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Sent via email to Edward.allard@cadent.com

Dear Edward

Many thanks for your written correspondence in relation to Draft 2 of the CDSP Business Plan for 2025-28 (BP25) dated 9 December 2024. I appreciate you taking the time to provide feedback and your letter, and this response, will be uploaded to the BP25 portal to reflect the non-confidential status of both correspondences.

I'd like to address each point you have helpfully raised.

CDSP Service Provision

CDSP core service delivery is our top priority. Though performance across the suite of 49 Key Performance Metrics and Indicators is robust and improving over recent years, we recognise that these measures do not capture all performance-related incidents, like the examples raised by some customers following Draft 1 being published (e.g. the provision of information from the Data Discovery Platform for use by the Performance Assurance Framework Administrator and consumption in the Performance Assurance Committee).

To this end, we are undertaking 3 key initiatives:

1. The facilitation of a DSC CoMC review of the existing DSC KPMs and PIs - to assess whether these need to be refined to measure more / different areas of operational performance
2. The introduction of new Xoserve resources to undertake Enhanced Qualitative Assurance - embedded Xoserve resources in projects / releases being delivered by 3rd parties, focussing on qualitative outputs (e.g. test assurance)
3. The development of a Strategic Scorecard – customer insight into how Xoserve is performing in the delivery of strategic initiatives (we will consult with customers on this soon)

Code Reform

BP25 is focused on CDSP service provision, improvement and development.

The CDSP Service Development Investment Proposal (£0.6m) makes provision for the delivery of a CDSP Data and Digital Strategy (£0.1m), the exploration of options for a future CDSP Open Data Solution (£0.3m) and a budget to insulate CDSP services from any impacts of Code Reform (£0.2m).

The latter element of scope will allow Xoserve to react to anything that impacts CDSP Services resulting from the inaugural Strategic Direction Statement, which we understand will be published in Q1 of 2025 (after the Final Version of BP25 is published) - if there are no impacts to CDSP services, this budget (£0.2m) will not be used and will be rebated as per the existing mechanism.

Xoserve has responded, and will continue to respond, to Ofgem's consultations and other requests for information in respect of Code Management. We remain of the view that the Code reforms will have an impact on Xoserve's future, especially if a blueprint similar to that in our Code Manager White Paper is adopted.

The Board has directed the Strategy Team to continue this engagement with Ofgem and to be prepared to support the selection process that the regulator decides to use to appoint the Code Manager. However, we see no need for any specific budget to continue this work, and BP25 therefore contains no budget allocation.

Thanks once again for engaging with this process.

Kind regards

James

James Rigby

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