

UNC Performance Assurance Committee Minutes
Tuesday 16 February 2021
via Microsoft Teams

Attendees

Rebecca Hailes (Chair)	(RH)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office

Shipper Members (Voting)

Andy Knowles	(AK)	Utilita
Graeme Cunningham	(GC)	Centrica/British Gas (Alternate)
Lisa Saycell	(LS)	Gazprom
Louise Hellyer	(LH)	Total Gas
Mark Bellman	(MB)	ScottishPower
Sallyann Blackett	(SB)	E.ON

Transporter Members (Voting)

Leteria Beccano	(LB)	Wales & West Utilities
Shiv Singh	(SS)	Cadent

Observers/Presenters (Non-Voting)

Debra Coyle	(DC)	Xoserve/CDSP
Fiona Cottam	(FC)	Xoserve/CDSP
Helen Bennett	(HB)	Joint Office
John Welch	(JW)	Gemserv/PAFA
Karen Kennedy	(KK)	Xoserve/CDSP
Lee Greenwood	(LG)	Observer, British Gas
Martin Attwood	(MA)	Xoserve/CDSP
Neil Cole	(NC)	Xoserve/CDSP
Sara Usmani	(SU)	Gemserv/PAFA
Shelley Rouse	(SR)	Gemserv/PAFA

Apologies

Oorlagh Chapman	(OC)	Centrica/British Gas
Carl Whitehouse	(CW)	Shell

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/PAC/160221>

1. Introduction

Rebecca Hailes (RH) welcomed all parties to the meeting.

RH advised following the recent invitation for the nomination of additional Committee Members, that Andy Knowles (AK) from Utilita Energy Limited had joined PAC from February, she welcomed AK as a new PAC Member.

1.1 Apologies for absence

Oorlagh Chapman, Shipper Member, and
Carl Whitehouse, Shipper Member.

1.2 Note of Alternates

Graeme Cunningham standing alternate for Oorlagh Chapman.

1.3 Quoracy Status

RH advised that the Shipper Vote would be minus two for the meeting (Alison Wiggett and Carl Whitehouse) and the Transporter Vote would be minus one (Alex Travell).

Thereafter, the Committee meeting was confirmed as being quorate.¹

1.4 Approval of Minutes (06 & 12 January 2021)

The minutes from the previous meetings were approved.

1.5 Approval of Later Papers

RH advised there were late papers for consideration, some of which had been expected to be late due to the data availability dates, these were accepted by the Committee.

2. Monthly Performance Assurance Review Items

2.1 PARR Report Review - Dashboard update (PAFA)

Sara Usmani (SU) and Shelley Rouse (SR) provided the Shipper Performance Analysis PARR Dashboards. PAFA supplied the following observations for this section:

SHIPPER ESCALATION MEETING HELD

- The Performance Assurance Committee (PAC) invited one Shipper to an escalation meeting this month, to discuss their meter read performance;
 - The meeting was successful with PAC Members offering the Shipper advice and support;
 - PAFA were able to confirm appropriate contact details within the organisation and the Shipper was provided with the appropriate contacts for training on submission processes and file formats;
 - To ensure that positive communication and performance improvements are maintained, the Shipper has committed to the PAC to:
 - Attend weekly meetings with their Xoserve Customer Advocate Manager (CAM);
 - Undertake relevant training to enable successful management of their portfolio;
 - Provide monthly updates to the PAFA and PAC on progress;
 - PAC will review progress in three months and will agree with Shipper timeframe in which UNC obligations on meter read performance will be achieved.

COVID-19 MODIFICATION: PARR REPORTING

- The Performance Assurance Framework Administrator (PAFA) presented the impact of UNC Modifications 0722 and 0723 on the market to the Performance Assurance Committee (PAC);

¹ PAC meetings will be quorate where there are at least four Shipper User PAC Members and two Transporters (DNO and/or IGT) PAC Members with a minimum of six PAC Members in attendance.

- The data suggests that there is little evidence of either Modification being utilised at scale within the PC3 or PC4 markets;
- The data also shows that the COVID-19 pandemic has had a limited impact on read performance in general;
- There has been a decline in average performance in the PC4 annual market, but analysis suggests that this has been driven by a number of Shippers which are in the SOLR process and other bulk portfolio movements. This is an area that the PAFA will continue to monitor.

SHIPPER PERFORMANCE IMPROVEMENT PLANS

- PAFA presented updates on 14 open improvement plans currently being managed.
- PAC were broadly happy with the progress being made and agreed with PAFAs proposal to continue monitoring performance against the provided plans.

METER READ PERFORMANCE: 2020 OVERVIEW

- The PAFA updated the PAC on the full year performance within the PC1, PC2 and PC3 markets;
 - Product Class 1 – Committee members were reminded that this is an area that PAC had targeted at the beginning of 2020 (February). Average read performance has improved from 83% in January to 97% in December 2020, with the number of sites increasing from 209 to 484 in December 2020;
 - The worst performer in January was 33% vs 89% in December 2020;
 - The PAFA presented a league table of Shipper's performance, with Praia being the best performer within the year and Saipan the worse (dropping 8 places).
 - Product Class 2 – Average read performance within the market has increased from c. 65% in January to 74% in December 2020. Committee members were reminded that this is another area that PAC have been targeting over the year;
 - There remains only one Shipper that is operating significantly lower than other industry participants but Committee members were reminded that this Shipper is on a performance improvement plan and the PAFA are scheduled to meet with them later this month;
 - A league table was presented on PC2 read performance, with a number of Shippers seeing improved performance. Manama was the best performing Shipper over the course of the year and Praia the worst.
 - Product Class 3 – Average read performance has remained relatively stable over the course of the year though there have been c. 820k additional sites in the market;
 - Read performance improvement in this class has been slow, PAC were assured that the PAFA have been working with these Shippers and their CAMs on improving performance;
 - Should performance not improve, PAFA will bring performance improvement proposals to PAC for further action.

New Action PAC 0201: *Reference Meter Read Performance 2020 Overview – Xoserve (FC) & PAFA (SR) to investigate and provide a view on how Shipper actions might be contributing to the issue, and how the report might be enhanced going forward (% of total portfolio etc.).*

NDM SAMPLE DATA UPDATE

- PAFA presented PAC with an update on the targeting of those Shippers that were chased on the provision of NDM sample data, in line with the obligations defined within the UNC.
- At the December PAC meeting PAFA were asked to communicate with those Shippers who had not submitted any data and to work with the CDSP on Shippers whose data submissions were unusable.
- The PAC were informed that of the six Shippers which were issued with a letter, only three formal responses were provided;
 - Two respondents are to work with their Suppliers to obtain the relevant permissions to submit readings to Xoserve. Once they successfully achieve this, updates will be provided;
 - The final respondent advised that they were not aware of the obligations and therefore their smart meters which have been set up have not been taking daily reads. However, they will be in a position to submit data from March 2021;
 - Of the remaining Shippers, one Shipper has ceased trading;
 - PAC members were generally happy with the responses.
- The PAFA informed the PAC that a meeting was held with the Xoserve Demand Estimation team and the Customer Advocate Managers on the 28th January 2021 to understand the obstacles Shippers are facing in submitting readings. There are three main reasons behind Shippers struggling to submit NDM Sample data:
 - Data is incomplete and does not cover the entire sample period;
 - Shippers do not have the back data and are currently putting the processes in place to obtain them;
 - Shippers submitting files in the incorrect format.
- The Xoserve Demand Estimation team are already working with these Shippers to ensure they are in a position to submit the data correctly for the April 2021 window. The Shippers are engaged and are working on test files.

PRODUCT CLASS 4 MONTHLY READ PERFORMANCE: LETTER RESPONSES

- PAFA provided PAC with a summary of responses to the Performance improvement communications issued in December 2020;
 - A total of 15 Shippers were issued with letters, with 13 responses being received;
 - All 13 Shippers acknowledged that COVID-19 would have an impact on their ability to improve performance, but there are a number of activities that are being undertaken to prepare for improving performance as soon as possible;
 - Data cleansing to ensure sites are set to correct meter frequency;

- Working through read rejections for those reads they are currently able to obtain;
- Adopting alternative/additional email/SMS campaigns to obtain reads where possible.
- Some Shippers provided insight to the difficulties currently being faced when operating in the PC4 monthly market, which the PAC welcomed:
 - Majority of Shippers are unable to obtain readings due to Covid-related national restrictions in place;
 - Non-domestic sites are closed and domestic sites are often refusing entry or are self-isolating/shielding;
 - There are also MRAs on furlough.
- The majority of Shippers have not provided firm timeframes in their plans as it is difficult to predict when restrictions will be lifted and when they will therefore be able to obtain reads from this point. However, most expected performance improvement work to begin from April 2021 and therefore will be able to meet UNC target by the end of the year.

2.2 Review of Outstanding PARR Actions

PARR December 01: PAFA to issue letters to the six Shippers who have failed to comply with the requirements of submitting NDM Sample data. A refreshed report should be run in February for closer monitoring of the situation.

Update: Please refer to the discussions under item 2.1 above for details. **Closed**

PARR December 02: CDSP/CAMs to investigate why Shippers are struggling to submit NDM Sample data and provide feedback to the PAC on the issue.

Update: Please refer to the discussions under item 2.1 above for details and the 'Provision of NDM Sample Data' presentation provided ahead of the meeting. **Closed**

PARR January 01: CDSP to analyse the movement of sites between Product Class 3, Product Class 4 Monthly and Product Class 4 Annually.

Update: Please refer to the discussions under item 2.1 above for details and the 'SP Counts / Movement' presentation provided ahead of the meeting. **Closed**

PARR January 02: PAFA to contact Tallin and confirm that they have been granted an extension of three months and request the information PAC require in relation to the

Update: Please refer to the discussions under item 2.1 above for details. **Closed**

PARR January 03: PAFA to contact Bratislava informing them of the details for the February PAC meeting which they are requested to attend.

Update: Please refer to the discussions under item 2.1 above for details. **Closed**

2.3 PAC Escalation Process (Performance and Anonymity) Update

It was agreed that this item had been sufficiently covered under the discussions for item 2.1 above.

2.4 Risk & Issues Register Update (PAFA)

In noting that additional information was also available on the Huddle portal, John Welch (JW) provided a brief outline of 6-month proposed milestone plan to outline the risk/issue related milestones, risk/issue updates, shipper dashboard updates and proposals for updating PARR.

JW outlined some key items for consideration, namely, but not exclusively:

- Review of the previous January 2021 meeting discussions;
 - there is to be another sub-group meeting within the next few weeks;
 - the 'loose' Milestone Plan H1 2021 considered;
- PAC confirmed a preference for the PARR report to be included within the proposed Modification;
- 'Other Risk Signposting' outline provided.

PAC remain supportive of the proposed plan.

2.5 AQ at Risk Update

Fiona Cottam (FC) provided a brief overview of the '*AQ At Risk as at 10 February 2021*' presentation outlining the background to the AQ at Risk and the breakdown/triggers for the different Classes of Meter Points and drawing attention to the AQ at risk graphs, the first of which identifies a small increase from 54tWh in January to 56tWh for February.

During the discussions, M Bellman (MB) kindly explained what the term 'clockers' refers to – in short, this relates to where a meter reading on the dial crosses from a value of 9999 (on a four dial meter) to 0000 and beyond. It was suggested that a better clarification of the 'state through zero' phenomenon would be beneficial.

2.6 Market Breaker Read Analysis

When it was noted that there was no update, Shelley Rouse (SR) suggested, and PAC Members present, agreed that this 'standing' agenda item could now be removed going forward.

2.7 Open / Meter By-Pass Update

M Attwood (MA) provided an overview of the '*Meter By-Pass Update*' presentation during which attention initially focused on the table on slide 3 displaying the movements in Meters with By-Pass as recorded on UKLink.

Parties debated the apparent reduction in meters with an 'Open' status, during which MA stated that when a Shipper advises that a by-pass is closed, it is done via a file format submission which is then the subject of validation.

It was noted that as far as by-pass sealing / resealing is concerned, Meter Asset Managers (MAM's) have set guidelines to follow, which when followed correctly should not cause any concerns from a PAC perspective.

When it was suggested that perhaps an audit of the 28 sites / installations might be appropriate, MA responded by outlining previous discussions around consumption adjustment indicators and how these can be utilised as a check mechanism.

Moving on to consider the '*Action 0101: Cons. Adj. Validation*' slide, RH enquired as to whether the Market Breaker Tolerance checks are the only checks undertaken. Responding, MA advised that this is only one of a host of different validation checks that are conducted within the process. It was agreed that Action 0101 could now be closed.

Attention then moved to consideration of the '*Action 0102: 'Open' By-Pass with prog readings*' slide during which MA explained that the information displayed within the table provides evidence of progressive reads, and as a consequence, it could be assumed that the by-pass is therefore closed.

When asked whether Xoserve are confident that there are no instances where both the meter and by-pass are open at the same time, MA responded by making reference to previous feedback provided to the Joint Office by the action owner at which point L Saycell (LS) explained by-pass seal / reseal and anti-tampering rules which involve both the MAM's and Supplier's processes.

It was agreed to keep the close the action but to assign a new action to enable Xoserve time to investigate the 107 sites where a consumption event is evident and engage with the appropriate Shippers involved before providing an update at a future meeting.

New Action PAC 0202: Reference 'Open' By-Pass with progressive readings' – Xoserve (MA) to investigate the 107 sites where consumption is evident and engage with the relevant shippers concerned and provide feedback at a future meeting.

In considering the 'Action 0103: Age Profile of Open By-Pass' slide, MA confirmed that this information forms the basis of another piece of intelligence to pass on to Shippers, in order to ask them to investigate matters further.

M Bellman (MB) remained of the opinion that the only way to have any real confidence in the data is to undertake a formal audit exercise in order to obtain the relevant evidence (i.e. a data cleanse exercise).

Concluding the discussions RH asked, and PAC Members present agreed that Actions 0101, 0102, 0103 and 0104 could now be closed.

2.8 Covid-19 Updates

2.8.1. Isolations Update

F Cottam (FC) advised that at this time she did not have any further updates on this matter.

2.8.2. Other Updates

F Cottam (FC) advised that at this time she did not have any further updates on this matter.

2.8.3. Impact of COVID-19 on GB Non-Domestic Shippers (PC4)

When SR explained that the PAFA is in receipt of a letter from G Evans on behalf of ICoSS relating to this matter, within which it is suggested that the non-domestic sector is given time to fully recover from the second wave of the COVID-19 pandemic before any formal engagement is undertaken regarding Shipper performance, RH suggested, and PAC Members agreed that this matter had already been covered off elsewhere in this meeting (*please refer to the discussions under item 2.1 entitled "PRODUCT CLASS 4 MONTHLY READ PERFORMANCE: LETTER RESPONSES" above for more details*).

3. PAC Performance Escalation Meeting 11:00 – 12:00

A separate and confidential meeting was undertaken, the minutes for which will be circulated to a restricted distribution listing only and held on the PAC Huddle space. For access to Huddle please contact: enquiries@gasgovernance.co.uk.

4. Matters for Committee Attention

4.1 Sites with No Meter Read at Line in the Sand (potential risk flagged by AUGE)

When RH enquired where this area of interest is heading, FC advised that some sites are circa 6 (six) weeks away from timing out, and that Xoserve would now be progressing the matter via engagement with the CAMs. SR added that age related read reports are also available to parties.

It was agreed by PAC Members present that this item could be removed from subsequent meeting agendas.

4.2 PAC/PAFA Access to Data / Dedicated Sprint Planning Update

K Kennedy (KK) provided a brief verbal update during which she highlighted the following key points:

Outline

- PAFA Sprint1 due to commence on 22nd February
 - Sprint 2&3 have had User Stories prioritised and will progress over the following 3 - 4 months;
 - **Sprint 1 will use the full 2020-21 PAC budget (£75k);**
- Remaining User Stories will take until nearer year end 2021 to deliver;
 - **Current backlog (Sprint 2 and 3) will potentially use the full £100k budget for 2021-22 with no contingency, based on current assessment of development complexity & timescales,** and
 - Review of User stories will need to be completed every 2 weeks initially to ensure that PAFA & Shippers can address prioritisation in line with development work.

Recommendation²

- Further sessions are to be held to provide clarifications on Sprint 2 & 3 requirements;
- Backlog Requirements are reviewed to prioritise & clarify scope (2 x Sprint2, 6 x Sprint3, 1 x Backlog);
- Where relevant any current requirements are descoped to create contingency, and
- PAC requests increase in 2021-22 budget of c. £25k to accommodate potential future new requirements.

Issue: Budget will not cover any new activity, and as full requirements are defined and understood within each Sprint, could easily require current backlog items to be descoped.

New Action PAC 0203: Reference *Dedicated Sprint Planning* - Joint Office (RH) to write out to PAC Members regarding Sprint 2 & 3 Workshop meetings and to allocate suitable meeting dates.

4.3 PAC Budget Spend Update

Referring to the *'Performance Assurance Committee Update on PAC Reporting Budget'* presentation, RH observed that the Current Year budget is £75k, with £100k next year RH asked how PAC would secure some additional funding (circa £25k) for next year in light of the potential PAC budget impact information provided by KK under item 4.2 above.

In referring to the new XRN parent, FC suggested that provision for additional funding would have to be included within this document. In short, the XRN based process provides transparency via the DSC Change Management Committee governance processes.

SR reminded everyone present that DDP is the delivery method and anything that PAC believes it would like or requires outside of that process, would come at additional cost.

It was noted that the challenge remains as to how best to fund new PAC Reporting provisions going forward.

New Action PAC 0204: Reference *'PAC Budget Spend'* – Xoserve (FC) to consider how best to fund any new PAC reporting provisions going forward and extend the current £100k provision to £125k for 2021/22.

4.4 Theft of Gas Update (information only)

It was agreed that this matter had been covered by discussions elsewhere in the meeting.

4.5 Standards of Service Liabilities Report (information only)

² Post meeting update: PAC Sprint 2 meeting 03 March 2021 10am -1pm & PAC Sprint 3 meeting 09 March 2021 10am -1pm

Consideration deferred.

5. Update on Potential Changes to Performance Assurance Reporting and PARR

5.1 PAFA Industry Meeting Update

Consideration deferred.

5.2 Modification 0664V - Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4.

Consideration deferred.

5.3 Modification 0674 - Performance Assurance Techniques and Controls (MB)

Consideration deferred.

5.4 Modification 0691S - CDSP to convert Class 2, 3 or 4 meter points to Class 1 when G1.6.15 criteria are met

Consideration deferred.

5.5 Modification 0730V – COVID-19 Capacity Retention Process

Consideration deferred.

5.6 Modification 0734S – Reporting Valid Confirmed Theft of Gas into Central Systems

Consideration deferred.

5.7 Any Other changes

Consideration deferred.

6. Review of Outstanding Actions

PAC1208: DNs to confirm which month the Yearly Offtake Meter Report will be provided to PAC.

Update: LB confirmed that the action had now been completed. **Closed**

PAC0101: Xoserve (MA) to explain what cross checks are done for Meter By-Pass consumption.

Update: Please refer to item 2.7 above. **Closed**

PAC0102: Xoserve (MA) to identify the number of sites where there is an Open Meter By-Pass and evidence of consumption to allow these to be investigated.

Update: Please refer to item 2.7 above. **Closed**

PAC0103: Xoserve (MA) to provide an Age profile for all Open Meter By-Pass sites.

Update: Please refer to item 2.7 above. **Closed**

PAC0104: Xoserve (MA) to provide a summary explanation of how a Meter By-Pass should work.

Update: Please refer to item 2.7 above. **Closed**

PAC0105: PAFA (SR) to prepare a review modification proposal to kick off industry review for bypass.

Update: J Welch (JW) provided a brief overview of the draft UNC Request 'Review of Gas Meter By-Pass Arrangements' during which discussion centred on whether the background issue relates to UIG or not.

When asked, JW agreed to add PAC data as an appendix to the Request.

Some parties questioned whether there is any value in establishing a UNC Request Workgroup to consider the matter especially as there already are Code objectives and guidance in place – concern was raised that this may only be an issue of an education piece for the MAMs.

When it was suggested that there are related data issues that would require an audit and possibly a UNC Modification to resolve, LS wondered whether the matter should be considered under a Change Request within the DSC Change Management Committee environment.

Concluding the discussions, RH requested that PAC Members consider what outcomes they would like to see from the raising of such a UNC Request and provide views at the March meeting.
Carried Forward

7. Any Other Business

7.1 Offtake Meter Performance Report Update (Action 1208)

See Action 1208 update above. No further discussion.

8. Next Steps

8.1 Key Messages

Published at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>

9. Diary Planning

9.1 2021 meeting dates

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Wednesday 03 March 2021	5pm Monday 23 February 2021	Teleconference	DDP 2 Agenda
10:00, Tuesday 09 March 2021	5pm Monday 26 February 2021	Teleconference	DDP3 Agenda
10:00, Tuesday 16 March 2021	5pm Monday 08 March 2021	Teleconference	Standard Agenda
10:00, Tuesday 13 April 2021	5pm Monday 05 April 2021	Teleconference	Standard Agenda
10:00, Tuesday 11 May 2021	5pm Monday 03 May 2021	Teleconference	Standard Agenda
10:00, Tuesday 15 June 2021	5pm Monday 07 June 2021	Teleconference	Standard Agenda
10:00, Tuesday 13 July 2021	5pm Monday 05 July 2021	Teleconference	Standard Agenda

For details of the informal sub-group meetings and topics please contact the PAFA directly.
PAFA@gemserv.com

PAC Action Table (as at 16 February 2021)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PARR Report Actions:					
PARR Dec 01	14/12/20	2.1	PAFA to issue letters to the six Shippers who have failed to comply with the requirements of submitting NDM Sample data. A refreshed report should be run in February for closer monitoring of the situation.	PAFA (SR)	Update provided. Closed
PARR Dec 02	14/12/20	2.1	CDSP/CAMs to investigate why Shippers are struggling to submit NDM Sample data and provide feedback to the PAC on the issue	Xoserve CAMs PAFA (SR)	Update provided. Closed
PARR Jan 01	12/01/21	2.1	CDSP to analyse the movement of sites between Product Class 3, Product Class 4 Monthly and Product Class 4 Annually.	Xoserve (FC)	Update provided. Closed
PARR Jan 02	12/01/21	2.1	PAFA to contact Tallinn and confirm that they have been granted an extension of three months and request the information PAC require in relation to the extension.	PAFA	Update provided. Closed
PARR Jan 03	12/01/21	2.1	PAFA to contact Bratislava informing them of the details for the February PAC meeting which they are required to attend.	PAFA	Update provided. Closed
PAC Actions 2020:					
PAC 1208	14/02/20	6.1	DNs (LB) to confirm which month the Yearly Offtake Meter Report will be provided to PAC.	DN (LB)	Update provided. Closed
PAC 0101	12/01/21	2.7	Xoserve (MA) to explained what cross checks and done for Meter By-pass consumption.	Xoserve (MA)	Update provided. Closed
PAC 0102	12/01/21	2.7	Xoserve (MA) to identify the number of sites where there is an Open Meter By-Pass and evidence of consumption to allow theses to be investigated.	Xoserve (MA)	Update provided. Closed
PAC 0103	12/01/21	2.7	Xoserve (MA) provide an Age profile for all Open Meter By-Pass sites.	Xoserve (MA)	Update provided. Closed
PAC 0104	12/01/21	2.7	Xoserve (MA) to provide a summary explanation of how a Meter By-Pass should work.	Xoserve (MA)	Update provided. Closed

PAC 0201	16/02/21	2.1	<i>Reference Meter Read Performance 2020 Overview</i> – Xoserve (FC) & PAFA (SR) to investigate and provide a view on how Shipper actions might be contributing to the issue, and how the report might be enhanced going forward (% of total portfolio etc.).	Xoserve (FC) & PAFA (SR)	Pending
PAC 0202	16/02/21	2.7	<i>Reference ‘Open’ By-Pass with progressive readings’</i> – Xoserve (MA) to investigate the 107 sites where consumption is evident and engage with the relevant shippers concerned and provide feedback at a future meeting.	Xoserve (MA)	Pending
PAC 0203	16/02/21	4.2	<i>Reference Dedicated Sprint Planning</i> - Joint Office (RH) to write out to PAC Members regarding Sprint 2 & 3 Workshop meetings and to allocate suitable meeting dates.	Joint Office (RH)	Pending
PAC 0204	16/02/21	4.3	<i>Reference ‘PAC Budget Spend’</i> – Xoserve (FC) to consider how best to fund any new PAC reporting provisions going forward and extend the current £100k provision to £125k for 2021/22.	Xoserve (FC)	Pending