



## **Council for Independent Scrutiny of Heathrow Airport Quarterly Meeting**

### **Meeting papers**

**Thursday 13<sup>th</sup> July 2023**

**1330-1530, Rooms CR2 & CR3 – lunch available from 1300**

**Heathrow Academy, Newall Rd, Hounslow, TW6 2AP**

<b><u>Contents</u></b>	<b>Page number</b>
Meeting agenda	2
Action points from last meeting	3
CISHA Forums Chairs' Quarterly reports	
Local Community Forum	5
Heathrow Area Transport Forum	7
Heathrow Sustainable Economic Growth Taskforce	9
Heathrow Passenger Forum	11
Heathrow Air Quality Working Group	13
Noise and Airspace Community Forum	15
Chair's Updates:	
Air Quality Project	16
Heathrow Noise Insulation Schemes Prioritisation Panel	17
Meeting notes from last meeting	21
Focus subject 1: Noise Action Plan 2024-2028	enc.
Focus subject 2: Community Funding	enc.
HAL Quarterly Report to CISHA	enc.

## **Meeting agenda**

- 1300 Lunch available with senior Heathrow team
- 1330 Introduction, previous meeting notes sign off, outstanding action points
- 1335 Heathrow Airport operational update from Nigel Milton
- 1340 Outstanding forum issues introduced by Chairs, followed by discussion
- Chairs' summary papers issued in advance and taken as read
- 1410 Focus subject 1: Noise Action Plan 2024-2028
- Introduction from Rick Norman, Head of Noise Strategy, HAL; followed by discussion
- 1425 Focus subject 2: Community Funding
- Introduction from James Holmes, Head of Local Strategic Engagement, HAL, and Claire Knight, CEO of Heathrow Community Trust, on the Giving Back Programme; followed by discussion
  - To include feedback from Local Community Forum meeting
- 1450 CISHA Chair's updates:
- Sustainability Scrutiny Project: Community views on air quality around Heathrow Airport
  - Noise Insulation Prioritisation Panel
  - September Heathrow Executive Committee recommendations
  - Open Forum – Thursday 12<sup>th</sup> October, 1800-2000, Hounslow House
- 1455 AOB
- Heathrow Quarterly Report comments
  - Provisional dates of meetings in 2024:
    - Thursday 25<sup>th</sup> January: 1300 - 1530
    - Thursday 18<sup>th</sup> April: 1800 - 2000 (open forum)
    - Thursday 18<sup>th</sup> July: 1300 - 1530
    - Thursday 17<sup>th</sup> October: 1300 - 1530
- 1500 Discussion with HAL CEO  
Forum Chairs, CEO response  
Council Leaders and HSPG, CEO response
- 1530 Ends

**CISHA Quarterly Meeting, Thursday 20<sup>th</sup> April 2023**  
**Action Points**

<p><b>CHAIR’S INTRODUCTION, PREVIOUS MEETING NOTES, OUTSTANDING ACTIONS</b></p> <p>1. NACF mapping exercise to be circulated with the meeting notes. HAQWG work plan also to be published on the website.</p>	<p>Complete Complete</p>
<p><b>HAL QUARTERLY REPORT TO CISHA: FORMAT FEEDBACK</b></p> <p>2. Forum Chairs and HAAG to share the report with their respective members asking for feedback. 3. Further suggestions made in the meeting to be considered.</p>	<p>On agenda</p>
<p><b>OUTSTANDING FORUM ISSUES: LCF MEET &amp; GREET</b></p> <p>4. HAL, with the support of CISHA, to work on collective solutions, to involve all relevant local authorities as well as the airport and, ideally, TfL. 5. Evidence on hotspots and other issues to be gathered ahead of HATF June meeting. 6. CISHA to share the information from UKACCs on how other airports tackled similar problems in relation to parking once available.</p>	<p>Work progressed at LCF and HATF</p>
<p><b>FOCUS SUBJECT 1: HEATHROW AIRPORT’S COMMUNITY NOISE INSULATION AND VORTEX REPAIR SCHEMES</b></p> <p>7. HAL and Prioritisation Panel to develop an effective method of communicating to those in each zone, both in relation to residential and community buildings. 8. HAL and Panel should work closely with local authorities, sharing as much as possible, and allow them to feed into the decision-making process based on their own health and need data. It was agreed that transparency was vital to avoid frustration and annoyance among local residents. This should include updates to Councils as plans progress. 9. CISHA to maintain a watching brief to ensure that the mapping of the zones and the efficacy of the mitigations offered were well evidenced, that the schemes reached those most in need, and that all decisions were clearly explained and reported to Councils and communities. 10. Consideration to be given to providing an annual report on the schemes, both in terms of delivery and outcome, ideally with retrospective data if this were possible. 11. CISHA to share details of the research being undertaken by the DfT on the impact of aircraft noise on sleep and that by the CAA on social attitudes to noise when available. 12. HAL to share outcome of the research being carried out by Southampton University on the impact of aircraft noise on children’s learning in school.</p>	<p>Ongoing  Chair to provide update          To follow  To follow</p>
<p><b>FOCUS SUBJECT 2: HEATHROW 2.0 AIR QUALITY PROJECT</b></p> <p>13. CISHA to scope the project and share with members. 14. As road traffic contributed significantly to the air quality issues, the scrutiny project should include a theme around equitable public transport across the local area, particularly given the likely impact of the expansion of ULEZ on the airport workforce.</p>	<p>Ongoing  Chair to provide update</p>

<p>15. Consideration should be given to the suggestion that TfL should attend CISHA meetings.</p> <p>16. Mark Frost to share examples of gold-standard modelling scenarios with the Chair.</p> <p>17. The paper proposed that the project be completed in August and, following concerns raised, the Chair to give thought to whether it would be advisable to continue after the expansion of ULEZ for comparison.</p> <p>18. HAL's recently published <a href="#">Sustainability Report 2022</a> to be included with the meeting notes. All CISHA Members were encouraged to forward any ideas about possible future scrutiny projects.</p>	
<p><b>Discussions with HAL CEO</b></p> <p>19. HAL to collate evidence on illegal parking in time for the HATF meeting in June and have plans in place for the collaborative work to address the issues and implement any plans in the following two months prior to the expansion of ULEZ.</p> <p>20. HAL to address the issue of night flights caused by French air traffic control strikes, drawn up in partnership with the airlines and the NACF, before the summer peak.</p> <p>21. Heathrow to research the data on UFPs to determine what within it was airport specific. Cllr Edwards offered to work closely with HAL to achieve more accurate, refined data.</p>	<p>Ongoing</p> <p>On agenda under NAP</p> <p>AQ project</p>

<b>CISHA FEBRUARY MEETING 2023 – OUTSTANDING ADDITIONAL ACTIONS:</b>	<b>STATUS</b>
<p><b>HATF</b></p> <p>1. HAL to provide update on ULEZ mitigation when decided.</p> <p>2. CISHA to organise community engagement to communicate Sustainable Travel Zone at an appropriate time.</p>	<p>NM update</p> <p>Ongoing</p>
<p><b>NACF</b></p> <p>3. NACF to share forum work plan when agreed.</p> <p>4. CISHA to perform mapping of diversity of forum membership.</p>	<p>Outstanding</p> <p>Summer</p>
<p><b>HAQWG</b></p> <p>5. HAQWG to proceed with appointing an independent chair, in consultation with CISHA.</p>	<p>Update at meeting</p>

## LCF Chair's quarterly report to CISHA – July 2023

### Forum meetings and major events since previous CISHA quarterly meeting:

1. LCF 2023 Priorities additional meeting – 13<sup>th</sup> April 2023
2. LCF Members Meeting – 16<sup>th</sup> May 2023
3. LCF Heathrow Area Transport Forum (HATF) report additional meeting – 7<sup>th</sup> June 2023

### Summary of issues raised at forum meetings:

#### April 13<sup>th</sup>

##### **LCF Priorities**

An additional LCF community members meeting was held on 13<sup>th</sup> of April to discuss and agree on the final priorities of the forum for 2023. The priorities were summarised as

1. **Surface Access** - LCF to work with Heathrow and other relevant stakeholders to identify solutions to mitigate negative impacts locally from surface access related issues and seek to influence and increase in local public transport provision and services.
2. **Community Engagement and Investment** - LCF to work with Heathrow to better promote Heathrow's Giving Back Programme to ensure an increased community awareness of funding opportunities and activities.
3. **Property** - LCF to support Heathrow's commitment to being a good neighbour by ensuring a high level of service is provided to Heathrow tenants and surrounding neighbours and supporting residents who express an interest in Heathrow's current property compensation schemes.

Within these shared objectives there are achievable and measurable outcomes for LCF members and Heathrow to co-produce and work collaboratively.

#### May 16<sup>th</sup>

##### **Meet and Greet Operators**

In response to the LCF's first priority on Surface Access, the Aviation Policing branch of the Metropolitan Police were invited to speak to members about the work they are undertaking to target rogue 'meet and greet' operators around the airport.

A representative from their Crime Prevention Unit detailed the types of 'meet and greet' operations at Heathrow and the lack of regulation. Community members suggestions were noted.

The Community Engagement team presented a parking heat map of the surrounding areas and welcomed LCF members to submit further addresses/areas that were known community hotspots not currently on the map.

It was agreed that members from the Surface Access team would be at the additional meeting on 7<sup>th</sup> June at which members could feed in their suggestions for the HATF paper.

**CISHA and Air Quality**

Liz Sugg attended the May LCF meeting to outline the remit and current scope of work of CISHA. The issue of health and air quality was discussed, with CISHA outlining how these were both topics they could support through their additional staff resource.

Community members voiced concerns over ultra-fine particles (UFP), the use of private jets contributing to CO2 emissions and also suggested air quality monitoring using 'air quality nodes' of the sort funded by the Mayor of London in Hounslow.

**June 7<sup>th</sup>**

**HATF Report**

A specially convened LCF meeting held on June 7<sup>th</sup> discussed the impact of taxi and private hire vehicles and 'meet and greet' operators on residents and the local communities and suggestions for tackling these issues as a key part of the LCF report to the HATF June 28<sup>th</sup> meeting.

Tim Leech, Head of Surface Access Strategy, and Tom Prowse, Head of Surface Access Commercial, attended the meeting to update members on Heathrow's 'Meet and Greet' parking initiatives and the forthcoming Heathrow 'Taxi and Private Hire' vehicles strategy. The CISHA WSP 'Meet and Greet' Parking Briefing Note was also presented and discussed.

Additional emailed responses from LCF community members followed this meeting

**Actions taken / next steps:**

**Meet and Greet Operators**

The LCF co-produced a report for the HATF June 28<sup>th</sup> meeting on the negative impact of parking issues in and around Heathrow's communities with the aim of;

- 1) sharing with Heathrow's Forums, local authorities and other key stakeholders the serious concerns of LCF members.
- 2) highlighting what action is required to address these concerns.

**CISHA and Air Quality Project**

Scheduled a meeting for July 6<sup>th</sup> with LCF members to inform them of the CISHA Air Quality Project and to give members the opportunity to feed into the project.

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

Report back on the discussion of the LCF report from the HATF June 28<sup>th</sup> meeting, attended by the Independent Chair, LCF, and LCF HATF representative.

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

Initial thoughts on the feedback and action from the HATF June 28<sup>th</sup> meeting concerning the parking issues raised by the LCF report.

## HATF Chair's quarterly report to CISHA – July 2023

### Forum meetings and major events since previous CISHA quarterly meeting (20/04)

The following Heathrow Area Transport Forum activities have happened since the last meeting:

**Bus Special Interest Group 19/06/2023** – following up on our meeting back in February, this meeting engaged a wide range of local government officers new resourcing provided by Heathrow to develop an airport specific Bus Service Improvement Plan (BSIP). This could help drive improvements in service availability, publicity, environmental performance, ticketing and timetable integration from across the airport area (inside and outside the capital).

We also heard from best practice in this space from Arup, who have provided support to the DfT on the implementation of the National Bus Strategy, and have helped set up the new Bus Centre of Excellence. The commissioning process for a consultancy to undertake this work is now underway, with further 1:1 meetings with TfL and other Local Transport Authorities to happen in the Autumn.

**HATF Board 28/06/2023** - We had a busy board meeting, attended by various CISHA and Local Community Forum members, covering a variety of areas of interest, including:

- Tackling anti-social parking, rogue meet & greet operators etc (led by Dr Green and Cllr Bedi from the Local Community Forum).
- ULEZ update, HAL mitigation.
- Update on our Active Travel special interest group and the finalisation of the Local Cycling & Walking Infrastructure Plan which provides a long term plan for the development of an integrated cycling network across the subregion. We also were brought up to speed on various HAL projects that support more walking and cycling.
- Update on Bus SIG and work by Arup to explore the deliverability and stakeholder feedback on Heathrow Southern Rail Limited's proposal for a new rail line linking the airport better to the south.

### 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.

A good example on this was the discussion around parking issues which drew in comments from Heathrow, National Highways, Local Authorities and Local Community Forum representatives.

**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.

On parking, a roundtable to discuss the issue including representation from local authorities, Heathrow and Local Community forum is planned in the coming months. This may then lead to a specific Parking Special Interest Group being set up to coordinate this work further.

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

We are happy to discuss parking issues further as appropriate.

CISHA members will note that the current chair, Val Shawcross, has now stepped down and the process of selecting a new chair to start over the summer is underway.

The Southern Rail Access Review and Consensus Building work being led by Arup has progressed slower than initially thought, with a final report now expected to be ready in September.

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

The Heathrow Surface Access Team has provided welcome support to the work on Southern Rail Access being coordinated by HATF and also the Heathrow Strategic Planning Group.

This work has concluded that, despite its innovative funding model of borrowing against future revenue streams to pay for upfront costs of infrastructure, it is clear that there will remain a significant resource gap. To what extent does the HAL CEO believe the airport can help fill this gap?

Are there any innovative funding mechanisms on the airport side that could help get this much needed project across the line (e.g. hypothecation of an additional levy on terminal drop off charge/parking charges)?



## HSEG Taskforce Chair's quarterly report to CISHA – July 2023

### Forum meetings and major events since previous CISHA quarterly meeting:

Launch of New Heathrow Sustainable Economic Growth Taskforce - 21<sup>st</sup> June 2022

### Summary of issues raised at forum meeting:

We launched the Heathrow Sustainable Economic Growth Taskforce (HSEG Taskforce), a pivotal initiative aimed at driving the growth of our local economy through both the community and Heathrow Airport itself.

The HSEG Taskforce will be a powerful vehicle through which we can harness the collective strength and ingenuity of our stakeholders.

This taskforce will represent a significant step towards creating a sustainable economic ecosystem that not only benefits the airport but also enhances the lives of the people who live and work in the surrounding areas. By embracing sustainability as a core principle, we can cultivate an economy that not only thrives in the short term but also safeguards the long-term wellbeing of our communities and the environment.

The taskforce will build upon the foundations laid by the Local Recovery Forum, recognising its accomplishments while expanding its mandate to encompass the broader vision of sustainable growth.

We have once again brought together Heathrow colleagues, representatives from local businesses and community leaders to chart a course that maximises the potential of Heathrow Airport while minimizing any detrimental impact on the local economy.

Topic areas that the Taskforce will focus on are:

- Education, Employment and Skills
- Supply Chain
- Surface Access
- Heathrow Development
- Decarbonisation

In addition, work will contribute to the long-term Heathrow Masterplan

### Actions taken / next steps:

Next steps following the launch of the HSEG taskforce are :

- Between now and September - Further engagements with stakeholders individually to establish key priorities around topic areas (skills, Education, Employment, Surface Access, Supply Chain, Heathrow Development and HSPG's Decarbonisations piece
- Sept -Nov – start to develop HSEG Taskforce plan

CISHA quarterly meeting papers, 13<sup>th</sup> July 2023

- Between Nov and Dec – to hold a face-to-face Taskforce to talk through potential HSEG Taskforce plan
- Early 2024 - HSEG Taskforce plans to publish its plan towards helping Sustainable Local Economic Growth

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

Update on Taskforce

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

None

## HPF Chair's quarterly report to CISHA – July 2023

### Forum meetings and major events since previous CISHA quarterly meeting:

**13<sup>th</sup> June 2023** at Terminal 2, Heathrow Airport

This quarter's meeting focused on post-pandemic operational recovery with special attention on punctuality and baggage along with a deep dive into the passenger assistance service and improvement plans.

- **Current operational update**
  - As part of planning for this year's summer peak, the data from May to July 2022 was being analysed in depth. During this period passenger numbers increased significantly before the airport was ready. This had a negative impact in operational performance, with average scores for all metrics falling from 4.3 to 2.0
  - Performance in 2023 was below that of 2019, but better than 2022 despite there being 45000 more passengers a day travelling through the airport. It was likely that performance would drop during the summer peak, but there was confidence that there was sufficient resilience and capability to maintain passenger service at an acceptable level. It was not anticipated that a cap would be introduced this year.
  - The data showed a return to synergy between arrival and departure punctuality, which had in turn resulted in a reduction in night flights and cancellations.
  
- **Deep dive into current passenger assistance service**
  - focused on May 2023 which was representative of how the service had performed over the last 12 months
  - In May, 190,000 passengers requiring assistance travelled through the airport. Prior to the pandemic, such passengers represented 2% of the total, but post-Covid this figure had risen to 2.84%. It had been envisaged that it would be 3% by 2026, but was rising far more quickly than anticipated
  - The CAA required airports to meet these for 97% of passengers in order to be graded as 'good', and 98% for 'very good'. In 2022 the airport did not meet this target, but in 2023 performance had stabilised despite record numbers of passengers requiring assistance, achieving 96.7% in arrivals across the board with three quarters of the terminals exceeding 97%. In departures the figure was between 99 and 100% over the past twelve months

### Looking forward to the 12<sup>th</sup> September 2023 Meeting

- Summer KPIs with extra focus on punctuality and late running flights
- Winter preparedness

**Actions taken / next steps:**

HPF now focusing on our comprehensive response to the CAA Performance Framework For Airline Accessibility consultation exercise.

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

Elizabeth Line Performance / Reliability

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

Update / thoughts on ground handling resourcing / summer reliability confidence.

## HAQWG Chair's quarterly report to CISHA – July 2023

### Forum meetings and major events since previous CISHA quarterly meeting

- Clean Air Day – 15.06.2023 – We ran an internal campaign raising awareness of air quality among HAL colleagues. It encouraged clean mode of transport for commuting and promoted an internal initiative called “Way2Go” which encourages active travel and public transport use.
- The next Heathrow Air Quality Working Group meeting is scheduled for 11.07.2023.

The draft agenda includes:

- Monitoring and Reporting
  - On-going monitoring - Update
  - Member updates – joint projects and other matters of note
  - Reporting
    - Modelling / AQ Inventory – Update
    - Q1 air quality monitoring Report
- Research
  - Update on research activity
- Policy
  - ULEZ expansion
- Projects
  - Community AQ Update
  - Other project-based opportunities to collaborate – Discussion
- Comms
  - Future joint AQ Campaign – discussion
  - Clean Air Day [15<sup>th</sup> of June]
    - All members update
    - HAL update
  - CISHA – update

### Additional resource to support air quality work update

In April 2023 ex-HAL 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. Approval has been granted for a permanent full-time Air Quality Manager for which the recruitment process will start shortly. Honor Puciato remains in the post in the meantime and will provide ongoing support in relation to air quality work.

### Summary of update provided to the HAQWG since the last meeting 04.04.2023

#### HAL provided input into the DEFRA annual Local Authority reports - Annual Status Report (ASR)

Heathrow shared with the group a summary of actions and initiatives taken in year 2022, including an update from Surface Access team. This information will be used by Local Authorities to complete Annual Status Report (ASR) required by DEFRA.

**HAQWG Working Plan**

The working plan was formalised and shared with group members. It outlines key activities the group will focus on in 2023 and is structured around five pillars: Monitoring and Reporting, Research, Policy, Projects, and Communication. The working plan is a living document that is expected to evolve and will be updated quarterly to reflect the progress and discussions taking place during HAQWG meetings.

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

UFP monitoring is on-going and report summarising the monitoring result is expected to be published in the summer 2023 and presented to the group at a subsequent meeting.

**Other Actions / Updates**

As requested, HAL provided an update on matters related to Surface Access, including:

- The ULEZ expansion
- Southern Rail Access
- Western Rail Access
- Progress of Surface Access Strategy and targets (colleagues / passengers)
- Progress on the uptake of low emission vehicles at Heathrow, measures to encourage use by colleagues and passengers
- Progress on the provision of EV charging facilities
- Progress on provisions that aid cycling to Heathrow from Spelthorne
- A definition for “airport related traffic

**Actions taken / next steps:**

HAQWG will continue to convene opportunities for discussion by a variety of stakeholders to address raised matters and concerned.

A colleague from HAL Surface Access (SA) Team will now be joining quarterly HAQWG meetings and providing regular update on matters related to SA.

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 is progressing. The JD outlining key responsibilities of the chair was drafted and has now been approved.

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

The group would be interested in any updates on Heathrow Southern Rail and public transport provision, particularly from the south of the airport.

The group is interested in wider views on anticipated levels of ULEZ compliance and the impact of the scheme on local communities.

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

What percentage HAL colleague commuting do you believe can be achieved for active travel and public transport use, plus if you add car sharing?

## NACF Chair's quarterly report to CISHA – July 2023

### Forum meetings and major events since previous CISHA quarterly meeting:

- NACF meeting - 24<sup>th</sup> May 2023
- Departure Noise Study 29<sup>th</sup> June 2023

### Summary of issues raised at forum meeting:

- The forum included a deep dive session on night flights led jointly by Rick Norman (Heathrow) and Paul Beckford (HACAN).  
The deep dive aimed to provide:
  - a common level of understanding of the existing night restrictions and historic trends;
  - to understand more about how Heathrow seeks to manage late running operations and report on night flights;
  - to explore and understand different perspectives on the costs and benefits of night flights at Heathrow;
  - to identify areas of common interest: and
  - to agree potential next steps to be taken that could help to reduce the impact of night flights
- An update was provided on Heathrow's Airspace Change Proposal for airspace modernisation
- An update was also provided on the development of Heathrow's Noise Action Plan for the period 2024-2028

The issues raised included:

- The ongoing business case for night flights;
- The level of of flights arriving and departing in the shoulder periods either side of the night period; and
- The treatment of dispensations for late runners and frequent offenders

### Actions taken / next steps:

- The Chair to lead a process to draft an agreed scope of what should be included within an assessment of the cost and benefits of night flights
- Heathrow to provide information on the processes involved to move flight times forward
- Write to DfT in relation to the recently closed Night Noise Objective consultation to express support for a SMART objective and use the framework (rather than the content) of the Dublin Noise Abatement Objective as an example of good practice
- Appoint an independent advisor to review Heathrow's noise complaints system
- Invite health experts from Defra/DHSC to join the forum

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

- Night flights and late runners continue to be high on the list of concerns from members and influence on policy development and implementation of mitigating operational procedures including respite are potential issues for consideration.

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

- Continue to focus on reducing the number of late runners and increasing the number of respite from night flights.

## **Chair's Update - Sustainability Scrutiny Project: Community views on air quality around Heathrow Airport**

CISHA has commissioned Thinks Insight & Strategy (an independent research consultancy) to conduct research to understand the local community's views on air quality around Heathrow Airport, and perceptions of the Airport's current actions and proposals, commitments and communication with regards to their work on air quality. Ultimately, the research will provide an account of the local community's air quality views alongside recommendations on how to improve those community perceptions.

The project will involve a phase of desk research to establish Heathrow's current air quality actions, commitments and communication alongside summaries of the work of other major national and international airports. It will also involve scoping conversations with key stakeholders to feed into both desk research and the main research activity with communities.

This first phase will inform the content, questions and literature that is used for the core phase of community engagement work. This work will involve 6 in-person focus groups, a representative quantitative survey of 500 people living within the area, an open public survey, online webinars and physical events in local communities.

The research and scoping calls are currently taking place. The survey will open at the end of July, the community work will take place in September, with the final report published in October.



## Chair's Update - Heathrow Noise Insulation Schemes Prioritisation Panel

### Summary of first meeting: 18<sup>th</sup> May 2023 (video conference)

#### Confirmed Attendees:

Name	Organisation
Liz Sugg, (Chair)	CISHA
Paul Beckford	HACAN
Nigel Wicking	AOC
Becky Coffin	HAL Director of Communities and Sustainability
Charlotte Clark	Professor of Environmental Epidemiology, St Georges, UCL London
Michael Thornton	HSPG
Rick Norman	HAL Head of Noise Strategy
Louise Cowley	HAL NIS Schemes Project Manager
Brendan Creavin	Secretariat
Laura Keith	CISHA

#### 1. Welcome and Introductions

Baroness Sugg welcomed members to the first meeting of the Prioritisation Panel (PP).

#### 2. Terms of Reference

Members discussed the need to ensure the Panel's work is open, transparent and accountable as far as possible while protecting confidentiality. Also, how best to engage externally on the Panel's work and brief members of their respective organisations. The Panel agreed that a summary of each meeting will be prepared and made available for non-members and interested parties. The Panel also agreed on the importance of providing a brief road-map setting out forthcoming work which will be published following the next meeting in July.

#### 3. Noise Insulation Schemes: Heathrow's new approach

Heathrow Airport presented that their new community noise insulation and vortex (NIV) strategy was developed following a detailed review of existing schemes and practices in 2022, including extensive feedback. It was undertaken in compliance with a commitment made in Heathrow's Noise Action Plan 2019-2023. The strategy sets out a new approach for NIV which extends to about 2040, with a planned major review in 2031. The new approach is set within the context of government policy and Heathrow 2.0 goals (specifically 'Great Place to Live and Work'), which focus on health and quality of life outcomes. It builds upon lessons learnt to date and seeks to anticipate and respond to likely noise challenges in the next 10-15 years including the direction of government policy and knowledge gaps. It is designed to be compliant with the ICAO Balanced Approach to Noise Management.

The scheme comprises a single composite eligibility footprint for both residential and community noise insulation schemes. The outer scheme boundary is not fixed at the outset (unlike historic schemes with fixed boundaries now between 15-30 years old) but will remain dynamic to reflect the changes and anticipated improvements in noise exposure levels with time. It is envisaged the scheme boundary will be reviewed at approximately five-year intervals after implementation, according to 'H' regulatory cycles, Noise Action Plan intervals or strategic noise mapping years, unless there are new government policy requirements. There are two scheme families: residential and community buildings:

- Residential scheme: the criteria are aligned to the existing SOAELs (Significant Observed Adverse Effect Levels) for day (07:00-23:00) and night (23:00-07:00) contours, supplemented with additional night noise indicators to create one single eligibility boundary. The noise insulation costs for the new residential schemes are funded 100% by Heathrow (subject to a maximum of £30k/dwelling) as compared to 50% in HAL's historic schemes. This approach surpasses existing government policy. A target of 80% for total take up of the schemes will be tracked as implementation progresses.
- Relocation assistance scheme: this applies to residential properties around Heathrow that are within the 2019 69 dB LAeq noise contour. Eligible homeowners receive a lump sum of £10,000, plus 1% of the sale price of the property (up to a maximum of £20,000). To be eligible, homeowners must be moving to a quieter area outside the boundaries of the scheme.
- Vortex scheme: this forms part of the residential scheme. There is no eligibility footprint applicable to the vortex repair scheme. This reflects its reactive nature, focusing on locations where instances of vortex roof damage occur. As well as isolated cases, HAL will continue to offer re-roofing for 100% of dwellings in a road where more than 50% have been damaged by vortex.
- Community buildings scheme: this includes schools and colleges, hospitals, hospices and nursing homes, libraries and other public buildings where a large number of people will spend long periods of time or where the use is considered to be noise sensitive. The criteria are aligned to the existing SOAELs for day-time contours. The noise insulation costs for this scheme are funded 100% by Heathrow, consistent with the previous scheme.

The new approach includes a number of improvements in the mechanisms and processes that underpin NIV scheme delivery:

- A new delivery model was introduced in 2023 to implement the schemes efficiently and effectively. The model utilises a delivery partner (supplier) to administer the schemes, thereby providing Heathrow with a single contact body for scheme implementation.

- A new process for annual budgeting was introduced in 2023 which supports budget determination earlier in the year. This provides greater clarity to internal business planning and greater certainty to suppliers.
- HAL is commissioning robust independent research as part of the schemes to help understand their effectiveness in ameliorating annoyance, sleep disturbance and children's cognition. HAL intends to make the findings of this research publicly available on its website. HAL is also researching developments in best practice in glazing and ventilation products available on the market.

A transition stage is being implemented from January to December 2023 to complete insulation commitments under previous schemes, undertake a full tender process and introduce the new approach. Full implementation of the new scheme is planned from January 2024 and the schemes will be delivered in phases.

Implementation of the transition stage and new schemes will be underpinned by a communications and marketing programme, targeted for Autumn 2024 ahead of new scheme implementation in January 2024.

A major review of the NIV schemes is planned for 2031 to take account of planned research findings and progress against, as well as revision of, H2.0 goals.

PP members discussed the characteristics of the Heathrow's new approach. This included the noise criteria used for setting the scheme boundary, the effectiveness of acoustic glazing and the increasing focus on ventilation and energy efficiency in UK building regulations. PP members noted the importance of coherent communications to support roll-out of the new schemes and maximise take up.

#### **4. Proposals for Implementation: Phasing**

The scale of the insulation schemes requires a long-term phased approach to implementation, commencing in 2024.

The Panel discussed the merits of two approaches to defining the spatial areas (phases) for implementation of the residential scheme: the use of community and natural boundaries to define phases, informed by aircraft noise exposures, or the use of aircraft noise exposures alone to define phases.

On balance, to aid understanding and delivery, the Panel preferred the use of community and natural boundaries to define phases, informed by aircraft noise exposures, with the additional consideration of local deprivation data if practicable. The Panel will discuss this matter further at its next meeting.

## **5. Special Cases**

The Panel initiated discussions on potential criteria to define special cases under the noise insulation schemes, noting the importance of having a robust justification to support any decisions made on individual cases and the importance of protecting confidentiality. Heathrow will gather further information on the definition of special cases, informed by benchmarking the approach adopted in major UK infrastructure schemes, for discussion by the PP at its next meeting.

## **6. AoB**

Date of next meeting: July 2023 (date tbc).

Forthcoming work: items for discussion at next meeting to include:

- Phasing plans for implementation
- Special cases
- Heathrow's outline thinking on communications to support implementation of the new schemes.
- The scope of the proposed annual PP report.

**CISHA Quarterly Meeting, Thursday 20<sup>th</sup> April 2023**  
**Meeting Notes**

**Present:**

**Forum chairs**

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

**Local authority representatives**

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

**External**

Helen Dolphin	Heathrow Access Advisory Group (HAAG)
Mark Frost	Heathrow Strategic Planning Group
Wayne Gasson	DfT
Tim Lawson	DfT
Stuart Lindsey	Civil Aviation Authority
Adam Tyndall	Business London
Nigel Wicking	Heathrow AOC Ltd

**HAL**

John Holland-Kaye	(joined for the last 30 minutes)
Becky Coffin	
Danielle Knafo	
James Holmes	
Nigel Milton	
Rick Norman	

**Meeting notes**

Rebecca Cox	CISHA Secretariat
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**Apologies:**

Cllr Andrew Johnson	Royal Borough of Windsor and Maidenhead
Val Shawcross	Chair, Heathrow Area Transport Forum

**1. Chair's introduction, previous meeting notes, outstanding actions**

- The Chair welcomed all to the meeting, noted apologies and reviewed the action points from the previous meeting. As previously, papers had been circulated in advance and would be taken as read to maximise the time available to discuss the issues raised.
- The notes of the meeting held on 2<sup>nd</sup> February 2023 were approved and apologies noted.
- **Agreed actions:**
  - The NACF mapping exercise was complete and would be circulated with the meeting notes.
  - The HAQWG work plan had been agreed and would be published on the CISHA website.

**2. Heathrow Airport operational update from Nigel Milton**

- Passenger numbers continued to grow towards pre-Covid levels, with figures for March at 90% of 2019. However, the passenger mix had altered. Business travel remained lower, with more families; older people; and those with less experience of flying through Heathrow now using the airport, which had resulted in some operational challenges.
- The Easter peak had not presented any significant problems and there had been greater collaboration between HAL, the airlines, NATS and ground-handlers. The strike action at this time had been managed by spreading the impact around the campus, which enabled operations to continue smoothly, although it was recognised that the passenger experience was not always optimum as a result.
- Further strikes were planned for May, as the most recent pay offer had not been accepted, and contingencies were already in place to minimise any potential disruption.

**3. HAL Quarterly Report to CISHA: format feedback**

- The new HAL quarterly report would be included in the meeting pack sent round in advance of each quarterly meeting. The first had been circulated and feedback was invited and given on its format. The usefulness of using pre-Covid comparisons in data was discussed, and it was agreed that it was helpful in terms of passenger numbers, even though the passenger/airline/route mix was now different.
- **Agreed actions:**
  - Forum Chairs and HAAG to share the report with their respective members asking for feedback. All present were also invited to share their thoughts on ways in which to improve the report at any time.
  - Additional elements to be considered for future reports:
    - Pre-covid comparisons
    - Return to growth numbers from Frankfurt and Schiphol as a useful comparator
    - In the interests of transparency, the use of actual air quality figures, as UK legal levels were different to those set by the WHO
    - the inclusion of changing markets data - both demographic and regional

**4. Outstanding forum issues introduced by Chairs followed by discussion**

- Summary papers from each Chair had been circulated in advance and were taken as read.

- **Local Community Forum:** Roger Green reported that car parking by illegal ‘meet and greet’ firms remained a big issue, particularly in key hot spots, as well as problems caused by HGVs. Whilst some good initiatives had been introduced by HAL, the community would like the airport to take a lead in developing a collective response especially in light of the impending expansion of ULEZ. It was recognised that current legislation was not helpful in enabling local authorities to use new technologies to assist with enforcement. This issue was to be considered further at the HATF Wider Forum in June.
  - **Agreed actions:**
    - HAL, with the support of CISHA, to work on collective solutions, to involve all relevant local authorities as well as the airport and, ideally, TfL.
    - Evidence on hotspots and other issues to be gathered ahead of HATF June meeting.
    - CISHA to share the information from UKACCs on how other airports tackled similar problems in relation to parking once available.
  - **HATF:** Finding a solution to the Southern Rail Access issue remained a key focus. Arup, who were completing a study of all southern rail options, had undertaken a stress test of their initial findings and an update on this would be brought to the CISHA meeting in July.
  - **NACF:** Andreas Lambrianou reported that the airspace modernisation metrics remained a concern to members, as did night flights, which he would raise with John Holland-Kaye later.
  - **HAQWG:** The inventory of 2021 emissions was almost complete and a move to annual reporting was anticipated. The UFP monitoring station was being updated today, which would result in better quality data going forward. The process of recruiting an independent chair for the group was progressing and an update would be brought to the CISHA meeting in July.
  - **HPF:** The Chair welcomed the chance to hear John Holland-Kaye’s comments on H7.
- 5. Focus subject 1: Heathrow Airport’s Community Noise Insulation and Vortex Repair Schemes – introduction from Rick Norman, Head of Noise Strategy, HAL, followed by discussion**
- The airport had offered noise insulation schemes for many decades, with a mixed response in terms of take up, and therefore varying in effect. The most recent Noise Action Plan committed to reviewing these schemes, and the work outlined in the report circulated prior to the meeting was the result of this. The last schemes closed in mid-2022, and in 2023 the outstanding cases were being completed.
  - There was not a great deal of research on the efficacy of noise mitigation schemes and HAL had engaged independent experts to look at this.
  - An independent Prioritisation Panel, chaired by the CISHA Chair, was being established to promote transparency of decision making and greater fairness in relation to exceptional cases. In future the airport would cover 100% of the cost, and it was hoped that this would increase take-up levels. They were also working to explore how households could be offered any complementary schemes, such as ventilation, simultaneously in order to minimise disruption. This would include a range of ‘bolt on’ home improvement options, including those offered by local authorities / carbon efficiency schemes / Energy Savings Trust.

- The complex process of determining areas that would be covered by the schemes was described. Schemes would be implemented gradually zone by zone, and boundaries would necessarily be dynamic as they would be affected by the introduction of quieter aircraft, changes in approaches and any airspace changes.
- **Agreed actions:**
  - HAL and Prioritisation Panel to develop an effective method of communicating to those in each zone, both in relation to residential and community buildings.
  - HAL and Panel should work closely with local authorities, sharing as much as possible, and allow them to feed into the decision-making process based on their own health and need data. It was agreed that transparency was vital to avoid frustration and annoyance among local residents. This should include updates to Councils as plans progress.
  - CISHA to maintain a watching brief to ensure that the mapping of the zones and the efficacy of the mitigations offered were well evidenced, that the schemes reached those most in need, and that all decisions were clearly explained and reported to Councils and communities.
  - Consideration to be given to providing an annual report on the schemes, both in terms of delivery and outcome, ideally with retrospective data if this were possible.
  - CISHA to share details of the research being undertaken by the DfT on the impact of aircraft noise on sleep and that by the CAA on social attitudes to noise when available.
  - HAL to share outcome of the research being carried out by Southampton University on the impact of aircraft noise on children's learning in school.

**6. Focus subject 2: Heathrow 2.0 – update from HAL on sustainability work from Becky Coffin, Director of Sustainability and Communities; and introduction of CISHA scrutiny proposal by CISHA Chair, followed by discussion**

- Becky Coffin summarised the highlights of a presentation on HAL's sustainability work, to be circulated with the meeting notes. The airport had made good progress on reducing emissions from HAL vehicles, and its 2030 targets to enable it to meet Net Zero by 2050 had been approved by the Science Based Targets initiative. It continued to incentivise airlines to use SAF, and by 2030 over 75% of flights from Heathrow would be using a minimum of 10% SAF, with the constraining factor to exceeding this being supply.
- Work to increase the number of local SMEs involved in the supply chain, in particular the first tier, was ongoing, as was work to re-develop the sustainable travel zone.
- Ways in which consumers could make well-informed sustainable choices were discussed. The airport had developed a new campaign to communicate the opportunities in the terminals, such as water fountains, new recycling bins and offsetting programmes. From a flight perspective, airlines were investing heavily in SAF, though there was not yet a standard comparative index on the use of SAF to enable passengers to select airlines on this basis – though this was to be addressed as part of the Jet Zero Strategy. The CAA's Consumer Panel was looking at the extent to which customers made decisions based on sustainability rather than price.



- As part of its remit to monitor Heathrow 2.0, the Chair introduced the air quality scrutiny proposal, circulated with the meeting pack. It recognised that the HAQWG was a technical group with no real community involvement, yet air quality in the local area was a widespread concern amongst residents. The proposal was a three-month project, undertaken with independent experts, to understand the exact nature of these concerns, look at the work being carried out to address them, and to make recommendations based on the findings about how best to give the local community a voice on air quality around the airport.
- **Agreed actions:**
  - CISHA to scope the project and share with members.
  - As road traffic contributed significantly to the air quality issues, the scrutiny project should include a theme around equitable public transport across the local area, particularly given the likely impact of the expansion of ULEZ on the airport workforce.
  - Consideration should be given to the suggestion that TfL should attend CISHA meetings.
  - Mark Frost to share examples of gold-standard modelling scenarios with the Chair.
  - The paper proposed that the project be completed in August and, following concerns raised, the Chair to give thought to whether it would be advisable to continue after the expansion of ULEZ for comparison.
  - HAL's recently published [Sustainability Report 2022](#) to be included with the meeting notes.
  - All CISHA Members were encouraged to forward any ideas about possible future scrutiny projects.

## 7. AOB and conclusions

- David Blunkett gave an update on the HLRF, which would now be looking at growth. The Steering Group would be meeting on 3 May to agree the focus and the new name. Skills, employment, and sustainability would be on the agenda, which would be forward looking.
- The Chair advised that the focus subjects for the next meeting would be community funding and HAL's Noise Action Plan, due to be submitted to DEFRA in September. Consideration would also be given to the formal recommendations to be taken to Heathrow's Executive Team in September.
- Mark Frost drew members attention to the HSPGs successful Net Zero Pioneer Places application, funded by Innovate UK. This programme looked to explore 'non-technical' barriers to decarbonising the sub-region, such as a lack of access to funding for carbon reduction projects; insufficient collaboration on transport planning; fragmented management of the electricity grid; and a need to increase the help given residents and businesses to change their behaviour. The bid had a particular focus on how the airport and surrounding communities could work better in partnership. The HSPG had £100k for a three month 'discovery sprint' which started this month. The results from this would form the basis of a phase 2 bid of up to £8m to be submitted in September.

## 8. Discussion with HAL CEO

- John Holland-Kaye (JHK) joined the meeting for the last thirty minutes. The Chair briefly summarised the discussions that had taken place so far. This was followed by an opportunity to ask questions and raise outstanding issues, including:
  - **Recent CAA decision around H7:** JHK confirmed that, whilst the H7 settlement was less than requested, HAL remained committed to expenditure related to Heathrow 2.0, such as noise mitigation, surface access, and the sustainable travel zone, and to investment in infrastructure, such as the new scanners. The airport was planning to appeal, but this would not impact on day-to-day operations.
  - **Car parking / illegal meet and greet companies / cargo movements on local roads:** JHK agreed that HAL should take the lead and engage with the LCF and HATF to develop a plan to address the issues raised. He recognised that help would be required from local authorities and the Metropolitan Police to ensure that problems were not simply moved to other areas.
  - **Night flights:** JHK monitored night flight figures daily. The data showed an improvement, but resilience and punctuality needed to be improved to reduce late running flights further. He recognised that the local community had been tolerant during recovery and HAL remained committed to minimising both nights with flights and the numbers of late running flights. Work was currently being undertaken to address issues caused by French air traffic control strikes and airlines were supportive of flights being delayed or redirected in such cases, with night flight exceptions being reserved for instances of bad weather, war, etc. It was noted that the DfT would be consulting on night flights later this year.
  - **Ultra-Fine Particles (UFPs):** The issue of UFPs was rising on the local community's agenda as a number of studies on their impact were emerging. SAFs did not release UFPs, and the airport was committed to pushing their use as far as production constraints allowed. JHK was keen to learn more about UFPs and welcomed the focus from CISHA and the forums, and their help in facilitating a coordinated approach and pulling together research.
  - **Electric vertical take-off and landing (eVTOL) aircraft and drones:** JHK appreciated the need for an interconnected transport system for local communities and airport users and workers. He had met with a number of related companies and always questioned them about noise, which would be a constraining factor should they wish to fly into Heathrow. The issue of intrusion and the feeling of being overflowed was also raised.
  - **Expansion:** JHK confirmed that there was no further update at this stage.
  - **Changing operations:** JHK committed to bringing details of any significant anticipated change in operations, such as the introduction of hydrogen or electric flights, to future CISHA meetings to enable the implications to be considered by all stakeholders.

- **Agreed actions:**
  - HAL to collate evidence on illegal parking in time for the HATF meeting in June and have plans in place for the collaborative work to address the issues and implement any enforcement plans in the following two months prior to the expansion of ULEZ.
  - HAL to address the issue of night flights caused by French air traffic control strikes, in partnership with the airlines and the NACF, before the summer peak.
  - Heathrow to research the data on UFPs to determine what within it was airport specific. Cllr Edwards offered to work closely with HAL to achieve more accurate, refined data.