

Ref CCB-010      Date 05/02/18      Time 13.00-15.00      Location easyJet Academy, Concorde House - South Terminal, London Gatwick, West Sussex RH6 0DW

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 5 FEBRUARY 2018  
13.00 – 15.00 AT EASYJET ACADEMY**

### 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	Closed	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	Closed	07-Aug	JH	Engage HAL on surface access
CCB_A034	Board Meeting	004	Closed	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	Closed	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_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	Closed	18-Dec	AB	Clarify how Frontier Economics are working with HAL
CCB_A058	Board meeting	009	Closed	08-Jan	AB	Engage with HAL to arrange a standing agenda item at HAL meetings

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						to cover HAL's response to CCB feedback.
CCB_A059	Board meeting	009	Closed	08-Jan	AB	Engage stakeholders to organise meetings in Q1 2018.
CCB_A072	Board meeting	010	New	05-Feb	JH	Update HAL Executive Committee with CCB's concern about silo's in HAL and a lack of clarity on HAL's part around the difference between consumers, citizens and stakeholders.
CCB_A073	Board meeting	010	New	05-Feb	CW	Review part C of HAL's consumer research and engagement strategy re how the different aspects of the strategy feed into the business plan
CCB_A074	Board meeting	010	New	05-Feb	CW	Draft paper for HAL to ensure focus against the Challenge log
CCB_A075	Board meeting	010	New	05-Feb	CCB	Talk to CAA to understand the proposed OBR regime in H7 and how it links with SQRB.

## 1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-009 on the 08/01/18.

## 2. Meetings update

- a. JH updated the board on three separate meetings that occurred on the 25<sup>th</sup> January. Firstly, JH met BA and discussed the CCB's first version of the issue log, JH informed the board that BA were supportive of progress. Secondly, JH met CAA to understand the CAA's legislative duties in respect of persons with reduced mobility (PRM's), he informed the board that on the back of the CAA rating HAL poor, HAL have signed legal undertakings which included the set-up of the Heathrow Access Advisory Group (HAAG). Finally, JH also met the Chair of the HAAG to understand the role of the HAAG, he updated the board that the key function of the HAAG is to scrutinise delivery of the new PRM contract.
- b. The CCB discussed the role of the HAAG in relation to their own. It was agreed that it did not negate the need for HAL to build PRMs into the consumer research and engagement strategy. The CCB discussed the need to satisfy itself that the activity of the HAAG is based on consumer engagement.
- c. JH updated the board on his meeting with the HAL expansion team on the 1<sup>st</sup> February. At this meeting, JH expressed the CCB concern about the apparent lack of consumer engagement in HAL's expansion thinking and consultation. JH reported that this meeting raised further concerns of silo thinking in HAL and a lack of clarity on HAL's part around the difference between consumers, citizens and stakeholders. JH fed this back to HAL at the time of the meeting and discussed how this would be reflected in the February status report.
- d. The CCB discussed their meeting with easyJet on the 5<sup>th</sup> Feb. The CCB were impressed by the leanness and focus on efficiency of the easyJet business model. This prompted a discussion around differential cost structures for passengers at

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Heathrow. The CCB discussed the apparent trend that consumer want a cheap ticket but not a cheap experience.

**ACTION** JH to update HAL Executive Committee with CCB's concern about silo's in HAL and a lack of clarity on HAL's part around the difference between consumers, citizens and stakeholders.

### 3. Challenge Log

- a. The CCB signed off version 2 of the Challenge Log which is dated 5<sup>th</sup> February 2018. Note the CCB have renamed the Issue Log and it is now called the Challenge Log.

**ACTION** CW to review part C of HAL's consumer research and engagement strategy re how the different aspects of the strategy feed into the business plan

**ACTION** CW draft paper for HAL to ensure focus against the Challenge log

### 4. Future meeting dates and locations

- a. The following meetings are planned:
  - 6<sup>th</sup> Feb JH to meet HAL Executive Committee. Location HAL
  - 9<sup>th</sup> Feb JH to meeting new Chair of CAA Consumer Panel. Location CAA House.
  - 19<sup>th</sup> Feb the CCB are meeting CAA to discuss PRM's. Location CAA House.
  - 19<sup>th</sup> Feb the CCB have a Board meeting. Location CAA House.
  - 5<sup>th</sup> March the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 19<sup>th</sup> March the CCB have a meeting with BA. Agenda to be confirmed Location BA Waterside.
  - 19<sup>th</sup> March the CCB have a Board meeting. Location BA Waterside.
  - 9<sup>th</sup> April the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 23<sup>rd</sup> April the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
  - 24<sup>th</sup> April JH to attend a HAAG meeting. Location TBC.

### 5. AOB

- a. The CCB discussed the SQRB, specifically whether the degree to which it is consumer based. When HAL presented their initial thinking around an outcomes based framework for H7 to the CCB, some of the targets and measure were current SQRB measures, and others were new. It was agreed that it is likely that H7 OBR will require a mix of current SQRB measures, and new consumer outcomes, all based on consumer engagement.
- b. The CCB went on to discuss that through the current regulatory framework it is the airlines, not passengers, that are the recipients or beneficiaries of financial rewards and penalties. While this has been somewhat academic in the current H6 period, because there have been no substantial financial rewards or penalties, a

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more robust OBR regime in H7 should likely result in financial consequences. Who should be the recipients of penalties incurred by HAL? The CCB recognised that this is not strictly part of their remit however are going to raise this with the CAA

**ACTION** CCB talk to CAA to understand the proposed OBR regime in H7 and how it links with SQRB.