

Heathrow Local Focus Forum- Tuesday 27th July 2021

4:20pm – 6:00pm Virtual Meeting- DRAFT meeting notes.

Name

Borough/ Organisation

Attendees/ Members

Armelle Thomas	HASRA
Christine Taylor	HASRA
Elaine Mells	Pavillion Association
Graham Young	Richings Park Residents Association
Jane Taylor	HASRA
Nigel Mells	Pavillion Association
Phil Rumsey	Friends of the Great Barn
Veronica Rumsey	Friends of the Great Barn/ HASRA
Wendy Matthews	Iver Parish Council
Cllr June Nelson	LB Hillingdon
Becky Coffin	Communities and Sustainability Director
Andy Knight	Operational Impacts & Community Engagement Lead
Hannah George	Community Engagement Manager
Elizabeth Beale	Community & Charity Partnership Manager
James Holmes	Local Authority & Business Engagement Lead
Roshan Bhatta	Team Admin

Guest Speakers

Elizabeth Beale (Heathrow)	Community & Charity Partnership Manager
Andy Knight (Heathrow)	Operational Impacts Engagement Lead (Heathrow)

Presentation

Please find attached a copy of the [Meeting Slides](#).

1

Welcome and Introductions

1.1 Becky Coffin (BC) welcomed members to the meeting and introduced members of the Heathrow team joining the meeting. A special welcome went to Andy Knight who has recently joined the team as Operational Impacts & Community Engagement Lead. Each member introduced themselves and the organisation they represent.

1.2 BC covered the agenda for the meeting and acknowledged that it was another meeting that was having to happen virtually, however the Heathrow team were looking into options for a more hybrid approach for future meetings now that many restrictions had been lifted.

1.3 BC ran through the list of actions from the last meeting (27th April) BC explained that many of the Surface access related actions had been closed out, with updates provided to members shortly after the meeting. BC informed members that freight and sustainable travel would be added to the agenda for the next meeting, for a member of the Surface Access team to come and update on the ongoing work streams.

1.4 BC confirmed that Richard West in her team investigated the query raised last time regarding runway alterations not being to the schedule residents had anticipated between January and March, and that he had confirmed that other than on 24th January when snow was being cleared from the southern runway between 15:40 and 19:00, we were not aware of any other times when we operated out of alternation.

1.5 Hannah George (HG) updated members on the correspondence she has had with Royal Mail regarding the closure of the Harmondsworth Post Office. HG confirmed that she had heard back from their customer care team to inform her that the branch has been closed due to circumstances beyond Post Office Ltd's control and that they couldn't provide further details about the closure as this information is private and confidential.

1.6 UPDATE****- Since the meeting HG has received an email from Royal Mail's External Affairs Team who have said "
*"Thank you for your recent emails about the provision of Post Office services in the area surrounding Heathrow.
We understand that the loss of a local Post Office is a concern for communities and*

we sincerely apologise to our customers who are currently travelling further to access our services at this time.

Post Office want to restore Post Office services to Harmondsworth but unfortunately, we haven't received any applications for the service.

You may be aware that the majority of Post Office branches are run on a franchise or agency basis, operated by local business, who apply to incorporate a Post Office within their store. It's important that Post Offices provide a sustainable service from suitable premises and this would need to be evidenced in the application process when applying for a Post Office.

As mentioned, we haven't previously been able to appoint a new postmaster, however, we plan to revisit the local area again soon to assess the current retail provision and will discuss the opportunity with local business owners.

If we are able to open a Post office in the area, we would share further updates on a proposal for a new service with the local community.

1.7 BC provided members with a brief business update, informing members that Heathrow had just released their half year financial results for 2021. The figures show the continued significant impact of COVID-19 and ongoing travel restrictions on the return of air travel and trade routes. Over the 6-month period a total of 3.85 million passengers travelled through Heathrow – 90% less than the same period in 2019, before the pandemic started. Cargo volumes were also down 18% over the same period when compared to 2019, due to freight being largely carried in the belly hold of passenger flights. This has resulted in a loss of revenue of £348 million, a 76% drop compared to 2019's half year results. This brings the total cumulative losses at Heathrow from COVID-19 to £2.9 billion.

1.8 BC shared how much she had enjoyed the opportunities to get back out into the local community, in the last few weeks, particularly with other colleagues when volunteering for community days and supporting our local schools programme.

2

Community Investment Update

2.1 Elizabeth Beale (EB) updated members on how Heathrow are supporting its 5 local primary schools through our responsible schools' programme. EB informed members that 10,000 books were donated to the 5 schools. Books were either used in the library or taken home. As well as the book donation, over the last 2-3 months

Heathrow have been running career workshops and an enterprise workshop. EB informed members that most of these activities had been virtual but now volunteers were able to get back into schools to do these face-to-face.

2.2 EB reminded members that all of Heathrow's charity activity has been focused towards the Heathrow Community Trust (HCT) throughout the pandemic, including corporate donations, leftover currency from passengers, as well as colleague fundraising, which has recently restarted. EB confirmed that HCT National Lottery Funding had just been awarded to community projects based in Hillingdon and that shortly we'd be able to share more detail about who those groups were.

2.3 EB confirmed that Beccy Bowden is moving on from her role at HCT and that Claire Knight will be taking over as HCT CEO from 31st August.

2.4 **ACTION-** HG to invite Claire Knight to a future Local Focus Forum meeting.

2.5 EB informed members that Heathrow's Rangers have continued to do their regular activities throughout the pandemic e.g. litter picking, maintaining outdoor spaces etc. However, they also spend their time on ad hoc projects which support local communities. For example, some colleagues have been out to support the Rangers this month at Pippins Primary school to help paint a trim trail. EB encouraged members to get in touch if there was anything, they thought they might like the Rangers' support on.

2.7 EB updated members that the team were looking to formalise their Community investment strategy (CIS) – into a more formal document than there has been previously. EB explained that she had done some work at looking into what is considered to be best practice and what other industries were doing. EB confirmed that she was hopeful this document would be available in the next couple of months, when she would share with members for comment.

2.8 EB welcomed any questions from members.

2.9 Veronica Rumsey (VR) asked for an update on community shed. EB stated we have already purchased paint etc and our Rangers are available to come next week ****UPDATE****- Work carried out by Rangers on 03/08/2021.

2.10 Both Cllr June Nelson (JN) and VR mentioned that they felt local investors/companies do not come forward to reach out to them. They would like to know who these investors in the local communities are as the only one they are aware of is Hillingdon Community Trust which is now gone.

2.11 EB said she was happy to send some names of companies that invest/ support in the local areas, however much of her research had been at other airports or industries that weren't local to Heathrow.

2.12 BC identified SEGRO who manages a lot of space around Heathrow's local communities and said that she knew they were currently developing their own Community Investment Strategies. BC committed to continuing to signpost members to other funds and companies that support local projects as and when we become aware.

2.13 James Holmes (JH) echoed Becky's point about sharing links that Heathrow are making through their Local Recovery Forum work.

2.14 **ACTION-** EB to share list of local businesses offering community investment in the local area.

3

Airspace Modernisation/ Operational Update

3.1 Andy Knight (AK) shared a presentation on airspace modernisation, runway operations and flight movements.

3.2 AK acknowledged that many members may have been involved in airspace modernisation consultations when Heathrow was consulting on expansion. However, Heathrow are now moving forward with this work despite expansion plans being paused.

3.3 AK explained that the Government published its Airspace modernisation strategy in 2018 This strategy covers airspace safety, capacity to provide greater choice for consumers, improve safety, improve capacity, and reduce delay. This is the first time airspace has been looked at since it was set up in the late 1950s. this means the infrastructure is very old, relying on a fixed-point navigation system, whereas nowadays it could be replaced with satellite technology.

3.4 .Cllr June Nelson (JN) wanted to know what happens if the satellite system fails and there is nothing on the ground to support.

3.5 AK explained all satellites will have backup generators, pilots' beacons. Aircrafts have already been using some of the satellite navigation for decades. The new aircraft signals will have five satellites in the air. Three satellites will be used, the fourth one will be there to confirm if everything is ok and the fifth one will be a backup. AK said he was happy to share more detail if anybody wanted it.

3.6 AK explained that the Airspace Change Organising Group (ACOG) was established in 2019 at the request of the Department of Transport (DfT) and Civil Aviation Authority (CAA) to coordinate the delivery of key aspects of the Government's Airspace Modernisation Strategy, namely the national programme of airspace change amongst major UK airports. He explained that due to Covid 19 some of this work had been delayed. However, work was now recommencing with Government granting funding in order for airports to make progress on the work despite the significant impacts they are facing from Covid 19.

3.7 AK informed members that Heathrow were at the very beginning of the process and were about to embark on point 1A out of 7 which is to submit a statement of need to the CAA. This will be the first public statement Heathrow will make and sets out what airspace issue or opportunity Heathrow seeks to address.

3.8 AK explained that the second phase was for Heathrow to set out how it will engage with stakeholder groups on airspace change through its design principles.

AK said we would look to start talking to stakeholders in September/ October to input into that proposal and that he would expect that to become more finalised around March 2022.

3.9 AK invited members to ask any questions they had regarding the airspace change process.

3.10 Wendy Matthews (WM) asked whether this was for a 2-runway proposal or 3.

3.11 AK confirmed that it was for a 2 runway.

3.12 Armelle Thomas (AT) queried if ACOG was independent? How much Heathrow had received in funding for Airspace Change? Whether local communities would be considered as stakeholders to be engaged with? As well as timeframes for completing the final steps in the process?

3.13 AK confirmed that ACOG is independent and has been set up by the Government and that he would share a link to their webpage- [ACOG Website](#). He also explained that he didn't have the exact figures of how much funding Heathrow had received directly as the funding is split between all UK airports.

3.14 AK explained that Heathrow were committed to reaching out and engaging with everybody who will be impacted by airspace change and that the team were currently looking at ways they could reach out to groups of people who were often underreached. AK informed members that the whole process from steps 1-7 were likely to take several years to complete, however Heathrow were currently behind in comparison to other airports.

3.15 AT asked whether it was likely the process overall wouldn't be completed until 2028- 2029.

3.16 AK explained that he couldn't be specific but that it was likely.

3.17 AK gave members an operational update where he shared changes in monthly flight movements and runway operations.

3.18 AK explained that Heathrow had recently returned to dual runway operations, this was not connected to rising traffic numbers but was to support repair works.

3.19 AK informed members that from the 2nd of August for 12 days Heathrow would return to single runway operations in order to complete some urgent repair works on the Northern runway. AK explained that due to current flight numbers he wouldn't anticipate seeing any difference in current respite.

3.20 AK was pleased to inform members that Terminal 3 had reopened to passengers on 15th July. Welcoming back both Virgin and Delta airlines into the terminal with more airlines to follow over the summer. AK informed members that T4 had now been opened as the designated red list terminal.

3.21 AK updated members on monthly traffic figures from January 2020, informing members that in June the average was 453 flights a day, which is about a 1/3 of what we would normally see.

3.22 AK closed by sharing that he was happy to circulate the slides after the meeting.

4

Community Forums Review Update

4.1 BC acknowledged that it was the third meeting in which we wanted to update members on the Community Forums Review work. BC reiterated points made at previous meetings about how Heathrow's Communities team are now operating in a very different environment to pre pandemic, however the commitment to working with local communities remained the same despite significant impact on resource.

4.2 BC explained that in January 2021 the team held a consultation period to find out stakeholders thoughts on current engagement and forums and shared a summary of that feedback in a [Community Forums Review Consultation Summary Feedback Doc](#) as well as updating members at the previous Local Focus Forum.

4.3 BC informed members that since then the team had been working through the feedback to pull together a new proposed structure, which BC would share with members today as an initial proposal to seek feedback.

4.4 BC explained to members that the proposal was to hold a quarterly Local Community Forum (LCF) which would follow a similar structure to the current Local Focus Forum meetings. This forum will be an opportunity to hear business updates on relevant and requested topics and an opportunity for members to feedback to Heathrow and ask them questions.

4.5 BC explained given the strong feedback the team received from many stakeholders in consultation, Heathrow were proposing to introduce an independent chair, to ensure the right balance is struck between Heathrow/ Community agenda. BC said that the proposed code of conduct shared in consultation would be something we would look to develop once the Chair was in place, however she absolutely agreed with stakeholder feedback that any code of conduct should be followed by all members, including Heathrow staff.

4.6 BC also said the team were pleased to hear from consultation that many stakeholders felt that it was important for us to engage with a wide range of diverse stakeholders. To ensure a variety of voices and opinions around the table. BC shared that this was important to Heathrow as well and that as part of the review we would be looking to engage with new groups who are not yet part of our forums. BC welcomed any suggestions from members of other groups they knew of who weren't already engaging with Heathrow.

4.7 BC explained that the team recognised that each community around the airport has its own individual needs/ impacts. Therefore, the team are looking to start 4 working style groups meetings (Local Liaison Groups) one for each area around the airport, North/South/East/ West. BC explained that these would operate in a similar way to the previous LLG groups set up for expansion and that it would be an opportunity for members to work with Heathrow on a more localised level.

4.8 BC made clear that these were just initial proposals that are built into a wider forum structure which is still being worked through and that the team would be in touch in the coming months as things unfold, however she was keen to hear any feedback from members on the proposals and welcomed members to feedback both in this meeting but also to Hannah George & Andy Knight afterwards.

4.9BC invited members to ask questions.

4.10VR asked where we were intending to find an independent chair and whether it would be a paid position.

4.11BC confirmed that the team were currently working on the process to this, but we anticipated for it to align with how we have done this previously, for example when recruiting chairs for HCEB and the Local Recovery Forum. BC explained that the process would be transparent and open to anybody to apply and that once we had finalised an approach, we would update members. BC also confirmed that the role would be a paid one, to encourage the best quality of applicants.

4.12 Christine Taylor (CT) queried whether community groups would be checked for authenticity as previously she had experienced attending an LLG group where there was a group that she hadn't heard of before and wasn't able to get in touch with. CT expressed the importance of groups representing the views of their community rather than just their own.

4.13CT asked for it to be minuted that the community have not been involved in the conversation regarding local recovery and that she felt the communities voice had not been heard.

4.14CT finished by explaining she had been part of the panel process to recruit the Heathrow Community Engagement Boards independent chair Rachel Cerfontyne and that she felt as much that could be done to make it a transparent process was done.

4.15BC thanked CT for her comments and addressed that the team would be looking at ways they could ensure more due diligence was done when inviting community group members to forums, for example asking to see a copy of a group's terms of reference, or membership lists in order to make sure that groups were representing the view of their local communities. BC passed over to James Holmes (JH) to cover local recovery.

4.16JH admitted that the focus when initially pulling together the local recovery plan was to target organisations and partners at a certain level that would have a wide reach and make a difference on a wider perspective, however, now was the right time to include listening to those most impacted.

4.17 **ACTION**- JH to discuss with Christine further ways to do this.

4:18 AT asked Heathrow to consider what Covid safety measures they would look to put in place for future meetings given the fact they are looking to broaden membership, which would therefore result in more members around the table. AT

explained she had previously shared some ideas on how this might work with HG and hoped these would be passed on to the rest of the team and considered.

4.19 BC reassured members that all future meetings would be done safely and in line with any government guidance and that although it would be great for meetings to resume back in person that no members would be excluded if they did not feel safe to attend and that there would always be an option for members to join virtually.

4.20 WM queried whether a broader membership meant broadening the geographical area in which Heathrow engages. WM also explained that she found the structure of the better neighbour working group better than previous LLG's as it meant that members heard about a variety of issues from around the airport and were able to learn from what others were doing.

4.21 BC confirmed that Heathrow weren't looking to broaden the geographical area in which it engages but more to fill in the gaps of where we know there are groups that are underreached.

4.22 BC thanked members for their initial feedback and encouraged members to forward any further thoughts to Hannah George or Andy Knight

5

AOB

5.1AT raised concerns she had after a meeting with HG and Gavin Wilson recently regarding Heathrow's Property Schemes. AT queried why members had not been informed that Heathrow had now closed its Property Market Support Bond Scheme.

5.2 BC explained that this scheme is quite specific and that all those who would have been impacted by the closure of the scheme had been informed.

5.3AT expressed concerns regarding media reports about the amount of Heathrow employees being pinged by track and trace and using public transport to commute to the airport, therefore having an impact on the local communities.

5.4 BC stressed that Heathrow's number one priority is the safety of all our colleagues, communities and passengers. Everyone that works at the airport is tested regularly. BC explained that she been in the airport at the weekend and had felt extremely safe and hadn't experienced the chaos that had been portrayed in some media outlets.

5.5 BC thanked members for taking the time to attend the meeting and thanked them for an extremely valuable discussion on a variety of topics.

5.6 BC confirmed that HG would be in touch with a copy of the draft meeting minutes, however this may take a little longer than usual due to many members of team being away on leave across the month of August.

5.7BC explained that HG would be in touch with the date for the next meeting which is, Tuesday 19th October.