

HEADLINE REPORT

MEETING NAME	Performance Assurance Board
Meeting number	235A
Date of meeting	26 August 2020
Purpose of paper	Information
Classification	Public
Synopsis	This report sets out the headlines and key decisions taken at the first of two August 2020 meetings of the Performance Assurance Board (PAB235A).

OPEN SESSION

1. PAF Review Recap – Supplier Charges – (Verbal Update)

- 1.1 This update provided a summary of the recommendations made and decisions taken at PAB220 and PAB230 with regards to the Performance Assurance Framework (PAF) Review of the Supplier Charges technique.
- 1.2 The PAB:
 - a) **NOTED** the contents of the Verbal Update.

2. PAF Review Recommendation - Breach, Default and Error & Failure Resolution – (PAB235A/01)

- 2.1 This paper provided the findings and recommendations of the Performance Assurance Framework (PAF) Review in relation to the Breach, Default and Error & Failure Resolution techniques.
- 2.2 The PAB:
 - a) **APPROVED** the following recommendations outlined in the report, subject to revised wording in line with the minutes of the discussions held in the meeting:
 - Board sign off needed from Party for plan following escalation
 - Rules limiting the duration of EFR plans
 - Letter sent to a director at the outset of the EFR process
 - Streamlining customers' experience in EFR
 - Increase focus on PAB precedent register
 - Swifter consequences for repeat EFR Issues
 - Introducing new working practices for EFR escalation
 - Revising the process for the application of Breach and Default
 - Pro-active risk management to be applied prior to EFR
 - b) **DEFERRED** approval of the following recommendations outlined in the report, subject to revised wording being submitted for Approval ex-Committee in line with the minutes of the discussions held in the meeting:
 - Linking EFR to risk 'events'

HEADLINE REPORT

- New working practices for EFR de-escalation

3. PAF Review Recommendation - Data Provision – (PAB235A/02)

- 3.1 This paper provided the findings and recommendations of the PAF Review in relation to Performance Assurance data provision.
- 3.2 The PAB:
 - a) **APPROVED** that the PAB recommends to the Panel that a Change Proposal is raised to cease the participant reported aspects of PARMS outlined in Attachment A; and
 - b) **APPROVED** that the PAB recommends to the Panel that a Change Proposal is raised to formalise the process by which ad hoc data is obtained under the MEM technique.

4. End of PAF Review Paper – (Verbal Update)

- 4.1 This update provided an overview of the outcomes of the PAF Review as a whole. The final PAF Review report will be presented at the September meeting.
- 4.2 The PAB:
 - a) **NOTED** the contents of the Verbal Update; and
 - b) **AGREED** to submit any further questions or comments for inclusion in the final PAF Review paper by 9 September 2020.