

# CACoP

Code Administration Code of Practice

## 2020 Forward Work Plan

Version 1.0

Last updated: January 2020

## ABOUT THIS DOCUMENT

---

This document is the Code Administration Code of Practice (CACoP) Forum’s forward plan of work for 2020. It lays out the items the Forum plans to complete and the expected dates for their completion.

This document will be periodically reviewed and updated across the year.

## CONTENTS

---

<b>1. FORWARD WORK PLAN .....</b>	<b>3</b>
<b>Sharing best-practice for a more consistent customer experience .....</b>	<b>3</b>
<b>Investigate and develop a central CACoP website .....</b>	<b>4</b>
<b>Collating information and guidance on Code processes .....</b>	<b>4</b>
<b>Enhancing the Central Modification Register .....</b>	<b>4</b>
<b>Highlighting the CACoP Forum and its products .....</b>	<b>5</b>
<b>Writing documents in clear and plain English .....</b>	<b>5</b>
<b>Reviewing the number of modification consultations.....</b>	<b>5</b>

## 1. FORWARD WORK PLAN

---

The following areas have been identified by the CACoP Forum to be progressed during 2020.

### SHARING BEST-PRACTICE FOR A MORE CONSISTENT CUSTOMER EXPERIENCE

The Forum acknowledges that there will always be differences in the underlying change frameworks due to the differing natures of the Codes and the stakeholders involved in each. For example, what works for a highly technical-orientated Code may not be appropriate for a highly governance-orientated Code. However, there are a number of service areas where the Forum believes the approaches of different Codes can be shared to determine best practice that everyone can adopt. This will help to provide a more consistent service across all the different Codes.

The Forum will hold a workshop in the first quarter of the year for its members to identify and share best practice approaches with each other. Areas identified for discussion in this workshop include:

- **Comparison of modification processes:** Each Code Administrator will provide an overview of its process to enable a comparison to be made. As part of this, any examples of best practice can be drawn out for other Codes to adopt.
- **Consistency in sharing information:** The Forum has worked before to improve consistency in how information is shared, such as by agreeing a common structure for the Modification Reports and the proposal forms for new modifications. The workshop will explore additional ways to provide consistency in this area.
- **Provision of subject matter experts (SMEs):** Each Code Administrator possesses experts in the arrangements its Code governs, but there is differing levels in how this expertise is utilised under the modification process. The workshop will explore how this expertise can be better accessed by the industry and raise awareness of this.
- **Provision of Critical Friend support:** Each Code Administrator is required to provide Critical Friend support in line with the first CACoP Principle, but there is a differing level of maturity in this across the different Codes. The workshop will share best practice to bring this to a more consistent level.
- **Wider industry engagement:** It has been noted that each Code often experiences a small group of Parties that engage with the modification processes. Some Codes do seek further engagement via trade bodies or through social media. The workshop will explore these and other avenues that Code Administrators currently use for reaching out to a wider audience than those normally involved in the modification processes. As part of this, the communications sent out by each Code Administrator can be reviewed to share good examples.
- **Workgroup quoracy:** Code Administrators have identified it is becoming increasingly difficult to meet the quoracy requirements for Workgroups because there are too few Parties involved in the process. A number of different approaches to mitigate this have been explored by different Code Administrators. The workshop will discuss these and identify the best approach(es) to take forward.

- **Responding to consultations:** Linked to the wider engagement piece, the workshop will also cover how Code Administrators seek responses to consultations and whether there is any way to make this more consistent and more accessible for Parties.

Following this workshop, this plan will be updated with the enhancements to be taken forward and the next steps and timescales for this.

## INVESTIGATE AND DEVELOP A CENTRAL CACoP WEBSITE

Feedback was received via the 2019 CACoP Survey and the CACoP Engagement Day that several Parties would be keen to see a central CACoP website for hosting CACoP-related information, in order to facilitate access to information as efficiently as possible. Although mixed feedback has been received from the different Code Panels, the CACoP Forum has agreed to proceed with scoping a website and will continue developing and assessing requirements for this in 2020.

## COLLATING INFORMATION AND GUIDANCE ON CODE PROCESSES

The Forum has agreed to produce guidance notes to provide Parties with a succinct summary of the processes across the different Codes in one easy-to-read document:

- **Raising a change:** This note will provide a very simple overview of each Code modification process and provide guidance on how you can initiate and progress a change.
- **Entering the market:** This note will guide a new entrant to the Codes that they need to accede to when they enter the market and the high-level steps they will need to undertake.

The Forum is planning to complete and publish these notes in the Spring.

Following this, the Forum will begin exploring how a centralised glossary of industry terms could be produced.

The Forum also recognises overlap between different Codes, and will be exploring the possibility of training days that cover more than one Code in the second half of the year.

## ENHANCING THE CENTRAL MODIFICATION REGISTER

Parties provided plenty of feedback on the Central Modifications Register at the CACoP Engagement Day, and the Forum has introduced enhancements in response. Of note, the register now includes all live modifications, not just those with cross-Code impacts, and lists the types of Party impacted by each.

Code Administrators will also be reviewing the calendar in the register to endeavour to avoid meeting clashes, although it is recognised this won't always be possible.

The Forum will review the effects these enhancements have had in the Summer and determine if any further improvements are needed.

The Forum will also review whether the register can be updated more frequently than once a month, and the costs that would be incurred in doing so, noting feedback from Parties that they would like this document to be 'live'. It is likely such improvements will require the central website to be in place first.

### HIGHLIGHTING THE CACoP FORUM AND ITS PRODUCTS

The Forum will continually review how it is highlighting itself and its products, to ensure that Parties are aware this information exists and can find it as easily as possible. Forum meetings will also be made open to Parties to attend as observers, and the Forum Chair will ensure meetings are as accessible as possible.

The Forum will also review how it can more effectively issue the CACoP Newsletter to Parties, which is currently published by each Code Administrator on their websites. As part of this, the Forum is mindful of General Data Protection Regulation (GDPR) requirements, which means it may not be possible for Code Administrators to utilise their existing mailing lists for this purpose.

### WRITING DOCUMENTS IN CLEAR AND PLAIN ENGLISH

The second CACoP Principle requires documents to be in plain English and understandable to all industry parties, which all Code Administrators fully support. Several Code Administrators have begun adopting the approach provided by the Plain English Campaign, and the Forum agreed that this will be followed by all of the Codes going forward. Each Code Administrator will be working to align its documentation to the guidance provided by the campaign during 2020.

Time permitting, each Code Administrator will also undertake reviews of its Code to identify if any simplification or rationalisation could be implemented.

### REVIEWING THE NUMBER OF MODIFICATION CONSULTATIONS

Some Codes require two consultations during the progression of a modification, while others only require one. Feedback was received from the CACoP Engagement Day on whether the number can be streamlined. Each Code Administrator whose Code requires multiple consultations will review the requirement for this and provide an explanation of the purpose and value of each during the first half of the year.

If you have any questions, please contact:

**Paul Roche**

020 7090 1007

[paul.rocke@gemserv.com](mailto:paul.rocke@gemserv.com)

**Gemserv Limited**

8 Fenchurch Place, London, EC3M 4AJ

020 7090 1000

[cacop@gemserv.com](mailto:cacop@gemserv.com)