

# Consultation on the Terms of Reference for the H7 Consumer Challenge Forum (CCF)

CAP 1425



**Published by the Civil Aviation Authority, 2016**

Civil Aviation Authority,  
Aviation House,  
Gatwick Airport South,  
West Sussex,  
RH6 0YR.

You can copy and use this text but please ensure you always use the most up to date version and use it in context so as not to be misleading, and credit the CAA.

Enquiries regarding the content of this publication should be addressed to: [james.tallack@caa.co.uk](mailto:james.tallack@caa.co.uk)

The latest version of this document is available in electronic format at [www.caa.co.uk](http://www.caa.co.uk), where you may also register for e-mail notification of amendments.

# Contents

---

|                                                    |           |
|----------------------------------------------------|-----------|
| Contents.....                                      | 3         |
| <b>Chapter 1 .....</b>                             | <b>5</b>  |
| Introduction .....                                 | 5         |
| Purpose of this document .....                     | 5         |
| CAA duties.....                                    | 5         |
| Views invited .....                                | 6         |
| Key consultation questions .....                   | 6         |
| <b>Chapter 2 .....</b>                             | <b>8</b>  |
| Objectives and key principles .....                | 8         |
| Objectives .....                                   | 8         |
| Key principles .....                               | 10        |
| <b>Chapter 3 .....</b>                             | <b>12</b> |
| Draft Terms of Reference for the CCF .....         | 12        |
| Role of the CCF.....                               | 12        |
| Membership of the CCF.....                         | 12        |
| Composition of the CCF .....                       | 12        |
| Independence of the CCF .....                      | 13        |
| Period of appointment.....                         | 14        |
| Termination of appointment.....                    | 14        |
| Scope, Focus and Responsibilities of the CCF ..... | 15        |
| Scope .....                                        | 15        |
| Focus.....                                         | 15        |
| Responsibilities .....                             | 15        |
| Operating principles of the CCF .....              | 16        |

|                                        |    |
|----------------------------------------|----|
| Remuneration.....                      | 16 |
| Gifts, hospitality and donations ..... | 16 |
| Authority .....                        | 16 |
| Escalation policy .....                | 16 |
| Secretariat.....                       | 17 |
| Resources .....                        | 18 |
| Transparency .....                     | 18 |
| Working practices of the CCF .....     | 18 |
| CCF meetings .....                     | 18 |
| Other meetings .....                   | 18 |
| Meeting observers .....                | 19 |
| Other matters .....                    | 19 |

## Chapter 1

# Introduction

## Purpose of this document

- 1.1 The current regulatory controls on the charges and services that Heathrow Airport Limited (HAL) offers to airlines, and, ultimately, to consumers are due to expire on 31 December 2018. The CAA has therefore launched a review (called 'H7') of the appropriate regulatory arrangements that should be put in place after that date.
- 1.2 To initiate this review, we published a discussion document in March 2016 seeking views from all interested parties on the process, strategic themes, and the relevant issues that should shape the CAA's methodology for the H7 review.<sup>1</sup> One of the key themes in the discussion document was around 'empowering consumers and furthering their interests'.
- 1.3 This document invites comments on our proposed approach to establishing a Consumer Challenge Forum (CCF)<sup>2</sup> to help ensure that the H7 process is driven by a robust understanding of what consumers value.

## CAA duties

- 1.4 The Civil Aviation Act 2012 (The Act) gives the CAA a single primary duty to further the interests of users of air transport services in respect of its economic regulation functions<sup>3</sup>. We stated in the discussion document that we intend to go much further than we have previously to put consumers at the heart of our airport economic regulation.

<sup>1</sup> <http://publicapps.caa.co.uk/docs/33/CAP%201383%20final%20March%201383.pdf>

<sup>2</sup> We use the term Consumer Challenge Forum (CCF) for consistency with our earlier H7 publications and other communications with stakeholders. However, we recognise that the body that is ultimately established may take a different name.

<sup>3</sup> 'Users of air transport services' are defined as present and future passengers and those with a right in property carried by the service i.e. cargo owners. For the sake of simplicity we use the term 'consumers' to mean both present and future passengers and cargo owners.

## Views invited

---

- 1.5 Any representations about the proposals in this document should be sent, if possible by e-mail, to [economicregulation@caa.co.uk](mailto:economicregulation@caa.co.uk) by Friday 5 August 2016. Alternatively, comments may be sent by post to:

James Tallack  
Consumers and Markets Group  
Civil Aviation Authority  
CAA House  
45-59 Kingsway  
London WC2B 6TE

- 1.6 We expect to publish the representations on our website for other interested parties to read as soon as practicable after the period for written representations expires. Any material that is regarded as confidential should be clearly marked as such. Please note that we have powers and duties with respect to information under section 59 of the Civil Aviation Act 2012 and the Freedom of Information Act 2000.
- 1.7 If you have any questions on this document please contact James Tallack on 020 7453 6734 (or by e-mail to [james.tallack@caa.co.uk](mailto:james.tallack@caa.co.uk)).

## Key consultation questions

---

- 1.8 We welcome comments on all aspects of the ToR and the principles set out in this consultation document. However, we are particularly keen to understand stakeholders' views on the following key consultation questions:
- Do you agree with our proposed Role for the CCF?
  - Do you agree with our proposed membership requirements including the steps to secure the independence of the CCF?
  - Do you agree with our proposed Scope, Focus and Responsibilities for the CCF?