

Ref CCB-017 Date 02/07/18 Time 10.30-11.00 Location CAA House 45-59 Kingsway London WC2B 6TE

CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 2 JULY 2018
10.30 – 11.00 AT CAA HOUSE**

Minutes

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

Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
CCB_A025	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement the CAA Board
CCB_A077	Board Meeting	014	Closed	21-May	JH	Talk to CAA about CCB role's in commercial development partners
CCB_A078	Board Meeting	017	Open	2-Jul	ALL	Develop a proposal for CCB's involvement in constructive engagement.
CCB_A079	Board Meeting	017	Open	2-Jul	CW & TM	Raise to the Consumer Panel the challenge the CCB have for the framework that airlines, not the passengers, that are the recipients or beneficiaries of financial rewards and penalties and whether this is correct.

1. Minutes from the last meeting

- a. CCB approved the minutes from CCB-016 on 18th June.

2. Meetings Update

- a. CCB discussed the meeting with the Richard Moriarty the new CEO of CAA that occurred the morning of the 2nd July. CCB felt Richard was very consumer focused and supportive of the CCB. CCB noted it has been recognised that, due to its tri-partite appointment, neutrality and independence, there are a lot of aspects around culture and process that CCB can influence which CAA cannot. CAA was open to considering the role of the CCB in constructive engagement.

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ACTION CCB to develop a proposal for its role involvement in constructive engagement.

3. Review and Update Challenge Log

- a. CCB reviewed and discussed progress since the Challenge Log dated 21st March 2018. Updates were agreed for some of the challenges, more time is required to complete the review. As previously agreed the updated version of the Challenge Log will be published alongside the report on masterplanning that CCB are required to complete in Autumn. An earlier update of the Challenge Log will be discussed to ensure helpfulness to stakeholders.

4. Future meeting dates and locations

- a. The following meetings are planned:
 - 3rd July JH is meeting the HAL Executive Committee to give informal and verbal feedback on the challenge log updates. Location HAL.
 - 16th July the CCB are meeting with HAL to discuss WTP and Expansion. Location HAL.
 - 27th July JH is meeting the Chair of the Consumer Panel. Location CAA.
 - 30th July JH is meeting with the DfT to talk to the DfT airport capacity programme team about the CCB. Location DfT
 - 6th August the CCB are meeting with LACC. Location HAL.
 - 20th August the CCB are meeting with HAL. Location to be confirmed. Location HAL.
 - 3rd Sept the CCB are meeting with HAL. Location to be confirmed. Location HAL.
 - 17th Sept the CCB are meeting with HAL. Location to be confirmed. Location HAL.

5. AOB

- a. CCB discussed the outcome from HAL's Willingness To Pay (WTP) work package. CCB's main concerns which have been fed back to HAL are that there needs to be external validation of the numbers and for HAL to provide a top line summary for how the numbers will be used in the cost benefit analysis (CBA) work.
- b. CCB discussed that in the current regulatory framework it is the airlines, not the passengers, that are the recipients or beneficiaries of financial rewards and penalties. Thought could be given as to whether this is correct and when there are funds generated from OBR what happens to these funds. CCB considered this as not strictly part of their remit and more of a policy issue. A decision was made to flag this to the Consumer Panel.

ACTION CW and TM to raise to the Consumer Panel the challenge the CCB have for the framework that airlines, not the passengers, that are the recipients or beneficiaries of financial rewards and penalties and whether this is correct.