

Ref	Date	Time	Location
CCB-022	17/09/18	12.30-13.30	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 17 SEPTEMBER 2018  
12.30 – 13.30 AT HAL COMPASS CENTRE**

### Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> <li>▪ Jayne Scott (JS) – Chair</li> <li>▪ Isabel Liu (IL)</li> <li>▪ Trisha McAuley (TM)</li> <li>▪ David Holden (DH)</li> <li>▪ Claire Whyley (CW)</li> <li>▪ Amy Breckell (AB) - Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>▪ Jeff Halliwell (JH)</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	Closed	2-Jul	ALL	Understand CCB's involvement in constructive engagement and post the business plan. Engage CAA to understand timings and plan for a policy on the rules of engagement for constructive engagement.
CCB_A080	Board	019	In Progress	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-020 on 20<sup>th</sup> August.

#### 2. Meetings Update

- a. CCB discussed the meeting with HAL on the 3<sup>rd</sup> September on masterplanning. CCB expect to see evidence from HAL of work done previously and the plan to take the consumer into account/consult the consumer on the masterplanning.
- b. CCB discussed the meeting with HAL and Blue Marble that occurred the morning of the 17<sup>th</sup> Sept. Blue Marble presented Phase 1 of the Synthesis of Consumer Insights. CCB commended this piece of work in establishing a basis for some

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outcomes. This work also identified gaps which the CCB were pleased to see HAL has recognised and started to develop plans to address.

- c. On the 17<sup>th</sup> Sept, CCB also met HAL to discuss expansion, CCB discussed they are encouraged by progress but still expect to see reference to consumer benefit in future documents.

### **3. Future meeting dates and locations**

- a. The following meetings are planned:
  - 8<sup>th</sup> Oct the CCB are meeting with HAL to discuss work package feedback, outcomes and measures, and expansion. Location HAL.
  - 22<sup>nd</sup> Oct to CCB are meeting with the LACC. Agenda and Location to be confirmed.
  - 5<sup>th</sup> Nov the CCB are meeting. Agenda and Location to be confirmed.
  - 19<sup>th</sup> Nov the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 28<sup>th</sup> Nov JH is meeting the HAL Board. Location HAL.
  - 3<sup>rd</sup> Dec the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 5<sup>th</sup> Dec JH is meeting HAL's Joint Steering Board. Location HAL.
  - 17<sup>th</sup> Dec the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.

### **4. AOB**

- a. N/A