

Local Community Forum MINUTES



Date: 21ST January 2025

Meeting location: Compass Centre, Heathrow TW6 2GW

Time: 17:30-20:00

Present:

Chair: Dr Roger Green- Independent Chair of LCF

Present:

Cllr Sean Beatty – Ashford North & Stanwell South, Spelthorne
 Cllr Preston Brooker – Britwell Parish Council, Slough
 Simon Crossley – Stanwell Moor Residents Association
 Cllr Sue Doran – Stanwell North, Spelthorne Borough Council
 Cllr John Doran – Stanwell North, Spelthorne Borough Council
 Nicola Edwards – Headteacher, William Byrd Primary Academy
 Shafick Emmambokus - Cranford Resident's Association
 PC Libby Free – Aviation Police, MPS (Virtual)
 Arvinder Garcha – Chair, Stanwell Moor Residents Association
 Peter Hood – Chair, Colnbrook Resident's Association
 Christian Hughes - Longford Resident's Association (Virtual)
 Mark Izatt – Deputy Chair, CISHA
 Leon Jennion - Longford Resident's Association
 Laura Keith – Head of Communications & Engagement, CISHA (Virtual)
 Cllr Wendy Matthews – Iwer Parish Council
 Ian Millin – Stanwell Events
 Cllr Barry Nelson-West - Chair of Hillingdon Labour Group
 Veronica Rumsey – Friends of the Great Barn, Harmondsworth
 Cllr Naveed Rana – Colnbrook Parish Council (Virtual)
 Brian Stacey – Independent Chair, Air Quality Working Group
 Eilish Stone – Harmondsworth Allotment Association

Christine Taylor - HASRA (Harlington)(Virtual)
 Jane Taylor – HASRA (Sipson) (Virtual)
 Armelle Thomas – HASRA (Virtual)
 Tracey Waltho – Chair, CISHA
 Laura-Jane Wareing - Hounslow Borough Respiratory Support Group (Virtual)
 Graham Young – Richings Park Resident's Association

Becky Coffin – Director of Communities and Sustainability, Heathrow
 Hannah George - Senior Community Engagement Manager, Heathrow
 James Holmes – Head of Local Strategic Engagement, Heathrow
 Nigel Milton – Chief Communications & Sustainability Officer, 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
 Guy Williams – Back Heathrow

Apologies:

Justine Bayley – Stop Heathrow Expansion
 Victoria Brenner – Chair, Colnbrook Community Association
 Kathleen Croft – Stanwell Moor Residents Association
 Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police
 Roger Smith – Chair, Hounslow Respiratory Group
 Taz Virdie - C-Change West London



Item	Action
<p>WELCOME & CHAIRS UPDATE – ROGER GREEN</p> <p>Welcomed all members, guest speakers and observers. Apologies as listed above. Chair also welcomed Tracey Waltho new Chair of CISHA, Mark Izatt Deputy Chair of the Council for the Independent Scrutiny of Heathrow Airport (CISHA) and Brian Stacey Independent Chair of Heathrow's 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 to solve issues impacting the local community.</p> <p>Meetings attended:</p> <p><u>HATF – Heathrow Airport Transport Forum</u></p> <ul style="list-style-type: none"> • Meeting focused on surface access in and around Heathrow. • More community involvement recommended to the Chair, Anthony Smith, with the LCF as key stakeholder. <p><u>NACF – Noise and Airspace Community Forum</u></p> <ul style="list-style-type: none"> • Heathrow's Noise Action Plan is now live on the website. • Hard copy leaflets are available. <p><u>HATF & LCF Chairs' Cargo Tour: Bradford Swissport Freight/Cargo Depot</u></p> <ul style="list-style-type: none"> • Gain an understanding of depot movements in and around Heathrow. • Frequently discussed at the LCF and other forums. • Identify disruptions caused by these movements. • Examples include trailers parked overnight and damage to street furniture. • Gather further insights into cargo and freight operations in the area. <p><u>Surface Access: Local Parking Action Plan</u></p> <ul style="list-style-type: none"> • Request Tim Leech, Head of Surface Access Strategy and Sponsorship, to attend the next meeting and provide the forum with an update. • Refresh and review the current local parking action plan. <p><u>LCF 2025 Priorities Meeting</u></p> <p>Meeting took place on Monday 13th January. LCF Members and Heathrow discussed last year's priorities and then drafted new 2025 priorities which is on the agenda for a further discussion.</p> <p><u>HATF Parking Special Interest Group</u></p> <ul style="list-style-type: none"> • Collaboration of key Stakeholders involved Heathrow colleagues, local authorities, TFL, British Parking Association, and community representatives. • Joint efforts have led to significant disruption of taxi/PHV parking in local communities through enforcement actions. • Demonstrates progress and positive outcomes from last year's priorities. 	<p>1. COMMUNITY ENGAGEMENT TEAM: Invite Head of Surface Access to give an update at next LCF</p>
<p>FEEDBACK FROM AVIATION POLICING - PC Libby Free, Aviation Police, MPS</p> <p>Mike Smooker, Civilian Crime Prevention Unit, Aviation Policing sent apologies but had shared an update for PC Libby to share with the forum.</p> <ul style="list-style-type: none"> • Meet and Greet Activities: Mostly quiet compared to this time last year, with no major incidents reported. 	



Item	Action
<p>AM-GO - <u>British Parking Association</u> (BPA) Update: New meet and greet parking operator scheme is now live with comms and advertising due to go live in April. No more applications are being accepted for the Park Mark accreditation scheme.</p> <p>PC Libby Free (LF), Safer Airport Team, Aviation Policing Update given on making taxi touts a continued priority.</p> <ul style="list-style-type: none"> • With officers follow up on leads and information given. • Typically repeat offenders can expect to pay court costs, driving disqualification and/or imprisonment. • Members asked to share information on taxi touts with Police. • LF asked forum members if anyone had a contact with DWP (Department for Work and Pensions). Tracey Waltho, CISHA Chair offered to assist and details to be exchanged. 	<p>2.COMMUNITY ENGAGEMENT TEAM: To facilitate exchange of contact details.</p>
<p>ACTIONS FROM PREVIOUS MEETING</p> <p>The minutes were circulated in advanced for any comments, and the actions were sent to the members via email on the 14th January.</p> <p>HASRA – <i>Regarding 45 Holloway Lane meeting who attended from Heathrow? Was the meeting online or face to face? Whose decision was it to turn down the financial offer?</i></p> <p>Heathrow – Meeting on 23rd October 2024 was attended by Hannah George, Sarah-Jane Pickthorne and Hannah Burgess from the Heathrow Community Engagement team. Responsibility for funding sits with the NHS, however, projected costs currently exceed their budget. Heathrow are providing the land rent free.</p> <p>Heathrow –The action sheet shows LCF Members are to feedback on certain issues, for us to close the actions we need the input from the forum.</p> <p>Chair – Noted. There has been little or no response from LCF Members, part of the role for being members of the LCF is to participate/comment and share your views and thoughts. It cannot be left to Heathrow to supply all the solutions, as this is a two-way process.</p> <p>Ashford North & Stanwell South, Spelthorne – <i>On page 6 Brian shares he would be happy to revisit Stanwell Moor monitoring stations is there an update? On page 11 a question was asked by a Stanwell Moor resident about the residential insulation scheme and Heathrow would come back with a response, I appreciate you may have responded to the resident; however, would it be possible to share a response to the forum. I understand the individuality case but there must be a broad parameters which can set a path if it will be a yes or no, it would be useful sharing that information.</i></p> <p>Heathrow – Responses are being based on a case-by-case basis, as each property will have its own unique assessment for suitable noise insulation. If you have residents who have questions, please send them directly to the Community Engagement Team and we will address it by a case-by-case basis. Suggested we add this to the next LCF agenda and organise a Technical Expert from the Noise Insulation Scheme to provide more information.</p> <p>Chair – Agreed it would be useful for LCF Members to then share information from the noise insulation expert with their community.</p>	<p>3.COMMUNITY ENGAGEMENT TEAM: Organise Technical Expert from Noise Insulation Scheme attend for next LCF.</p>



Item	Action
<p>Heathrow to respond on the Air Quality enquiry.</p> <p>Heathrow – Feedback that we received on air quality last year was collated and circulated to LCF Members. Two members had got in touch with their thoughts, and we have requested for any additional comments from LCF Members by the 31st January. This will then be shared with Chair of the AQWG. We can then come back with a response and discussion at the next forum.</p> <p>Brian Stacey, Chair AQWG – <i>Yes, we will work together and come back with a response in March.</i></p> <p>Iver Parish Council – <i>Action 2 was to have a meeting with Mike Smooker to discuss about meet and greet so we were waiting for that to happen to discuss all the issues rather than feed them in one-by-one. Which still has not happened.</i></p> <p>Heathrow – When this was discussed with Mike at the last forum there were comments about how communities can feed back into this process through the Parking SIG (Special Interest Group). There were 2 actions which arose, 1st was to meet with Mike and discuss the actions in the Local Parking Action Plan for this year. 2nd action was for LCF Members to continue to feedback on Meet and Greet issues. With the Surface Access team attending the next LCF we can add this to the discussion in March.</p> <p>Colnbrook Resident's Association – <i>At the LCF Priorities meeting last Monday I mentioned about the issue of meet and greet. To make more people aware, Slough Council will now be introducing Control Parking Zones (CPZ) in Colnbrook which will cost all the residents money. This has now caused a negative impact in our local community as residents have to pay to solve these ongoing issues. These issues are the consequences of Heathrow Airport. We ask that Heathrow give greater funds indirectly to Slough Council for residents to help pay these extra costs.</i></p> <p>Chair – We will cover this topic of Heathrow's impact on local communities in the priorities item later in the agenda.</p> <p>Stanwell Events – <i>Why should Heathrow pay the costs? The introduction of the Public Space Protection Order (PSPO) has had a positive impact in our area.</i></p> <p>Chair, Colnbrook Resident's Association – <i>We understand it's the fault of the drivers, but we cannot chase them down in Colnbrook, it is due to them operating from Heathrow. Fixing street furniture and repairing potholes is funded by local authorities which is paid for by our council tax. Heathrow also pays its business rates but how much of that is seen in Colnbrook?</i></p> <p>Harmondsworth & Sipson Resident's Association – <i>with regards to the noise insulation scheme, suggestion made for the Chair to send the documents received from the Noise Insulation Scheme Priorisation Panel to members to further their understanding.</i></p>	<p>4. BRIAN STACEY: To review collated feedback, provide by the LCF and share next steps at the next LCF.</p>



Item	Action
<p>FEEDBACK FROM THE LCF – ROGER GREEN, LCF CHAIR</p> <p>Chair – Email was sent to LCF Members at the end of last year for them to share their feedback on the LCF. The feedback was broadly positive. Main headlines:</p> <ul style="list-style-type: none"> • LCF covers all the relevant issues and topics • The Terms of Reference (TOR) and code of conduct members felt were important • Members felt welcomed when they came to the LCF meetings • LCF minutes provided a summary but are always open to interpretation and discussion • The minutes were seen as good and responded to discussions at the LCF • Feedback from other groups could be improved – this was based on some LCF members who sit on other forums (NACF/HATF/SIG) could provide a more in-depth discussion at the LCF agenda item feedback from community groups along with any other attended meetings • Strong support for the Heathrow Community Rangers • Issues of taxi/phv (private hire vehicle)/freight/cargo movements were highlighted and still an ongoing issue • LCF website to be updated and current as best as possible • LCF Minutes could be summarised • Longford issue of the Easterly Alternation and its impacts - felt to be a key subject which needed more discussions in forthcoming meetings • LCF Priorities should be monitored throughout the year • The information provided from PC Libby Free and Mike Smooker has been very important to the forum in providing evidence and updates • Suggestion for 'Heathrow newspaper' to be reintroduced or a new version of a newspaper to be introduced <p>Longford Residents Association – <i>would like to flag to CISHA that they had sent out the wrong date for the closing of the Easterly Alternation consultation – it's important to ensure information that is sent out is accurate.</i></p> <p>CISHA – Noted – thank you for raising this valid point and apologies. We will double check all dates in future communications.</p> <p>BREAK</p> <p>HEATHROW BUSINESS UPDATE – BECKY COFFIN, DIRECTOR COMMUNITIES AND SUSTAINABILITY HEATHROW</p> <p>Financial and Operational Results:</p> <ul style="list-style-type: none"> • End of year passenger numbers ended with 83.9 million which resulted in 2 million more than originally forecasted and higher than pre-pandemic. • December saw over 7 million passengers with 92% of them going through security in 5 minutes or less. • Heathrow has implemented significant operational upgrades, including the security lane enhancements for improved efficiency. • Resurfacing of the southern runway to maintain infrastructure quality completed. • Both projects were completed without disrupting scheduled operations, showcasing the resilience and expertise of Heathrow's operational teams. 	



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<p>Surface Access and Parking Updates</p> <ul style="list-style-type: none"> • Identified 2024 LCF Priority: Collaborated with LCF members to address parking challenges. Members contributions have been invaluable so thank you to everyone for taking the time to help with the process. • Parking Reporting Portal: Launched in April 2024; 136 reports received last year. The data was used to help assist with the consultations in Spelthorne and London Borough of Hillingdon for Public Space Protection Orders (PSPO). Spelthorne's PSPO has been implemented and Hillingdon is scheduled to go live 1st February. Feedback from Spelthorne is the PSPO has had a beneficial impact. • Meet & Greet Parking: Key milestone Heathrow supporting the launch of AM-GO (Airport Meet & Greet Operators) approval scheme led by the BPA (British Parking Association). Heathrow became the first airport to join the AM-GO Scheme and to achieve parking products accreditation. Heathrow will also be encouraging other airports to join. BPA and Heathrow are working on a promotion campaign to raise awareness due to be released Q2 of this year. • Stakeholder Support: Cllr Wendy Matthews requested sharable communications for social media and email, which will include the forthcoming BPA press release. Heathrow will also share through our social media channels. <p>Community Investment Update 2024</p> <ul style="list-style-type: none"> • Giving Back Working Group (GBWG): Established in 2024 to drive impactful community initiatives. Thank you to the members who are on the GBWG for giving their time and valuable feedback and took part in three meetings Veronica Rumsey, Arvinder Garcha, Cllr Puja Bedi, Cllr Wendy Matthews, and Taz Virdie. <p>Community Rangers and Local Engagement:</p> <ul style="list-style-type: none"> • Welcomed a new Community Ranger, increasing the team to five full time Rangers. • Delivered 485 initiatives to support local communities. • Facilitated 50 'community days' with Heathrow colleagues actively participating. • Supported the 'In Bloom' awards in Stanwell Moor and Harmondsworth. <p>Christmas Activities:</p> <ul style="list-style-type: none"> • Introduced wreath-making workshops in Colnbrook and Stanwell Moor. • Delivered Christmas trees to schools and community groups. • Decorated local villages and wrapped gifts for children at The Hive (Iver) and West Middlesex Hospital. <p>School Programmes:</p> <ul style="list-style-type: none"> • We currently have 5 partner schools. Aiming to expand partnerships with schools in 2025. • Delivered 16 classroom sessions, engaging 785 pupils, with one session attended by CEO Thomas Woldbye. • Held 123 guided reading sessions with Heathrow colleague volunteers. • Education, Employment & Skills team facilitated 7,257 work experience days, including online sessions for young people around the local community. <p>Community Funding:</p> <ul style="list-style-type: none"> • Heathrow Community Trust (HCT) awarded over 70 grants totalling over £1 million. HCT continues to be critical way for us to get funding in local projects. Please keep promoting HCT and making those applications. • 30 donations made through the Community Take Off Fund to local organisations. 	<p>5. COMMUNITY ENGAGEMENT TEAM: Share the BPA AM-GO press release with LCF Members to promote awareness of the scheme.</p>



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<p>Iver Parish Council – <i>A big thank you for our Christmas Tree and presents for The Hive it made such a difference to a lot of families. A big thank you to Heathrow it was wonderful. Also is there a timeline for the works on the Northern Runway?</i></p> <p>Heathrow – The works will start from April 2025. We will share comms with the local community.</p> <p>HASRA – <i>A few years ago, Heathrow shared a breakdown of Heathrow staff living in Hillingdon and postcode areas of UB3, UB4 and UB7. I have continued to ask for the most recent data, since August, and this has not been shared. HASRA would like to know how many people from Heathrow they are looking after regarding health, police and much more. We would like the 2025 report to be shared.</i></p> <p>Heathrow – There has been some work underway with the Heathrow Sustainable Economic Growth (HSEG) Task Force to understand those figures, once we have those updated figures, we may be able to send them to LCF Members. As part of CISHA quarterly report this should be included. We can provide by borough, but the postcode data would need to be looked into as we don't gather that data on a regular basis.</p> <p>Friends of the Great Barn, Harmondsworth – <i>In previous meetings when John Holland Kaye was CEO I requested if Heathrow could provide live bus times in the Central Bus Station and Terminal 5. It still hasn't been done, I've brought it to the attention of the new CEO when he visited Willaim Byrd and was told he would look into it. To date I haven't received any feedback to if it's possible. When will it happen? Should I stop this request? I would like some feedback.</i></p> <p>Heathrow – This idea is welcomed as that information is available on the app. It has been discussed that it would be hard to provide that live information. We have raised this request with TFL numerous times. It is frustrating, as a hub airport so please do keep requesting. This would be incredibly valuable to the local community and to passengers. We can ask the Head of Surface Access when he comes to the next meeting.</p> <p>Longford Residents Association – <i>Regarding parking, on the reporting portal would you like us to categorise buses that have taken up parking in the local villages as freight/HGV? There has been a large volume of buses such as 'Hotel Hoppers' etc parking in Longford on a daily basis.</i></p> <p>Heathrow – There isn't a specific category for buses but for now could you flag buses as freight/HGV and in the free text box please write in capital letters buses, we can then flag that up. We can look into creating another category within the portal.</p>	<p>6. COMMUNITY ENGAGEMENT TEAM: Share timeline of runway works with LCF Members when it becomes available.</p> <p>7. COMMUNITY ENGAGEMENT TEAM: Provide LCF with updated 2025 employee figures by borough</p> <p>8. COMMUNITY ENGAGEMENT TEAM: Head of Surface Access to cover update at next LCF.</p> <p>9. COMMUNITY ENGAGEMENT TEAM: Explore to create another category within the reporting portal for buses.</p>
<p>UPDATE FROM CHIEF OF COMMUNICATIONS & SUSTAINABILITY OFFICER (INC Q&A) – NIGEL MILTON (NM) HEATHROW</p> <p>NM acknowledged his attendance at the forum over the last year, in Becky Coffin's absence, and expressed his gratitude to the Chair and members for their continued commitment and insights which have been instrumental in helping the team advocate for and implement meaningful change this last year.</p>	



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<p>NM addressed the recent press coverage regarding the Chancellors upcoming speech and support for a third runway. The airport does not know what the Chancellor will say in her speech and will only be able to comment when there is something definitive to address.</p> <p>Members informed of the three phases of work Heathrow are looking at to invest in the airport which are:</p> <p>Phase 1:</p> <ul style="list-style-type: none"> • Update facilities such as security and baggage now. • Move various airlines to create additional passenger capacity at the airport. <p>Phase 2:</p> <ul style="list-style-type: none"> • More significant changes within the perimeter fence but not adding additional flights. • Removing Terminal 1, which has been empty for many years but houses Terminal 2's baggage system, and then eventually rebuilding Terminal 3. • Expanding Terminals 2 and 5. • A reorganisation within the perimeter fence making Heathrow more resilient, more sustainable, making it a better passenger experience, with better punctuality and transfer connections within the airport. • Currently in planning for phase 2 - talking to our airlines regarding what this would involve and its timescale. <p>Phase 3:</p> <ul style="list-style-type: none"> • An expansion of the airport outside the perimeter fence – third runway. <p>Clear that Heathrow are waiting for the Government to opine on whether this project is something they want the airport to pursue, as without Government support the project cannot move forward. If the Government does address this next week, then we will proactively react to that, if they don't, then we carry on waiting.</p> <p>We are actively working on the first phase, preparing for the second, and will respond appropriately to the third phase once the Government provides clarity.</p> <p>NM acknowledged the uncertainty this creates and reaffirmed that the airport is committed to providing certainty as soon as possible and will continue to engage with local communities to fully understand their concerns and act in the most appropriate way to address them.</p> <p>Chair – At the last CISHA quarterly meeting, chaired by Mark Izatt prior to Tracey Waltho taking her position as Chair, I questioned Heathrow's CEO about a decision on this matter. It has now emerged that we may expect some form of response from the Government next week.</p> <p>NM – I cannot confirm this - ,it is what was said in this morning's press. We will have to wait and see.</p> <p>Harmondsworth Allotment Association – <i>Do you have a team in the background working on expansion outside the perimeter fence? And you say you will react according to the announcement that's made by the Chancellor, how quickly can we expect a response from you?</i></p> <p>NM – No, we don't have a team working on the third phase at this time. While we have a team focused on the second phase, the third phase would require us to first understand the Government's position and whether it aligns with where things stood in February 2020. We now have new shareholders who would need reassurance on various matters, as well as newly elected MPs who are likely to have questions. Any announcement next week will mark the</p>	



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<p>beginning of a process. However, to proceed with anything definitive, we would need clarity on whether this involves a new Airports National Policy Statement (ANPS), which was the 2018 policy document supporting the construction of a runway on the northwest side of the airport.</p> <p>Stanwell Moor Residents Association – <i>Is it Heathrow's intention to revive the original pre pandemic plan or start from the beginning?</i></p> <p>NM – Our CEO, Thomas, addressed this last year, stating that we have reviewed the pre-pandemic plan and still believe it makes a strong case. However, we currently do not have anyone working on the third runway. It is essential to understand whether the Government supports the concept of a third runway and, if so, whether they are backing the previous proposal supported by the former Labour Government or the previous Conservative Government. Previously, we explored various options and submitted three proposals along with another company proposing a plan to the Airports Commission. After a thorough evaluation, the Airports Commission recommended the Heathrow northwest runway scheme was the preferred option. This would require further review and reassurances for both Heathrow and the Government before proceeding.</p> <p>Chair, Stanwell Moor Residents Association – <i>If they give permission for a third runway would this impact the delivery of the Easterly Alternation Project and start from the beginning and is Arora who proposed expanding the current runway instead of building a new runway involved again?</i></p> <p>NM – No, we are committed to deliver Easterly Alternation by 2028, this is a separate project. To clarify, Arora's proposal was to build a new terminal in between Terminal 5 and the M25, there was also a separate group called Heathrow Hub, and they were looking to extend the runway to double its length. Both groups are still in existence. How they play into this I would not know as this depends on if an announcement is made next week. Heathrow are not in contact with either of the groups and our proposals are different to theirs. There is no cooperation or collaboration with the groups. We do work with the Arora group on commercial builds as they build hotels around the airport including hotels at Terminal 2 and 5, but no agreement as to terminal buildings or runways. The Heathrow scheme that was paused in 2020 was the scheme approved by the Airport Commission Process which is the third runway to the northwest of the current runway. This remains as Heathrow's proposal, however if it isn't supported by the Government, we would have to reconsider our proposal and look into the schemes as we wouldn't know if they would remain the same.</p> <p>Chair, Colnbrook Resident's Association – <i>Will Heathrow continue to penalise flights coming from America?</i></p> <p>NM - The situation is influenced by recent policy changes in the U.S., where executive orders have impacted investment in Sustainable Aviation Fuel (SAF). While the previous administration had established measures to support cleaner energy initiatives, recent changes present both challenges and opportunities. For instance, the UK has introduced a mandate requiring 2% of fuel loaded at UK airports to be SAF, increasing to 10% by 2030. Given limited SAF production in the UK, this could drive growth in domestic SAF production</p> <p>Chair – Thank you Nigel for coming to the forum and providing an update. Would Heathrow be doing a press release if the Chancellor makes an announcement next week?</p>	



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NM – Yes, and we can share that with the forum when it's released.	10. COMMUNITY ENGAGEMENT TEAM: Share press release (re: Expansion) with LCF Members.
<p>LCF PRIORITIES – ROGER GREEN, INDEPENDENT CHAIR <i>Slides circulated with minutes</i></p> <p>2024 Priorities:</p> <ul style="list-style-type: none"> • A priorities meeting was held with members (Monday 13th January) to revisit and draft priorities for 2025. Attendees reviewed progress against the four priorities from 2024. • New draft for 2025 priorities includes 3 priorities: Surface Access, Community Engagement & Investment and Community Health & Well-being. Chair requests a 2-week window for Feedback from LCF Members on the new priorities. • Proposed priorities and key points from members below: <p>1) Surface Access 2025 LCF and Heathrow to work together along with other relevant stakeholders to identify solutions to mitigate the negative impacts locally from surface access related issues.</p> <ul style="list-style-type: none"> • Heathrow to review guidelines and communications on how residents can report problems with HGVs/ PHV and Meet and Greet rogue operators on local roads, through the nuisance parking portal on Heathrow's website. LCF members to support with sharing the portal across their organisations and networks. • LCF and Heathrow to work together to collate hot spot data of Meet and Greet operators and nuisance HGV parking in local communities to share with Heathrow Area Transport Forum (HATF) and Heathrow's surface access and cargo teams. • Heathrow to seek feedback from members of the HATF Special Interest Group (SIG) on ways that communities can report potential rogue operators in their local area. • Heathrow and LCF members to collate data to establish a list of rogue operator reports and what current action has been taken. Historical data to be included to form a baseline for 2025. • Heathrow to work with local communities and relevant partners, such as local authorities and the Police, to explore ways to continue supporting local enforcement activities and associated impacts. • LCF Members to promote awareness of Sustainable Travel Zone with their local community networks. • Chair and representatives of the LCF who are part of the Special Interest Group (SIG) for parking, to play an active role in providing a community view at SIG meetings and providing LCF members with updates. Working with Heathrow's surfaces access team to tackle local parking and feeding into the refresh of the Local Community Parking Action Plan. <p>Key Points on Surface Access:</p> <ul style="list-style-type: none"> • On demand buses 'Go2Gate', would there be more information available for pilots/trials? • Data collection on issues such as freight parking and vehicle hotspots faces challenges regarding accuracy and effective usage. 	



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<ul style="list-style-type: none"> • LCF Members raised concerns about the usability of reporting and highlighted barriers such as cookie restrictions, device compatibility issues and time. • Lack of a centralised directory or resource for reporting tools, forums, and investment updates. • Enhanced collaboration with local authorities to enforce regulations. • Increased use of monitoring (e.g., CCTV) in hotspot areas. • Evaluate existing tools and improve accessibility for reporting issues. • Develop a glossary for community resources, reporting tools, and contact points. <p>2) Community Engagement & Investment 2025 LCF and Heathrow to collectively promote Heathrow's Giving Back Programme, to ensure increased community awareness of opportunities and activities.</p> <ul style="list-style-type: none"> • Heathrow Giving Back Working Group to develop and promote across the LCF network a calendar of local events that are taking place in the local community to support cohesion and togetherness. • LCF members to provide feedback for improvement and support the promotion of Heathrow's Community Bulletin/ Heathrow's community webpage, by sharing with their networks as well as providing local updates on community activities to be shared across the LCF network and signposted through Heathrow's communication channels. • LCF members and Giving Back Programme Working Group (GBP WG) to support Heathrow in identifying new and on-going community projects for Heathrow to explore/work with community groups and signpost across the LCF network. • LCF and Heathrow to support community projects with access to GBP funding, both through Heathrow's Take off Fund and via Heathrow Community Trust. <p>Key Points on Community Engagement & Investment:</p> <ul style="list-style-type: none"> • Difficulty navigating Heathrow's website and accessing relevant community information. • To be more equitable and offer to all community groups, rather than who is reaching out for more and how it is advertised. • Publish updates/share link e.g. HCT on funded community projects to improve and provide an annual report for the Take Off Funding/Heathrow's Rangers. <p>3) Community Health & Wellbeing 2025 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> <ul style="list-style-type: none"> • Heathrow and LCF members to collaborate with the Heathrow Air Quality Working Group on understanding the health impacts from aviation related pollutants and how they can be mitigated. • LCF members to continue to hold Heathrow to account in responding to the material and other aspects of the overall blight to some communities by the continual uncertainty surrounding Heathrow's possible expansion plans. • Heathrow to consider health and wellbeing benefits when considering potential local projects to support. LCF members to signpost appropriate organisations and contacts to Heathrow. • LCF members to support Heathrow to promote the revised Air Watch website to local communities, to ensure a better understanding of the current air quality data available. <p>Key points on Community Health & Wellbeing:</p>	



Item	Action
<ul style="list-style-type: none"> Concerns were raised on Hardship and Blight schemes, their accessibility and effectiveness, with calls for a review to ensure fairness and usability as it causes stress to individuals/families along with the uncertainty of Heathrow's Expansion. Members highlighted the need for tangible improvements, particularly in addressing HMO's property conversions. Residents are concerned about the accuracy and appropriateness of the data being collected, particularly regarding UFPs (ultrafine particles). Green Gates Monitoring Station: Closest to Longford village, clarification is needed on who is responsible for funding and maintenance (Heathrow, Hillingdon Council, or Natural England). Sensors have reportedly been out of action for over a month, according to data downloads. Options to improve maintenance schedules and ensure consistent functionality should be explored. <p>Brian Stacey, Chair AQWG – <i>In response to the green gates, I have received information from RICARDO the instrument had to be removed to be repaired, and we will put back on the 22nd January. From this experience we would need to look into providing information on the website when there is no data available on the website.</i></p> <p>Chair – If members have any more ideas or suggestions to include into the current draft please send them to the Community Engagement Team, after which it will be updated and circulated for feedback to finalise.</p> <p>Harmondsworth Allotment Association – <i>There are schemes in place for residents who are frustrated. There is the Hardship Scheme and Statutory Blight Scheme. There are residents locally who are experiencing a hard time in accessing those schemes, even when they have submitted their application, they are experiencing obstacles in their application which then result it being rejected. The schemes should be reviewed as it is impacting people's health.</i></p> <p>Heathrow – Thank you for sharing the feedback, the scheme is set up to be accessible and in line with good practice. We do look into cases individually, which cannot be shared. There may be a challenge where some people are not willing to share necessary information needed. Feedback on the schemes are welcomed, general feedback on how to make the schemes easier for residents to use please share.</p> <p>Chair – Suggestions/feedback to be emailed to Community Engagement Team.</p> <p>AOB</p> <p>HASRA – <i>2 events which we would like to share with the forum.</i></p>	<p>11. LCF MEMBERS: Send suggestions and feedback of the 2025 LCF priorities to Community Engagement Team.</p> <p>12. LCF MEMBERS: Send feedback of Heathrow's Property Schemes to Community Engagement Team.</p>



Item	Action
<p>EVENT: New Met for London Roadshow DATE: Tuesday 28th January 2025 TIME: 18:00PM – 20:00PM VENUE: Leonardo Hotel, Bath Road, Sipson, UB7 0DP For full details of the event and to secure your free place please see the Eventbrite link: https://www.eventbrite.co.uk/e/new-met-for-london-hillingdon-tickets-1130674370479?aff=erelexpmlt</p> <p>EVENT: Harmondsworth Health Fair Consultation DATE: Tuesday 4th February 2025 TIME: 12:00PM – 16:00PM VENUE: St Mary's Church Hall, High Street, Harmondsworth, UB7 0AQ</p> <p>Stanwell Moor Residents Association – <i>Earth Day which is an initiative in Stanwell Moor where we bring together Heathrow and other stakeholders in doing a mass litter pick in the village.</i></p> <p>EVENT: Earth Day Community Clear Up, Stanwell Moor DATE: Saturday 5th April 2025 TIME: Start 11:30/12 – finish by 13:00pm VENUE: Meet at the Anchor Pub, Horton Road, Stanwell Moor, TW19 6AQ <i>Everyone welcome to attend on the day – lunch will be provided for all volunteers.</i></p> <p>Harmondsworth Allotment Association – <i>members have been working on the allotments and found pieces of history. Two of the allotment members have built a shelter, similar to a museum, of old materials and equipment that was found. If anyone has any old gardening equipment to donate, they would be very welcomed.</i></p> <p>Chair – The next Local Community Forum meeting will take place on 4th March at Compass Centre.</p> <p>MEETING CLOSE: 20:13</p>	<p>13. COMMUNITY ENGAGEMENT TEAM: Share events with LCF Members.</p> <p>14. EILISH STONE: Email Community Engagement Team details of the shelter at the Harmondsworth Allotment to share with LCF Members.</p>