

**Jeff Halliwell**  
**CCB Chair**



13 December 2019

Dear Jeff,

## **Reappointment of the Consumer Challenge Board**

Thank you for your 6 November response to my letter setting out your views on existing CCB Members' performance and confirming that you are content with their reappointment until 31 December 2021 in line with the revised timetable for the H7 price control review.

As advised in my previous letter, we have sought and received feedback from stakeholders regarding their views on the Consumer Challenge Board (CCB). We have also taken this opportunity to review the Terms of Reference<sup>1</sup> which we consider remains fit for purpose.

In light of the stakeholder feedback we have received on the value the CCB has added to the H7 price control process, I am pleased to confirm the reappointment of your role as Chair of the CCB and the current Members of the CCB until 31 December 2021. We also intend to review and consult stakeholders on the CCB's Terms of Reference after the delivery of its report on HAL's Final Business Plan to ensure it reflects the latest developments and remains appropriate for the next phase of the H7 price control review.

In considering stakeholders' feedback I would also like to take this opportunity to reiterate the key aspects of the Terms of Reference in ensuring the CCB retains its focus on the provision of:

- independent scrutiny and challenge on the development of HAL's H7 Business Plan; and
- independent advice to the CAA on the overall quality of HAL's H7 Business Plan, particularly how, and the extent to which, it has been informed by high quality consumer engagement and the extent to which the outcomes, measures and incentives in the plan reflect the needs of consumers, as demonstrated by that engagement.

Pursuant to the Terms of Reference<sup>2</sup>, I also intend to write to you and stakeholders shortly to provide high-level guidance on:

- the issues we think the CCB should consider in its report on HAL's Initial Business Plan; and
- the CCB's role during Constructive Engagement.

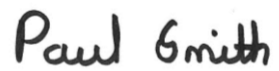
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<sup>1</sup> See [link](#)

<sup>2</sup> See paragraph 2.11 of CCB's Terms of Reference

I would like to thank you and the CCB for your work over the last three years.

Yours Sincerely,

A handwritten signature in black ink that reads "Paul Smith". The script is cursive and fluid, with the first letters of each word being capitalized and slightly larger than the rest of the letters.

Paul Smith

**Group Director  
Consumers and Markets  
Civil Aviation Authority**