



Council for the Independent Scrutiny of Heathrow Airport Quarterly Meeting
Thursday 13th July 2023, 1330 - 1530
Heathrow Academy, Newall Rd, Hounslow, TW6 2AP

Present:

Forum chairs

Liz Sugg	Chair, CISHA
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 John Martin	London Borough of Ealing
Cllr Mary Bing Dong	Spelthorne Borough Council

External

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

HAL

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

CISHA

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

Apologies:

David Blunkett	Chair, Local Recovery Forum
Cllr Katherine Dunne	London Borough of Hounslow
Cllr Ian Edwards	London Borough of Hillingdon
Cllr Matt Furniss	Surrey County Council
Val Shawcross	Chair, Heathrow Area Transport Forum
Cllr Dexter Smith	Slough Borough Council



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

- The Chair welcomed all to the meeting, noted apologies, and reviewed the outstanding action points. 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 20th April 2023 were approved.

2. Heathrow Airport operational update from Nigel Milton

- Business was going well, with some days being busier than at the same time in 2019.
- Since the pandemic, passenger number patterns were patchier, with the increase in leisure travellers resulting in peaks at weekends and during holiday periods.
- Recovery was largely being driven by the two hundred daily services to North America, and Heathrow Airport was re-establishing itself as a link to the rest of Europe.
- PCS and Unite had accepted the pay offer to security colleagues and the strikes that had been threatened over the summer would not now be taking place.
- The newly appointed CEO, Thomas Woldbye, was currently the CEO of Copenhagen Airport and had a particular track record in improving sustainability and customer service. No start date had yet been agreed, but there would be a period of transition with John Holland-Kaye.
- A planning application for Easterly Alternation would be submitted to Hillingdon council before the end of the year, in line with the commitment in Heathrow 2.0 to introduce this before 2028.
- The appeal against the CAA's decision in relation to H7 would begin next week, with a verdict expected in October. In the meantime, the airlines and the airport continued to strengthen their relationship and work together to maintain a high standard of passenger service.
- The airport had just released its first ever sustainability linked financing bond, which had raised 650,000 euros. This was the first example of an airport committing to potentially suffering a financial penalty if carbon targets were not met by 2030, and represented an important endorsement of, and illustration of confidence in, these commitments. It was anticipated that further ESG linked bonds would be released in the future. During the discussions that followed, the importance of working with local authorities in meeting the necessary carbon targets and identifying areas of overlap with their own priorities was highlighted.
- **Agreed actions:**
 - *Financing bond:* HAL to share more details on the bond including the targets to be judged against.
 - *Easterly Alternation:* Laura Keith to ensure that CISHA's communications provide regular updates at appropriate times. Becky Coffin to update LCF meeting. The link to the runway alteration page, which would be continually updated, should be included in the meeting notes - <https://www.heathrow.com/company/local-community/noise/operations/runway-alternation>



3. 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 this was a vibrant group and that, whilst discussions were robust, there was a much greater degree of collaboration with the airport than previously and an improved ability to focus on seeking resolutions. Its three key priorities had been agreed. The LCF had submitted a paper on parking and illegal meet and greet firms to the June meeting of HATF, to be discussed next.
- **Agreed actions:**
 - Laura Keith to undertake a mapping exercise of the membership all forums to explore to what extent it was geographically representative.
- **HATF:** Val Shawcross had stepped down as Chair and a replacement would be announced shortly. HAL had agreed to fund a piece of work enabling HATF to explore how to develop a more common vision in relation to sub-regional business planning, and the issue of active travel continued to be a priority. In response to a question from HAAG, it was clarified that the latter included consideration of wheelchairs and other mobility vehicles.
- At the meeting in June, HATF and HAL's surface access team had committed to starting a special interest group to look at parking. This would include representatives from HAL and local authorities at a sufficiently senior level to ensure that quick decisions could be made to take action to address the issue. This group would work in partnership with the LCF, and other external organisations as appropriate. HAL was developing a communication plan and CISHA would help amplify this. The DfT confirmed that parking was an issue at some other airports and that work was being undertaken to explore whether an industry mark of accreditation could be developed. It was noted that seeking a change in legislation would be an extremely lengthy process and should only be viewed as a last resort. Focus should instead be on the powers of local authorities and trading standards.
- **Agreed actions:**
 - HAL to develop communication plan and include CISHA in distribution; Laura Keith to amplify.
 - Roger Green to report back to the LCF that there was now a special interest group in place to enable action on the parking problems to be taken forward.
- **HSEG Taskforce:** The HLRF had been reconstituted as its focus shifted and had transitioned to become the Heathrow Sustainable Economic Growth Taskforce. The first meeting had taken place and there had been excellent engagement from all regions. Activity would be based around five topic areas – skills and employment; supply chain opportunity; surface access; decarbonisation; and Heathrow's development plans. Actions were being agreed this year and a work plan would be published at the beginning of 2024.



It was confirmed that all local authorities had been invited to be part of the Taskforce, and in particular their input in relation to skills and employment would be vital.

- **HPF:** Mark Izatt had travelled through all four terminals since the last meeting and reported that all were close to normal in terms of staffing and order, which had been borne out by the improvement in the performance metrics. There had been a deep dive into the passenger assistance service at the last meeting and the forum's response to the CAA's consultation on airline accessibility was being finalised.
 - **Agreed actions:**
 - Mark Izatt to share the consultation response with HAAG prior to its submission.
 - **HAQWG:** Dr Brian Stacey would be taking over as independent chair, initially on an interim basis, with his appointment having been endorsed this week in discussion with the CISHA Chair. He was currently a member of the group, had over three decades of technical expertise in relation to air quality, and was one of the leading experts globally on UFPs. A full-time air quality manager would shortly be recruited to HAL's carbon team, who would provide additional secretariat support to the group. It was anticipated that the Thinks project on air quality would highlight the community engagement dimension, thus offering a challenge to the HAQWG to ensure that it was fit for purpose as a forum.
 - **NACF:** Andreas Lambrianou reported that night flights, alternation and respite remained high on the list of members' concerns. DEFRA and the Department of Health had been invited to join the forum, and it had been agreed that an independent expert would be engaged to undertake a cost benefit analysis of night flights. A deep dive into respite was planned for the next meeting. The NACF would also be working with CISHA to review the noise complaints process at the airport. Stuart Lindsay explained that the CAA's sustainability team, who had taken on some of ICCAN's former duties, had carried out a study into how airports handled noise complaints. Heathrow had been part of this, though it was unclear how the community's views had been represented. The outcome of the NACF/CISHA review would be used by the airport to supplement the CAA's findings.
- 4. Focus subject 1: Noise Action Plan 2024 - 2028**
- Rick Norman, Head of Noise Strategy, gave a brief introduction. HAL's consultation on the new Noise Action Plan would close next week and to date over 400 responses had been received, which was more than had ever been received for previous plans. In order to promote the consultation, mailings had been sent to 300,000 homes; adverts placed on local radio; webinars held; one-to-one sessions arranged; and all local authorities within the noise contour had been contacted. In addition, a series of pre-engagement events with interested parties had been held in advance of the consultation.



Andreas Lambrianou confirmed that the NACF had been closely involved in the development of plan and were keen to play a role in holding HAL to account in meeting its commitments. Mark Frost reported that there had also been good engagement with the HSPG, in particular in relation to planning and flight paths, and they had urged HAL to make use of the opportunity to dovetail in with work already being carried out in the community around carbon. The new plan had been simplified and was based around twelve key action points, with measurable outputs and metrics.

Once DEFRA received the draft, they would be required to agree it before the end of the year, after which the airport had 28 days to publish it on its website. In response to a question regarding whether the recent ruling from Schiphol, which resulted in it reducing aircraft movements, would affect HAL's own decision-making processes, it was confirmed that HAL preferred instead to take a structured approach with measurable outcomes. The DfT confirmed that they were reviewing responses from the night-time noise abatement objectives consultation which ran until May 2023 and a further consultation on the detail was expected in December.

5. Focus subject 2: Community Funding

- A brief introduction was received from James Holmes, Head of Local Strategic Engagement, and Claire Knight, CEO of the Heathrow Community Trust. The Giving Back Programme was part of the Great Place to Live and Work pillar of Heathrow 2.0. It focused on the world of work, local environment and green space, and community funding through both the Heathrow Community Take Off Fund for the Heathrow villages and the Heathrow Community Trust.

Feedback from the community perception survey had indicated that the programme should be pushed out much more actively. The next steps would be outreach work to raise awareness of the programme, which had historically been patchy; working with suppliers to develop community partnerships; and convening a working group with LCF members aimed at maximising the benefits.

The Heathrow Community Trust was an independent grant-making trust established in 1996 offering funding to nine boroughs around the airport for projects focused on young people; the environment and sustainability; and increasing community cohesion. The trustees were comprised of community members and HAL colleagues. Funding was increasing in line with passenger numbers, and those present were encouraged to get in touch with suggestions on possible ways of reaching as many community groups as possible. The intention was to expand work with local authorities, including on legacy projects, to deliver change in the community. The LCF had requested its own funding stream, but the airport had instead asked them to focus on spreading the word about the programme. In order to have ringfenced funding, it would be required to put forward a stronger case illustrating how this would tie in with its objectives.

- **Agreed actions:**
 - Information to be shared about HCT grant process.



- CISHA to help promote the programme through its own communications channels, and to work with other organisations to explore potential alternative ways of distributing community funding.

6. CISHA Chair's update

- *Sustainability Scrutiny Project: Community views on air quality around Heathrow Airport:* an update on this had been included in the meeting pack. The timeline had been amended and Thinkers would now be undertaking the work in the community during September, which would be post the expansion of ULEZ.
- *Noise Insultation Prioritisation Panel:* the notes of the first meeting had been circulated with the papers. The second meeting of the panel would be held next week, after which the maps requested by CISHA members would be published, together with plans regarding local authority engagement and how the airport intended to link in with existing schemes.
- *September Heathrow Executive Committee recommendations:* The CISHA Chair would be presenting these on 18th September and the proposed recommendations would be circulated to members for comment in advance.

7. AOB and conclusions

- It was noted that the next meeting would be the Open Forum, which was to be held on 12th October from 1800 to 2000 at Hounslow House.
- Tentative dates for CISHA meetings in 2024 had been set, subject to the availability of the new CEO:
 - Thursday 25th January: 1300 - 1530
 - Thursday 18th April: 1800 - 2000 (open forum)
 - Thursday 18th July: 1300 - 1530
 - Thursday 17th October: 1300 – 1530

8. Discussions 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 raise outstanding issues and ask questions, which included:
 - **NACF:** Andreas Lambrianou asked JHK to ensure that his successor appreciated that night flights and respite remained a significant issue for local communities and asked him to continue to put pressure on airlines to avoid late / early runners. JHK agreed and confirmed that the airport continued to refuse airlines affected by French air traffic control strikes permission to land at night, and that since the last meeting there had been an increase in flight-free nights.
 - **HAQWG:** Matt Prescott asked about the success of the surface access strategy in reducing single occupancy car use amongst both passengers and colleagues.



JHK reported that, following the introduction of the terminal drop off charge and the opening of the Elizabeth Line, the increase in public transport mode share had been significant. The income generated from the former was to be used to improve public transport around the airport.

- **HPF:** Mark Izatt asked about confidence in the airport's resilience over the summer peak. JHK explained how this time last year the airport had been overstretched and under resourced in all key areas, resulting in the introduction of the passenger cap. These issues were well on the way to being resolved, and with increased collaboration between the airport and the airlines he was confident in their planning for the holiday period. The focus now was building back skills across the airport and identifying ways of simplifying, coordinating and standardising operations without compromising passenger choice. Work was also required on improving performance in connections and baggage reclaim, and service for those passengers requiring support. In response to a further question from the HPF chair, JHK stated that during his period as CEO he was most proud of the culture change in the organisation, with increased diversity and a commitment to providing 'careers not jobs'; and of the improved relationship with the local community and the move towards constructive dialogue about what change could be achieved.
- **HATF:** Mark Frost asked how far the airport would go in supporting a Southern Rail access project and whether they were looking at innovative funding methods. JHK confirmed that HAL had always supported such public transport projects and that he was pleased that consensus had been reached on a single route. The issue of funding was difficult, as the DfT required it to be funded privately, and he hoped that commitment from the airport would help in getting the scheme delivered.
- **LCF:** Roger Green asked for assurance that HAL was fully committed to pushing HATF's special interest group on parking, ensuring that it was high on people's agenda and able to introduce both short and medium terms measures that would help address the problem. JHK expressed his opinion that he believed the group could make a big difference and committed HAL to taking the lead in bringing together representatives from the relevant organisations and agencies and assisting with enforcement where possible. He also stated that the airport would undertake a consumer education piece to advise passengers about parking options.
- **HAAG:** Keith Richards urged JHK to go beyond using simple timings to measure the accessibility of the airport and the service provided to those requiring assistance. He highlighted instead the value of analysing complaints and social media posts to determine genuine passenger experience, which would be as helpful as any research paid for by HAL. He also requested that for any infrastructure investment HAAG should be consulted at an early stage. JHK welcomed the comments, would ensure that their guidance was sought, and would follow up the suggestions made regarding the use of complaints to determine whether this was being done already.
- **CISHA meeting dates in 2023:**
 - 12th October: 1800-2000 Annual Open Forum



CISHA Quarterly Meeting, Thursday 13th July 2023
Action Points

<p>HEATHROW AIRPORT OPERATIONAL UPDATE FROM NIGEL MILTON</p> <ol style="list-style-type: none"> 1. <i>Financing bond</i>: HAL to share more details on the bond including the targets to be judged against. 2. <i>Easterly Alternation</i>: Laura Keith to ensure that CISHA’s communications provide regular updates at appropriate times. 3. <i>Easterly Alternation</i>: Becky Coffin to update LCF meeting. 4. The link to the runway alteration page, which would be continually updated, should be included in the meeting notes. 	<p>Complete</p> <p>Complete</p>
<p>LCF</p> <ol style="list-style-type: none"> 5. Laura Keith to undertake a mapping exercise of the membership all forums to explore to what extent it was geographically representative. 	
<p>HATF</p> <ol style="list-style-type: none"> 6. <i>Meet and Greet</i>: HAL to develop communication plan and include CISHA on distribution, Laura Keith to amplify. 7. <i>Meet and Greet</i>: Roger Green to report back to the LCF that there was now a special interest group in place to enable action on the parking problems to be taken forward. 	<p>Complete</p>
<p>HPF</p> <ol style="list-style-type: none"> 8. Mark Izatt to share the consultation response with HAAG prior to its submission. 	<p>Complete</p>
<p>FOCUS SUBJECT 2: COMMUNITY FUNDING</p> <ol style="list-style-type: none"> 9. Information to be shared about HCT grant process. 10. CISHA to help promote the programme through its own communications channels, and to work with other organisations to explore potential alternative ways of distributing community funding. 	<p>Complete</p>



APRIL 2023 – OUTSTANDING ADDITIONAL ACTIONS:	STATUS
FOCUS SUBJECT 1: HEATHROW AIRPORT’S COMMUNITY NOISE INSULATION AND VORTEX REPAIR SCHEMES 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.	

FEBRUARY 2023 – OUTSTANDING ADDITIONAL ACTIONS:	STATUS
HATF 1. CISHA to organise community engagement to communicate Sustainable Travel Zone at an appropriate time.	
NACF 2. NACF to share forum work plan when agreed.	Outstanding