



**Council for Independent Scrutiny of Heathrow Airport Quarterly Meeting**  
**2<sup>nd</sup> February 2023: 1400 - 1530**  
**Heathrow Academy, Newall Rd, Hounslow, TW6 2AP**

**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	London Borough of Slough
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 to be given 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 meeting dates in 2023:**

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