

Ref	Date	Time	Location
CCB-019	06/08/18	10.00-11.00 13.30-15.00	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 6 AUGUST 2018**  
**10.00 – 11.00 AND 13.30 – 15.00 AT HAL COMPASS CENTRE**

### Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> <li>▪ Jeff Halliwell (JH) - Chair</li> <li>▪ Isabel Liu (IL)</li> <li>▪ David Holden (DH)</li> <li>▪ Jayne Scott (JS)</li> <li>▪ Trisha McAuley (TM)</li> <li>▪ Amy Breckell (AB) - Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>▪ Claire Whyley (CW)</li> </ul>	N/A

### Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
CCB_A025	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement CAA Board
CCB_A078	Board Meeting	017	In Progress	2-Jul	ALL	Develop a proposal for CCB's involvement in constructive engagement.
CCB_A079	Board Meeting	017	Closed	2-Jul	CW & TM	Raise to the Consumer Panel the challenge CCB have for the framework that airlines, not the passengers, that are the recipients or beneficiaries of financial rewards and penalties and whether this is correct.
CCB_A080	Board	019	Open	6-Aug	JH	Understand from HAL the structure of the masterplan and the process for development in terms of when CCB can review it.

#### 1. Minutes from the last meeting

- a. CCB approved the minutes from CCB-018 on 16<sup>th</sup> July.

#### 2. Meetings Update

- a. JH updated CCB on the following three meetings:

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- 19th July with HAL's Chief Strategy Officer to discuss the updates to the challenge log. JH said that HAL demonstrated good buy in to the challenge log.
  - 27th July with the Chair of the CAA Consumer Panel to update on the challenge log and highlight to the Consumer Panel a number of issues CCB have identified but are outside CCB's terms of reference. These include the challenge outlined in action CCB\_A079 and the arrivals experience related to additional border force staff, and/or the balance of taxpayer and consumer funding. CCB discussed that it was in their terms of reference to encourage HAL to understand what measures might ameliorate consumer experience in the context of queues at the border. It was noted that HAL had committed to looking into research on the arrivals experience as this area as it is an area of greatest concern.
  - 30th July with the DfT to explain the role of CCB and challenge log.
- b. CCB discussed the meeting with LACC that occurred the morning of the 6<sup>th</sup> Aug. CCB discussed that surface access is a fundamental building block to go into the masterplan. It was discussed that HAL should think about engaging with the airlines on this matter. Also, CCB thought it could be useful to develop an understanding of the motivations between the balance of the price of the flight and the price of the surface access taking into account time and reliability of access.

### 3. Feedback from Challenge Log V3

- a. CCB version 3 of the Challenge Log was published on the 26<sup>th</sup> July. It was noted that stakeholders have been positive and have welcomed the challenge log both in terms of HAL's progress and the focus.

### 4. Masterplanning

- a. CCB discussed that they needed to know more from HAL about the structure of the masterplan and the process for development in terms of when CCB can review it. CCB agreed they needed to continue to be involved in the working process HAL are going through to develop the masterplanning and be presented with evidence of how decisions and options are supported by consumer engagement. CCB thought it might be helpful to receive a progress report from HAL specifically on the masterplanning.

**ACTION** Understand from HAL the structure of the masterplan and the process for development in terms of when CCB can review it.

### 5. Constructive Engagement

- a. CCB noted that there is a lot of uncertainty about what will be in the initial business plan and what changes will lead to the final business plan that is difficult to develop thinking on this currently. CCB have flagged this to the CAA, HAL and the airlines.

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## 6. Future meeting dates and locations

- a. The following meetings are planned:
  - 20<sup>th</sup> Aug the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 3<sup>rd</sup> Sept the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 5<sup>th</sup> Sept DH is meeting with HAL to discuss the Willingness To Pay. Location HAL.
  - 17<sup>th</sup> Sept the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 8<sup>th</sup> Oct the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.

## 7. AOB

- a. N/A