

## HEATHROW AIRPORT CONSULTATIVE COMMITTEE

### Minutes of the Meeting held on 11<sup>th</sup> June 2009 at Heathrow Point West

#### PRESENT:

|                                   |   |                              |
|-----------------------------------|---|------------------------------|
| Sam Jones, Chairman               | - | HACC                         |
| Maurice Hudson, Technical Adviser | - | HACC                         |
| Carole Havercroft, Secretary      | - | HACC                         |
| Cllr. James Randall (Deputy)      | - | LB Ealing                    |
| Cllr. John Oswell                 | - | LB Hillingdon                |
| Cllr. Graham Horn                 | - | LB Hillingdon                |
| Cllr. Santokh Dhillon             | - | LB Hillingdon                |
| Cllr. Felicity Barwood            | - | LB Hounslow                  |
| Cllr. Martin Elengorn             | - | LB Richmond upon Thames      |
| Cllr. Christopher Turrell         | - | Bracknell Forest BC          |
| Cllr. Malcolm Beer (Deputy)       | - | RB Windsor & Maidenhead      |
| Cllr. Morton Moore (Deputy)       | - | Runnymede BC                 |
| Cllr. Balvinder Bains             | - | Slough BC                    |
| Cllr. Alan Oxley                  | - | South Bucks District Council |
| Cllr. George Trussler             | - | Spelthorne BC                |
| Cllr. Denise Grant                | - | Spelthorne BC                |
| Virginia Godfrey                  | - | HACAN/Clearskies             |
| Susan Parsons                     | - | ABTA                         |
| Roger Wiltshire                   | - | BATA                         |
| Steve Ronald                      | - | IATA                         |
| Margaret Majumdar                 | - | EANAG                        |
| Rob Gibson                        | - | LAANC                        |
| John Gurney                       | - | TUC                          |
| Brian Yates                       | - | Consumers' Association       |
| Andy Hull                         | - | Independent                  |
| Susan Laurie                      | - | Independent                  |

#### HEATHROW AIRPORT LIMITED

|              |   |                                    |
|--------------|---|------------------------------------|
| Mike Brown   | - | Chief Operating Officer            |
| Mike Forster | - | R3 Director                        |
| Simon Baugh  | - | Director of Airport Communications |

#### PRESENTERS

|               |   |                   |
|---------------|---|-------------------|
| Roger Gardner | - | Omega             |
| Philip Astle  | - | UK Borders Agency |

#### APOLOGIES FOR ABSENCE:

##### Apologies for absence were received from the following:-

1. Cllr. Ian Potts (LB Ealing), Cllr. Peter De Vic Carey (LB Hounslow), Cllr. Jim Maddan (LB Wandsworth), Cllr. Denise Saliagopoulos (Surrey County Council), Murad Quershi (London Assembly), Frank Wingate (Future Heathrow), Iain Hope (LCCI), Philip Carlisle (GTMC), Lynette Braithwaite (AUC), Keith Harlow (Independent), Colin Mitchell (Independent).

#### **4255 MINUTES OF THE PREVIOUS MEETING**

Minutes of the meeting held on 25<sup>th</sup> March 2009 were agreed.

#### **4256 MATTERS ARISING**

**(a) Minute 4236 – Mike Brown to continue work in progress on Use of Freedom Cards on Heathrow Connect service.**

1. There was no further update to report on this issue.

**(b) Minute 4237 – Secretary to send letter of thanks to Pieter Betlem on his retirement from the PSSC.**

1. The Secretary had actioned this.

**(c) Minute 4238 – Mike Brown to investigate suggestion of installing large analogue clocks at strategic points throughout Terminal 5.**

1. There was no further update to report on this issue.

**(d) Minute 4238 – Public Affairs to send a notification to the HACC and local authorities in future if they are aware of a problem in the vicinity (i.e. recent high levels of glycol at Mayfields Farm).**

1. This was an action for the future, if proved necessary.

**(e) Minute 4238 – BAA to provide a note on the current situation on the use of glycol levels.**

BAA had established a Working Group with third party colleagues at the airport to look at de-icing. Currently, some less environmentally benign products are used at Heathrow, but the issue is not their impact on the environment long-term, as all de-icant is biodegradable and you will find glycol in drugs and sweets as a preservative, for example. However, in the context of the airport, the glycol, while being broken down, strips oxygen from water, which tended to have consequences for aquatic life. In addition, if that oxygen is reduced, then bacteria can grow more rapidly and this can cause a sulphurous smell.

BAA were actively looking at this as part of the Working Group, starting with negotiations with the suppliers of glycol to begin recovery at Heathrow. Assuming the contact can be put in place in time, it was hoped to start recovering glycol in November.

**(f) Minute 4238 – Establish how many Apprentices were appointed at the Apprenticeship Fair in February 2009.**

1. The Apprenticeship Fair offered young people from local communities around Heathrow the chance to find out more about some of the apprenticeship opportunities provided by companies near to the airport, including those other than BAA.

There were 300 different apprenticeships available in the area ranging from engineering to bricklaying.

There was no direct recruitment at the Apprenticeship Fair, but an opportunity for people to make their interests known and to understand more about the different companies which could offer opportunities.

All of the representatives had said that they would take on groups of people they had met at the Apprenticeship Fair. In terms of the annual intake from BAA's own Apprenticeship Scheme over the last five years, this is as follows:-

| <b>Year</b> | <b>Intake</b> | <b>Total Number</b> |
|-------------|---------------|---------------------|
| 2009        | 15            | 79 apprentices      |
| 2008        | 21            | 80 apprentices      |
| 2007        | 17            | 80 apprentices      |

**(g) Minute 4244 – Virginia Godfrey (HACAN/Clearskies) to provide Secretary with outline of concerns re: Further Amendments to Noise (England) Regulations 2006.**

1. This had been provided to the Secretary.

**(h) Minute 4247 – Jon Proudlove to provide written update on a wider community consultation re: NATS Terminal Control North (TCN).**

1. Following simulation and technical testing of new designs for the TCN airspace there is still more work to be done before NATS publish plans for this part of the airspace. That work is on-going and were therefore, unlikely to make a decision on a date for further consultation until later in the Summer.

**(j) Minute 4248 – Technical Adviser to raise NTKWG points at ANMAC meeting on behalf of HACAN/Clearskies.**

1. This had been actioned by the Technical Adviser.

He said that members of ANMAC had discussed this at the meeting on 14<sup>th</sup> May 2009. A Summary of the discussion of that meeting had been circulated. However, it did not disclose much detail, due to the confidential nature of the proceedings,

**(k) Minute 4248 – Technical Adviser to write to the DfT to seek Statutory Consultee status for the National Policy Statement on Aviation.**

1. This had been actioned by the Technical Adviser.

At the Annual Meeting of the Airport Consultative Committees in Belfast on 27<sup>th</sup>/28<sup>th</sup> May 2009, there was a document agreed which was submitted, calling for all Consultative Committees to be included as consultees for any National Policy Statements, particularly the Aviation Statement which was being prepared, so that they could be seen in a Draft capacity.

It was thought that the voice calling for that would be much stronger, if it came from all of the Consultative Committees, rather than individuals. A response was awaited from the DfT.

**4257 REPORT BY THE CHAIRMAN AND SECRETARIAT  
Committee Membership**

1. (a) A letter had been received from:-  
**London Borough Hillingdon** advising that Cllr. Mohammed Khursheed had been appointed Leader of the Labour Group. Therefore, he had decided to step down as the main HACC Member and become the Deputy in favour of Cllr. John Oswell, **Bracknell Forest Council** confirming the re-appointment of Cllr. Christopher Turrell as the main HACC Member and Cllr. Mary Ballin as Deputy.

2. The Chairman requested that a letter of congratulations be sent to Cllr. Khursheed on his appointment as Leader of the Labour Group at the LB Hillingdon.

**ACTION:**  
**SECRETARY**

**(Secretary's Note):** This has been actioned.

- (b) The Annual Meeting of the Airport Consultative Committees took place in Belfast on 27<sup>th</sup>/28<sup>th</sup> May 2009 and a report will be submitted to the July meeting of the Committee.

**4258 ENVIRONMENTAL CONDITIONS AROUND HEATHROW AIRPORT**

1. A presentation by Roger Gardner, CEO of Omega about work they had undertaken on the environmental climate around Heathrow Airport was made to the Committee.*(enclosed)*.

Following on from this update, Members asked questions/responded.

2. The Chairman asked from where the Omega funding originated and who the management were.

Roger Gardner responded that Omega received its funding from the Higher Education Funding Council for England, which incorporated nine Universities, including the Manchester Metropolitan University where Omega was based. This was the sole funding source for the first Phase, although there had been some small add-ons. For the future, the same situation was envisaged, principally, Government funded, backed by the Research Strategy Board. Equally, Omega were keen to have a broader fund which actually supported the work, with the right source of independent governance. This would enable them to draw resources from a wider pool of interested parties. Provided the governance was right, Omega were confident that they could maintain the independence and stamp of authority of academia.

The total budget was running at £2.5 million per annum and it was hoped that the programme would be funded to at least that level next year, or hopefully, a good deal more, on the basis that the studies had been broad.

3. Margaret Majumdar referred to open rotor engines and asked for clarification as to whether they would be noisier or quieter than existing engines, as it was not clear.

Roger Gardner responded that the technology would be noisier than an equivalent brand new shrouded fan, but they would be quieter than the existing engines that they would replace.

4. Margaret Majumdar referred to the statement made in the presentation that 'people were more disturbed by the unexpected'. This was a surprising comment, as personally when the airport was on easterlies and there was a sudden departure noise in Ealing in the morning, when it was known it would continue until 11.45 .p.m. this did not make it any less disturbing as the day went on. It was thought that if a person knew they would constantly hear aircraft noise, it continued to be disturbing,

Roger Gardner responded that it was agreed that it continued to be disturbing, but the attitude towards that disturbance may appear to change. Therefore, the question may be habituation versus change.

It was not an issue that Omega said that they understood, but it was one that had come out of analysis of the work and discussion, that the observation had been made.

5. Virginia Godfrey asked if Omega would be making predictions about the changing levels of nitrogen dioxide around Heathrow.

Roger Gardner responded that the answer was probably no. Omega saw their contribution as providing some of the clear understanding about the causes of NoX emissions and the mitigation that might be applied.

The part in the middle to which this question applied, was more in the realms of those who supported either the airport, authorities or Government in carrying out various different types of modelling for compliance purposes. This was a task which Omega did not think they could offer so much assistance, as there were well established communicators already in control of this, either in the UK or France.

Virginia Godfrey asked if Omega would be able to determine the effectiveness of noise mitigation.

Roger Gardner replied that he would need to leave this as an open answer, as this question was not known. So far, Omega had been trying to understand the nature of noise disturbance. Logically, if a better handle on that was achieved, it should be possible to define and suggest ways in which that noise could be reduced or its perception. Clearly, it was hoped to be able to do more in that area to find some potential long-term noise related solution. However, the question would be did Omega know enough to be able to say that it was the right thing to do.

6. Rob Gibson stated that it was known that the Government had set greenhouse gas emission targets in its decision announced by Geoff Hoon MP on 15<sup>th</sup> January 2009, and where BAA needed to reduce its emissions to 2005 levels. He asked that out of the 41 Omega projects worked on, which were thought most likely to achieve that target.

Roger Gardner responded that he thought understanding the potential of future technologies and how to liberate these for the best fuel efficiency and removing the inefficiencies within the ATM system, clearly understanding the role and potential for economic instruments, together with offsetting included as part of the package to achieve lower levels.

These were examples, but there were others amongst the list, which would be included, as well as looking at scenario work about the development of both fleet turnover and change, where analysis work had been undertaken to look at the way in which the fleet turned over. Therefore, it was thought that at least 12 of the listed projects would have some impact on that particular topic.

Rob Gibson said that he believed this was a very important point in terms of Omega retaining their funding, as he did not see another body conducting such work to this level. It was hoped that that the funding would continue and be increased.

7. The Technical Adviser stated that earlier in the year, Martin Capstick from the Aviation Environment Division at the Department for Transport had addressed a meeting at Heathrow. He had pointed out that the question of air pollution in the area, which was currently a topical subject, was one where on the work that the DfT had carried out, it was shown that there was a very much greater contribution to the air pollution from road traffic around the airport than the aircraft from Heathrow. This was not surprising, given the proximity of the M25, M4, A30 and A4.

Mr. Gardner was asked if he would like to comment on this and whether such a fact had emerged from the work that Omega had conducted.

Omega did not anticipate to be spending much effort upon the road aspect, as their work was very much aviation oriented.

The Chairman thanked Mr. Gardner for his informative presentation.

#### **4259 BAA CORPORATE RESPONSIBILITY REPORT 2008**

1. Report by Technical Adviser (**HACC.556**) had been circulated with the Agenda and was noted. Members had received a copy of this BAA report.

#### **4260 HEATHROW MANAGEMENT MATTERS**

1. (a) Dialogue with Mr. Mike Brown, Chief Operating Officer of Heathrow Airport.  
(b) BAA Heathrow Update and Statistical Information had been circulated with the Agenda and was noted.

Mr. Brown presented his Heathrow Update report with Mike Forster (*enclosed*).

2. Mike Forster confirmed that as part of the Environmental Noise Directive 2002/49/EU and the Environmental Noise (England) Regulations 2006, Heathrow Airport were required to publish a Draft Noise Action Plan to manage aircraft noise impacts over the five-year period 2010-2015. The document will aim to demonstrate BAA's continuing commitment to managing aircraft noise impacts associated with Heathrow's operations. A 16-week public consultation would commence on 12<sup>th</sup> June 2009 and run until 5<sup>th</sup> October 2009. Copies of the consultation document would be sent to Members of the Committee.

**ACTION:**  
**MIKE**  
**FORSTER**

3. Mike Forster referred to the R3 update in the report. Following, the announcement by Geoff Hoon MP in January 2009, BAA had carried out an initial scoping exercise which was presented to the Board at the end of May. The team were now gearing up the work with a view to developing Masterplan options and understanding the implications of the new Infrastructure Planning Commission (IPC) process, and the associated consultations that will be required. An update on the process would be provided to the Committee at a future meeting.

**ACTION:**  
**MIKE**  
**FORSTER**

4. Mike Forster referred to High Speed Rail. As the Members were aware, at the same time as the 15<sup>th</sup> January 2009 announcement made by Geoff Hoon MP, there was also an announcement relating to High Speed Rail proposals, with a group set up to reach a conclusion around the route from London-Birmingham by the end of this year.

The work was defined into four group sections; the first for the work at the Birmingham end, the second for the work at the London end, the third, to establish the alignment of the track between the two, with the fourth relating to the International Interchange. The stage reached on the work by the fourth group, was that options were being drawn up by the end of June for locations of the Interchange ready for evaluation.

This was a significant piece of infrastructure for London, as eventually it would be an Interchange between High Speed 1 (the new name for the Channel Tunnel), NS2, which was the North Western Line, the Great Western and Crossrail and probably some Underground trains and train access into Heathrow.

Following on from this update, Members asked questions/responded.

5. Rob Gibson raised a point of concern following the events of the recent Air France aircraft tragedy. In relation to airports and Climate Change, as it is predicted that weather patterns in the UK will become more unstable due to the effects of greenhouse gas emissions and the resulting Climate Change, could the Committee be informed of what consideration/any measures BAA/others were taking in relation to planning for these changes and particularly the possible increasing risk of lightning strikes.

Mike Brown responded that this was a very difficult question to answer. However, in effect BAA would continue as now. It was a NATS function to reduce the flow rate in and out of the airport, on the basis of the varying weather conditions that arise. Clearly, were there to be a significant change in the frequency of lightning and the particular types of weather patterns, those interventions would need to happen more often.

As always, all the various parties involved; the airport, airlines and NATS put safety at No. 1 during bad weather.

However, there was no current review underway in terms of how the airport would operate under disruption in a given scenario of a fundamental change to the climate. Clearly, this would be kept under review.

6. Rob Gibson referred to the BAA Corporate Responsibility Report 2008. He asked if the figures on page 20, (Fig. 11) for Passenger Movements were reduced.

Mike Forster said that he would establish this.

**ACTION:**  
**MIKE**  
**FORSTER**

7. Rob Gibson referred to the High Speed Rail 2. He thought that the link had been made more high profile and that the service was to travel between London-West Midlands and not specifically in the first instance, between London-Birmingham.

Mike Forster responded that the service would travel into the West Midlands but the fixed option would be into Birmingham.

8. Cllr. Bains referred to the Appeal submitted by BAA to the Competition Commission against the sale of three London Airports. He asked how the sale of Gatwick Airport was progressing.

Mike Brown responded that the sale process of Gatwick Airport continued. It was fair to say that there was much commentary in the media on this subject. No deal was complete until it was signed and sealed. BAA still awaited this.

9. Virginia Godfrey referred to the BAA Draft Noise Action Plan and asked how extensive was the list of consultees.

Mike Forster responded that BAA could provide a list of consultees.

**ACTION:**  
**MIKE**  
**FORSTER**

#### **4261 UK BORDERS AGENCY**

1. A presentation by Philip Astle, Director, Border Forces Heathrow, UK Border Agency on the work of the re-organised Agency, which now combines Immigration and Customs was made to the Committee (*enclosed*).

Following on from this presentation, Members asked questions/responded.

2. Andy Hull referred to the fact that as Border Controls were tightened, would be illegal Immigrants became more innovative. It was understood that Ireland was being used as back-door entry into the country, as there was no Passport Control.

Philip Astle responded that the UK Border Agency sought to address this in the new legislation.

3. The Technical Adviser stated that he had recently returned from Belfast where he had attended the Annual Meeting of the Airport Consultative Committees. At Belfast Airport, there were no obvious security checks visible.
4. The Technical Adviser stated that given the Government's Open Door Immigration Policy, the UK Border Agency must have a difficult job in determining what or who constitutes an illegal.

There were relatively frequent Press articles about Detention Centres outside of the Airport, e.g. Harlington, where people had escaped, particularly Chinese children. There were also various stories about numbers of passengers being released and told to report to Croydon, when they in fact, never reach the destination because they disappeared into the population.

The Technical Adviser asked the factor which determined if a passenger was returned immediately or is detained or is told that they can report to the Home Office in Croydon.

Mr. Astle replied that was dependent upon why a passenger was stopped in the first place. If a passenger was stopped at the Border and Immigration decided that they should not enter the country, they would be returned immediately. If a passenger was caught inside the country, a passenger would be moved to a Detention Centre of some form.

If a person was considered to be more of a high risk of absconding, they would be moved back to where they came from. If however, during that process they claimed asylum, they had the protection of the law behind them, and had to be kept in this country until their claim had been determined.

It would probably be these people reporting to Croydon. In respect of those who had claimed asylum and were not considered to be a high risk of disappearing into the Black Market, e.g. whole families who could be given temporary admission, their travel documents would be retained by Immigration and then they reported to Croydon to claim asylum. These cases can take a considerable time to be heard, which was right and proper as it safeguarded the individuals.

At Heathrow, the vast majority that should not be entering the country were turned straight around the same day.

5. The Technical Adviser commented that several years ago, the Committee were concerned at the low number of sniffer dogs that were being employed. After some representation, the numbers were increased.

The Technical Adviser asked how many sniffer dogs were now employed at Heathrow, also, were the incoming passenger check-lists obtained from the airlines. There had been a number of complaints to the Committee on the very restrictive staff coverage of the services when IRIS enrolment was not available. Therefore, would the staff numbers be increased.

Mr. Astle responded that the opening times of the IRIS service was advertised at Heathrow, which was ten-hours per week. There was not believed to be a significant problem, although it was understood that there was a problem at Terminal 4 in that the service had been badly sited. At other Terminals, the service was still enrolling large numbers of passengers. Mobile IRIS Enrolment Stations would also be introduced at various locations. However, there would not be a large investment of funds into IRIS enrolment, as it had a limited shelf life. The system did occasionally break down, but an engineer was on site to repair within an hour.

With regard to the number of sniffer dogs employed, the kennels were full. The dogs were now multi-scented, to enable them to perform more than one task. In the past, single scented dogs could only perform one operation. Now, they could either sniff for tobacco or explosives or one or the other. In most cases, the dogs were able to work on two scents, so that this increased the risk reduction. The dogs could look for products of animal origin. Those dogs that were single scented would continue to be so.

At present, the availability of passenger lists was still under a voluntary code Trial. which had been running for the past three years. e-Borders, will over the next three years, gradually ensure that all airlines and private passenger aircraft, (including those using the Channel Tunnel, ferry companies and all means of transport that brought people from overseas to this country) would need to submit passenger data 24 hours before departure. This enabled Immigration to know who has booked seats and stop them boarding a flight, if necessary. There was also a second data trail after take-off.

It would take several years, before there was an entire coverage. At present, there was coverage of up to 60 million passengers, which would be increased to 100 million passengers by Christmas 2009. It would be 2011 before total coverage was achieved. At that point, the UK Borders Agency would know who was entering and leaving the country.

6. John Gurney commented that at the Passenger Services Sub-Committee meeting held on the morning of 11<sup>th</sup> June 2009, the Quality Service Monitor (QSMs) were studied. Some of the Border waiting time totals had received negative feedback from the passengers.

On a positive note, it was nice to see the Immigration staff looking smart and professional in their new uniforms compared to how they looked previously.

Philip Astle agreed that the new European uniform of the Immigration staff made them identifiable and would separate in colour from the BAA security staff.

The point was taken regarding passenger complaints on Border waiting times. However, people tended to complain they had been waiting in the queue for 40 minutes, when it was in fact only 3½ minutes. This was human nature.

7. Cllr. Dhillon asked firstly, how long could a person be detained in this country. Secondly, how many illegal people were actually in this country.

Mr. Astle replied that with regard to the amount of illegal people in this country, from 2011, the UK Borders Agency would be able to tell if there were more people entering than leaving. At some point, if they counted everyone that was in, on a nationwide Census, from that moment on, they would be able to determine this. At present, people leaving the country were not counted. Until e-Borders was fully introduced, it was not possible to answer this question.

With regard to how long an illegal person could be held, this depended on what they had done. If they were illegal for criminal matters, it was this aspect that allowed that person to be detained. The majority of people who were held for a long time were those applying for Appeal.

In the simplest of case, if a passenger arrived who it was decided should not be allowed to stay in the country, they could be kept at Heathrow Airport for 24-hours. Otherwise, they were sent to Harmondsworth Detention Centre. However, if a person in the country had a right of Appeal, that process could involve years, if it was taken to the House of Lords. Whilst people were a threat either to security or another public state, they could be held for as long as they were illegal.

There were also some foreign prisoners who had completed their sentence, but were unable to be removed, because the country that they came from would not accept them back, and who also were being held for a considerable period. Each case had to be looked at by a Judge and an Immigration Tribunal was held every 28 days.

8. Cllr. Moore asked if the signage used was only in English or whether there were other languages as well. The word 'Passport' was similar in major languages, but the word 'Border' was not. It was difficult to identify.

Mr. Astle confirmed that all of the signs were in English. The question asked, was a point that had been raised by other people also. There was a team looking at multi-lingual signage and the requirement. People did arrive in the country not understanding the English signage. However, whether total coverage was achieved was not known, but there would be some International signs, but only in a few languages.

9. Cllr. Bains referred to an incident in Slough, where the house of a law abiding citizen had been raided during the day, but it was a case of mistaken identify. No explanation was given, although the person had proved himself.

Mr. Astle replied that like any law enforcing agency, if mistakes were made, an apology should be issued accordingly.

10. Cllr. Dhillon complimented the work of the UK Borders Agency, but fraud was still being carried out in this country for which people should be arrested.

Mr. Astle replied that the UK Borders Agency could by law confiscate goods, if it was thought that they were the gains of crime. Last year, at Heathrow, the possessions of 22,000 people were confiscated as they left the country. The more serious offenders, as opposed to the small time crooks were chased by the Recovery Team of the Serious Organised Crime Agency. As to how successful they were, it was not as easy a process as the Government declared it would be four years ago, when it was created; recovery was difficult. However, it was agreed that people should not be able to leave the country with the proceeds of those crimes. It was a target to prevent them from doing so.

The Chairman thanked Philip Astle for his informative presentation.

#### **4262 EXPANSION OF HEATHROW AIRPORT**

1. Report by Technical Adviser (**HACC.559**) had been circulated with the Agenda and was noted. The Department for Transport had released details of ongoing work under the Freedom of Information Act.
2. The Technical Adviser stated that the information on the setting up of the Heathrow Delivery Project Board was several months old. It may be that the Board had now met and BAA were represented.

Mike Forster responded that the first meeting was scheduled for 3<sup>rd</sup> July 2009, at which BAA would be attending as observers.

**ACTION:**  
**BAA**

3. Rob Gibson asked if the Minutes from that meeting would be made available, and it was thought that it would be useful for a Transport for London and local authority representative to be on that Board to deal with road issues.

Mike Forster replied that with regard to the circulation of the Minutes, this question should be addressed to the DfT. It was understood that the proposed Membership of the Board was still being considered.

#### **4263 BAA HEATHROW CAPITAL INVESTMENT PLAN**

1. A copy of the 452 page consultation had been received from BAA and would be the subject of a report to the meeting of the Committee on 29<sup>th</sup> July 2009.

#### **4264 ANMAC MEETING OF 14<sup>th</sup> MAY 2009 AND THE ENDING OF THE CRANFORD AGREEMENT**

1. Report by the Technical Adviser (**HACC. 555**) had been circulated with the Agenda and was noted.
2. The Technical Adviser referred to the existing monitoring positions. The process of setting up new positions was somewhat complex and took BAA some time to achieve. A location had to be determined where background noise was at a relatively low level and where noise from aircraft could be identified. The agreement had to be obtained from the landowner, perhaps by leasing the site and it was possible that it might also be necessary to seek planning permission. It was a lengthy procedure.

Areas that were not sufficiently covered at present were being identified.

This was all being carried out on a confidential basis as discussed at the ANMAC meeting. When positive sites were located and a prospect of a monitor being installed, further information would be given.

3. Rob Gibson stated that he was dissatisfied with the way in which ANMAC were operating in relation to this subject.

Previously, they had been challenged at their unwillingness to provide the Minutes of the ANMAC meetings. A compromise had been reached with the distribution of a Summary Note. However, he would like this matter brought to the attention of ANMAC again.

**ACTION:**  
**TECHNICAL**  
**ADVISER**

In terms of the abolition of the Cranford Agreement, this would have a huge impact on people. It was for this reason that dissatisfaction was shown that the local authorities were not involved. In relation to the actual work, it would be of interest to learn of the nature of this and the timescales. Did it include taxiway improvements and airspace design.

Mike Forster responded that in terms of the physical environment across the airport, NATS were involved in the modelling required to understand exactly what had to be put in place. The physical structure of the airport currently, the hold, where the aeroplanes got onto the runway and the rapid exit ways which allowed aircraft to get off the taxiway were all designed around the way the Cranford Agreement was set up. For this reason, there were very few holds on the West end of the Northern Runway and very few rapid exit ways in the Southern Runway.

It had been made very clear at the Local Focus Forum meeting held on 12<sup>th</sup> May 2009, how important it was that people understood the scope of the work and the timescales. It was therefore suggested that a BAA representative attend the July HACC meeting to outline the scope of the work involved relating to the abolition of the Cranford Agreement.

**ACTION:**  
**MIKE**  
**FORSTER**

#### **4265 AIRPORT SAFEGUARDING MAPS FOR HEATHROW AIRPORT**

1. Report by the Technical Adviser (**HACC. 558**) had been circulated with the Agenda and was noted.
2. The Technical Adviser stated that the safeguarding maps only restricted development in terms of height so that it did not present a hazard to aircraft taking off or landing at the airport. There was one map which had a large circle around the whole of the Heathrow area, in case a wind turbine proposal was drawn up, which was thought to be unlikely, but not impossible.

All of the local planning authorities had been provided with copies of the maps.

3. Rob Gibson commented that the local authorities were receiving many applications for wind turbines. He had been dealing with BAA at Gatwick Airport on a regular basis on this subject. The Mayor's Energy Strategy stated that 20% of energy should be provided in this way.
4. The Technical Adviser pointed out that the map was prepared in case of Wind Farm developments, not individual wind turbines at schools, which is why it was difficult to envisage this in the Heathrow area.
5. Rob Gibson commented that the LB Hounslow were obliged to discuss with the applicant or check with BAA at Gatwick when an application was received, as stipulated in the planning laws. It did not matter if it was for one wind turbine or for several hundred.

#### **4266 EUROPEAN AIRPORTS COMPETITION WITH THE LONDON AIRPORTS SYSTEM**

1. Report by the Technical Adviser (**HACC. 560**) and News Release on runway expansion at Frankfurt Airport City had been circulated with the Agenda and was noted.
2. The Technical Adviser stated that this enhanced the ability of Frankfurt Airport to challenge the supremacy of Heathrow Airport.

He would be attending the Annual Meeting of the European Airports to be held in Manchester commencing on 15th June 2009, from which much information could be picked up, which would be of interest to the Committee.

Both Paris and Amsterdam had also been able to build and had in operation, a number of runways, compared to the two single runways at Heathrow. There was a capacity and challenging situation which had implications for the economy of London and the country.

3. Virginia Godfrey asked if the published statistics that 64 million passengers had travelled through Frankfurt Airport in 2007, compared to 139 million passengers in the London area was accurate.

The Technical Adviser responded that these figures sounded accurate. However, in giving those figures, Frankfurt Airport were not relating to one single airport, but a combined figure for a grouping of airports, in much the same way as the BAA London Airports.

4. Roger Wiltshire commented on the Technical Adviser's Report. It was an interesting indicator of the economic value placed on airport capacity by other competing European economies. If we, in the UK, fail to recognise this, other countries will take the growth in flights and the jobs that go with them.

#### **4267 PASSENGER SERVICES SUB-COMMITTEE**

1. (a) **IMPROVING THE AIR PASSENGER EXPERIENCE**  
Report by the Chairman of the PSSC of a meeting held on 5<sup>th</sup> May 2009 with the Civil Aviation Authority which would affect the work of the Sub-Committee had been circulated with the Agenda and was noted.

2. Susan Parsons stated that the Department for Transport's consultation on the Economic Regulation of UK Airports proposed that Passenger Focus be given responsibility for complaint handling on airline and airport issues, alongside the consumer policy advocacy. This would be in place of the Air Transport Users' Council (AUC). Further, that a network of Consumer Panels be set up at the larger airports.

The Annual Meeting of the Airport Consultative Committees held in Belfast on 27<sup>th</sup>/28<sup>th</sup> May 2009, to which the Technical Adviser's Report referred, together with a letter dated 4<sup>th</sup> June 2009 (sent from the GATCOM Secretariat on behalf of the UK Airport Consultative Committees Liaison Group) expressed concern about expanding the role of Passenger Focus from rail (and shortly, bus and coach advocacy, but outside London) to also encompass air.

That meeting recommended the alternative of building up the AUC's role and work. Representatives of the Heathrow Airport Consultative Committee and GATCOM met with the CAA on 5<sup>th</sup> May 2009. The report of that meeting from Philip Carlisle, Chairman of the PSSC had been circulated with the Agenda.

Attention was drawn to the second paragraph, where it was stated that it was the intention of the DfT and the CAA to build on existing Committees such as the Passenger Services Sub-Committee (PSSC) and GATCOM's Passenger Advisory Group (PAG), rather than to actually replace them with Consumer Panels. Instead, they would concentrate most effort where such Committees did not actually exist.

At the meeting of the Passenger Services Sub-Committee held on the morning of 11<sup>th</sup> June 2009, the members supported that the existing practices of the Sub-Committees be built on, so as to provide a balanced view of what airport passengers really want.

The PSSC accepted the offer of the CAA to attend the next meeting of the Committee on 29<sup>th</sup> July 2009, so that we can work further on improving the Air Passenger Experience.

Insofar as the letter was concerned, this was not actually discussed and it had been noted that the deadline for submission to the DfT had now passed, but all of the Committee Members agreed with the spirit of it.

3. The Chairman stated that if the Committee Members were in agreement, that although the deadline for response had passed, that a letter should be sent in support of the facts as outlined.
4. The Technical Adviser pointed out that the Members already had a copy of an agreed response to the document, which was prepared and subscribed to by each and every Airport Consultative Committee at the Annual Meeting in Belfast. Although as stated, the date for submissions had passed, it was a response made on behalf of all of the Airport Consultative Committees, with a resolution, which he had supported on behalf of HACC. This was circulated, amended, agreed and submitted. It was hoped that the Members of the Committee would agree to support that, even though the time for submission had passed.

Enquiries had been made by the Chief Executive of Passenger Focus as to the response by the Committee. Reading the document, it was very clear how railway oriented they were, (which was not surprising as they were formerly the Rail Passengers Consultative Committee). They were about to take on the responsibility for dealing with bus and coach passengers. However, it was evident that they had very little idea about the difference between dealing with matters of ground transport on a domestic basis and the intricacies of air transport on an International basis, which was subject to an immense variety of Agreements, Treaties and legislation.

Therefore, no justification could be seen for Passenger Focus to take over the present responsibilities of the AUC and deriving from them, the Airport Consultative Committees, and the HACC in particular, which had a more intricate role than most of the other Airport Consultative Committees in the country.

The Technical Adviser continued that since preparing his Report, he had received a copy of the BAA response, which was a voluminous document. Upon reading this, he was aggrieved to note, that in general terms, they supported that Passenger Focus should have a role at the airport. This could only be to the detriment of the role of HACC and if that line was followed to the other Airport Consultative Committees.

Gatwick Airport who in this respect, were operating independently of BAA had forwarded a copy of their response, where they had generally, supported the continuance of building on the existence of their Airport Consultative Committee, with some support from the airlines.

The Technical Adviser said that it was therefore hoped, that the Members would agree to support the line, which had been submitted on their behalf to the DfT. Also, on matters that would arise in the next few months taking this forward, that the view could be relied upon to express opinion on their behalf.

5. The Chairman stated that the Members has agreed to support this. He said that BAA might wish to reconsider Paragraph 21 of their response to the Government consultation, particularly as Gatwick had responded independently, and had taken a different view.
6. Andy Hull pointed out that the CAA's objective was to be seen to have a single consumer organisation to represent consumers of all transport modes. However, given that Passenger Focus would not take on the London bus and coach advocacy, this would mean that there would be no bus and coach interface representation at the two London airports.

The Technical Adviser responded that London had its own passenger organisation; London TravelWatch. In the main, the ground passenger transport modes for Heathrow came within its remit. Several years ago, there was an agreement between London TravelWatch and the HACC about co-operation and liaison with regard to Heathrow Express, which also extended to the Heathrow Connect service. London TravelWatch was the Board of Appeal for passengers on those services.

London City Airport was subject to the attention of London TravelWatch. The Secretary of London TravelWatch was involved in these discussions and supported the idea that Passenger Focus had no role to play.

(b) Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 25<sup>th</sup> March 2009 had been circulated with the Agenda and were noted.

**4268 NTK WORKING GROUP**

1. Minutes of the meeting of the Noise & Track Keeping Working Group held on 10<sup>th</sup> March 2009 had been circulated with the Agenda and were noted.

**4269 NIGHT QUOTA USAGE**

1. Report from Heathrow Flight Evaluation Team for the period of Season Winter (October-March 2009) had been circulated with the Agenda and were noted.

**4270 AIRCRAFT NOISE COMPLAINTS REPORT**

1. BAA Heathrow Noise Complaints Report and Borough Noise Line Figures for Quarter 1 (January-March 2009) and LB Richmond upon Thames Noise Line Figures for Quarter 1 (January-March 2009) had been circulated with the Agenda and were noted.

**ITEMS FOR INFORMATION**

**4271 PLANNING APPLICATIONS**

1. Planning Applications for the Heathrow Ward of the London Borough of Hillingdon for March and April 2009 had been circulated with the Agenda and were noted.

**4272 NEWS RELEASES**

1. New Releases had been circulated with the Agenda and were noted.

2. Simon Baugh referred to the News Release under item (h) taken from 'The Times' :dated 23<sup>rd</sup> March 2009 by David Robertson, entitled 'BAA could be made bankrupt if forced sell-off becomes fire sale'. He wished to point out that a correction and apology from 'The Times' was issued two days later, in which they accepted that contrary to what they had written in that article, it was not the case that BAA's debt financing contracts stipulates that no asset can be sold for less than 85 per cent of its regulated value.

The sale of Gatwick Airport continues, but Members should always be wary of the contents of articles written in the newspaper relating to BAA.

**4273 ANY OTHER BUSINESS**

1. There were no further items to discuss and the Chairman closed the meeting at 4.30 p.m.

**DATE OF NEXT MEETING:**

**WEDNESDAY 29th JULY 2009**





