

Dame Deirdre Hutton, DBE
Chair



Martin Rolfe
Chief Executive Officer
NATS
4000 Parkway
Whitely
Fareham
Hampshire
PO15 7FL

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Dear Martin

Implementation of the NATS-only recommendations of the Independent Enquiry

Thank you for your letter dated 18 October containing Sir Robert Walmsley's follow-up report to the Independent Enquiry.

I note that Sir Robert confirmed that NATS has engaged positively and seriously with the recommendations and thanked you for the comprehensive work you have done towards implementing both the NATS only and joint recommendations of the Enquiry.

You asked me to confirm that we are satisfied that the 21 NATS-only recommendations have been addressed fully and that you have applied appropriate rigour to ensure closure. Based on Sir Robert's conclusions and our own work scrutinising your response to these recommendations, I can confirm that we are content that you have appropriately addressed the recommendations and that we can now regard the issues covered by the Enquiry as part of our ongoing regulation of your activities.

We will be revisiting the recommendations and the points made in Sir Robert's review in around twelve months time to ensure that you have embedded the learning in your business as usual. We will also include this issue for general review as part of our annual accountable manager conversation. Sir Robert concluded that you should list all envisaged further work and transfer this to your normal assurance arrangements. I agree that this is an important step and my colleagues in the NATS Licence Management Coordination Committee look forward to receiving this list.

Among the joint recommendations, there is still some important work to be completed on resilience and contingency, with a consultation planned on modifying the Licence in the coming months. We also welcome the Government's recent consultation on modernising the licensing framework for air traffic services in the Transport Act 2000, which flows from one of the Enquiry's recommendations directed specifically to the CAA alone.

Looking forward, I would like to take this opportunity to thank your team for the work that has gone into completing this work and to re-emphasise the need for you to continue to focus on resilience and contingency, to reduce, where possible, the recurrence of such disruptive events and the impact of delays on both passengers and airlines.

Yours sincerely
Deirdre

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