

UNC DSC Contract Management Committee Minutes
Wednesday 16 December 2020
via Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Maitrayee Bhowmick-Jewkes (Secretary)	(MBJ)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

Claire Louise Roberts (Alternate for Stephanie Clements)	(CLR)	Scottish Power	Class A Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie (+Alternate for Andrew Green)	(SM)	Gazprom Energy	Class B and Class C Voting

Transporter Representatives (Voting)

Helen Chandler	(LB)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	SGN	DNO Voting
Angharad Williams (Alternate for Richard Loukes & Teresa Thompson)	(AW)	National Grid	NTS Voting
Kundai Matiringe (Alternate for Rebecca Cailles & Brandon Rodrigues)	(KM)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne McGlone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve
Angela Clarke	(AC)	Xoserve

Observers/Presenters (Non-Voting)

Angela Clarke		
Alex Stuart	(ASt)	Xoserve
Alison Jennings	(AJ)	Xoserve
Andrew Szabo	(AS)	Xoserve
David Addison	(DA)	Xoserve
David Turpin	(DT)	Xoserve
Denis Regan	(DR)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Kirsty Dudley	(KD)	EON
Leteria Beccano	(LB)	Wales & West Utilities
Linda Whitcroft	(LW)	Xoserve
Lorna Lewin	(LL)	Orsted
Mark Pollard	(MP)	Xoserve
Neil Laird	(NL)	Xoserve
Nick Stace	(NS)	Xoserve
Owen Mason	(OM)	Bulb
Simon Harris	(SHa)	Xoserve

Copies of all papers are available at: www.gasgovernance.co.uk/dsc-contract/200121

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Stephanie Clements, Shipper Representative
 Andrew Green, Shipper Representative
 Richard Loukes, National Grid Representative
 Teresa Thompson, National Grid Representative
 Rebecca Cailes, IGT Representative
 Brandon Rodrigues, IGT Representative

1.2. Alternates

Claire Louise Roberts for Stephanie Clements
 Steve Mulinganie for Andrew Green
 Angharad Williams for Richard Loukes & Teresa Thompson
 Kundai Matiringe for Brandon Rodrigues & Rebecca Cailes

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Claire Louise Roberts (Alternate for Stephanie Clements)	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie (+Alternate for Andrew Green)	Shipper Class B + Shipper Class C	4 votes
Transporter		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Angharad Williams (Alternate for Teresa Thompson & Richard Loukes)	NTS	2 vote
Kundai Matiringe (Alternate for Rebecca Cailes & Brandon Rodrigues)	IGT	2 votes

1.4. Approval of Minutes (16 December 2020)

The minutes from previous meetings were approved with Actions 1202 and 1203 having been amended.

1.5. Review of Outstanding Actions

1001: Policy paper on Revenue and Customs Brief 12 (2020): CDSP (JMc) to regularly seek a view from VAT experts Group regarding the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments.

Update: Jayne McGlone (JMc) explained that whilst there does appear to be more guidance from the HMRC on how VAT early termination fees and compensation fees should be applied, we need to wait for further clarification to understand how this may impact the Data Service Contract (DSC). She added that Xoserve's Finance team and the Distribution Network Operators (DNO) were reviewing this guidance now and a further update on whether additional amendments need to be made to the DSC will be provided to the Committee at the next meeting. **Carried Forward.**

1004: Committee members to consider what information would be required on a quarterly invoice dashboard and feedback to the November 2020 Committee.

Update: Michelle Downes (MD) advised that Xoserve had not received any feedback on the dashboard from the Committee. It was noted that if any comments were submitted, they would be included in the next presentation. **Closed.**

1102: Xoserve (JG) to consider the availability of the DSC Shipper Class breakdown.

Update: Angela Clarke (AC) confirmed that Xoserve are working to collate an accurate view and hope to provide an update in February. **Carried Forward.**

1104: Xoserve (JMc) to provide a list of proposed dates for the 2021 Contract Management Committee meetings.

Update: This has been provided under Agenda item 16.0. **Closed.**

1201: Xoserve (SH) to provide more justification for providing biomethane statistics to Shippers.

Update: AC confirmed that this update would be provided in February as Simon Harris (SHa) is currently carrying out research on this topic. **Carried Forward.**

1202 (amended): AQ Taskforce Update - Xoserve to engage the DNOs in order to share a full and contextual view of the Phase 1 and 2 AQ corrections, their impact to shippers in terms of invoicing, to represent shipper feedback and action in relation to these corrections, and to obtain an updated directive from DNOs on their approach at a constituency level.

Update: MD explained that Xoserve had been in discussion with the DNOs regarding whether any financial adjustments resulting from AQ corrections should be invoiced and advised that it had been decided that these invoices would be issued soon. Andy Szabo (AS) clarified that once invoices had been issued; they could then be challenged.

Steve Mulinganie (SM) added that this is a formal process and as such should be set out clearly. He therefore sought clarity and transparency around the decision-making process in terms of agreeing invoices.

AS agreed that specific governance procedures were required around this and noted that this should be set out. He added that the Committee could track and monitor any challenges or disputes around this process in the immediate future. There was some discussion amongst the Committee on whether any disputes arising would be an invoice dispute or a dispute under the Uniform Network Code (UNC). It was agreed this would be reviewed further to additional clarifications being received around the process. It was noted that for this activity Xoserve were operating as the Transporters Agency. **Closed.**

<p>New Action 0101: Xoserve (MD) to liaise with DNOs and prepare communications to clarify how the decision around financial adjustments resulting from AQ corrections was made and set out what the next steps should be.</p>

1203 (amended): Xoserve (NS) to create a briefing note on ~~RASSP~~ Retrospective Updates to confirm progress to date and outline the future plans. NS will attend the CoMC in January with an update on the Q3 forecast.

Update: AC advised that this action needed to be reworded, as RASSP was not what is being proposed, which was noted and amended.

Paul Orsler (PO) explained that the Retrospective Proof of Concept exercise has been running since last year and provided an overview of the project. He explained that the exercise was to identify where data anomalies existed and that outputs from it were shared at the DSC Change Management Committee.

PO noted that the analysis from this exercise identified the resources and costs to deliver the enduring solution for UNC Modification 0651 - *Changes to the Retrospective Data Update provisions*. However, he added that the solution was likely to exceed the cost of the Retrospective investment budget, which still held £1million. PO explained that as a result, Xoserve did not want to proceed with delivering this solution at this time.

Kirsty Dudley (KD) noted that Modification 0651 has already been approved for implementation by Ofgem and if Xoserve are not going to deliver the solution, it would leave the industry unable to move forward with the changes they have been preparing for.

PO explained that Xoserve would raise this for discussion at the Delivery Sub-Group (DSG) meetings and review if and how this solution could be developed. He added that an additional problem with developing the solution for this Modification was that it impacted a number of areas which overlapped with the Consequential Switching Service (CSS) project and Xoserve did not want to take any action which would put the CSS project at risk.

SM was concerned as to why Xoserve had not proceeded with delivering at least a part of the solution as they still had a significant budget for delivering the change. PO replied that a cost benefit analysis shown that it was not beneficial to proceed with delivering any part of the change at this time.

Guv Dosanjh (GD) advised the Committee that DNOs had also been discussing the outputs which had emerged from the Retrospective Proof of Concept exercise with Xoserve and that steps were being taken to move this forward, albeit at a slower pace than expected.

SM said that it would be beneficial to have a plan of action on how Xoserve planned to bring this matter to conclusion within a reasonable period and budget as this project had been outstanding for too long.

AS agreed with this view and noted Xoserve would take this as an action. KD asked them to also clarify why the project had taken so long and to cascade the outputs from this action to the Change Management Committee. **Closed.**

New Action 0102: Xoserve (PO) to: a) outline how the CDSP intend to conclude the Retrospective updates project within a reasonable period and budget, b) explain why the project has taken so long to deliver.

1204: Xoserve (MP) to confirm with DNOs if the Vodafone IX contract will need to be extended for the IX Refresh, for DNOs to assess the impacts on Pricing within the Charging Statements.

Update: MP confirmed that the contract has been extended and that pricing would be published for review in the near future. **Closed.**

2. Project Mercury

AS provided a verbal update on Project Mercury, noting that since the last meeting in December, briefing notes had been provided to DSC Contract Managers and there had been significant engagement with the industry.

AS added that Customer Advocates would be contacting Xoserve’s constituents to provide further presentation materials on the work being done as part of this project.

SM asked if there would be workshops and AS confirmed he would be able to facilitate them. He added that Xoserve would also be holding Q&A sessions and individual briefing sessions as required. SM asked if the various FAQs from the industry would be consolidated, which AS confirmed they would be included in the briefing documents.

Additionally, it was noted that the changes required to be made to Xoserve’s Change Management process would be demonstrated at the Change Management Committee in February.

Kundai Matiringe (KM) asked what the process would be if there were any issues to access documents through the portal. AS replied that parties should contact their Customer Advocate or AS directly. However, he clarified portal access was only available to DSC Contract Managers.

3. Covid-19 Update

AS provided a brief update on Xoserve’s operational capabilities noting there was nothing new or material to flag to the Committee, and Xoserve continued to work with the new ways of working. He noted that the new lockdown meant there were certain pinch points but operations were running on Business Continuity Mode and there were no new issues to report.

Fiona Cottam (FC) provided brief verbal update confirming that:

- UNC Modification 0730V – *Covid-19 Capacity Retention Process* would be presented to the UNC Modification Panel on 21 January 2021.
- UNC Modification 0722 (Urgent) - *Allow Users to submit Estimated Meter Reading during COVID-19* and Modification 0723 (Urgent) - *Use of the Isolation Flag to identify sites with abnormal load reduction during Covid-19 period*, were both still available to sites that are mandated to be closed under current regional government regulations.
- Unidentified Gas (UIG) continues to be tracked and the levels have been steadier since the start of 2021 and there were no negative dips like the previous lockdowns.
- There had been some dips in the Wales LDZ due to Measurement Errors which had been identified and fixed.

Dave Addison (DA) provided a further update on Modification 0730V and advised that the Change Pack for delivering the solution for this Modification was out for consultation so the industry can review this prior to a decision being undertaken regarding implementation.

4. Approvals

4.1. MDD Meter point Approach Document

This item is deferred until March 2021.

4.2. XRN 5307 Amendments to Service Description Table v15

AC provided an overview of changes made to the DSC Service Description Table v15.

SM noted that these appeared to be housekeeping changes, which AC confirmed.

The Committee unanimously approved the amendments to the Service Description Table as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For
Claire Louise Roberts	1	For

Oorlagh Chapman	1	For
Steve Mulinganie	4	For
Total	6	For
Transporter Representatives	Voting Count	For
Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams	2	For
Kundai Matiringe	2	For
Total	6	For

5. Business Plan Updates

5.1. BP20 Centrica Appeal

JMc advised there was no further update from Ofgem regarding a decision on the BP20 Centrica Appeal.

5.2. BP21 Update

JMc explained to the Committee that Centrica had raised an objection to BP21 and noted that it would be helpful to receive Ofgem’s decision on the BP20 Centrica Appeal before the BP21 Centrica Objection progressed any further.

JMc reiterated the rules for raising an appeal and advised that depending on the timescales an Extraordinary Contract Management Committee might be required should an appeal be submitted.

Helen Chandler (HC) enquired when the Annual Charging Statement would be published. JMc explained that it was due to be published on Friday 29 January 2021 and would be included in the final BP21. The deadline for publishing both was the end of January and this deadline would be met.

5.3 BP21 Centrica Objection

As above.

6. Retail Energy Code (REC) Update

JMc provided an update on the latest developments, confirming that Ofgem are assessing the management of data under the REC including protected data items under the UNC.

JMc asked the Committee to note that Ofgem were proposing a Significant Code Review (SCR) to facilitate the implementation of the REC, under which there would be a number of impacts on the UNC and that Xoserve were currently considering these impacts internally. These impacts are likely to include a Code and/or Change freeze.

DA added that these impacts would be further explored in the Distribution Workgroup (DWG) to gather feedback from the industry which could then be fed back to Ofgem.

JMc added that a change to the Third Party and Additional Services Policy may be required to increase the current cap on charges that CDSP can recover in relation to Third Party Services. Provision of Gas Enquiry Services to the REC will be made in accordance with the Third Party and Additional Services Policy and as such the existing cap is considered too low. This will be explored further at February or March CoMC.

BF asked how the Data Services Contract (DSC) would be updated to align it with the proposed amendments to the UNC under the REC. DA replied that he was unsure and was waiting on direction from Ofgem which should clarify the position. He advised he wasn’t sure if the rules were changing to allow a change to be raised by a Code Manager, a 3rd Party or Xoserve directly.

There was some debate around whether a Code Manager could raise this change or whether Xoserve, in their capacity as the Central Data Service Provider (CDSP) could raise this change to ensure that the UNC and DSC were compliant with the REC.

BF noted that this was likely to depend on the materiality of the amendments being made.

DA agreed to review this and explore how these changes could be facilitated.

New Action 0103: Xoserve (DA) to review how amendments could be made to the DSC to align it to the UNC so they are compliant with the REC.

SM added for information that Ofgem was about to issue a Code Freeze soon to facilitate the SCR under the REC.

7. **Modification 0710S - CDSP provision of Class 1 read service**

DA confirmed that Modification 0710S was moving towards a June 2021 implementation. He confirmed the due diligence exercised had been carried out.

Functionally Xoserve was reviewing the invoicing process so they could be issued as DSC charges. DA noted once the position was clear on this, it would be shared with the Committee.

8. **Monthly Contract Management Report**

This month focused on the items 9.3 Xoserve Incident Summary and 9.4.3 AQ Taskforce Update:

8.1. **KPM Update**

Alex Stuart (ASt) provided an update looking at list of KPM failures and an overall KPM update.

8.2. **KPM Supporting Slides – KVI Relationship Management**

Alison Jennings (AJ) provided an update on the KPM KVI Relationship Management quarterly survey results. Overall she noted that the relationship score had improved in the last 12 months and since the last quarterly survey in September.

For a full detailed update, please refer to the published slides on the meeting page.

AJ provided a further update on the trust scores received from the different constituent segments.

SM suggested that the next presentation should also highlight which areas Xoserve should focus on to improve their performance based on the survey results.

New Action 0104: Xoserve (AJ) to produce a further slide for the next quarterly survey highlighting which areas need improvement and what actions are being taken to address them.

8.3. **Contract Metrics**

Paper published for information. No discussions held.

8.4. **Xoserve Incident Summary**

Neil Laird (NL) provided a high-level overview of the P1 and P2 incidents and why certain problems had occurred within Gemini.

NL provided a chart illustrating the major incidents and assured the Committee that the root causes of the incidents are being addressed, and by using data collected Xoserve will also be looking at areas where faults could arise to proactively avoid issues.

NL provided another graph illustrating the overall 2020 incident trends and noted this identified areas for Xoserve to review.

For a full detailed update, please refer to the published slides on the meeting page.

8.5 **Issue Management Updates**

8.4.1. Issue Management Dashboard

Paper published for information. No discussions held.

8.4.2. Amendment Invoice Taskforce Update

Paper published for information. No discussions held.

8.4.3. AQ Taskforce Update

Denis Regan (DR) provided a brief update on the AQ Taskforce and provided an overview of the current defect position and overall progress, reporting that:

- There were 17 open defects, of these, 7 have been fixed, 5 are to be completed and 5 remaining defects are yet to be fixed.
- Additionally 14 defects have now been resolved and are awaiting processing.

For a full detailed update, please refer to the published slides on the meeting page.

9. Central Switching Service (CSS) Update

Emma Lyndon (EL) provided a CSS Programme Update and advised the current status for the project is Amber/Green and is returning to Green.

The status of a number of the programme workstreams were now Green. However, some were still tracking as Amber. EL explained this was because of issues raised within the Programme.

EL further noted:

- Costs were still being monitored and no major impact was expected.
- There were some missing design changes that are being tracked under the issues raised, and all other design aspects have been included in the design now.
- All the testing phases are on track at present.

SM noted that a CSS Programme update at ICoSS had highlighted that Consequential change was at a Red status. He asked how the presentation to the Committee compared to the presentation to ICoSS. EL stated that this was likely to be in relation to Market Testing rather than Consequential change and therefore the project as still green.

EL presented the detailed programme update for Market Testing and clarified that this will be incorporated in the End-to-End Testing, which is why it was not being prioritised. However, she assured the Committee that though this workstream may be flagged, it was in hand.

SM was satisfied with this explanation and no further questions were raised.

10. Information Security Update

This item is deferred and due to be updated in March.

11. Financial Information

Nick Stace (NS) provided a verbal update including:

- An update on investments
- An update on RAASP (Retrospective)
- Annual Charging Statement due to be issued at the end of January. This will show the rebates to different parties.

SM noted that he was expecting NS to reissuing a the briefing documents based on the feedback provided at previous meetings. NS explained that he was not aware that he should have reissued the briefing and would clarify it comments and incorporate them for next month's update.

12. Business Continuity Plan

The next update is due February.

13. Contract Assurance Audit

The next update is due February.

14. Key Committee Updates

14.1. DSC Change Management Committee

Updated Paper published on 19 January 2021 for information. No discussions held.

15. Any Other Business

15.1. Contact Management System (CMS) Replacement Update

Linda Whitcroft (LW) provided an update on the CMS rebuild and progress to date.

HC asked how the different processes would be delivered through CMS. LW replied Xoserve are looking at the most efficient process of delivery such as APIs or data streams.

HC added that the industry may not be aware of the different ways of delivery and it would be beneficial if these options are highlighted to them.

KD stated that one of the processes of Retrospective was 'Consumption Adjustments', which would also fall under the CMS overhaul. She asked how this was being addressed when the Retrospective project was currently suspended.

LW advised that the Retrospective team had not yet been engaged to develop the solution. KD and SM urged the CMS team to not develop a solution for this, only for it to be superseded by the Retrospective project.

LW suggested that they may develop a solution but wait until the solution for Retrospective had been delivered before they progress the solution any further.

A further update is expected at the next meeting.

15.2. IX Refresh Update

Mark Pollard (MP) provided an update and advised that the IX Refresh is continuing to make good progress despite the COVID-19 restrictions. The plan is to complete the project by the end of January 2021, with an additional month's contingency.

MP requested customer support to ensure the remaining migrations are completed as quickly and smoothly as possible. He added:

- 91% of all migrations have been completed
- 16 IX sites remaining

There were no questions.

15.3. Advice Direct Scotland

JMc reminded the Committee that they had approved the issue of 10 free DES accounts to Advice Scotland at the December meeting. She explained Xoserve had also been asked if they could restrict access to data items within Scotland.

Xoserve were unable to do this, but the terms of the contract means that Advice Scotland will only access data that relates to the end consumer who has asked them to access the data on their behalf.

The Committee acknowledged that this was reasonable and in line with how the service should work.

15.4. VAT early termination fees and compensation payments

See Action 1001 update within item 1.6. No further discussions held.

15.5. Impact of Brexit

JMc advised there is limited information to report, however Xoserve continue to monitor and follow guidance provided by Information Commissioner's Office (ICO).

JMc further noted that in the meantime the advice from Xoserve's lawyers was that until 31 July 2021 Xoserve would need to continue with their existing agreements whilst a decision on adequacy is determined by the EU.

15.6 Request from 3rd Party to attend future CoMC meeting

Simon Harris (SHa) advised that a representative of the Meter Asset Providers (MAPs) had requested if they could attend a Committee meeting to provide an update. The Committee accepted this request.

SM noted that it would be beneficial if the Committee were aware of what the MAPs wanted to discuss and what they were aiming to achieve from attending the meeting. SHa responded that he would liaise with the MAPs to clarify this and report back to the Committee.

15.7 ICS Customer Satisfaction survey

MD asked the Committee and constituents to complete the ICS Customer Satisfaction Survey which has now been issued to the industry.

SM requested for this to be issued again to ensure it had not been overlooked.

15.8 SGN Hydrogen Project

SH informed the Committee that SGN plan to add an agenda item to the February meeting to discuss their new Hydrogen Project with the industry.

SM asked if the Project is placed in a discreet area of the network. SH confirmed that it was indeed isolated from the main network and focused on a small number of properties.

15.9 Allocation of Unidentified Gas Expert (AUGE)

SM explained that he would like to raise two issues arising from the last AUG meeting:

- 1) SM noted that there might be a reversal of migration between Product Classes 3 and 4. He asked if this would be manageable as the first migration had caused considerable difficulties.
DA replied that this would need to be reviewed although the volume of reads submissions would reduce so it might not offer the same issues as migrating from Product Class 4 to 3. SM further noted that the table provided would need to be rejected unanimously in order to prevent go live when it went to the April UNCC (Uniform Network Code Committee) for discussion. DA explained that this was being monitored and would be reviewed further before the April meeting at DWG.
- 2) SM raised a further issue with the current AUG process. He noted that the new AUGE was significantly different in its approach and initial findings and he wanted to clarify and explore what options were available to ensure that the AUGE was able to discharge their duties and if there were questions around their ability to discharge their duties, how this would be dealt with.
FC clarified that the UNC and the Framework documents only reference how an AUGE can be appointed although the contract between the CDSP and the AUGE has the usual termination clauses. However, she noted that the appointment cycle for the AUGE is such that there would be a significant waiting time between terminating the contract for an existing AUGE and a new AUGE taking up the role. In this time there would be no AUGE and the industry would need to evaluate what steps they should take during this gap. This would therefore mean that the outgoing AUGE would usually fulfil the role for one further annual cycle, once the decision had been made to start a new appointment.
FC further noted that the governance for this process would sit with the UNCC and not this Committee and UNCC would need to decide to review the current AUGE performance and whether a checkpoint was needed to review contract performance.
SM accepted this and said he would raise the issue at the next UNCC.

16. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

JMc proposed that the Committee meetings be moved to the last Tuesday of every month in the future. She explained that this would be helpful to provide the most recent reporting updates to the Committee from their contractors, due to the changes in provision of services under the Project Mercury reorganisation.

HC and KD suggested that this was not an acceptable reason to move the Committee meetings as it would inconvenience the industry which has an established meeting cycle. SM agreed with this and added that the industry currently had too many other meetings to facilitate moving this Committee meetings to another date.

The Committee suggested that Xoserve may need to streamline their processes so that their reporting is available for the Committee, without the Committee meeting date being moved.

It was acknowledged by all parties that due to timings, some reporting would not be available until nearer the meeting date and would not be expected to be reported with 5 clear days' notice.

BF noted that instances where papers are submitted late for publishing should be limited.

JMc accepted the Committee's views and noted she would review this to see what options were available. Dave Turpin (DT) added that Xoserve would try to accommodate this.

BF confirmed the next meeting date as below:

Time/Date	Venue	Programme
09:30 Wednesday 17 February 2021	Microsoft Teams	Standard Agenda

Action Table (as of 20 January 2021)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
1001	14/10/20	1.6	<i>Policy paper on Revenue and Customs Brief 12 (2020):</i> CDSP (JMc) to regularly seek a view from VAT experts Group regarding the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments	CDSP (JMc)	Carried Forward
1102	18/11/20	15.3	Xoserve (JG) to consider the availability of the DSC Shipper Class breakdown.	Xoserve (JG)	Carried Forward
1201	16/12/20	5.5	Xoserve (SH) to provide more justification for providing biomethane statistics to Shippers.	Xoserve (SH)	Carried Forward
0101	20/01/21	1.5	Xoserve (MD) to liaise with DNOs and prepare communications to clarify how the decision around financial adjustments resulting from AQ corrections was made and set out what the next steps should be.	Xoserve (MD)	Pending
0102	20/01/21	1.5	Xoserve (PO) to: a) outline how they intend to conclude the Retrospective within a reasonable period and budget,	Xoserve (PO)	Pending

			b) explain why the project has taken so long.		
0103	20/01/21	6	Xoserve (DA) to review how amendments could be made to the DSC to align it to the UNC so they are compliant with the REC.	Xoserve (DA)	Pending
0104	20/01/21	8.2	Xoserve (AJ) to produce a further slide for the next quarterly survey highlighting which areas need improvement and what actions are being taken to address them.	Xoserve (AJ)	Pending
0105	20/01/21	16	Xoserve (JMc) to review and streamline their process so that the Committee meeting date does not change but the most recent reporting is available for them to review.	Xoserve (JMc)	Pending