



Council for the Independent Scrutiny of Heathrow Airport Quarterly Meeting

Meeting papers

Thursday 20th April 2023

**1330-1530, Rooms CR2 & CR3
Heathrow Academy, Newall Rd, Hounslow, TW6 2AP**

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Meeting agenda

- 1300 Lunch available with senior Heathrow team
- 1330 Introduction, prior meeting notes sign off, outstanding action points
- 1335 Heathrow Airport operational update from Nigel Milton
- 1340 HAL Quarterly Report to CISHA: format feedback
- 1345 Outstanding forum issues introduced by Chairs followed by discussion
Chairs' summary papers issued in advance and taken as read
- 1400 Focus subject 1: Heathrow's Community Noise Insulation and Vortex Repair Schemes
Introduction from Rick Norman, Head of Noise Strategy, HAL, followed by discussion
- 1420 Focus subject 2: Heathrow 2.0
Update from HAL on sustainability work, Becky Coffin, Director of Sustainability and Communities, HAL
Introduction of CISHA scrutiny proposal, Liz Sugg, CISHA Chair, followed by discussion
- 1450 AOB
Conclusions
- 1500 Discussion with HAL CEO
Forum Chairs / CEO response
Council Leaders and HSPG / CEO response
- 1530 Ends

Council for Independent Scrutiny of Heathrow Airport Quarterly Meeting Draft Meeting Notes

2nd February 2023, 1400 – 1530, Heathrow Academy, Hounslow

Present:

Forum chairs

Liz Sugg	Chair, CISHA
Roger Green	Chair, Local Community Forum
Andreas Lambrianou	Chair, Noise and Airspace Community Forum
David Blunkett	Chair, Local Recovery Forum
Matt Prescott	Chair, Air Quality Working Group (HAL)
Mark Izatt	Chair, Passenger Services Group

Local authority representatives

Cllr James Swindlehurst	Slough Borough Council
Cllr Matt Furniss	Surrey County Council
Cllr John Martin	London Borough of Ealing
Cllr Katherine Dunne	London Borough of Hounslow

External

Mark Frost	Heathrow Strategic Planning Group
Philip Haslam	DfT
Tim Lawson	DfT
Stuart Lindsey	Civil Aviation Authority
Nigel Wicking	Heathrow AOC Ltd
Geraldine Lundy	Heathrow Access Advisory Group (HAAG)

HAL

John Holland-Kaye	(joined virtually for the last 30 minutes)
Nigel Milton	
Becky Coffin	
James Holmes	
Danielle Knapo	

Meeting notes:

Rebecca Cox	CISHA Secretariat
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Apologies:

Val Shawcross	Chair, Heathrow Area Transport Forum
Adam Tyndall	Business London

1. Welcome and introductions

- The Chair welcomed all to the introductory quarterly meeting of CISHA. Papers had been circulated in advance and would be taken as read to maximise the time available to discuss the issues raised.
- There was a roundtable of introductions and apologies were noted.

2. Local Community Forum – introduction of key issues followed by contributions from attendees and discussion with HAL

- The LCF Chair outlined how the LCF had been refreshed through the revision of the terms of reference; work was ongoing to create a more diverse and inclusive membership; and strategic objectives had been written collaboratively with members. The aim was to move from conflict to solution-based dialogue.
- The two key issues for the LCF currently were car parking on residential streets and illegal meet and greet firms, which impacted on many of the boroughs surrounding the airport.
- Becky Coffin (BC) confirmed that HAL were aware of the problem, which had been an issue pre-COVID and had re-emerged during recovery from COVID as numbers of passengers increased again. She outlined a number of initiatives that the airport had introduced previously, including the Authorised Vehicle Area, and work undertaken with both trade associations and local authorities. A trial involving an extra enforcement officer had been implemented in Hillingdon and had resulted in an additional 1000 cars being moved on in November and December. There had been positive feedback from local villages, though there were concerns about where to move cars on to. HAL had begun talks with Slough, but were open to discussions with all partners to explore possible solutions.
- In the ensuing discussions, there was consensus that it would be key to consider this across all boroughs simultaneously in order to avoid simply moving the problem to a different area without controlled parking zones. Any schemes introduced would require robust enforcement, possibly including the use of new technology to enable this to be done remotely. It was recognised that the reduction in funding available from both the government and the airport to subsidise public transport had contributed to the severity of the problem, and that the issue would inevitably worsen with the expansion of the London ULEZ.
- **Agreed actions:**
 - this should be looked at strategically in the manner discussed. The airport, together with the LCF, should focus on immediate action that could be taken – in particular in relation to enforcement of restrictions on the ground.
 - HATF to focus on parking in June and report back to the July CISHA meeting. LCF will prepare a paper to submit to HATF chair ahead of the June meeting.
 - CISHA to investigate good practice at other airports through UKACCs.
 - strategic discussions involving HAL, impacted (and potentially impacted) local authorities, the LCF and HATF should be held to take this forward, including planning for the impact of ULEZ.

3. Heathrow Area Transport Forum - introduction of key issues followed by contributions from attendees and discussion with HAL

- A paper from the HATF Chair outlining the forum's draft work programme, together with a presentation on the Heathrow Sustainable Travel Zone had been circulated in advance. In the absence of Val Shawcross due to illness, the CISHA Chair invited comments on the work programme which would be fed back to HATF.
- The CISHA Chair highlighted issues of particular interest to HATF as the re-establishment of subsidised bus services in a considered way to be useful to both Heathrow colleagues and local residents, and working on southern rail access to try to bring interested parties together and ensure local interests were represented.
- It was outlined how spend on subsidised bus services had reduced significantly between 2019 and 2021 as a result of the pandemic. It was anticipated that spend would return to 2019 levels by next year, but that would be aimed at creating a bus service improvement plan for the whole area looking how the routes into the airport could be developed as a system linking the surrounding boroughs and other infrastructure.
- There was currently no direct involvement of community members and CISHA and the forums could play a role in ensuring that local residents were aware of work being undertaken.
- On additional funding for transport from DfT, TfL etc., multiple bilateral discussions had been taking place, but it was highlighted that joint discussions involving all impacted stakeholders to generate a comprehensive plan across the area would be more likely to be successful in attracting funding.
- The CEO of Heathrow AOC highlighted that airlines were dependent on the availability of subsidised transport to ensure that staff could access the airport.
- Recent analysis by HAL had indicated that when ULEZ was introduced only 60% of Team Heathrow colleagues would have compliant vehicles. This would have a significant impact on recruitment and retention and, as there were already currently 12000 vacancies to be filled, airlines fully supported investment in this area.
- Local authority representatives present expressed support for the scheme, highlighting the importance of focusing on reliability and frequency of transport services as well as cost. Ensuring that timetables accounted for airport shift patterns and considering areas not adequately serviced by TfL was also raised.
- Regarding ULEZ impact on staff, BC reported that the airport fully appreciated the concerns discussed and were aware of the tight timeline. A range of options, including increasing the attractiveness of public transport; the provision of places for people to park following the introduction of ULEZ; and help with scrappage schemes were being considered but had yet to be agreed by the Heathrow Executive team. Once they had been decided, HAL would begin talks with stakeholders.
- **Agreed actions:**
 - HATF to continue with work plan including progressing on strategic conversations around southern rail
 - HAL to provide update on ULEZ mitigation when decided
 - CISHA to organise community engagement to communicate Sustainable Travel Zone at an appropriate time

4. Heathrow Local Recovery Forum - introduction of key issues followed by contributions from attendees and discussion with HAL

- The HLRF Chair briefly outlined how the role of the forum had changed during the pandemic and the plans in place to step up work now that the recovery process was well underway. It would be working with the airport to map future needs in terms of growth; sustainability; and skills of potential and current employees; and also with larger contractors and those in the supply chain, matching these needs to the objectives of the forum. It was clear that there was an interrelationship with this and the issues around recruitment, retention and surface access already discussed.
- Philip Haslam, DfT, advised that they had just undertaken a review of ground handlers, the most impacted part of the aviation sector during the pandemic. They were still experiencing problems recruiting and there was evidence of a skills deficit. The ground handling companies were themselves working to build more resilience and the DfT were assisting them with recruitment. During this review, issues around surface access in relation to Heathrow Airport such as those discussed today had been raised. The review was currently with the Aviation Minister and the outcome would be available shortly.
- BC reported that feedback from the HLRF regarding where to focus work on skills had been extremely helpful. HAL were currently looking at how to develop the Heathrow Academy to enable it to better play a role in ensuring that local communities were fully aware of the employment opportunities available at the airport. Those present were asked to feed any ideas into the process at this stage. As part of the 'Giving Back' community investment programme, HAL had organised skills and careers workshops in local schools and colleges aimed at advising and enthusing people about the wide range of roles the airport offered. This activity would remain an important part of the sustainability strategy.
- The CISHA Chair suggested that it would be helpful to have a detailed report on the funding the airport gave to the local community, and exactly where and how this was distributed, at a future meeting.
- **Agreed actions:**
 - Attendees to feed thoughts into HAL re Heathrow Academy development plans
 - DfT to inform when ground-handling report published
 - 'Giving Back' funding programme to be added to work programme for future CISHA meeting

5. Noise & Airspace Community Forum - introduction of key issues followed by contributions from attendees and discussion with HAL

- The NACF Chair reported that he had been working to broaden and strengthen the membership both geographically and demographically, with a particular focus on increasing engagement with young people. The frequency of meetings had been increased and deep dives had been planned into technical issues relating to noise, including the health impacts. The annual plan would be presented at the meeting next week.

- Night flights remain the biggest concern, and another key focus in the coming months would be the noise insulation scheme, an area that the CISHA Chair would be involved in directly. Those present were invited to feed in any ideas. It was suggested that it could be useful to consider carbon offsetting at the same time as noise insulation.
- The airspace modernisation process is ongoing and complex, and continues to be of key concern to community members. The NACF and CISHA Chair have been attending HAL led workshops and this will be looked at in detail at future NACF meetings.
- The NACF Chair asked that a mapping exercise be undertaken to illustrate how representative the NACF membership was. It would also be helpful to have a clear and concise explanation of who was responsible for what (airlines/airport/CAA/DfT/Defra) in terms of noise.
- **Agreed actions:**
 - NACF to share forum work plan when agreed
 - CISHA Chair to give noise insulation scheme update at next meeting
 - NACF to share results of responsibilities mapping when complete
 - CISHA to perform mapping of diversity of forum membership

6. Heathrow Air Quality Working Group - introduction of key issues followed by contributions from attendees and discussion with HAL

- The interim Chair reported that the group now accepted the need for a new, independent chair. People were being encouraged to put their names forward and the issue would be discussed at the meeting in April.
- A draft work plan had been drawn up setting out a road map of activity. This included a great deal of collaborative work between local authority areas and highlighted links with HATF. Mechanisms were being put in place to ensure that the work of the group was more impactful going forward, focusing on the delivery of tangible outputs.
- The need to communicate and engage effectively with local communities had been identified, but this was challenging as issues discussed were extremely technical and there was a danger that data could be misinterpreted. There were plans to make the data more accessible to enable effective scrutiny and discussion, but this had to be done carefully. CISHA could play a role in communicating the work of the group and ensuring that the interests of the local community were represented.
- **Agreed actions:**
 - HAQWG to proceed with appointing an independent chair, in consultation with CISHA
 - Work plan to be published when available
 - CISHA to consider how best to improve community engagement around air quality

7. Heathrow Airport Passenger Services Group - introduction of key issues followed by contributions from attendees and discussion with HAL

- The PSG Chair was looking to expand the independent membership of the group and the Insights team had assisted in promoting the vacancies. Over 120 expressions of interest had been received and the group were looking particularly to recruit regular fliers who lived close to the airport.

- Over the next few months, the focus would be scrutiny of the passenger experience; punctuality; and baggage. In addition, together with CISHA, the group would be monitoring HAL's performance in relation to PRMs following its ranking in the CAA's report on accessibility:
<https://publicapps.caa.co.uk/docs/33/CAA%20Airport%20Accessibility%20Interim%20report%20CAP2491.pdf>.
- In discussion it was suggested this focus should be extended to include service received on board airlines as well as in the airport. It was agreed that maintaining this watching brief would be vital, particularly as the airport activity returned to pre-pandemic levels. If the service provision for PRMs was of a high standard, it followed that the experience of all passengers would be improved. The PSG planned to expand its link with HAAG as part of this work.
- Nigel Milton reported that a significant cause of delays during the pandemic had been due to late arriving PRMs and the airport were very invested in addressing this issue.
- **Agreed actions:**
 - PSG to appoint additional independent membership
 - Establish and maintain regular contact with HAAG

8. Presentation to HAL CEO of key issues and recommendations for future

- The CISHA chair invited the community forum chairs to outline their key issues to John Holland-Kaye (JHK), who joined the meeting virtually after hosting the Secretary of State for Transport at the airport.
- **LCF:** The chair highlighted that the main issues raised at the LCF currently were car parking on local residential streets and the impact of illegal meet and greet firms on certain communities around the airport. Today's discussions highlighted the need for a strategic response involving all seven boroughs and HAL looking at the problem holistically. This was an urgent concern, particularly given the impending expansion of the ULEZ.
- **HATF:** Work was required to ensure the involvement of all local authority areas around the airport in the relaunching of subsidised surface access schemes to ensure that investment was focused on those routes that would add most value for Heathrow colleagues and local residents.
- **HLRF:** The Heathrow Local Recovery Forum would be stepping up its work and refocusing, moving from basic recovery work to looking at recruitment and retention. A change of name was also being considered.
- **NACF:** Night flights remained at the top of NACF members' agenda. In addition, other issues to be looked at in the coming months would be airspace modernisation; a review of HAL's Noise Action Plan; and working with the DfT and the CAA to understand their priorities.
- **Nigel Milton:** Advised the HAL CEO that two of the issues discussed today were the introduction of ULEZ and the service provided to PRMs. He asked JHK to give an update on these to those present today.
- **JHK:** the HAL CEO thanked attendees for their membership of CISHA, which he could see was a much more strategic and action-orientated body than its predecessors and which would be helpful in holding the airport to account and assisting HAL turn plans into action. He gave an update on the following:

- **ULEZ:** HAL recognized the need for a transport system that allowed local residents to travel to the airport to work. Prior to the pandemic, there had been a reasonable system, which had been largely suspended during COVID. This now needed to be supercharged, particularly in the short term in preparation for ULEZ. The initial priorities for HAL were enabling people to travel to work; helping people to avoid driving their cars inside the M25; and looking at how to prevent ULEZ exacerbating the already significant issue of parking in local villages. They were committed to collaborating with all local authorities to ensure that robust enforcement was in place and that the problems were not simply moved from one area to another. This collaboration would be vital as HAL would not be able to address the issue without help. They were concerned that ULEZ would make accessing the airport to go to work too expensive and in the long term would need to identify solutions that enabled more people to travel easily on public transport.
- **PRMs:** the HAL CEO had been extremely embarrassed and disappointed by the level of service offered to PRMs as highlighted in the CAA report. Many problems had worsened in recovery as demand had risen sharply from a very low level, but this was not an acceptable excuse. The main issues had been with arriving passengers in T5, in particular when planes were not on schedule. With punctuality improving and the resourcing of the team getting better, the service was beginning to improve, but the airport recognised that there was a lot more work to do. HAAG had provided helpful feedback and HAL would continue to engage with them to bring the service up to the desired standard.
- **Expansion:** in response to the Chair's request for an update, JHK confirmed that work had been carried out to research the demand side but he was not currently in a position to answer the questions that people would like him to. It was anticipated that more information would be available later this year. In the meantime, HAL would continue to take the lead on decarbonising aviation and promoting the use of Sustainable Aviation Fuels (SAF).
- **HAL CEO's departure:** The CISHA Chair noted that JHK had just announced that he would be stepping down as CEO after nine years in post, and asked about future commitments to stakeholder engagement. JHK confirmed that he would remain until his successor had settled in and that HAL would continue to be committed to CISHA and to maintaining efforts to be a good employer and neighbour.

9. Future meeting plans and close

- The CISHA Chair thanked those present for attending the meeting, which had been helpful and constructive. There would be three further meetings this year, with the last being the Annual Open Forum. A proposed work plan for the next two meetings would be circulated by the end of the month. The Chair would be attending the Heathrow Executive Board in September to present CISHA's formal recommendations requiring action.
- Those present were asked to forward any feedback on today's meeting to the CISHA Secretariat.

CISHA QUARTERLY MEETING 2nd FEBRUARY 2023 – ACTION POINTS:

No.	Action	Notes
1.	Parking: HAL and LCF to focus on immediate action that could be taken – for example, in relation to enforcement of restrictions on the ground.	To discuss at LCF agenda item
2.	Parking: HATF to focus on parking in June and report back to the July CISHA meeting. LCF to prepare a paper to submit to HATF chair ahead of the June meeting.	To discuss at LCF agenda item
3.	Parking: CISHA to investigate good practice at other airports through UKACCs.	Request sent to ACCs
4.	ULEZ: HAL to provide update on ULEZ mitigation when decided.	
5.	Sustainable Travel Zones: CISHA to organise community engagement to communicate STZ at an appropriate time.	Ongoing
6.	CISHA attendees to feed thoughts into HAL re Heathrow Academy development plans.	
7.	DfT to inform when ground-handling report published.	Published
8.	‘Giving Back’ funding programme to be added to work programme for future CISHA meeting.	On agenda for next CISHA meeting
9.	NACF to share forum work plan when agreed.	
10.	CISHA Chair to give noise insulation scheme update at next meeting	On agenda
11.	NACF to share results of responsibilities mapping when complete.	
12.	CISHA to perform mapping of diversity of forum membership.	To be provided at next CISHA meeting
13.	HAQWG to proceed with appointing an independent chair, in consultation with CISHA.	In progress
14.	HAQWG work plan to be published when available.	
15.	CISHA to consider how best to improve community engagement around air quality.	On agenda as 2.0 scrutiny proposal
16.	PSG to appoint additional independent membership.	Ongoing
17.	PSG to establish and maintain regular contact with HAAG.	Complete

CISHA meeting dates in 2023:

- 20th April: 1400-1600 Quarterly Meeting
- 13th July: 1400-1600 Quarterly Meeting
- 12th October: 1800-2000 Annual Open Forum

LCF Forum Chair's quarterly report to CISHA – April 2023

Forum meetings and major events since previous CISHA quarterly meeting:

- LCF Members Meeting- 14th February 2023
- LCF Forum Meeting- 21st March 2023

Summary of issues raised at forum meeting:

Engine ground noise- Members have raised the issue of ground noise at the last two LCF meetings. The noise is generated when the aircraft is on stand and during engine testing. This issue involves environmental health as well as local authorities and has been an issue raised by communities for several years.

Members feel the current system of reporting noise nuisance is not working. This issue has not been raised at the NACF (Noise & Airspace Community Forum) as this is ground noise and is governed by different legislation.

Members have requested that Heathrow take action on holding airlines to account and make sure activity is logged.

ULEZ- Many members expressed their concerns for the upcoming extension of the ULEZ in August. Those members that live outside of the zone raised concerns that the air quality within their communities was set to get worse, with all non-compliant vehicles parking up in their communities to then access the airport.

Members also expressed concerns regarding the increase in local parking issues that are likely to increase once the ULEZ extension is implemented.

There were strong views held by members that Heathrow shouldn't look to build a new park and ride facility in the local community as this would mean concreting over already limited green space.

LCF Priorities- A LCF community members meeting was held on 14th of February to discuss and set out the priorities of the forum for 2023. At the following forum meeting, an agenda item was set to agree the proposed priorities that have been pulled together by the independent chair. Please see attached: [LCF Priorities](#)

The list of priorities set out by members is an extensive list, which needs to be condensed into several achievable and measurable objectives and agreed by both forum members and Heathrow. There is work to do to encourage members to play an active role within these priorities and move the forum on to a much more collaborative environment.

There will be a follow up meeting on Thursday 13th April to work through and agree the forums priorities for 2023.

Actions taken / next steps:

Engine ground noise- For those members that have a greater interest in the topic, Heathrow have offered to take conversations out of the forum and provide 1:1 deep dive with Andy Knight (Operational Impacts & Engagement Lead)

Heathrow have also committed to sending reminder communications to airlines/ operators.

ULEZ- Heathrow have committed to providing an update on ULEZ mitigation at the next LCF on 16th May.

LCF Priorities - A follow up members meeting, which involve Heathrow colleagues has been arranged for the 13th April. This meeting will set out to agree priorities for the rest of 2023.

Issues to be discussed at CISHA meeting (if any):

Despite the promising initiatives by Heathrow (HAL) the issues of car parking by licensed drivers and temporary car dumping by illegal and other 'meet and greet' providers around Heathrow the problem continues. Whilst a HAL approach with individual local authorities is both welcomed and necessary, without an agreed inclusive collective response with the local authorities surrounding Heathrow Airport this problem will continue to blight the local communities on a daily basis. The responsibility for tackling this problem should not be the sole responsibility of the Local Community Forum (LCF) nor Heathrow Area Transport Forum (HATF) or a combination of the two forums working together.

CISHA's role in providing information, ideas, and good practice in how other UK airports, and across Europe, are responding successfully or not, to similarly problems is important.

The forthcoming ULEZ expansion in August 2023 is potentially going to create the additional over loading of cars and other vehicles within the local villages and communities around Heathrow. This problem is not going to go away without an agreed effort by all stakeholders.

Issues to be raised with Heathrow Airport Limited CEO (if any):

Heathrow aims to invest in its local communities and to be a 'better' neighbour with the recently launched 'Giving Back Programme' being a key example of this.

Challenging as it may well be the responsibility for organising an initial meeting between all the relevant local authorities and other key stakeholders to 'air' these two issues and to begin to work together to provide an agreed strategic response has to be the responsibility and leadership of HAL.

HATF Forum Chair's quarterly report to CISHA – April 2023

Forum meetings and major events since previous CISHA quarterly meeting:

Bus Special Interest Group 28/02/2023 – this reviewed the current activity around bus service planning in and around the airport, which is undertaken by a wide variety of different actors. We explored opportunities for further collaboration and innovation, including a particular focus on supporting airport colleagues impacted by the expansion of the Ultra Low Emission Zone (ULEZ). Further meetings planned throughout 2023/24.

Southern Rail Access Review and Consensus Building Inception Meeting 01/03/2023 – this is a key project for the forum in 2023, in partnership with Heathrow Strategic Planning Group (HSPG). Using the proposal put forward by Heathrow Southern Rail Ltd as a 'straw man', we will be exploring how this scheme performs against stakeholder expectations and aspirations and how best we can deliver progress on this much needed enhancement to sustainable transport connectivity – not just to and from the airport but for the whole of the sub-region. A further report will be provided at the July CISHA meeting.

HATF Board 20/03/2023 - We had a busy board meeting covering a variety of areas of interest, including:

- Managing disruption to rail services from HS2
- Improving the Piccadilly line
- Influencing travel behaviour – new techniques for promoting sustainable travel to colleagues and passengers
- How the airport can support the transition to Electric Vehicles

We also welcomed Cllr Puja Bedi onto the board as a representative from CISHA's Local Community Forum.

Active Travel Special Interest Group 23/03/2023 – this was the last meeting of this group, held to sign off on the first ever Local Cycling & Walking Infrastructure Plan (LCWIP) for the Heathrow area. This sets out a vision for improvements for pedestrians and cyclists across both the airport campus and surrounding highway network in coming years and will be used to coordinate activity and bid for funding.

Summary of issues raised at forum meeting:

The forum is clearly engaged in a wide range of work with a wide variety of specific issues associated, but our main focus is really on governance – delivering better mechanisms for coordinating the planning and operation of surface access across the various actors responsible – Heathrow, local authorities, TfL, National Highways, Network Rail etc. HATF remains a key tool for addressing this challenge as the only place where all these organisations naturally coalesce, either at the board level or via our thematic Special Interest Groups. As activity returns to the airport post pandemic, we're particularly interested in how we can improve and deepen this coordination activity to further enhance outcomes. We welcome opportunities to explore this further with CISHA, perhaps particularly through discussion with CAA and DfT members of the Council.

Actions taken / next steps:

HATF will continue to convene opportunities for discussion by a variety of stakeholders on bus service planning and rail enhancements in the coming year, and will review activity on implementing the Local Cycling Walking Infrastructure Plan in early 2024.

Issues to be discussed at CISHA meeting (if any):

Update on Heathrow Southern Rail Access work and ULEZ compliance.

We note the discussion at 2/02/2023 CISHA around local parking issues, and particularly where they impact on local communities. This will be covered at our June Board in part, and we will feedback on that discussion at July CISHA meeting as appropriate.

Issues to be raised with Heathrow Airport Limited CEO (if any):

The CAA ruling on landing fees will clearly impact on the airport's revenue funding in coming years. Given the vital importance of the surface access strategy in improving access to airport opportunities, particularly through improving access to good quality public transport options for workers impacted by cost of living and the ULEZ expansion, can we be assured that sufficient resources will be available across the rest of the H7 period to continue this vital work?

NACF Forum Chair's quarterly report to CISHA – April 2023

Forum meetings and major events since previous CISHA quarterly meeting:

NACF Forum meetings were held on 8th February 2023 in and 29th March 2023.

In addition, members had meetings:

- to input to the NAP **Noise Action Plan (NAP)** process in three focussed sessions 18 January, 15 February and 14 March 2023;
- with the **Airspace Modernisation Team** to comment and receive feedback from the Stage 2a process on 23 March (22/27th options) for feedback; and
- a specially arranged collaborative meeting between some members and **Airspace Modernisation Team** on 21 March 2023 to follow up on detailed issues raised in the forum meetings.

Summary of issues raised at forum meetings:

There is a concern about the metrics used to determine the flight pathway options for consideration at later stages of the Airspace Modernisation process, in particular the noise metric used to determine health impact assessment, concentration of pathways and impact of change.

Challenging the case for night flights and reduction and respite from night flights also remains a focus of attention.

Response to the announcement of the Noise Insulation Scheme also raised issues about the type of insulation being provided and the opportunity for other non-noise benefits, the populations that would qualify and improvement in the roll out of the scheme to encourage greater take up.

The prospect and lack of certainty around an announcement on expansion (third runway) is a concern.

Actions taken / next steps:

We continue to engage with the Airspace Modernisation Team to clarify and challenge the approach, and to make suggestions for improvement. The next stage of the process will provide more information about the potential routes that will be assessed against the agreed impact criteria, and we will be inviting the Airspace Modernisation Team to present on that at the forum, in addition to their Airspace Modernisation Team planned engagement.

We continue to monitor night flights and “late runners” both of which are part of our recently agreed dashboard of information for the Forum. We will be undertaking a deep dive on this issue at a future Forum meeting.

The Noise Insulation Scheme is due to be a focus at this CISHA meeting, and we will also be inviting Heathrow colleagues to present on progress on this to the Forum.

Issues to be discussed at CISHA meeting (if any):

The Noise Insulation Scheme is due to be a focus at this CISHA meeting.

Issues to be raised with Heathrow Airport Limited CEO (if any):

We would like to confirm a commitment to reduce the number of night flights and late runners and to increase the number of days individual populations of residents are given respite from night flights.

Any update on the timing / prospect of announcements about expansion.

HAQWG Forum Chair's quarterly report to CISHA – April 2023

Forum meetings and major events since previous CISHA quarterly meeting:

Working Group meeting: 4th April 2023

The following summarises Heathrow Air Quality Working Group activities in the last quarter:

Additional resource to support air quality work 27.03.2023

Honor Puciato joined the Heathrow team on secondment from Ricardo Energy and Environment to manage air quality for HAL on an interim basis to increase available resource while permanent recruitment is completed. Honor will work with the HAL and HAQWG, delivering on the 2023 work plan, including communications, engagement, reporting and monitoring programmes.

Draft annual Air Quality 2022 Report received for review and approval 03.04.2023

The report provides details of air quality monitoring conducted around Heathrow Airport during 2022. The work is a continuation of monitoring undertaken at Heathrow Airport since 1993. The programme covers monitoring of air quality around the airport, assesses compliance with relevant national air quality objectives, and investigates changes in air pollutant concentrations over time. In 2022, automatic continuous monitoring was carried out at five locations on behalf of HAL. Data from these five continuous monitoring stations, as well as 21 other continuous monitors operated by Hillingdon, Hounslow, Slough, Spelthorne, and Defra are shared and summarised at www.heathrowairwatch.org.uk.

The findings of the report were presented at the HAQWG meeting on 4th April. After a review process is completed, the report will be published at www.heathrowairwatch.org.uk.

Heathrow Air Quality Working Group meeting 04.04.2023

The meeting structure followed a review of activities assigned to five pillars: monitoring & reporting, research, policy, projects and communication/engagement.

Key matters discussed during the meeting: appointing an independent chair of the group, on-going monitoring and the draft Air Quality Annual 2022 report, air quality inventory and air quality dispersion modelling work, HAL input into the annual DEFRA LA reporting, update on current policy – ULEZ expansion, further engagement, improve communication and joint venture work (Clean Air Day 15th of June), Heathrow 2.0 goals and targets.

Summary of matters/issues discussed (04.04.2023) at the working group meeting, as requested by members:

Heathrow input into the DEFRA annual Local Authority report - Annual Status Report (ASR)

Members of the group requested support with input to their ASRs. The ASR requires local authorities to report activity undertaken by stakeholders that support local air quality improvement. As one of the key stakeholders, Heathrow has been asked to provide an input on emission reduction and air quality improvement initiatives that Heathrow are making.

On-going monitoring and research work on impact of ultrafine particles (UFPs)

The members of the forum discussed progress with ongoing UFP monitoring programme, concerns related to impacts on local air quality and progress with research and collaboration work between organisations (such as with other airports). The group agreed that further research is required and opportunities to contribute to this will be explored through HAL.

Summary of the air quality annual (2022) monitoring results

The members of the group discussed the latest air quality reports presented in the 2022 report. The key findings include:

- The UK AQS hourly mean objective for NO₂ is 200 µg m³, with no more than 18 exceedances allowed each year. No Sites exceeded this objective during 2022
- The annual mean AQS objective for NO₂ is 40 µg m³, this was met at all sites
- No sites recorded more than 35 exceedances during 2022, this AQS objective was therefore met for all HAL sites
- The annual mean AQS target for PM₁₀ is 40 µg m³. This objective was also met at all sites
- The AQS objective for daily maximum on an 8 hour running mean is of 100 µg m³ (not to be exceeded more than 10 days a year).
- Harlington exceeded the AQS objective for ozone on 34 days during 2022 and therefore failed to meet the objective. The reported exceedance was consistent with other concentrations measured across the region.
- Average concentrations of NO, NO₂, PM₁₀, PM_{2.5} and O₃ at the Heathrow sites were generally comparable to those measured at urban background air pollution monitoring sites in London.

ULEZ expansion

The impact of the planned ULEZ expansion to encompass the entire geography of Heathrow was discussed with respect to its potential impact on air quality in the Heathrow area. It was agreed that opportunities to collaborate with HATF in respect of active travel and public transport should be explored and that a representative of the HAL surface access team should attend the next meeting to share and discuss plans with the group.

Communication and engagement – air quality data and information

The group talked about the Clean Air Day and Bucks Community Board Toolkit project and the opportunity to engage with schools. It was felt that HAL could support clean air day related activity and should explore combined noise and air quality engagement with schools. An interim discussion was scheduled to discuss prior to the next working group meeting.

Actions taken / next steps:

HAQWG will continue to convene opportunities for discussion by a variety of stakeholders to address raised matters and concerns.
Its 2023 workplan will now be co-ordinated by the interim HAL air quality manager with progress monitored on a regular basis and opportunities for collaboration between meetings sought proactively.
Appointment of independent chair.

Issues to be discussed at CISHA meeting (if any):

Update on Heathrow Southern Rail Access and public transport access from the south of the airport in general, Spelthorne in particular.

Views on expected levels of ULEZ compliance and its impact on improving air quality.

We note the discussion at 2/02/2023 CISHA around local parking issues, and particularly where they impact on local communities.

Issues to be raised with Heathrow Airport Limited CEO (if any):

In common with other forums (most notably but not exclusively HATF) increasing action to improve public transport and active travel infrastructure is vital to the delivery of cleaner air in the Heathrow area. How can sufficient resources be protected and new and partnerships identified to deliver further progress?

HPF Forum Chair's quarterly report to CISHA – April 2023

Forum meetings and major events since previous CISHA quarterly meeting:

7th March 2023 at Terminal 2, Heathrow Airport

- The Forum met earlier for an airside inspection of the security process at Terminal 2 including the testing of the new, advanced scanners which allow passengers to be scanned without removing clothing, and for liquids and large electronic items to remain in bags. The UK Government have declared a deadline of June 2024 for the change with the 100ml liquid rule eliminated. That rule has been in place since 2006.
- The Forum reflected on the fact that, as with any airport process enhancement, the pace of change and universal acceptance, goes at the speed of the slowest jurisdiction. Passengers will benefit from the rule change on the way out and through Heathrow but will need to be conscious of their overseas departure / transfer airport rules for quite some time.
- Following the airside visit the Heathrow team shared the security improvement rollout with particular emphasis on the work at Terminal 3.
- Heathrow presented performance data across key passenger metrics.

Looking forward to the 13th June 2023 Meeting

- The primary focus of this meeting will be extra care passengers.
- Baggage performance and future investment.
- Review of Easter performance and summer preparedness

Actions taken / next steps:

Key non-meeting activity is the recruitment of 3 – 6 new independent members to strengthen oversight and diversity.

Issues to be discussed at CISHA meeting (if any):

ULEZ

Issues to be raised with Heathrow Airport Limited CEO (if any):

It would be helpful to hear the CEO's views on the H7 passenger fee determination and the implications for planned investment with a reduced fee. Along with next steps.

Employment levels and recruitment update.

Update on Heathrow's Community Noise Insulation and Vortex Repair Schemes

Heathrow's Noise Insulation Schemes

We are launching a new package of noise insulation, vortex protection and home relocation schemes.

- Our noise insulation schemes help people in the local community affected by noise. These schemes cover homes, schools and other community buildings.
- We are simplifying our residential noise insulation schemes into a single offer, covering 100% of the insulation costs*.
- We are improving our relocation assistance schemes.
- We are extending our school ventilation initiative.

PRIORITISING HOMES IN THE NOISIEST AREAS

Our new residential noise insulation scheme will be delivered in phases, prioritising those in the highest noise areas. Over the course of 2023 we will:

- 1 Close out legacy properties and applications under the old schemes.
- 2 Identify properties that are eligible for the first phase of the new scheme.
- 3 Contact the first residents from October 2023 with targeted communications.
- 4 Set out our delivery plan for 2024 on our website at: www.heathrow.com/noise

* Up to an inflation-linked maximum of £30,000.

MARCH 2023



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HEATHROW'S NOISE INSULATION SCHEMES

Overview

In our Noise Action Plan (2019-2023) we committed to undertake a detailed review of our existing community noise insulation and vortex (NIV) schemes and practices in 2021, with a view to launching a new noise insulation strategy in 2023.

Having concluded this review, we are preparing to launch our new strategy in 2023, consistent with our Heathrow 2.0 noise objective, UK policy and ICAO's Balanced Approach to Noise Management.

We are now starting a transition stage to respond to expressions of interest registered with Heathrow before the existing NIV schemes were closed in June 2022.

Then in 2024 we will roll out our new schemes for dwellings and community buildings which will provide 100% Heathrow funding for noise insulation and ventilation costs*. This will be within eligibility footprints (noise contours) which are based on UK noise policy. As before, we will be offering two scheme families:

1 RESIDENTIAL:

- Noise insulation.
- Home relocation assistance.
- Vortex impact repair.

2 COMMUNITY BUILDINGS:

- Includes schools, colleges, community halls, libraries, hospitals, hospices, and day nurseries.

In parallel with the new schemes, we plan to undertake academically robust independent research to better understand their effectiveness in reducing annoyance and sleep disturbance and improving residents' quality of life and children's cognition.

MARCH 2023



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Key points

OUR OFFER

- We are simplifying our residential noise insulation schemes into one offer based on a single boundary.
- We will cover 100% of the costs of insulation*, benefitting thousands of residential properties.
- We are increasing the maximum payments on our relocation assistance schemes by 60%.
- We are rolling out our school ventilation initiative to remaining schools that have previously qualified for insulation support.
- We will continue with our vortex protection scheme to protect and repair homes around the airport, including the provision of pro-active protection for homes in high-risk areas.

PHASED ROLL-OUT OF THE NEW SCHEME

- The scheme will be delivered in phases, prioritising those in the highest noise areas.
- We will contact residents as we open each phase and seek to drive take-up to at least 80% with targeted communications.
- The first residents will be contacted from October 2023.

WHAT HAPPENS NEXT?

- We are now starting a transition phase to complete legacy properties and applications under the old schemes by the end of 2023.
- We will establish a Prioritisation Panel comprising representative stakeholders to help support the delivery decisions associated with the scheme, identifying properties that are eligible in the first phase of the new scheme and setting out our plan to begin delivering to those households from January 2024.

WHO WILL QUALIFY FOR THE SCHEME?

- Properties will be eligible if they are located within a single composite boundary based on current UK noise policy**.
- This will be regularly updated to take account of improvements in aircraft fleet and changes in airspace use or design. This will help to reflect and incentivise investment in new fleet technology and operational procedures, as well as ensuring that the scheme continues to remain reflective of the noise climate.
- We will contact residents as we open each phase of the scheme and provide information on our website at: www.heathrow.com/noise

PARTNERSHIPS

- We are establishing a new procurement and operating model that builds more resilient processes and relationships with suppliers, helping to smooth the process for residents.
- This approach will include customer satisfaction surveys and audits.

TRANSPARENCY

- We will introduce a Prioritisation Panel to help in decision making and reporting against the scheme's delivery.

UNDERSTANDING AND IMPROVING RESEARCH GAPS

- We will gather robust evidence by commissioning new research on the effectiveness of the schemes on sleep disturbance, annoyance and quality of life as well as research on new products.

** Compliant with existing policy and reflective of the Significant Observed Adverse Effect Level (SOAEL) for day and night and the Sound Exposure Level (SEL) footprint of the noisiest aircraft scheduled to operate before 06:00.

If you would like to know more, please contact:

w: heathrow.com/noise
e: communityschemes@heathrow.com
t: 0800 344844

Focus subject 2: Heathrow 2.0: CISHA scrutiny proposal

1. Air Quality

Heathrow's 2022 Sustainability Report states that *"Local air quality and its potential effects on public health are critical issues for our colleagues and for communities around Heathrow. We remain committed to playing our part in improving local air quality."*

We propose that air quality around the airport is the main focus for CISHA's scrutiny of Heathrow 2.0 this year. The issue has been repeatedly raised as a concern at CISHA forums. The Air Quality Working Group is largely a technical group, which has been making progress, but there is not currently a mechanism for community or other stakeholder involvement on this issue.

Project aims:

- To engage with local communities and interested stakeholders to understand concerns around air quality and identify areas for additional project work
- To scrutinise available information on existing monitoring, reporting and targets
- To analyse Heathrow Airport Limited's proposals and actions on air quality
- To collate existing evidence on air quality and ultra fine particulates
- To make recommendations to Heathrow Airport and relevant stakeholders

Project outcomes:

- A final report to be published summarising the project, to include practical and achievable recommendations to the airport and other relevant stakeholders

Project plan:

- Appoint an independent agency to manage the project (May)
- Develop the scope of the project, co-created with stakeholders, local communities, councils, AQWG, LCF. Design a community engagement strategy. Conduct an analysis of the available data and secondary evidence on air quality (see below) (June)
- Carry out fieldwork and engagement with online and in person meetings and targeted surveys. Develop recommendations with relevant stakeholders and communities (July)
- Produce final report with recommendations for submission (August)

Analysis (to be published in final report):

- Review into existing available information, monitoring and reporting
- Analysis of available information from data sources including NAEI, ODI, London Air, Heathrow Airport community survey results and heathrowairwatch.org
- Evidence and literature review re. ultra fine particles and suggested approach
- Legal target information and compliance
- Hub airport comparisons, domestic airport best practice
- Review of current CISHA and HAL structure in relation to air quality
- Political engagement - local councils, MPs, Greater London Authority

In addition to the main project on air quality, CISHA will also undertake a smaller scrutiny project on the following aspect of Heathrow 2.0:

2. Surface access and active travel

Heathrow 2.0 states that Heathrow commits to *“continue to encourage more of our passengers and colleagues to use public transport or cycling and walking to get to and from Heathrow, helping to provide the right connections and make them faster, easier, more reliable, and more affordable”*.

Heathrow’s Surface Access Strategy, developed with input from Heathrow Area Travel Forum, sets out some ambitious targets for the coming years.

The HATF Chairs’ annual report stated that the targets would be kept under review by the Board over the coming years, given the importance placed on improving air quality and the concerns over it held locally.

HATF will review this commitment, progress to date, and make recommendations for the future.

Liz Sugg, 13th April 2023