

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 07 AUGUST 2017  
10.00 – 12.00 AT CAA HOUSE**

### 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>▪ Jayne Scott (JS)</li> <li>▪ Claire Whyley (CW)</li> <li>▪ Amy Breckell (AB) - Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>▪ David Holden (DH)</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	In Progress	14-Jun	AB	Publish expenses policy once finalised on the CCB section of the CAA website
CCB_A010	Board Meeting	001	In Progress	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	In Progress	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	In Progress	24-Jul	JH	Seek engagement with consumer advisory bodies.
CCB_A029	Board Meeting	003	In Progress	24-Jul	AB	Understand if HAL have an accessibility director and request more information from HAL on PMRs
CCB_A033	Board Meeting	004	New	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	New	07-Aug	CCB	Develop a timetable for CCB activity
CCB_A036	Board Meeting	004	New	07-Aug	JH	Engage CAA regarding review of CCB Board Members time commitment.
CCB_A037	Board Meeting	004	New	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	New	07-Aug	AB	Develop first draft of Focus Area document for the CCB.
CCB_A039	Board Meeting	004	New	07-Aug	AB	Suggest dates for 2018

## 1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-003 on the 24/07/17.

## 2. Meeting update

- a. JH informed the CCB about his meeting with HAL's CEO, and Regulation, Economics and Strategy Director on the 25<sup>th</sup> July. JH reported that the meeting was open and constructive. JH reinforced the messages previously given to HAL, that the CCB welcomed the timetable delay and the opportunity for HAL to undertake more robust future consumer engagement. It was expressed that the CCB felt a year was not that long, therefore the CCB are expecting to see a comprehensive plan when they meet with HAL in September. At the meeting with HAL it was agreed there are benefits of HAL avoiding silo working when integrating consumer engagement into the plan. JH encouraged HAL to look at engagement programmes being conducted by other regulated infrastructure monopolies, e.g. water, Thames Tideway, HS2. JH updated the CCB that HAL acknowledged these points and that HAL suggested it was becoming increasingly consumer orientated but more remained to be done. HAL acknowledged the imbalance of investment between departing and arriving experience, particularly immigration, HAL noted that they are working to improve this. The importance of understanding and improving the experience of persons with reduced mobility (PRM) was discussed. HAL's CEO was interested in the CCB's view on surface access.
- b. The CCB agreed that they would look at surface access and would expect to see this in HAL's consumer engagement plan.
- c. JH informed the CCB about his meeting with HAL's Board on the 26<sup>th</sup> July. JH summarised the messages delivered to the CEO, and Regulation, Economics and Strategy Director on the 25<sup>th</sup> July (see point 2a). JH informed the CCB that the HAL Board had acknowledged the immigration point. There was also a discussion about the one size fits all pricing strategy and whether HAL's offer could be more tiered to meet different requirements of different passengers. HAL's Board enquired how the airlines have engaged with the CCB, JH updated that the airlines had been open and constructively engaged. It was agreed that the CCB and HAL's Board would continue to meet on a periodic basis as HAL's consumer engagement programme develops.
- d. The CCB discussed the process of constructive engagement and questioned whether there is a role for the CCB during this to ensure consumer engagement is

included in this process. The CCB decided they would like to hear more about the process of constructive engagement.

- e. JH informed the CCB about his meeting with the Managing Director of Home Products and Services from Which? on the 2nd August. JH explained the role and work of the CCB and explored consumer views of current and future Heathrow experience.

**ACTION** JH to engage HAL on surface access

**ACTION** AB to organise a session with HAL on constructive engagement

### 3. Future meeting dates and locations

- a. The following meetings are planned:
- 5<sup>th</sup> Sept JH to meet HAL Executive Committee
  - 11<sup>th</sup> Sept the CCB to meet HAL. HAL to present their programme of consumer engagement and explain the process and timetable around the development of the business plan at HAL
  - 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 have a Board meeting at BA Waterside
  - 23<sup>rd</sup> Oct the CCB to meet with CAA – topics to be determined
  - 23<sup>rd</sup> Oct the CCB have a Board meeting at CAA House
  - 6<sup>th</sup> Nov the CCB to meet with CAA – topics to be determined
  - 6<sup>th</sup> Nov the CCB have a Board meeting at CAA House
  - 23<sup>rd</sup> Nov the CCB are planning to meet, the organisation/topics/location have not been confirmed
  - 4<sup>th</sup> Dec the CCB to meeting HAL – topics to be determined
  - 18<sup>th</sup> Dec the CCB are planning to meet, the organisation/topics/location have not been confirmed

### 4. AOB

- a. The CCB agreed, once they understand HAL's consumer engagement plan, to develop a timetable of CCB activity over the next year.
- b. CCB Board Members are contracted for 3 days a month, the CAA plan to review this time commitment in September. The CCB discussed that as HAL are presenting their consumer engagement plan in September they felt that 3 days a month effort would be required for the remainder of the year and should be reviewed again in January.
- c. The CCB recognised that there are themes emerging from their discussions. To ensure that these are reviewed and captured the CCB agreed to develop a document that identifies these areas of focus. The CCB decided that "Focus areas" will be added as a standing agenda item.
- d. The CCB agreed to get the 2018 dates in the diary.

**ACTION** CCB to develop a timetable for CCB activity

**ACTION** JH to engage CAA regarding review of CCB Board Members time commitment.

Ref	Date	Time	Location
CCB-004	07/08/17	10.00-12.00	CAA House 45-59 Kingsway London WC2B 6TE



- ACTION** AB to provide JH with actual hours recorded by CCB since June to support review of CCB Board Members time commitment.
- ACTION** AB to develop first draft of Focus Area document for the CCB.
- ACTION** JH to suggest dates for 2018