REFERENCE	RIG_2024_08_PA1
STATUS	FOR DISCUSSION
PAGES	22

PERFORMANCE ASSURANCE OPERATING PLAN FOR 2024-25 FOR DISCUSSION AT REC ISSUES GROUP (RIG)

BY V SHARMA, PERFORMANCE ASSURANCE SENIOR MANAGER, REC CODE MANAGER
REVIEWED BY ANTON MODEN, PERFORMANCE ASSURANCE LEAD, REC CODE MANAGER

FOR DISCUSSION	This paper summarises proposed areas of focus and activities planned for the Performance Assurance Operating Plan (PAOP) for the next performance year which starts on 01 September 2024. The Code Manager is seeking feedback from RIG members to gain insights before presenting the PAOP for approval to REC PAB in August. We ask RIG members to read this paper ahead of the meeting to allow discussion on: • Are there any other focus areas or activities the Code Manager and PAB must consider whilst developing the PAOP? • Are there any views from RIG members on the proposed priority levels and frequency for the activities listed, which REC PAB may consider when approving the PAOP? • The list within this document contains activities we have proposed for inclusion as well as activities we have considered but decided to not include within the PAOP to ensure activities remain proportionate to the risk being managed. Are there any views from RIG members on the scope of activities defined within this paper?

1 BACKGROUND

In line with the REC Performance Assurance Schedule (Schedule 6), the Performance Assurance Board (PAB) are responsible for overseeing the delivery of the Performance Assurance Operating Plan (PAOP) every year. Within this document, the PAB set the performance assurance priorities for the upcoming performance year and plan Code Manager activities to deliver those priorities. The PAOP is published in September every year. This plan is used to track performance assurance activities through the year and the plan is updated, as and when required, to respond to emerging and evolving risks within the retail energy market.

1.1 PURPOSE OF THIS PAPER

In this paper, the Code Manager presents key priorities and activities proposed for the 2024-25 PAOP and seeks views from RIG members to support in its development.

2 DEVELOPING THE SCOPE FOR 2024-25

2.1 SETTING STRATEGIC ASSURANCE PRIORITIES

We have applied different assurance strategies for different areas of the Code based on:

- Performance across the market over previous years.
- View of changes and innovation planned across the industry that intersects with the Code boundaries.
- Feedback from various REC stakeholders we have engaged with through the development process.

We have set out below how we intend on doing this below. If the need arises to adjust these during 2024-25 in response to market conditions, we will discuss changes to our approach with the PAB before changing strategy.

Assurance objective by areas	Drive accountability through reporting	Intervene to improve specific organisations	Direct update to PAB	Intervene to address cross cutting issues
Metering operations	●	●		●
Industry Change			●	●
Energy Theft	●	●	●	●
REC Services	●	●	●	
Industry Data Quality	●	●		●
Switching related processes	●			

Figure 1: Strategic Priorities for Performance Assurance

2.2 PERFORMANCE ASSURANCE IMPROVEMENT

2.2.1 KEY GOALS FOR 2024-25

Based on our experience of operating the Performance Assurance Framework since REC go-live, understanding of concurrent change programmes across the industry, and feedback from the PAB, we have identified three key areas where we can further develop and enhance our service.

Managing the magnitude of change and innovations

We have observed a significant increase in the scale of change and transformation planned for the next few years.

Some examples of the transformation that are currently in place or anticipated:

- *Market schemes, such as Market Stabilisation Charge (MSC) and Payment Method Levelisation (PML) are being implemented by Ofgem through the REC.*
- *The Department of Energy Security and Net Zero (DESNZ) are looking to implement tariff data into the data specification, bringing many new types of organisations into REC governance and needing new stakeholder management approaches.*
- *The REC Code Manager technology platforms are being consolidated to be replaced with new platforms.*
- *REC Code Manager contracts are being reprocured with the change potentially part way through the technology implementation.*
- *There is potential for responsibility for the Centralised Registration Service (CRS) to transfer to RECCo, which would create a significant transformation concurrent with the above two initiatives.*
- *69 changes and issues are currently live, meaning lots of demands on Parties to change their processes. There is also a Change Freeze in place to support the delivery of the MHHS Programme which is likely to build up a backlog of changes under the REC for subsequent implementation.*
- *The MHHS Programme is significantly changing REC systems and processes.*
- *There is an assessment of the Electricity Enquiry Service (EES) and the Gas Enquiry Service (GES) re-procurement, considering consolidation, with an API gateway requiring organisations to change their technology and fundamentally changing the technology capabilities required within RECCo.*
- *There is substantial growth in the number and types of organisations interacting with the REC, such as 2,000 – 3,000 Third-Party Intermediaries (TPIs).*

Whilst these initiatives have clear benefits, running so much change concurrently increases delivery risk. Although setting the wider strategy for the Code is not PAB's responsibility, PAB are responsible for managing risks relating to the transformation and their impacts on various REC stakeholders.

PAB also have a role to play in setting the extent and nature of assurance required to monitor risks introduced by new or updated REC processes and/or systems delivered through these initiatives. So that Performance Assurance is fit for purpose and efficient, it is important to consider during the design of the solutions how performance will be assured rather than retrofitting Performance Assurance. PAB must be dynamic, ready for the change and innovation that is on the horizon and track these through the PAOP.

To monitor and manage these risks proactively, we will:

- Adopt a forward-looking approach to monitor relevant changes to enable:
    - Progress tracking, pace monitoring and reviewing prioritisation methodology.
    - Review proposed solutions to identify the preferred assurance approach, and identify any instances where the design makes assurance unnecessarily complex or expensive.
    - Conduct deep dives in areas that are likely to cause the greatest impact on retail risks.
- Establish a programme of work to conduct retrospective reviews to:
    - Identify key trends and areas of focus.
    - Confirm changes delivered have met their objective and delivered the benefit they set out to deliver.
    - Assess processes involving critical handoffs to ensure embedded processes and systems meet the expectation defined within the Code and are operating effectively.

Enhancing consumer input

To enable REC to demonstrate it is meeting its objective of ensuring positive consumer outcomes, it is essential that we facilitate a stronger voice of the consumer.

In 2023-24, the Code Manager set out options to gain insights on consumer priorities, through a direct survey, to inform evolution of the Code and its assurance priorities. We discussed these with PAB and also sought industry feedback via the Performance Assurance webinar and a follow-up survey in June 2024.

In 2024-25, we intend to:

- Utilise the REC Change process to further develop the proposal for the Voice of the Consumer survey.
- Facilitate clear articulation of intended outcomes within the Code, including those for consumers where they are impacted by REC processes. We have identified some opportunities through the recent Retail Risk Register review and will share those more widely with RECCo and the REC Code Manager.
- Review REC Service procedures and performance, through our direct assurance of REC Services, to ensure there are mechanisms to capture consumer interests within decision-making processes.

Demonstrating value

The Code Manager will continue to explore and implement initiatives that help demonstrate the value added by Performance Assurance activities. These will include initiatives such as:

- Continue to utilise the REC Issues Group to present key Performance Assurance updates and seek Party views.
- Roll out Party check-ins to establish direct touchpoints with REC Parties to discuss performance, seek feedback, share key messages.
- Pivot away from broadcast only presentations and explore opportunities to engage attendees during the quarterly webinars.

- Provide visibility of area of focus across the REC landscape so Parties are aware of the depth and breadth of benefits delivered.
- Explore opportunities to communicate key messages through existing REC communication channels.

2.2.2 OTHER AREAS OF FOCUS FOR PERFORMANCE ASSURANCE

Through Party engagement, we have identified other areas of interest which would benefit from inclusion within the PAOP for 2024-25.

Metering Operations

Through previous initiatives, we have explored various options for improving coverage of Metering Operations within Performance Assurance. Some common challenges we have faced are:

- Reporting from central providers does not provide sufficient coverage due to optionality of communication method.
- Market processes and Party systems in use often limit their ability to self-report.

We believe that the transition to MHHS will help overcome some of these challenges and are exploring option to introduce a central reconciliation process to monitor Meter Technical Detail (MTD) quality. This is also expected to serve as an indicator of Party or market processes not working effectively.

Energy Theft

Energy Theft has been a key area of focus for Performance Assurance in previous years and will remain so through 2024-25. The Code Manager will continue to operate the Theft Detection Incentive Scheme (TDIS) whilst also supporting RECCo to identify and deliver new initiatives to tackle Energy Theft where possible.

This includes identifying ways to make the TDIS incentive more effective, working with the Theft Issues Group, Energy Theft Reduction Expert Group and Ofgem where appropriate.

Switching related processes

Whilst processes related to Switching have been observed to operate at acceptable levels, the Code Manager will continue monitoring against key Retail Risks, intervening only where potential issues are indicated.

Industry Data Quality

The Code Manager has established a three-tier framework for addressing REC data quality. This includes:

- A sprint approach to focus effort on prioritised issues and manage the risk of such issues being transferred downstream.
- Other reports are tracked and shared with Parties to address in line with published data cleanse guidance at their own pace.
- Some reports, which are not actively tracked by the Code Manager due to low residual level of items on them, are also shared with Parties for information.

The Data Cleanse Sprints introduced in 2023 have helped focus industry effort on prioritising critical issues. We intend to continue these through 2024-25. Each sprint will operate for a finite period. Data cleanse targets are set by PAB for Parties to meet. If Parties do not meet targets, further application of appropriate Performance Assurance Techniques (PATs) will be agreed by PAB.

REC Services

From our experience in 2023-24, and through deep-dive reviews focusing on areas of greatest Retail Risk impact, we are adopting a forward-looking risk management approach. This improves the ability to manage both existing and emerging risks, whilst ensuring REC Services can adapt to unwanted events or crises and mitigate their potential impact on performance.

REC Service Provider	Scope of Services	Level of focus			Performance Assurance Approach
		2022-23	2023-24	2024-25	
REC Code Manager Services	Professional and technical services provided to enable the delivery of the Retail Energy Code.	Moderate	Moderate	Low	Whilst these services are not directly linked with key REC objectives, these operate essential enabling functions. Therefore, we will reduce the level of focus for 2024-25 to annual assessment of the accuracy of reporting, along with quarterly operational updates and performance reporting to the PAB covering: assurance, change management, stakeholder management, technical services.
Electricity Enquiry Service (EES)	Supply meter point service covering electricity meters. This is used by Suppliers and numerous Non Party REC Service Users, including during Switching.	Moderate	Moderate	Moderate	MHHS brings significant changes to EES, although based on past performance we do consider this should still require a moderate level of focus. Annual assessment of the accuracy of reporting. Annual performance reporting to the PAB, scheduled shortly after key MHHS milestones. PATs based on Service Definition Performance.
Gas Enquiry Service (GES)	Supply meter point service covering gas meters. This is used by Suppliers and	Moderate	Moderate	Moderate	Annual assessment of the accuracy of reporting. Annual performance reporting to the PAB.

REC Service Provider	Scope of Services	Level of focus 2022-23	2023-24	2024-25	Performance Assurance Approach
	numerous Non Party REC Service Users, including during Switching.				PATs based on Service Definition Performance. In 2023-34, we intervened when issues were noted with GES performance and are tracking actions being taken to address this. As some actions will span into 2024-25, the Code Manager will continue this activity.
Switching Operator	Delivery of Switching service desk and service management system, which support the resolution of issues and improvement activities.	Very High	Very High	High	Switching Operator Performance has improved since previous years, so our intended level of focus is no longer very high. As this service is subject to a quarterly performance change incentive regime, quarterly assessment of accuracy of reporting will continue. Semi-annual evaluation of delivery of REC obligations and performance reporting to PAB. PATs based on Service Definition Performance.
Central Switching Service (CSS) and associated Certificate Authority (CSS CA)	Registration and address management services, which are critical to Switching processes.	Very High	Very High	High	CSS Performance has improved since previous years, so our intended level of focus is no longer very high. CSS will also have changes due to MHHS. As this service is subject to a quarterly performance change incentive regime, quarterly assessment of accuracy of reporting will continue. Semi-annual evaluation of delivery of REC obligations and performance reporting to PAB. PATs based on Service Definition Performance.
Electricity Retail Data	Enables the exchange of Registration and	Moderate	Low	Low	Any MHHS changes to these systems are under BSC governance. We will closely

REC Service Provider	Scope of Services	Level of focus			Performance Assurance Approach
		2022-23	2023-24	2024-25	
Service (ERDS)	Registerable Meter Point data between DNOs, suppliers and the Central Switching Service.				monitor performance around key MHHS milestones. PATs based on Service Definition Performance.
Gas Retail Data Service (GRDS)	Enables the exchange of data the Central Switching Service and the Central Data Service Provider.	Moderate	Low	Low	PATs based on Service Definition Performance.
Energy Theft Tip Off Service (ETTOS)	Services to enable anonymous reporting of energy theft for investigation.	Low	Low	Low	Our work will be limited to reactive investigation of issues, to reflect the lower level of risk and nature of the ETTOS provider.

We are aware that Ofgem are consulting on potential changes to which REC Service Provider provides CSS and Switching Operator services to the industry. We have planned on the basis of the current arrangements continuing over the 2024-25 performance year. A change of organisation providing CSS and Switching Operator services would require reassessment and may need a different assurance approach including targeted work over the transition.

2.3 PRIORITISING PERFORMANCE ASSURANCE ACTIVITIES

Based on lessons from 2023-24, to support with planning for 2024-25, we are proposing the overall time allocation as follows:

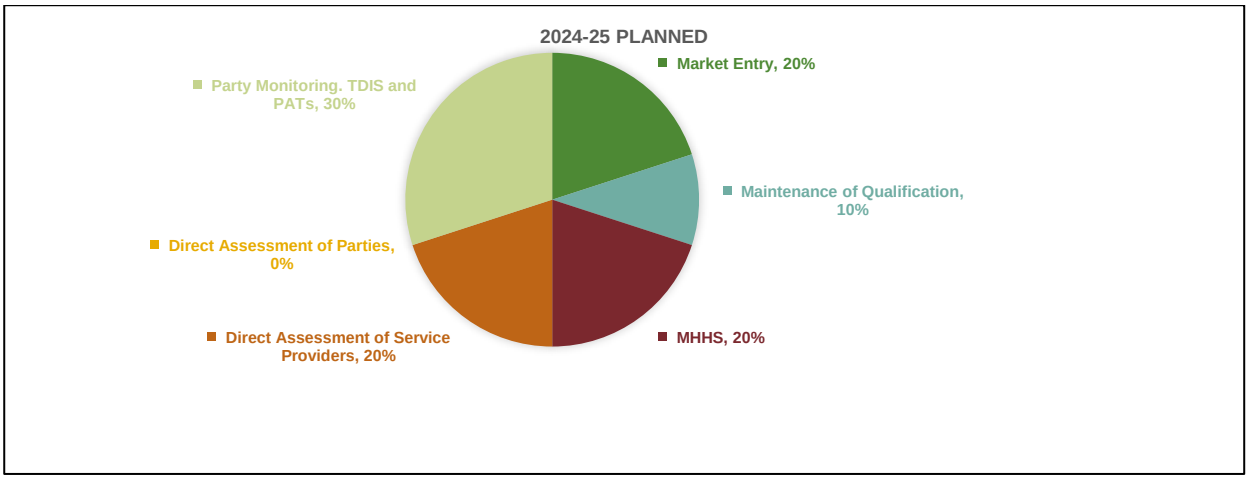


Figure 2: Proposed allocation of Performance Assurance time for 2024-25

3 PROPOSED PERFORMANCE ASSURANCE ACTIVITIES FOR 2024-25

We acknowledge that a performance assurance activity has associated costs, both for RECCo in providing the Code Manager's assurance service (which ultimately form part of the RECCo service charge and hence are paid for indirectly by consumers) as well as those being assured (for example providing information, completing improvement actions). In developing our plan we have summarised these costs on a six point scale:



Very high effort | High effort | Medium effort | Moderate effort | Minor effort | Not applicable

In line with good assurance practice, the list below includes both the items that we propose to include, as well as those we have considered and discounted.

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
A. Party Monitoring and PATs	A1. Risk Monitoring	Monitor performance levels reported, along with compliance and outcome risk drivers as defined within the Retail Risk Register, to ensure performance meets expectation.	Performance Assurance Dashboards Party Assurance Paper to PAB				Monthly	✓
	A2. Peer comparison of Erroneous Switches (ES)	Reporting Party performance against its peers to allow self-correction. This covers REC requirements related to resolution of Erroneous Switches.	ES Peer Comparison Dashboard				Monthly	✓
	A3. Gas meter data reconciliation	Analysis of output shared by the Central Data Service Provider (CDSP) from their annual reconciliation.	CDSP Reconciliation Peer				Annual	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	and associated PATs	Publication of peer comparison by Supplier and Meter Asset Manager (MAM) to incentivise performance improvement.	Comparison Dashboard					
	A4. Smart Meter Installation Survey and associated PATs	Analysis of consumer surveys against specific questions contained within CoMCoP that relate to consumer experience of when a smart meter is installed. This applies to Suppliers operating domestic and/or microbusiness portfolios, where the number of installations in a period are above a threshold.	SMIS Dashboard				Quarterly	✓
	A5. Application of Notification PATs	Notify REC Parties and/or Service Providers at risk of performance degradation to allow proactive investigation and correction.	Notification to impacted Parties				Monthly	✓
	A6. Application of quarterly PATs	Where performance data monitored continues to indicate performance dips, application of PATs to understand root cause and actively drive improvement.	Application of PATs to impacted Parties				Quarterly	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	A7. Application of escalation PATs	Where severe issues are confirmed, PAB approval will be sought to make appropriate escalations to manage impacts.	Application of escalation PATs which include Specific Condition, Referral to Ofgem and Event of Default				Ad-hoc	✓
	A8. Party Annual Rating	Sharing an overall rating of performance publicly, jointly with RECCo (subject to PAB decision).	Publication of Party Annual Rating				Annual	✓
B. Direct Assurance of Parties	B1. Direct assurance of Party compliance	Sample based review of REC Party's design, implementation and operating effectiveness of systems, processes and controls in use to meet key REC requirements. For example, in Year 1 we completed direct assurance of PSR processes.	Action Plans to track resolution of findings Insights form part of the Performance Assurance Annual Report				Annual	✗
	B2. Direct assurance of Data Access by Gas	Sample based assurance to verify GTs' use of Consumer Contact Data is in line with the Code.	Action Plans to track resolution of findings				Annual	✗

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	Transporters (GTs)		Report to PAB					
C. Direct Assurance of REC Service Providers	C1. Performance Data Analysis	Monitor performance levels reported against service specification requirements to ensure performance meets expectation.	Performance Assurance Dashboards Service Provider Assurance Paper to PAB				Monthly	✓
	C2. Assessment of accuracy of reporting	Sample based review to identify instances of misreporting.	Service Provider Assurance Report				Varied by Service Provider (see section 2.3.2)	✓
	C3. PAB Deep Dives	Operational update to PAB focusing on key trends and areas of focus. This will include retrospective reviews to help identify opportunities for improvement.	Paper to PAB co-presented with the relevant Service Providers					✓
	C4. Application of PATs	Where performance data monitored indicates performance dips, application of PATs to understand root cause and actively drive improvement.	Application of PATs to impacted Service Providers				Ad-hoc	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	C5. Review of Key Performance Indicators	Review of the performance levels monitored by PAB to make them more relevant and measurable. In 2024-25, we propose to cover the following services: • Professional Services delivered by the Code Manager. • Technical Services delivered by the Code Manager. • GRDS • ERDS	Report to PAB Possible Code Change				Once per service split into each quarter	✓
	C6. CRS Performance Charge	Performance Charge based on CRS performance against defined metrics.	Approved Performance Charge value.				Quarterly	✓
D. Industry Data Quality	D1. Data Cleanse report publication (peer comparison)	Publish suite of data cleanse reports to allow Parties to proactively review and improve data quality.	Publish suite of data cleanse reports by Party				Monthly	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	D2. Prioritisation through Data Cleanse Sprints	Prioritise critical data quality issues to focus Party effort for resolution.	Sprint definition Sprint communication Mid-sprint review Application of PATs to improve engagement Sprint exit report				Semi-annual	✓
E. Energy Theft	E1. Operation of the Theft Detection Incentive Scheme (TDIS)	Incentivise Market Participants to identify and investigate energy theft by operating TDIS which will include: • Publish Theft target for next reporting year. • Analyse final theft submission for the current reporting year. • Communicate credits and debits for current reporting year. • Report progress against TDIS to PAB.	Theft Target Publication Calculate Credits and Debits Communicate Credits and Debits Reporting to PAB Application of PATs to				Annual scheme with monthly reporting	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
		• Apply PATs where insufficient progress is noted.	increase engagement					
	E2. Verification of ETTOS confidentiality	• We are aware of instances where Parties have breached the confidentiality of anonymous theft leads. • We would therefore provide an RFI to understand the policies and controls in place to prevent confidentiality breaches. • This RFI will form part of the Maintenance of Qualification activity to streamline the process for REC Parties.					One off	✓
	E3. Verification of TDIS Submissions (subject to agreement with RECCo)	• Establish a programme of direct verification of TDIS submissions on a sample basis. • Identify and communicate leading practices to improve performance.	Report to PAB Communicate good practice				Annual	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
F. Industry Change Assurance	F1. Market Schemes Assurance Framework (subject to agreement with RECCo)	Develop an assurance framework for market schemes.	Assurance Framework				One-off	✓
	F2. Market Scheme Review (subject to agreement with RECCo)	Apply the Market Scheme Assurance Framework to review schemes recently delivered under the REC: • Payment Method Levelisation	Report to PAB, RECCo Board and the Authority (where required)				Ad-hoc	✓
	F3. Assurance of benefits delivered through REC Change	Option 1: Deep dive by Change team on a sample of changes to review benefits delivered.	Report to PAB				Quarterly	✗
		Option 2: Deep dive by Change team on key changes, identified by PAB for tracking, to review benefits delivered.	Report to PAB				Ad-hoc	✓
		Option 3: Retrospective review of changes delivered by RECCo, supported by the Change team	Report to PAB				Quarterly	✗

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	F4. Assurance of REC transformation programmes	Option 1: Periodic update to PAB, by RECCo, on their assessment of change impacts, risks identified, and the approach taken to manage these risks.	Report to PAB				Quarterly	✓
		Option 2: Direct assurance of change programme delivery	Report to PAB and RECCo Board				Ad-hoc	✗
G. Review of REC Governance	G1. Review of REC governance	Assessment of the structure and practice of core governance committees within the REC to determine effectiveness, identify strengths and set out recommendations for improvement.	Report to PAB and RECCo Board				One-off	✓
H. Market Entry	H1. Application assessment	Assessing applicant's readiness to enter the market through review of: • Information Security and Data Protection Assessment • Business Solution Assessment • Internal Testing	Code Manager Assessment and Decision Quarterly report to PAB Initiate onboarding to				Ad-hoc as dependent on applicant with quarterly update to PAB	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
			relevant REC Services					
I. Maintenance of Qualification (MoQ)	I1. MoQ assessment	Review of the annual compliance statement including External Assessment and Change or Incident Notification (where applicable)	Code Manager Assessment and Decision Quarterly report to PAB Application of PATs for disengaged Parties				Annual assessments for Parties distributed through the year with quarterly update to PAB	✓
J. Metering Assurance	J1. MTD reconciliation for electricity (subject to agreement with RECCo)	MHHS will create an opportunity to introduce MTD reconciliation for Electricity to assure MTD quality	Report to MEMs and Suppliers for Data Cleanse Peer Comparison Report to PAB				Annual	✓
K. Address Quality Plan Assurance	K1. Address Quality Data Cleanse (subject to REC Change	We suggest that the current approach to address data improvement, owned by DCC, is ineffective. We propose that a Code change is raised so that	Data Cleanse reports to Parties Report to PAB				Quarterly	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	and agreement with RECCo)	this then becomes part of the successful data cleanse process and broader PAF. This requires a REC Change as current obligations are on the Switching Operator.						
L. Assurance related to MHHS Programme	L1. Assurance of Legacy Suppliers and MOAs to support MHHS Transition	To verify Legacy Supplier and MOAs have implemented changes introduced by MHHS Design to existing REC Process and REC-owned DTN flows.	Application of PATs Report to PAB				Ad-hoc in line with plan approved in June 2024 PAB.	✓
	L2. Updates to PARC	Introduce new requirements and amends existing requirements impact by MHHS Design.	Category 2 REC Change				One-off	✓
	L3. Implement updated risk monitoring from MHHS transition start	As both legacy and MHHS arrangements are expected to be live between April 2025 and October 2026, we will monitor retail risk under both arrangements.	Updates to Performance Assurance Dashboards				In line with the PAF	✓
	L4. Updates to Market Entry Process and Documentation	Align Market Entry process and documentation to cover enduring process covering changes introduced by MHHS	Category 3 REC Change				One-off	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	L5. Updates to the Joint Storyboard Scenario document	Update process documentation jointly owned with the BSC for post MHHS process. This document supports the new entrants by providing clearly defined user stories for system testing.	Category 3 REC Change				One-off	✓
M. PAF Product Review	M1. Performance Assurance: Retail Risk Register	Annual review of PAF product.	Category 3 REC Change				Annual	✓
	M2. Performance Assurance: Methodology and Techniques	Annual review of PAF product.	Category 3 REC Change				Annual	✓
	M3. Performance Assurance: Report Catalogue	Annual review of PAF product.	Category 2 REC Change				Annual	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	M4. Performance Assurance Board (PAB) Procedures	Annual review of PAF product.	Category 3 REC Change				Annual	✓
	M5. Data Cleanse - Active Relationship Report Guidance	Annual review of PAF product.	Category 3 REC Change				Annual	✓
	M6. Data Cleanse Reports Guidance	Annual review of PAF product.	Category 3 REC Change				Annual	✓
	M7. REC Entry Assessment Forms	Annual review of PAF product.	Category 3 REC Change				Annual	✓
	M8. Entry Assessment Information Pack	Annual review of PAF product.	Category 3 REC Change				Annual	✓

Focus Area	Activity	Objective	Deliverables	Assurance effort	Party Effort	Service Provider Effort	Proposed Frequency	Proposed Scoping Decision
	M9. REC Service User Categorisation	Annual review of PAF product.	Category 3 REC Change				Annual	✓

4 NEXT STEPS

The Code Manager will collate the input from RIG members and plot the scoped activity into an operating plan for the year starting from 01 September 2024 to enable PAB to monitor progress against it. Based on feedback from wider REC stakeholders, the proposed priorities and activities will be updated and taken for approval to PAB in August.