

Local Community Forum MINUTES



Date: 12th November 2024

Meeting location: Thistle Hotel, Bath Road, Longford, UB7 0EQ

Time: 17:30-20:00

Present:

Chair: Dr Roger Green- Independent Chair of LCF

Present:

Cllr Puja Bedi - Colnbrook & Poyle Parish Council, Slough
 Cllr Sean Beatty – Ashford North & Stanwell South, Spelthorne
 Cllr Sue Doran – Stanwell North, Spelthorne Borough Council (virtual)
 Cllr John Doran – Stanwell North, Spelthorne Borough Council (virtual)
 Shafick Emmambokus - Cranford Resident's Association
 PC Libby Free – Aviation Police, MPS
 Moureen Gordon – Stanwell Moor Resident's Association
 Christian Hughes - Longford Resident's Association
 Leon Jennion - Longford Resident's Association
 Laua Keith – CISHA (virtual)
 Cllr Wendy Matthews – Iver Parish Council
 Cllr Naveed Rana – Colnbrook Parish Council, Slough
 Veronica Rumsey – Friends of the Great Barn, Harmondsworth
 Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police
 Brian Stacey – Independent Chair, Air Quality Working Group
 Eilish Stone –Harmondsworth Allotment Association
 Christine Taylor - HASRA (Harlington)
 Jane Taylor – HASRA (Sipson)
 Guy Williams – Back Heathrow
 Graham Young – Richings Park Resident's Association

Anwara Ali – Volunteer Partnership Manager, Heathrow

Becky Coffin – Director of Communities and Sustainability, Heathrow

Hannah George - Senior Community Engagement Manager, Heathrow

James Holmes – Head of Local Strategic Engagement, Heathrow

Sarah Omar – Community Engagement Coordinator, Heathrow

Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow

Observers:

Hylton Garriock – Longford Resident's Association

Ian Matthews – Longford Resident's Association

Anthony Smith – Independent Chair, Heathrow Area Transport Forum

Apologies:

Victoria Brenner – Chair, Colnbrook Community Association

Hannah Burgess – Senior Community Engagement Manager, Heathrow

Cllr Alastair Buchanan – Colnbrook & Parish Council, Slough

Cllr Preston Brooker – Britwell Parish Council, Slough

Kathleen Croft – Stanwell Moor Residents Association

Simon Crossley – Stanwell Moor Residents Association

Nicola Edwards – Headteacher, William Byrd Primary Academy

Arvinder Garcha – Chair, Stanwell Moor Residents Association

Peter Hood – Chair, Colnbrook Resident's Association

Ian Millin – Stanwell Events

Cllr June Nelson – Heathrow Villages, Hillingdon

Angela Smith – Chair, Hounslow Respiratory Group

Roger Smith – Hounslow Respiratory Group



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<p>WELCOME & CHAIRS UPDATE – ROGER GREEN</p> <p>Welcomed all members, guest speakers and observers. Apologies as listed above. Chair also welcomed Anthony Smith, Independent Chair of Heathrow Area Transport Forum (HATF), and Brian Stacey, Independent Chair of Heathrow Air Quality Working Group (AQWG). Chair reminded forum members of the Terms of Reference (TOR) and code of conduct highlighting all members should respect each other’s views and the importance of working together.</p> <p>Meetings attended:</p> <p><u>CISHA (The Council for the Independent Scrutiny of Heathrow Airport) Meeting:</u> CISHA meeting which all Forum chairs attended, LCF Chair, Anthony Smith (HATF), Brian Stacey (AQWG) and Andreas Lambrianou (Noise & Airspace Community Forum). Issues discussed are relevant to all forums – topics include Heathrow Expansion, development of a community engagement strategy and the announcement of the new CISHA Chair, Tracey Waltho. All forum chairs will be meeting with Tracey in the coming weeks and look forward to meeting her.</p> <p>CISHA quarterly meeting attended by Heathrow, Forum chairs, various stakeholders and Heathrow CEO Thomas Woldbye. Multiple questions about Heathrow expansion were brought up due to recent media speculation. Chair felt Heathrow’s CEO Thomas Woldbye was being honest on his responses, on ‘Building capacity inside the perimeter fence and the external perimeter fence.’ Clarity was given on how Heathrow are looking to develop internally within the perimeter fence. External development is still being reviewed and as soon as Heathrow has more details to share, members will be updated.</p> <p>Harmondsworth Allotment Association – <i>Is there a timeline on the announcement of the external expansion?</i></p> <p>Chair – No timeline, could Heathrow update?</p> <p>Heathrow – Correct, as CEO Thomas explained in the meeting there is a lot of consideration needed along with stakeholder views. It is important that we get it right and not to rush into a decision. We acknowledge the uncertainty this causes, but this must be done right.</p> <p><u>Cargo/Freight</u></p> <p>Chair and HAFT Chair, Anthony Smith, drove around Heathrow to get a visual overview on cargo/freight movements and spent time at the Heathrow Cargo Centre with DHL to understand how this is managed. The Chair also met with James Golding, Head of Cargo, to better understand the challenges of the cargo operation at Heathrow. The outcome of this is that cargo and freight issues will be dealt with at the HATF special interest group meetings which encourages positive collaboration with relevant key stakeholders. The Chair thanked Cllr Wendy Matthews, Cllr Puja Bedi and Peter Hood for their input and had emailed them with this outcome.</p> <p>The HATF special interest group has made positive outcomes with taxi/private hire vehicle drivers with Spelthorne’s Public Space Protection Order (PSPO) now in force and London Borough of Hillingdon also running a consultation for a similar PSPO. The Chair has responded to Hillingdon’s consultation supporting the introduction of the proposed PSPO.</p>	



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<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 5th November.</p> <p>Harmondsworth Allotment Association – <i>Action 7 Nigel Milton expressed in the last LCF to tell anyone who has issues to contact Heathrow directly, so I’m surprised to see the no responses, I know residents who have contacted. Communication was sent to Hannah and Nigel.</i></p> <p>Chair – Hannah George is the correct individual to contact not Nigel Milton.</p> <p>Heathrow – Action 7 on the action sheet will be amended to acknowledge that residents have now been in touch which we will take away, but please continue to put people in touch with Hannah George.</p> <p>Minutes and actions approved.</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> <ul style="list-style-type: none"> • Issue with Legally Parked Cars: Ongoing concerns about legally parked vehicles; limited enforcement options if vehicles have valid insurance and MOT. • Meet and Greet Activities: Generally quiet, with no significant incidents reported. • Crime Incident: A meet and greet company was targeted by criminals who broke into an unoccupied compound, stealing four high-end vehicles after locating the keys. Two vehicles have been recovered, while two remain missing. • AM-GO - British Parking Association (BPA) Update: New meet and greet operator scheme to go live next year. • Colnbrook Update: Colnbrook Sergeant and Police team have been updated with the ongoing issues and residents details have been passed on. <p>PC Libby Free (LF), Safer Airport Team, Aviation Policing</p> <p>Update given, for general information, on:</p> <ul style="list-style-type: none"> • Aviation Policing Tool used for unwanted people at the airport, is used to prohibit people from returning e.g. rough sleepers. Evidence is gathered and put together into a pack which then goes to prohibiting that person from the airport. This process is recorded on police bodycams along with a required signature from the individual. If no criminal offence is committed, then this tool is used. • The same tool is also carried out for taxi touts in relation to being an unwanted person at the airport. If they return to the airport they are arrested on site and given a penalty. <p>Harmondsworth Allotment Association – <i>Are rough sleepers given contacts details of homeless support system?</i></p> <p>LF – In Terminal 3 there is a charity called Travel Care, whose outreach workers are mobile and can engage with individuals who need support. Aviation Police officers work collaboratively</p>	



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<p>with Travel Care on an individual basis and their remit also includes those in need of travel documents.</p> <p>Heathrow – Travel Care also work closely with Hillingdon Council and other relevant agencies to offer services to those who need. We would be happy to include this as an agenda item for a future LCF.</p> <p>Colnbrook & Poyle Parish Council, Slough – <i>I would suggest any update on anti-social behaviour or criminal activity is given here as the result of rough sleepers being removed from the airport could impact the local villages and it would be best, we are aware of those activities/stats.</i></p> <p>Colnbrook Parish Council, Slough – <i>How many meet and greet companies operate at Heathrow Airport?</i></p> <p>MS – Approximately 30, however they all have various names.</p> <p>Colnbrook & Poyle Parish Council, Slough – In terms of regulations, do meet and greet companies need the same licence as Taxi/private hire vehicle drivers? This topic has been brought up with local authorities and at the Special Interest Group meetings, and it needs a national campaign. Heathrow need to challenge this to the Government, it's not just on parking but also about people's safety.</p> <p>MS – A lot of the meet and greet companies employ drivers with no driving licence or insurance which they are required to have. All that is required at the moment is a jockey policy which is insurance that allows drivers to drive from their car park to the terminal and the return journey. When the car is parked in their compound, if anything were to happen to the vehicle then the owner of the vehicle would have to go through their own insurance to claim.</p> <p>Heathrow – We have made a lot of progress within the past year working closely with local communities and councils on parking issues with a successful implementation of a PSPO Spelthorne and a PSPO consultation in Hillingdon which has now closed. Tackling rogue meet and greet operators is an issue that we will carry on working on with Mike Smooker, local authorities and other agencies. As a communities team we want to step up our focus on meet and greet issues next year, there may be more we could do as an airport with the Local Authorities. We would welcome a discussion with Mike on additional measures we can pursue alongside our Parking Action Plan.</p> <p>Heathrow Area Transport Forum Chair – <i>We have been looking into this in the parking group convening with local authorities. The key to this issue long term is ensuring customers book with reputable providers. The BPA have come a long way in this with the Approved Meet and Greet Parking Operator Scheme (AM-GO) scheme which needs to be launch as soon as possible.</i></p> <ul style="list-style-type: none"> • HAFT Chair: Emphasised the challenges of addressing these issues with current tools. Suggested disrupting rogue operators' activities while acknowledging the broader impacts, such as insurance concerns. The next Special Interest Group (SIG) meeting date is to be confirmed (TBC). 	<p>1.COMMUNITY ENGAGEMENT TEAM: Organise Travel Care as next LCF Agenda item</p>



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<ul style="list-style-type: none"> • HASRA: Highlighted residents’ frustrations and urged stronger advocacy, potentially involving politicians, as residents are at their breaking point. Persistent problems with rogue meet-and-greet operators who change names and locations to evade regulation. These operators misuse blue badges and park cars for extended periods, causing hidden impacts on residents, including increased insurance premiums. • Colnbrook & Poyle Parish Council, Slough: Proposed campaigns in partnership with compliant operators and aggressive outreach to raise awareness. Suggested monitoring and addressing issues like those on Colnbrook Bypass until a resolution is found. • Harmondsworth Allotment Association: Recommended airlines include cautions in their booking terms to alert customers about reputable meet-and-greet services. <p>Heathrow - Mike will remain in contact for follow-up actions along with attending any other meetings.</p> <p>AIR QUALITY WORKING GROUP UPDATE – BRIAN STACEY (BS), CHAIR AQWG <i>Slides circulated with meeting minutes.</i></p> <p>Quarterly Data Report:</p> <ul style="list-style-type: none"> • Reviewed latest air quality data and trends. • Overall trends show improvement across all sites since 2008. • Encouraged attendees to explore the data and provide feedback via the Airwatch website. <p>New Airwatch Website:</p> <ul style="list-style-type: none"> • New live website launched, offering real-time, user-friendly insights into air quality. • Live data is refreshed every hour. <p>Clean Air Day (2022):</p> <ul style="list-style-type: none"> • Highlighted air quality monitoring at Stevenage Bus Station and along specific routes (e.g., A41, Aylesbury town centre). • Demonstrated pollution levels with clear visuals (blue = low, yellow = high) and emphasised the impact of proximity to traffic. • Highlighted air pollution levels around walks to school in Spelthorne, together with assessment of exposure for commuting by cycling or bus between Compass Centre, Terminal 5 and the Central Bus Station <p>Findings (both studies):</p> <ul style="list-style-type: none"> • Walking near traffic areas showed higher pollution exposure. • Cycling exposure was lower than being inside buses due to ventilation differences. <p>Future Opportunities:</p> <ul style="list-style-type: none"> • Potential to replicate similar air quality mapping at Heathrow and other areas. • Suggestions for pollution challenges or research ideas are welcome. • Funding through CISHA is available for suitable projects aligned with the THINKS brief. <p>Q & A Colnbrook & Poyle Parish Council, Slough - <i>I suggest monitoring air quality in Pippins (Colnbrook) and Central Parks (Slough).</i></p>	<p>2. SARAH-JANE PICKTHORNE: Send LCF Members email to send in their comments with the ongoing issues. Set up meeting with Mike to discuss meet and greet</p> <p>3. SARAH-JANE PICKTHORNE: Send LCF Members Airwatch Website Link.</p> <p>4. LCF MEMBERS: Send feedback on the new Airwatch website to Sarah-Jane Pickthorne.</p>



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<p>BS – There was air pollution monitoring at Pippins Schools a long time ago, but happy to consider these areas and exploring solutions like walking buses and cleaner walking routes. It's important to distinguish local traffic impacts from Heathrow's operations and note ongoing efforts to improve air quality monitoring. I acknowledge there are gaps in data and the need for further evidence to support community health improvements.</p> <p>Stanwell Moor Residents Association – As an active champion for local children I <i>propose monitoring in Stanwell Moor Village, particularly near Stanwell Fields school.</i></p> <p>BS – I recall previous monitoring in Stanwell Moor during Terminal 5 construction, but happy to revisit these areas. Long term monitoring data is available at Oaks Road in Stanwell.</p> <p>Longford Residents Association – <i>Touching on the Easterly Alternation Project, I noticed in your thesis that there is insignificant evidence about unspent fuel emissions from aircraft taxing which is a massive concern for residents in Longford along with other major constructions. What is the air quality forum proposing in terms of long-term assessments of those unspent fuels and how can we ensure its going to be a habitable village after easterly alternation is approved? Effectively HAL will be increasing the number of departures near Longford with Easterly Alternation, and we are massively concerned about air quality. The challenge of the monitoring equipment is it doesn't measure the unspent fuels.</i></p> <p>BS – My PhD focussed on ultra-fine particles (UFPs) rather than unspent fuel. It potentially will be something of interest, when departing on easterlies, winds from directions that impact on Longford shouldn't be as frequent. You are right, the AQ impact from easterly departures on 09L are a concern, but one we are discussing in the working group and how we can deal with that. The UFP reports for LHR2 2023 is online and available to read. It is important that we take those measurements and understand processes, however it needs to be done in a measured way, as these instruments are expensive.</p> <p>Heathrow - We need to build on this undeveloped area, which is moving fast. We are spending a lot more time on our air quality strategy, and in particular work on UFP's.</p> <p>HASRA - <i>Hillingdon Council are proposing to reduce traffic speeds and improve road safety, but there is no specific steps being taken on air quality. It would be best to get the children away from the main roads and improve safe and alternative walking routes for children to William Byrd Primary. This would be good to understand how Harlington is impacted and how we are going to improve the air quality. Your advice would be helpful.</i></p> <p>BS –What can be done is to provide evidence that demonstrates clearly the impacts of walking along the main road is worse for exposure than walking pedestrianised areas. This would give you a tool to take to the local authority on how we can improve these impacts to help better the air quality.</p> <p>Iver Parish Council – <i>How do we address air quality issues already identified through previous walking initiatives. It's not only children walking to school, there are a lot of houses close to the high street and exposed, but what do we do?</i></p>	<p>5.COMMUNITY ENGAGEMENT TEAM): Follow up with Christian on his query around AQ and Longford</p>



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<p>BS – The importance of mobile monitoring to gather evidence really does help, especially in areas with HGV traffic due to, for example, HS2 construction. If you could demonstrate clearly the high impacts of air quality at a traffic pinch point as a visualisation then that helps.</p> <p>Chair – Brian your offer to support community efforts could be implemented but how will this work in terms of resources available for school walkabouts.</p> <p>BS - Conversations with Mark Izatt from CISHA are happening and he is enthusiastic about understanding the air quality in the local community. If you can centralise all individual and local community interests and email these to LCF Chair Roger, Roger and I can then approach CISHA/ Mark Izatt directly.</p> <p>Colnbrook & Poyle Parish Council, Slough - <i>What would be the next steps after gathering this data, as the air quality is set to increase, air pollution and noise, and what if the third runway comes back on the radar? What will happen with this information and how do we better the lives for our children? How does this feed into CISHA?</i></p> <p>BS – For this next point I’m disconnecting the airport from the local community. In the understanding of air quality, predominantly, the biggest risk to people in their daily lives for air quality is road traffic. Heathrow has 22 air quality monitoring stations, forming one of the largest local networks near any airport in the UK. Despite its density, gaps remain, particularly under landing flight paths and in southeast areas lacking robust monitoring. The focus is on filling these gaps to identify local air quality issues and areas like clean routes to schools. Collaboration between Heathrow and local authorities may address these concerns, but gathering strong evidence is crucial. Heathrow acknowledges past shortcomings in this area but is now leveraging tools to better analyse, present, and address air quality data.</p> <p>Heathrow – With CISHA, their role is to bring stakeholders together to address issues, and to work collaboratively with our stakeholders and local authorities. CISHA would be the right place to bring this forward to.</p> <p>Friends of the Great Barn, Harmondsworth – <i>Who decides where monitoring stations go and why are monitoring stations being placed in areas with low traffic, such as country lanes, instead of high-exposure locations like Hatch Lane/entrance to the village or near schools?</i></p> <p>HASRA – <i>That monitor was put there because of the incinerator to test the air quality not the roads.</i></p> <p>BS – There are two tiers of selection criteria, first is the national perspective ‘larger areas’ e.g. the monitoring station on Bath Road next to McDonalds, is the only location on the road between Compass Centre and Harlington that is representative of 100 metres of the road. This then allows these measurements to be used as a surrogate to predict concentrations at similar locations. Heathrow’s monitoring stations meet the national representativeness criteria. Local authority monitoring requirements are set around local targets, e.g. the Harmondsworth site was set to monitor the incinerator process, which now is no longer an issue/challenge. It is the responsibility of the Local Authority to review and relocate this monitor if it considers this appropriate. Those sites are chosen specifically to address local air quality issues.</p>	



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<p>Colnbrook Parish Council, Slough – <i>Where is the public accessibility of air quality measurement data for 2023?</i></p> <p>BS - The data is available in real-time (data refreshed every hour) on the Heathrow Airwatch website, with summaries and gives live updates for transparency on all 22 monitoring stations.</p> <p>Stanwell Moor Residents Association – <i>How do you qualify for a monitoring station and where could it be located?</i></p> <p>BS – From a local perspective, the local authority decides where the highest priorities are. They would conduct a review and assessment process; they look at emission sources in their responsible areas, conduct screening assessments to identify potential pollution hotspots and to undertake automatic monitoring, if required.</p> <p>Heathrow –As a communities team we can collate and centralise all the information from previous LCF meetings on this topic. Once we have gathered this feedback the next step would be to share with Brian and the AQWG to help them understand what the asks are from communities on air quality. Some of the answers and solutions to issues being raised by local communities need involvement from the agencies and organisations that are already part of the AQWG. This will help to bridge the gap between the issues we are hearing from local communities and the work of the AQWG to help resolves those issues or provide further clarify on them.</p> <p>BS - Happy to continue attending LCF meetings and incorporating feedback into ongoing air quality initiatives.</p> <p>Chair –Your working group currently doesn’t have a community representative attend, and is your offer to come to future LCF’s and feed back to the LCF a viable option?</p> <p>BS – Yes, happy to continue attending LCF meetings and actively participate in these meetings.</p> <p>BREAK</p>	<p>6.HANNAH GEORGE: Collate all previous feedback for this year’s LCF forum to share with Brian Stacey.</p> <p>7.LCF MEMBERS: Send Sarah-Jane Pickthorne their feedback on air quality initiatives to collate for AQWG</p>
<p>COMMUNITY INVESTMENT GIVING BACK PROGRAMME UPDATE – ANWARA ALI VOLUNTEER PARTNERSHIP MANAGER, HEATHROW <i>Slides circulated with meeting minutes</i></p> <p>LCF Working Group Update: (Minutes can be shared upon request)</p> <ul style="list-style-type: none"> • Tweed Road – Cllr Puja Bedi requested a comms photoshoot organised last month to show residents in Slough the support and work we have done with the Community Rangers and colleagues volunteers. Works included a major reinstatement of grass and planters at Tweed Road. This was shared to residents in Slough. • Partner School Summer Projects – We supported three partner primary schools. At Pippins Primary School we reinstated the back garden. The rangers helped remove unused structure and fencing with the help of up to 80 volunteers. Harmondsworth Primary and Heathrow Primary school had planters and treaters repainted. This was the biggest summer holiday project we had with colleague volunteers supporting our rangers. 	



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<ul style="list-style-type: none"> • Remembrance Sunday – LCF working group members requested we provide support at Cranford War Memorial, Poyle and Colnbrook War Memorial and Barnes Wallace War Memorial in Harmondsworth. We held 3 community days, planted the areas, provided bedding by trees and Poppy’s were also put up around the community. That was supported by approx 23 colleague volunteers and our community rangers. • Christmas – With Christmas coming up, various events are being held in the local community. Villages will be decorated and wreath making will be a new Community Ranger activity that local residents can get involved with. We will also be conducting a Christmas present wrapping event at Compass Centre where the presents can be donated to local community organisations/groups. <p>Key Highlights: Supported Harmondsworth in achieving 3 awards in the London in Bloom.</p> <ul style="list-style-type: none"> ➢ Gold Award for Best Horticultural Health and Wellbeing ➢ Silver for Best Churchyard of the year – First time entering this category ➢ Silver Gilt for Best Small London Village – Upgrade from Silver award last year <p>Thank you to the residents at Harmondsworth Village for joining forces and helping the volunteers and our community rangers. It was a fantastic way to bring communities together.</p> <ul style="list-style-type: none"> • Heathrow CEO Thomas Woldbye visited Harmondsworth Primary School for a morning workshop on leadership, organised by Business Education Events (BEE). Joined by Heathrow colleagues, Thomas engaged students in interactive activities, sharing leadership insights and skills. During the visit, he toured the school with headteacher Eleesa Dowding, learning about its challenges and needs. • Heathrow Community Trust (HCT): This was discussed at the Working Group meeting to gauge understanding of funding from HCT streams and how we can support residents in understanding the barriers they face. The main feedback to HCT was the application is lengthy and quite complex. The feedback has been taken away and shared with the wider team. Overall good experience hearing from everyone on what their experience has been and what they find challenging. <p>Q & A The forum expressed gratitude to Anwara and the Heathrow Rangers for their dedicated support across various community projects, highlighting their hard work, effectiveness, and collaborative efforts and leadership. Specific thanks were given for assisting with initiatives in Harmondsworth, Tweed Road, and Colnbrook, including the upcoming festive wreath-making workshops at Colnbrook Village Hall and Stanwell Moor Village Hall.</p> <p>AA- Thank you for your suggestions we are happy to support our local communities where possible especially with our Rangers, Heathrow Community Take Off Fund or through our volunteers. Please continue to suggest ideas or projects. I would also like to mention we have increased the rangers to a team of 5 and we look forward to 2025.</p>	
<p>HEATHROW BUSINESS UPDATE: BECKY COFFIN</p> <p>Financial and Operational Results:</p> <ul style="list-style-type: none"> • Passenger demand still very strong, busiest October, 6 consecutive months of more than 7 million passengers passing through the airport. • Q3 Financial results, we have adjusted our forecast for the year, this has now gone up to 83.8 million passengers. • Strong operational performance with a good summer. A lot of effort was put in for our passengers to leave on time and safely. 	



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<ul style="list-style-type: none"> • Heathrow Airport prepare for its busiest Christmas period, after welcoming a breaking 30 million passengers from June to September. <p>Resurfacing of the Southern Runway</p> <p>The works are now completed, video content is available on our social channels of how the project was completed. It was conducted with a night shift team accessing the runway from 23:00-05:30 for 29 weeks. Works were planned carefully around peak demand periods and community respite.</p> <ul style="list-style-type: none"> • Each night shift consisted of 120 vehicles, 150 operatives, laid approximately 50,000 tonnes of asphalt, upgraded 22 entry exit taxiways and runway shoulders which is the same surface area as the runway. • 70,000 tonnes of planed asphalt from the project has been taken off site to be processed and reused in local road resurfacing or used in other similar facilities across the country, as what is used on the runway is really high quality. • The project team has done a lot of work to ensure that bringing materials in had a minimal impact on local communities. All the materials were brought in by rail to the local Colnbrook Logistics Centre and the final bit of transfer was by road. • Next year we will be looking into how we'll be resurfacing the Northern Runway which is planned to begin from April 2025. <p>Easterly Alternation Update</p> <ul style="list-style-type: none"> • On Thursday, October 24, 2024, Heathrow Airport submitted its planning proposal to the London Borough of Hillingdon. Hillingdon will now undertake a validation process for the submitted proposal. Following the validation period, Hillingdon will hold a consultation on the proposal received. Heathrow hopes to receive a decision from Hillingdon by Spring 2025. <p>Thank you to the team for reacting so promptly to feedback at the last LCF and getting the Easterly Alternation postcard distributed to Longford and for holding an additional engagement session at the Thistle Hotel. All details remain on our website, once this goes live on the Hillingdon website we will share the link with members. London Borough of Hillingdon Planning</p> <p>Just to inform anyone of who isn't aware of this application to Hillingdon, this is for ground infrastructure changes so that we will be able to use both runways for full alternation, on both easterly and westerly. Further updates to come as the process progresses.</p> <p>45 Holloway Lane Update</p> <ul style="list-style-type: none"> • Meeting took place, on 23rd October, with NHS and Heathrow's Community Engagement Team • NHS submitted a plan with 7 consultation rooms, parking bays for staff and visitors • NHS sent costings over to us and we discussed what it would look like, the amount the NHS have been quoted is currently unaffordable, so they are currently looking at funding options. NHS asked if there was any negotiation on an extension of the 5-year lease, which we had proposed. We are committed as a team and as Heathrow to provide that site for free to the NHS. <p>Harmondsworth Allotment Association – <i>When did the meeting take place?</i></p> <p>Heathrow – I can take a look and come back to you on the date of when this meeting happened.</p>	<p>8. SARAH-JANE PICKTHORNE: Check meeting date and inform Members.</p>



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<p>Friends of the Great Barn, Harmondsworth – <i>The site doesn't look pleasant, overgrown weeds. Can something be done to make it look more pleasant?</i></p> <p>Heathrow – We will take this away to the Property team about what can be done. We acknowledge it needs to be a safe site.</p> <p>Quieter Neighbourhood Scheme</p> <ul style="list-style-type: none"> • Pilot work completed, moving onto the first phase. The rollout for the Residential Insulation Scheme will start week commencing 18th November, this was planned for Friday 8th November but due to GDPR issue there was a slight delay. • First areas which were selected by the prioritisation panel which has community representation Paul Beckford. Letters will be going out to eligible households. • The Residential Insulation Scheme (RIS) – homeowners can get up to 100% funding of eligible insulation costs, where they are recommended by a free independent survey. Impacts will be monitored on the scheme and what difference it has made to residents, we want to know if this improves quality of lives by reducing sleep disturbance. <p>Stanwell Moor Residents Association – <i>Residents in Stanwell Moor have questioned if they will be putting another ceiling, where will they go when putting up the ceiling, as this wouldn't take one day, so how would this work when the works are being done?</i></p> <p>Heathrow – The first step would be to undertake an assessment to each individual property, which will all be different in terms of what would be the right solution. The options would be discussed with the residents and a plan agreed. We wouldn't be able to give you a direct answer, I suggest we take this back and come back to you with a more detailed answer with what would specifically happen in that scenario. The contractor's aim is to minimise disruption throughout the process.</p> <p>Harmondsworth Allotment Association – You mention Paul Beckford is representing communities, so how has he been communicating with communities, as we haven't heard anything.</p> <p>Heathrow – Paul Beckford is a member of the NACF, so it's through the NACF that he provides that link.</p> <p>Chair – I questioned this at the last CISHA meeting if there was a community representative at the NACF, as there is no one from the LCF. As Paul Beckford is not part of the LCF, this is a good point that there is no feedback mechanism to the LCF. This is something we could allocate to have an LCF Rep.</p> <p>Heathrow – This may not be the right route as the forum for communities in which noise is discussed is the NACF, so it's right for a community representative from that forum who attends links on how the communication feeds back into this group. There are a few suggestions on how we can do that. We will take this away and come back to you with the best route on how this can be done, as Roger gets those updates through CISHA, maybe this role is for CISHA, as it is CISHA who chair the prioritisation panel. We will discuss with Roger and Andreas (Chair of NACF) to agree on the best route on how this can get fed back into the LCF.</p>	<p>9. COMMUNITY ENGAGEMENT TEAM: Feed this back to Property Team.</p> <p>10.HANNAH GEORGE: To find out more and give a more detailed response.</p> <p>11.COMMUNITY ENGAGEMENT TEAM: Review this with Roger and Andreas.</p>



Item	Action
<p>Friends of the Great Barn, Harmondsworth – <i>When will there be a list of published roads under this Noise Insulation Scheme?</i></p> <p>Heathrow – Its done zone by zone and we will be contacting individuals directly, so if you are contacted you will know that you are eligible.</p> <p>Colnbrook & Poyle Parish Council, Slough - <i>How does the resident apply if they're not eligible?</i></p> <p>Heathrow – The prioritisation panel also deal with special cases such as if they are eligible or not. Inevitably, with a scheme like this, there will be households that will be eligible and others that won't. The role of the panel is to look at the phasing of the zones in the noise insulation including the rollout and special cases where residents feel they should be eligible for the scheme. We will work with Roger and Andreas to provide that information, as this information is applicable to local councils who would like this information also.</p> <p>Laura Keith CISHA - <i>CISHA are planning a Noise Insulation Scheme blog to provide more information.</i></p> <p>Heathrow – There won't be a published list but there will be a postcode checker on our website which we can send to LCF members once it goes live to check through that if they are eligible or not.</p> <p>Heathrow Community Trust – Update</p> <p>LCF Members received an email on the 25th October informing them that Claire Knight has stepped down from her role of CEO at our charity partner, Heathrow Community Trust (HCT). They are looking for a new Chair. Maria Bellocchi has been appointed as Interim Chief Operating Officer (COO) from the 29th of October 2024 and will become the principle point of contact for the Trust while the recruitment process goes on. The grant funding will continue during this period. If you have any questions or queries, please contact the Community Investment Team.</p>	
<p>AOB</p> <p>Iver Parish Council - <i>On the 27th October there was a calibration operation carried out by Heathrow at midnight until 3:00am, which resulted in a plane driving around all-night doing touch and goes on each runway, this caused enormous disturbance in our community, it was a real disappointment no one from Heathrow thought to inform the community via this group.</i></p> <p>Heathrow –Thank you for bringing this to our attention. We agree that we should be making you aware of those things, so we will find out what happened and what its next planned so we can inform you.</p> <p>Longford Residents Association – <i>This was posted on social media. Another important update is when they are doing the ILS Instrument landing system.</i></p> <p>Heathrow – We have an X account that we update twice a day about when alternation is happening for residents to know what the runway use is, so I understand this was put on there. However, we will think about additional communication we can do on top of that.</p>	<p>12. COMMUNITY ENGAGEMENT TEAM: Team to review additional communication.</p>



Item	Action
<p>Richings Park Resident’s Association – <i>The number of people now coming into the airport was linked to business traffic rather than leisure traffic. Following back to when COVID happened it was said that business traffic never bounced back due to Teams meetings and now leisure traffic is increasing and causing pressure. Has there been any recent data done by Heathrow in terms of the people going through?</i></p> <p>Heathrow – We do monthly and quarterly surveys. Mark Izatt from CISHA is also Chair of the Passenger Forum, they look at these issues and they review that data. We can look at sharing those updates.</p> <p>Colnbrook & Poyle Parish Council, Slough – <i>It’s been highlighted this evening and through previous meetings there are gaps of updates to groups or communities. I would request Heathrow look at how airport disturbance updates are shared to community groups/ so we can share that information out. The key point would be sharing that information in advance, rather than bringing up why wasn’t the information communicated.</i></p> <p>Laura Keith CISHA - <i>CISHA have a festive drinks event on the 10th December open to all at the Marriott Hotel, Bath Road 18:30-20:30pm with the chance to meet the new CISHA Chair. Registration only which is on the CISHA Homepage www.cisha.org.</i></p> <p>Heathrow – The forum has previously discussed ongoing issues with fly-tipping and litter, particularly on Airport Way. A call with Highways England was held to address these concerns. Appreciation was expressed to the Heathrow Rangers and Anwara for their efforts, with 26 litter-picking visits made to the area this year. Highways England provided a direct customer relations contact for reporting litter and submitting photos.customer.enquiries@connectplum25.co.uk These details will also be circulated with the minutes. If responses are not received via this contact, the Community Engagement team can assist in escalating issues.</p> <p>Harmondsworth Allotment Association – <i>Harmondsworth Christmas Market takes place on the 30th of November from 11:00-16:00pm. We would also like to thank the rangers for helping with the equipment set up for the 2x classical musical concerts.</i></p> <p>Longford Residents Association – <i>I don’t know whose jurisdiction this is but on Stanwell Moor Road between the Longford roundabout and the A3044 roundabout, the road from the M25 into Terminal 5 underneath there has been a huge number of mural graffiti, not sure who the property belongs too but can this be looked at?</i></p> <p>Heathrow – Could you send this to the Community Engagement Team, and we will have a look at the map and work out who it is.</p> <p>Chair – The next Local Community Forum meeting takes place on 21st January at Compass Centre. Seasonal greetings to all and see you in 2025.</p> <p>MEETING CLOSE: 20:11</p>	<p>13.CHRISTIAN HUGHES: Follow this up with the Community Engagement Team.</p>