

Ref	Date	Time	Location
CCB-045	21/10/19	12:00 – 13:00	HAL Compass Centre

CONSUMER CHALLENGE BOARD (CCB)

MONDAY 21 OCTOBER, HAL COMPASS CENTRE

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) – Chair ▪ David Holden (DH) ▪ Trisha McAuley (TMc) ▪ Claire Whyley (CW) ▪ Jayne Scott (JS) ▪ Claudette Williams (CWSec) 	<ul style="list-style-type: none"> ▪ Isabel Liu (IL) 	N/A

1. Minutes of the last meeting

CCB approved the minutes from CCB-044 on 16 September 2019

2. Meetings Update

N/A

3. Future Meetings Dates and Locations

The following meetings are planned:

- 21 October JH meeting with BA and VAA, Location Compass Centre
- 22 October JH meeting with DfT Heathrow expansion team to discuss Choice Research, surface Access and HVAC
- 23 October JH to speak with Freya Whiteman of the CAA to discuss the above items as well as Challenge Log, Version 6
- 07 November JH is meeting with Sarah Daniels of the OAC and Simon Lavers of IATA, Location AOC Offices D'Albiac House Cromer Road
- 12 November CCB are meeting with BA, Location BA Waterside
- 13 November JH is meeting with the CAA, Location CAA Canary Wharf
- 18 November CCB are meeting with HAL, Location Compass Centre
- 18 November JH meeting with John Holland-Kaye, Location Compass Centre
- 18 November JH meeting with BA and VAA, Location Compass Centre
- 27 November JH is meeting with HAL Board
- 29 November JH is meeting with LOAC, Location Offices D'Albiac House Cromer Road
- 02 December CCB are meeting with the CAA at CAA Offices Canary Wharf
- 05 December JH is meeting with HAL Executive Committee
- 16 December CCB are meeting with HAL, Location Compass Centre

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4. AOB

- The CCB discussed the presentation from HAL on the following topics:
 - Building a consumer-focused business plan
 - Development of outcomes, measures, targets & incentives
 - Consumer engagement – feedback on findings and proposals

- It was agreed to cancel the 04 November CCB meeting at the Compass Centre