

Ref CCB-009    Date 08/01/18    Time 13.00-15.00    Location CAA House 45-59 Kingsway London WC2B 6TE

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 8 JANUARY 2018  
13.00 – 15.00 AT CAA HOUSE**

### Minutes

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

### Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
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 Issue Log document for the CCB.
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	Closed	23-Nov	CW	Send AB Gatwick contact details to organise a tour of Gatwick's PRM offering.
CCB_A050	Board meeting	007	In Progress	23-Nov	CCB	Engage HAL on R3, HAL's work to date and how consumer engagement fits into this.
CCB_A052	Board meeting	008	In Progress	18-Dec	AB	Request forward plan of activity from Heathrow's PM including how the CCB fit into this.
CCB_A055	Board meeting	008	New	18-Dec	AB	Clarify how Frontier Economics are working with HAL

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CCB_A056	Board meeting	008	Closed	18-Dec	CW	Provide feedback to HAL on their sustainability research brief.
CCB_A057	Board meeting	008	Closed	18-Dec	JH	Raise with HAL the apparent lack of consumer engagement regarding surface access and reiterate that consumer engagement should run throughout the organisation.
CCB_A058	Board meeting	009	New	08-Jan	AB	Engage with HAL to arrange a standing agenda item at HAL meetings to cover HAL's response to CCB feedback.
CCB_A059	Board meeting	009	New	08-Jan	AB	Engage stakeholders to organise meetings in Q1 2018.

## 1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-007 on the 23/11/17 and CCB-008 on the 18/12/17.

## 2. Meetings update

- a. JH updated to board on his meeting with HAL's Chief Strategy Officer and Executive Director Expansion on the 21<sup>st</sup> December. The meeting was constructive and covered several observations and concerns. JH also shared with HAL a forward look of version 1 of the issue log which the CCB plan to publish in January 2018.

## 3. Issue Log

- a. The CCB signed off version 1 of the Issue Log which is dated 18<sup>th</sup> December 2017.

## 4. February Status Report

- a. Action CCB\_A047 is for the CCB to produce a status report in the first quarter of 2018. The CCB discussed format of this report and are planning to publish at the end of February.
- b. The CCB discussed the best way to track HAL's response to CCB feedback. The CCB will archive response, however it was agreed it is HAL's responsibility to inform the CCB how they have responded. It was decided it would be good to arrange a standing agenda item at HAL meetings to cover HAL's response to CCB feedback.
  - ACTION** Engage with HAL to arrange a standing agenda item at HAL meetings to cover HAL's response to CCB feedback.

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## 5. Future meetings

- a. The CCB reviewed stakeholders and meeting topics. The CCB are going to engage British Airways (BA), the Heathrow Access Advisory Group (HAAG), Gatwick Airport and Heathrow for meetings in Q1 of 2018.

**ACTION** Engage stakeholders to organise meetings in Q1 2018.

## 6. Future meeting dates and locations

- a. The following meetings are planned:
  - 15<sup>th</sup> Jan the CCB to meet HAL, the agenda has not been finalised. Location HAL.
  - 15<sup>th</sup> Jan the CCB have a Board meeting. Location HAL.
  - 5<sup>th</sup> Feb the CCB to meet EasyJet, the agenda has not been finalised. Location Gatwick.
  - 19<sup>th</sup> Feb the CCB have a Board meeting. Location CAA House.

## 7. AOB

- a. N/A