

Ref CCB-012 Date 19/03/18 Time 14.00-15.00 Location British Airways Plc. Waterside UB7 0GA.

CONSUMER CHALLENGE BOARD (CCB)

MONDAY 19 MARCH 2018
14.00 – 15.00 AT BA WATERSIDE

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) - Chair ▪ Trisha McAuley (TM) ▪ Isabel Liu (IL) ▪ Jayne Scott (JS) ▪ David Holden (DH) 	<ul style="list-style-type: none"> ▪ Claire Whyley (CW) ▪ Amy Breckell (AB) - Secretariat 	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	Closed	05-Feb	CW	Draft paper for HAL to ensure focus against the Challenge log
CCB_A075	Board meeting	010	Closed	05-Feb	CCB	Talk to CAA to understand the proposed OBR regime in H7 and how it links with SQRB.

Ref	Date	Time	Location
CCB-012	19/03/18	14.00-15.00	British Airways Plc. Waterside UB7 0GA.

1. Meetings update

- a. Today's meeting with BA was discussed. Questions were raised on the extent of consumer engagement HAL is undertaking for the changes in facilities which BA wants which will likely form a significant part of the H7 business plan regardless of R3.

2. Issues with HAL

- a. Concern was expressed that HAL should issue a fresh and live version of its Consumer Research and Engagement Strategy urgently, rather than go through more iterations with the airlines. HAL should have many significant workstreams in the Strategy underway already in order to have an Initial Business Plan by the end of 2018.
- b. Questions were raised on who at HAL was carrying out the synthesis of consumer insight and how it was going.
- c. Concerns were expressed that HAL would not have enough time to carry out consumer engagement amidst its other planning work to meet the H7 deadlines.
- d. Recent headlines on HAL's distributions to shareholders and the leveraged corporate structures of water utilities are increasing public and political pressure for regulators to place limits on leverage, distributions, or shareholder composition. Whether this would become an issue for consumers was discussed. It was agreed that the CCB should recommend that HAL watch how other regulated industries are handling the issue.
- e. It was agreed the CCB would adopt a facing sheet the CCB had created for discussions with and documents from HAL to link interactions explicitly with the Consumer Research and Engagement Strategy and Challenge Log. It was agreed that the first part of the next meeting with HAL on 9 April would be spent reviewing ways of working. JH will circulate a draft agenda to members.

3. Challenge Log / Interim Report

- a. Members agreed on the amendments made since feedback on 5 March. Final edits would be made so the report could be released the week commencing 26th March

4. Future meeting dates and locations

- a. The following meetings are planned:
 - 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.