

**Minutes of the HACC meeting held on Thursday 24 September 2015
at 2.00pm, Meeting Rooms 1, 2 & 3,
Heathrow Academy, Heathrow Airport**

Members present:

Roderick Smith (Chair)
Chris Summers – London Borough of Ealing
Dominic Gilham – London Borough of Hillingdon
David Linnette – London Borough of Richmond-upon-Thames
John Bowden – Royal Borough of Windsor and Maidenhead
Chris Turrell – Bracknell Forest Borough Council
Neil Luxton – Elmbridge Borough Council
Patrick Roberts – Runnymede Borough Council
James Swindlehurst – Slough Borough Council
Kevin Flurry – Spelthorne Borough Council
Simon Arthur – Airline Operators Committee
Mark Gardiner – IATA/BATA
Susan Parsons – ABTA
Alison Partridge – Passenger Services Sub-Committee
Brian Yates – Which?
John Stewart – HACAN / Clear Skies
Gerry Ceaser – Local Authorities Aircraft Noise Council
Sean McKee – London Chamber of Commerce
John Gurney – TUC
John Pope – Heathrow Airport Transport Forum
Kathleen Croft – Local Focus Forum
Martyn Hurst – HACC Technical Adviser

HAL representatives

John Holland-Kaye - CEO
Nigel Milton – Director of External Affairs
Clare Harbord – Director of Corporate Affairs
Cheryl Monk – Head of Community Relations and Policy
Rachel Thomas – Airspace Performance Manager

In attendance:

Tim May – Department for Transport
Wendy Matthews – South Bucks District Council
Rebecca Cox – HACC Secretary

1. Apologies for absence

Apologies were received from Onkar Sahota (London Assembly) and Moira Gibson (Surrey Heath Borough Council).

2. Minutes

Noted: that there was an amendment to item 11, slightly steeper approaches trial. This should read:

“**Noted:** that this trial had been approved by the CAA and was aimed at gathering data on the impact of increasing the angle of approaches into the airport to 3.2 degrees, meaning that descent would begin slightly closer to the airport. This would not result in any changes to flight paths. Noise monitors had been placed in four sites and a number of metrics would be monitored in the course of the trial. It was recognised that this did not represent a significant change but was a first step in looking at what impact changes in approach might have.”

Approved: the minutes subject to this amendment.

3. Matters arising

The action points from the previous meeting were reviewed, in particular:

- **5. Open dialogue regarding car parking for staff at T5 and promoting use of public transport amongst BA workers** – John Gurney had suggested dates to Simon Earles but had not had a response
- **6. Write to airlines operating from countries affected by asylum seekers stowing in aircraft wheel housings asking that routine inspections be carries out** – John Holland-Kaye had drafted a letter which would be sent shortly. David Linette had also contacted the Home Secretary about this matter
- **8. Explore the possibility of using the Concorde at Heathrow as a venue similar to Manchester Airport** – IAG had been contacted and had confirmed that a number of different options were currently being explored
- **9. Provide HACC members with information on how to access the members’ area of the new website** – the Secretary would forward this once she had undergone the necessary training and this area of the website was functional RC
- **10. Local Authority representatives on HACC to meet to explore the possibility of establishing a sub-committee** – these members had decided to create an online forum and had asked the Secretary to provide the relevant email addresses RC
- **12. Look at the track keeping of flight VS601 and report back** – a hard copy of the report was given to John Bowden.

There were no further matters arising.

The order of the agenda was altered at this point.

4. Blueprints for noise and air quality

Received: a presentation on the blueprint for noise from Richard Norman, Head of Noise and Air Quality.

Noted: the blueprint outlined Heathrow's aim to reduce the impact of noise through a ten point plan focusing on quieter technology, quieter procedures, land use and mitigation and operating restrictions. The presentation detailed progress made against the blueprint, highlighting the changes already implemented, work carried out and improvements achieved, together with the planned next steps. The CEO thanked HACC members for raising issues related to noise and praised the airline industry who were helping Heathrow to address these.

Received: a presentation from Andrew Chen, Emissions and Environment Manager.

Noted: that the blueprint outlined plans to reduce emissions in four key areas – aircraft activity, airport traffic, vehicles airside and energy. The work being carried out to achieve this was described in the presentation. In particular, it was noted that air quality in the immediate vicinity of the airport was within EU limits and emissions were raised in areas close to the M4 and the railway lines. It was suggested that Heathrow more effectively publicise this information.

Agreed: that both presentations should be circulated to members by email.

RC

5. Heathrow Chief Executive Officer's report

Received: a report from John Holland-Kaye, together with an updated verbal report.

Noted: that Heathrow had experienced its busiest summer ever and had achieved the highest levels of passenger satisfaction to date. The introduction of new technology, together with staff training that had encouraged a more positive and service-focused approach meant that passengers were moving faster through security. The highest levels of morale and the lowest levels of absenteeism in colleagues had also been reported. A number of challenges had been presented by adverse weather and air traffic control issues across Europe. Power outages and IT failures had also created problems and work was to be carried out to improve the reliability of the core systems in such circumstances. Improvements in passenger services included the opening of the independent lounge and a smoking room in Terminal 5. Positive feedback had been received regarding these, the introduction of free wifi and the opening of new e-gates in immigration areas in Terminal 5, initiatives that would be replicated in other terminals. There had been increased queuing time in immigration, especially among non-EU arrivals. This was related to Borderforce staffing issues and was being closely monitored. The possible expansion of Heathrow was receiving good support from Parliament, trades unions and neighbours of the airport, though opposition was continuing to be voiced. Work was already being carried out to engage with the supply chain and to establish a skills taskforce to work with local schools in order to begin to prepare in advance of the decision that the Government would take regarding the third runway by the end of this year. The poll undertaken on behalf of Heathrow by Populus earlier this month to establish levels of support among the residents in the constituencies close to Heathrow was discussed in some detail.

Agreed: that the brief given to Populus by Heathrow, together with the methodology and the questions used in the poll would be circulated to HACC members. The Chair urged the airport to be cautious with the communications

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put out in the public arena and to take great care not to open itself up to false claims.

6. Report from the Chair

Received: a verbal report from Professor Roderick Smith.

Noted: that the Transport Committee was carrying out an inquiry into surface transport at airports. HAL planned to submit a response and it was proposed that HACC do the same.

Agreed: that the Chair would circulate the questions being raised in the inquiry. HACC members were asked to read these carefully and forward any response to Martyn Hurst, HACC Technical Adviser, by 30 September – ensuring that their responses were relevant. A draft response from HACC would then be circulated to members with comments invited before 8 October. These would be reviewed and the final submission made by the deadline of 12 October. There was general consensus that this was a good opportunity to build on Heathrow's efforts to increase the use of public transport by highlighting to the Government the possible options for improving rail access to Heathrow from the West.

All

Noted: that problems related to the flying of drones near airports had recently been raised by Manchester airport and UKACCs, who had asked whether HACC wished to comment.

Agreed: that this was a serious issue and there had been incidents at Heathrow, but this was already being closely monitored by the CAA and NATs and there was no need for HACC to take this up.

Noted: that the Chair had attended an interesting tour of the airport which highlighted the numerous initiatives undertaken by HAL to try to limit its environmental impact. Members were encouraged to take part in future tours.

7. HACC Steering Committee

Noted: the minutes of the meeting held on 2 September 2015.

Noted: that the CEO of IAG, as Heathrow's biggest user, had been invited to attend today's meeting, but despite a number of attempts to make contact no response had been received.

Agreed: that the CEO of BA should be approached instead.

RS/RC

Noted: that only one member representing Local Authorities currently attended the Steering Committee. More volunteers were requested.

LA reps

Noted: that John Stewart (HACAN) was to replace Rob Gibson on the Committee as he was on long term sick leave and was unable to attend.

8. Passenger Services Sub-Committee

i) Received: a verbal report from Alison Partridge, the new Chair of the PSSC, who was welcomed to her first HACC meeting.

Noted: that three new independent members had been appointed to the PSSC. These were interesting and diverse additions who had made excellent contributions to this morning's meeting.

ii) Noted: the minutes of the PSSC meeting held on 15 July 2015.

9. Air quality at Heathrow

Noted: that it was not possible to provide the quarterly reports to the HACC meetings due to the timing.

Agreed: that reports for the previous quarter would be brought to HACC meetings in the future.

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10. Aircraft noise complaints

Received: Heathrow noise complaints report for July and August 2015.

Noted: that the comparative data requested at the last meeting had been provided, but this did not include all boroughs represented on HACC. Data for all boroughs was requested. The data for last year did not capture these areas, but this was to be explored further and reported back.

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Noted: that complaints made by the ten people who complained the most represented 51.21% of the total complaints during this period. This type of complainant was thought to be unhelpful and as such an impediment to the investigation of genuine complaints. Efforts had been made to contact those involved and invite them to visit the airport, but invitations were not always taken up.

11. Late flight departures

Noted: late flight departures for the period March to August 2015.

12. Planning applications

Noted: current planning applications submitted by Heathrow.

13. Meeting dates

Noted: that the next meeting would be held on 27 January 2016.

Noted: that the remainder of meetings in 2016 would be held on 20 April, 13 July and 12 October.

14. Any other business

Noted: the issue of taxis was raised, and it was recognised that with 600 new taxi licences being granted each week this was a problem for local villages. The CEO of HAL reported that the airport was currently working on a plan with Council leaders to try to identify alternative places for taxis to wait and to look at improving policing to ensure that further problems were not created in other areas. HAL recognised that this was a serious issue and the Executive meetings considered it regularly.

The Chair thanked the members of the public who had observed the meeting for their attendance and their interest.

There being no further business, the meeting adjourned at 4.00pm.