

The effectiveness and efficiency of the CAA

Introduction

Thank you for responding to our consultation on the effectiveness and efficiency of the Civil Aviation Authority (CAA) in carrying out its functions. It is part of evidence-gathering for the Department for Transport's (DfT) [review of the CAA \[opens in a new window\]](#).

Closing date is 22 January 2023.

View all the questions

This survey provides questions based on user choice, a [full copy of the questions is available \[opens in a new window\]](#).

Print or save a copy of your response

At the end of this questionnaire, you have the chance to either print or save a copy of your response for your records. This option appears after you press 'Submit your response'.

Save and continue option

You have an option to 'save and continue' your response at any time. If you do that you will be sent a link via email to allow you to continue your response where you left off.

It's very important that you enter your correct email address if you choose to save and continue. If you make a mistake in the email address you won't receive the link you need to complete your response.

Accessibility statement

Read our [accessibility statement for SmartSurvey forms \[opens in a new window\]](#).

Confidentiality and data protection

The DfT is carrying out this consultation to gather evidence on the effectiveness and efficiency of the CAA. [Our DfT online form and survey privacy notice \[opens in a new window\]](#) for more information on how your personal data is processed in relation to this survey.

In addition to the information outlined in the privacy notice, for individuals we ask your:

- personal status, if any, with the CAA, to ascertain your relationship with this organisation
- location, to consider the effects of your environment in analysis
- licence status with the CAA, to ascertain your relationship with the CAA, plus if licenced the work position your hold, so as to be included in analysis

For organisations we ask:

- your organisation's name, for identification

- your organisation type, to ascertain your relationship with the CAA
- your organisation's location, to consider the effects of your environment in analysis
- if the organisation is regulated by the CAA and, if so, in which ways, to ascertain your relationship with this organisation

Personal details

1. Your (used for contact purposes only):

name?

email?

2. Are you responding: *

- as an individual?
- on behalf of an organisation? (Go to 'Organisation details')

Individual details

3. You are:

- an individual currently licenced by the CAA?
- a passenger or cargo customer of UK aviation?
- employed by the CAA?
- a member of the public?
- another type of individual not listed?

4. You are based in:

- the UK?
- Europe?
- elsewhere in the world?

5. You are:

- licenced for safe operation by the CAA?

- not licenced for safe operation by the CAA? (Go to 'Call for evidence about the CAA')
- X not affiliated with the CAA? (Go to 'Call for evidence about the CAA')

Licensed by CAA

6. You are:

- a Commercial Pilot?
- a Private Pilot (general aviation)?
- an Air Traffic Controller?
- an instructor?
- an examiner?
- an aeromedical examiner?
- an engineer?
- a professional drone operator?
- a sports and recreational aviation participant (including recreational drone operator)?
- another type of licence holder?
-

[After answering go to 'Call for evidence about the CAA']

Organisation details

7. Your organisation name is?

Gatwick Airport Consultative Committee (GATCOM)

8. Your organisation is:

- an airport?
- an airline (for example a holder of an Air Operators Certificate)?
- an aircraft, propeller or engine design, production or maintenance organisation?
- an aviation training and/or examination provider?
- an Air Navigation Service Provider?
- a Remotely Piloted Aircraft Systems (RPAS) operator (commercial or leisure)?
- a space related entity (launch, spaceport, range or satellite operator)?
- an advanced air mobility organisation?
- a sponsor of airspace change?

- X a representative body?
 a cargo operator?
 an in-flight supplier?
 a tour operator?
 another type of organisation?

9. Your organisation is based in:

- X the UK?
 Europe?
 elsewhere in the world?

10. Is your organisation regulated by the CAA?

- Yes
X No (Go to 'Call for evidence about the CAA')
 Don't know (Go to 'Call for evidence about the CAA')

CAA regulation

11. Your organisation is regulated by the CAA for:

- safe operation of aviation?
 secure standards of aviation (for example applying security regulations)?
 consumer protection (maintaining standards and applying applicable regulations for example ATOL, Passenger with Restricted Mobility or passengers who have been denied boarding)?
 setting price caps (for airports with significant market power and National Air Traffic Control Service (NATS))?

Call for evidence about the CAA

We are researching the effectiveness and efficiency of the [Civil Aviation Authority \(CAA\)](#) [opens in a new window] in carrying out its functions.

The CAA is the United Kingdom's independent specialist aviation and airspace, safety, security, consumer rights, spaceflight, and economic regulator.

The CAA ensures:

- the aviation industry meets the highest safety standards
- consumers have choice, value for money, are protected and treated fairly when they fly

- the efficient use of airspace to manage the environmental impact of aviation on local communities and the reduction of CO2 emissions
- compliance with regulations so that security risks are effectively managed by the aviation industry

We are asking about CAA's:

- priorities and its ability in maintaining them
- overall performance
- skills and capacity in creating regulatory functions

CAA's strategic priorities

The CAA has published its [strategy for the future \[opens in a new window\]](#). The CAA aims to achieve a number of priorities in its regulatory work and to support other government priorities.

12. Are you aware of the CAA strategy?

Yes

No (Go to 'CAA performance, skills and capacity in delivering regulatory functions')

CAA strategy

13. Overall do you support the CAA's strategy?

Yes

No

Don't know

Please explain your answer.

The CAA plays a vital role in the UK's aviation and GATCOM recognises this and supports the CAA's role as a regulator.

Whilst GATCOM supports the strategy in important respects, such as safety, some GATCOM members consider that it is inadequate in relation to environmental matters and that it confuses the roles of regulator and industry champion.

CAA's strategic priorities

The CAA's strategy has a number of focus areas including:

- leading risk-based oversight and regulatory stewardship
- enabling recovery, innovation and growth
- developing relationships to support ongoing global improvement in aviation and aerospace
- improving environmental performance
- enhancing organisational diversity and capability for the future

14. To what extent do you agree or disagree that the CAA is successful in:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
leading risk-based oversight and regulatory stewardship?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
enabling recovery, innovation and growth?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
developing relationships to support ongoing global improvement in aviation and aerospace?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
improving environmental performance ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
enhancing organisational diversity and capability for the future?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

We feel there is some way to go in some of these areas, particularly improving environmental performance.

15. Overall to what extent do you agree or disagree that the CAA achieves its areas of focus effectively?

- Strongly agree
- Agree
- X Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

As above we believe there is some way to go to achieve the areas of focus.

CAA performance, skills and capacity in delivering regulatory functions

16. Have you had direct experience of the CAA?

- X Yes
- No
- Don't know

17. To what extent do you agree or disagree that the CAA has the right capacity to fulfil its focus areas:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
now?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
in the future?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

Although staff are always professional and competent, the CAA does sometimes appear to be slow to respond. We are therefore unclear if they have the right capacity and staffing levels to fulfil its areas of focus going forwards.

Members are concerned that the CAA is not resourced at a level commensurate with its responsibilities. This means that progress on many important matters is not as rapid as it should be. The problem was compounded by the abolition of ICCAN and the transfer of many of its functions to the CAA.

The CAA's strategy has a number of focus areas including:

- leading risk-based oversight and regulatory stewardship
- enabling recovery, innovation and growth
- developing relationships to support ongoing global improvement in aviation and aerospace
- improving environmental performance
- enhancing organisational diversity and capability for the future

18. To what extent do you agree or disagree that the CAA has the right capability to fulfil its focus areas:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
now?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
in the future?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

As above

The CAA has various technical capabilities to evaluate applications for regulatory approvals. These capabilities include but are not limited to:

- flying aircraft
- aerospace and space engineering
- air traffic management
- corporate finance
- aviation security
- data analysis
- legal
- new technologies such as automated systems and new forms of propulsion

19. To what extent do you agree or disagree that the CAA has the appropriate technical capability to make sound regulatory decisions?

- Strongly agree
- X Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

We believe this is the primary role of the CAA.

20. To what extent do you agree or disagree that the CAA makes regulatory decisions in an:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
efficient manner?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
effective manner?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

This is CAAs core role that it undertakes well.

21. To what extent do you agree or disagree that the CAA makes appeals decisions in an:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
efficient manner?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
effective manner?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

GATCOM have no direct experience of appeals with the CAA. However, we are aware of appeals via Gatwick Airport and as far as we know they were dealt with in a timely manner.

22. To what extent do you agree or disagree that the CAA is appropriately:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
structured to fulfil its functions?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
organised to fulfil its functions?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

As stated above it sometimes appears that the CAA is slow to respond and overloaded. Therefore, perhaps its structure and organisation need review.

In the event of emergency situations (such as the collapse of airlines) much of CAA's day to day activity has to be put on hold while staff are reassigned. CAA day to day activities should not be compromised by such events.

Regulatory frameworks are a combination of:

- law
- policy
- guidance material

established by both government and the CAA within which:

- aviation
- space

approvals can be issued and those activities undertaken.

23. To what extent do you agree or disagree that the CAA is able to:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
anticipate future regulatory requirements for the sector?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
prepare new regulatory frameworks in a timely fashion?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

As stated above sometimes the CAA can be slow to prepare new projects/frameworks but as its

core role the regulatory requirements should be prioritised.

Promoting economic growth and innovation

The CAA has core regulatory functions that promote, collectively with several other public sector organisations, greater:

- economic growth
- innovation
- improving environmental performance

for the aviation sector.

The private sector also has a role to play.

Specifically, the [CAA role \[opens in a new window\]](#) is:

1. Required to follow the [regulator's growth duty \[opens in a new window\]](#).
2. To have regard to the growth of the aviation sector in carrying out its regulatory functions.

It should be noted that the growth duty explicitly excludes regulator's economic or competition functions as they are governed by separate statute.

24. To what extent do you agree or disagree that the CAA supports economic growth of the aviation sector through its regulatory decisions?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

The CAAs primary role is as a regulator. Although growth should be considered it should not be a primary aim, but it should ensure growth is balanced by reductions in emissions and noise.

25. To what extent do you agree or disagree that the CAA effectively supports the aviation sector outside of its core regulatory functions?

- Strongly agree
- Agree
- X Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

It does aim to do so but as mentioned previously is it resourced to do so?

26. To what extent do you agree or disagree that the CAA encourages a:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
capable workforce for aviation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
capable workforce for aerospace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
diverse workforce for aviation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
diverse workforce for aerospace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
sustainable workforce for aviation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
sustainable workforce for aerospace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X

Please explain your answer.

27. To what extent do you agree or disagree that the CAA supports:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
technological innovation across the sector?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
operational innovation across the sector?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

More needs to be done in this area to help expand sustainable aviation fuel.

Net zero and environmental sustainability

We are committed to reaching net zero by 2050 and aviation decarbonisation has an important role to play.

In July 2022 we published the [Jet Zero strategy \[opens in a new window\]](#), setting out a suite of policy measures and a trajectory to reach net zero aviation by 2050.

The [Jet Zero Council \[opens in a new window\]](#) was established to foster government and industry collaboration on sustainable aviation fuels and zero emission flight in particular.

The CAA has an important role to play in supporting net zero aviation by:

1. Providing data on decarbonisation progress.
2. Supporting innovation and the safe and rapid development of new technologies.
3. Ensuring the regulatory regime evolves with the sector.

To do this the CAA has created its [environmental sustainability strategy \[opens in anew window\]](#) which includes the focus areas of:

- enabling development of Jet Zero technology
- co-leading the modernisation of airspace
- reporting on the sustainability performance of industry, including noise, and providing information to consumers on the environmental impact of aviation
- advising and supporting the UK government on domestic and international policy
- reducing the impact of our corporate activities and operations
- assessing local environmental impacts in relevant regulatory activity and monitoring how industry is adapting to climate change
- taking into account the environment in regulation and oversight

28. To what extent do you agree or disagree that the CAA is effective in supporting the aviation sector to meet its focus area of:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
enabling development of Jet Zero technology?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
co-leading the modernisation of airspace?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reporting on the sustainability performance of industry, including noise, and providing information to consumers on the environmental impact of aviation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
advising and supporting the UK government on domestic and international policy?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reducing the impact of our corporate activities and operations?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assessing local environmental impacts in relevant regulatory activity and monitoring how industry is adapting to climate change?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
taking into account the environment in regulation and oversight?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

We believe the CAA is developing well in this area but much more needs to be done to reduce, control or mitigate the adverse effects of aviation.

Engagement

The CAA has a broad range of stakeholders including the:

- public
- air passengers
- air operators
- those it regulates today and those it may regulate in the future
- government departments and other aviation regulators

The nature of their engagement extends from individual regulatory applications to issues of consumer rights and protection, strategy and regulatory policy.

29. To what extent do you agree or disagree that the CAA engages effectively with its:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
stakeholders?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
public?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
air passengers?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
air operators?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
those it regulates today and those it may regulate in the future?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
government departments and other aviation regulators?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

We believe the CAA engage effectively but more could be done to educate and engage with the general public.

30. To what extent do you agree or disagree that the CAA seeks feedback to improve its:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
performance?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
customer experience (including but not limited to air passengers and customers who pay fees directly to the CAA)?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

31. In your view how does the CAA's charging structure compare to other aviation regulators?

- Very favourably
- Favourably
- Neutral
- Negatively
- Very negatively
- X Don't know

Please explain your answer.

32. Have you ever provided feedback to the CAA to improve its performance?

- Yes
- No (Go to 'CAA charges')
- X Don't know (Go to 'CAA charges')

Acting upon feedback

33. To what extent do you agree or disagree that the CAA acts upon customer feedback to improve performance?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

CAA charges

The CAA is funded principally through the 'regulated user pays' model where users of its regulatory services pay charges for the costs of those services. The CAA also receives some funding from government to deliver specific priorities.

The CAA consults the sector annually on the [scheme of charges for its services](#) [opens in a new window].

34. Do you pay charges to the CAA?

- Yes
- X No (Go to 'Funding model')
- Don't know (Go to 'Funding model')

Value for money

35. To what extent do you agree or disagree that the CAA's charges to users for regulatory approvals offer good value for money?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

36. To what extent do you agree or disagree that the CAA's charges to users for licensing offer good value for money?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

37. Would you be willing to pay more to:

	Yes	No	Don't know
increase the standards of customer services (including digitalisation and automation)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
access some premium service functions (for example a support service)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

Funding model

The CAA adopts a "user-pays" funding model with some contributory funding from government [\[opens in a new window\]](#).

38. To what extent do you agree or disagree that the CAA's current funding model is the right model for the future?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- X Don't know

Please explain your answer.

39. To what extent do you agree or disagree that the CAA's current funding model enables the creation of future:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
regulatory frameworks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
innovation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X

Please explain your answer.

40. Do you think the funding model could be improved?

- Yes
- No (Go to 'Annual consultation')
- X Don't know (Go to 'Annual consultation')

Funding model improvement

41. How do you think the model could be improved?

Annual consultation

The CAA run an [annual consultation on its charging scheme \[opens in a new window\]](#), we are asking for your view on whether that consultation is effective.

42. To what extent do you agree or disagree that the CAA's annual consultation on its scheme of charges is effective?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- X Don't know

Please explain your answer.

CAA customer service comparison

43. In your view how does the CAA's customer service compare to other aviation regulators (for example Federal Aviation Administration [FAA])?

- Very favourably
- Favourably
- Neutral
- Negatively
- Very negatively
- X Don't know

Please explain your answer.

Regulation and licensing

This section seeks evidence on specific areas of the CAA's functions and performance.

44. To what extent do you agree or disagree that you are able to engage with CAA subject matter experts to gain timely advice on specific regulatory topics?

- Strongly agree
- X Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know
- Not applicable

Please explain your answer.

GATCOMs experience with CAA subject matters has always been positive.

45. To what extent do you agree or disagree that the CAA effectively carries out its licensing duties for:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
airlines?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aircraft?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
commercial pilots?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
recreational/non-commercial pilots?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
air traffic controllers?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
air maintenance engineers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
commercial Remotely Piloted Aircraft System operators?	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
air travel organisers?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
commercial airports?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
general aviation airfields?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
airspace?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How, if at all, do you think the CAA could improve its licensing function or functions?

Aviation market regulation

The CAA regulates airlines through the issue of [air operators certificates \[opens in new window\]](#) and [airline licences \[opens in a new window\]](#), which together test:

1. The safety and financial robustness of the operator.
2. Their adherence to relevant consumer law.

CAA does not regulate airline pricing or service standards.

46. To what extent do you agree or disagree that the CAA effectively regulates airlines with its current powers?

- Strongly agree
X Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Please explain your answer.

Under the current legislation, the CAA economically regulates Heathrow and Gatwick, both of which have significant market power, and [NATS' en-route services \[opens in new window\]](#), which are a monopoly.

47. To what extent do you agree or disagree that the CAA effectively economically regulates:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
airports with its current powers?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
air traffic controls with its current powers?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

GATCOM believe CAA regulations of Gatwick are effective.

48. In your view does the CAA have the right powers to effectively regulate the aviation market?

- Yes (Go to 'Space regulation')
- No
- Don't know (Go to 'Space regulation')

Additional powers

49. What additional powers do you think the CAA requires?

Many of our members feel that the CAA should have an environmental duty and powers to regulate the environmental impacts of the industry. The previous CAA review recommended that it should have an environmental duty, but we are not aware that this has been implemented.

Space regulation

The [UK Space Regulation team \[opens in a new window\]](#) has been built into the CAA alongside the development of a scalable target operating model which implements the [Space Industry Regulations 2021 \[opens in a new window\]](#) – the modern and innovative new legislation enabling exciting new space activities to operate from within the UK.

With regards to space the CAA's [approach to regulation \[open in new window\]](#) is they:

- do not jeopardise public health or the safety of persons or property
- do not undermine national security
- comply with the UK's various international obligations
- are not contrary to the national interests
- take account of any environmental impact

50. To what extent do you agree or disagree that the CAA effectively regulates space with its current powers?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- X Don't know

Please explain your answer.

Enforcement of consumer protection

The CAA has a number of statutory consumer protection functions. These include:

- issuing licences under the [Air Travel Organiser's Licence \(ATOL\)](#) [opens in a new window] scheme to UK-based travel companies selling package holidays
- providing financial and practical assistance to ATOL-protected holidaymakers if the company they booked with becomes insolvent

51. To what extent do you agree or disagree that the CAA effectively administers the ATOL scheme?

- Strongly agree
- X Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

The CAA has powers under the [Enterprise Act 2002](#) [opens in a new window] to enforce specific [aviation consumer laws](#) [opens in a new window], including in relation to denied boarding compensation and services, and persons with reduced mobility.

52. To what extent do you agree or disagree that the CAA effectively enforces consumer rights with its current powers?

- Strongly agree
- X Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Please explain your answer.

GATCOM feels the CAA role helps the passenger experience by holding airports to account such as the recent report highlighting accessibility at airports.

CAA's international role

The CAA works as part of the global aviation system including with the [International Civil Aviation Organisation \(ICAO\)](#) [opens in a new window], other multilateral and bilateral partners and the global aviation industry.

53. To what extent do you agree or disagree that the CAA is seen as a globally influential regulator with:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
its partner national aviation authorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
international organisations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X

Please explain your answer.

We believe that the CAA is respected, but we are unaware how globally the CAA is an influential regulator.

54. To what extent do you agree or disagree that the CAA acts to support the UK:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
aviation sector?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
travelling public?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
economy?	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer.

Final comments

55. Any other comments?