

Ref	Date	Time	Location
CCB-011	19/02/18	11.00-15.00	CAA House 45-59 Kingsway London WC2B 6TE

CONSUMER CHALLENGE BOARD (CCB)

MONDAY 19 FEBRUARY 2018
11.00 – 15.00 AT CAA HOUSE

Minutes

Present	Apologies	Guests
▪ Jeff Halliwell (JH) - Chair ▪ Trisha McAuley (TM) ▪ Isabel Liu (IL) ▪ Jayne Scott (JS) ▪ Claire Whyley (CW) ▪ Amy Breckell (AB) - Secretariat	▪ David Holden (DH)	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_A035	Board Meeting	004	In Progress	07-Aug	CCB	Develop a timetable for CCB activity
CCB_A047	Board Meeting	006	In Progress	1-Nov	CCB	CCB produce a status report in the first quarter of 2018.
CCB_A050	Board meeting	007	In Progress	23-Nov	CCB	Engage HAL on R3, HAL's work to date and how consumer engagement fits into this.
CCB_A052	Board meeting	008	In Progress	18-Dec	AB	Request forward plan of activity from Heathrow's PM including how the CCB fit into this.
CCB_A072	Board meeting	010	Closed	05-Feb	JH	Update HAL Executive Committee with CCB's concern about silos in HAL and a lack of clarity on HAL's part around the difference between consumers, citizens and stakeholders.
CCB_A073	Board meeting	010	In progress	05-Feb	CW	Review part C of HAL's consumer research and engagement strategy re how the different aspects of the strategy feed into the business plan
CCB_A074	Board meeting	010	In progress	05-Feb	CW	Draft paper for HAL to ensure focus against the Challenge log
CCB_A075	Board meeting	010	In progress	05-Feb	CCB	Talk to CAA to understand the proposed OBR regime in H7 and how it links with SQRB.

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1. Meetings update

- a. JH met the HAL Executive Committee on the 6th Feb. JH updated the CCB that the meeting was useful and engaging. JH communicated to the HAL Executive Committee the CCB's concern about silos in HAL and a lack of clarity on HAL's part around the difference between consumers, citizens and stakeholders. The HAL Executive Committee recognised that apparent disjointed nature of HAL's and is something they are keen to improve on.
- b. JH also discussed with the HAL Executive Committee the interim status report and version 2 of the challenge log. HAL requested the opportunity to discuss this report fully with the CCB at the next meeting on the 5th March. This means that the publishing of the Interim Report and version 2 of the challenge log will be delayed from February to March 2018.
- c. The CCB discussed the meeting with the CAA on PRM's on the 19th Feb. The CCB want to understand from HAL how they are forecasting PRM's. The CCB considered whether they should have any direction contact with OmniServ who provide the PRM service at Heathrow. It was decided that the CCB's focus in this area should remain firmly on HAL's consumer engagement, rather than straying into operational matters which are being handled via other forums, such the HAAG.

2. Sign of Interim Report and Challenge Log v2

- a. Members reviewed and signed off the Interim Report and Challenge log v2. It was agreed that these would be sent to HAL, CAA and the airlines prior to publication.

3. Future meeting dates and locations

- a. The following meetings are planned:
 - 5th March CCB are meeting HAL to discuss the Interim Report and version 2 of the challenge log. Location HAL
 - 29th March JH & IL as surface access sub-group to meet with HAL. Request to be made for any pre-reading.
 - 9th April the CCB are meeting with HAL and with LACC. Australian energy regulator sitting in as guest observer. Agenda to be confirmed. Location HAL.
 - 23rd April the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
 - 24th April JH to attend a HAAG meeting. Location TBC.