



## COUNCIL FOR THE INDEPENDENT SCRUTINY OF HEATHROW AIRPORT

### QUARTERLY MEETING

Thursday 25th January 2024

1330 – 1515 with lunch available from 1300

Heathrow Academy, Newall Road, Hounslow TW6 2AP

### MEETING PAPERS

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### Remaining meeting dates in 2024

*Please note a change of date in July and October to those previously proposed:*

Thursday 18th April: 1800 – 2000 (Annual Open Forum)

Thursday 11th July: 1300 – 1530

Thursday 24th October: 1300 – 1530

## MEETING AGENDA

- 1300 - 1330 Lunch available with senior Heathrow team
- 1330 - 1335 Introduction and CISHA administrative update from Mark Izatt (CISHA Deputy Chair)
- 1335 - 1350 Welcome from Lord Blunkett; full round table introductions – to include one airport observation
- 1350 - 1405 Operational update from Thomas Woldbye, Heathrow Airport CEO
- 1405 - 1425 Heathrow 2.0 Sustainability Scrutiny Project: Community views on air quality around Heathrow Airport – final project update from Laura Keith (CISHA), James Cox and Andy Barker (Thinks) and Matt Prescott (Head of Carbon Strategy – HAL), followed by questions and comments
- 1425 - 1440 Update from Anthony Smith (HATF Chair) and Tim Leech (Head of Surface Access Strategy – HAL) on Heathrow Area Transport Forum Local Parking Special Interest Group
- 1440 - 1450 Update on Easterly Alternation from James Holmes (Head of Local Strategic Engagement – HAL) and Mark Izatt
- 1450 - 1455 Heathrow 2.0 Sustainability Scrutiny Project: Mapping the diversity, representativeness, and accountability of Heathrow Airport’s Noise and Airspace Community Forum – Mark Izatt to introduce the proposal for approval
- 1455 - 1515 Observations from Heathrow Airport CEO, followed by discussion

## LCF Chair's quarterly report to CISHA – January 2024

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

The bi-monthly meetings of the Local Community Forum (LCF) have been held on 18th July; 19th September and 21st November with the venues for these meetings being at both community locations and Heathrow's Compass Centre.

### **Summary of the key issues raised at forum meetings:**

Since the last CISHA meeting the LCF has continued to build its social capital and work collaboratively with all members to identify common concerns and to find solutions. The LCF membership during this period has also continued to expand and broaden its membership, diversity, and reach. Alternating between holding meetings at the Compass Centre and at community-based venues has taken the LCF into local communities. This has spread the LCF footprint and allowed residents in these localities to attend meetings as observers. In doing so it has supported Heathrow's 'Better Neighbour' approach to engaging with local communities.

Three priorities designed by LCF members, Community Engagement and Investment; Surface Access Issues and Heathrow Properties, have been at the centre of its activities along with other issues and concerns raised by members both at LCF meetings and at other times, for example, community walkabouts with local residents and Heathrow colleagues in response to addressing ongoing property issues.

LCF community members and Heathrow colleagues, along with other key stakeholders, such as the Heathrow Aviation Police and local ward councillors, have worked together on a wide range of issues. These have included addressing the nuisance of PHV/Taxis parking and waiting in residential areas; identifying and resolving concerns regarding some of Heathrow owned properties; highlighting the issue of those dubious 'meet and greet' operators leaving cars parked in and around local communities' streets; and the negative impact of increasing cargo/freight movements through local communities.

### **Actions taken / next steps**

Action based responses to members concerns and issues plays a central role in the LCF's remit, an example of this approach was the LCF report to CISHA in the summer of 2023 that highlighted two key community issues, the PHV/Taxis parking and waiting and the unscrupulous 'meet and greet' operatives. This resulted in the establishment of a Heathrow Area Transport Forum (HATF) 'Special interest Group'. Comprised of LCF members, Heathrow colleagues, local authority representatives and other key stakeholders, regular meetings of the group are beginning to discuss collective ways forward to tackle these complex issues.

Action resulting from the recent publication of the Thinks/CISHA '*Community Views on Air Quality Around Heathrow*' Report, in conjunction with the Air Quality Working Group, will be a key aspect of the LCF's work in 2024 along with growing the new Giving Back Programme. In addition to revisiting and renewing the current LCF priorities by holding a special LCF meeting in February.

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

Attendees' views of achieving community representation at all levels of Heathrow's operations.

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

1. Following recent press reports LCF members would welcome an update on the situation regarding the possibility of a third runway at Heathrow.
2. Would the CEO agree that being a '*good neighbour*' is at the heart of Heathrow's commitment to its local communities?

## NACF Chair's quarterly report to CISHA – January 2024

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

29 November 2023 NACF Forum Meeting

### Summary of issues raised at forum meeting:

The deep dive topic for this meeting was on Night Flights and included information on night flight performance from the summer period.

Although the number of nights without late running flights was improving, any additional flights to those permitted do cause significant additional disturbance to the community, and Heathrow were urged to continue to be robust with airlines where late running flights are unnecessary or can be avoided. More information about dispensations was felt to be useful.

Community members also drew attention to the flights within the shoulder periods either side of the night period which also disturbed sleep and asked if more could be done to schedule such flights to other periods in the day.

Community members also challenged the basis for permitted night flights. The DfT advised members they would be consulting on night flight restrictions for the period commencing October 2025 in the new year and would publish the new regime in the summer. All members of the forum were keen to be kept abreast of this.

The impact of concentrated flight paths (PBN) remains a concern for community members.

Members were concerned to find out more about the CAAs decision not to pass Heathrow's submission on Airspace Modernisation through Stage 2 Gateway of the CAP1616 airspace change process.

### Actions taken / next steps:

A deep dive on PBN and concentrated flight paths would be included in the schedule of deep dives for the year. The current draft timetable of deep dives (subject to discussion with community members) is:

- 7 Feb - Departure procedures (NADP1/2)
- 20 Mar - Noise Action Plan / Noise Insulation Scheme
- 29 May – Performance Based Navigation (PBN)
- 24 Jul - Night Flights
- 25 Sep - Health Studies / Research Gaps
- 27 Nov - Community Noise Monitor Deployment

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

The progress of airspace modernisation and of the noise insulation scheme.

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

Heathrow are asked to continue to be robust with airlines where late running flights are unnecessary or can be avoided.

Information on possible timetable of decision of airport expansion.

Andreas Lambrianou

Independent Chair, Noise and Airspace Community Forum - January 2024

## HATF Chair's quarterly report to CISHA – January 2024

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

The following Heathrow Area Transport Forum activities have happened since the last CISHA meeting on 12 October:

#### **HATF Board 27/11/2023**

We had a busy in-person board meeting in November, with the main focus being a deep-dive into the latest data around how passengers are travelling to the airport, and how access by public transport in particular has been improved by the HAL team (working with key stakeholders like Local Authorities, coach operators and TfL) over the last few years.

We were pleased to see that over 44% of people are now arriving at the airport by public transport – with the Elizabeth Line in particular doing a lot of heavy lifting to get people out of their cars. This is close to the target Heathrow set for 2026 (45%) in their current Surface Access Strategy, and we'll be watching the numbers closely in 2024 to see whether there is a need to reset the ambition here.

Heathrow have also achieved their targets for improving access to airport by public transport +25% people who can access the airport in 1 hr and +12% in three hours with just one interchange. Once again, the Elizabeth line has helped here, assisted by new direct coach and bus services. This target will now be reviewed in 2024.

We also sourced areas for focus for 2024 from the board members to inform our new workplan available on our website here: <https://www.hatf.org.uk/>

#### **HATF Wider Forum 27/11/2023**

Immediately after the board we hosted our annual wider forum for a broad range of stakeholders with an interest in improving the airport's surface access. Some 60 people attended Hounslow council's officers to hear presentations from: Arup consultants on the development of a new bus service improvement plan for the airport (see below); various industry leaders on how to develop and enhance the coach offer serving Heathrow and an update on the consensus building work that Arup have been doing with HATF and Heathrow Strategic Planning Group around delivering southern rail access.

#### **Bus Special Interest Group 12/12/2023**

We had a follow up to the discussion at the wider forum with a more focussed group of mainly local authority and TfL stakeholders. At this meeting we presented in more detail the analysis undertaken by Arup to date that will inform the development of a Heathrow centred Bus Service Improvement Plan. This includes pulling together a wide range of information about bus services stopping at the airport including fares, service frequencies, vehicles, bus priority measures, marketing, and travel information. There is also a deep dive into existing and potential customer demand that might inform development of new or enhanced services. This analysis, alongside feedback from local councils, TfL and operators will be used to develop recommendations for how we can increase bus mode share. The plan will be published in 2024.

#### **HATF Board 22/01/2024**

At the first board of 2024 we will review plans for a major survey of airport workers to understand their transport needs, as well as updating board members on progress around activity being led by the Parking and Bus Special Interest Groups.

**Parking Special Interest Group 24/01/2024**

This meeting will review progress towards the action plan presented on the 5 September 2023, including outcomes of the bilateral meetings with local authorities across the last few months. The group will consider next steps.

We also published a summary of work undertaken in 2023 in our annual chair's report, now available on our website here: <https://www.hatf.org.uk/wp-content/uploads/2023/12/HATF-Chairs-Annual-Report-2023.pdf>

**Summary of issues raised at forum meeting:**

Key areas of focus for HATF in 2024 are:

- Dealing with anti-social parking activities that impacts on the airport's neighbours via our Parking SIG. Good progress has been made on this which we'll be able to update CISHA on at the January board meeting.
- Progressing the work on the Heathrow centred Bus Service Improvement Plan (BSIP) and how best to engage and increase buy-in to that process amongst local authorities, operators, and TfL.
- Continue to work with a range of stakeholders to build consensus around proposals for Southern Rail Access to the airport.

**Actions taken / next steps:**

The workplan for 2024 has been developed to ensure that key areas of focus (parking, rail, buses) are given sufficient time and prominence by board and in respect to engagement with our wider forum members.

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

Updates on Parking Special Interest Group and Southern Rail Access work/next steps.

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

HATF continue to work to build consensus amongst key stakeholders around a privately funded Southern Rail Access scheme - but deliverability without government funding remains a concern. How confident are you that the funding gap that exists for this scheme can be overcome? In the near term, and building on the success of TfL's Superloop, what opportunities do you feel there are to secure funding to support implementation of the first Heathrow area Bus Service Improvement Plan as a stepping stone towards increasing public transport mode share amongst airport workers and passengers?

Anthony Smith

Independent Chair, Heathrow Area Transport Forum – January 2024

## HAQWG Chair's quarterly report to CISHA – January 2024

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

- The next Heathrow Air Quality Working Group meeting is scheduled for 18/1/2024. The draft agenda includes:
  - Introduction to Mark Izatt
  - Presentation of Community views from Thinks report
  - Open discussion about report findings
  - HAL Updates, to include:
  - Monitoring and Reporting
  - Research
  - Policy
  - Projects
  - Comms

### The next meetings of the HAQWG:

18 January, 14 March, 13 June, 15 October

### Air Quality 2023 Q3 quarterly summary (Jul 23 to Sep 23)

The report is a summary of air quality monitoring conducted around Heathrow Airport from July to September 2023.

The report provides a summary of statistics for Q3 2023 collected from monitoring stations located at:

- LHR2 (located to the north side of the northern runway),
- London Harlington,
- Green Gates,
- Oaks Road and
- Bath Road.

Data from these five continuous monitoring stations, as well as 21 other continuous monitors operated by Hillingdon, Hounslow, Slough, Spelthorne, and Defra are shared and summarised at [www.heathrowairwatch.org.uk](http://www.heathrowairwatch.org.uk).

The findings of the report will be presented at the HAQWG meeting on 18<sup>th</sup> January. The report will be published at [www.heathrowairwatch.org.uk](http://www.heathrowairwatch.org.uk).

### Actions taken / next steps:

On-going monitoring and research work on impact of ultrafine particles (UFPs). Permanent monitoring of UFP at LHR2 began in May 2023. Once ratification and analysis of the 2023 dataset is completed, and national network UFP data is published, an update will follow. The 2023 data from the Defra particles network is expected to be published in Q2 2024.

A representative of British Airways has joined the HAQWG. At the next meeting, the group will discuss if the invite should be extended to other stakeholders, especially in light of the need to address the recommendations of the CISHA / Thinks AQ report.

When appointed, a new air quality manager will coordinate the 2023 working plan and progress with actions and opportunities.

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

Any discussion points for CISHA will arise directly from discussions at the HAQWG meeting on 18<sup>th</sup> January. An update will be provided before the CISHA meeting.

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

Currently, there are no questions from the Chair or the Working Group.

Brian Stacey

Independent Chair, Heathrow Air Quality Working Group – January 2024



## HPF Chair's quarterly report to CISHA – January 2024

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

Immediate past and future meeting dates of the HPF:

**5<sup>th</sup> December 2023** – Hilton Garden Inn Hotel, Terminal 2/3 Heathrow Airport

**12th March 2024** – Terminal 2 Heathrow Airport

### Summary of 5th December 2023 Meeting

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.

- **Performance Metrics**

- A presentation was received from Ben Brewer highlighting key areas of performance since the summer peak. Critically, following a programme of work with ground handlers and airlines, and identifying improvements that were within the airport's control, scores for punctuality were moving back into amber with departures punctuality overtaking arrivals for the first time in two years. This had resulted in a decrease in night flights and cancellations on the day, which had only happened due to adverse weather conditions during the period. The airport had already achieved its target of 110 quiet nights this year and was looking to increase this to 160 in 2024.

- **Report on first transatlantic 100% SAF flight**

- Clive Wratten (HPF Member) reported on the flight, which had departed from Heathrow on 28th November, on which he had been one of the ninety passengers on board – together with Mark Harper and Robert Courts. The flight had been the result of a partnership between Virgin, Boeing, BP, and HAL. Whilst routine 100% SAF flights were a long way off, it had been a positive exercise for the aviation industry, highlighting that sustainability could not be a competitive issue and demonstrating a collaborative approach and shared commitment to achieve this.

- **Heathrow "Timeslot" update**

- Although it was relatively early on in the trial, responses had been encouraging. Rod Fraser answered questions and outlined the aim of the trial which was to flatten demand; create a more reliable flow; and increase predictability for both passengers and operational planning. It was also hoped that, if successful, it could be extended to help manage demand whilst the airport undertook the programme to introduce the new scanners.

- **Service Update**

- In terms of customer satisfaction, the main KPIs were back at 2019 levels. The key areas in which they were being missed were the departure lounges and the connections journeys. Investment was required in the latter as it was expected to become an increasingly important part of the business. Other areas in which challenges were being faced were baggage waiting times and non-EU immigration as discussed earlier. Areas in which particular improvements had been seen were wayfinding; check in times; trolley availability and Wi-Fi.

- **Winter Resilience**
  - The forum received their annual briefing on winter preparedness.

Looking forward to the 12<sup>th</sup> March 2024 Meeting

- Flight Connections
- Passenger Communications and Heathrow Website (HPF to prepare pre-read on website thoughts ahead of meeting)

Remainder of 2024

11th June 2024: Update on Timeslot trial. Deep dive into sustainability.

10th September 2024: Baggage system including on site visit beforehand. Update on assistance to extra care passengers

10th December 2024: Update on airport growth programme

**Actions taken / next steps:**

Heathrow Website and how the airport communicates during crisis / disruption.

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

None.

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

Nothing at present beyond hearing his vision for delivering an exceptional passenger experience as passenger numbers continue to increase.

Mark Izatt  
Independent Chair, Heathrow Passenger Forum – January 2024

## HSEG Taskforce Chair’s quarterly report to CISHA – January 2024

<p><b>Forum meetings and major events since previous CISHA quarterly meeting:</b> Heathrow Sustainable Economic Growth Taskforce meetings</p>
<p><b>Summary of issues raised at forum meeting:</b></p> <p>No Issues or concerns</p> <p>Since launching the Heathrow Sustainable Economic Growth Taskforce (HSEG Taskforce) in June 2023, numerous bilateral meetings with various stakeholders, including HSPG, has been held to determine the scope of work for Oxford Economic report.</p> <p>We are now very pleased to announce that Heathrow has now commissioned Oxford Economics to produce a report that will quantify the economic and social impact of the Airport, that will support Heathrow in developing the Heathrow Sustainable Economic Growth (HSEG) Plan</p> <p>The study will deliver a thorough and robust analysis of the direct, indirect, and induced impacts that arise from the presence and operation of Heathrow Airport on the surrounding local authority areas, quantifying the core economic impact on metrics including GVA, jobs, and taxes.</p> <p>It will also assess the catalytic impacts of the Airport, through its impact on productivity by connecting the UK to the world, quantifying the impact of spending by tourists who arrive at Heathrow, and estimating the economic activity associated with facilitating trade.</p> <p>In addition, it will also assess the social benefits of Heathrow Airport through characterising the employment the Airport supports.</p> <p>Oxford Economics will engage with local stakeholders to identify strengths, weaknesses, opportunities, and threats (SWOT) facing their local economies, and how these can be addressed or harnessed to secure resilient growth. In doing so it will draw on proprietary databases and forecasts for these local economies</p>
<p><b>Actions taken / next steps:</b></p> <p>Next steps following the commission of Oxford Economics:</p> <ul style="list-style-type: none"> <li>• Jan 24 – Oxford Economics to start work on report</li> <li>• Feb 24 – HSEG Steering Group meeting</li> <li>• March (date TBC) HSEG taskforce</li> <li>• Q3 2024 - HSEG Taskforce plans to publish its plan towards helping Sustainable Local Economic Growth</li> </ul>
<p><b>Issues to be discussed at CISHA meeting (if any):</b></p> <p>None – just to provide an update of Taskforce</p>
<p><b>Issues to be raised with Heathrow Airport Limited CEO (if any):</b></p> <p>None</p>

**Heathrow 2.0 ‘Sustainability Scrutiny Project: Community views on air quality around Heathrow Airport’ – summary report**



**Council for the Independent  
Scrutiny of Heathrow Airport**



**November 2023**

**Sustainability**

**Scrutiny Project:**

**Community views**

**on air quality around**

**Heathrow Airport**

**Summary report**





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# Foreword from CISHA



The Council for the Independent Scrutiny of Heathrow Airport (CISHA) works with the airport, local communities, and other stakeholders to deliver independent, open and honest engagement and feedback. We identify airport-related issues that can be improved and encourage actions to be taken to help Heathrow in its efforts to be a better neighbour. Our job at CISHA is to ensure that the views and concerns of those impacted by the airport are listened to and acted upon. Part of our role is to scrutinise Heathrow's position on sustainability and the environment, which the airport has set out in its Heathrow 2.0 sustainability strategy.

One of the key issues that residents and other stakeholders have raised with us at CISHA forum meetings and elsewhere is their concerns around air quality, and their belief that the airport should take more action. That's why we selected this subject to focus on in our first community research project. We wanted to understand the local communities' views on air quality in the area, on how relevant information is communicated, and their opinions on Heathrow Airport's actions to monitor and improve air quality.

CISHA teamed up with Thinks Insight and Strategy to conduct this project which has considered existing monitoring, reporting and targets set out in Heathrow 2.0 and analysed the airport's proposals and actions around air quality. Thinks carried out extensive desktop research, insight interviews with a variety of Heathrow Airport's stakeholders and an online survey to hear from as many of people as possible. They also carried out a focused survey with a sample of 751 people, as well as 6 focus groups.

At CISHA, we visited sixteen different locations in the neighbouring villages and towns surrounding Heathrow airport to hear directly from people. We also held a webinar to share information on air quality and hear the views of attendees.

We're grateful to the many people who took the time to contribute their views to this project. We hope this project provides helpful information for those concerned about air quality. After considering the views of local communities, the report concludes with a number of recommendations. CISHA will be making these recommendations to the airport, and we look forward to their response.





### Project background and objectives

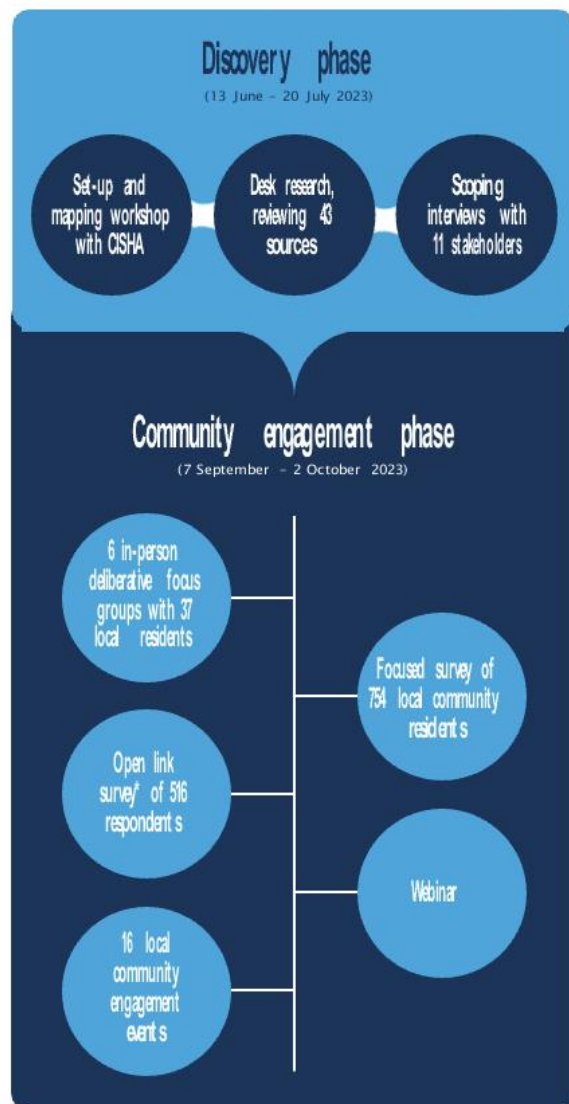
Heathrow Airport's 2.0 Sustainability Strategy – published in 2022 – outlines local air quality and its effects on public health as critical issues for communities around Heathrow. This issue has been repeatedly raised with CISHA as a significant concern at CISHA forums and elsewhere.

CISHA therefore commissioned Thinks Insight and Strategy to conduct a review of local community views on Heathrow Airport's air quality monitoring, targets, and commitments through using primary and secondary research techniques. Specifically, the objectives of the research include:

- Scrutinising existing publicly available literature on Heathrow Airport's air quality monitoring, targets, and commitments;
- Understanding the local community's air quality concerns;
- Obtaining local community views on Heathrow Airport's air quality monitoring and reporting, including Heathrow Airwatch; and
- Obtaining local community views on Heathrow Airport's air quality targets and commitments.

### Methodology and sample

To answer the research objectives, Thinks Insight and Strategy conducted a multi-staged and iterative research programme that ensures local community participants are able to make informed judgements given the low salience nature of the topic in question, and produces a set of constructive and solutions-oriented recommendations. This included:



\*The self-selecting nature of the open link survey skews participation from those who are more interested in the topic and tend to have stronger views than the average resident. More detail on these stages and sample can be found in the full report.

# Local community views on air quality around Heathrow Airport

This section sets out a summary of local residents views on air quality around Heathrow Airport. Additional detail can be found in the full report.

## Perceptions of air quality around Heathrow Airport

**Few local residents think about air quality on a day-to-day basis given its hidden and technical nature.**

- Very few local residents have previously looked for information about air quality. This is largely due to the hidden nature of air quality not providing a visual prompt to encourage local residents to find out more.
- Whilst many residents assume that their local area is polluted by busy roads, industrial sites and flight paths nearby, poor air quality is not widely considered a key negative aspect about where they live.
- Noise pollution and car traffic are more regularly named as such, because of how tangibly impactful they are on residents' daily lives.

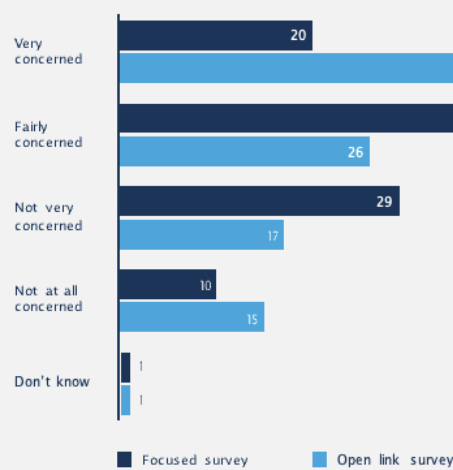
**Despite air quality not widely registering as a salient issue, the majority report feeling fairly or very concerned about it when prompted.**

- Local residents with health conditions are most likely to feel concerned about air quality and are considered the most negatively impacted by poor air quality. Parents of young children also report having thought about or researched the impact or source of pollution, in relation to their child's health and wellbeing.

- Air quality is also felt to be a more prominent topic in the media, off the back of increasing concern about the climate and environment.
- The recent media coverage of levels of air quality in the London Underground and the introduction of the expanded Ultra Low Emissions Zone also raised the prominence of air quality as a topic of discussion.

### How concerned, if at all, would you say you are about air quality in your local area?

Showing % selecting each option





"[Local air quality is] not good. It's probably more the cars and traffic than flights, especially at peak times [...] I'm not officially asthmatic, but most of my family have it and I feel like I probably do now, - I feel my chest tightening when air quality is worse."

Focus group participant,  
Harmondsworth, Harlington, Sipson, Hayes



"I do [think about air quality] a lot now because it's in the news, with global warming and fires"

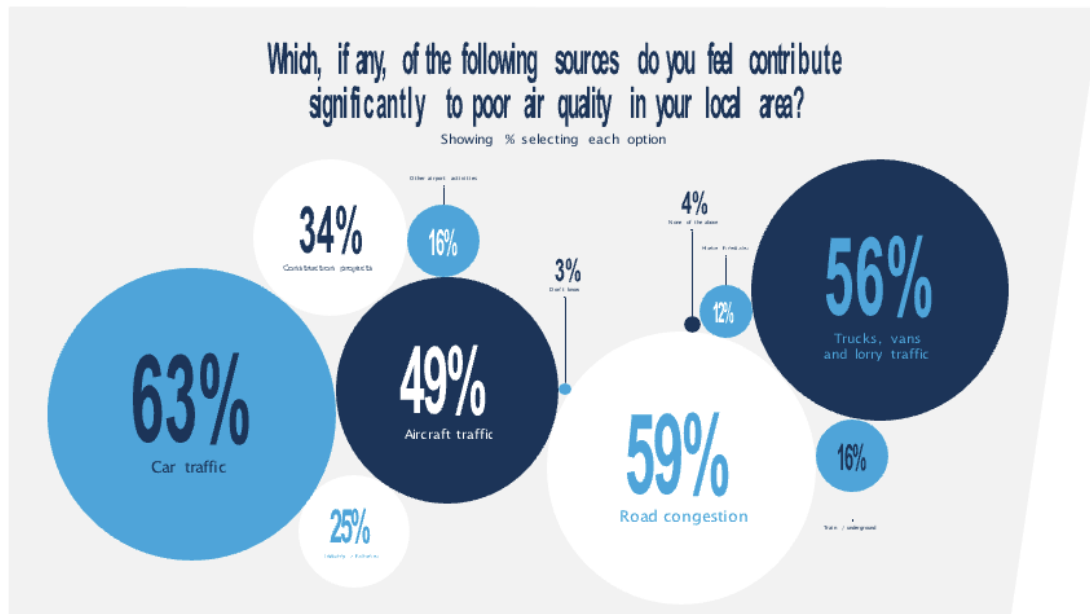
Focus group participant,  
Feltham



**Air quality is felt to be worsening over time.**

- Less than 1 in 10 (9%) of focused survey respondents feel air quality locally has improved in their local area in the last 5 years, compared to 2 in 5 (39%) who feel it has worsened, while 38% feel it has not changed and 15% are unable to comment.
- In relation to this, local residents say that they would assume air quality is getting poorer over time in line with worsening climate change and global warming.

**Whilst local residents have little background knowledge of different pollutant types, the majority confidently attribute road traffic and congestion as the biggest emission sources.**



- Those who live within 3 miles of the airport are more likely to feel that aircraft traffic contributes significantly to poor air quality locally (56%) compared to those who live over 10 miles away (33%) or between 5–10 miles away (49%).
- Heathrow Airport activities are seen as having a significant impact on air quality in the local area (45% giving a score of >7 out of 10). However, at 36%, a significant minority feel the airport has a moderate impact on air quality locally (scoring 4–6) while 14% feel Heathrow Airport has limited impact (scoring <3).
- Whilst Heathrow Airport is seen as a major contributor to the large amount of road traffic in the local area, local residents also recognise that this traffic is also caused by those travelling in to and out of Central London making it challenging to measure the airport's true impact.
- Taxis and passenger pick-up and drop-off traffic are seen as significant contributors to poor air quality in Heathrow's neighbouring villages, as well as being generally disruptive to day-to-day life.

Local residents were shown information about the five key pollutants and UFPs, their primary sources and their impact on human health.

**Understanding more about air pollution, particularly its impact on human health, leads to increased concern about the role of Heathrow Airport on air quality locally.**

- Most feel surprised to learn about different types of pollutants, particularly UFPs. There is interest and demand to know how pollutants are measured or change over time, and how levels compare in different areas of the UK and globally.
- Residents are particularly shocked to learn about the pollutants' effect on human health, which causes some to question whether independent reviews are being conducted into air pollution's health impact in their area. It prompts local residents in focus groups and community events to link symptoms or health conditions experienced by themselves, friends and family to poor air quality.
- It also increases how much they consider or scrutinise Heathrow Airport as a source of pollution and its negative health effects, particularly in the context of its third runway plans.



"I've lived here all my life and haven't noticed a change in health, but I went on holiday with a family friend who lives locally and has COPD, and the difference in her breathing when we were away in comparison to when we're at home was unreal. She's moved away because of it."

Focus group participant, Hounslow



"Heathrow need to explain how much these pollutants would increase if they did any infrastructure change."

Focus group participant, Orpington

Focused survey: A4. On a scale of 0 to 10, where 0 is no impact and 10 is a huge impact, to what extent, if at all, do you feel that Heathrow Airport's activities have an impact on air quality in your area? Base: All respondents (n=754).

Views on Heathrow Airport's air quality monitoring and reporting

**There is very limited knowledge about Heathrow's air quality monitoring among local residents.**

- While the majority of local residents assume Heathrow Airport monitors air pollution, very few are aware of what actual monitoring Heathrow undertakes.
- Overall, local residents agree that consistent monitoring is important and should be a priority. However, local residents acknowledge that they rarely think about air quality, unless it becomes particularly bad and thus has a noticeable impact.

"When I go home, I'm not going to be thinking about air quality, I do wonder if there are apps out there which does monitor it but not actually looking out to download it because not actually concerned about it. I'm not thinking every day 'I wonder what the air quality is today'."

Focus group participant, Cranford

**Local residents agree that Heathrow Airport and the UK government should be responsible for monitoring air quality and communicating it to those most affected.**

- Local residents feel that Heathrow Airport should be primarily responsible for monitoring air quality given its significant role in contributing to the air pollution locally.
- Many also feel that the government and local councils should be the bodies in charge of managing and overseeing the process of monitoring and communicating relevant data to residents given the lack of trust residents have in Heathrow.
- There would be mistrust around the validity of the data if collected and reported on by Heathrow, as some assume its corporate interests would impact the way the data is presented.

"Maybe it should be under local council jurisdiction more to do the groundwork, measurements, and then distribute that data to different organisations in the area. Would be good if it was independent from Heathrow Airport, so that it can be published as they receive it without any sort of trying to manipulate the data."

Focus group participant, Hounslow

**Residents believe that additional monitors need to be installed, particularly below Heathrow's flight paths.**

- In the open link survey, respondents were prompted with a map showing the 22 air quality monitors sharing live data on Heathrow Airwatch. While 33% feel there are sufficient air quality monitors, 47% disagree.
- Similarly, focus group participants question the installation of the current monitoring sites and whether they are strategically placed to collect low readings and meet the air quality objectives.
- Specifically, local residents call for additional monitors to be installed below the flight paths, within the airport perimeter, and in local areas close to busy roads so as to give a true reflection of the air quality in the worst affected areas.
- Local residents also state an expectation that current and future monitors should track as many of the pollutants that have UK targets set against them as possible, including UFPs.

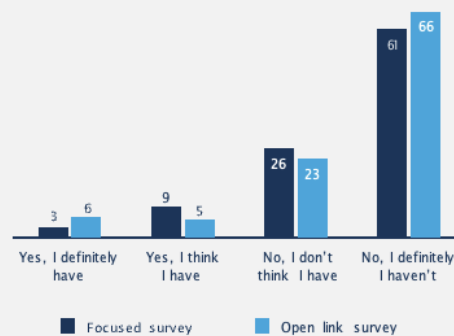
"I think air quality monitoring should happen wherever planes fly. Depending on the wind direction, we are on the take-off flight path from Heathrow and yet we have no monitoring sites within 11 miles of our home."

Open link survey respondent

**There is very low awareness and usage of the Heathrow Airwatch website amongst local residents, including amongst those who are concerned about air quality.**

Have you used the Heathrow Airwatch website before?

Showing % selecting each option



- No focus group participants were aware of its existence and only 13% of focused survey respondents and 11% of open link survey respondents have used the Airwatch website before, with 87% and 89% respectively having never previously used it.
- When asked how likely they are to visit the Airwatch website now that they know it exists, almost two thirds of focused survey respondents (60%) said they are likely to do so, though only 17% said they're very likely to.

Focus groups participants and webinar attendees were shown images from the Heathrow Airwatch website and invited to share their views.

**While the site is seen to offer a comprehensive overview of local air quality with substantial amounts of data available, local residents suggest various ways in which the website could be improved.**

- Suggested improvements include:
  - Updating and modernising the look and feel of the website to make it more engaging and user-friendly for visitors.
  - Provide contextual information so that visitors can map local air quality against national levels.
  - Provide relevant advice so that local residents know what measures they should take to help mitigate the effects of pollution.
- More broadly, local residents feel Heathrow Airport should further promote the existence of the website to local residents. A perceived lack of efforts in promoting the site generates a sense of distrust and makes residents feel the airport is trying to hide the data.

"That's fantastic to hear that we've been monitored, and it's easily accessible. We've got all that history, so we can see if it's getting better. But then... looking back to page four, some of the things recorded out as we didn't know about these impacts to the brain, nervous system, etc. And so where are the results from the UFPs and all these other areas?"

Focus group participant,  
Colnbrook, Langley, Longford



### Views on air quality data around Heathrow Airport

Focus group participants and webinar attendees were presented with air quality data available on the Heathrow Airwatch website, including levels of NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> over the past 10 years from the Heathrow Air Quality quarterly report for Q1, 2023.

**While initially satisfied by the air quality data available on the Heathrow Airwatch website and the frequency at which data is collected, residents identify concerns on scrutinising the data.**

- Residents are sceptical about the reports showing air quality levels classified as 'low'. The idea that most of the monitoring system shows 'low' grades of pollution seems inconsistent with their lived realities or with their perceptions of air quality in areas close to Heathrow Airport.
- Residents also share their concerns around the validity of the data in relation to where it is collected and how band ratings are calculated, with suspicions that air quality monitors are 'strategically' located in lightly affected areas or data is collected at off-peak times when pollutant concentrations are assumed to be lower.
- A minority also raise suspicions that data is averaged out in daily, monthly or yearly averages in the graphs to hide spikes and breaches.

"The fact that all the areas are low raises alarm bells. We need further info and clarity around the numbers, historical data is very buried in the website to see how it changed over time."

Focus group participant,  
Orford



"Do the bandings (low/medium/high etc) for air quality on the Airwatch site relate to guidelines on safe exposure issued by the World Health Organisation?"

Webinar attendee

Residents were also provided with information about air quality spikes and breaches outlined in the latest air quality quarterly report for levels of PM10, PM2.5 and NO2 on the Heathrow Airwatch website.

**While residents are not surprised by the incidence of spikes in air pollution and breaches of the objectives, there is concern about the impact this has had (and will continue to have) on local residents.**

- Most residents are not familiar with the prevalence of spikes and breaches and express anger towards the lack of awareness about this, feeling Heathrow Airport has a responsibility to communicate this data to local residents.
- Residents are keen to know more about trends so that warnings can be issued before a spike rather than after so residents can take precaution. Optional phone or news alerts are raised as useful ways of communicating spikes and breaches.
- Residents feel it is important to hold Heathrow accountable for breaches or excessive spikes in poor air quality given its perceived impact on air quality. It is suggested that fines should be paid to local communities and councils who suffer the most to compensate for spikes or breaches.

"Maybe when there is a breach the local councils should be paid, so that local people are actually getting something."

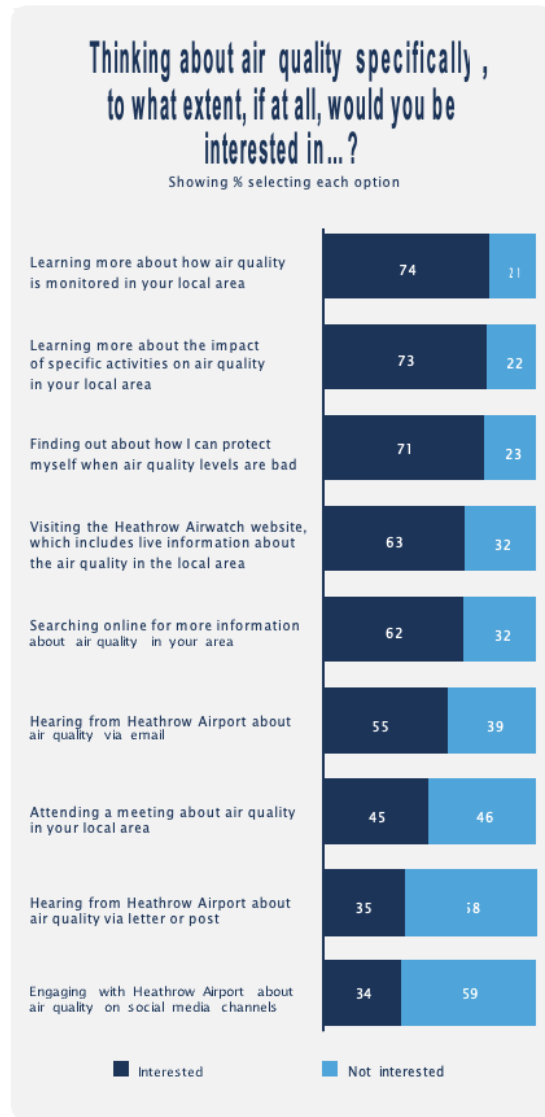
Focus group participant,  
Colnbrook, Langley, Longford

**Residents are keen to receive information on air quality, but most admit that they are unlikely to actively search for it themselves.**

- Local residents acknowledge that air quality is not a front-of-mind concern meaning few will actively search for it. They are, however, strongly in favour of information and data being delivered to them in an accessible manner. The suggestions they offer include:
  - Installing devices that display air quality data in public spaces so residents can access the info with no effort
  - Making air quality data is available via existing apps with residents use (such as weather apps) for ease of access
  - Distributing text alert warnings when air pollution levels are high

- Sharing updates via a dedicated social media account
- Sharing summary reports or daily updates via local newsletters
- Including air quality updates and reports on the daily local news

**There is strong interest in learning more about air quality monitoring, its impact on local residents and how to protect oneself from air pollution .**



Views on Heathrow Airport's air quality targets and commitments

**There is very little awareness of Heathrow's 2.0 Sustainability Strategy across the public domain.**

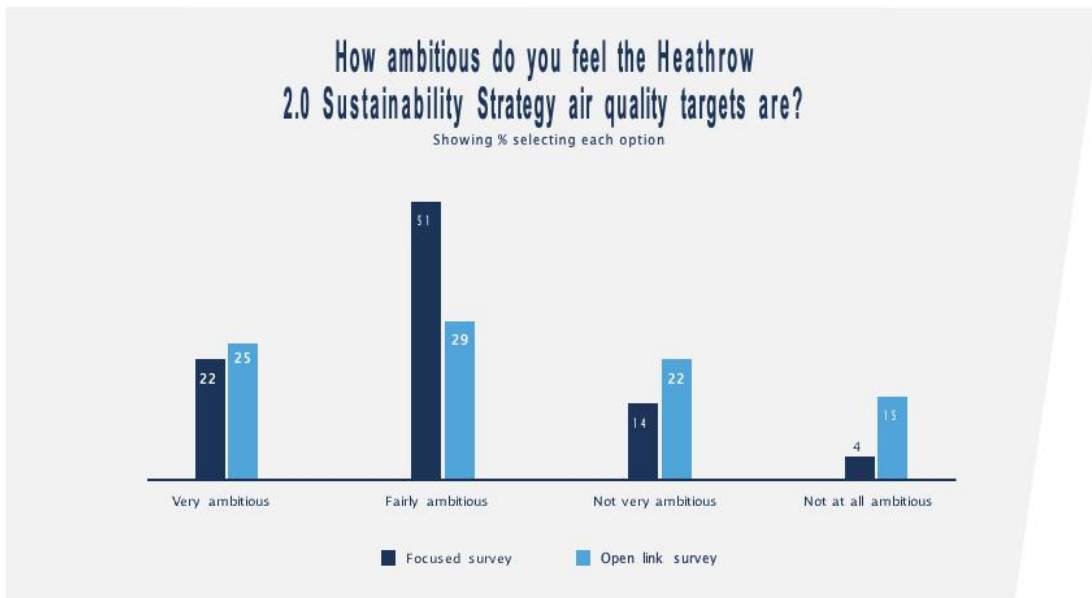
- Almost 4 in 5 (79%) of focused survey respondents have never heard of the strategy before, 18% have but don't know what it involves, and only 3% claim to know what it involves .
- Awareness of specific targets within the Heathrow 2.0 Sustainability Strategy is similarly low, at only 17% overall . No focus group participants had heard of the strategy plan by name, and many were unaware that Heathrow had been actively trying to improve air quality.
- Despite this, there is a general consensus that air quality should be a key priority for Heathrow Airport, and that the airport has a responsibility to take steps to mitigate against the impact the airport's activities have on the environment and local community's health.

**Heathrow Airport's air quality targets are positively received, with local residents feeling that Heathrow is demonstrating a commitment to improving air quality.**

- Positivity is also high among focused survey respondents, with almost three quarters (72%) feeling the targets are ambitious. Open link survey respondents are more sceptical, with only half (53%) viewing the targets as ambitious.



Participants were then provided with Heathrow Airport's air quality targets, before reading about the actions and commitments the airport has pledged to achieve its targets.



Focused survey: A6. How aware, if at all, would you say you are of Heathrow Airport's commitments to improving air quality? Base: All respondents (n=754). Focused survey: A10. Within the strategy, there are five targets related to air quality. Before today, had you heard about this? Base: All respondents (n=754). How ambitious do you feel the Heathrow 2.0 Sustainability Strategy air quality targets are? Base: All respondents (Focused survey=754, Open link survey=516).

**On deliberation, local residents feel that Heathrow Airport’s air quality targets place too much responsibility on passengers and local residents rather than focusing on elements that the airport has direct control over.**

- Local residents feel that many of the targets are absolving Heathrow Airport of responsibility to address air quality, and are instead placing it on passengers and local residents. Some also feel the targets are somewhat unrealistic and rely on wider systems / infrastructure and on behaviour change.
- Local residents feel the targets could be more ambitious, particularly those relating to the sustainability of aircraft and Heathrow ground vehicles, which they see as primarily within Heathrow’s control or sphere of influence, while a few suggest that Heathrow could look at addressing the root cause of the problem by reducing air travel or varying flight paths.
- Additionally, very few have heard of work being done to make these a reality, which makes residents hesitant that they could be a prospect soon.
- Questions are also raised by residents as to whether Heathrow is being incentivised to introduce these targets, if it is being monitored by external parties to ensure it achieves them, and whether it will be fined if the targets are not achieved.

"I left working from Heathrow in 2015, and I never saw any incentivised travel."

Focus group participant, Cranford

**Detail around actions and commitments helps to allay residents’ concerns about how some targets will be achieved. But on discussion, concerns remain about the more ambitious targets, and about Heathrow’s focus overall.**

- Local residents feel that the measures outlined are comparatively unimpactful when held up against the perceived negative impact Heathrow Airport has on the local area and environment.
- Many point out that it’s likely that Heathrow can have an impact with regards to the emissions that are within its control, but convincing members of the public to change their behaviour will be very difficult — and potentially distracts from more important measures Heathrow should be taking.

- While there is concern about overambition, many point out that Heathrow’s challenges can also be attributed to external factors such as lack of government funding and strike action.

"People in our area aren't generally getting around by public transport to the airport. I think Heathrow has got more control over the air side vehicles, airport vehicles. The public transport — that's going to be harder for them, even getting a bus to happen."

Focus group participant, Stanwell

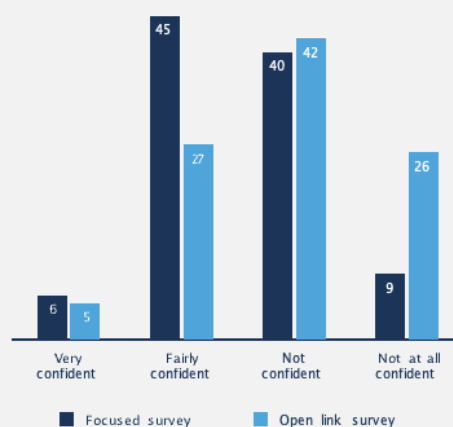
**Residents state an expectation for Heathrow to increase awareness of its targets and commitments among local residents.**

- Residents note that Heathrow should do more to increase awareness of its initiatives since many have never heard of Heathrow Airwatch, the Heathrow travel planner or know about the various ways in which Heathrow is trying to tackle poor air quality.
- However, they note that this information needs to be available in accessible formats, so that different societal groups will not be excluded.

**Confidence in Heathrow achieving its targets is mixed, with most local residents spoken to feeling optimistic but uncertain that the targets are realistic.**

**How confident or otherwise are you that Heathrow Airport will achieve its air quality targets?**

Showing % selecting each option



- Focused survey respondents are similarly divided: 51% feel confident and 49% do not feel confident that Heathrow will achieve its air quality targets (confidence is lower amongst open link survey respondents, with only 32% feeling confident, while 68% do not feel confident).
- Many believe Heathrow Airport can achieve initiatives that are within its control e.g. reducing carbon emissions from aircrafts, however it has a lower chance of impacting ground transport.
- Residents feel that while Heathrow might have the commitment to achieve its targets, it may lack the ability, especially where actions are felt to be out of its control (e.g. infrastructure issues, airline compliance with zero-carbon measures). Residents note that Heathrow cannot make an impact without support from its partners, particularly airlines and governmental bodies.

"It's not Heathrow that makes the decision on what goes in and out of the airport, it's the airlines, so they have to put their trust in them. Particularly when it comes to SAF and designing the planes to be more environmentally friendly."

Focus group participant,  
Hounslow

**Further information about who is responsible for setting, funding, and evaluating targets would relieve some uncertainty around Heathrow's commitments.**

- There is interest in knowing who exactly is setting the targets Heathrow Airport is aiming for.
- In addition, some residents express uncertainty about the funding needed to achieve these targets, welcoming information about whether Heathrow is receiving external funding for this purpose and reassurances that this funding will not be pulled or re-allocated.
- Residents also note a lack of clarity around target measuring and reporting, wanting to know how often progress will be assessed and declared.
- In particular, residents question how Heathrow is being held accountable for these targets and whether there will be any consequences or amends if targets are missed

"Environmental plans are always the first to be dropped when the going gets tough. The powers-that-be react too much to short-term issues and don't keep their focus on the long-term strategies."

Open link survey respondent



"Consultations with communities across all areas regarding all services that can affect them before implementing. ULEZ for example did not seek any views from local communities which are affected, or those affected were not aware they could voice concerns or problems."

Open link survey respondent

**There is strong agreement that there should be greater community involvement from Heathrow Airport in relation to air quality.**

- 72% of respondents in the focused survey and 67% in the open link survey feel there should be more community involvement from Heathrow Airport in relation to air quality .
- Those who agree that there should be more community involvement would like to see increased communication, including updates on the commitments and progress against the targets.
- Local residents would also like to receive open invitations to consultations and meetings to be privy to updates and provide opportunities to share their views.



Focused survey: E3. Open link survey: E5. CISHA oversees forums including a Local Community Forum and Noise and Airspace Community Forum that discuss airport related issues. Do you agree there should be more community involvement with Heathrow Airport's activities in relation to air quality? Base: all respondents (Focused survey=754 Open link survey=516).



# Resident recommendations

The research outlines a series of recommendations for how Heathrow Airport can improve its air quality actions and commitments to further benefit local communities. The recommendations fall into five broad categories:

## 1. **Building evidence on the impact of air pollution around Heathrow Airport on public health**

Local residents link the high perceived incidence of health conditions locally with air pollution produced by airport activity, and want to see concrete evidence to either support or refute this perception. Residents therefore feel it is important that a review is conducted of the impact of air pollutants on those living around Heathrow Airport, specifically calling for a review of the impact of UFPs and living below flight paths. Given Heathrow Airport's impact on local residents' lives, it is felt to be the airport's responsibility to commission this study through an independent, expert body.

## 2. **Expanding the monitoring infrastructure around Heathrow Airport**

While some locations are seen to have good air quality monitoring coverage, there are seen to be some important gaps in this.

Therefore, residents suggest:

a) Installing additional air quality monitors, including:

- i. below the flights paths
- ii. within the airport perimeter
- iii. in local and urban areas

b) Monitoring and reporting on UFPs

More broadly, local residents expect Heathrow to give clear evidence that it is continuing to expand and maintain its air quality monitoring infrastructure in the areas that are considered most important and impacted.

## 3. **Improving the way Heathrow Airport communicates and displays air quality data and information**

Local residents feel it is important to engage with air pollution levels and protect oneself. However, Heathrow Airport's current air quality reporting and communication is felt to be insufficient and does not account for current levels of knowledge and engagement with air quality. In order to improve its communications, local residents suggest a number of actions, including:

### a) **Proactively communicating and engaging with local residents on air quality.**

Local residents expect Heathrow Airport to proactively communicate with local residents on air quality by raising awareness of the Heathrow Airwatch website using a range of channels, including social media, newsletters, local press and magazines. More broadly, there is also strong appetite to hear about how one can reduce air pollution and stay protected when levels of air pollution are high.

### b) **Using sources and channels that local residents currently engage with.**

For example, working with third parties to introduce air quality reporting on weather channels and apps, or providing live air quality summaries in out-of-home locations such as electronic billboards or bus stops. By normalising engagement with air quality data, local residents will become more knowledgeable and seek further information

### c) **Making the Heathrow Airwatch website more user friendly.**

The Heathrow Airwatch website is seen to be outdated and in need of modernising. Within this update, local residents would expect the following:

- Historical data on air quality in the local area to be brought to the forefront of the website. Contextual data and comparisons to be included so residents can understand how air quality in their local area fares against other major locations.

- Information on how the current levels of air pollution could be affecting health, and how local residents can protect themselves when concentrations of air pollutants are high
- An opt in option for residents to receive push notifications and alerts when levels of air pollution are high within their local area

**4. Introducing independent oversight over Heathrow Airport's air quality targets**

Local residents feel it is important to introduce an independent body which oversees Heathrow Airport's air quality work. The independent body would be responsible for:

- Setting or approving the air quality targets and commitments
- Overseeing its monitoring and tracking
- Keeping the airport accountable for achieving its targets
- Setting fines and penalties if the targets and commitment are not achieved

**5. Review the air quality targets and expectations for airlines and other airport suppliers**

Local residents recognise that Heathrow Airport has significant influence and political power as a major international airport. There is therefore seen to be an important opportunity for the airport to leverage this influence by setting more stringent air quality targets and expectations for the organisations within its supply chain, be that airlines or construction companies. This could be done by:

- Requiring air pollutant emission measuring and reporting amongst suppliers
- Reviewing the air pollution limits for across its supply chain, going above and beyond legislation and setting more ambitious targets
- Setting fines and penalties if the targets and commitments are not achieved and using that funding to offset and improve air pollution locally



## Project proposal for approval:

### **Heathrow 2.0 Sustainability Scrutiny Project: Mapping the diversity, representativeness, and accountability of Heathrow Airport's Noise and Airspace Community Forum (NACF)**

#### Background

Heathrow Airport updated its sustainability strategy in February 2022, outlining the way in which it would focus on making a difference on the issues that matter most to its stakeholders. The strategy makes a number of statements and commitments in relation to engagement with the local communities, including:

- Underpinning all our work to address aircraft noise, we are committed to engaging openly and constructively with local communities to understand their concerns and to provide accessible information and an on-going dialogue. We will continue to seek views from a diverse range of community stakeholders.
- We recognise that our airport impacts those communities, and we want to make sure it is as positive as possible. The best way for us to do that is by listening and talking to local people and understanding their needs. This will allow us to build the long-term productive relationships that help local communities thrive and improve quality of life for all.
- We must continue to listen to and collaborate with all our stakeholders, especially those who live close to Heathrow.
- We strive to build relationships with an engaged local community, so we are able to listen to what matters most and use this to guide our approach to managing and improving these.

#### Project aims

Following on from our scrutiny projects on air quality and noise complaints handling, CISHA is proposing to undertake a mapping exercise of the NACF during Q1 of 2024. This will involve:

- Analysis of the membership to map it both geographically and demographically.
- Ascertaining which group or organisation each member represents.
- Clarifying the effectiveness and degree of accountability of this representation, looking at methods used by members to report into and back from the forums, and communication between the forums and the groups represented on them to ensure that this process is taking place.
- Identifying any gaps in the depth and diversity of the community engagement.

#### Methodology

Working with the forum chair and the secretariat, CISHA will carry out an online survey involving all members of the NACF.

#### Project outcomes

A report will be published in Q2 outlining the findings of the mapping exercise. This will include recommendations in relation to any gaps in the scope and quality of the airport's engagement through this forum, and the processes for ensuring genuine representativeness and two-way dialogue with a wide range of stakeholders.

**Council for the Independent Scrutiny of Heathrow Airport Quarterly Meeting**  
**Thursday 13<sup>th</sup> 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 20<sup>th</sup> 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 THinks 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 18<sup>th</sup> 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 12<sup>th</sup> 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: [*Please note new meeting dates on contents page of meeting pack*]
  - 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.



## CISHA Quarterly Meeting Papers – 25th January 2024

- **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 Quarterly Meeting, Thursday 13<sup>th</sup> July 2023

#### Action Points

<b>HEATHROW AIRPORT OPERATIONAL UPDATE FROM NIGEL MILTON</b>	
1. <i>Financing bond:</i> HAL to share more details on the bond including the targets to be judged against.	Complete
2. <i>Easterly Alternation:</i> Laura Keith to ensure that CISHA's communications provide regular updates at appropriate times.	Ongoing
3. <i>Easterly Alternation:</i> Becky Coffin to update LCF meeting.	Complete
4. The link to the runway alteration page, which would be continually updated, should be included in the meeting notes.	Complete
<b>LCF</b>	
5. Laura Keith to undertake a mapping exercise of the membership all forums to explore to what extent it was geographically representative.	On agenda 25/01/24
<b>HATF</b>	
6. <i>Meet and Greet:</i> HAL to develop communication plan and include CISHA on distribution, Laura Keith to amplify.	Ongoing
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.	Complete
<b>HPF</b>	
8. Mark Izatt to share the consultation response with HAAG prior to its submission.	Complete
<b>FOCUS SUBJECT 2: COMMUNITY FUNDING</b>	
9. Information to be shared about HCT grant process.	Complete
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.	Ongoing

<b>APRIL 2023 – OUTSTANDING ADDITIONAL ACTIONS:</b>	<b>STATUS</b>
<p><b>FOCUS SUBJECT 1: HEATHROW AIRPORT’S COMMUNITY NOISE INSULATION AND VORTEX REPAIR SCHEMES</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	<p>Neither yet available</p>

## CISHA ANNUAL OPEN FORUM MEETING

12<sup>th</sup> October 2023 – 1800 to 1930

Hounslow House

### 1. Introduction from Baroness Sugg, CISHA Chair

- The Chair welcomed those present, both in person and virtually, to the meeting. She summarised the work the CISHA team had undertaken in the past year. This included establishing, launching, and resourcing the organisation; improving CISHA communications, website and social media; developing relationships and working with stakeholders to identify the issues that were a priority; commissioning projects such as those looking at illegal meet and greet operators, air quality around the airport and reviewing HAL's noise complaints handling; and working with the airport to develop its new Noise Insulation Scheme. The Chair thanked everyone who had assisted with the projects and invited suggestions for further areas of focus over the coming months.
- **Updates from Forum Chairs**
- **Dr Roger Green, Chair of Local Community Forum (LCF):** The LCF had spent a considerable amount of time building social capital and working collaboratively with members to identify concerns and find solutions. The membership had expanded in size, diversity, and reach. The priorities for 2024 would be surface access, including meet and greet, private hire vehicles and cargo/freight; community funding and investment through the Giving Back programme; and looking at the community's concerns regarding Heathrow's residential and commercial properties. The group looked forward to meeting and working with the new CEO.
- **Mark Frost, Heathrow Area Transport Forum (HATF):** Anthony Smith, the new independent Chair of HATF, was not able to attend today as he was unwell. Mark Frost summarised their activities over the past twelve months, which included work on Southern Rail Access; running a number of Special Interest Groups which brought together a wide range of stakeholders; developing a Bus Service Improvement Plan for the whole area; and helping Heathrow Airport with its Surface Access Strategy including minimising the impact of the expansion of ULEZ on colleagues.
- **Andreas Lambrianou, Chair of Noise and Airspace Community Forum (NACF):** The NACF was keen to engage with as wide a group of impacted stakeholders as possible and had worked with CISHA to undertake a mapping exercise to ascertain the representativeness of the membership, both geographically and demographically. The forum now met every two months and offered an opportunity to raise and debate issues in a collaborative way. Over the past year, they had looked at issues related to policy; night flights; respite; health; and airspace modernisation – and had worked with the airport in developing the new Noise Action Plan. They had also helped develop a dashboard of information that was accessible to all and were working to make this more interactive and held several deep dives.
- **Mark Izatt, Chair of Heathrow Passenger Forum (HPF):** Over the past twelve months, the group had continued to monitor Heathrow Airport's recovery following the pandemic and received quarterly reports on key performance metrics. Punctuality remained a challenging area, and one which impacted on local residents, as well as passengers, as it increased the number of late running flights. A deep dive into this was planned for the new year. Other areas of focus had been accessibility and extra care passengers; baggage; the connection experience and security – in particular, the new scanners.
- **Brian Stacey, Chair of Heathrow Air Quality Working Group (HAQWG):** Brian introduced himself as the new independent Chair. The HAQWG was currently a technical-based group with expert members. They did produce comprehensive data which was freely available, but this was quite complex and the visibility of the group in the community was poor. Work was planned to look at how to address this and to consider how it could interact with the other forums and raise its

profile with impacted stakeholders. The report on CISHA's air quality project would include this issue and the team would be working closely with the HAQWG to make any suggested improvements.

- **Heathrow Sustainable Economic Growth (HSEG) Taskforce:** The Chair explained that David Blunkett had been unable to attend today's meeting, but he would continue to chair this taskforce, which had superseded the Heathrow Local Recovery Forum and would focus on skills, training and work closely with Local Authorities across the area.
- The CISHA Chair reported that the membership mapping exercise mentioned would be undertaken for all forums to ensure proper representation. She would also look at how to facilitate the forums working closely together when there were overlaps in workstreams. CISHA would continue to publish the quarterly reports from HAL, and feedback on ways to improve this were welcome.

### 3. Q&A with CISHA and Forum Chairs

- A number of questions were raised, and observations and clarifications made, including:
  - That the new HAQWG Chair was not a Heathrow Airport employee, rather he worked for Ricardo who were contracted by HAL to undertake air quality monitoring and reporting.
  - That as a passenger it was very difficult to obtain information from HAL's website on where the access points were at the airport for the Elizabeth Line and what the cost of journeys were. The difficulties in finding this would be amplified for non-UK nationals. It was agreed that maximising the use of public transport was vital and this should be looked at.  
**ACTION:** CISHA was going to be reviewing its own website and planned to develop fact sheets of useful information on a wide range of topics. This would be considered for inclusion and the comments would also be shared with relevant members of the HAL team.  
**CISHA**
  - That some plane spotters using local parks left their litter behind, which had resulted in complaints from residents in the media. It was suggested that the Heathrow Rangers, who carried our regular litter picks, could be asked to help address this.
  - That the location of the station at arrivals on a bridge in Feltham was not accessible, inviting or user friendly, particularly at nighttime, and it was requested that the signage be revisited. The map was also difficult to find on the website and a suggestion was made that printed maps should be available, which would be especially helpful to those arriving from overseas who did not have a UK SIM card.  
**ACTION:** HATF and HAL would take these points away.  
**HATF/HAL**
  - The frequency of the bus service from the Central Bus Station to Spelthorne was raised. This currently ran hourly, and it was requested that this be increased to every thirty minutes.  
**ACTION:** HATF would follow this up and consider it when working on the Sustainable Travel Zone.  
**HATF**
  - That HAL had worked closely with Stanwell Moor residents' association to make improvements to the village. Many had mitigation works carried out on their properties and HAL's community engagement team had been very proactive in their approach. It was recognised that not all the airport's neighbours shared this positive experience and the CISHA Chair had recommended to the Heathrow Executive Team that they continue to invest in mitigation schemes.

### 4. John Holland-Kaye in conversation with CISHA Chair

- John Holland-Kaye gave a brief update on the airport. He began by offering his thanks to all forum members as the new structure had increased the quality of engagement and was a powerful and effective way of holding the airport to account and helping it to do things better.
- It was noted that Heathrow had grown more than any other airport in Europe in the past eighteen months. This had been an incredibly challenging logistical exercise and had involved recruiting 25,000 people across the campus. Despite this, currently there remained a skills deficit as the new recruits learned their roles and gained experience, which would take time.

The airport continued its aim to offer careers not jobs, thus giving back to the local community, and promotion of colleagues internally had accelerated in the past couple of years.

- Other challenges were shared with all airports across Europe, such as air traffic control problems; airspace constraints and congestion due to the war in the Ukraine; a lack of spare parts; and turbulent weather patterns. As a result, punctuality had been lower across the region this year than ever before, which had increased the number of late running flights. Punctuality was improving, with that at Heathrow being higher than any other European airport, reflecting the considerable amount of work that had been put in to improve it.
- In response to questions from Baroness Sugg on a range of topics, John Holland-Kaye (JHK) clarified the following:
  - **Expansion:** at the last open forum meeting, attendees were advised by JHK that an update on the proposed third runway would be given at the beginning of this year, but no such announcement was made. JHK acknowledged that not as much progress had been made on this issue as he would have liked. Having announced his intention to step down in February this year, it would now be the job of the new CEO to lay out next steps. He appreciated that this was not an ideal answer and was disappointed that he could not give greater clarity now.
  - **Noise:** JHK thanked the 800 people who had responded to the airport's consultation on the Noise Action Plan. Feedback had been incorporated in the final version which would be submitted shortly and reviewed to ensure that it was sufficiently ambitious.

##### 5. Q&A with John Holland-Kaye

- Questions were then posed from those in the meeting and via social media, to which the following responses from JHK were received:
  - **Expansion:** JHK had always been clear that the airport's intent was to expand in line with the NPS. Once the new CEO had the opportunity to review the position, he would set out what the airport intended to do and how. A further question was around what CISHA and the airport could do to understand the impact of this uncertainty and identify ways of giving productive support. The CISHA Chair recognised that each of the Heathrow villages had unique needs and was intending to organise a series of visits to discuss with residents what positive measures could be taken to improve quality of life, which would then be taken forward with HAL and elected representatives. JHK welcomed this, noting that the villages had lost amenities. JHK confirmed that, should the development of the third runway go ahead, the airport would fund the work required to the M25.  
**ACTION:** CISHA to organise village visits **CISHA**
  - **CPZ:** this scheme was intended to be implemented only when planning consent was granted and this position had not changed. JHK would, however, feed back to his successor that the compulsory purchases could possibly be offered sooner to those living in the limbo of uncertainty. The airport had re-opened the hardship scheme in 2021 for those who wished to move but were unable to sell their homes.  
**ACTION:** CPZ consideration **JHK**
  - **Easterly Alternation:** It was agreed that Andy Knight would speak to John Bowden outside of the meeting about the air show related question he had posed. The Cranford Agreement was drawn up in 1952, preventing departures over the village at a time when aircraft were very different. There was consensus that this agreement was no longer fit for purpose and the airport had committed to commence easterly alternation by 2028. The CISHA Chair had highlighted this at her meeting with the Heathrow Executive Team in September, stressing that it was a complicated issue with both benefits and disbenefits for those in different areas. As no work had been carried out on this part of the airfield since the agreement was introduced, a planning application to build the additional taxiway would be submitted to Hillingdon, and the airport would need to go through an airspace change process. With regard to Longford, a concern was raised about the need for mitigation against vibration.

The airport would be consulting with residents about the erection of a noise barrier and would also be undertaking a modelling exercise to fully understand the impacts.

**ACTION:** Air show follow-up

**Andy Knight**

- **Runway repairs:** During the pandemic, HAL had carried out runway resurfacing, replacing old asphalt, which was necessary every ten years but had been brought forward as it was a convenient time to close the runway. Over the next two years, further work would be done to the deep foundations which were weakened, and an explanation was given as to why these two sets of repairs had not been carried out simultaneously. The CISHA Chair stressed that it was important for HAL to offer reassurance that any required work at the airport would be looked at holistically and coordinated where possible to minimise disruption to both residents and passengers.
- **Web Trak:** questions had been received asking when Web Trak and other data would be validated by independent experts. The NACF Chair would follow this up, and the reports from both the CAA and CISHA surveys on noise complaints handling would be shared when available.

**ACTION:** Consider data validation

**Andreas Lambrianou/CISHA**

- **Registration for CISHA Open Forum:** following a comment on social media about the closing date for open forum registration, the CISHA chair explained that registration had been open for three weeks, closing seven days before the meeting. Reminders were sent out weekly with the news bulletins, which anyone could sign up to.

**ACTION:** Consider registration ahead of next forum

**CISHA**

- **Skills and training:** In response to a question regarding what advice he would give to his successor about how to join up the various workstreams in this area, JHK outlined how the airport had worked hard to fulfil as many promises as possible. This had involved work with many schools and colleges, as well as local authorities on specific issues. The airport was in a position to offer skills and training benefits to the community due to its scale. JHK would advise his successor to build on this, to create a systematic programme of opportunities for work experience, help with college, and facilitating local people getting a job at the airport and progressing on with their career – across the airport community. He should build on the work that has been carried out with partners such as West London Business and develop a structural approach.
- **Late running flights:** An issue with late runners at 70db flying over Windsor was raised, with twenty flights tracked in the past couple of months. With the WHO being clear on the health problems related to aircraft noise and disturbed sleep, it was suggested that airlines be levied a significant penalty for flights after midnight as a disincentive. JHK clarified that the airport did currently charge a penalty and were consulting about increasing this. There had been a constructive response to this from airlines, who recognised the negative impacts of night flights on local residents. The key focus now was the number of undisturbed nights. Targets had been set around this and there were more undisturbed nights now than in 2019, despite the challenges discussed earlier. Another key factor was national policy. The DfT would be consulting on night flights later this year and CISHA would work with the NACF – who were planning a deep dive into night flights - on the consultation.

**ACTION:** Follow up on night flights consultation later in the year

**NACF/CISHA**

- **Participation in the forums:** There were mixed reports on the experience of participating in the various engagement forums. Some felt that the LCF genuinely gave them a voice, whereas one attendee felt that the LCF had not done enough to help the Heathrow villages – which would be picked up in the visits planned for next year. An LCF member who also attended HATF welcomed the opportunity to have an input on and understanding of wider issues affecting the community, and the CISHA Chair hoped to facilitate more of this ‘cross pollination’ of forums as appropriate.
- **JHK’s advice for his successor:** Whilst the incoming CEO had twelve years’ experience running Copenhagen Airport, he did not know the local communities around Heathrow. JHK

would advise him to maintain the engagement with all stakeholders and continue to build trust by working to “say what you do and do what you say”. JHK recognised that HAL had in the past not done enough for local communities and he had sought to change this, to make the airport part of the community and react to its concerns. He believed the quality of discussion now was infinitely better than ten years ago and that maintaining this should be a priority. He hoped that his successor would act to retain the culture that he had developed at the airport in building a diverse, progressive, and dynamic organisation. The CISHA Chair would be meeting Thomas Woldbye early on in his tenure and would encourage him to continue genuine and meaningful community engagement.

**6. Close**

- The Chair thanked everyone for attending the meeting, for their constructive contributions, and for giving generously of their time to participate. This type of engagement would enable concrete proposals for improvement to be developed and help the airport to become a better neighbour.