Being a better regulator

At the CAA we are continually striving to improve the effectiveness of our regulation and, where possible, reduce the burden on those we regulate. This has been key to much of our work during the past year, and planned for the future.

We are committed to removing unnecessary regulations and ensuring that any new or revised requirements are effective and proportionate. An example of this is our drive to introduce more focused, risk-based regulatory oversight for safety through our Enhancing Safety Performance programme of work. Our work to develop a new safety oversight regime that is performance-based is about targeting our resources and those of industry on areas where this will have the greatest effect, and putting the right amount of effort into risks, and indeed reducing effort where the risk itself does not warrant significant oversight.

One of our key Better Regulation priorities is transparency, not only in terms of accessibility to information but also considering how we present it. As a result we have undertaken a major review of our website and implemented a new structure that is based on a site visitor's requirements.

As well as our interaction with stakeholders through the website we also need to improve the way we ask those we regulate to interact with us so as to reduce the administrative burden of complying with regulations. Perhaps the most demanding change project underway within the organisation aims to



make a significant improvement to our processes and practices so improving the efficiency of stakeholder transactions with us, and so improving the customer experience we provide.

We have also published our new Regulatory Enforcement Policy which covers the entirety of our enforcement work. The aim of the policy is to provide clarity and certainty for consumers and those we regulate about when, why and how we will take action.



"...we are continually striving to improve the effectiveness of our regulation and, where possible, reduce the burden on those we regulate."

Better regulation aims and achievements 2013

Being transparent for the benefit of stakeholders is a high priority, second only to proportionality.

We make our policies, decisions and guidance readily available and accessible.

The revised Aviation Policy and Environmental Directions to the CAA have been incorporated into the Airspace Change Process prior to consultation.

Appropriate performance and risk information is shared with industry and consumers.

Proportionality is our highest priority for better regulation. We will be much more risk-based and therefore burdens will reduce as risks reduce.

We have established a risk-based approach to regulation. How this affects those we regulate is established and informed by an outline of the overall risk picture across the whole aviation system (not just UK and UK businesses).

We will take a lead even where we do not have responsibility, when it is the right thing to do.

We continue to work closely with Government on the Red Tape Challenge to identify domestic legislation and regulations which could be amended or revoked to reduce the regulatory burden.

As well as seeking to remove unnecessary regulations we are also ensuring that any new or revised requirements are effective and proportionate. For example, when working with Government to develop the ATOL reform legislation, we have sought to minimise costs to business by introducing provision for us to accredit third party bodies to organise consumer protection which meets ATOL requirements for smaller holiday companies.

A good consultation process, coupled with effective stakeholder engagement, is a key aspect in ensuring transparency. For example, we have sought to improve the effectiveness of this in our ongoing work to develop proposals for the next period of price control at the regulated airports of Heathrow, Gatwick and Stansted.

"We have identified where we can make improvements and have started to streamline and rationalise procedures."

We will be able to focus our resources and those of industry as a result of the priority we give to proportionality.

Our regulatory effort is targeted on risk. Rules and policies are written to facilitate targeting by both the regulator and those we regulate.

One of our high priorities is to reduce inconsistencies in our regulation.

Practices and policies are consistent across the CAA, and we are working to build supporting systems to ensure harmonisation as well as efficiency. Policy development is co-ordinated within Groups and directed across the CAA from the highest levels.

Enforcement will be transparent, proportionate and consistent, which captures our three top Better Regulation priorities.

Enforcement policies and activities are explained and publicised where appropriate.

Reduce administration burden for those we regulate.

We have identified where we can make improvements and have started to streamline and rationalise procedures. This is supported by comprehensive work on our systems, aimed at making it easier for those we regulate to deal with us.

We will ensure that our Better Regulation priorities make us more accountable through internal assurance.

We are confident that we are delivering to our Better Regulation priorities and have identified and closed gaps in our Better Regulation goals.

We are more engaged with stakeholders, supporting one of our highest priorities, transparency.

We consult in a targeted and consistent manner, co-ordinated across the CAA, seek feedback from stakeholders and act on it. We use and respond to feedback received and stakeholders have been consulted and understand our performance improvement goals for industry.

