

CAA Consumer Panel Annual Report 2016 – 2017



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Foreword

As a Consumer Panel the first phase of our life began with our inaugural meeting in October 2012. We spent the next four years getting under the skin of the CAA, earning the trust of key staff and stakeholders, influencing the CAA's strategic plan and its policies in key consumer areas, and working with the organisation to develop tools designed to deliver regulation that meets its primary statutory duty to consumers.

We are particularly proud to have played a major role in persuading the CAA to introduce its first regular large-scale tracker survey. This is now established as a significant strategic tool for developing a deep understanding of the consumer interest. It delivers a wide range of intelligence including consumer attitudes towards aviation, satisfaction with flying experience, the level of understanding of consumer rights, as well as perceptions around how the industry deals with safety, security and the environment, and how well the industry performs on choice, value and fair treatment. It represents part of what is now a systematic approach to understanding the drivers of consumer behaviour and consumer priorities for choosing future services. It is also the tool to monitor the success of the CAA's Strategic Plan and will enable the CAA to keep abreast of new and emerging consumer risks. Crucially, it supports the CAA, through all of its work, in delivering better outcomes for consumers.

Real progress has been made over that four year period towards ensuring that consumers are at the heart of everything the CAA does. We are proud of our role in that. The organisation has accepted the Panel as a valued and trusted critical friend and respects our independence and at times hard-hitting challenges. The terms of the consumer debate within the CAA have substantially shifted over that first phase of the Panel's life.

In the 12 month period covered by this Annual Report our engagement with the CAA has continued to deepen and widen, and we have now begun our own-initiative work focusing on four key areas. These cover consumer information, vulnerability, the CAA's competition enforcement responsibilities, and how the CAA aligns its corporate culture with its primary duty to consumers. Some detail of our ongoing work in these areas is explained later in this report.

During the year we welcomed the publication of the Government's Aviation Strategy. Its focus on putting consumers at the heart of aviation policymaking is encouraging. We will work with the CAA to provide robust, evidence-based input to the 'Call for Evidence'. Our aim is to improve the likelihood that the aspirations in the strategy are delivered in reality for consumers. The responsibility for delivering some key areas of the strategy are likely to rest with the CAA.

On the issue of Alternative Dispute Resolution (ADR) for consumer disputes, we remain disappointed that there is no compulsory, free of charge scheme available to all aviation consumers. We recognise that while the decision whether to make ADR mandatory is not within the CAA's powers, we urge it to work with the Department for Transport to take a longer-term view to develop a mandatory mechanism that benefits all aviation consumers.

The CAA has continued to give much-needed publicity to the challenges faced by disabled people when flying. During the year it published its first report on the quality of airport services for disabled passengers, highlighting many problems (as well as some progress), and naming and shaming some industry players – a move we very much encourage and support. This report will be updated annually and will promote much-needed improvement across the sector.

The Panel was instrumental in persuading the CAA, as part of the upcoming price control review of Heathrow Airport, to make it a requirement that the airport set up an independent Consumer Challenge Board. This mirrors the scrutiny process that exists in the regulated water and energy sectors.

Crucially it also signals a move by the CAA away from over-reliance on the views of the industry, particularly airlines, as representing the voice of the consumer in the economic regulation process. We recognise that this is a sensitive issue and that the CAA must maintain the important working relationship with the airlines. But our view has always been that too much reliance on what the industry says is inconsistent with good practice in economic regulation generally and of current moves across regulators in a range of sectors to increase and enhance consumer engagement. The Heathrow Consumer Challenge Board is now up and running, working with the airport to ensure that the business plan the airport will submit to the CAA for regulatory approval is based on a robust and practical understanding of consumers' interests.

For aviation consumers safety is of paramount importance, but not something that they should have to actively worry about. There is no question that air travel is extremely safe, thanks to the work the CAA does, largely unseen by the general public. The Consumer Panel's engagement with the CAA on its specific role in safety has always been very positive and productive. The Consumer Panel has not reviewed the resourcing of CAA's safety functions though naturally it would want the CAA always to have the right quality and quantity of resource. But occasionally events happen that increase the profile of issues of safety and public protection issues in all sectors. The tragedy of the Grenfell Tower fire is one example. Safety regulators across the country and beyond should review regularly their processes.

The Panel is also looking at the CAA's role in providing consumer information, and whether consumers' needs for safety information are being met, an issue that CAA commissioned research has indicated some consumers would welcome more information about.

Our wider focus is on the CAA's corporate culture, looking at how it maintains its independence as a regulator and ensures that it continues to deliver on its primary statutory duty to consumers. The need for the CAA to secure and maintain regulatory independence applies as much to the CAA's relationship with Government (within the framework of the relationship set out in legislation) as it does to its relationship with the industry.

The CAA should maintain a clear understanding of how it might be swayed by factors such as undue political influence on operational regulatory decisions, and economic and industry pressure, and how it ensures that its decisions are taken in the interests of those stakeholders it exists to protect. The CAA must build and improve continually its approach of listening to and understanding the often less focused and more disparate voices of consumers so it can carry out its many roles and deliver outcomes that are in the consumer interest.

We could not publish an Annual Report without mention of the decision made by the British public to withdraw our membership of the European Union. Brexit throws up huge challenges for the CAA and presents the risk that consumers may lose important rights that are currently delivered through European regulations and directives. There is a clear need to reach early agreement on access to the European market that will promote the interests of consumers when using aviation services. These interests are widely spread. They include the benefits of maintaining the competitiveness of the UK market and the ability of the UK industry to remain a key player in delivering choice and value, as well as securing the UK's commitment to passenger rights to ensure fair treatment for consumers.

The political debate around globalisation, markets, competition and regulation has become increasingly vocal and fractured in over the last year. It is vital that the real interests of consumers are kept in the forefront of minds throughout these debates. We should not forget the enormous benefits that liberalisation and global agreements have delivered to consumers through the freedom to fly to a huge range of destinations which in past years would have been considered out of reach, at increasingly reasonable prices. But such freedom is only valued if it is associated with appropriate levels of security and regulation. Just as liberalisation has enabled airlines such as Ryanair and Monarch to provide innovative and highly valued services to consumers, so has firm and effective regulation ensured that when one of these airlines lets down its customers through poor decision-making or adverse economic conditions, regulation has played an equally important part in ensuring that customers are properly compensated, informed and where necessary repatriated. We congratulate the CAA on the enormous efforts they have made over recent weeks to achieve this in highly challenging circumstances.

Finally, during the year we said goodbye to our long-standing secretary, James Tallack who provided us with the policy support and intelligence necessary for the Panel to operate effectively and efficiently. I am very grateful to James and to all my colleagues on the Panel for their commitment and input. Together they have created a panel that is a strong and focused voice for the consumer interest, and a valued critical friend to the CAA. We welcome Harriet Gamper as our new secretary.

Keith Richards, Chair, CAA Consumer Panel



Chapter 1

What we do

The objective of the Panel is to provide independent advice to the CAA and challenge and support it in making aviation better for current and future consumers.

The Panel was established in October 2012 by the CAA to be a 'critical friend' to provide advice and guidance on consumer issues and Panel members bring a broad range of skills and experience in this regard.

In the lead up to our fifth anniversary, the CAA initiated a review of the Consumer Panel in March 2017 to reflect on the effectiveness of the Panel in supporting the CAA in delivering its strategy. The output of that review is further discussed in Chapter 2.

Between May 2016 and April 2017, the period covered by this report, the Panel has met four times. Panel members were also involved in separate discussions with CAA colleagues and other stakeholders to explore certain issues in more detail such as consumer vulnerability and consumer information.

Outlined in this report are the four key issues we have decided to focus on in 2017/18. These were chosen either because we need to engage deeply with important upcoming regulatory changes, such as the development of the regulatory pricing for H7 and additional runway capacity, or because there are overarching issues that are fundamental for the proper functioning of a regulator. These include vulnerability, culture and independence, and the provision of information to consumers that allows them to make informed choices. More detail on these is provided in Chapter 3.

Chapter 2

Key Issues

Economic regulation of Heathrow Airport and additional runway capacity

There has been significant activity over the last year in preparation for replacement of the current regulatory controls on the charges and services that Heathrow Airport Limited (HAL) offers to airlines in the next few years. The Panel continues to be encouraged by how the CAA has engaged with it and retained a consumer focus during discussions over the forthcoming price control review for the airport. Crucially this includes developing a deeper understanding of best practice in other sectors and applying it to the review process. A particular focus for the Panel is how the CAA will use the next price review to empower consumers, build capacity within Heathrow for high quality consumer engagement, and to embed Outcome-Based Regulation to get the best outcomes for consumers.

In terms of consumer empowerment, the Panel was instrumental in the CAA's decision to require Heathrow to set up a Consumer Challenge Board. The aim of the Board is to apply ongoing scrutiny to the development of the airport's business plan for the next period and to assess in particular the extent to which the plan is informed by high quality consumer engagement and is focused on delivering the outcomes that consumers value. We are delighted that two of our Panel Members (Trisha McAuley OBE and Claire Whyley) were appointed to the Board. This provides an excellent mechanism for the CAA Consumer Panel and the Board to be aware of each other's activities and minimise the risk of duplicating effort. We will engage with the work of the Board closely as it continues to establish itself and understand the relationships of key stakeholders.

The Consumer Panel is very supportive of the CAA's use of Outcome-Based Regulation, in particular encouraging Heathrow to identify the aspects of passengers' experience of using the airport that are of most importance to the consumer and to publish performance information related to these areas. In this way, service providers (which may include other parties in addition to the airport) will be incentivised to improve outcomes for consumers or risk reputational damage. It is an approach that the Panel would like to see replicated in other airports.

In identifying the best outcomes for consumers, the Panel is clear that airlines cannot be used as a proxy to represent the consumer interest. We have previously highlighted our concerns about the 'rebuttable presumption' position CAA held during the existing price review period which was based on the assumption of a general alignment between airline and consumer interests. While we have been encouraged

by the consumer focused approach that the CAA have taken during the forthcoming price review, we have advised the CAA that a formal move away from the 'rebuttable presumption' position would send a strong message to underpin the steps that the CAA have already made in this area.

Given the Government backing for a third runway at Heathrow, the next price review will also have to consider the economic regulation of the additional runway capacity. We continue to express our view to the CAA that the overall economic benefits of the additional runway capacity to the UK would justify sectors other than consumers bearing part of the cost of expansion.

As we continue to operate in a capacity constrained environment, it becomes even more important to ensure that the regulatory process delivers resilience through Outcome-Based Regulation and that this is reflected in Heathrow's Business Plan. While the Panel recognises that the extra runway will ease capacity issues, we remain concerned that consumers will be required to pay for this capacity expansion for some years before it becomes operational.

A further concern is that the airport is not incentivised to better manage its risks when it is allowed to recover a significant (85%) proportion of its planning costs. We were however pleased to see the CAA better inform itself through externally commissioned research¹ of the consumer interest in resilience to disruption as this will provide important insights in Heathrow's capacity constrained environment.

Given that the Panel considers that its interest in consumers covers all users of aviation services, we are mindful to ensure that our advice and challenge to the CAA reflects both passengers and freight users. In this regard, we have been proactive in encouraging the CAA to engage with the Freight Transport Association to ensure their views are taken into consideration during the price control review process.

Providing consumers with complaint resolution

It is in consumers' best interest to have access to quick and legally binding complaint resolution. The Panel has always advocated that the CAA move quickly away from its historical role as primary complaint handler to regulator for Alternative Dispute Resolution (ADR).

We welcome the continuing positive trend in the voluntary sign up of airlines and airports to ADR, and in terms of the CAA's ongoing role in complaints-handling its Passenger Advice and Complaints Team (PACT) is now taking a much-reduced role, and the funding of complaints falls largely where it should, on a 'polluter pays' principle.

1 CAP 1472 Consumer attitudes to journey disruption - A qualitative research report (www.caa.co.uk/CAP1472)

At the time of publishing this report, 78% of passengers flying in or out of the UK now have access to a CAA-approved ADR scheme where they can direct unresolved complaints about their experience with an airline. In addition, 76% of passengers with disabilities have access to a CAA-approved ADR scheme where they can raise unresolved issues regarding their airport experience.

We remain disappointed that all aviation consumers do not have access to compulsory and free redress through a CAA-approved ADR scheme, and that there are multiple ADR providers which could cause confusion. We have some sympathy with the view of the consumer group Which? that the UK Government's decision about implementation of ADR across the UK economy as a whole (a voluntary sector-by-sector system with multiple complaints bodies) has resulted in an approach for aviation that is 'hopelessly muddled' and 'confusing for passengers'. We feel that a single ADR provider and complaints handling that is free at the point of use would be the best approach for consumers.

While the CAA has implemented its approach within the constraints of the current legal framework we will be encouraging the organisation to look for opportunities to improve the offering to consumers as part of its review of ADR, which is due to take place later in 2017.

What remains crucial is that the CAA has an ongoing role in ensuring that the ADR schemes are acting as effectively, and promptly, as they should in resolving disputes.

Developing a strong evidence base

In our last Annual Report, we made particular note of the Panel's influence in the CAA's decision to introduce a consumer tracker survey to provide regular insight into aviation consumers experience. We have continued to be active in influencing the questions asked and are keen to see how the CAA reviews and acts upon the results now that it has gathered three waves of data from the survey (in Spring 2016, Autumn 2016 and Spring 2017).

We are particularly keen for the CAA to explore the data further in relation to passengers with a disability or reduced mobility given the significant growth in this group² and in particular to better understand why many passengers do not request the special assistance that could have been available to them.

We are also encouraging the CAA to make use of this valuable source of data to help identify the information that consumers would find most useful. If the CAA does not

2 Between 2010 and 2016, at 21 UK airports, there has been a 64.2% increase in Persons of Reduced Mobility (PRMs) compared with a 37.2% increase in passengers overall. These 21 airports account for 96.1% of PRMs in 2016 – data collated by CAA from UK airports.

already have access to this information, it has the ability to use its statutory information duty to require businesses, such as airlines and airports, to provide information for the CAA to publish, or to publish information themselves. We continue to encourage the CAA to make full use of these powers.

Working to embed resilience within the aviation system

Government backing for a further runway in the South East, announced in October 2016, was a welcome step to increase capacity in what is becoming an increasingly congested aviation system of airports and airspace. However, it is likely to be at least 2025 before we see the benefits of extra runway capacity. This means consumers face the potential for restricted competition and route choice and increased fares as both airport and airspace capacity become increasingly scarce. Furthermore, the ability for the system to be able to anticipate, withstand and recover from increasing day to day operational issues caused by congestion means that consumers will also face reductions in resilience and service quality. There are undoubtedly trade-offs that need to be made in this constrained environment but the market appears unable to deliver a choice of good value services and fair treatment which is of benefit to consumers in general but particularly so to vulnerable consumers who feel the impacts of disruption more keenly.

Resilience is a complex and multi-faceted issue. Consumers expect the aviation system to be resilient and, in general, may not see the need to pay extra to secure this. However, some passengers, depending on the circumstances of the travel, may be prepared to pay extra for an on-time arrival and may appreciate seeing delay data in an accessible form to allow them to make an informed choice of which airline to travel with, or which airport to travel from. We would encourage the CAA to look at this further.

We recognise this is an area in which the CAA has limited statutory levers, though it does have wide-ranging information powers. We welcome the leadership approach it has taken to encourage industry and Government to make the necessary changes to improve resilience within the existing infrastructure. We are keen that the CAA looks at other areas of consumer detriment that fall outside of its direct remit to see whether it can use its influencing power to make equally positive steps.

Provision of financial protection to air travellers

The European Package Travel Directive 2015 is due to come into effect in the UK by July 2018 and the UK Government is obliged to introduce its provisions in full via new legislation. The Bill to achieve this implementation is currently progressing through Parliament. The new Directive extends the protection of the previous Directive (adopted in 1990) to cover different sorts of travel combinations as well as the traditional package holidays organised by tour operators. One such travel combination

is known as a Linked Travel Arrangement whereby a consumer, after having booked one travel service (e.g. a flight) with a facilitator (e.g. travel website), is invited to book another travel service for the same trip (e.g. accommodation) through a targeted link and a second transaction is made within 24 hours. Although the consumer will be alerted to the fact they are being sold a Linked Travel Arrangement by the use of mandatory pre-sale disclosures, the Panel is concerned that these arrangements do not provide sufficient insolvency protection and provide a lack of clarity to consumers over what part of their travel arrangements are, or are not, covered. We have encouraged the CAA to engage with Government to explore how this issue can be addressed. More broadly, we also feel that the CAA could do more to better understand consumer awareness and understanding of insolvency protection, as well as what consumers value and are willing to pay for in the modern air travel market.

Consumer information

The Panel has long been urging the CAA to develop a more robust policy on how information can be used to empower aviation consumers, supporting them to make meaningful comparison between airlines and airports, and to be able to shop around with confidence. Not only will this be of direct benefit to consumers, it also has significant potential to drive up standards across the industry.

The CAA must build on the tough, consumer-focused approach it has adopted in the area of information to improve access for disabled and reduced mobility passengers. Over the last few years this has included requirements for information on airport and airline websites and recently guidance for airports on providing assistance to people with hidden disabilities covering dementia, autism, learning disabilities, anxiety issues, mental health impairments, hearing loss and others. The CAA has recently published a report on how well airports are delivering shortly and this is hugely important for consumers. The CAA has also published an annual assessment of airports' performance against quality standards for services for disabled passengers, highlighting the good and shaming the bad.

In the same way that the CAA names and shames poor performers in key areas such as accessibility and publicises the European Commission so-called black-listed airlines, it should also boost its work on ADR by not only publishing a list of airlines (and now airports) that opt out of the CAA's complaints approach, but also proactively require those that do to say so on their own websites and in other public information.

Review of the Consumer Panel

The CAA launched a review of the Panel in March 2017. We were fully supportive of the opportunities that the review could bring to better understand how and where the

Panel had been most effective and how the Panel could evolve in supporting the CAA in making aviation better for current and future consumers.

The review concluded in June 2017 (just outside the period of this report). We were pleased to see recognition of the positive contribution that the Panel has made overall to making the CAA more consumer focused but also specific inputs that the Panel has made to the CAA's economic regulation activities, ADR, consumer research and issues relating to passengers with disabilities or reduced mobility. We also support improvements that have been proposed, which aim to enhance the setting of priorities, the relationship and working arrangements between the Panel and the CAA and how we measure and articulate the impact of our work. We look forward to implementing these improvements with the CAA and are confident this will build on the work that we have already carried out in our first five years of operation.

Chapter 3

Priorities for 2017-2018

Recognising that the Panel has limited resources with which to advise the CAA, we have worked jointly with the organisation to develop four key priority areas for our work plan. In these areas we feel we can provide most impact and support to the CAA. The Panel is not limited to dealing only with these issues as we must be able to work with the CAA on other areas as they arise, either because the CAA proactively asks for our advice and challenge, or because we identify gaps in the CAA's workplan. But three of the key priorities set out below (consumer information, 'vulnerability' and corporate culture) cut across many areas of CAA's responsibilities and areas of influence and have the potential to fundamentally secure the CAA's focus on the interests of consumers.

Consumer information

Providing consumers with the information they need to make appropriate choices for them is a key focus for the Panel. We have welcomed the CAA's commitment to undertake a systematic review of its Information Duty during 2017 and will support it in a number of areas:

- To advise the CAA of ways that it can identify the data, beyond its Tracker Survey, that consumers want and / or would find useful
- To review the datasets that the CAA identify as being most useful to consumers as part of its review
- To suggest alternative information that consumers should have access to when they make decisions (even if consumers did not identify it themselves)
- To advise whether improved transparent and comparable information in any of the CAA's regulatory areas would help deliver better outcomes for consumers
- To advise the CAA on best practice in other regulatory sectors on consumer information provision / disclosure.

Meeting the needs of vulnerable consumers

The CAA has specific duties under EU Regulation 1107 on disabled and reduced mobility passengers and has been doing a great deal of very positive and proactive work to improve the availability of information and delivery of services for this important

and growing cohort of consumers. While many disabled and reduced mobility consumers may have a greater risk of exposure to vulnerability at certain points on their journey, or as a result of things that happen such as disruption, we have continually encouraged the CAA to broaden its thinking around vulnerable consumers beyond these statutory duties.

Vulnerability is multi-faceted and can affect everyone at one time or another. Many passengers become vulnerable when placed in certain circumstances, particularly during disruption. We recognise that the CAA does not always have a statutory role in all aspects of the passenger journey but feel that, given the CAA's own evidence that the market continues to fail vulnerable consumers, and given its ability to influence and convene at the highest level, the CAA should take more of a leadership role, in a similar manner to the work it has done to improve network resilience. We have been working with the CAA to develop a vulnerability strategy across all of its areas of work.

In particular, we will help the CAA:

- Define consumer vulnerability
- Identify the key vulnerability issues in aviation
- Within its current legislative framework, identify the outcomes the CAA should seek to achieve, across all its work, for vulnerable consumers
- Consider the contents of a tool kit to help deliver these outcomes
- Consider evidence-based changes to existing legislation that might be justified on the basis of experience of other sectors

Regulation of airport charges and new runway capacity at Heathrow

Advising the CAA on consumer interest in respect of their economic regulation remit has been a key part of the Panel's work since it was formed in 2012 and this will be no different as we look to our work programme for 2017-18. We recognise that the Heathrow Consumer Challenge Board will be looking quite specifically at the activities of Heathrow Airport Ltd to ensure its business plans reflect the interests of consumers. Our role is to look more broadly at the activities of the CAA in designing and implementing the regulatory framework for the upcoming price control review and additional runway capacity. In particular, we will look to advise the CAA in respect of:

- Specific policy issues that arise during the price review / third runway process and which have a material consumer impact
- The extent to which overall, the CAA is delivering economic regulation at Heathrow in a way that serves the consumer interest

Alignment of CAA corporate culture with its primary consumer duties

Over the last five years, the Panel has been instrumental in supporting a cultural change within the CAA to ensure that consumer experiences, wants and values, as well as the barriers to access, are better understood. This has been encouraging but there is more progress to be made. In particular, we will identify one consumer issue that the Panel has extensively engaged with in recent years and one consumer issue where input has been more limited, and where the Panel believes the CAA could do more to further consumer interests.

For example, the Panel has successfully engaged with the CAA on its specific role in safety. Our focus in this area is very much on supporting the organisation on the fundamental importance of safety to consumers and the way they want to be able to take it for granted that the function is properly resourced. We have not considered in any detail how the CAA approaches safety regulation or how it resources its safety activities. However, the discussions have been wholly positive.

The Panel strongly takes the view on safety and in all areas where the CAA has a primary duty to consumers, the CAA should operate truly independently of the industry it regulates and (within the framework set by Parliament, independently of the Government), and is not unduly influenced by industry, economic and political pressures.

We will work with the CAA to raise awareness and provide answers to the question: Does greater and more frequent contact with industry representatives, and any pressure from Government to do more with less, compared to its contact and engagement with consumers and their representatives subconsciously influence CAA decision making?

We strongly advocate CAA's independence from those it regulates and, within the legislative framework for the UK established by Parliament, from Government, as a key means of ensuring that it regulates in the interests of consumers and the public. We recognise the processes and governance mechanisms the CAA has implemented in recent years to better understand the attitudes and experiences of consumers and the public to inform its decision making. The Consumer Panel is one part of that landscape.

So over the coming year we will continue to explore questions about attitudes and decision making and work with the CAA to focus on individual policies as they are developed.

Chapter 4

Transparency

Expenditure

The Panel cost the CAA £84,000 in Chair and Member fees and expenses in the 12 months to 31 March 2017.

Panel meetings

Between May 2016 and April 2017, the Panel met four times. The minutes of these meetings are published on the CAA website (www.caa.co.uk/consumerpanel).

Terms of Reference

The Panel's Terms of Reference are published on the CAA website (www.caa.co.uk/consumerpanel).

Working with stakeholders

In 2016-17, as part of its work with stakeholders the Panel engaged with:

- Air Travel Insolvency Protection Advisory Committee (ATIPAC)
- Which?
- Airlines UK (formerly British Air Transport Association – BATA)
- Airport Operators Association (AOA)
- Birmingham Airport Ltd
- Heathrow Airport Ltd
- Heathrow Consumer Challenge Board
- Chair of Communications Consumer Panel
- Chair of Legal Services Consumer Panel
- Chair of Financial Services Consumer Panel
- Essential Services Access Network (ESAN)
- UK Airport Consultative Committees

Chapter 5

Who we are

Chair

Keith Richards

Keith is a barrister, arbitrator and commercial mediator and has served as an independent member and non-exec director on regulatory bodies in a variety of sectors. He specialises in professional/industry self-regulation, consumer rights, alternative redress and conduct issues, and is chair the independent non-compliance panel in the renewable energy sector. He is an independent member of the General Chiropractic Council and previously served as Head of Business and Professional Development and Consumer Affairs at the travel industry body ABTA. He was a Member of the Confederation of British Industry (CBI) Consumer Affairs Panel and served as its Deputy Chair for a while. Keith is Chair of the Disabled Persons Transport Advisory Committee (DPTAC) having previously served for nine years as Chair of the DPTAC International Working Group covering Aviation and Maritime. For many years he served as Senior Campaigns Lawyer at Which?, and as legal editor of the journal Consumer Policy Review.

Members

Sarah Chambers

Sarah is an expert in regulation, competition and consumer policy. She was Chief Executive of Postcomm, the postal services regulator, and held various senior roles in the Department of Business Innovation & Skills (including Director of Consumer & Competition Policy) and the Department of Energy & Climate Change. She is currently a Panel Member and non-executive director of the Competition & Markets Authority, and has a number of other public appointments and non-executive roles.

Ann Frye

Ann is an independent international specialist on the transport needs of disabled and older people. She advises governments, public, commercial and professional bodies on sustainable policy solutions to meet mobility needs in all transport modes, including aviation. She has worked in this field for over 25 years primarily in the UK Government Department for Transport where she led a major programme of research, policy and legislation on disability and other equality issues. Ann is a Fellow of both the Chartered Institute of Logistics and Transport and of the Chartered Institution of Highways and Transportation, and is a Visiting Professor at University College London.

Steven Gould

Steven is a specialist in regulation, consumer protection and strategic policy development. Having led the regulatory function of RICS - the world's leading built environment professional body - for 14 years, Steven retired from full time employment in 2014. Before joining RICS, he had previously worked for Which? and also in government. He currently holds two other non- executive roles; the first on the General Chiropractic Council and the second as a Trustee of the Microgeneration Certification Scheme - a charity responsible for standards, public protection and education in domestic renewable energy. His previous non-executive roles include membership of the government's Better Regulation Commission, Director of Ombudsman Services Ltd, and membership of a number of professional conduct panels and advisory committees on governance and conduct.

Robert Laslett

Robert is an independent economist who retired in 2012 from being Executive Director at the Office of Fair Trading. He is member of the Independent Governance Committee of Zurich Insurance, a member of the Council of the Pensions Policy Institute, a visiting senior lecturer at University College London, a volunteer adviser at Citizens Advice, and Chair of the board of On Our Radar, a non-profit company undertaking citizen journalism. He was Chief Economist for Pensions at the Department for Work and Pensions, headed the London office of economic consultancy Charles River Associates, and worked as a country economist and risk specialist at the World Bank.

Trisha McAuley OBE

Trisha is an independent consumer expert and an experienced Non-Executive Director. For over twenty years, until 2014, she was a senior executive in UK and Scottish consumer organisations, and is the former Scottish Director of Consumer Futures. She was awarded an OBE for services to consumer affairs in 2015. She has been an influential public policy leader, working effectively with parliaments, governments, regulators, business and public services at strategic level.

Trisha is currently the Chair of Glasgow City Health and Social Care Partnership. She is also a Board Member of Northern Ireland Water, A Board Member of NHS Greater Glasgow and Clyde, a Member of the Institute of Chartered Accountants Scotland Discipline Board, a Member of the Ofgem Gas Network Innovation Competition Panel, a Member of the Ofgem Consumer Progress Panel, a Member of the Office of the Rail and Road Regulator Consumer Expert Panel, and a Member of the Heathrow Consumer Challenge Board.

Adam Scorer

Adam is a committed campaigner for consumers and has had a varied career across many consumer welfare organisations including as Director of Consumer Futures at Citizens Advice, Director of Policy and External Affairs at Consumer Focus and the Director of Campaigns at energywatch. Adam is currently the Director of Policy at the

Chartered Trading Standards Institute and a member of the Independent Oversight Panel for WATRS, the water industry ADR scheme.

Anthony Smith

Anthony is the Chief Executive of Transport Focus. Having qualified as a solicitor, Anthony worked for five years as principal consumer lawyer for Which? This was followed by a year as the legal consultant for Consumers International, a worldwide federation of consumer groups. Prior to joining Passenger Focus, Anthony was deputy and acting director of ICSTIS, the regulator of premium rate telephone services.

Claire Whyley

Claire is a professional researcher and policy analyst, focussing on consumer behaviour and decision-making, consumer protection and consumer-focused regulation. She specialises in user-led, evidence-based and impact-focused policy development, across a range of markets, with a particular interest in vulnerable and excluded consumers. She has delivered a number of research projects aiming to support organisations in putting consumers at the heart of their processes and decision-making. Claire is also a member of a number of Boards and Consumer Panels, including the Civil Aviation Authority Consumer Panel, the Advertising Advisory Committee, the Finance and Leasing Association Lending Code Board, the Ofgem Stakeholder Engagement and Vulnerable Consumers Incentive Panel; the Office of Rail and Road Consumer Expert Panel and the Board of the Money Advice Trust. She was previously Senior Research Fellow at the Personal Finance Research Centre, Head of Research and Policy at the Welsh Consumer Panel and Deputy Director of Policy at the National Consumer Council.