

CIVIL AVIATION AUTHORITY
MINUTES OF THE 521st BOARD MEETING HELD ON
WEDNESDAY 18 JULY 2018, CAA HOUSE

Present:

Dame Deirdre Hutton Chair
 Mr Richard Moriarty
 Mr Peter Drissell
 Mr David Gray
 Mr David King
 AVM Gerry Mayhew
 Mr Michael Medlicott
 Mr Paul Smith
 Ms Kate Staples Secretary & General Counsel
 Dr Ashley Steel
 Mr Mark Swan
 Mr Chris Tingle
 Mr Graham Ward

Apologies:

In Attendance:

Mr Tim Johnson			
Mr Richard Stephenson		Norma Hastings	for item XVI
Ms Angela Lynch	Minute taker	David Oastler	for item VII
Mr Ed Weston		David Tait	for item X
Mr Phil Dykins	for item VIII	Rob Toal	for item XI
Mr Troy Preston	for item V	Andrew Walker	for item XI
Mr Rory Kidger	for item VI	Kevin Woolsey	for item XII

I. APOLOGIES AND INTRODUCTIONS

1. There were no apologies.
2. The Board welcomed the new Non-Executive Director, AVM Gerry Mayhew, to his first meeting.

II. CONFLICTS OF INTEREST, PREVIOUS MINUTES, AND MATTERS ARISING

2. No new conflicts of interest were declared.

3. The minutes of the last meeting were agreed, subject to minor rephrasing in paragraph 34.
4. There were no matters arising.

III. CHAIR'S UPDATE

5. The Chair gave an update on meetings and events over the last month.
6. She updated the Board on the ongoing new Board members' recruitment process, which would be discussed in further detail under item XVI.
7. The Board noted the recent Annual Recognition Lunch for CAA staff. Members congratulated this year's winners for their exceptional achievements, which highlighted the diversity and high standard of work carried out across the CAA.
8. The Chair informed the Board of her attendance at the Farnborough Airshow on Monday, which included an event highlighting the Government's new 'Women in Aviation and Aerospace Charter'¹; a formal commitment with the UK's aviation and aerospace sectors to work together to build a more balanced and fair industry for women. The Board agreed consideration should be given as to how the CAA's existing programmes (such as volunteering in schools) might be able to contribute to this goal.

IV. CHIEF EXECUTIVE REPORT (DOC 2018-052) BY RICHARD MORIARTY

9. Mr Moriarty updated the Board on key meetings and live issues.
10. Mr Swan briefed the Board on the CAA's response to a recent airspace change request and gave a further update on Carlisle Airport.
11. Mr Moriarty updated the Board on recent engagement and stakeholder correspondence on Heathrow's capacity expansion. A copy of the Chair's response to a letter from HAL would be circulated to members for information.

Action: Chair's office

12. Mr Smith gave an airline licensing update.
13. Mr Moriarty confirmed that service level standards in the Shared Service Centre had been brought back in line with requirements for flight crew licensing by the end of June target he had set. Mr Tingle confirmed that the longer-term "lessons learnt" exercise, including a review of low application success rates, was now underway.
14. Mr Medlicott noted with concern the update on British Airway's (BA's) handling of recent booking errors. Mr Moriarty confirmed that he had subsequently discussed

¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/727042/Women_in_Aviation_and_Aerospace_Charter_at_17-07-18.pdf

the incident with the CEO of BA, to identify lessons learnt. Customers are being advised to use the established ADR process.

15. Mr Moriarty and Ms Staples gave an update on a litigation issue. A potential broader issue faced by regulators was raised as to how far they should actively speak out about commercial entities in their sector who they feel are not acting in the interests of the consumers but where they have not acted unlawfully.
16. Mr Moriarty briefed the Board on ongoing work with Guernsey, following last month's update.

V. SAFETY ASSURANCE REPORT (DOC 2018-053) BY MARK SWAN

17. The Board welcomed Mr Preston to the meeting.
18. Mr Preston presented the key safety assurance findings, highlighting where further work was needed and the key concerns that were being addressed through specific, targeted plans. The Board discussed the challenges involved in processing high volumes of data. These include, how to develop analysis to identify and prioritise risks and how to build greater understanding of emergent issues more broadly. Mr Preston outlined some of the actions being taken to find solutions, including utilising internal expertise and independently commissioned research. Mr Moriarty asked that the next update include a more in-depth explanation of this approach and the key programmes involved.

Action: Mr Swan/ Mr Preston

19. The Board noted the ongoing efforts to develop the CAA into a 'learning organisation', as previously discussed in the Cranfield report. Mr Preston said that a formalised approach was needed to 'lessons learnt' exercises but that it was also recognised that the right culture was needed for achieving this goal. Mr Moriarty asked that the next update include a list of other regulators or external organisations the CAA could look to as case studies on this topic.

Action: Mr Swan/ Mr Preston

20. Mr Swan provided details on where the specific resourcing challenges lie within SARG, noting that a strategic review was being carried out to build longer term resilience in specific areas. The findings would be brought to the Board for their input in due course.
21. Mr Drissell and Mr Preston agreed to discuss the best way to capture security related data as part of the safety assurance report, outside of the meeting.
22. The Chair requested deep dives on the themes of learning and data intelligence as part of the next report from Mr Preston and reflecting today's discussion.

Action: Mr Swan/ Mr Preston