

NOTES OF LOCAL FOCUS FORUM MEETING – 6 June 2017

PRESENT:

Residents

Marian Rough	Stanwell Community Group
Christine Taylor	HASRA
Eilish Stone	HASRA
Mike Raynor	Colnbrook Residents Association
Wendy Matthews	Richings Park Residents Association
Phil Rumsey	Friends of the Great Barn
Veronica Rumsey	Friends of the Great Barn
Armelle Thomas	Friends of the Great Barn
Jane Taylor	HASRA
Nigel Mells	The Pavillion Association
Elaine Mells	The Pavillion Association
Graham Young	Richings Park Residents Association
David Blackett	Heston Residents Association
June Nelson	London Borough of Hillingdon
Kathleen Croft	Stanwell Moor Residents Association
Cllr Viridi	London Borough of Hounslow
Cllr Khatra	London borough of Hillingdon

Heathrow

Nigel Milton	Director of Communications
Rob Gray	Director of Community and Stakeholder Relations
Cheryl Monk	Head of Community Relations
Theo Panayi	Sustainable Travel Manager
Kaimi Ithia	Senior Community Relations Manager
Ian Frost	Head of Planning
George Davies	Head of Expansion Sustainability & Environment
Theresa Gruber	Community Relations Manager

Apologies

Jean Purcell	Longford Village
Philip Purcell	Longford Village
Peter Hood	Colnbrook Parish Council
Graham Young	Richings Park Residents association
Cllr Viridi	London Borough of Hounslow

1) Welcome & apologies

Nigel Milton opened the meeting and introduced Rob Gray as Heathrow's new Director of Community and Stakeholder Director to the Forum. He gave apologies as noted above.

2) Heathrow Community Fund (HCF)

Rebecca Bowden (RB) gave a presentation on the Heathrow Community Fund and explained the various grant streams. A copy of the presentation is attached to these minutes.

Key points from the presentation:

- The HCF is an independent grant making charity established by Heathrow in 1996 which covers 9 boroughs.
- The charity has several funding sources that includes Heathrow Airport Limited, noise fines from airlines that breach the Government noise limits on departure, Heathrow staff via their fundraising activities alongside other corporate sponsors.
- The fund supports significant and positive change for communities near the airport. There is also support for airport colleagues volunteering and fundraising to improve their community or for a cause they believe in.
- There are three routes to funding:
 1. Communities for Youth: grants for projects working with young people: total of 50K only for 5 boroughs
 2. Communities for Tomorrow - for projects focused on the environment and sustainability: awards grants of up to £25K
 3. Communities Together – small fund that supports projects that will bring communities together to reach isolated members of the community

RB encouraged members of the group to get in touch if they know of a project or initiative that could be funded through the HCF.

Questions / comments from LFF members:

- Armelle Thomas said that Heathrow Airport staff should volunteer to clean up the litter in Harmondsworth Village, which is perceived to be a consequence of the airport.
- Clarification was sought on how the HCF and the Hillingdon Community Trust worked together. And queries were raised around any additional funding that may be available to sustain the Hillingdon Trust. RB explained that HCF and the Hillingdon Trust have a good working relationship and they are currently working together to look at what HCF, if anything, HCF can do to provide support for projects that current receive funding from Hillingdon Community Trust, which is due to finish soon.
- Members felt that it was useful to see the projects that receive funds from HCF published on the website.

HASRA members raised health and safety issues around the River Crane on Harmondsworth Moor, where overgrowth makes it difficult to see the river banks which poses a danger to children. **Action-HAL to engage with BA and Local Authority to explore potential solutions to the issue.**

3) Local surface access issues

Theo Panayi (TP) updated members on a number of local issues

Changes to local bus services

TP outlined the changes to local bus services that are expected to happen in the autumn:

- [Route 441](#) will change. It's likely that it will stop running to and from Heathrow from 31 August 2017. The decision for this change has been taken by the operator (Abellio) following a review of its funding streams.

- [Slough 7 Series](#) route will move from the Perimeter Road onto the Bath Road from 31 July 2017, this will provide greater connectivity to the airport as the service runs at 10 minute intervals.
- [Route 555](#) has been awarded to a new operator, and from 31 August 2017, it will revert to its original route to serve T4 - Hatton Cross – Central Terminal Area.
- [Route 442](#) will remain the same but with upgrades to the vehicles. HAL will speak to the new operator to see if we can reintroduce free travel on the route from Stanwell Moor to Heathrow. **Action: TP to take this up.**
- TP noted that Heathrow does not operate bus services, however, HAL is working closely with the operators to explore how they can do things differently to have more community benefits.

Veronica Rumsey questioned the coordination of buses serving Harmondsworth, as a number of services seem to all bunch and arrive together through the village resulting in some bus users having to wait a long time if they miss the group of buses. **Action: TP agreed to speak to the operators as this could be down to simple scheduling issues.**

Piccadilly line updates

HASRA have recently raised the following concerns about issues they experience on the Piccadilly line:

- It was felt that improvements could be made to signage to point passengers carrying luggage towards lifts rather than escalators. TP noted that London Underground signage way find toward escalators but Heathrow would seek to promote a more bespoke option to assist passengers.
- It was suggested that information could be put in trains to promote good bag etiquette for passengers.
- More needs to be done to education airport passengers with luggage on tube etiquette to assist non-airport passenger

TP noted that Heathrow has the busiest bus and coach station in the UK and improvements would be made as part of Heathrow's masterplan to improve service.

Private Hire Vehicles

TP updated the Forum on the impacts of private hire vehicles on the local villages. Key points included:

- Use of the Authorised Vehicle Area (AVA) has increased to an average of 4,000 vehicles per day - since opening on 15 June 2016, over 1 million private hire vehicles have used it.
- Heathrow will be sending information to approx. 20,000 licenced minicab drivers to raise awareness of the AVA, the letter will include a pack with posters and useful information for firms to display in their offices and share with their drivers. The letters will be going out in June. It was agreed that a copy of the letter and the pack will be shared with members of the Forum.
- Heathrow has met with senior officials at Addison Lee to discuss being a 'good neighbour' and usage of the AVA by their drivers. This is an ongoing discussion.
- HAL is currently undertaking a data gathering exercise to establish which areas are being used by private hire vehicles the most

- Heathrow is keen to involve Transport for London (TFL) with these issues, however, TFL can only enforce against licenced London drivers who breach a condition of their licence. TFL do not have any enforcement control with drivers that come from outside.
- TFL have a duty to monitor complaints made against licenced London private hire drivers, who can be identified by the yellow disc with white triangle in their windscreen. Members who are concerned about the behaviour of a London driver should contact TFL. Members were advised not to expose themselves to any danger, in doing so.
- TP noted that TFL was putting improvements in place to strengthen the requirement to become a London private hire driver.
- Heathrow would continue to reinforce the message to industry regarding AVA use.

Some members said they felt they were back to square one with the taxis, with ongoing issues such as drivers who: leave their engines running when it's cold and when it's hot; don't stick to speed limits; and overtake at corners. They also felt that the police, local authority and TFL enforcement of road safety and anti-social behaviour is not good enough. One member expressed frustration with reporting issues and incidents repeatedly without anything changing.

TP noted this frustration and agreed to speak to TFL to request that enforcement is stepped up. TP also reminded members that Heathrow is not responsible for many of these issues, therefore we need the community to continue reporting incidents that they come across so that HAL can keep the pressure up.

Action: TP to share letter/ pack to minicab firms with Forum members.

Heavy Goods Vehicle update

TP gave an update on the situation regarding HGV's. Key points included:

- Heathrow is in the middle of carrying out a parking survey on over 1000 roads to build an understanding of the types of vehicles that are using the roads, this will enable us to see where the busy roads are, what is sitting where and how the roads are being used. This will provide a baseline of issues. We hope to have some data back from this survey at the next meeting.
- There is a plan for Heathrow to add some useful information, for HGV drivers, to our website to help drivers find the best routes that avoid local roads.
- Heathrow is working closely with the Colnbrook and Poyle Parish Council, and SEGRO to engage the freight industry in Colnbrook to set up a Community Business Forum to address the issues with inappropriate parking and use of local roads.
- Heathrow had initiated a discussion with Tom Tom and Garmin about updating maps with specific routes that avoid local roads.

A forum member asked if Heathrow had made progress with finding an onsite parking facility for HGV's. TP explained that no area large enough had yet been identified, the area would need to be at least 10 acres. Heathrow is looking at a longer-term strategy for this that includes looking at it as part of the airport Master Planning. Heathrow is also thinking strategically about what we can do with big companies like Google, because we know that some of the trucks that are parking on the roads do not have anything to do with Heathrow, but they have been told that there is 'good' parking for trucks here.

4) Expansion update

Expansion programme update

Nigel Milton gave an update on the expansion programme. Key points included an update on the Government's National Policy Statement process:

- Consultation on the Govt's Draft National Policy Statement (NPS) closed last month. HAL submitted a response, the full version is available [here](#). There is also a summary version at www.your.heathrow/takingbritainfurther/downloads
- The General Election, which is taking place this week (Thursday 8 June), temporarily paused parliamentary scrutiny of the NPS, which is being led by the Transport Select Committee. Written submissions to the Committee were received prior to the announcement of the election, however oral submission dates were cancelled. Following the results of the election, a new Chair and members will need to be elected to the committee before it can start up again.
- The final draft of the NPS won't be available until the Select Committee has completed its work, therefore the parliamentary vote on the NPS is now likely in early 2018.

Ground Investigations

George Davies (GD), Head of Expansion Sustainability and Environment gave a presentation on ground investigations, which is the next phase of baseline environmental surveys we need to do to understand what is under the ground. A copy of the presentation is attached to these minutes.

Key points:

- Ground investigation is a means of gathering information in the very early planning stages of a development project.
- The purpose of ground investigations is simply to:
 - understand the physical properties of the soils;
 - measure the depth of the water table;
 - test the quality of the groundwater;
 - sample the former landfill sites to find out more about what they contain and undertake some non-intrusive scanning to try to confirm the overall sizes and depths of them; and
 - understand where the contaminations are; and
 - understand the geological and archaeological features and characteristics of the ground.
- These investigations are important to ensure we understand the ground conditions and know the landscape and environment that we are going to be impacting so we can take the steps we need to protect the environment and mitigate the impacts of our expansion plans.
- We hope to begin the first phase, of investigations, later this year and complete that first phase in the summer of next year.
- We are currently in the process of selecting contractors to undertake the work so these timescales are provisional.
- The first phase will be carried out on commercial land only and will focus on the proposed footprint of the expanded airport, as proposed in the Airports Commission scheme.
- Later phases may cover other land uses and/or revisit some of the land plots we investigate in phase 1 - we can't determine what these later phases might involve or their timing until we've got the results from phase 1.

- There are a few formal processes that Heathrow must go through to formally engage with local authorities and the land owners ahead of this work – we are meeting with local authority Environmental Health Officers later this month to talk them through our plans.
- We will not commence work on any land until we have the consent of the landowner and any other parties who have a legal interest in that plot e.g. a tenant.
- Once the works are underway, residents may see/hear various heavy machinery being operated, some of which may look like construction machinery. This not related to construction of the scheme, in anyway. We cannot and will not begin construction until we have been granted consent to do so.
- Some of the machinery can be noisy, Heathrow will work with the contractors and the relevant local authorities to ensure we manage any noise considerately to reduce noise impact on the community.
- Working hours will be Mon – Fri work during normal working hours.
- Heathrow will ensure that residents are notified in advance when works near them will start.

A member of the forum sought clarification on what would happen if a local authority refused to allow these works to go ahead. GD explained that the local authority can't refuse the activity but can take enforcement action against Heathrow if the activity is causing a nuisance.

Members also sought clarification on:

- Where these works would take place and whether it included Harmondsworth Moor, where there are archaeological sites.
- What precautions are being put in place to prevent damage.
- Whether the wildlife surveys had begun on the Moors.

GD explained that archaeological sites are well documented and that Heathrow would work closely with Historic England to ensure that areas of archaeological interest are protected.

GD noted that Heathrow is currently surveying birds, bats reptiles etc. where there is permission to access land, which includes the moor.

GD advised that there was ongoing dialogue with the local authority so that they are kept up to date.

5) Airspace change

Due to time constraints, it was agreed to carry this item forward to the September meeting.

6) Heathrow report

The report was tabled with no comments.

7) AOB

- WM noted that the HACC synopsis was not included in the meeting pack. **Action: It was agreed that KC would have an agenda item at future meetings to provide a verbal update.**
- KC noted that there was an ongoing issue with private hire vehicles with issues on Spout Lane.
- DB asked for an update on the Rapid Exit taxi works to enable full alternation on the northern runway. **Response:** CM noted that these works were still being reviewed and there would be an update on this later in the summer.
- AT suggested that Heathrow provides volunteers on a regular basis to clean up Harmondsworth lane - private hire drivers were running their engines whilst stationary and that this was illegal. **Response:** Heathrow is working with Keep Britain to identify appropriate solutions.

- VR sought clarification on whether a resident should expect a response when they telephone the noise line. **Response:** CM advised there should be a call back if someone leaves a message. **Action: CM agreed to look into this issue and provide an update - Completed.**
- PR reported that he measured aircraft noise at 77 and 65 decibels at home. He feels that the noise is worse than people realise. **Response:** CM explained that aircraft noise contours are based on average noise levels but acknowledged the limitations of these and explained that is why different metrics are being used now that reflect the noise people experience. CM said she would be happy to arrange a session at a future LFF to go through the work that Heathrow has been doing on this.
- PR requested a copy of the data that shows how the average is calculated: **Action: Heathrow to provide.**
- JT noted that the vacant building on Holloway Lane was an eyesore and wanted to know what was the plan for the building. She noted that the house above the post office was also vacant and falling into disrepair. **Response:** TG informed the Forum that the building on Holloway Lane was earmarked for demolition and she would provide a further update at the next meeting.
- CT said she was concerned that incorrect information is being given by the noise line. She was recently informed that what she thought was engine ground running, wasn't from Heathrow **Response:** CM said that she would check and provide an update on how ground noise is recorded.
- CT also noted that when questions are raised by the LFF representative to the HACC they should be recorded accurately in the minutes. **Response:** CM advised the Forum that she would have a discussion with the Secretariat about this to ensure future queries that are raised at HACC are recorded.

The meeting concluded at 20:45

Next meeting – 5 September 2017