

## CONSUMER CHALLENGE BOARD (CCB)

### ISSUES LOG VERSION 1 - 18 DECEMBER 2017

	Issue	CCB Challenge	HAL Response and Follow Up	Issue Status
1	Heathrow Airport Limited (HAL) Development of Consumer Research and Engagement Strategy	HAL are developing a Consumer Research and Engagement Strategy. The CCB aim to ensure this meets best practice and focuses on the needs of existing passengers and future consumers.	CCB have provided detailed comments to HAL on <a href="#">31/8/17</a> and <a href="#">31/10/17</a> versions of the strategy.  CCB have suggested <a href="#">principles of good consumer engagement</a> .  31/10/17 version considered by CCB to take on board most comments received.	Ongoing
2	Poor Customer Satisfaction with Arrivals	Existing customer insight highlights lower satisfaction with Arrivals than many other aspects of customer service. This includes but is not limited to waiting times at Immigration, encompassing availability and quality of services and facilities for Arrivals. This applies to the experience of both visitors and returning UK residents. A particular weakness is the time and lack of communication in immigration queuing.	Qualitative research seen by CCB showed further detail on extent of customer concerns.  CCB met with Border Force and are questioning HAL on how they will incorporate improvements.	Ongoing

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3	Qualitative Research Programme and Willingness to Pay (WTP) studies	<p>As part of Consumer Research and Engagement Strategy, HAL in Sep 2017 agreed to initiate a new programme of qualitative research to supplement existing consumer insight programme and inform the development of any WTP studies.</p> <p>CCB want to ensure the design of qualitative research and WTP studies meet best practice and have the support of the airline community.</p> <p>CCB aim to ensure the studies support the business case and can assist in identifying potential cost increases and reductions to assist in the prioritisation process.</p>	<p>CCB input has been provided in the design of qualitative research and WTP programmes.</p> <p>CCB are satisfied with the proposals for the qualitative research.</p> <p>CCB has encouraged early engagement with the airline community to ensure WTP methodology is acceptable.</p> <p>CCB attended initial presentation of qualitative research findings.</p>	Ongoing

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4	Consumer Vulnerability	<p>CCB aim to ensure HAL 's business planning process takes account of the needs of a wide range of consumers who are potentially vulnerable when using the airport. This includes those with hidden disabilities as well as Passengers with Reduced Mobility (PRMs), and other groups of consumers that struggle to access or obtain a satisfactory level of service at the airport.</p> <p>CCB noted the disappointing results for HAL in the <a href="#">CAA's 2016 PRM publication</a> and HAL's plans to address this.</p> <p>CCB noted that HAL has yet to develop a definition of vulnerable consumers and is only just beginning its engagement on PRMs.</p>	<p>Qualitative research seen by CCB showed further detail on extent of customer concerns from both PRMs and non-PRMs.</p> <p>CCB has asked HAL to define vulnerable consumers in the context of aviation.</p> <p>CCB has requested further detail on HAL's approach to research and engagement around vulnerable consumers.</p> <p>CCB reviewing HAL's actions in response to CAA report</p> <p>CCB has queried the availability of consistent monitoring data in order to accurately track progress.</p> <p>CCB citing examples of good practices by other service providers to HAL.</p>	Ongoing

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5	Surface Access	<p>CCB aim to ensure HAL undertakes early consumer engagement in respect of surface access issues in the context of both H7 and the third runway (R3).</p> <p>Surface access considerations to include airport hotels and transfers as well as other forms of transport.</p>	<p>HAL have confirmed they will ensure their Consumer Research and Engagement Strategy covers surface access.</p>	Ongoing
6	Understanding the Business Planning Process and the Role of the CCB	<p>CCB input to business planning review process to be made explicit including any Constructive Engagement phase with the airlines.</p> <p>CCB role is to review the quality of the evidence provided rather than undertake own research.</p> <p>Timescales and reporting requirements to be kept under review with CAA.</p>	<p>Ongoing dialogue with CAA established.</p> <p>CCB meetings to understand HAL’s business planning process and integration with internal and external processes associated with R3.</p>	Ongoing
7	Consumer Input Post Business Planning	<p>CCB have identified a possible issue that consumer input does not extend beyond agreement of the business plan and price control with the CAA and as a result proposals can be changed without consumer input.</p>	<p>CCB have encouraged HAL to ensure the Consumer Research and Engagement Strategy builds consumer engagement into all aspects of the business and is not just a regulatory requirement for the price control.</p>	Ongoing

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8	S16 Process (CAA required to comment on HAL engagement, including consumer engagement, with airlines, in context of R3)	<p>CCB requested visibility of HAL consumer engagement around topics such as cost and its effect on passenger charges, resilience, terminal design, connectivity, baggage, surface access, internal transit systems etc. “Consumer” in this instance of course should encompass all groups, including PRMs.</p> <p>Suggestion is that it is for HAL to specify how the planned consumer engagement strategy has particular reference to R3 and what the CCB role should be in scrutinising this engagement.</p>		Ongoing
9	General HAL engagement with airlines	Consumer engagement should draw on airline research and knowledge. Airlines should be bought into research and engagement programme to ensure maximum efficiency and ensuring that research outputs have full support from key stakeholders.	HAL and airline response has been positive and improved levels of constructive dialogue are taking place.	Ongoing