

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 10 JULY 2017  
13.00 – 17.30 AT VIRGIN ATLANTIC VHQ**

### Minutes

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

### Summary of Open Board Meeting Actions

Action ID	Origin	Status	Date Identified	Owner	Action	
CCB_A005	Board Meeting	001	New	14-Jun	JH & AB	Develop MOU between CCB and CAA Consumer Panel.
CCB_A006	Board Meeting	001	Closed	14-Jun	JH	Propose an expenses policy to the CAA
CCB_A007	Board Meeting	001	Closed	14-Jun	IL	Circulate Transport Focus expenses policy around the CCB
CCB_A008	Board Meeting	001	New	14-Jun	AB	Publish expenses policy once finalised on the CCB section of the CAA website
CCB_A009	Board Meeting	001	Closed	14-Jun	AB	Work with CAA communications team to develop a simple logo and unique documents for the CCB.
CCB_A010	Board Meeting	001	New	14-Jun	AB	Liaise with stakeholders (e.g. HAL) to make them aware of our presence on the CAA website and suggest that they have a link on their own website to the CCB page.
CCB_A011	Board Meeting	001	Closed	14-Jun	DH	Draft website content that is accessible to the consumer
CCB_A012	Board Meeting	001	Closed	14-Jun	AB	Organise Huddle training for the CCB
CCB_A013	Board Meeting	001	Closed	14-Jun	JH	Communicate to HAL the CCB's current thinking on HAL's consumer engagement at meetings planned for July (see below)
CCB_A014	Board Meeting	001	New	14-Jun	CW	Talk to CAA Consumer Panel about engagement with persons with reduced mobility (PRM)
CCB_A022	Board Meeting	002	New	10-Jul	JH	Seek engagement with a low cost carrier



## 1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-001 on the 14/06/17.

## 2. Admin

### 2.1 Website

- a. The CCB signed off the wording for CAA section of the website.

### 2.2 Logo

- a. The CCB reviewed a few logo options and decided on a logo.

### 2.3 Non Disclosure Agreement (NDA)

- a. At HAL's request the CCB members have signed an NDA with HAL

### 2.4 Ethics Policy

- a. The CAA has requested CCB members comply with the CAA ethics policy and declare any potential conflicts of interested. CCB members agreed to comply with the CAA's ethics policy.

### 2.5 Expenses Policy

- a. The CCB have agreed to adopt another public body's expenses policy and are proposing this to the CAA.

### 2.6 Huddle

- a. Huddle training has been organised for the 24<sup>th</sup> July.

## 3. Meeting update

- a. JH informed the CCB that himself and AB had met the London (Heathrow) Airline Consultative Committee (LACC) to explain role of the CCB and update on progress.
- b. JH informed the CCB that himself and AB has also met with HAL's Head of Regulatory Performance to communicate to HAL the CCB's current thinking on HAL's consumer engagement. HAL indicated due to the revised timing HAL may take a bit longer to develop a consumer engagement plan. Thus, the CCB may not receive HAL's consumer engagement plan by the end of July as previously envisaged.
- c. The CCB discussed the helpful briefing they had received from Virgin Atlantic in the morning. The CCB are planning to keep an ongoing dialogue with Virgin Atlantic.
- d. The CCB felt that there may be a trend of focusing on high spending business passengers. It was noted that the CCB have an important role to ensure that all passengers' needs are understood and represented in the business plan. It was also highlighted that all passengers pay the same charge to use Heathrow regardless whether they receive a basic or luxury service.

- e. The CCB decided it would be good to hear what a low budget airline thinks about the future of HAL and start to understand what they think their passengers would like to see from HAL.
- f. The CCB discussed that from the evidence they had seen so far it was apparent that immigration is a determinate factor of the consumer experience. Based on this the CCB will endeavour to engage with Border Force.
- g. It was decided it could also be useful for the CCB to engage with a non-UK airline that has experience operating out of another hub airport.
- h. The CCB also discussed the need to engage with CAA board.
- i. The CCB noted that HAL is the most expensive airport. The CCB noted that it is not their role to get into the economics of the price review, however, the CCB when thinking about consumer engagement need to consider value for money.
- j. It was noted that under the Civil Aviation Act 2012, the CAA has new duties and powers to provide information to users of air transport to assist them in comparing services and facilities.

**ACTION** JH to seek engagement with a low costs carrier.

**ACTION** JH to seek engagement with Border Force.

**ACTION** JH to seek engagement with a non-UK airline that has experience operating out of another hub airport.

**ACTION** JH to seek engagement with the CAA Board

#### **4. Implications of revised timings**

- a. The CCB welcomed the revised timing. The CAA is going to talk to the CCB on the 24<sup>th</sup> July about the revised timing.
- b. The CCB noted they are keen for HAL to use the extra time effectively and not lose the benefit of the additional time. It is there still expected that HAL will be providing the CCB with an engagement plan in a reasonable time frame, however the CCB recognised it is for HAL to determine the timetable.
- c. It was decided that the CCB will develop a timetable for their own work and collaborate with HAL to agree some milestones for when the CCB can expect to receive drafts of products. This will be determined in the coming months.

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

- a. The following meetings are planned:
  - 12<sup>th</sup> July IL and DH to meet HAL's Head of Regulatory Performance at HAL
  - 12<sup>th</sup> July JH to meet with the HACC.
  - 17<sup>th</sup> July JH to meet HAL's Regulation, Economics and Strategy Director
  - 24<sup>th</sup> July the CCB to have a Board meeting at CAA House
  - 25<sup>th</sup> July JH to meet HAL's CEO, and Regulation, Economics and Strategy Director at HAL
  - 26<sup>th</sup> July JH to meet HAL's Board at HAL
  - 7<sup>th</sup> Aug the CCB to have a Board meeting at CAA House
  - 11<sup>th</sup> Sept the CCB to meet HAL to talk about Resilience and Future untapped demand at HAL

Ref	Date	Time	Location
CCB-002	10/07/17	13.00-17.30	Virgin Atlantic VHQ. Fleming Way. Crawley. West Sussex. RH10 9DF.



- 28<sup>th</sup> Sept the CCB to meet British Airways (BA) to share an update on progress so far, at BA Waterside
- 28<sup>th</sup> Sept the CCB to have a Board meeting at BA Waterside

## 6. AOB

- a. N/A