



Performance Assurance Committee Meeting

Summary – 14 September 2021

KEY MESSAGES

- **SHIPPER ESCALATION MEETING**

- The Performance Assurance Committee (PAC) invited a Shipper to a second stage escalation meeting this month, a result of actions not being met following the first stage escalation meeting which was held on the 16th February 2021.
 - The Performance Assurance Framework Administrator (PAFA) presented the read performance improvements to date along with progress on actions since the first stage escalation meeting.
 - The Shipper acknowledged that progress has not been as fast as they would have liked but are fully committed to ensuring that read submission is at the level required.
 - The Shipper was assigned with a number of actions, and their case will be reviewed at the monthly PAC meetings as a standing item. A follow up letter confirming the actions will be sent to the Shipper by the 21st September 2021.
 - The actions included setting the Shipper organisation some interim read performance targets. The Shipper agreed that all actions and targets set are reasonable and achievable.

- **SHIPPER PERFORMANCE ANALYSIS**

- The Performance Assurance Framework Administrator (PAFA) provided the Performance Assurance Committee (PAC) with updates on six of the 13 Shippers (excluding those which are part of the PC4 monthly improvement targeting activity) that are currently on Performance Improvement Plans.
 - A number of Shippers appear to be close to UNC targets in their respective markets. Committee members would like to thank these Shippers for the effort and resource deployed to committing to achieving read performance targets.
 - The PAFA informed the Committee that they would continue to monitor and work with these Shippers and close plans in the coming months, once these Shippers can demonstrate they are able to maintain UNC target in each market.

- **RISK AND ISSUES UPDATE**

- PAC members were informed that a full update of the risk register and evaluation tool would be conducted at the October PAC meeting.



- **DATA DISCOVERY PLATFORM (DDP) UPDATE**

- The CDSP continue in their mobilisation period to deliver the seven user stories by the end of the 2021/22 Financial Year.
- A DDP sprint meeting is to be organised by the Joint Office (JO) in October to allow for the additional five user stories which remain in the backlog to be developed and with a view to being delivered in Financial Year 2022/23

- **PERFORMANCE ASSURANCE COMMITTEE (PAC) ANNUAL REVIEW**

- Following comments received from Committee members, the PAFA presented the revised draft on the PAC Annual Review.
- Further recommendations to the document were suggested by the PAC, which the PAFA will look to complete and circulate for the Committee to review.
 - A short meeting will take place on Tuesday 21st September 2021 at which the PAFA will seek approval for the document from Committee members. Following approval, the document will then be issued to industry members for consultation.