

Ref	Date	Time	Location
CCB-005	28/09/17	11.00-13.00	British Airways Plc. Waterside UB7 0GA.

## CONSUMER CHALLENGE BOARD (CCB)

**THURSDAY 28 SEPTEMBER 2017  
11.00 – 13.00 AT BA WATERSIDE**

### Minutes

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

### Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
CCB_A005	Board Meeting	001	In Progress	14-Jun	JH & AB	Develop MOU between CCB and CAA Consumer Panel.
CCB_A008	Board Meeting	001	Closed	14-Jun	AB	Publish expenses policy once finalised on the CCB section of the CAA website
CCB_A010	Board Meeting	001	Closed	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_A014	Board Meeting	001	In Progress	14-Jun	CW	Talk to CAA Consumer Panel about engagement with persons with reduced mobility (PRM)
CCB_A022	Board Meeting	002	Closed	10-Jul	JH	Seek engagement with a low cost carrier
CCB_A023	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement with Border Force
CCB_A024	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement with a non-UK airline that has experience operating out of another hub airport
CCB_A025	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement the CAA Board
CCB_A028	Board Meeting	003	Closed	24-Jul	JH	Seek engagement with consumer advisory bodies.
CCB_A029	Board Meeting	003	Closed	24-Jul	AB	Understand if HAL have an accessibility director and request more information from HAL on PMRs
CCB_A033	Board Meeting	004	In progress	07-Aug	JH	Engage HAL on surface access

Ref CCB-005 Date 28/09/17 Time 11.00-13.00 Location British Airways Plc. Waterside UB7 0GA.

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_A036	Board Meeting	004	Closed	07-Aug	JH	Engage CAA regarding review of CCB Board Members time commitment.
CCB_A037	Board Meeting	004	Closed	07-Aug	AB	Provide JH with actual hours recorded by CCB since June to support review of CCB Board Members time commitment.
CCB_A038	Board Meeting	004	In Progress	07-Aug	AB	Develop first draft of Focus Area document for the CCB.
CCB_A039	Board Meeting	004	Closed	07-Aug	AB	Suggest dates for 2018
CCB_A040	Board Meeting	005	New	28-Sep	AB	Publish the CCB's advice on principles of effective consumer engagement and the CCB's feedback to HAL's Consumer Research and Engagement Strategy on the CCB website
CCB_A041	Board Meeting	005	New	28-Sep	DH	Feedback to HAL the CCB's views on the qualitative phase in preparation for HAL's Willingness to Pay (WTP) research).
CCB_A042	Board Meeting	005	New	28-Sep	AB	Coordinate CCB attendance at HAL's WTP focus groups
CCB_A043	Board Meeting	005	New	28-Sep	JH	JH to share Ofwat's draft guidance to chairs of the Customer Challenge Groups (CCG's) with the CAA and HAL and discuss any implications for the CCB.

## 1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-004 on the 07/08/17.

## 2. Meeting update / Willingness to Pay Research

- a. The CCB discussed their meeting with HAL on the 11<sup>th</sup> September to give feedback on HAL's Consumer Research and Engagement Strategy. At this meeting the CCB committed to giving HAL advice on best practice principles of effective consumer engagement. It was agreed that the CCB's feedback and advice would be publish on the CCB's website.
- b. IL and CW updated the CCB on their meeting with HAL on the 21<sup>st</sup> September. This was an inception meeting for the qualitative phase in preparation for HAL's willingness to pay (WTP) research. A number of improvements to the research design were discussed and these have been fed back to HAL.
- c. The CCB noted they will be receiving HAL's WTP Qualitative Research Phase Objectives and Discussion guides on the 29<sup>th</sup> September. A telephone conference has been set up to collectively review these and agree feedback on the 4<sup>th</sup> October.

Ref	Date	Time	Location
CCB-005	28/09/17	11.00-13.00	British Airways Plc. Waterside UB7 0GA.

- d. The CCB agreed that they would attend some of HAL WTP focus groups as an observer.
- e. The CCB noted that they expect to receive the results of the WTP study in November therefore are likely to require a telephone conference to be set up to discuss these.

**ACTION** AB to publish the CCB's advice on principles of effective consumer engagement and the CCB's feedback to HAL's Consumer Research and Engagement Strategy on the CCB website

**ACTION** DH feedback to HAL the CCB's views on the qualitative phase in preparation for HAL's WTP research.

**ACTION** AB coordinate CCB attendance at HAL's WTP focus groups

### 3. Principles of good consumer engagement

- a. The CCB discussed and agreed principles of good consumer engagement which will be shared with HAL and published on the CCB's website.

### 4. Future meeting dates and locations

- a. The following meetings are planned:
  - 23<sup>rd</sup> Oct the CCB to meet with HAL to review the consumer research and engagement strategy V2.0 and review the timeline. Location HAL
  - 23<sup>rd</sup> Oct the CCB to meet with CAA to get an update on the consultation on the extension and to have a presentation to explain airport charges. Location HAL.
  - 23<sup>rd</sup> Oct the CCB have a Board meeting. Location HAL
  - 1<sup>th</sup> Nov the CCB to meet with HAL to review qualitative research and discuss WTP survey design. Location HAL
  - 1<sup>th</sup> Nov the CCB have a Board meeting. Location HAL.
  - 16<sup>th</sup> Oct – 3<sup>rd</sup> Nov CCB to attend WTP focus groups as an observer.
  - 23<sup>rd</sup> Nov the CCB are planning to meet, the organisation/topics/location has not been confirmed.
  - 4<sup>th</sup> Dec the CCB to meet with HAL to discuss the Passenger Panel, PRM's, Surface Access and the Business planning process. Location HAL.
  - 18<sup>th</sup> Dec the CCB are planning to meet, the organisation/topics/location has not been confirmed.
  - 15<sup>th</sup> Jan the CCB to meet HAL to discuss Quantitative Research. Location HAL.
  - 15<sup>th</sup> Jan the CCB have a Board meeting. Location HAL.

### 5. AOB

- a. The CCB discussed Ofwat's draft guidance to chairs of the Customer Challenge Groups (CCG's) regarding the report and input that they are expecting from the CCGs. It was noted that the CCG's should provide evidence for any observations or comments. The CCB discussed that they felt this point was important and applying to them. The CCB discussed whether they had a role in the interpretation of the findings as well as commenting on the structure of the research design i.e.

Ref	Date	Time	Location
CCB-005	28/09/17	11.00-13.00	British Airways Plc. Waterside UB7 0GA.

the need to look beyond averages. The CCB decided they would share this document with the CAA and HAL.

- b. The CCB noted the importance of being able to evidence its interventions and challenges. It was agreed the Focus Document being developed would be an important way of building and recording this evidence.

**ACTION** JH to share Ofwat's draft guidance to chairs of the Customer Challenge Groups (CCG's) with the CAA and HAL and discuss any implications for the CCB.