

CACoP Forum meeting 48

13 June, 10:00 – 11:00

Teleconference

Final Minutes

Attendee	Representing
David Kemp (DK)	Forum Chair
Charlotte Riddick (CR)	Forum Secretary
Ivar Macsween (IMa)	BSC
Sarah Carter (SC)	CUSC, Grid Code, STC
Dylan Townsend (DT)	DCUSA
Isaac Moore (IMo)	IGT UNC
Bradley Baker (BB)	SEC
Jennifer Semple (JS)	Ofgem
Michelle Awosoga (MA) (<i>part meeting – item 3</i>)	SECAS

WELCOME AND INTRODUCTIONS

The Chair welcomed attendees to the meeting.

Apologies had been received from Milly Lewis for the CUSC, Grid Code and STC, Talia Lattimore for the IGT UNC, Colette Baldwin for the REC and Christopher McCann for the D-Code.

1. ACTIONS UPDATE

Ref	Action	Discussion	Outcome
47/01	Forum members to confirm to the Secretary the best point(s) of contact for their Codes regarding input for CACoP-related communications.	The Forum noted the update and agreed to close the action.	Closed

Ref	Action	Discussion	Outcome
47/02	Forum members to confirm to the Secretary the timings of any customer satisfaction surveys issues for their Code(s).	The Forum noted the update and agreed to close the action.	Closed
47/03	Forum members to confirm to the Secretary and/or RECCo the representatives they would like to attend the workshop to discuss the Open Data & Consumer Consent project.	The Forum noted the update and agreed to close the action.	Closed
47/04	The Chair and RECCo to review the support the Forum can provide on the Open Data & Consumer Consent project after the Code Administrator workshop has taken place.	The Chair noted the workshop had taken place the previous week, and they had reached out to RECCo to discuss next steps. This action will remain open pending the outcomes of those discussions.	Open
47/05	The Chair to discuss with the UNC the addition of a cross-Code impacts column to the Central Modifications Register.	The Forum noted the update and agreed that the cross-Code changes column should also reference the relevant change numbers as well as the impacted Code. The Chair will pass this back to the UNC to action. The Forum agreed to close the action.	Closed

The Forum **NOTED** the updates and **AGREED** the actions marked 'Propose to Close' can be closed.

2. WORK PLAN UPDATE

The Chair updated the Forum on the latest progress with the items on the Forum's work plan.

On work item 8, the Chair asked the Forum if someone would pick up this item and take on the work. DT recalled that last year the Forum had agreed not to take any changes forward as there were several reasons why the different Code Administrators could not align questions. IMA also confirmed that they recalled this discussion but agreed to look at their previous notes to confirm if this was the case. The Chair asked IMA to check and confirm if the Forum had agreed to close this down last year, and unless anything arose to suggest otherwise then this work item will be marked as closed with the reasons captured in the work plan for future reference.

ACTION 48/01: The BSC (IMA) to confirm to the Chair if the Forum had agreed not to take forward any changes last year in relation to work item 8.

The Forum:

- **REVIEWED** the progress of items on the work plan; and
- **AGREED** the schedule and next steps for work items.

3. COMMUNICATIONS AND ENGAGEMENT STRATEGY

MA presented the proposed communication and engagement plan for the Forum. MA noted that the plan included the key messages that the Forum was trying to communicate, the reason for communicating this, the planned timing and the method. MA noted that they hoped to produce more visibility for the Forum. MA asked the Forum for any suggestions.

DT suggested that they could add outcomes and discussions from the Cross-Code Steering Group (CCSG) and queried whether this plan should integrate the two groups.

MA asked the Forum to reach out to SECAS if they come up with any other ideas that could be included.

The Chair noted that the Forum would not go through the plan at each meeting but that it would be sent out in the paper pack for people to read through.

The Forum:

- **REVIEWED** the draft communications plan; and
- **AGREED** further items to add to the plan.

4. CACoP WEBSITE USAGE

The Chair presented the Forum with the CACoP website usage statistics. They noted that the analytics tool used only held data on pages being viewed, not on documents downloaded, and so the newsletter views, for example, might be much higher. They also noted some viewers may have opted out of cookie tracking and so the numbers may be much higher than shown.

IMa noted that views on the Horizon Scanner document looked quite low and queried if this was due to people struggling to get access to it, due to not knowing where it is or simply that people did not know about it. The Chair agreed that people may not know about it and noted that the document was due a review soon. The Chair asked IMa if the BSC, as the product owner, could complete a review of this in the next couple of months and bring this to the August 2023 Forum meeting. Following its update, the Forum can issue some communications on this to raise awareness. DT suggested that if people did not have an interest in the document then the forum should consider closing it down. The Chair noted the intention to issue a CACoP survey soon and this can be used to gauge user awareness and interest in this product.

ACTION 48/02: The BSC (IMa) to carry out a review of the Horizon Scanner document and to present this to the Forum at the August 2023 Forum meeting.

SC noted that the news and newsletter pages' views were very low and proposed making the news more interesting. The Chair noted that they had recently added to the news page to try to publish more ad-hoc articles between newsletters and agreed that Forum members should consider raising more pieces for publication.

DT noted that the layout of the website was quite similar to the Code's websites and suggested that it could be changed a bit. The Chair agreed to see what could do anything around the website layout. DT suggested getting the design interesting but simple and highlighting the important things so that viewers can easily get what they want from the website and find information easily.

The Chair thanked the Forum for their views and input. Gemserv will take forward changes to make the news pages more prominent on the website homepage. Further feedback from users will be sought in the survey, and the Forum can return to this in the October meeting when it considers the responses to this.

ACTION 48/03: Gemserv (DK) to review the website layout to improve visibility of the news and newsletter pages.

The Forum:

- **DISCUSSED** the current usage of the CACoP website; and
- **AGREED** the next steps for work on the website.

5. CACOP SURVEY PLANNING

The Chair set out the proposed plan and timeline for carrying out a review and customer survey on the CACoP document.

The Chair asked the Forum on their views on the CACoP document and asked if they thought any changes were needed.

DT noted that the principles made sense but that the way the details under the principles were described could be clarified for better alignment. For example, the guidance for Principle 2 included too much jargon which makes it quite hard to read and suggested the use of clearer English within the document.

IMa queried if anything needed to be inserted to reflect Ofgem in its Code Reform work. The Chair queried what the future of the CACoP may be following Code Reform, and whether the document may be adapted or retired for Code Managers. JS agreed to take this away to consider.

ACTION 48/04: Ofgem (JS) to provide a view on the future of the CACoP document following the completion of the Code Reform programme.

The Chair considered that a better reflection of the impact on the consumer should be added, noting that there is not much focus on the consumer in the current document. IM supported this and noted that net zero was also not mentioned. DT queried if this may form a further principle or be added to an existing one. The Chair replied that they would look to add it within existing principles if possible.

The Chair proposed that the Forum should seek the industry's wider views on the principles and other supporting content. They also suggested that it asks how the Forum and members are meeting these principles and should consult on the awareness and usefulness of the Forum's products and communications. The Forum agreed with these areas and had no further suggestions to add.

The Chair asked members to contact them offline if they thought of anything else to add. They noted that they would take the suggestions from today and would start to draft up the proposed changes to the CACoP document and the accompanying survey document and questions. The Forum would then have time to comment on the draft before the consultation is issued in late July 2023. This would then remain open until around mid-September, with the Forum reviewing the responses at its October 2023 meeting. If any changes are recommended to the CACoP document itself then Ofgem will need to approve those.

The Forum:

- **PROPOSED** changes that may be needed to the CACoP document;
- **AGREED** the questions to ask Code users; and
- **AGREED** the timetable for carrying out this review and consultation.

6. MEETING DAY CHANGE REQUEST

The Chair noted that JS had asked whether the Forum meeting day could be changed. JS asked the Forum if they would be happy to consider changing the meeting day from a Tuesday.

DT responded that it would depend on the day chosen but that they were happy to move it if it is a suitable day. BB suggested that a few suggestions should be put forward and then members could look at these. The Chair agreed to come up with some dates and would avoid any clashes with events in the CACoP website calendar. They also asked Forum members to let the Secretary know of any dates that they could not do. Once this has been compiled, a doodle poll will be sent out with possible dates.

DT noted that the second and third Wednesday of each month was off limits for them. IMa noted that they should avoid clashing with the CCSG meetings and the Panel meetings for any relevant Codes. The Chair also suggested that they should add the CCSG meeting dates into the CACoP website calendar.

ACTION 48/05: Forum members to inform the Secretary of any dates that they would not be available for if the Forum meeting date was changed.

ACTION 48/06: The Secretary to issue a doodle poll to Forum members seeking availability across shortlisted dates for the Forum meetings to be rescheduled to.

ACTION 48/07: The Secretary to add the CCSG meeting dates into the CACoP website calendar.

The Forum **AGREED** to review the potential to move the CACoP Forum meeting day.

7. ANY OTHER BUSINESS

JS noted that Carly Malcom from the Ofgem Future System Operator (FSO) team wanted to pass on their thanks to the Forum for the ad-hoc session to discuss the FSO changes.

JS also flagged that there had been many workshops lately which were to help inform policy development for implementing Code Reform. They noted that the code manager selection and budgets sessions had been completed. JS also noted that there would be workshops on future code modification processes on both Wednesday and Friday this week and that these sessions would be interactive in order to hear from stakeholders. JS asked members who wanted to attend either workshop to email industrycodes@ofgem.gov.uk.

SUMMARY AND MEETING CLOSE

The next CACoP Forum meeting will be held on 15 August 2023 (subject to any change in meeting dates).

The Chair thanked everyone for attending and closed the meeting.