

CAA Consumer Panel

Work Programme: April 2020 – March 2022



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About the CAA Consumer Panel

Who we are

The CAA Consumer Panel is a group of eight independent experts, who bring together deep consumer expertise and experience along with strategic thinking, applying these in a practical way to improve the experience for commercial air passengers. The Panel member's biographies can be found at the end of this document.

What we do

The Panel acts as a non-statutory critical friend, giving expert advice to the CAA as policy is being developed, and making sure the consumer interest is central. The Panel's objective is to champion the interest of consumers.

The key activities of the Panel are to:

- Help the CAA to understand fully, and take account of, the interests of consumers in its policy development and decisions.
- Use existing CAA research, request the CAA undertakes new targeted research, and to gather intelligence, to understand the aviation consumer experience.
- Provide the CAA with feedback from a consumer perspective on the effectiveness of its policies and practices.

Our remit

The Panel focuses on the interests of current and potential aviation consumers. Citizen or community issues, such as noise from flightpaths, do not fall under our remit.

Chair's Foreword

This is the Consumer Panel's second workplan since I took over as Chair in 2018 and covers two years from 2020 to 2022. We are proud of the work that we have carried out over the last two years, which we believe has contributed to better outcomes for consumers in aviation. We have made contributions in a number of areas of importance to consumers and reported on progress in our annual reports.

This workplan is focused on three strands of work: building the evidence base, driving better outcomes for consumers, and influencing future frameworks. We will continue our work focusing on the needs of vulnerable consumers, building on the work we initiated in 2018-19. We will also build on the work we have carried out on information provision, expanding into the availability of environmental information for consumers, looking at what consumers want and how it can best be provided. We will contribute to ongoing work by the CAA and Government looking at consumer protection when airlines face insolvency, both looking at the role of insolvency legislation and, in light of recent experience with the insolvency of Thomas Cook, protection provided to passengers by ATOL.

As a Panel, we aim to challenge constructively the CAA and make helpful recommendations to ensure the CAA keeps consumers at the heart of all it does to the benefit of those who currently fly and those who do not. We want to see air travel accessible to all those who want to fly, ensuring passengers receive a good quality of service from those with whom they interact, and the information they need.

This work plan lays out the detail of our proposed work over the next 2 years. A number of elements of our workplan depend on external factors, so we will keep our programme flexible so that if events change we have the ability to reprioritise our work. We aim to be responsive and flexible in order best to represent the needs of consumers in aviation. This includes, where appropriate, reacting to external events that impact on aviation consumers such as the current Covid-19 pandemic.

We will continue to report annually on the progress we make, as well as exploring new ways to publicise our work, including publishing articles and reporting to the Board of the CAA on issues that we see as a priority.



Jenny Willott

CAA Consumer Panel Chair