



CONSUMER PANEL MEETING – FOR PUBLICATION

NOTES OF 1ST CONSUMER PANEL MEETING HELD ON MONDAY 1ST OCTOBER 2012 AT 12.00PM

Present:

Keith Richards Chair
Crispin Beale
Sarah Chambers
Philip Cullum
Ann Frye
Steven Gould
Alastair Keir
Robert Laslett
Anthony Smith

Monica Bonello Secretary to Panel

Invited guests:

Andrew Haines Chief Executive, CAA
Sandra Webber Consumer Support Director, CAA
Judith Corbyn Senior Statistical Analyst, CAA (for item 4 iii) onwards)

Introductions

1. Keith Richards welcomed all and gave a brief outline of his vision for the Panel, including that the Panel:
 - will act as a ‘critical friend’ to the CAA and was set up to be internally independent
 - will contribute consumer perspective to all of the CAA work and also point out gaps
 - is not primarily public facing but did not rule out taking a public position
 - should not respond to CAA consultations but influence their development
 - must demonstrate knowledge of aviation industry issues
 - must inform itself of the work of other consumer panels (including overseas if any)
2. At Keith’s invitation, the 8 members introduced themselves and their backgrounds.
3. Andrew Haines said CAA was very positive about how the Panel can help CAA achieve a stronger consumer perspective. He outlined the CAA Strategic Plan and the Civil Aviation Bill which has consumer-oriented provisions regarding airport regulation, information and the ATOL scheme.

Terms of Reference

4. Members discussed the draft ToR and agreed to amend them to clarify their primary focus on all consumers.
5. Andrew Haines confirmed that the confidentiality clause would normally enable CAA to share information with the Panel. In response to a discussion by the Panel Andrew offered to provide a statement of intent on disclosure of information which would make a commitment to sharing all information with the Panel as long as commercial confidentiality allowed.

Action: Keith to reword terms of reference

Action: All will draft points re ToR and email to Keith

Action: Andrew to provide CAA statement of intent on disclosure of information

Method of working

6. The main points agreed were:

- Meetings 4 times per year ideally starting at 10am and lasting 2 hours. The default is to hold these at CAA House. The dates would be determined by cycles of CAA work to which the Panel is contributing. Papers to be sent electronically and also by post if requested by members. Brief notes and actions would be published on the Panel's website.
- There is a need to get to know and stay in touch with stakeholders. There are several invitations for meetings/visits from and members will be invited to attend these with the Chair if they wish.
- Members' performance will be reviewed once a year. Andrew Haines advised that the CAA Board had a model which might be applicable.

Action: Andrew to provide Chair with performance review template

Q6 - passenger preferences

Judith Corbyn gave a presentation on the various research she had been reviewing for Q6. It was agreed that the Panel would learn more about Q6 as a priority, so that they could contribute. Several members had experience and expertise in research and could contribute to the design of any future consumer research and surveys.

Action: CAA to advise points in the Q6 work programme when the Panel could best contribute.

Information powers

Sandra Webber gave a presentation on the [information powers](#) contained in the Civil Aviation Bill. It was agreed it was important to get the Panel's input in this area as CAA prepares to consult on a Policy statement in spring 2013. There was an initial discussion on the nature of the Policy Statement, how much research was necessary to identify information needs and the extent to which CAA should publish information itself or arrange for others to publish it.