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UK CIVIL AVIATION AUTHORITY
MINUTES OF THE 583RD MEETING HELD ON WEDNESDAY 19TH JUNE 2024, 11:00
THE RAF CLUB & TEAMS

Present:

Sir Stephen Hillier	Chair
Rob Bishton	CEO
Katherine Corich	Non-Exec Director
Marykay Fuller	Senior Independent Director
Jane Hanson	Non-Exec Director (Items 6-10 only)
Anne Lambert	Non-Exec Director
Manny Lewis	Non-Exec Director
Tracey Martin	Chief Financial and Operations Officer
AVM Suraya Marshall	Non-Exec Director (ex-officio)
Jonathan Spence	General Counsel & Secretary

Apologies:**In Attendance:**

Dave King	Independent Safety Adviser		
Tim Johnson	Communications, Strategy & Policy Director		
Tendai Mutambirwa	Interim Group Director, Safety & Airspace Regulation		
Emma Brown	Business Manager		
Graeme Paterson	Corporate Governance & Secretariat Lead		
Julie Bryer	Item 5	Helen Swanbury	Item 8
Paul Hyland	Item 5	Freya Whiteman	Item 8
Glenn Bradley	Item 7	Jenny Willott	Item 8
Anna Bowles	Item 8		

I. APOLOGIES & CONFLICT OF INTEREST DECLARATIONS

1. The Board welcomed AVM Suraya Marshall to the CAA. AVM Marshall had succeeded AVM Tim Jones as the ex-officio NED from the Ministry of Defence.
2. The Chair declared an interest as Vice President of the RAF Club (the venue for the meeting). This is pre-declared interest and is included in the Register of Interests on the CAA website.

II. BOARD APPROVED MINUTES AND MATTERS ARISING

3. *Minutes* – The minutes of the May Board meeting were noted, having been approved out of committee.
4. *Actions* – The Board noted the actions.

III. CHAIR'S REPORT (BRD-2024-034) BY SIR STEPHEN HILLIER

5. The Board was reminded that pre-election guidance issued previously remained in effect and applied to all CAA colleagues and Board members. It was confirmed that the guidance would be reissued internally.
6. An update was provided on a meeting between the DfT Permanent Secretary and Chairs of DfT's arms'-length bodies. The CAA had been represented at this meeting by Manny Lewis.

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7. The Board also noted that with the General Election taking place, the CAA should actively consider the messaging that it might convey to a potential new set of ministers.

IV. CEO REPORT (BRD-2024-035) BY ROB BISHTON

8. *Pay Award* – Further to the update provided in May, the Board was advised that the CAA’s final pay award offer had been presented to the recognised trade unions. Details had also been shared with all staff.
9. *NATS Panel Report* – The Board noted the final report of the NATS Panel had been produced.

V. CAA ANNUAL REPORT & ACCOUNTS (BRD-2024-036) BY TRACEY MARTIN

10. The 2023/24 Annual Report and Accounts was submitted to the Board for approval, alongside the letter of representation.
11. It was confirmed that there had been extensive ExCo involvement in its production. There had also been extensive engagement from the Audit Committee in reviewing drafts of the document. The Audit Committee had also recommended the report and accounts for approval at its June meeting.
12. It was confirmed that the CAA had received a clean audit from the External Auditors.
13. The Board was advised that the CAAi Board had not yet approved its own annual report and accounts. However, this was scheduled to take place on 20th June, and would not impact the CAA Board’s ability to approve the CAA Group annual report and accounts.
14. A small number of typographical errors had been identified, and details of these would be provided back to the project team to address.
15. The Board noted the extensive work that had gone into preparing the annual report and accounts, and expressed its thanks to all colleagues involved.

DECISION: The Board approved the 2023/24 annual report and accounts (subject to typos being addressed), and authorised the CEO to sign the document.

The Board also approved the letter of representation, and authorised the Chair and Company Secretary to sign these.

VI. SUMMARY REPORT OF THE AUDIT COMMITTEE MEETING HELD ON 11TH JUNE 2024 (BRD-2024-037) BY JANE HANSON

16. Jane Hanson joined the meeting.
17. The Chair of the Audit Committee confirmed that the Audit Committee had reviewed the annual report and accounts, and had recommended it and the letters of representation for approval and signing.

VII. SARG REPORT (BRD-2024-038) BY TENDAI MUTAMBIWA

18. The Board was advised that there had been a number of fatal accidents in the most recent reporting period. The appropriate support was being provided to the Air Accident Investigation Branch (AAIB).
19. Following the fatal accident involving a Battle of Britain Memorial Flight Spitfire, the Board was advised that engagement had taken place with the AAIB, MOD and civil operators of the aircraft to keep abreast of any emerging issues.
20. *Part 1* – The Board was advised of a proposal to update the top aviation risks within the SARG Report on a quarterly basis. This would align with the frequency that risks were updated for other SARG forums. It was confirmed however, that details of the risks would still be provided at each meeting.
21. The Board confirmed that it was content with this approach.
22. *Part 2* – The Board was updated on the work of the Flight Operations (Flight Ops) department within SARG. It was explained that the work of Flight Ops covered existing commercial air transport activities, as well as operators of new technologies.

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23. The scope of Flight Ops' role had increased as a result of the UK leaving EASA.
24. The emergence of new technologies had also seen an increasing need to Flight Ops involvement. Work to establish effective processes within different parts of SARG to support innovators as they brought products to market, and integrate them within the existing operating system was underway.
25. These processes would also ensure that safety accountabilities within SARG would transfer to relevant teams at the appropriate time.
26. It was acknowledged that there could be challenges for Flight Ops in engaging with innovators. There were innovators who were new to operating in a heavily regulated sector, where decisions might not be made quickly.
27. Work to engage with innovators and make them aware of what to expect from the regulatory process, and what the CAA required as the regulator was also underway.
28. It was also noted that across SARG, and the wider CAA, that measures were in place to ensure that regulatory capture was avoided, and any concerns regarding safety could be raised appropriately.
29. The Board noted the update.

VIII. CONSUMER PANEL ANNUAL REPORT & CONSUMER STRATEGY ACTIVITY UPDATE (BRD-2024-039a & b) BY TIM JOHNSON

30. Consumer Panel Report - The Board was updated on the Consumer Panel's work over the last year, and its engagement with DfT, the CAA and the CAA's Sustainability Panel.
31. The Panel Chair indicated that from the Panel's perspective, with the publication of the Consumer Strategy and development of the dashboard the CAA had taken a step forward in considering and responding to consumer matters.
32. From the CAA's latest Aviation Consumer Survey which the Panel helped shape, it had been identified that there was a growing dissatisfaction among consumers when travelling by air, measured over several years. This was more pronounced in Scotland and Northern Ireland, and the Panel Chair suggested it might be useful to undertake research in this area to understand root causes.
33. In respect of consumer complaints and alternative dispute resolution (ADR), it was noted that limits on the CAA's ability to obtain information from airlines and airports meant that it was difficult to get a better understanding of why dissatisfaction was growing in this area.
34. Consumer Strategy Activity Update – The Board was advised that the consumer dashboard presented in January 2024 continued to evolve. The data in the dashboard was informed by relevant business plan actions in Pentana.
35. It was noted that Airport Accessibility Framework was scheduled for publication towards the end of July. There were also plans to publish a similar framework for airlines.
36. There had also been an increase in complaints to, and about ADR providers. Work to better understand the nature of these complaints would be commissioned by the CAA.
37. It was confirmed that the dashboard and reports on performance against the airports and airline accessibility frameworks would be published on the CAA website. Noting the need to make this sort of information available to consumers, the Board was advised that work to improve the CAA's website was underway.
38. The Board sought assurance that in line with the recommendation from the ALB Review in 2023, that the Consumer Panel had been more involved and engaged with the CAA's Board. It was confirmed that there had been good Board level engagement, with increased attendance at Board meetings and quarterly discussions with ExCo. However, it was felt that early engagement

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with the Panel at a working level across the CAA before Board papers were submitted was ad hoc and there was room for improvement towards a more consistent approach.

IX. DRAFT JULY BOARD AND FORWARD AGENDA

39. The draft agenda was noted, however, it was understood that it may be subject to change ahead of the July Board meeting.

X. ANY OTHER BUSINESS

40. *Marykay Fuller* – On behalf of the Board, the Chair thanked Marykay Fuller for her extensive contribution to the CAA over the past five and half years, and wished her well for the future.

41. No other business was raised.