

Heathrow Information Report to Hillingdon Residents' Services Select Committee

This report has been produced in response to the Hillingdon Residents' Services Select Committee (June 2025).

1. Employment, Skills and Training

Education and Skills: QTR 1 2025 – 371 experience of workdays, 429 young people reached in Hillingdon

Jobs – QTR1 2025

- Website registrations: 1671
- Information, advice and guidance sessions: 73
- 26 job offers in QTR 1

Jobs – 2024

- 153 job offers

Strategic partnership with Harrow, Richmond, and Uxbridge College (HRUC):

- Co-hosted Uxbridge level 3 Aviation students at the Heathrow Employment and Skills Academy one day per week. Colleagues from across the airport attended as guest speakers and shared their career journey
- Delivered Essential Skills Masterclasses to learners with Special Education Needs and Disabilities (SEND) twice per year
- Worked with our supply chain to provide HRUC students with T-level placements in business admin, construction, and IT
- Developed the Heathrow Inclusive Learners Partnerships with Heathrow's supply chain to support SEND learners with employability skills
- Heathrow is a founding partner for the West London Institute of Technology based at Uxbridge College (HRUC) and has seat on the Board

Shared Apprenticeship Scheme with Heathrow's construction and infrastructure partners

- 31 Hillingdon residents currently on the programme
- 13 have completed
- 9 have found employment at Heathrow, 4 found employment elsewhere
- 11 of the 13 who have completed their apprenticeship were previously unemployed prior to joining the shared scheme
- apprentices are paid the London Living Wage. The average salary the apprentices secure upon completion of the qualification is £37,000

2. Support for Local Businesses and Supply Chains

Opportunities for Hillingdon-based SMEs to secure contracts or become suppliers to Heathrow.

- Heathrow relies on a diverse supply chain spanning technology, infrastructure, and operational services, offering significant opportunities for businesses of all sizes, including SMEs in Hillingdon.

- Local businesses are crucial to our success; we rely on their innovation, skills, and expertise. Through our annual Business Summit, we work in close partnership with Hillingdon Chamber of Commerce, connecting Hillingdon SMEs and Heathrow suppliers together to create future business opportunities. The Heathrow Business Summit has over 26 years of experience in helping local businesses to develop and prosper. The theme and core aim for the 2024 Summit was “Thriving Together – Making an Airport Fit for the Future”. The event provided tangible opportunities for SMEs to work in partnership with Heathrow and its supply chain. 72% of attendees said they made successful connections with Tier 1 suppliers, which could lead to a future contract

Accessibility and transparency of Heathrow’s procurement processes for smaller, local businesses.

Heathrow is dedicated to creating an inclusive and transparent procurement environment that supports SMEs, including those in Hillingdon. Key initiatives include:

- Providing a detailed supplier guide and support tools on its website to assist potential suppliers.
- Sharing live and upcoming procurement opportunities via its CompeteFor microsite, while encouraging Tier 1 suppliers to do the same to boost visibility for smaller businesses.
- Introducing Qualifying Value Criteria (QVC) to outline core procurement standards.
- Launching the SME Academy in July 2025 to help SMEs build capabilities and meet Heathrow’s procurement requirements, promoting fair access to opportunities.

Initiatives aimed at fostering entrepreneurship or supporting start-ups in the borough.

- Launched in March 2023, Heathrow’s Lift Off programme provides innovative SMEs with a platform to present their products and services to the airport and its major supply chain partners.
- Designed to help SMEs grow and drive innovation, the programme has already led to successful trials and contract opportunities.
- One notable success involved a former Hillingdon-based SME whose food waste processing trial significantly improved recycling, energy generation, operational efficiency, and data visibility at the airport.

3. Transport and Connectivity

Investment in local public transport links to and from Heathrow, particularly those serving areas of Hillingdon.

The list contains the most useful services enhancements for Hillingdon residents and businesses, currently receiving funding from Heathrow:

Bus Route	Route Description	Service Enhancements
102	High Wycombe – Beaconsfield – Uxbridge – Heathrow Central	<ul style="list-style-type: none"> - Extension from Uxbridge to Heathrow - Frequency increase to every 30 minutes on all days

Bus Route	Route Description	Service Enhancements
278	Ruislip – Hillingdon – Hayes & Harlington – Heathrow Central	- Earlier journeys
724	Harlow – St Albans – Watford – Rickmansworth – Maple Cross – Uxbridge – Heathrow Central	- Earlier and later journeys - Overnight journeys - Increased frequency during daytimes and on Sundays/public holidays
A4	Slough – Langley – Compass Centre – Heathrow Central	- Earlier and later journeys - Improved daytime frequency on all days - Improved evening frequency
A10	Uxbridge – Stockley Park – Heathrow Central	- Earlier journeys
H30	Hatton Cross – T4 – Cargo – T5 – BA Waterside – Compass Centre – Heathrow Central	- Whole service
H31	Cargo – T4 – Hatton Cross – Harlington Corner – Heathrow Central	- Whole service (Christmas Day only)
N30	Acton – Osterley – Hatton Cross – T4 – Cargo – T5 – Heathrow Central	- Whole service (overnight only)
N40	Ealing Broadway – Southall – Hayes & Harlington – Heathrow Central – T5 – Cargo – T4 – Hatton Cross	- Whole service (overnight only)
N555	Walton-on-Thames – Ashford – Stanwell – T4 – Hatton Cross – Harlington Corner – Heathrow Central	- Whole service (overnight only)
U3	Uxbridge – West Drayton – Compass Centre – Heathrow Central	- Earlier journeys

Heathrow’s role in alleviating traffic congestion on local roads and any collaboration with the Council on transport planning/ Funding or support for sustainable transport initiatives (e.g. cycle routes, electric vehicle charging infrastructure).

- We actively encourage the development of new active travel routes within the borough, particularly those identified in our [Heathrow Local Cycling and Walking Infrastructure Plan](#).
- We maintain ongoing communication with the council to stay updated on the progress of their active travel projects, including the proposed route on Harlington High Street. Additionally, we reviewed and contributed feedback to the Hillingdon Cycle Strategy, which was published in Autumn 2024.

4. Environmental Impact and Climate Commitments

Heathrow's investment in carbon reduction and sustainability measures that directly impact Hillingdon (e.g. green aviation fuel trials, energy-efficient infrastructure).

Heathrow has a robust Net Zero Plan which sets out our pathway to net zero by 2050. Our plan includes interim 2030 goals for our 'on the ground' and 'in the air' emissions. While these initiatives contribute to reducing Heathrow's and the aviation sector's overall emissions - aiming to ease pressure on the UK's national carbon budgets - they may not result in immediately visible or direct impacts within the Hillingdon area.

Local environmental schemes or community greening projects funded or supported by Heathrow.

- Heathrow launched its Nature Positive Plan in December 2024. The plan presents a series of goals, commitments and actions which seek to reduce our impacts on nature across our operations and value chain. There is significant focus on supporting local biodiversity and engaging the local community in delivering the plan.
- Heathrow manages 170 hectares of land across the 13 biodiversity sites surrounding the airport which equates to 10% of Heathrow's overall footprint. These sites are home to over 4,000 local species. 10 of these sites are managed in accordance with the Wildlife Trusts Biodiversity Benchmark Award scheme which is the UK's leading standard for the management of landholdings for biodiversity.
- In 2023 Heathrow and British Airways established a partnership with the London Wildlife Trust to help protect Hillingdon's wildlife across seven sites comprising nature reserves and country parks through volunteering and community engagement activities.
- More recently, Heathrow built a bird hide in the shape of its iconic control tower, allowing visitors to observe bird species 'coming into land', along with other local wildlife.
- These efforts are part of a broader goal to make the airport and its surroundings a better place to live and work.

Initiatives to improve waste management, air quality, or noise reduction in residential areas near the airport.

- **Waste management:** Under the Zero Waste Airport objective outlined in the Connecting People and Planet sustainability strategy; Heathrow is striving to reduce waste and maximise reuse and recycling. This includes engaging with colleagues, passengers and the broader airport community to improve our attitudes towards waste and improve our facilities, with a view to enhancing waste segregation to maximise recycling and reuse practices at the airport.
- **Air Quality:** Our air quality monitoring stations show that pollutant levels have decreased by 39%, 37% and 35% for NO₂, PM₁₀ and PM 2.5 respectively (2014 vs 2024 Annual Means) and levels are all below regulated guidelines. These improvements are partly due to our active role in shifting passengers and colleagues to public transport, investing in rail links and incentivising the cleanest aircraft in our charges.
- **Noise reduction:** Heathrow's current [Noise Action Plan](#) (NAP) sets out how we are acting to reduce noise in residential areas surrounding the airport with the main objective of reducing annoyance and sleep disturbance due to noise in 2030 by 10% compared to 2019. The NAP details the keys action areas for noise mitigation and management and includes details on incentivisation of quieter aircraft, developing quieter operating procedures, land use planning and noise mitigation (noise insulation schemes), operating restrictions and

voluntary measures, understanding the effects of noise through research, and working with local communities and stakeholders to understand and where possible address their concerns.

5. Community Investment and Engagement

Review of community funding programmes or grant schemes available to Hillingdon-based charities, schools and community groups.

Heathrow Community Take Off Fund:

- Part of the Giving Back Programme, this designed to empower local communities by supporting projects that promote health and wellbeing, community collaboration and inclusivity, and environmental improvement.
- Eligible places in Hillingdon include Longford, Harmondsworth, Sipson, Harlington, Hayes/West Drayton.
- May 2024-May 2025 - 23 successful applications, totalling over £40,000

Heathrow Community Trust:

- Heathrow's independent, primary charity partner. HCT has been an integral part of the local community for over 28 years, supporting a range of projects and organisations across nine local boroughs surrounding the airport, such as helping young people to raise their aspirations, promoting community cohesion and enhancing the local environment.
- Heathrow will commit to generate at least £6.5 million in funds by 2030 to support their vital charitable work
- Over 50 grants have been awarded to Hillingdon charities and community groups since 2016.

Effectiveness of Heathrow's engagement with local residents, including consultation processes and responsiveness to concerns.

Local Community Forum (LCF):

Chaired independently, LCF is a platform for dialogue between Heathrow and its neighbouring communities. It keeps members updated on airport operations and future plans, allowing for feedback and collaboration on local outcomes. 2025/26 priorities include:

- Surface Access: identify solutions to mitigate the negative impacts locally from surface access related issues
- Community Engagement & Investment: promote Heathrow's Giving Back Programme (GBP), to ensure increased community awareness of opportunities and activities.
- Air quality: improving community health and wellbeing, through collaboration with other relevant forums and stakeholders.
- Heathrow's Plans for Growth: ensure the views of Heathrow's local communities are heard and used to influence Heathrow's future plans for Growth.

Consultations: The Heathrow Community Engagement Team, together with the Heathrow Surface Access team, have responded to Public Space Protection Order consultations for London Borough of Hillingdon (LBH) which sought to implement a ban on private hire vehicle (PHV)/minicab drivers from waiting in local neighbourhood streets. The team also conducted door-knocking to promote LBH's consultation for the PSPO, delivering leaflets to around 400 households.

Support for local youth programmes, educational partnerships or health and wellbeing initiatives.

Heathrow's Schools Partnership:

- Three of our five partner schools reside in Hillingdon (Harmondsworth, Heathrow, and William Byrd)
- 10 classroom sessions have taken place, involving 77 Heathrow volunteers, contributing 250+ hours of their time
- Active 1-2-1 guided reading programme at each of the partner school.

World of Work Initiative:

- We deliver tailor-made workshops that respond directly to the needs of each school, identified through detailed needs analysis.
- These interactive sessions introduce children to the world of work and focus on developing essential life skills such as resilience, creativity, problem-solving, entrepreneurship, and career awareness.
- These workshops reached 785 children in 2024, supported by 127 colleague volunteers.

Heathrow Community Rangers:

- Assist with school maintenance, especially in outdoor spaces. During the pandemic, they even delivered learning packs to children's homes.
- 924 hours of community support
- Example projects: Decorated Harmondsworth village for VE Day, Helped Harmondsworth win three London in Bloom awards, Donated & installed Christmas decorations to Heathrow Primary, Great Barn and Harmondsworth Village.

6. Emergency Planning and Resilience

Heathrow's investment in security, emergency response and resilience planning, particularly in collaboration with local emergency services and the Council.

- Heathrow maintains the highest security and safety standards through advanced technology, strict procedures, and strong collaboration with government agencies. Security measures include cutting-edge screening and highly trained personnel, supported by real-time coordination with national security services. Safety and wellbeing are embedded in Heathrow's operations, with a robust management system aligned to its Health and Safety Policy. In 2024, this system was independently audited and certified to the international ISO 45001:2018 standard.
- Heathrow has participated in Hillingdon's Local Resilience Forum, supporting its goal to ensure the borough is well-prepared for and can effectively respond to emergencies affecting both the airport and the wider community.
- Heathrow Travel Care (HTC) is an independent, non-profit charity that has been providing crisis social care at Heathrow Airport since 1972. Funded by Heathrow, the London Borough of Hillingdon, and the Foreign, Commonwealth & Development Office (FCDO), HTC offers three core services: on-airport crisis social care, consular advice and emergency response, playing a key role in Heathrow's emergency planning, providing 24/7 crisis response support,

volunteer training, and coordination during major incidents and international conflict arrivals. Recent activities include:

- Rough Sleeper Project - collaborating with housing teams, ThamesReach, mental health services, and Trinity housing to support rough sleepers toward long-term accommodation.
- Mental health services - work closely with Hillingdon's mental health services, who often use our offices for mental health assessments. We work closely together with Hillingdon Hospital to ensure the process runs as smoothly as possible.
- Stronger Communities team - HTC receives support from LBH to assist vulnerable individuals and help reconnect them to their boroughs of origin.
- Placements and University link - HTC offers shadowing opportunities to LBH staff and giving presentations to social work students at Brunel University.

Preparedness for major incidents and the airport's role in borough-wide contingency planning (e.g. public health, cyber resilience, flooding).

- We have provided an update to our CCRA in the Fourth Round of the Adaptation Reporting Power (ARP4) through reviewing wider literature, work undertaken since 2021, and consulting our internal teams.
 - As a global transport hub, Heathrow plays a crucial role in enabling connectivity and trade. Acknowledging the physical risks posed by climate change, the airport is integrating climate adaptation into its operations through a structured risk management framework.
 - This includes carbon quantification, physical climate change risk assessment (CCRA), and updated reporting under ARP4.
 - Heathrow have also undertaken system mapping and cross-team collaboration to assess interdependent risks across key areas such as surface access, airspace, IT, water, supply chain, and engineering.
-

7. Noise and Air Quality Monitoring

Transparency of Heathrow's noise and air quality monitoring data, and the availability of this information to Hillingdon residents.

Air Quality: We own and operate one permanent, continuous on-airport monitoring station (called LHR2) and four other monitoring stations around the airport. These reference quality stations, as well as over 20 others in the vicinity of the airport, are continually monitored by local authorities and the Department for Environment, Food and Rural Affairs (DEFRA), and published at Heathrow air watch – publicly available for anyone to access. They measure all major pollutants around the airport, including nitrogen dioxide and particles which are measured as PM10 and PM2.5. This is more AQ monitoring stations than any other Airport globally and more than within the London congestion charging zone.

Noise: Heathrow publishes data on both noise and operational performance regularly:

- [Operational data | Heathrow](#) - includes data on wind direction, runway adherence, route usage, track keeping and flight movements. It also includes a monthly dashboard of operational data that has been developed in conjunction with the Noise and Airspace Community Forum to provide a set of key performance indicators and data.

- [Reports | Heathrow](#) – provides detailed reports on operational and noise data including Airspace, Noise and ATM performance, Operational Trials, Community Noise Reports Night Flights etc.
- [Departure Noise infringement fines | Heathrow](#) – publish data on our noise infringement fines
- [Fleet Noise Information | Heathrow](#) – publish data on the aircraft fleet mix
- We also have a number of other resources which are publicly available for Hillingdon residents to access including:
 - [WebTrak : Heathrow](#) – allows users to track the flight activity in to and out of Heathrow, along with information about each aircraft.
 - [WebTrak My Neighbourhood](#) - is tool to see longer term trends in air traffic around Heathrow.
 - [xPlane | Heathrow xPlane](#) – xPlane allows you find out information about air traffic above your location.

Effectiveness of mitigation measures such as noise insulation schemes or investment in quieter aircraft technology.

- Heathrow launched [Quieter Neighbourhood Support](#) scheme in late summer 2024, aimed at reducing indoor noise from external sources through improved property insulation, a widely used acoustic mitigation method across industries. As part of its Noise Action Plan, Heathrow has also committed to conducting independent academic research to assess the effectiveness of such noise reduction measures.
- Heathrow launched the [Fly Quieter and Greener](#) league table in 2024 as part of its Noise Action Plan to encourage airlines to operate quieter aircraft and adopt low-noise flight practices. Incentives have driven investment in quieter technology, resulting in a better-performing fleet. This has contributed to a significant reduction in noise impact, including 41% reduction in our 55dB Lden noise contour area in 2023 compared to 2006, meaning fewer people are exposed to higher noise levels. Updated 2024 noise contour data will be published once available.

Impact of aircraft movements and ground operations on local air quality, with reference to ongoing monitoring stations.

The main impact from Heathrow on local air quality is through the cars that drive to the airport. Aircraft fleet efficiency has hugely improved which means they now have less of an impact on local air quality. Any NOx emissions disperse rapidly into the atmosphere, making their contribution almost negligible to local air quality on the ground.

8. Innovation and Research Partnerships

Heathrow's contribution to research and innovation projects with universities or local bodies, particularly those focused on decarbonisation, smart infrastructure or airspace modernisation.

- Through our longstanding partnership with Cranfield University's Digital Aviation Research and Technology Centre, we co-fund the role of Associate Professor of Airport Decarbonisation to support research in zero emission flight (ZEF) amongst other on-airport decarbonisation initiatives.

- We are also developing a hub for research and development at Heathrow to test out innovative low and zero carbon technologies, including solutions to support ZEF.

Potential for collaboration with local schools or colleges on STEM initiatives.

- Hillingdon schools participate in STEM Generation, and we are founding partners of the West London Institute of Technology based at Uxbridge College part of HRUC
- HRUC (Uxbridge college campus) deliver Heathrow's engineering apprenticeship qualification.