

CISHA

Council for the Independent Scrutiny of Heathrow Airport Quarterly Meeting
Thursday 25th January 2024, 1330 - 1515
Heathrow Academy, Newall Rd, Hounslow, TW6 2AP

Present:

Forum chairs

David Blunkett	Chair, Heathrow Sustainable Growth Taskforce, and meeting Chair
Roger Green	Chair, Local Community Forum
Mark Izatt	Chair, Heathrow Passenger Forum
Andreas Lambrianou	Chair, Noise and Airspace Community Forum
Anthony Smith	Chair, Heathrow Area Transport Forum
Brian Stacey	Chair, Air Quality Working Group (HAL)

Local authority representatives

Cllr Mary Bing Dong	Spelthorne Borough Council
Cllr Katherine Dunne	London Borough of Hounslow
Cllr Ian Edwards	London Borough of Hillingdon
Cllr Matt Furniss	Surrey County Council
Cllr Mark Howard	Royal Borough of Windsor and Maidenhead
Cllr John Martin	London Borough of Ealing
Cllr Dexter Smith	Slough Borough Council

External

Mark Frost	Heathrow Strategic Planning Group
Wayne Gasson	DfT
Tim Lawson	DfT
Keith Richards	Heathrow Access Advisory Group (HAAG)
Nigel Wicking	Heathrow AOC Ltd

HAL

Thomas Woldbye	Becky Coffin
James Holmes	Danielle Knafo
Matt Prescott	Tim Leech

CISHA

Rebecca Cox	CISHA Secretariat (meeting notes)
Laura Keith	Communications, Strategy and Engagement Manager
James Cox	Thinks Insight and Strategy

Apologies:

Stuart Lindsey	Civil Aviation Authority
Nigel Milton	HAL
Polyvios Polyviou	Business London

1. Introduction and CISHA administrative update from Mark Izatt (CISHA Deputy Chair)

- The Deputy Chair placed on record his thanks to Liz Sugg who had left CISHA in November to take up the role of Chief of Staff for David Cameron. He praised in particular her collaborative approach which had enabled the team to continue with all planned workstreams. The recruitment process to find her replacement would commence in February. Engagement with stakeholders regarding the role specification was planned and progress reports would be given as appropriate. Members were asked to forward any suggestions or ideas to Mark.

2. Welcome from Lord Blunkett and full round table introductions

- Lord Blunkett welcomed everyone to the meeting, in particular Thomas Woldbye, the new CEO of Heathrow Airport, who was attending the full meeting today. Those present were asked to introduce themselves in turn.

3. Operational update from Thomas Woldbye, Heathrow Airport CEO

- Thomas Woldbye gave a brief summary of his professional background and the different challenges that he was excited and proud to be facing at Heathrow. He stated that working in cooperation with the airport's neighbours in a respectful manner was a key priority and affirmed his commitment to continued collaboration with CISHA and the Heathrow 2.0 strategy. His approach to dialogue with stakeholders would be based on honesty and transparency, focusing on evidence-based discussion, and seeking solutions.
- As part of his induction process, he had visited the villages around the perimeter and had noted that many more people lived in close proximity to the airport than he had experienced at other airports. He stressed the value of the airport on both a societal and economic level, recognising that it had to work to minimise the impact of its operations, in particular that from noise and emissions.
- With regard to the last quarter, the airport had experienced the busiest December in its history, demonstrating that there was demand and that COVID had not had a long-term impact on its operations. Passenger numbers were now regularly surpassing those seen in 2019 and Heathrow was the fourth busiest airport in the world.
- Thomas travelled on the first fully SAF fuelled flight from Heathrow to JFK at the end of November. The airport has a target of 11% usage of SAF by 2030 and the issue preventing it achieving more was not its performance nor lack of demand, but supply, and Heathrow continued to push this.
- The final decision on the H7 settlement by the CAA had resulted in a 25% reduction in the airport's income from aeronautical charges from 1st January 2024. This had meant a significant rethink of its business plans and work would be required to increase efficiency and make savings.
- In response to a question about how he planned to balance the various competing challenges of running a privately owned airport, he stressed the value of the airport to the country and the need for it to be successful and to provide a return to its investors – who had not received a dividend for four years - commensurate with the financial risk. He also confirmed that he was not involved in the current sale by Ferrovial of their stake in Heathrow beyond providing relevant information, and his focus would be maintaining a well-functioning airport.

4. Heathrow 2.0 Sustainability Scrutiny Project: Community views on air quality around Heathrow Airport – final project update

- Laura Keith introduced this item, summarising the events that CISHA had participated in around the local community. This engagement provided the team with an opportunity to learn about a wide range of issues that were of concern to residents, in addition to air quality. These had been fed back to Heathrow and actioned where possible. As a result of its profile being raised during the project, there had been a significant increase in traffic to Heathrow Airwatch, with an uplift of 115% recorded in October.
- James Cox from Thinks Insight and Strategy, who were commissioned by CISHA to carry out this work, presented a summary update which would be circulated with the meeting notes. This outlined the methodology; the work involved in the discovery and community engagement phases; the two surveys (which received over 1200 responses in total); and the webinar that was held on 20th September. The presentation outlined the key findings and the [five recommendations](#) that had been made to Heathrow Airport.
- Matt Prescott (HAL's Head of Carbon Strategy) welcomed both the selection of air quality as the first scrutiny project and the data that resulted from the process. Thinks had engaged with the airport throughout, which had enabled it to be proactive in responding to some of the issues raised – for example, an update of the Airwatch website had already been commissioned and CISHA and the forums would be consulted about its redesign. The airport had prepared a detailed response to the recommendations, which would be published by CISHA shortly, and would work with the HAQWG and others to monitor performance against them.
- Brain Stacey (Chair of the HAQWG) reported that a more detailed presentation had been made by Thinks to their meeting last week. The Group were keen to lead the independent scrutiny in relation to the recommendations and would work closely with the airport to ensure that the redesigned website was user friendly while retaining the necessary technical data.
- It was noted that CISHA had learned a great deal about broadening and enriching its engagement during this project. It was suggested that the airport should consider alternative methods of reaching local residents through different platforms, and it was confirmed that they were looking at developing a Heathrow Portal specifically for this stakeholder group.

5. Update on Heathrow Area Transport Forum Local Parking Special Interest Group

- Anthony Smith (HATF Chair) provided an update on the work of the Local Parking SIG. This looked at issues related to taxis; anti-social behaviour; parking; trucks and delivery vehicles; and rogue meet and greet parking operators. He summarised how this matter had been escalated by the LCF to CISHA who asked HATF to set up a SIG, which had now met a number of times. To find solutions to the problems would require collaboration between many organisations and its membership reflected this, with representation from the airport; police; local authorities, policy makers; and parking associations. To date a great deal of action had been taken in relation to improving and incentivising facilities for taxis at the airport; developing enforcement measures; and working on a consumer communications campaign. The British Parking Association had drawn up a code of practice which was being trialled currently and was looking at a possible accreditation scheme. To make the more fundamental, long-term changes required

more data was needed to demonstrate the problems experienced around the airport. It was hoped that the Heathrow Portal would enable common reporting and centralised collation of information.

- Tim Leech (HAL's Head of Surface Access Strategy) outlined how Heathrow had a specific action plan to address those issues that were within the control of the airport. Work had been undertaken to improve the AVA facilities with a leafleting campaign to inform drivers. A discount for pick up in car parks for those who used the AVA was being trialled and the Heathrow Portal would be progressed as soon as possible to enable the necessary data to be built up to support longer term measures such as changing the regulations around enforcement by CCTV.
- Roger Green (LCF Chair) welcomed the work being undertaken by the SIG, the progress made, and the commitment shown by the airport to seek solutions. He stressed the urgent need to address the anti-social behaviour by taxi drivers.
- The local authorities were thanked by Heathrow for their involvement and willingness to look at new measures. There was consensus that the creation of CPZs would not solve the issues and that legislative changes or the development of new, innovative methods of enforcement would be required.

6. Update on Easterly Alternation

- James Holmes (HAL's Head of Local Strategic Engagement) outlined how runway alternation was used to give people respite from noise. Due to the historical Cranford Agreement, which was no longer in place, easterly alternation had not been possible. In order to operate in this manner in the future, the airport would need to adjust its taxiway and construct a physical noise barrier at the northern end of the runway – for which a planning application to Hillingdon council would be required. A scoping document had been submitted to them, which was under consideration, and targeted engagement had been carried out with 300 households in Longford regarding the barrier.
- The implementation of easterly alternation would bring benefits to some communities and result in others being newly impacted. As a result, Hillingdon council was looking to develop a consortium approach to consideration of the planning application which would bring together all affected local authorities. This would be independently chaired by Mark Izatt, Deputy Chair of CISHA, who would aim to facilitate the development of a consensus. The full planning application would be submitted at the end of Q2.
- In response to requests for comments and questions, it was reported that the NACF supported easterly alternation as it would enable areas to share the burden of noise. However, the need for careful and targeted engagement with those who would be newly overflown was vital. It was confirmed that these impacts - and putting in place mitigations where appropriate – would be considered as part of the planning application.
- Representatives from Hounslow, Ealing and HSPG requested to be included in the consortium.

7. Heathrow 2.0 Sustainability Scrutiny Project: Mapping the diversity, representativeness, and accountability of Heathrow Airport's Noise and Airspace Community Forum

- Mark Izatt introduced the proposal on this project which had been submitted to today's meeting for approval. Its aim was to look at the membership of the NACF to determine who represented the various interest groups; who the groups in question were; how they interacted with the forums and CISHA; and how information was disseminated both up and down to ensure genuine representativeness. The project would begin with the NACF with a view to extending to other forums. The NACF welcomed the project as an opportunity to ensure that its engagement was active and informed, and to reach a broader, more diverse group of stakeholders other than those who were proactive and vocal.
- It was requested that the project be extended to include consideration of industry representation. The DfT, CAA and BA currently attended the NACF, but it was possible that the involvement of other industry stakeholders, including airlines, could be beneficial.
- **AGREED:** to expand the project remit.
- **APPROVED:** the project proposal.
- A question was raised regarding how the airport acted upon the data it received on night flights and used associated KPIs to drive the agenda to address persistent problems. This complex issue, balancing the needs of passengers on a plane with those of residents impacted by noise at night, had been discussed in depth during the NACF's deep dive on night flights. The outcomes had been used to make improvements and also feed into the content of the dashboard which was reviewed at each NACF meeting. The NACF Chair offered assurances that the forum worked to identify these repeat issues and looked at ways of actively seeking solutions with the airport and partners such as airlines, NATS and ground handlers. The new Noise Action Plan would lead to the development of new technical engagement forums and processes for working with airlines, who in turn were committed to working with the airport to get the best results for both passengers and the local communities.
- **AGREED:** that this issue should be included on the agenda for the next CISHA meeting, to include an evidence-based report on progress against the KPIs for repeat offenders.

8. Observations from Heathrow Airport CEO, followed by discussion and close

- Thomas Woldbye thanked everyone for a constructive discussion. He believed the right topics had been selected and welcomed the collaborative approaches outlined that were based on finding solutions to specific objectives. With regard to the air quality project, he recognised that it was a complex technical topic in which it was important to get the facts right but supported the principle of giving local communities reassurance and being transparent.
- In response to questions, clarification was given about the Southern Railway Link. The report on the study undertaken by Arup was due to be published shortly. There was general consensus that the heavy rail scheme was the preferred option, although Spelthorne was currently not in agreement. Conversations with them were ongoing.
- With regard to any enhancements that he would like to make to the passenger experience at Heathrow, Thomas asserted that he believed the work undertaken over the past eighteen months had resulted in dramatic improvements in the performance

KPIs, leaving Heathrow in a comparatively good position with a strong foundation to build upon. Having built back to pre-Covid standards, the next step would be to focus on building back better through innovation and working closely with partners.

- Lord Blunkett was thanked for stepping in to chair today’s meeting. He in turn thanked everyone for their contributions and Thomas for giving so generously of his time.

**CISHA QUARTERLY MEETING, THURSDAY 25TH JANUARY 2024
ACTION POINTS**

<p>AIR QUALITY SCRUTINY PROJECT</p> <ol style="list-style-type: none"> 1. Matt Prescott to forward Heathrow’s formal response to CISHA. 2. Laura Keith to publish this on the CISHA website and amplify on social media. 	
<p>NACF MAPPING EXERCISE</p> <ol style="list-style-type: none"> 3. Rebecca Cox to expand the project remit as agreed. 4. Rebecca Cox to include repeat night flight offenders item on next agenda. 	

OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS:	STATUS
<p>HEATHROW AIRPORT’S COMMUNITY NOISE INSULATION AND VORTEX REPAIR SCHEMES</p> <ol style="list-style-type: none"> 1. 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. 2. 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. 	Neither yet available
<p>EASTERLY ALTERNATION:</p> <ol style="list-style-type: none"> 3. Laura Keith to ensure that CISHA’s communications provide regular updates at appropriate times. 	Ongoing