

To: Keith Richards, Chair of the CAA Consumer Panel  
To: Jeff Halliwell, Chair of the H7 Consumer Challenge Board

Sent by email only: [krichards@raleo.co.uk](mailto:krichards@raleo.co.uk); [jeffrey.halliwell@btinternet.com](mailto:jeffrey.halliwell@btinternet.com)

4 December 2017

Dear Jeff and Keith,

### **CAA Consumer Panel and H7 Consumer Challenge Board: remit and working principles on H7**

Following the helpful working level discussions that have taken place on these matters we summarise below the respective remits of the CAA Consumer Panel ('the Consumer Panel') and the H7 Consumer Challenge Board ('CCB') and set out the relationship and working principles between the two.

#### **Background**

The Consumer Panel was established by the CAA in 2012 to help the CAA deliver its vision to make aviation better for current and future consumers. The Consumer Panel acts as a 'critical friend' and its objective is to provide independent advice, and constructive and considered challenge to the CAA on specific policy issues and how the interests of consumers are taken into account in developing policy, fulfilling relevant regulatory duties and other functions.

The CCB was established in February 2017 by a partnership between Heathrow Airport Limited ('HAL'), the Heathrow Airline Community ('the Airline Community'), and the CAA. Recognising that HAL has substantial market power, its role is to act as an independent advisory body that will help ensure that HAL's business planning is driven by a robust understanding of what consumers value. The CCB will provide independent assurance and challenge to the consumer engagement carried out by HAL and will publicly report back to the CAA and other stakeholders.

#### **Remit**

It is important to note that although both the Consumer Panel and the CCB provide consumer-focused challenge and scrutiny functions, their remits are different, they are two separate and independent groups and there is no accountability of one group to the other.

With respect to H7, the CAA expects that, in line with its work programme, the Consumer Panel will focus on the activities of the CAA in designing and implementing the regulatory framework for H7.

In contrast we expect the CCB to focus on the activities of HAL, in particular how it engages with consumers and ensures that their needs are reflected in its business plans for H7, including for capacity expansion.

### **Working principles**

Although the Consumer Panel and the CCB have distinct remits, there may be some issues in which they have a mutual interest. Accordingly, the two groups may wish to hold discussions on such issues from time to time, which will be arranged through their respective Secretariats. Communication between the two groups should be open, honest, constructive and collaborative. The two groups should be available to one another for counsel and consultation on specific issues if this is appropriate.

It is imperative that the need for confidentiality is respected and understood. The CAA expects members of both bodies to act in line with confidentiality agreements they have signed. Sensitive information, commercial or otherwise, should not be disclosed to the other group.

In addition, it would be helpful if the two bodies were to operate a mutual 'no surprises' policy where an issue is made public that could have a direct impact on the work programme of the other and where consumers are directly affected. Each group will give the other reasonable notice about such publications, but for the avoidance of doubt, neither group shall have the right to comment on or change the work of the other group.

In conclusion, the CAA recognises the skills and expertise available to it through each entity, and we look forward to working with both bodies to deliver good outcomes for consumers.

### **Next steps**

If you have any comments on this letter we should be happy to consider and/or meet to discuss. Otherwise we look forward to both the Consumer Panel and the CCB continuing with their valuable work to help protect the interests of consumers.

Yours sincerely



**Tim Johnson**

Director, CAA Strategy & Policy



**Richard Moriarty**

Director, Consumers & Markets