

Local Community Forum MINUTES



Date: 20th May 2025

Meeting location: Hilton London Heathrow Airport Terminal 5, Poyle Road, Colnbrook, SL3 0FF

Time: 17:30-20:00

Present:

Chair: Dr Roger Green- Independent Chair of LCF

Present:

Cllr Sean Beatty – Ashford North & Stanwell South, Spelthorne
Cllr Alistair Buchanan – Colnbrook with Poyle Parish Council
Justine Bayley – Stop Heathrow Expansion
Cllr Puja Bedi – Colnbrook with Poyle Parish Council
Shafick Emmambokus - Cranford Action Group
PC Libby Free – Aviation Police, MPS
Peter Hood – Colnbrook Residents Association
Christian Hughes - Longford Resident's Association (Virtual)
Matt Howells – QNS Project Director, Kier
Sarah Hughes – Community Engagement Manager, Kier
Leon Jennion - Longford Resident's Association
Cllr Wendy Matthews – Iwer Parish Council
Ian Millin – Stanwell Events (Virtual)
Cllr Barry Nelson-West - Chair of Hillingdon Labour Group (Virtual)
Veronica Rumsey – Friends of the Great Barn, Harmondsworth
Brian Stacey – Independent Chair, Air Quality Working Group
Eilish Stone – Harmondsworth Allotment Association
Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police
Christine Taylor - HASRA (Harlington)
Armelle Thomas – HASRA (Harmondsworth)
Tracey Waltho – Chair, CISHA
Graham Young – Richings Park Resident's Association

Becky Coffin – Director of Communities and Sustainability, Heathrow

Neena Haria – Senior Community Engagement Manager, Heathrow (Maternity Cover)

James Holmes – Head of Local Strategic Engagement, Heathrow

Tim Leech - Head of Surface Access Strategy and Sponsorship, Heathrow

Sarah Omar – Community Engagement Coordinator, Heathrow

Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow

Johnathan Pam – Operational Impacts and

Community Engagement Lead, Heathrow

Sarah Turner - Sustainable Travel & Policy Lead, Heathrow

Observers:

Robert Barnstone – No 3rd Runway Coalition

Arvinder Garcha – Hillingdon Resident

Hylton Garriock – Longford Resident's Association (Virtual)

Laura Keith – Head of Communications & Engagement, CISHA (Virtual)

Guy Williams – Back Heathrow

Apologies:

Alfred Alvares - St David's RC Church, Stanwell

Cllr Preston Broker – Britwell Parish Council

Hardip Singh - Governor, Harmondsworth Primary School

Roger Smith – Chair, Hounslow Respiratory Group

Angela Smith - Hounslow Respiratory Group

Jane Taylor – HASRA (Sipson)



Item	Action
<p>WELCOME & CHAIRS UPDATE – ROGER GREEN, LCF CHAIR</p> <p>Welcomed all members, guest speakers and observers. Apologies as listed above.</p> <p>Chair informed members of housekeeping rules and a reminder to observers in the room if they would like to speak to raise their hand with discretion of the Chair and time.</p>	
<p>ACTIONS FROM PREVIOUS MEETING – ROGER GREEN, LCF CHAIR</p> <p>The minutes were circulated in advanced for any comments, and the actions were sent to members via email on the 13th May.</p> <p>March minutes and actions approved by LCF Chair and LCF Members.</p>	
<p>LCF PRIORITIES 2025 – ROGER GREEN, LCF CHAIR</p> <p>Chair asked members of the LCF to agree the forum's 2025 priorities.</p> <p>1. Surface Access: Local Community Forum (LCF) and Heathrow to work together along with other relevant stakeholders to continue to identify solutions to mitigate the negative impacts locally from surface access related issues.</p> <p>2. Community Engagement & Investment: LCF and Heathrow to collectively promote Heathrow's Giving Back Programme (GBP), to ensure increased community awareness of opportunities and activities.</p> <p>3. Air quality: LCF and Heathrow to work together to support Heathrow's commitment to improving community health and wellbeing, through collaboration with other relevant forums and stakeholders.</p> <p>4. Heathrow's Plans for Growth: LCF and Heathrow to work together to ensure the views of Heathrow's local communities are heard and used to influence Heathrow's future plans for Growth.</p> <p>Chair - The LCF priorities were approved and signed off by the forum.</p>	



Item	Action
<p>COMMUNITY UPDATES & AVIATION POLICING – MEMBERS</p> <p>Chair – This is an opportunity for community representations to inform the forum of any meetings happening in their local community.</p> <p>Colnbrook with Poyle Parish Council</p> <ul style="list-style-type: none"> • <i>Ongoing meetings with the Borough Council.</i> • <i>Attended Heathrow Area Transport Forum Special Interest Group (HATF SIG) meeting, enforcement in Slough now under discussion. Discussed concerns regarding the Authorised Vehicle Area (AVA).</i> • <i>Positive feedback to Heathrow's support with parking signage – showing positive impact in Colnbrook.</i> • <i>Bus gate issue being addressed with Heathrow's support.</i> • <i>Heathrow Rangers to receive the Community Cup for their community contributions – award to be presented tomorrow (Wednesday 21 May).</i> <p>Cranford Action Group</p> <ul style="list-style-type: none"> • <i>Collaborated with Heathrow Rangers to construct and install planters in Cranford.</i> • <i>Appreciation expressed for ongoing community support.</i> <p>Colnbrook Residents Association</p> <ul style="list-style-type: none"> • <i>Heathrow Rangers have supported the Scout Group's vegetable-growing area and church maintenance.</i> • <i>We really appreciate the Heathrow Rangers support, and we need more of them!</i> • <i>Slough in Bloom has shown interest in having Heathrow Rangers support their village.</i> <p>Heathrow – We recently hired another full time Ranger, but we do recognise that there is a lot of demand for their activities around the airport. We are in discussion to see if we can increase this resource, and we can give a further update in a future meeting.</p> <p>Harmondsworth Allotment Association</p> <ul style="list-style-type: none"> • <i>Thanked the Heathrow Rangers for supporting preparations for London in Bloom judging which takes place on the 18th of June.</i> • <i>Rangers also supported the Harmondsworth Horticultural Association's successful plant sale.</i> <p>Longford Residents Association</p> <ul style="list-style-type: none"> • <i>Thanks to Heathrow Rangers for their outreach.</i> • <i>Looking forward to working together on upcoming local projects.</i> <p>Chair - On behalf of the Local Community Forum, we would like to extend our thanks to the Heathrow Community Rangers for their continued hard work and dedication in supporting our local communities.</p> <p>Mike Smooker (MS) - Civilian Crime Prevention Unit, Aviation Policing</p> <ul style="list-style-type: none"> • <i>Ongoing issues with unauthorised "Meet and Greet" parking, particularly at Colnbrook Village Hall.</i> 	

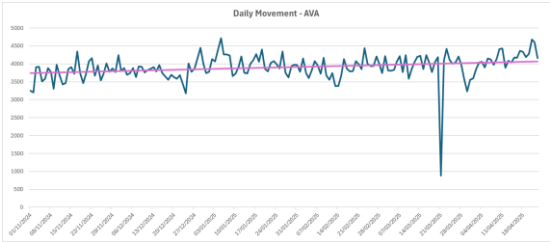


Item	Action
<ul style="list-style-type: none"> • Investigations continue to identify companies involved. • Residents encouraged to report details (e.g. high-vis jacket logos, booking slips) but not to touch vehicles or approach drivers. • Site visit planned in Stanwell with local councillor to address similar concerns. • Legally parked vehicles (with MOT/tax) cannot be acted on without further regulation. • A list of known "Meet and Greet" companies have been shared with Heathrow. • Theft at 5am involving youths stealing 50 sets of customer car keys from a "Meet and Greet" operator. One youth arrested, 28 keys still remain missing. • Site next to Hilton Garden Inn (Hatton Cross): Large site reclaimed by landowners - some operators shut down. • Street parking complaints remain low unless obstruction is caused. • High theft levels of high-powered motorbikes in terminals with two reported stolen. <p>Friends of the Great Barn, Harmondsworth - <i>A vehicle was left unmoved for over two weeks during a road closure for VE Day celebrations. Could we have contacted you for help to remove the vehicle?</i></p> <p>MS – Cannot guarantee the removal of the vehicle, but you can report concerns to me directly via email. I can carry out initial checks on the vehicle and, if needed, escalate it to the local police team for further investigation.</p> <p>Ashford North & Stanwell South, Spelthorne - <i>The Public Space Protection Order (PSPO) in Stanwell Moor has really made a difference. We're not seeing the same issues we used to, and a lot of that is down to the joint efforts with Mike. Just want to say thanks for working with us. We're still pushing into areas like Spelthorne and along the Feltham border to keep things under control.</i></p> <p>Stanwell Moor - <i>In our part of Hillingdon, we haven't had the PSPO signs put up yet. Still ongoing litter and parking, until the council put the signage and CCTV enforcement nothing will change. Thanks to Heathrow for your support.</i></p> <p>Chair – Myself and Anthony Smith, Independent Chair of HATF, just completed our third perimeter fence tour, and noticed a big improvement. The signage is much clearer now, and we've had some good conversations with local residents. It really feels like progress is being made.</p> <p>PC Libby Free (LF), Safer Airport Team, Aviation Policing</p> <p>Community Safety Event</p> <ul style="list-style-type: none"> • Recently organised a community safety event at Runway Cycles area at the Heathrow Academy. Aimed at Heathrow staff, the event was focused on raising awareness around road safety. • Included an HGV and cyclist blind spot demo, allowing cyclists and drivers to switch places to understand visibility challenges. • Demonstrations of electric bikes and bike marking were provided, helping register bikes to identify owners if lost or stolen. Free cycle repairs were offered by Cycle Shop. 	<p>1.LCF MEMBERS: Report details of Meet & Greet operators to Mike Smooker mike.smooker1@met.police.uk</p>

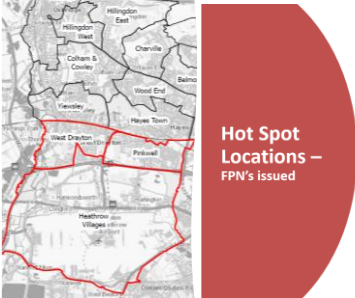


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<ul style="list-style-type: none"> The London Ambulance Service gave CPR refresher sessions Plans to inform the LCF in advance of future events and extend an invitation to attend the next one. <p>Taxi Touting Enforcement</p> <ul style="list-style-type: none"> Ongoing work with plain-clothed officers to catch illegal taxi touts. Penalties remain low (approx. £120 fine), limiting enforcement impact. Collaboration continues with Transport for London (TfL), which has broader powers around licensing and enforcement. <p>Partnership with Department for Work and Pensions (DWP)</p> <ul style="list-style-type: none"> The connection made by Tracey Waltho, Chair CISHA, to DWP has been valuable in identifying touts who are fraudulently claiming benefits. Has led to actions to reduce those benefits where appropriate. One individual is due in court on Thursday for breaching the 24-hour rule. 	
<p>LOCAL PARKING ACTION PLAN UPDATE – TIM LEECH (TL), HEAD OF SURFACE ACCESS STRATEGY, HEATHROW <i>Slides circulated with meeting minutes.</i></p> <p>Focused on the update made through HATF SIG working together with the LCF group. The Parking Special Interest Group has been running for 18 months and is developing with good progress across numerous focus areas, particularly with PSPO's which are already showing very positive signs.</p> <p>2024 Parking Highlights</p> <ul style="list-style-type: none"> Improved Authorised Vehicle Area (AVA) facilities including catering and seating Improved cleaning regime at AVA – 2 cleaners now on site all day Increased communication of AVA & TFP via trade communications and leafleting within local community via Heathrow Rangers Undertook a questionnaire of AVA users, to get a better understanding of their needs and to prioritise further enhancements, with over 500 responses Funding for PSPO enforcement in Hillingdon and Spelthorne – partially the hours outside the standard operation and an offer made to Slough Over 1500 parking interventions in Spelthorne PSPO between May-Dec 24 Increased signage within local communities Reporting portal for residents to report nuisance parking launched in Q3 - 163 recorded reports to date Added functions to report bus/coach and select the local authority, which creates a link to the relevant authority website in the thank you email In December Heathrow became the founding member of the British Parking Association (BPA) Approved Meet and Greet Operator scheme (AM-GO). The BPA are in the process of onboarding more operators and other airports in the UK. When other airports are onboard there will be a nationwide communications campaign. <p>TL – We will follow up with Hillingdon on the PSPO signage.</p>	<p>2.TIM LEECH: Chase up with Hillingdon on PSPO Signage.</p>



Item	Action
<p>Reporting Portal Update Data from April 2024 – May 2025 - 163 reports</p> <p>TL – We encourage the use of the reporting portal as it helps us to build up more data/evidence of where these incidents happen. Having this data available to us helps us to engage with Local Authorities such as Hillingdon, Spelthorne, Slough to demonstrate where the issues are happening. We don't have the ability to enforce but we encourage contacting Transport for London (TFL) and your Local Authorities.</p> <ul style="list-style-type: none"> • Meet & Greet 42% • Mini cab/ PHV 25% • Holiday parking (individual) 31% • Heathrow Staff 2% • No reports of freight/HGV, bus/coach or black taxi <p>Daily Movement – Authorised Vehicle Area (AVA)</p> <p>AVA usage has increased by 8% in last 6 months despite` passenger numbers being 4% lower from start of the measured period</p>  <p>Key</p> <ul style="list-style-type: none"> Daily use AVA Trend <p>Impacts of Public Space Protection Orders (PSPO) – Hillingdon and Spelthorne A creative solution developed in collaboration with Local Authorities through the Parking Special Interest Group has been the implementation of Public Space Protection Orders (PSPOs). Unlike Controlled Parking Zones (CPZs), PSPOs are specifically aimed at tackling issues caused by private hire vehicles. They can be enforced without the need for CCTV, officers only need to observe a violation, making enforcement more effective. In contrast, CPZs can be challenging to enforce, as drivers may simply drive off when they see enforcement officers approaching.</p> <p>Spelthorne – Since 28th May 2024</p> <ul style="list-style-type: none"> • 1662 interventions • 1355 written warnings issued • 307 Fixed Penalty Notices issued • Only 5 repeat offenders from the start of the PSPO. • 5 cases were tried at Staines Magistrates Court last month. 4 found guilty of Failing to Comply with a Public Space Protection Order. • Spelthorne have increased the number of warning signs around the exclusion area since the last meeting, especially in historic hotspots. • We are seeing a reduction in the number of vehicles that were parked on double yellow lines, increasing road safety within the zone. 	



Item	Action																				
<p>Hillingdon – Eariler this year 2025</p>  <table border="1" data-bbox="491 369 708 618"> <tbody> <tr><td>Sipson Road</td><td>445</td></tr> <tr><td>High Street, Harlington</td><td>224</td></tr> <tr><td>Mondial Way</td><td>220</td></tr> <tr><td>Bath Road, Longford</td><td>191</td></tr> <tr><td>Doghurst Drive</td><td>166</td></tr> <tr><td>Sipson Way</td><td>120</td></tr> <tr><td>Egerton Way</td><td>92</td></tr> <tr><td>Sipson Lane, Sipson</td><td>47</td></tr> <tr><td>New Road, Harlington</td><td>46</td></tr> <tr><td>Nobel Drive</td><td>41</td></tr> </tbody> </table> <ul style="list-style-type: none"> • 1917 Fixed Penalty Notices issued • 1026 Fixed Penalty Notices paid • 201 Fixed Penalty Notices challenges considered • 79 DVLA checks completed • 20 Cases files for prosecution • 79 Registered Keeper Notices served • Data has been requested to Hillingdon Council on repeat offenders which we can provide when received <p>Freight Update</p> <p>Truck Holding Area</p> <ul style="list-style-type: none"> • Holding area for trucks waiting to deliver / pick up cargo at Heathrow cargo centre. • 10 bay capacity • Proposed opening mid-May 2025 for a 3-month trial period • There is a waiting area with tea and coffee facilities as well as toilets. • Drivers will be directed to the facility if the cargo area is busy, the driver arrives too early or if there is time between delivery and collection of cargo loads. • We will gather data to inform the longer-term delivery <p>Parking Action Plan – 2025 Update</p> <ul style="list-style-type: none"> • The Heathrow Local Community Parking Action Plan has been developed in collaboration with the Heathrow Area Transport Forum, Local Community Forum, local authorities, Transport for London, Police and the British Parking Association. The Action Plan aims to reduce issues related to rogue meet and greet operators, private hire, freight and other airport-related movements. • Tackling local community parking and waiting issues requires a collaborative approach, with interventions identified for delivery by a range of organisations. • Heathrow has updated the Action Plan for 2025 and will upload the updated print version onto the Heathrow website in the next month. Link will be sent to forum members once it's been published. <p>Colnbrook Residents Association - <i>Following last week's Special Interest Group (SIG) meeting. Slough Council has been instructed to dispose of unnecessary assets, including the Colnbrook car park. This site, built at the same time as the village hall, is currently used by meet and greet and long-term parkers. With limited existing parking, the sale of this car park could severely impact the local community, particularly the village hall and church, which serve as central hubs for events such as weddings. Can Heathrow consider lobbying the council or the relevant commission to reconsider their decision?</i></p>	Sipson Road	445	High Street, Harlington	224	Mondial Way	220	Bath Road, Longford	191	Doghurst Drive	166	Sipson Way	120	Egerton Way	92	Sipson Lane, Sipson	47	New Road, Harlington	46	Nobel Drive	41	<p>3. COMMUNITY ENGAGEMENT: Send updated Local Community Parking Action Plan link to LCF Members when published.</p>
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<p>Colnbrook with Poyle Parish Council - <i>I can provide an update with this issue; I can confirm a meeting had taken place with the Highways team. There are two rights of way on the site, which may make selling a struggle. The team has been asked to explore options for maintaining the space as a formal car park, potentially through a chargeable model using the RingGo app to monitor usage. The dialogue so far has been positive, with further discussions planned around access and the needs of the village. Conversations are ongoing around Controlled Parking Zone (CPZ) implementation in Colnbrook, which would fall under local enforcement. Discussions with Heathrow on this matter are continuing.</i></p> <p>Heathrow – We are continuing to work with the council to support where we can, recognising that the implementation of CPZs in Colnbrook will be council-led. More meetings are scheduled to address and support this further.</p> <p>Hillingdon Resident – <i>The ongoing issue is with local council enforcement rather than Heathrow. On average, around 60 vehicles are parked along the road opposite Terminal 5. Residents had an agreement with Spelthorne Council to report such vehicles by submitting photos (including date, time, and location) via email, which would result in a Fixed Penalty Notice (FPN). This approach has proven effective. A similar process was attempted with Hillingdon Council; however, their enforcement team requires a formal witness statement and additional photographic evidence before issuing an FPN, making the process more difficult.</i></p> <p>Heathrow –Different Councils may use different legislation available to them for enforcing PSPOs and may have different processes to follow. We acknowledge the inconsistency in approaches. We will follow this up with Hillingdon Council.</p> <p>Chair – At the Heathrow Area Transport Forum (HAFT SIG) meeting recently, I raised concerns about the Authorised Vehicle Area (AVA). The female toilets are still out of order. With the substantial number of female drivers this is unacceptable. Another point to raise is McDonalds facing the AVA, we counted 58 black cabs and private hire vehicles parked. The majority were Addison Lee. Do we have any input to engage with McDonalds to change their parking restrictions? Can we also circulate the 500 questionnaire findings with the LCF?</p> <p>TL – We recognise that the current facility is not an ideal scenario. We have, in the last couple of weeks, secured funding to replace the toilet blocks altogether, which include brand new segregated female toilets and male toilets which is to be done in the next few months. A site visit will be arranged, and we will speak with the operation team about an interim solution for female toilets. Regarding McDonald's, as it is a privately owned car park, there is limited influence Heathrow can do over their parking policies. We do encourage Addison Lee vehicles to use the AVA which is subject to improve once we upgrade the toilet blocks, which should then reduce parking elsewhere. Yes, happy to share an update with the LCF.</p> <p>Colnbrook with Poyle Parish Council – <i>Just as an observation, if the facility is not welcoming then it wouldn't attract anyone to use it. Heathrow should be able to action and facilitate those requests and requirements. Heathrow needs to action 'being a good neighbour'.</i></p> <p>Longford Residents Association – <i>On the parking portal does Heathrow staff include contractors? Or could this be added onto the portal? Also, we didn't get a response on the POD access for Longford Residents as a development access.</i></p>	<p>4.COMMUNITY ENGAGEMENT: Follow up PSPO Legislation with Hillingdon Council.</p> <p>5.TIM LEECH: Arrange to visit the AVA toilets. Share the findings with Community Engagement Team to send to LCF Members.</p> <p>6. COMMUNITY ENAGAGEMENT/SURFACE ACCESS: Add option for contractors on the parking portal.</p>




Item	Action
<p>TL - Staff would include contractors. We can look into adding contractors onto the parking portal.</p> <p>Heathrow – We provided a response last year to the question around usage of the PODS, it wasn't in scope of the Terminal 5 planning. We can recirculate that response to you.</p> <p>BREAK</p>	<p>7.COMMUNITY ENGAGEMENT: Recirculate POD access response to Christian Hughes.</p>
<p>AIR QUALITY WORKING GROUP (AQWG) LCF FEEDBACK – BRIAN STACEY (BS), INDEPENDENT CHAIR AIR QUALITY WORKING GROUP</p> <p>The Heathrow Air Quality Working Group comprises representatives from local authorities, agencies, and organisations across Heathrow's neighbouring communities. The group provides a platform for constructive dialogue, sharing progress updates, supporting collaborative initiatives, and raising any air quality concerns. It reports directly to the Council for the Independent Scrutiny of Heathrow Airport (CISHA), which oversees the airport's engagement with its stakeholders and local communities.</p> <p>Air Quality Monitoring Update</p> <ul style="list-style-type: none"> • Heathrow owns and operates 5 of the 22 air quality monitoring stations located around the airport. • An agreement is in place to purchase 3 additional <i>Ultrafine particulate instruments</i> (UFP) to enhance monitoring capability. • The process includes ordering, constructing, testing, and validating the new instruments before deployment. • A PhD researcher will be engaged to study how particulate levels change over distance from the source. • Following initial testing, the new instruments will be deployed in targeted areas. Green Gates in Longford has been identified as one of the new locations to help address known monitoring challenges. <p>Low-Cost Air Quality Sensors – Upcoming Plans</p> <ul style="list-style-type: none"> • Heathrow is preparing to purchase low-cost portable air quality sensors. These are smaller and more affordable than automated stations, allowing for broader deployment across multiple locations. • The new sensors will help fill gaps identified in the LHR Airwatch network, especially in areas not currently covered. • Heathrow will monitor air quality at five local schools, both inside and outside school premises, as part of a broader initiative. • This initiative ties into Clean Air Day on 19th June, which will include educational activities and air quality tools for school children. • Airly sensors are being purchased by Heathrow, these are identical to those used in the Breathe London campaign. • While it represents a sizable investment, the aim is to expand meaningful local data collection and enable communities to compare their air quality with broader London data (at least 450 of these low-cost systems will be deployed in total across London). 	



Item	Action
<p>CISHA Collaboration</p> <ul style="list-style-type: none"> • CISHA will also be installing five monitoring stations in key locations, based on strategic environmental needs. • Proposed locations include Stanwell Moor and Longford. • Of the five systems allocated, three possible locations have been identified, and LCF members with air quality concerns in their area can express interest in hosting a unit. <p>Clean Air Day – 19th June</p> <ul style="list-style-type: none"> • Ricardo and Heathrow will conduct mobile air quality monitoring again this year. • This is the third consecutive year of mobile monitoring for Clean Air Day. • Monitoring will again focus on personal exposure to air pollution. • This year's focus will also look at how personal behaviour can influence exposure and improve air quality outcomes. • Will provide an update at the July LCF meeting. <p>Colnbrook with Poyle Parish Council - <i>We're still looking for a suitable school near the Poyle end for one of the five monitoring units. Also, regarding air quality do we have air quality data from the day Heathrow lost power?</i></p> <p>BS - Three residential sensor locations were proposed; two are going ahead in Stanwell Moor and Longford. About the power outage, yes, there is air quality data available. The wind direction was north-west, so emissions went toward Buckinghamshire. None of the monitors within the Heathrow Airwatch or wider Local Authority networks picked up any unusual readings.</p> <p>Iver Parish Council - <i>We've seen worsening air quality in our area, especially since ULEZ started. What advice do you have for communities? We've measured high HGV and congestion levels, but there's no alternative route.</i></p> <p>BS - Regulations require review and remedial action if hourly or annual limits are exceeded. Concerns about local air quality issues should be raised with your local authority, who are required to manage local air quality. More information about air quality, legislation and health can be found at heathrowairwatch.org.uk and uk-air.defra.gov.uk.</p> <p>Stop Heathrow Expansion - <i>When planes weren't taking off during the power outage, didn't air quality improve?</i></p> <p>BS – No, there was no noticeable difference. We saw the same during lockdown. Nitrogen dioxide (NO2) levels dropped when there was no airport or road traffic activity but came back up quickly when road traffic levels increased (despite the airport being still closed to passengers). This indicates that ground-level road sources have a bigger local impact.</p> <p>Longford Residents Association – <i>Longford Residents are interested in Longford AQ monitoring.</i></p> <p>HASRA (Harlington) - <i>What can we do to protect vulnerable groups, like children? At Cherry Lane School, figures spike at rush hour.</i></p>	<p>8. LCF MEMBERS: Send feedback on location interest to Brian Stacey. brianair@mail.com</p> <p>9. Cllr Puja Bedi: Cllr Puja to email Brian regarding school AQ monitor locations.</p> <p>10. Cllr Wendy Matthews: To follow up with Brian directly on air quality advice for communities.</p> <p>11: Christian Hughes: Email Brian on Longford monitoring.</p>



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<p>BS - Action to reduce air pollution levels is required when legal limits are exceeded. These limits are based on health impact assessments. Where possible, people should do all that they can to reduce their own exposure where possible, for example, cleaner routes to school as we've shown at previous Clean Air Day campaigns. Email me directly for suggestions on locations for sensor monitoring at schools.</p>	<p>12. LCF MEMBERS: Email Brian directly for suggestions of school locations for air quality monitoring. brianair@mail.com</p>
<p>NOISE INSULATION SCHEME – JONATHAN PAM (JP), OPERATIONAL IMPACTS & COMMUNITY ENGAGEMENT LEAD, HEATHROW MATT HOWELLS (MH), PROGRAMME DIRECTOR, KIER SARAH HUGHES (SH), COMMUNITY ENGAGEMENT MANAGER, KIER</p> <p><u>Heathrow's Quieter Neighbourhood Support (QNS) Programme</u></p> <ul style="list-style-type: none"> • Heathrow has launched its largest-ever initiative to reduce the impact of aircraft noise on local communities, aiming to support around 20,000 homes. • The QNS programme is fully funded by Heathrow and consists of three key elements: <ul style="list-style-type: none"> ○ Residential Insulation Scheme (RIS) – For homes most affected by noise. ○ Quieter Schools Programme – Supporting insulation for educational buildings. ○ Vortex Impact and Prevention Scheme – For repairs and protection in high-impact areas. • The scheme forms part of Heathrow's Noise Action Plan and sustainability commitments, with the aim of improving resident wellbeing. • The RIS offers up to 100% funding for insulation works such as windows, doors, ventilation, lofts, and ceilings. • Eligibility is based on updated noise modelling and is overseen by an independent panel – CISHA, Community Rep, Airline Rep  <ul style="list-style-type: none"> • Kier is the service delivery partner for Heathrow's Noise Insulation Scheme (NIS), part of the wider Kier Group. • Kier specialises in working in occupied homes, particularly in housing associations, with a large team operating across London and Greater London. • The RIS is a long-term project, with the early phase focusing on 400 homes in 2025, alongside the Quieter Schools Programme, which has already proven popular. • Community engagement levels vary, with under 70% take-up in Longford and over 70% in Stanwell. The next phase will move into Stanwell Moor. • Kier is working to ensure their presence is visible yet non-disruptive, with around 60 staff currently on the ground, installing loft and acoustic insulation. • Community integration is a key focus, we are using mobile welfare units and have leased small local space at The Anchor pub to support staff (e.g. for toilets, breaks, and meetings). • Kier is committed to the highest standards of professionalism, aiming to treat residents' homes with the same respect as their own, maintaining cleanliness and safety. 	



Item	Action
<ul style="list-style-type: none"> Residents are encouraged to contact the Heathrow Community Noise Insulation Helpline communityschemes@heathrow.com with any concerns or feedback. <p>Community Engagement Update: Kier continue to invest in community-focused initiatives through the Heathrow project, aiming to create a positive and lasting legacy. Key activities include:</p> <ul style="list-style-type: none"> Insight Days – Hosted at the Bath Road office, these events introduce local students to the working world. A recent session welcomed 14 students from Woodbridge Park School, offering hands-on exposure to construction careers and projects linked to the curriculum. The sessions help break down stereotypes and inspire future talent. Community Volunteering – Heathrow Rangers have supported local initiatives, such as helping with Christmas decorations in Stanwell Moor. The team is keen to build on this engagement with further community volunteering activities. School Engagement – Delivered bespoke workshops in schools, including a robotics and construction session where students navigated robots across timber flooring laid directly in the classroom. These workshops aim to make STEM topics tangible and fun for young learners. Local Business Engagement – Ongoing support for SMEs through "Meet the Buyer" events, fostering stronger relationships between local suppliers and the project teams. Energy-Efficiency Projects – Continued delivery of energy improvement works for community facilities, supporting sustainability and local resilience. <p>Friends of the Great Barn, Harmondsworth – <i>Does Kier have a giving back programme for local communities, if so, how do we access it? For example, we could really use some help installing handrails at Harmondsworth Church Hall and in Harlington Car Park. Is that something the team can support?</i></p> <p>MH - That's a really helpful suggestion. If anyone has ideas like this, please feel free to bring them forward and contact us directly. We work with local subcontractors and are keen to support community-led projects.</p> <p>Colnbrook with Poyle Parish Council - <i>Can Kier help deliver Insight Days in our local schools?</i></p> <p>SH – Absolutely, please get in touch to arrange. We'd love to support that.</p> <p>HASRA, Harlington - <i>I checked the Heathrow website, and although it lists postcodes, there's no phased plan. Many of us, especially in Harlington still experience heavy aircraft noise, but our postcodes aren't eligible. It feels like we're being overlooked.</i></p> <p>JP - The prioritisation is handled by an independent panel, which looks at updated noise modelling and health-related data. This is a 10-year programme, so it will take time. Unfortunately, I can't comment on individual cases.</p> <p>Chair - Is there a reason why there's no community representative on the prioritisation panel?</p> <p>JP - While there isn't a direct LCF rep on the panel itself, HACAN, represented by Paul Beckford, is the community representative on the panel and is part of the Heathrow Noise and Airspace Community Forum (NACF).</p>	<p>13.LCF MEMBERS: Contact Community Relations Line with local project suggestions for Kier communityrelations@heathrow.com</p>



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<p>Heathrow A more direct way of updating LCF members on what's happening is needed.</p> <p>JP - I'll follow up on that and make sure feedback is shared more effectively.</p> <p>Stop Heathrow Expansion - Would it help to publish an indication of when areas might become eligible? Even a rough idea might help people feel included and manage expectations.</p> <p>JP - Noise contours do shift, and we'll continue to be honest and transparent with residents about what to expect. I'll make sure that feedback is noted.</p> <p>Heathrow: We will circulate a note to LCF members to provide further background information on QNS and the prioritisation panel.</p> <p>Stanwell Moor Resident – <i>Feedback from some residents in Stanwell haven't been very positive so far.</i></p> <p>MH - Early performance could have been better, but we've been working hard in recent weeks to respond to issues more directly and improving our engagement.</p>	<p>14. JONATHAN PAM: Ensure feedback from the Prioritisation Panel is shared effectively with LCF Members/QNS follow up.</p> <p>15. COMMUNITY ENGAGEMENT: Circulate note to LCF members providing background information on QNS and prioritisation panel.</p>
<p>HEATHROW BUSINESS UPDATE – BECKY COFFIN, COMMUNITY & SUSTAINABILITY DIRECTOR, HEATHROW</p> <p>Operational Update</p> <ul style="list-style-type: none"> • Heathrow's busiest April on record, with close to 7.1 million passengers travelling through the UK's only hub airport - up nearly 6 percent on the same time last year and making it the first April to ever surpass the 7 million mark. • Year-to-date Heathrow has recorded the highest departure punctuality out of the major European hubs, 99% of bags travelled on their flights as expected in April and 97% of passengers waited less than five minutes at security. This collective effort results in a smooth passenger experience and excellent value for our customers. • The Easter getaway produced bumper passenger numbers. Almost 1 million people flew through over the bank holiday weekend, culminating in our busiest ever arrivals day with over 140,000 passengers landing on Easter Monday. <p>Power Outage Update – 21st March Incident</p> <ul style="list-style-type: none"> • Substation fire and resulting sudden loss of power at North Hyde was an unprecedented incident • Two independent reviews are currently underway to investigate the event. • The National Energy System Operator (NESO) is examining the root cause of the fire and subsequent power outage. • Ruth Kelly, former Transport Secretary and Non-executive Director on the Heathrow Board, is leading a separate review focused on Heathrow's response to the incident. 	



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<ul style="list-style-type: none"> Heathrow is committed to reviewing the findings and will carefully consider any recommendations arising from both investigations to strengthen future resilience. <p>Heathrow Community Trust (HCT) Update</p> <ul style="list-style-type: none"> Heathrow Community Trust (HCT) has appointed Sarah Rothwell as its new Chief Executive Officer. Sarah brings over 20 years of experience in the charity and public sectors, with a background in Education, Healthcare, Palliative care, Community Engagement and Homelessness Prevention. She began her role at the start of May and is currently undergoing a handover from Maria Belloci, who has been serving as Interim COO. Once settled, we plan to invite Sarah to a future Local Community Forum (LCF) meeting to introduce herself. Sarah has now taken over the HCT inbox and can be contacted directly at: ceo@hcommunitytrust.org.uk <p>Community Investment Update</p> <ul style="list-style-type: none"> Our Rangers, with support from Heathrow colleagues, continue to deliver community maintenance and environmental projects across neighbouring areas. Activities have included litter picking and support for local commemorations such as VE Day preparations. <p>World of Work</p> <ul style="list-style-type: none"> Heathrow colleagues recently delivered a successful nature-positive workshop at William Byrd Primary, focusing on sustainability and local wildlife. The interactive session encouraged pupils to become environmental champions and is now part of our educational offer to partner schools. As part of the initiative, pupils created a poster promoting nature-positive action, which they will present to Thomas Woldbye in June, showcasing their commitment to protecting the environment. <p>Expansion Update</p> <ul style="list-style-type: none"> Since we last met in March, we've continued preparing our proposal in response to the Government's request. We aim to submit this by the summer. We also spoke at the most recent CISHA Council meeting to provide an update and will continue to keep you informed as things progress. There will be a CISHA Open Forum in June, where members can ask questions. <p>Stop Heathrow Expansion - <i>Can you share any detail about what's being submitted to the Government?</i></p> <p>Heathrow - We're currently waiting for further clarification from the Government on what they expect to see in the proposal. While we have our own internal view, we're not yet in a place to share specifics publicly. This isn't a formal consultation phase, and as Nigel Milton has made clear, we haven't remobilised the expansion project yet. We're still in what we're calling Phase 0, a preparatory stage, responding to the Government's request. More detailed information will come at a later stage when appropriate.</p> <p>Longford Residents Association - <i>Is there any update on the Easterly Alternation?</i></p> <p>Heathrow - This currently sits with Hillingdon Council, and we are awaiting feedback from them. From a planning perspective, we expect progress by August.</p>	



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<p>CISHA Update – Tracey Waltho, Chair the Council for the Independent Scrutiny of Heathrow Airport (CISHA)</p> <ul style="list-style-type: none"> At the most recent CISHA Council meeting, Heathrow CEO Thomas Woldbye was in attendance. A key item discussed was a recent piece of research focused on how Heathrow's <i>community investment and funding</i> can be delivered more effectively. A follow-up meeting with Heathrow is planned to explore how this research can shape a more secure and responsive community investment process. Local authority representatives at the meeting were supportive of this direction. The Council also reviewed the performance of the Scrutiny Panel, with feedback indicating that while progress has been made, more needs to be done particularly around setting clear future-year sustainability targets. The panel has called for increased transparency and stronger sustainability performance tracking. The research informing these findings, led by an independent consultancy, will be published soon. Regarding expansion, CEO Thomas Woldbye outlined the constraints of the current Phase 0 stage. CISHA Chair invited LCF Chair Roger Green to contribute to ensure CEO Thomas could hear community concerns directly. There was a strong message from local authorities and residents. Communities need more timely and accessible information. It was acknowledged that the way we communicate is evolving, social media and digital platforms are changing how people engage. There was also discussion around previous community uncertainty, such as with the Compulsory Purchase Zone (CPZ), and the importance of ensuring Heathrow understands the impact of unclear messaging. Looking ahead, CISHA will explore how property compensation schemes are communicated, ensuring they are designed with clarity for those who may be affected. A reminder that the next CISHA Open Forum will take place on 26th June, and full details are available on the CISHA website. 	
<p>AOB</p> <p>Cranford Action Group - <i>I'm concerned that there's been no presence here from Hounslow Council. I would like to see them represented here at this forum.</i></p> <p>Chair – Hounslow Council is on the circulation list, so they should be aware. I suggest contacting them directly. I will also email Hounslow Council for some representation at the LCF.</p> <p>Colnbrook with Poyle Parish Council - <i>Can we bring back the Freight Industry Forum? It was a valuable space for engagement, and I'd really like to see it reinstated.</i></p> <p>Heathrow – There was a meeting in Slough Borough Council last week regarding this. Heathrow will be invited to future sessions and Pat Hayes at Slough Council will brief you.</p> <p>Chair – The next Local Community Forum meeting will take place on 15th July at Compass Centre.</p> <p>MEETING CLOSE: 20:08</p>	<p>16: LCF CHAIR: Email Hounslow Council on representation at the LCF.</p>