

Ref CCB-007 Date 23/11/17 Time 13.00-15.00 Location Border Force Heathrow, Heathrow Command Centre Terminal 5, Hounslow, Middlesex, TW6 2GA.

CONSUMER CHALLENGE BOARD (CCB)

**THURSDAY 23 NOVEMBER 2017
13.00 – 15.00 AT BORDER FORCE**

Minutes

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

Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
CCB_A005	Board Meeting	001	Closed	14-Jun	JH & AB	Develop MOU between CCB and CAA Consumer Panel.
CCB_A014	Board Meeting	001	In Progress	14-Jun	CW	Talk to CAA Consumer Panel about engagement with persons with reduced mobility (PRM)
CCB_A025	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement the CAA Board
CCB_A033	Board Meeting	004	In progress	07-Aug	JH	Engage HAL on surface access
CCB_A034	Board Meeting	004	New	07-Aug	AB	Organise a session with HAL on constructive engagement
CCB_A035	Board Meeting	004	In Progress	07-Aug	CCB	Develop a timetable for CCB activity
CCB_A038	Board Meeting	004	In Progress	07-Aug	AB	Develop first draft of Focus Area document for the CCB.
CCB_A046	Board Meeting	006	Closed	1-Nov	JH	Understand CAA s16 related to HAL engagement and establish if there is a role or impact on CCB work.
CCB_A047	Board Meeting	006	In Progress	1-Nov	CCB	CCB produce a status report in the first quarter of 2018.
CCB_A048	Board meeting	007	New	23-Nov	CW	Send AB Gatwick contact details to organise a tour of Gatwick's PRM offering.

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CCB_A049	Board meeting	007	Closed	23-Nov	CW	Send HAL a note on Consumer engagement with vulnerable consumers and PRMs
CCB_A050	Board meeting	007	New	23-Nov	CCB	Engage HAL on R3, HAL's work to date and how consumer engagement fits into this.
CCB_A051	Board meeting	007	Closed	23-Nov	DH	Send HAL the CCB's thoughts on Travel Time and Process Variability

1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-006 on the 01/11/17.

2. Meeting update

- a. The CCB discussed the future tripartite meeting on the 5th Dec with the airlines, HAL and the CCB to review the attributes for the WTP. The CCB noted the importance of HAL running this meeting. The CCB recognised the importance the airlines could bring to this meeting both in terms of a methodological sense check and drawing on the airlines expertise and understanding of their customers.
- b. The CCB discussed the meeting on the 1st November with HAL to review qualitative research results. HAL has obtained a lot of valuable information from the focus groups and the CCB discussed ensuring that aspects of this learning that do not fit into a WTP study are not lost. It was questioned if there was a final report to accompany the PowerPoint. The CCB would expect if there is no final report that HAL should review all the information and understand the priorities.
- c. The CCB discussed the meeting on the 4th Dec with HAL on PRMs. The CCB noted they wanted to see robust compatible data and service improvements from HAL. The CCB also discussed the importance of HAL engaging with disability user groups.
- d. The CCB note the consultation between the airlines and airports on R3 is working to a quicker timescale that H7. The CCB discussed the importance of HAL considering existing and future consumers in terms of R3.

ACTION Send AB Gatwick contact details to organise a tour of Gatwick's PRM offering.

ACTION Send HAL a note on Consumer engagement with vulnerable consumers and PRMs

ACTION Engage HAL on R3, HAL's work to date and how consumer engagement fits into this.

3. Understanding consumer behaviour and experience

- a. It was recognised a fundamental experience that came out of the qualitative research was the stress of a passenger.

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- b. The CCB discussed how top level figures (averages) for wait times could mask variation and may explain the stressful nature of the experience. It was discussed whether there should of a focus in the WTP on reducing variability.
- c. The CCB noted that variability was only one consumer focus interpretation of what could cause stress. It was recognised there are lot of themes (i.e. surface access, service attitude, emotional experience). The CCB decided to share their work on variability with HAL as this is the kind of thinking and analysis the CCB expect HAL to be applying to the WTP research conducted.

ACTION Send HAL the CCB's thoughts on Travel Time and Process Variability

4. Format of Status Report

- a. The CCB decided the high level format would be:
 - Issue
 - CCB Challenge
 - HAL Response and Follow Up
 - Issue Status (RAG rating)

5. Future meeting dates and locations

- a. The following meetings are planned:
 - 4th Dec the CCB to meeting HAL to discuss the Passenger Insights Community, Consumer Research and Engagement Strategy, PRM's, Surface Access and the Business planning process. Location HAL.
 - 5th Dec the CCB at attending the Outcomes Consumer Research and Engagement meeting with Airlines and HAL. Location HAL.
 - 18th Dec the CCB are meeting Lufthansa to understand their views on consumer research and H7 and their expectations of R3/expansion. Contrasts or lessons which can be learned from a consumer experience of other major hub airports like FRA.
 - 18th Jan the CCB have a Board meeting. Location Lufthansa.
 - 8th Jan the CCB are meeting the CAA to have an update on the consultation, S16 and resilience. Location CAA
 - 8th Jan the CCB have a Board Meeting. Location CAA.
 - 15th Jan the CCB to meet HAL, the agenda has not been finalised. Location HAL.
 - 15th Jan the CCB have a Board meeting. Location HAL.
 - 5th Feb the CCB to meet EasyJet, the agenda has not been finalised. Location Gatwick

6. AOB

- a. N/A