



P&A for BP24

Draft Principles & Approach



Summary of Key Principles

With the intention of taking a highly focused approach, offering clarity and keeping our customers' priorities always in mind, the production of BP24 will be guided by the following four key principles:

1. Our plan will be built on engagement

We will be proactive about engagement, facilitate a range of easy feedback options and respond to all feedback appropriately.

2. Our plan will be accessible

We will ensure that information is clear and concise, and that it is accessible to all customers and stakeholders equally.

3. Our plan will articulate value for money (VfM)

We will provide a clear framework for VfM and explain how each aspect of our plan delivers against this framework.

3. Our plan will consider uncertainty

We will be clear about what we don't yet know, and how different future scenarios will affect our investment plans,



P&A Roundtable 5th July 2023

The process of creating our 2024/25 Business Plan (BP24) has begun, and we'd love you to get involved. The first draft of our P&A will be issued by 30th June and the final draft 31st July.

In an effort to make it as easy as possible for you to contribute your thoughts and opinions, we'll be providing a variety of different ways for you to engage with us throughout the planning cycle.

Among the first of these is our **BP24 virtual round table**. **We'd be delighted if you could join us on 5th July**

What to expect

- The event is exclusively for Xoserve customers and is an opportunity to review and discuss the BP24 Principles and Approach.
- All feedback will be documented and will help us shape the second draft of the Principles and Approach document, and then the 2024/25 Business Plan.
- It's also an opportunity to have your voice heard by the Xoserve senior leadership team (SLT) and to be present as your fellow customers share their own thoughts and ideas