PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT
Date: 25/03/2025
Via Teams

This Headline Report provides a summary of the matters discussed and a record of the decisions made by PAB Members at the PAB meeting on 25 March 2025.

1 REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 25 February 2025. PAB Members reviewed the open and overdue actions.

2 DEROGATION APPLICATIONS

The PAB was presented with two Derogation Applications received on 06 March 2025 and 14 February 2025 from Utilita Field Services Limited and Morrison Energy Services Limited respectively. The Derogations relate to permitting the transfer of the existing sealing pliers (and Qualification in the case of Morrison Energy Services).

PAB Members:

- **APPROVED** two Derogation Applications, including the timescales and recommended conditions, subject to the new action for the Code Manager to ensure communications and guidance are provided to the parties.

3 DATA ACCESS REQUESTS

The Code Manager presented new Data Access Requests for altering the name of the existing Service Provider to Local Authority or Housing Association Category which was created for an organisation providing Change of Occupier, void property management, debt removal and restoration of asset services to Local Authorities and Housing Associations.

PAB Members:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Gas Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to Appendix 1 of the Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document;
- **APPROVED** the Code Manager's implementation date of these changes for 25 April 2025.

4 CRS PERFORMANCE CHARGE CHARGES 2025-26

The Code Manager presented a paper set out the amount of maximum Performance Charges which can be applied to the Centralised Registration Service (CRS) Provider in respect of each Quarter of the Financial Year 2025/26 for the approval of the PAB.

PAB Members:

- **APPROVED** the amount of the maximum Performance Charges which can be applied to the CRS Provider in respect of each Quarter of the given Financial Year (2025/26), as well as the full table of charges on condition that further clarification is provided from RECCo and DCC next month regarding the scrutiny of the operating costs. The Code Manager will publish this information after the meeting.

5 QUALIFICATION

The Code Manager presented a Change Proposal which adds two new reporting requirements to the PARC:

1. 860 for MOAs to provide a monthly assurance report detailing key MTD and attributes for reconciliation with central system
2. 861 for MOAs to provide a monthly portfolio report

Three Appendices were added related to this item: a redline version of the R0202 Change Proposal; a redline copy of the changes to the PARC; and feedback from Parties on the PARC changes.

PAB Members:

- **APPROVED** that the R0202 updated Change Plan contains sufficient information and detail, and is released for consultation.

The Code Manager also presented updates to the REC Assessment Criteria for MHHS Qualification which removes the list of Non-Functional Requirements from this document, and instead refer to the documented created by the DIP Manager. Additionally, the REC Assessment Criteria for MHHS Qualification has been updated to be consistent with the latest version of the MHHS Business Requirements and Design Requirements, as well as any changes made to the Qualification Requirements-to-Test-Traceability-Matrices (RTTMs) that were agreed between the Code Bodies and MHHS Programme. A small number of minor housekeeping changes were also made to this document; a redline version has been included as an Appendix to this PAB paper.

PAB Members:

- **APPROVED** the 'REC Assessment Criteria for MHHS Qualification v3.1' for publication.

6 PARTY ASSURANCE UPDATE

The Code Manager updated the PAB on the recent application of the Specific Condition Performance Assurance Technique (PAT) applied to the Party that has been underperforming in a number of areas under the Code.

Data Cleanse Sprint 4 and the associated targets (as well as Sprint 3) were also discussed.

PAB Members:

- **NOTED** the update in respect of the underperforming Party.
- **APPROVED** the content of Data Cleanse Sprint 4 and the associated targets, as set out in Section 6 of the paper.

7 SERVICE PROVIDER UPDATE

The Code Manager provided an update on the decline in Service Provider performance with increased SLA failures from GES due to a major incident that occurred in February. The performance of the Centralised Registration Service (comprising of CSS, CSS CA and SO) degraded slightly with SO failing 4 Metrics. EES and GRDS continue to perform well while ERDS continue to perform at similar level to the previous month.

PAB Members:

- **NOTED** the update.

8 STAKEHOLDER MANAGEMENT

The Code Manager presented an analysis of the effectiveness of stakeholder engagement activities within the REC, including proposed future initiatives.

PAB Members:

- **NOTED** the update.

9 OPERATING PLAN

The Code Manager confirmed that all March actions were complete.

PAB Members:

- **NOTED** the update.

10 ANNUAL REPORT

The Code Manager presented further updates to the REC Performance Assurance Report which focus on the key Performance Assurance activities, challenges and reflections during the previous period. This report covers the period between 1 September 2023 and 31 March 2025, to align with the cycle of the REC Forward Work Plan. PAB Members discussed areas of improvement for the report to implement as part of a draft version for the Board.

PAB Members:

- **APPROVED** the report subject to enhancements made, and a draft version being provided to the REC Board next week.

11 ROLE OF THE PAB – INTERACTIVE SESSION

PAB Members:

- **DISCUSSED** the role of the PAB covering a number of areas such as the Harmonisation of Assurance Across Codes; Stakeholder Representation and Transparency; and how the PAB's role can be futureproofed.

12 NEXT MEETING DATE

The next meeting of the PAB will be held online via Teams on 29 April 2025.