, Colnbrook Resident’s Association
 Laua Keith – CISHA (virtual)
 Cllr Wendy Matthews – Iver Parish Council
 Cllr June Nelson – Heathrow Villages, Hillingdon
 Cllr Barry Nelson-West - Charville, Hillingdon
 Cllr Naveed Rana – Colnbrook Parish Council
 Veronica Rumsey – Friends of the Great Barn, Harmondsworth
 Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police
 Roger Smith – Chair, Hounslow Borough Respiratory Group
 Eilish Stone –Harmondsworth Allotment Association
 Christine Taylor - HASRA (Harlington)
 Jane Taylor – HASRA (Sipson)
 Taz Virdie – CEO, C-Change West London
 Guy Williams – Back Heathrow
 Graham Young – Richings Park Residents Association

 Anwara Ali – Volunteering Partnerships Manager, Heathrow
 Hannah Burgess – Senior Community Engagement Manager, Heathrow
 James Holmes – Head of Local Strategic Engagement, Heathrow

Simran Kullar, Sustainable Travel Manager, Heathrow
 Nigel Milton – Chief Communications and Sustainability Officer, Heathrow
 Sarah Omar – Community Engagement Coordinator, Heathrow
 Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow

Apologies:

Cllr Puja Bedi - Colnbrook & Poyle Parish Council, Slough
 Cllr Sean Beatty – Stanwell South
 Cllr Alastair Buchanan - Colnbrook & Parish Council
 Simon Crossley – Secretary, Stanwell Moor Resident’s Association
 Arvinder Garcha – Chair, Stanwell Moor Resident’s Association
 Leon Jennion - Longford Resident’s Association
 Hardip Singh – Governor, Harmondsworth Primary School
 Anthony Smith – Chair, Heathrow Area Transport Forum

Observers:

Alfredo Alvarez – Board member St Davids Church, Stanwell
 Shafick Emmambokus – Cranford Action Group & Jamia Mosque
 Angela Smith - Hounslow Borough Respiratory Group

Item	Action
<p>WELCOME & CHAIRS UPDATE – ROGER GREEN</p> <p>Welcomed all members and guest speakers. Introductions around the room and apologies as listed above. Observers were also identified.</p>	



Item	Action
<p>Chair reminded forum members of the Terms of Reference (TOR) and code of conduct emphasising all members should respect each other’s views and the importance of working together to tackle some of the issues and problems around Heathrow.</p> <p>The Local Community Forum (LCF) is not a public meeting and so any observers that wish to attend must be from a local community group and request to the Chair to join prior to the meeting taking place: rogergreen77@gmail.com</p> <p>Member of the LCF has been suspended for 6 months (until December 2024) for not following the code of conduct.</p> <p>Christine Taylor HASRA requested to make a ‘Point of Order’.</p> <p><i>I am concerned that is it possible to make a statement about someone’s feelings and to make accusations of racism insisting something has to be done about these certain members and if things don’t change, and certain members aren’t removed from this forum, like some others, we will be left no other option than to leave. Who are the other members the Chair is referring to?</i></p> <p><i>I take on board that we sit on these forums and not everyone agrees and that there may be issues. I received an email intended for everyone on this forum, about the terms of reference and behaviour, but not everyone received it. For this statement to appear in the minutes and be published on the website paints a picture of a forum that people would not want to be a part of.</i></p> <p>Chair – Cllr Bedi is not here to defend her statement and that’s an issue that you would need to take up with the councillor directly. I agreed that it should be included in the minutes.</p> <p>The Chair confirmed that the suspension of the member at this LCF had nothing to do with the accusations made in Cllr Bedi’s statement.</p> <p><i>HASRA – Issues like this should have been dealt with in a different way outside of this meeting. We were shocked to hear Cllr Bedi’s statement and we are surprised at how this has been dealt with.</i></p> <p>Chair - We cannot discuss Cllr Bedi’s statement when she is not here, it is unfair to her.</p>	
<p>ACTIONS FROM PREVIOUS MEETING</p> <p>The minutes were circulated in advanced for any comments, and the actions were sent to the members via email on 28 June.</p> <p>Sarah-Jane Pickthorne went through all the actions from previous meeting minutes.</p> <p>Email sent to LCF members on the 28th of June with actions to be recirculated to members.</p>	<p>1. SARAH PICKTHORNE- Resend 28th June email to LCF members and re-circulate all actions.</p>



Item	Action
<p>Action 16: Nigel Milton requested the Heathrow team to check the requirements of the T5 planning decision on the provision of public transport to local residents from Longford into the airport.</p>	<p>2. SARAH PICKTHORNE – Consult Heathrow Surface Access team on Free Public Transport from Longford into the airport.</p>
<p>FEEDBACK FROM COMMUNITY GROUPS PART 1</p> <p>Mike Smooker (MS), Civilian Crime Prevention Unit, Aviation Policing</p> <p>Thanked the forum and chair for allowing him to give his update first.</p> <p>Blue Circle (one of the bigger meet and greet companies) have gone out of business completely. They left their site with approximately 400 cars left. Holiday Extras, booking agents, requested the assistance of Maple Parking who took 200 cars from Blue Circle site and looked after those who got them back to the owners. Heathrow Airport then assisted returning passengers with repatriating keys. There are now 6 cars left, 4 cars and 2 vans, left at Blue Circle main site down by the Hilton Garden Inn on the Eastern Perimeter Road. Further enquiries are ongoing to find out the owners.</p> <p>Diablo Parking, we still have 7 high-end cars missing that cannot be found. Suspicions are that they could have been put into a crate/container to be shipped abroad. More news has come to light of a 'chop shop' – a garage where cars are cut apart for parts. One discovered in North London where 3 cars have been, or parts of cars have been found there that we think are connect to Heathrow crimes. This cannot be confirmed at the moment.</p> <p>2 people arrested at Gatwick (LGW) earlier this week with potential connection to Diablo Parking. Detectives from LGW and HAL are collaborating on this issue.</p> <p>Upcoming meeting to discuss the old 'Grow Site' in Sipson. Parking company there, Zenith, could be taken over by Parking Guru/ Kangaroo Parking who have also been parking in the Poyle area.</p> <p>We are thankful of the information passed to us from the local community about locations</p> <p>Friends of the Great Barn - <i>What is the position if an individual comes into Harmondsworth and parks for a fortnight? Is there anything that can be done?</i></p> <p>MS – Very little can be done if the car is legal, taxed, MOT and insured. Blue Circle were an established company, with a business account holding facilities with HAL and had to meet a number of terms and conditions to hold facilities at Heathrow.</p> <p>Chair – it would be useful for Mike to be able to attend the upcoming Parking Special Interest Group (SIG) meeting taking place on the 11 July to highlight these ongoing issues to local authorities.</p>	



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<p>MS – the issue of these companies and planning permissions is difficult. Using resources on this could take attention away from other local crimes.</p> <p>Iver Parish Council – <i>these planning applications take time. Companies appeal rejected decisions which again take further time and resource. These companies then change their trading name and the whole process starts again taking many years in the process.</i></p> <p>HASRA – <i>Who will be attending the Special Interest Group (SIG) meeting? Is that for the councils?</i></p> <p>Chair-The SIG reports to the Heathrow Area Transport Forum (HATF) and attendees are the relevant officers from local authorities, Transport for London (TfL), British parking Association (BPA) and Metropolitan Police as well as Cllr Puja Bedi (LCF representative) from Slough Borough council and Cllr Wendy Matthews, Iver Parish Council.</p> <p>HASRA – <i>There are a number of issues that have been dealt with via the local authority. How do I get these issues raised at the SIG meeting if our representative isn't here at the LCF. The impact of these crimes has a profound impact on all sorts of things such as insurance costs, the desirability of the area and blight.</i></p> <p>Heathrow – Important that parking issues are fed back to the Surface Access team and LCF representatives (LCF chair / Cllr Bedi) who attend the SIG. After this forum meeting an email will be sent to LCF to capture issues and will be fed into the SIG on an on-going basis. HAL will liaise with surface access to ensure Mike Smooker can attend SIG meetings going forward.</p> <p>Colnbrook Resident's Association – <i>a recent TV programme highlighted Gatwick and rogue meet & greet companies. Isn't it time Heathrow tries raising the profile nationally on BBC/ITV to get exposure on this issue?</i></p> <p>Heathrow - There is a national campaign being planned with the British Parking Association (BPA) which will most likely include tv promotion and news articles.</p> <p>MS – trading standards have been successful in prosecuting some of these meet & greet organisations for company fraud.</p> <p>If members would like to send details to Mike Smooker for further investigation, then please get in touch.</p> <p>PC Libby Free, Safer Airport Team, Aviation Policing Updates given on:</p> <ul style="list-style-type: none"> • Taxi touts • Protestor guidance • Social media channels for Aviation Policing updates on 'X' <p>LCF members are welcomed to share information with the Safer Airport team via PC Free.</p>	<p>3. SARAH PICKTHORNE: Send email to LCF members to collect feedback of parking issues.</p> <p>4. SARAH PICKTHORNE: share email for Mike Smooker with members.</p> <p>5. SARAH PICKTHORNE: Share email for PC Free with members.</p>






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<p>Community concerns/suggestions:</p> <ul style="list-style-type: none"> • <i>Suggestion that aviation policing share information on social media that can be shared with residents</i> • <i>Troubled by personalisation and 3D numberplates</i> 	<p>.</p>
<p>SURFACE ACCESS – SIMRAN KULLAR SUSTAINABLE TRAVEL MANAGER <i>Slides circulated with meeting minutes.</i></p> <p>Parking Special Interest Group Update Ongoing discussions at Heathrow Area Transport Forum (HATF) Special Interest Group (SIG) on parking, with the aim to reduce the impact of airport associated parking on local communities.</p> <p>Attended by key stakeholders including Local Authorities, TfL, British Parking Association (BPA) and Met Police. The 5th meeting took place on 11th July.</p> <p>Parking SIG updates:</p> <ul style="list-style-type: none"> • Spelthorne Borough Council consulted and introduced a PSPO (Public Space Protection Order) to provide an exclusion zone covering Stanwell Moor and parts of Stanwell where taxis and private hire vehicles cannot use residential areas for parking or waiting. The PSPO came into effect on 28th May 2024 • Heathrow has made a commitment to funding additional enforcement of parking restrictions and Public Space Protection Order restrictions in Spelthorne BC, Slough BC and LB Hillingdon • BPA (British Parking Association) introduced Approved Meet and Greet Parking Operator Scheme (AM-GO). The scheme aims to become the standard for Meet and Greet parking operators. Heathrow are working with BPA to introduce scheme before Summer season • ‘No Parking / No Waiting’ signage produced and distributed to local community • Refinement and communication of the local community parking/waiting issue reporting tool. This will allow residents to report nuisance parking, which will inform our future initiatives and hotspot map for local authorities. Postcards informing local community of portal to be distributed. • Advertising in the largest private hire trade magazine in the UK (Private Hire and Taxi Monthly) to increase awareness of the AVA amongst operators and drivers from further afield. Advert ran in the April, May and June editions • Continued leafletting of AVA drivers in local communities by the Heathrow Rangers (c.400 leaflets distributed). • Further improving of AVA facilities – including new improved furniture, cleaning, and repainting of outdoor seating area. Heathrow will continue to assess if further improvements are required to the AVA • Visit to local communities and parking facilities carried out by LCF & HATF Chairs to view parking/ waiting related issues 	<p>6. SARAH PICKTHORNE: send minutes from upcoming SIG and HATF Chair’s report to LCF</p>



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<p>FEEDBACK FROM COMMUNITY GROUPS – PART 2</p> <p>HASRA (Sipson) – <i>Heathrow properties:</i></p> <ul style="list-style-type: none"> • <i>Raised concerns about the damaged kerbs caused by tenant vehicles driving over pavements to use their front gardens to park their vehicles.</i> • <i>Heathrow tenants are coming with more than 1 vehicle, clogging up roads.</i> • <i>Quality and health & safety concerns of contractors attending tenant properties.</i> <p>Heathrow - Romans are there in the first instance for tenants to report any issues. Aware HASRA member has regular conversations with some tenants, but Romans are first point of contact. This is helpful feedback as this was not made aware to us, this will get fed back to the property team.</p> <p>Friends of the Great Barn Harmondsworth</p> <ul style="list-style-type: none"> • <i>Thank you to Heathrow Rangers for the wonderful job with recent support with the London In Bloom.</i> • <i>In her absence, Cllr Bedi has been so pleased with all the work that has been done in Colnbrook, she can't praise them enough.</i> <p>Chair Colnbrook Residents Association</p> <ul style="list-style-type: none"> • <i>Colnbrook residents still express the ongoing issues with lorries in and around the village.</i> • <i>Thank you to the Heathrow Ranger's for their efforts. There is still specific need at the church.</i> <p>Richings Park Resident Association</p> <ul style="list-style-type: none"> • <i>Richings Park would also like to say thank you for all the ongoing support with the Rangers.</i> <p>Hillingdon Villages</p> <ul style="list-style-type: none"> • <i>Still waiting on the response for the bird boxes and haven't come back to us on how we will look to other areas in Harlington in regard to getting it beautified.</i> 	<p>9. HANNAH BURGESS: Jane Taylor to email Hannah B and this to be fed back to the Property Team.</p> <p>10. COLNBROOK RES. ASSOC: email Anwara for Ranger support requirement.</p> <p>11. ANWARA ALI: Follow up 'bird boxes' with Cllr Nelson</p>
<p>GIVING BACK WORKING GROUP UPDATE – ANWARA ALI HEATHROW <i>Slides circulated with meeting minutes.</i></p> <p>Heathrow Rangers are a team of 4 with a background in horticulture that primarily supports projects that promote social and environmental impact in the local community. The rangers cover 9 boroughs, and the map highlights villages currently involved in activities (pink dots) and villages targeted for future investment activities (purple dots).</p> <p>On 18th April 2024, Arvinder Garcha and Cllr Wendy Matthews attended a village tour with the Community Rangers. The tour aimed to meet and greet members, build relationships, and enhance awareness and understanding of the Giving Back programme. It provided an opportunity to raise questions about the programme and its specific initiatives. The tour successfully increased awareness of the programme's range and coverage, including the role of the Community Rangers and the purpose of the LCF Working Group. Additionally, the formation of the LCF Working Group was noted as a positive development.</p>	



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<p>On 3rd July 2024, Cllr Puja Bedi, Taz Viridi, and Veronica Rumsey attended a meeting focused on increasing the impact and reach of the Community Rangers. Key issues discussed included prioritising Rangers' activities and locations, introducing a Ranger request form. Community project ideas were suggested for the Community Investment team to review. Members expressed satisfaction with Heathrow's approach to prioritising the Rangers' workflow but requested regular updates. Recommendations were made for the Ranger request form, with Heathrow to incorporate comments and provide an updated version for review.</p> <p>Next steps and focus areas for the Giving Back programme include improving awareness and geographical coverage, prioritising villages and activity requests, increasing the number of beneficiaries, raising awareness of the Community Take-Off Fund along with Heathrow Community Trust grant programmes. A rolling agenda will be formulated and circulated, with meetings to be held quarterly throughout 2024.</p> <p>Local Volunteering (2024)</p> <p>Since January 2024, our initiatives have included World of Work programs, STEM activities, delivering workshops at our partner primary schools and supporting our local community with volunteering. Additionally, a few community days were organised by Groundworks to support biodiversity projects. These efforts have primarily been executed by our four rangers, who cover nine boroughs around Heathrow. Due to high demand, we are looking to expand our team.</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;">  <p>510 Volunteers</p>  <p>1265 hours</p>  <p>4 Rangers</p> </div> <div style="width: 65%;"> <table border="1" style="width: 100%; text-align: center; background-color: #4a4a8a; color: white;"> <tbody> <tr> <td style="width: 50%; padding: 5px;"> <p><u>Hillingdon</u></p> <p>Days: 59 Hours: 335 Litter bags collected: 518</p> </td> <td style="width: 50%; padding: 5px;"> <p><u>Slough</u></p> <p>Days: 42 Hours: 341 Litter bags collected: 176</p> </td> </tr> <tr> <td style="width: 50%; padding: 5px;"> <p><u>Spelthorne</u></p> <p>Days: 31 Hours: 136 Litter bags collected: 173</p> </td> <td style="width: 50%; padding: 5px;"> <p><u>Hounslow</u></p> <p>Days: 17 Hours: 68 Litter bags collected: 101</p> </td> </tr> </tbody> </table> </div> </div> <p>The numbers above reflect ad hoc activities undertaken by our rangers and colleagues through volunteering across the local communities. Requests have been received via several avenues including emails, community relations line and from the LCF. If your borough is not represented, it just indicates a lack of requests from that area, suggesting a need for better engagement to communicate our offerings.</p> <p>Some projects take longer to complete than others depending on the complexity and scale. For example, we supported Harlington Hospice in March/April with volunteers and the Heathrow Community Rangers. We identified that there was a need to support the hospice as user groups had nowhere to sit or for staff to provide counselling and/or therapy outside due to broken benches and overgrowth in the garden. Additionally, there were rotting structures that posed as a health and safety risk. Over 150 hours was invested in the hospice to make it a safe place for families and children. The project received positive feedback from stakeholders, and we aim to carry out more projects like this within our local community.</p>	<p><u>Hillingdon</u></p> <p>Days: 59 Hours: 335 Litter bags collected: 518</p>	<p><u>Slough</u></p> <p>Days: 42 Hours: 341 Litter bags collected: 176</p>	<p><u>Spelthorne</u></p> <p>Days: 31 Hours: 136 Litter bags collected: 173</p>	<p><u>Hounslow</u></p> <p>Days: 17 Hours: 68 Litter bags collected: 101</p>	
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<p>We encourage community requests and have planned projects for the summer holidays in our partnering primary schools to complete external work whilst children are off. Any additional suggestions are welcome.</p> <p>Hounslow Borough Respiratory Group – <i>would you considering supporting friendship gardens in GP practices for local residents and patients to use?</i></p> <p>HASRA Harlington – <i>Made reference to the beautification and the nesting boxes, which would need to be installed before February. Could the take-off fund be a way to fund lighting on the green as numerous attempts to get lighting had been made with no result. Harlington hasn't seen any input in community areas. You mentioned 150 hours spent in Harlington Hospice, which is currently on Rightmove for £3.75million, they are moving out and going somewhere else, so that is not a facility for local residents. This was discovered by a resident on Rightmove, so sadly those 150 hours have gone to boost the asking price. Which is sad as this won't be a hospice anymore.</i></p> <p>Heathrow - Thank you for your feedback, the request came directly from the Hospice, we considered the request from the perspective of the needs of the patients and felt that it was appropriate to support the establishment especially as it was providing services for children with cancer. We have received positive feedback and were not aware of any private sale that is being made outside of this project and it has no connection to Heathrow.</p> <p>Friends of the Great Barn – <i>You have been approached by Harlington Hospice to do that work without the knowledge of them putting it up for sale. The question needs to go back to the Hospice as to why you have been deceived. All credit to the teams involved in the project and the ethos of what you produced for the Hospice however they need to consider how to pay you back for the money that's been invested. This could have been spent elsewhere and it should be raised as it belongs to the community.</i></p> <p>Chair- Anwara raise this with Harlington Hospice about the sale of the property to inform the local community.</p>	<p>12. ANWARA ALLI: Organise a meeting with Roger Smith regarding the request for 'friendship gardens'.</p> <p>13. ANWARA ALLI: Follow up with Harlington Hospice about the sale of the property.</p>
<p>SPECIAL MEETING – CARGO/HGV</p> <p>Suggestions were made for a 'special meeting' to be held in late September/ October on the topic of cargo/freight movements.</p> <p>Community Engagement team will look to discuss with Roger, Cllr Wendy Matthews, Cllr Bedi and Peter Hood a proposed agenda for the meeting.</p>	<p>14. Community Engagement: Arrange a Team's meeting with the members listed.</p>
<p>HEATHROW BUSINESS UPDATE: NIGEL MILTON</p> <p>Heathrow welcomed more people than ever with 81.5m passengers in the last 12 months to May. May saw 7.2m passengers with this summer looking busy with an estimated 30m passengers. Focus is on efficiency and "Making every journey better"</p>	



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<p>with a priority to improve our punctuality across all areas of our operation this summer – on schedule flights from Heathrow should reduce frequency of night flights necessary.</p> <p>Ground Noise: We have agreed with Andreas Lambrianou, Chair of the Noise and Airspace Forum (NACF), that ground noise issues would be better addressed within the NACF rather than the Local Community Forum (LCF).</p> <p>Easterly Alternation: Engagement has been postponed to September due to the pre-election period. Timings over the summer holidays may also not work for residents who may be away. Hannah Burgess and the team are continuing to engage with local authorities to ensure that we do the engagement as we should. Further updates will be passed on at the next LCF meeting.</p> <p>45 Holloway Lane: The Central North-West London (CNWL) NHS Foundation Trust have, today, sent their plans for temporary use of the site to us for review. We are committed to working alongside the NHS, to find some useful purpose for the land.</p> <p>Longford Resident’s Association – <i>Regarding the Easterly alternation applications and delaying the consultations with communities, are you delaying the application process as well and where is being consulted around?</i></p> <p>The whole process has been pushed back by about 3 months which also means the application has also been delayed by the same amount of time.</p>	
<p>AOB</p> <p>Harmondsworth Allotment Society – <i>Heathrow Blight</i></p> <ul style="list-style-type: none"> • <i>Estate agent communication to a neighbour who recently sold their property to an investment company:</i> <p><i>“Properties in this location are heavily blighted by the prospects of Heathrow’s Expansion and are currently experiencing insurmountable issues with mortgage lenders not being willing to lend, and we are witnessing many other clients that are struggling to show any interest. Other properties that we have been marketing in Summer House Lane, Bath Road and Bays Farm Court have all had sales agreed, only for mortgage lenders to unilaterally decline funding resulting in abortive sales”.</i></p> <p><i>This has been raised with Nigel Milton who has advised we need hard evidence on headed paper. This has also been fed back to John McDonnell MP.</i></p> <p>If you know or hear of anything of concern from a directly affected resident, please ask them to contact a colleague from the Community Engagement team and they will follow up and investigate further.</p> <p>Next Local Community Forum meeting will be held on the 10 September at the Compass Centre Heathrow.</p> <p>MEETING CLOSE: 20:04</p>	<p>15. Heathrow to investigate estate agent communication and report back to next LCF.</p>