

CACoP Survey 2024 Highlights

NESO CHAIR'S SUMMARY

The 2024 CACoP survey provides a high-level view of stakeholder experience across the codes, drawing out where codes are performing well and where they should focus improvement activity. The survey was initially created when CACoP took over the survey from Ofgem and had intended to follow the same structure as previous surveys done by Ofgem, supporting year-on-year comparison while reflecting the transition to the new arrangements.

Overall, responses show strong confidence in organisational capability among participants, and consistently positive feedback on the support provided by Code Administrators—particularly through clear, timely email communications and up-to-date website information. Across groups, stakeholders value well-run meetings and webinars, while the most common opportunities for improvement relate to website usability and navigation, meeting accessibility and structure (including timely publication of papers), and clearer guidance—especially for newer parties—on the modification process. The action plans set out in this report focus on maintaining what is working well while addressing these themes in a practical, phased way, with progress to be reported through future CACoP updates.

The next survey will take place in 2026 and will build on the past survey, looking at improvements made and trends across the codes.

IGT UNC

Respondents reported strong expertise and resources, with experience ranging from 17+ years to recent engagement.

Communication and Engagement

Respondents felt the level of communication was appropriate, with updates delivered at the right frequency and in a clear, easy-to-understand format. Email notifications and website updates were highlighted as the most useful channels, providing timely information and clear actions. Meetings and webinars were also viewed positively, with participants noting well-structured content.

Modifications and Improvements

Where raised, the modification process was viewed as easy, with strong support from the administrator. Overall satisfaction with the code administrator is very high, with feedback noting helpful, knowledgeable support and slight improvement over the past year.

UNC

Top 3 Highlights

1. **Strong organisational capability**
Most UNC respondents feel well-resourced and knowledgeable, with strong agreement that their organisations have sufficient expertise to engage effectively.
2. **Positive views of Code Administrator support**
Interactions with the Joint Office are largely viewed as helpful, responsive, and knowledgeable. Email updates, website information, meetings, workshops, and direct contact are the most valued support channels.
3. **Appropriate and trusted information flow**
Respondents generally feel well informed, receiving updates weekly or daily. Communications are considered timely, relevant, and clear, with action points easy to understand.

Top 3 Areas for Improvement

1. **Website usability**
Calls for better navigation and easier access to communications and updates.
2. **Meeting structure and accessibility**
Requests for more face-to-face meetings, improved agenda management, and timely publication of workgroup papers.
3. **Clarity in the modification process**
Need for clearer guidance for new participants, consistent application of governance, and fewer frustrations with the critical friend process.

UNC Action Plan

- Review and improve website navigation and structure.
- Strengthen meeting processes, including clearer agendas and timely papers.
- Refresh guidance and training for the modification process.
- Maintain strong communication channels with timely, relevant updates.
Progress will be delivered in phases and reported at future CACoP updates.

CUSC

A CUSC respondent noted they were very satisfied with all aspects of their dealings with the code administrator in relation to the code.

A CUSC respondent noted they were very satisfied with the provision of support from the code administrator in their interactions with the code.

STC

AN STC respondent advised it was extremely easy for them to interpret the information from the code administrator in relation to code.

SEC

Most respondents reported strong familiarity with the SEC Code, with several involved since inception or for more than five years - indicating high capability and understanding of the Code, within the stakeholder group.

Overall Satisfaction

Respondents are generally fairly or very satisfied, and many noted improvements over the past year. Communications - especially email and website updates, are widely seen as timely, clear, and relevant, making required actions clear.

Information and Communication

Frequency of updates is considered “about right,” and content is viewed as relevant and easy to interpret. Email and website updates were identified as the primary and most valued channels.

Meetings and Engagement

Feedback from those who attended meetings was positive, highlighting well-prepared materials, suitable facilities, impartial chairs, and opportunities for active participation.

Areas for Improvement

Suggestions include faster progression of modifications, clearer signposting for complex requirements, emphasised the need for consistency, and consideration of dedicated account managers.

REC

The respondents have a mixture of experience in terms of interaction with the code ranging from a few months to many years, resulting in them having a mixture of fair to significant amounts of understanding of code responsibilities.

Overall Satisfaction

Most respondents report being “Fairly satisfied” or “Very satisfied” with the service provided. However, a few responses indicate neutral or slight dissatisfaction. Several respondents noted that the service has “improved slightly” or “improved significantly” over the past year, showing progress in engagement and support.

Communications Rated Highly

Email and website updates are generally seen as timely, clear, and relevant, with many respondents strongly agreeing that emails make actions clear and keep them informed of changes.

Positive Experience with Meetings

Where meetings or workshops were attended, feedback on facilities, impartiality of chair, and ability to participate was very positive.

Areas for Improvement Identified

Suggestions include greater clarity on consultation deadlines, more feedback on submitted responses, and better alignment across code administrators.

BSC

Overall, the respondents rated the support that they receive and our webinars and teleconferences as good.

Stand out results include:

- satisfaction with the provision of support from Elexon
- the relevance of the information that Elexon provide
- the website being easy to access and up to date
- delivering impartial, fit for purpose meetings

Areas for improvement include:

- supporting the customers to interpret the information from the BSC
- being clear when customers need to take action in Elexon's emails and on the website
- ensuring information is sent out early enough before meetings