

Dame Deirdre Hutton, DBE
Chair



Martin Rolfe
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7 Sept 16

Dear Martin

Thank you for your report (19 August 2016) covering your work implementing the 21 NATS-recommended recommendations from the Independent Enquiry (the "Enquiry").

As you know, the Enquiry was jointly established by the CAA and NATS in January 2015, as a direct response to the NATS Air Traffic Control systems suffering a technical failure in December 2014 that resulted in the application of flow management regulations and flight delays. This followed a larger failure in December 2013 of the Voice Communications System at Swanwick.

I note that the Enquiry concluded that safety was not compromised during the initial period of the failure or during the recovery. However, the event did have a significant disruptive effect on airlines and passengers. The CAA views the findings and the robust implementation of the recommendations from the Enquiry as essential to meeting our shared objective of avoiding future failures like these and of significantly reducing disruption to passengers.

I understand that Sir Robert Walmsley, who chaired the Enquiry, is currently undertaking a follow-up review to assess whether the approach taken by NATS to closing the recommendations meets the intentions of the original Enquiry Report and Panel.

We will be studying your report in greater detail in the coming weeks and look forward to receiving the conclusions from Sir Robert on whether he is satisfied with your implementation work. In the meantime, I welcome the significant effort and commitment that has gone into your work and the production of the report, as well as the professional manner in which NATS has responded to the challenges raised by the Enquiry.

Yours sincerely
Deirdre

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cc: Dr Paul Golby CBE, Chairman, NATS
Andrew Haines, Chief Executive, Civil Aviation Authority