

Ref	Date	Time	Location
CCB-015	04/06/18	10.00-11.30	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW6 2GW.

CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 4 JUNE 2018
10.00 – 11.30 AT HAL COMPASS CENTRE**

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) - Chair ▪ Isabel Liu (IL) ▪ David Holden (DH) ▪ Claire Whyley (CW) ▪ Jayne Scott (JS) ▪ Amy Breckell (AB) - Secretariat 	<ul style="list-style-type: none"> ▪ Trisha McAuley (TM) 	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 the CAA Board
CCB_A077	Board meeting	014 In Progress	21-May	JH	Talk to CAA about CCB role's in commercial development partners

1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-014 on 21st May.

2. Meetings Update

- a. JH updated the CCB on the meeting with the HAL Board on 24th May to discuss progress since the CCB's interim report was published. The HAL Board thanked the CCB for its work. JH delivered the message that there had been significant improvement, but that there was room for more. The discussion focused around four areas: people in vulnerable circumstances, surface access especially congestion charging, resilience, and arrivals/ immigration.
- b. CW updated the CCB on the meeting with HAL on the 22nd May to discuss vulnerable consumers. HAL demonstrated an understanding in this meeting that airport related situations overlap with personal characteristics to create/compound vulnerability. The CCB are encouraged that HAL are starting to think of vulnerability as a continuum.

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3. Review and Update Challenge Log

- a. The CCB reviewed and discussed progress since the Challenge Log dated 21st March 2018. Updates were agreed for some of the challenges, more time is required to complete the review. This will be completed at a future meeting.

4. Future meeting dates and locations

- a. The following meetings are planned:
 - 18th June the CCB are meeting with HAL to discuss the status of research & engagement, consumer engagement feedback (WTP, vulnerable consumers) and expansion. Location HAL
 - 2nd July the CCB have a meeting. Agenda to be confirmed. Location CAA.
 - 16th July the CCB are meeting with HAL to discuss status of research & engagement, work package feedback (airline insights, surface access trade-off analysis, synthesis of insights, passenger insights community and expansion topics), Implementation of cost benefit analysis and consumer engagement on operational resilience.
 - 30th July JH is meeting with the DfT to talk to the DfT airport capacity programme team about the CCB. Location DfT