

Council for the Independent Scrutiny of Heathrow Airport (CISHA)

2023: A YEAR IN REVIEW

CISHA



Purpose

The CISHA Annual Report is one of the ways in which we provide transparency on our activities and generate engagement and discussion with our stakeholders and the wider community. In the interests of sustainability, the report is distributed digitally.

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Chairman's Foreword

Welcome to the first annual review of our activities at the Council for the Independent Scrutiny of Heathrow Airport (CISHA).

2023 was the first full year of CISHA operating following the post COVID-19 pandemic restructuring of its predecessor body, the Heathrow Community Engagement Board (HCEB). The new structure has brought with it meaningful change to engagement, commissioning of independent research, and coordination of effort.

Pivotal to the new organisation is the collaboration between the engagement forums. Stakeholders must work together to build awareness, reduce replication, and provide a more targeted approach to seeking solutions to issues. The quarterly CISHA meetings have been structured to provide maximum value to each session. We also hold Open Forum meetings which provide the opportunity for stakeholders, the airport, and our team to discuss matters of substance and to take time to question and share. We continue to look at new formats and value greatly the feedback we receive.

Our most significant activity this year was a research project into community views on air quality around Heathrow Airport. Indeed, it is the first of a series of projects designed to provide scrutiny around [Heathrow's 2.0 strategy](#). Air quality is an important topic in its own right, but this study also enabled CISHA to use multiple methods of engagement including online surveys, webinars, in-person focus groups, in-person community 'street stalls', and telephone interviews. These allowed us to reach more people and capture broader views. The substantive learnings from the project will be discussed and actioned throughout 2024 but the engagement learnings will be deployed across all of our work.

I would like to take this opportunity to thank Baroness Sugg for her significant contribution during her time as our Chair. Her dedication to community, engagement and building a responsive organisation, with the ability to harness the voices of all those concerned and deliver meaningful dialogue and progress on issues of importance, has set us up in good stead.

I would also like to thank everybody who gives their time so generously. We might not always agree, but the commitment every one of us shows to our communities and groups is invaluable.

Finally, thank you to the Communities Team and Senior Leadership Team at Heathrow who encourage our efforts and support our independence.

If you have any questions about our work, have a suggestion or wish to get involved, please email me at: markizatt@cisha.org.

Mark



Mark A. Izatt
Interim Chair

CISHA is responsible for ensuring constructive and effective engagement between Heathrow Airport and those who are impacted by it.

The Role of CISHA

Under the direction of Section 35 of the Civil Aviation Act, every commercial airport is required to have facilities for consultation with stakeholders and the community. This generally revolves around the establishment of an Airport Consultative Committee but, in the case of larger airports such as Heathrow, this can include multiple committees and forums to ensure efficient and effective representation.

Since 2018, Heathrow's Airport Consultative Committee has evolved to reflect changing circumstances better, to enhance dialogue and to bring together different stakeholder groups to provide a more effective basis for discussion, deliberation, and response.

The Heathrow Airport Consultative Committee (HACC) became the Heathrow Community Engagement Board (HCEB) around the time of the last period of consultation on airport expansion consultation activity. That was a decision made by the HACC, together with both Heathrow Airport Ltd and the Department for Transport, to create an organisation that would deliver a variety of engagement techniques to reach a wider and more diverse audience.

In 2022 the HCEB, which remains the legal entity, constituted the Council for the Independent Scrutiny of Heathrow Airport (CISHA). This was informed by key learnings from HCEB's operation before the COVID-19 pandemic and a recognition that there was greater community and stakeholder strength in pulling together all the engagement structures under one independent umbrella. Its establishment – and the creation of its [Terms of Reference](#) – involved consultation with a wide range of stakeholders.

CISHA is block-funded by Heathrow Airport Ltd. It shares an annual budget plan with Heathrow, but its strategic direction and day-to-day activity are entirely independent.



3 FULL COUNCIL MEETINGS

FEB, APR, JUL

How CISHA Operates

- Fosters communication and builds understanding between the airport and its users, local authorities, and interest groups.
- Coordinates and facilitates stakeholder engagement and dialogue both with the airport and with each other through the forum structure, escalating issues as required.
- Considers and comments upon the impacts of the airport's administration, operation, and development.
- Influences decisions through scrutiny, mediation, and constructive advice.
- Provides insight by offering new perspectives on issues that matter to stakeholders.

CISHA Values

- Independence: we use our independence to hold the airport accountable for its actions and act as an 'honest broker' for stakeholders.
- Influence: we influence Heathrow's decisions through scrutiny, mediation, and constructive advice.
- Involvement: we involve as diverse a range of stakeholders as possible to build relationships between Heathrow, the local engagement forums, and the wider community.
- Insight: we offer new and unique perspectives on issues that matter to our stakeholders through research, surveys, and sourcing independent expertise.
- Integrity: we are open and transparent in our work, as well as being approachable and accessible to all stakeholders and the public.



The Work of the Forums

CISHA Meetings

CISHA holds formal quarterly meetings attended by the independent chairs of each forum together with a broad group of stakeholder representatives including local authorities, the Civil Aviation Authority, the Department for Transport, the business community, and airport user groups.

Every year we hold at least one Open Forum meeting structured to offer impacted communities the opportunity to hear from and pose questions to the Chief Executive of Heathrow Airport. This meeting, which is open to all via registration, has an agenda designed to reflect the most important issues of that time and to ensure as much participation as possible. In 2023 this was held in October and was attended by more than 70 people.

CISHA Forums

CISHA membership is made up of 6 established forums, reports from which can be found in the following pages.

All the forums were active throughout 2023, and sincere thanks go to their independent chairs and to everyone who attended and gave their time so freely, contributing to the progress that they make and helping to improve mutual understanding.



**70 ATTENDED
OPEN FORUM**
OCTOBER

“The three current priorities for us are around surface access, community engagement, and investment in Heathrow’s properties and commercial sites.”

Dr. Roger Green – Chair

Local Community Forum

The Local Community Forum (LCF) facilitates and encourages dialogue between the airport and its neighbouring communities, keeping members informed about the airport’s current operations and future plans. It also provides a space for members to [give feedback](#) and to work with Heathrow on delivering positive outcomes for the airport’s surrounding areas.

Membership of the LCF is growing and becoming increasingly diversified, whilst engagement with local communities is continually improving. LCF’s support of Heathrow’s ‘Better Neighbour’ initiative enabled the forum to become more firmly established. Furthermore, holding meetings in alternative venues in different community-based locations has enabled the forum to increase the breadth and diversity of its engagement geographically.

Tackling Antisocial Behaviour

The issues of cars parking in residential streets surrounding the airport and of illegal meet-and-greet firms dominated LCF’s business throughout 2023. Such antisocial behaviour prompted CISHA to commission an investigation into this matter by WSP, an independent consultancy. This included a review of best practice and proposed a set of recommendations.

Following this, in partnership with the Heathrow Area Transport Forum (HATF), LCF produced a report on the negative impact of parking issues in and around Heathrow’s communities with the aim of sharing its concerns with other forums, local authorities, and stakeholders, and also to highlight the action needed to address these concerns. So far, progress includes the creation of a Special Interest Group, with members drawn from the airport, local councils, parking associations, aviation, and the local police. Several rogue agents have already been arrested, but there remains much more to do; and the group is committed to continuing to work collaboratively to build upon the progress made so far.



Addressing the Issue of Air Quality

Air quality is another issue of concern to local residents and other stakeholders. When CISHA commissioned the consultancy Thinks Insight and Strategy to carry out an independent piece of research, LCF fed into the scoping process and advised on the most suitable locations for the planned community engagement. Following the publication of the final report, the LCF has been working in partnership with the Heathrow Air Quality Working Group on a plan to guide LCF’s work.

LCF’s roadmap for 2024

LCF’s 2024 roadmap also focuses on the need to improve surface access, covering many aspects including meet-and-greet firms, private hire vehicles, cargo, and freight. Other workstreams will include community funding and investment through the Giving Back programme, as well as looking at the community’s concerns regarding Heathrow Airport’s residential and commercial properties.



Dr. Roger Green
Chair, LCF

5 SPECIAL INTEREST
GROUP MEETINGS
PARKING

6 LCF
MEETINGS
JAN, MAR, MAY, JUL, SEP, NOV

“The forum aims are to reduce adverse impacts of noise and airspace operations around Heathrow through engagement with all the communities, and to have constructive discussions with the airport and the airlines on how we can together reduce the impacts on local residents.”

Andreas Lambrianou – Chair

Noise and Airspace Community Forum

The Noise and Airspace Community Forum (NACF) engages with representatives of the local community around Heathrow and with the relevant aviation industry and government stakeholders to identify their issues and concerns related to noise, airspace, and runway operations at Heathrow.

Night Flights

In November, the forum led a deep dive into night flights, using performance data from the summer period. Although the number of nights without late running flights has improved, any flights in addition to those permitted do cause significant disturbance to the community. NACF has urged Heathrow to continue its robust approach with airlines where late running flights are unnecessary or can be avoided.

In addition to night flights, over the past year NACF focused on respite, health, and airspace modernisation. It was also consulted regularly for its input into the airport’s new Noise Action Plan, and helped to develop an accessible and interactive information [dashboard](#) that is available to all.

The impact of concentrated flight paths remains a concern for community members; more information is being sought around the Civil Aviation Authority’s decision not to pass Heathrow’s submission on Airspace Modernisation through the Stage 2 Gateway of the CAP1616 airspace change process. Members also expressed concerns about the metrics used to determine the flight pathway options for consideration at later stages of the Airspace Modernisation process. The noise metrics used to determine health impact assessments, the concentration of pathways and the impact of change are a particular worry. Challenging the overall case for night flights, as well as seeking a reduction in, and respite from them, continue to be a priority for NACF.

6 NACF MEETINGS INCLUDING ONE DEEP DIVE

FEB, MAR, MAY, JUL, SEP, NOV



Noise Insulation

The new Noise Insulation Scheme will address issues surrounding the type of insulation being used, as well as providing an opportunity for other non-noise benefits to be implemented simultaneously. In response to concerns raised by NACF, and following a similar national survey by the CAA, CISHA commissioned Verita to undertake an independent review of Heathrow Airport’s handling of noise complaints. The final report into this will be published in Q2 of 2024.

In 2024, NACF will seek to broaden and diversify its engagement, continue to facilitate constructive discussions with the airport and airlines and endeavour to identify ways in which collective action can be taken to reduce the impacts of noise and airspace operations around Heathrow on the local population.



Andreas Lambrianou
Chair, NACF



This map shows a day of westerly operations flight tracks.

“We will be focusing on helping local authorities develop elements of their Bus Service Improvement Plans that will amount to a virtual Heathrow bus plan, continuing to focus on parking, antisocial behaviour and other issues thrown up by private hire and rogue parking operators. We will also seek to build consensus around the Heathrow Southern Rail Access project.”

Anthony Smith – Chair

Heathrow Area Transport Forum

Heathrow Area Transport Forum (HATF) is a partnership between organisations in the private and public sectors that seeks to improve accessibility and increase public transport use to and from Heathrow and in the surrounding area. This forum brings together the airport and key local stakeholders.

It's been a busy year for HATF, with Anthony Smith taking on the role of independent chair following the departure of Val Shawcross CBE. Val spent nearly four years in post and HATF is incredibly grateful for the commitment she showed and all that was achieved during her tenure. Anthony was previously the Chief Executive of Transport Focus and spent many years representing the voice of the consumer and influencing decision makers across the transport industry. As an active member of HATF since its formation, he has followed closely the significant improvements in sustainable transport provision that have been made around the airport.

Over the last year, HATF members contributed to the development of Heathrow's freight strategy, focusing on opportunities that should improve environmental outcomes and reduce negative impacts on local communities.

The forum also made considerable progress with regards to the high public transport mode shares (the choices people make for travel in London given the connectivity provided by transport networks), with the Elizabeth line delivering on the expectations of enhanced west-east travel.

Ultra Low Emission Zones (ULEZ)

HATF has been particularly pleased with the support shown towards airport workers who are potentially impacted by the ULEZ extension across the whole of Greater London. Heathrow's surface access team worked hard in a short space of time to increase and improve the bus journeys for over 23 services under the Sustainable Travel Zone, an initiative that HATF helped to formulate, as well as improving active travel promotion and relaunching the car loan scheme. [Surface access](#) refers to all the ways in which passengers, communities, colleagues and goods travel to and from Heathrow. This includes travelling by train, tube, coach, bus, taxi, private hire vehicle (PHV), car, motorbike, lorry, bicycle and on foot. It does not include trips by aircraft (e.g. transfer passengers). A park-and-ride was also set up just outside the ULEZ area, which helped colleagues with non-compliant vehicles.

5 HATF MEETINGS
JAN, MAR, JUN, SEP, NOV

155.2 MILLION JOURNEYS ON THE ELIZABETH LINE
ACROSS THE LINE IN 2022/23

Electric Vehicles

During 2023, HATF reviewed Heathrow's emerging electric vehicle (EV) charging strategy. EVs continue to play an important role in helping to decarbonise travel and improve air quality, yet they can be associated with congestion and road danger, and they still generate pollution in the form of particulate matter from tyre wear. The forum is of the general view that the airport's attempts to deliver improved charging facilities for passengers are positive but is keen to ensure these do not come at significant cost to airport users or induce demand to the area from EV owners detouring off the strategic road network to take advantage of the charging facilities. The final strategy seems to strike this balance well and includes some innovative solutions such as a mobile charging unit that potentially allows customer vehicles to be recharged ahead of departure without the need for an expensive and disproportionate wholesale retrofit to existing car parking facilities.

Surface Access

Over 44% of people are now arriving at the airport by public transport, with the Elizabeth line doing a lot of the heavy lifting to encourage people away from their cars. This is close to the target Heathrow set for 2026 (45%) in its current Surface Access Strategy, and the forum will be watching the numbers closely throughout 2024 to see whether there is a need to reset this ambition.

Travel Behaviour

Throughout the months ahead, HATF will focus on developing its understanding of the travel behaviour of both passengers and airport workers. There is less data and insight available on employee travel, which is not surprising given that the last comprehensive employee travel survey took place prior to the COVID-19 pandemic. More must also be done to develop a better understanding of the surface access needs for the freight industry, a sector that helped keep the airport running during the pandemic but about which we have incomplete knowledge.

It is hoped the months ahead will see positive changes in travel behaviour including a modal shift towards sustainable forms of travel accompanied by a measurable improvement in air quality. The forum is looking forward to learning more about changes in heavy goods vehicle (HGV) propulsion methods in the form of more carbon friendly fuels such as hydrogen.



Anthony Smith
Chair, HATF

“It has never been more important for aviation to take the lead on sustainability.”

Lord David Blunkett – Chair

Heathrow Sustainable Economic Growth Taskforce

The Heathrow Sustainable Economic Growth (HSEG) Taskforce aims to harness the collective strength and ingenuity of its stakeholders in a step towards creating a sustainable economic ecosystem which both benefits the airport and improves the lives of the people who live and work in the surrounding areas. It includes representatives from Heathrow Airport, local authorities, Local Enterprise Partnerships (LEPs), local Chambers of Commerce, business groups, and education and skills partners.

Throughout 2024, the HSEG Taskforce will continue its work to contribute to the long-term objectives as set out in the 2024 Heathrow masterplan. Its main areas of focus will be:

- Education, employment, and skills
- The supply chain
- Surface access
- Heathrow development
- Decarbonisation

Sustainability as a Core Principle

By embracing sustainability as a core principle, an economy can be created that not only thrives in the short term but also safeguards the long-term wellbeing of our communities and the environment. Building upon the foundations laid by the Local Recovery Forum, the HSEG Taskforce is to take on a wider mandate to include the overarching goal of sustainable growth. Once again, Heathrow colleagues have been brought together with local businesses and community leaders to chart a course that aims to reach the airport’s potential whilst minimising any detrimental impacts on the local economy.



Research by Oxford Economics

Heathrow Airport have commissioned Oxford Economics to undertake a refresh of the report published by the HCEB prior to the global pandemic. This will quantify the economic and social impact of the airport and help inform the development of the HSEG’s work plan. The study will deliver a thorough review and robust analysis of the direct, indirect, and induced impacts that arise from the presence and operation of the airport on the surrounding local authority areas, quantifying the core economic impact on metrics including Gross Value Added (GVA), jobs and taxes. The study will also attempt to quantify the global impact of Heathrow including the money spent by tourists arriving at the airport and the economic activity associated with facilitating trade. Furthermore, it will assess the social benefits of Heathrow by characterising the type of employment that is supported and sustained by the airport. This report will be published to coincide with the CISHA Open Forum meeting in Q4 of 2024.



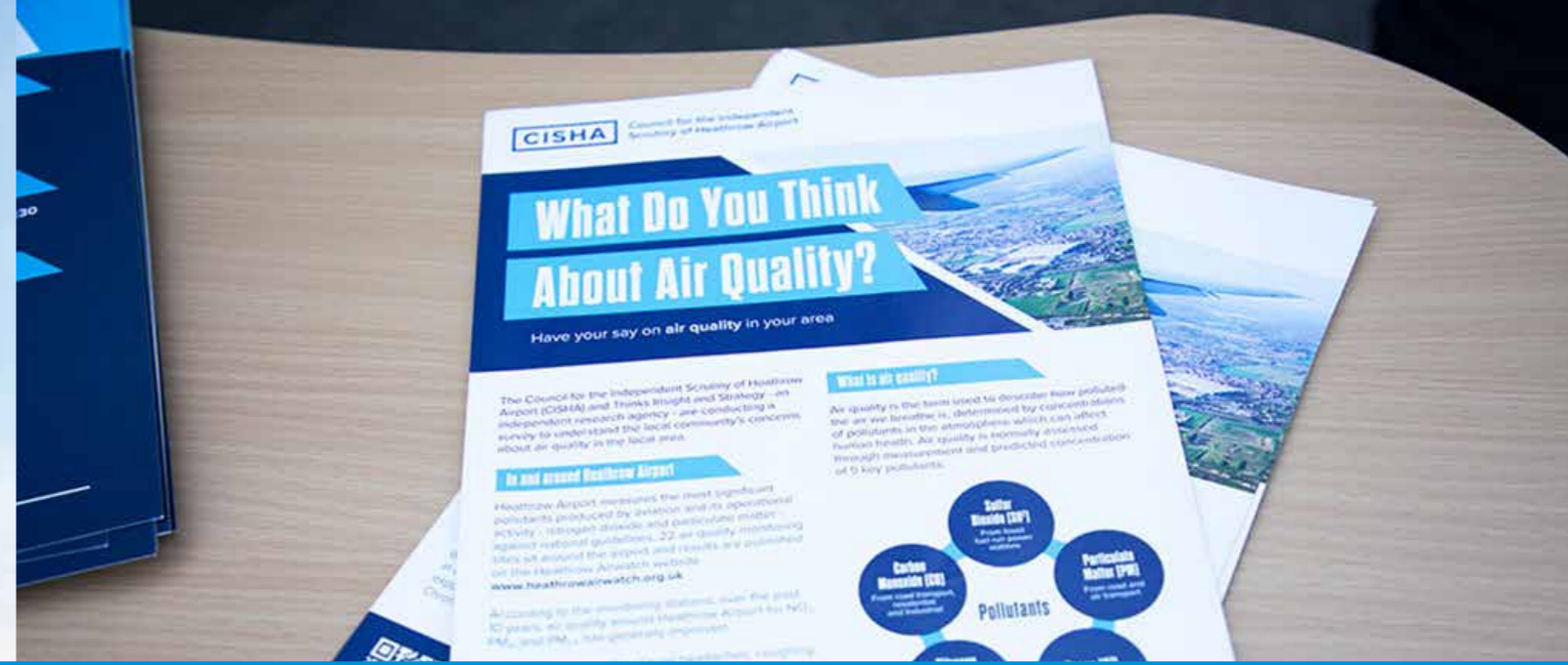
Lord David Blunkett
Chair, HSEG Taskforce

OVER 70,000 EMPLOYEES
THE LARGEST SINGLE-SITE EMPLOYER IN THE UK

“We have been making measurements of air quality in and around Heathrow for over 30 years. One of our main priorities is to make that work effort much more visible to the community.”

Brian Stacey – Chair

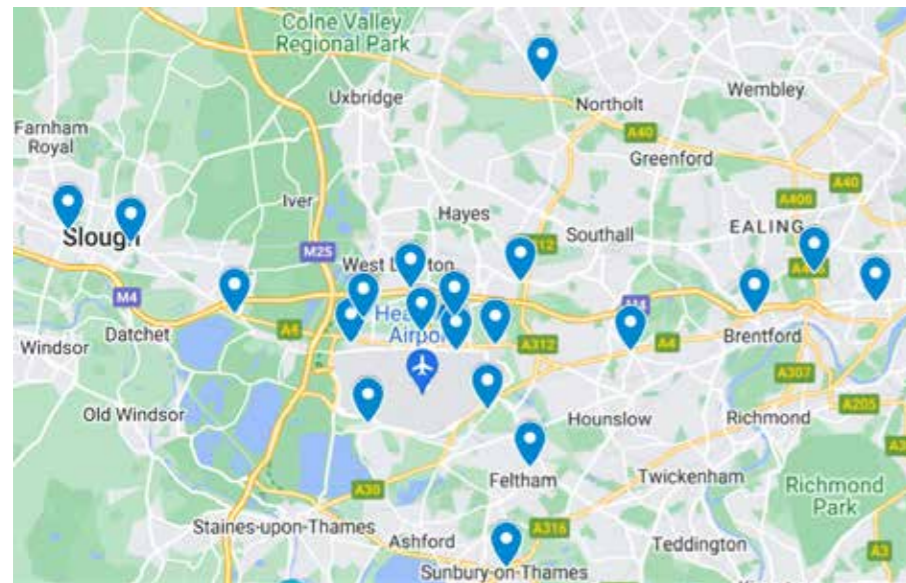
Heathrow Air Quality Working Group



The Heathrow Air Quality Working Group (HAQWG) is made up of representatives from local authorities together with agencies and organisations located in Heathrow’s neighbouring communities. The objectives of the group are to facilitate positive dialogue, to allow members to provide updates on local progress, to facilitate participation in joint projects; and to raise areas for concern. HAQWG has been measuring air quality in and around Heathrow for over 30 years with reports being posted online at [Heathrow Airwatch](https://www.heathrowairwatch.org.uk).

Ultrafine Particles

During 2023, HAQWG focused its efforts on ongoing monitoring and research work on the impact of ultrafine particles (UFPs). Permanent UFP monitoring at Heathrow began in May 2023. An update will follow once ratification and analysis of the 2023 dataset is complete and the national network UFP data is ready. The 2023 data from the Department for Environment, Food and Rural Affairs (DEFRA) particles network is expected to be published in the first half of 2024.



Air quality monitoring sites around Heathrow Airport.

CISHA’s Air Quality Scrutiny Project

Through CISHA’s independently commissioned scrutiny project on community views on air quality around Heathrow Airport, it became clear that awareness of the Airwatch website was very limited. A priority for 2024 is to redesign and improve the website, thereby making this important resource more user-friendly and visible to the community. In addition, HAQWG have been engaged to consider potential new air quality monitoring locations.

Other News

June 2023 saw the launch of an internal campaign by HAQWG to raise awareness among airport colleagues about air quality. The campaign encourages clean modes of transport for commuting, whilst active travel and public transport use is promoted through the [Way2Go initiative](https://www.heathrowairwatch.org.uk).

Finally, the group was pleased to welcome Honor Puciato who joined the Heathrow team on secondment from Ricardo Energy and Environment to help manage air quality on behalf of Heathrow and to provide support to HAQWG. As of April 2024 the group will welcome Alan Urquhart who will take over from Honor.



Brian Stacey
Chair, HAQWG

4 HAQWG MEETINGS
JAN, APR, JUL, OCT

“As a forum we are responsible for looking at every aspect of the passenger journey through Heathrow Airport from arrival at the terminal to take-off from the runway, and the reverse journey, focusing on an enjoyable and efficient experience for everyone who chooses to fly.”

Mark A. Izatt – Chair

Heathrow Passenger Forum



The Heathrow Passenger Forum (HPF) monitors the end-to-end passenger experience. It considers any issue in connection with Heathrow Airport that would impact passengers and reports its conclusions and recommendations to CISHA and the airport.

Customer Experience and Satisfaction

Throughout 2023 the key performance indicators for customer satisfaction around service levels improved considerably, returning to the pre-pandemic levels of 2019. Areas that required attention and investment included congestion in departure lounges, connecting journeys, baggage waiting times and non-EU immigration queues. These areas are benefiting from a renewed focus from the airport throughout 2024. Improvement was seen in wayfinding, check-in times, trolley availability, and the provision of Wi-Fi.

Following a programme of work by the airport involving ground handlers and airlines, there was a significant improvement in the punctuality of departures which, for the first time in two years, has overtaken that of arrivals.

There has been a subsequent decrease in night flights and on-the-day cancellations, which are now largely confined to periods of adverse weather conditions. The airport achieved its target of 110 quiet nights throughout the year and is aiming to increase this figure to 160 in 2024.

In November the HPF Chair participated in an Aviation Accessibility review workshop conducted by the Department of Transport.

First Transatlantic Flight Using 100% SAF

In other news, a forum member made history when he was on the first transatlantic flight using 100% sustainable aviation fuel (SAF). Whilst routine 100% SAF flights are still a little way off, the flight was a positive exercise for the aviation industry. The flight demonstrated how sustainability does not need to be a competitive issue and that a collaborative approach and a shared commitment can help enable the industry to move towards more environmentally friendly air travel and achieve the aviation sector's goal of meeting net zero emissions by 2050.



The first transatlantic flight using 100% sustainable aviation fuel.

New Scanners at T2

Forum members also met to perform an airside inspection of the security processes at Terminal 2, including the testing of the new advanced scanners that enable passengers to be scanned without removing clothing, and liquids and large electronic items are able to remain in bags. When fully complete, passengers will likely benefit from the rule change on the way out and as they travel through the airport, but they will still need to be conscious of their overseas departure and transfer airport rules. Indeed, as forum members reflected, the pace of change and its universal acceptance only goes at the speed of the slowest jurisdiction. HPF stressed the importance of clear passenger communications around the upgrade work and the new rules.

HPF's focus in 2024 will be on punctuality, baggage times, and passengers requiring extra care – as well as continuing to closely monitor performance and customer satisfaction as passenger numbers continue to increase. The forum will also be expanding its membership to broaden its demography.



Mark A Izatt
Chair, HPF

79.2 MILLION
PASSENGERS
AN ALMOST 30% INCREASE ON 2022

4 HPF MEETINGS,
INCLUDING ONE DEEP DIVE
MAR, JUN, SEP, DEC



“Heathrow welcomes the air quality scrutiny report from CISHA. As one of the most important environmental issues faced by airports, we were pleased that air quality was selected as the inaugural scrutiny project for the Council.”

Heathrow Airport Limited

CISHA — Project Work

Heathrow Scrutiny 2.0

Part of our role at CISHA is to scrutinise Heathrow's position on sustainability, monitoring and challenging its performance and progress against commitments set out in the Heathrow 2.0 'Connecting People and Planet Sustainability Strategy' published in February 2022.

The first sustainability scrutiny project commissioned by CISHA was on the topic of air quality, as detailed below.

SUSTAINABILITY SCRUTINY PROJECT: Community Views on Air Quality Around Heathrow Airport

CISHA maintains regular communication with local residents in order to develop and deepen its understanding of what it is like to live near one of the world's busiest airports. One of the issues that was raised regularly was that of air quality, an area in which it was felt the local community lacked a voice.

In response to this, CISHA commissioned consultancy firm Thinks Insight and Strategy to conduct an independent review of the local community's views on air quality, including perceptions of Heathrow's actions and commitments to improve it.

The project ran from June until October 2023 and was informed by views of residents who live in the surrounding area. Thinks Insight used various research methods including closed surveys, open community surveys, 6 focus groups, a webinar and a series of 16 in-person events around the community.

754 SURVEY
RESPONSES

16 IN-PERSON
EVENTS

6 FOCUS
GROUPS



Heathrow is legally capped at 480,000 Air Traffic Movements (ATMs) per year. This includes scheduled passenger and cargo flights, charter passenger and cargo flights, and government charter flights counting towards the capping condition.

CISHA — Other Work

Project Findings

A full report and summary report on the findings were published in December 2023. These include a set of recommendations to the airport on improvements that could be made to its work and funding in relation to air quality. These fall into the five broad categories detailed below, and both HAQWG and LCF will be involved in monitoring action taken as a result:

1. Building evidence on the impact of air pollution around Heathrow Airport on public health.
2. Expanding the monitoring infrastructure around Heathrow Airport.
3. Improving the way Heathrow Airport communicates and displays air quality data.
4. Introducing independent oversight over Heathrow Airport's air quality targets.
5. Setting air quality targets and expectations for airlines and other airport suppliers.

CISHA later published a response from Heathrow Airport to these recommendations, in which it stated:

"Heathrow welcomes the air quality scrutiny report from CISHA. As one of the most important environmental issues faced by airports, we were pleased that air quality was selected as the inaugural scrutiny project for the Council. The activity has added significant information to help inform our ongoing work through Heathrow 2.0 to deliver clean air at and around Heathrow. Air quality is improving yearly. This is the result of several factors, including increasingly lower emissions vehicles and a growing number of electric vehicles at the airport and in the community, and increasingly lower emissions aircraft. This positive trend has continued for over a decade."

Recommendations to the Heathrow Executive

In September 2023, the former Chair Baroness Sugg presented to the Heathrow Executive outlining CISHA's role, remit, and achievements since she took up post. This included a number of recommendations for the airport:

- Underline genuine commitment to the area.
- Deliver on, and invest in, previous promises.
- Make progress on complex issues.
- Improve communications.
- Work closely with CISHA to develop a strategy on community engagement about any future development plans.

In 2024 CISHA will continue to reinforce these recommendations in its engagement with the airport.

Meet-and-Greet – Parking Special Interest Group

The Local Community Forum and the Heathrow Area Transport Forum worked together to explore the impact of antisocial parking on residential roads around Heathrow and the adverse effect this has on the wellbeing of residents. The causes of such antisocial parking are complex but include mini-cab drivers seeking to avoid the Authorised Vehicle Area and rogue meet-and-greet operators parking passengers' vehicles in residential streets rather than in areas designated for off-street parking. There are often misleading claims about where passenger vehicles will be stored and, in such instances, there are calls for trading standards to be involved. Customers are clearly unaware their cars are being abandoned in local streets or used for illegal activity rather than being parked in secure designated parking areas. As airport activities return to pre-pandemic levels, and more operators are looking to exploit passengers, complaints about these rogue operators have increased. Other causes of antisocial parking include freight vehicles waiting to access the cargo terminal and passengers taking advantage of the free unrestricted kerbside parking near the airport. There is also some concern that airport workers are parking in neighbouring streets just outside of the ULEZ to avoid the charge, although there is only limited evidence for this.

**ENHANCED
COLLABORATION
BETWEEN FORUMS**



CISHA — Other Work continued

LCF members produced heat maps showing the most affected areas around Heathrow. Representatives from Aviation Policing provided an update on their work and all parties agreed the matter had to be escalated to ensure appropriate action was taken. For progress to be made, it was also agreed that there would have to be a collective effort.

Acting on these concerns, and following escalation of this issue to its quarterly meeting, CISHA commissioned an independent review into best practice with the aim of collating a set of recommendations that LCF could evaluate and discuss further. Incorporating the forum's feedback, LCF put together a paper that their Chair presented at the Heathrow Area Transport Forum.

CISHA and the LCF were keen to identify concrete and viable solutions to address the problem and involve all key decision makers in the process. HATF, along with the Heathrow team, local authorities, and the Heathrow Strategic Planning Group, gave their commitment to drive progress forward with a Special Interest Group specifically dedicated to dealing with this issue.

The outcome of this process to date is encouraging. Aviation Policing had a major breakthrough with 13 arrests across several rogue meet-and-greet companies. These companies were responsible for 90% of the meet-and-greet offences, which resulted in a rapid decline in reported incidents. Community members are also pleased to report they have noticed a decline in illegally parked vehicles in their neighbourhoods.

This is by no means the end of the matter, as more companies are regularly being created, but it is a step in the right direction. We are all grateful for the work of the aviation police and the Parking Special Interest Group who will continue to work hard to find solutions to this problem in 2024 and beyond.

"It is my responsibility to ensure voices are heard, effective discussions are held, and that we deliver open and honest engagement and feedback to Heathrow, the CAA and the Government."

Baroness Liz Sugg upon the launch of CISHA, September 2022

Heathrow Airport Noise Insulation Scheme

In May, Baroness Sugg, then chair of CISHA, oversaw the first meeting of the Prioritisation Panel for Heathrow Airport's new Noise Insulation Scheme. This panel will make recommendations on the approach Heathrow should take as it begins work on this new scheme.

The scheme will replace various projects that have been running over previous years. As the independent chair of the panel, which met regularly throughout 2023, Baroness Sugg was keen to work with the airport to ensure the new plans were fair, transparent, and accountable. The importance of ensuring that the scheme has as much take up as possible in order to provide maximum benefit to local communities that are impacted by the noise from the airport was emphasised by CISHA.

The Prioritisation Panel includes an independent noise expert as well as community representation to ensure that the health impacts of noise and the views of communities are at the heart of its discussions.

At its first meeting, the decision was made to roll out the scheme using community and natural boundaries, informed by aircraft noise exposure rather than using noise exposure contours alone.

The panel will not only establish a coherent approach to tackling noise pollution by prioritising issues in a rational manner but will also escalate disputes if required and even determine outcomes in some cases.

CISHA will review the new noise insulation scheme process and associated airport communications to ensure they are straightforward and clear for residents.

49 WEEKLY NEWS BULLETINS

A VALUABLE BRIEFING FOR OVER 200 KEY COMMUNITY AND STAKEHOLDER CONTACTS



CISHA — Other Work continued



CONSULTATION RESPONSE: CAA Performance Framework for Airline Accessibility Consultation

In 2023 the Heathrow Passenger Forum responded to the Framework for Airline Accessibility Consultation (AAC) by submitting their views and recommendations for improvements. An area of the airport experience that receives constant scrutiny is that around extra care passengers. HPF is provided with regular updates at its quarterly meetings, following up on individual passenger experiences that are brought to its attention and through deep dives into the matter such as the one held in June 2023.

In May 2023, 190,000 passengers travelling through Heathrow required assistance. Prior to the COVID-19 pandemic, extra care passengers represented 2% of the total, yet post-pandemic this figure had risen to 2.84%. Future demand estimates previously suggested 3% by 2026, but clearly this will be reached much sooner, which is very welcome news as everyone is entitled access to fly.

The UK Civil Aviation Authority (CAA) has a threshold of 97% for the proportion of passengers within the extra care category to have an experience that is up to standard. This results in the airport being ranked as 'good' and 98% for 'very good'. In 2022 Heathrow did not meet this target as, despite its best efforts, recruitment and training issues hampered its operation. Subsequently Heathrow was rated as 'poor' and as 'needing improvement' in the CAA's latest report.

It is HPF's view that extra care passengers should have an onboard experience that matches their requirements and is not compromised in any way and this was reflected in the consultation response.

190,000 ASSISTANCE TRAVELLERS

Heathrow Easterly Alternation Local Authorities Consortium Chairmanship

In November CISHA's Interim Chair agreed to become the independent chair of the Heathrow Easterly Alternation Local Authorities Consortium. This consortium was established as part of Hillingdon Council's Environmental Impact Assessment scoping process around easterly alternation and Heathrow's intentions to implement the ending of the Cranford Agreement. The Consortium brings together relevant local authorities to share information and to have questions answered in an open and collaborative way.

UKACCs

CISHA is a member of the UK Airport Consultative Committees Liaison Group (UKACCs). This group brings together 24 airport consultative committees from all around the United Kingdom to discuss matters of common interest and to share best practice and concerns.

In November 2023, Heathrow Airport and CISHA jointly hosted the UKACCs annual meeting where the focus was on extra care passengers and environmental sustainability in aviation.

Resourcing

CISHA is currently staffed by 2 employees (1.75 FTE) and 2 part-time non-executive directors who provide additional support on finance, strategy, and communications.

2024

Recruiting a new independent chair is the priority for the first half of 2024 followed by the launch of a community-led engagement programme throughout the summer. CISHA will hold its second Open Forum in April to provide an early opportunity for the new Heathrow CEO to meet with stakeholders and communities. Submitting a response to the Department for Transport's consultation on night flights is a high priority.

24 AIRPORT COMMITTEES

Heathrow Community Engagement Forums

Heathrow Community Engagement Forums

