

CACoP c/o Gemserv Ltd
8 Fenchurch Place
London EC3M 4AJ

CACoP@gemserv.com

Chris Anastasi
SPAA Executive Committee Chair
3rd Floor
Northumberland House
303-306 High Holborn
London WC1V 7JZ

20 February 2020

By email to: SPAA@electralink.co.uk

Dear Chris

Thank you for your letter dated 31 January 2020 setting out the aspirations of the SPAA Executive Committee (EC) for the future work of CACoP. Your letter was discussed at the CACoP Forum meeting held on 11 February 2020.

The CACoP Forum appreciates the position of the EC and recognises that more can be done to realise the benefits to industry that the CACoP can provide. I am pleased that the EC positively recognises the products developed and maintained by the Forum, including the Central Modifications Register (CMR) and the combined Horizon Scan. We are committed to continued review of the effectiveness of these products and seek to innovate to add value wherever feasible.

I agree with the EC that it is important that the Forum is responsible for determining its vision and its strategy. At our meeting in January 2020, I presented my proposals for a Forward Work Plan for the coming year. The Forum ratified that Plan which has since been published¹. A link was circulated to industry parties through the CACoP Newsletter² circulated at the end of January, alongside a further document looking back at the work undertaken in the previous year.

The Forward Work Plan sets out several key areas of focus for the CACoP Forum; however, we recognise that the industry remains in a period of significant change and therefore the Plan will remain a live document subject to regular review. At its outset, the identified areas of focus are:

Sharing best practice for a more consistent customer experience

As part of our meeting in February 2020, the Forum held a workshop to discuss areas of best practice and identify where the practices of Code Administrators (CAs) differ. I aim to review the outputs of that session and prepare considerations for closer working alignment between the CAs.

¹ <https://www.igt-unc.co.uk/wp-content/uploads/2020/02/2020-Forward-Work-Plan-v1.0.pdf>

² <https://www.igt-unc.co.uk/wp-content/uploads/2020/02/CACoP-Newsletter-January-2020-v1.0.pdf>

Investigate and develop a central CACoP website

The Forum recognises that industry parties have expressed a desire for a central website. However, this support is not unanimous, and some Code Panels challenge the requirement. In order to address these challenges, the Forum is developing a detailed requirements specification and a cost-benefit statement. I note the ongoing support of the EC for a central website.

Collating information and guidance on code processes

The Forum will be producing guidance to support parties with a succinct summary of processes across the industry Codes, with an initial focus on the processes for raising change and market entry. We will also be exploring the feasibility of industry training days for areas that affect multiple Codes.

Enhancing the Central Modifications Register

The Forum has committed to implementing enhancements to the CMR that have been identified through industry feedback. Several of these improvements have already been put in place – including the integration of a cross-Code events calendar into the document, and the inclusion of all open changes rather than limiting it to changes with identified cross-Code impacts.

Highlighting the CACoP Forum and its products

The CACoP Forum is exploring the most effective way of communicating its activities, projects and products to the wider industry. In addition to exploring new technologies and innovative approaches to communication, we are looking at increasing accessibility to Forum meetings and meeting documentation, to ensure that the activities of the CACoP Forum are as transparent as possible.

Writing documents in Plain English

In line with CACoP Principle 2 CAs are required to produce documents in Plain English, and several CAs have signed up to the principles championed by the Plain English Campaign. The CACoP Forum is working to ensure that the standards of the Plain English Campaign are adhered to by all CAs.

Reviewing the number of modification consultations

It was identified by industry parties that some CAs differ in the number of consultations required under Code processes. The CACoP Forum will be exploring the reasons for the discrepancies and looking to understand whether it will be possible to better align these arrangements.

I hope that the EC concurs that the completion of the above activities will confirm that the Forum is listening to industry feedback and working for parties to reduce barriers and improve cross-Code working. I look forward to updating industry on how the Plan is progressing throughout the year and will always welcome feedback from the EC and any other industry body on our direction of travel.

Yours sincerely,



Paul Rocke, CACoP Chair