

Operational plan

1. This document sets out the ECB's workplan for 2023/24 and the first quarter of 2024/25. It covers the main activities that are included in our business plan.
2. At this stage, these are high level milestones that have been developed prior to any of the specific projects having been fully scoped. The plan will therefore need to be refined, updated and iterated as new colleagues come in and we scope and start to deliver the work.
3. We plan to publish quarterly updates to this operational plan, to provide transparency on our progress and plans.

	Q1 (April – June)	Q2 (July – September)	Q3 (October to Dec)	Q4 (January to March)	Q1 (2024/25)
Accreditation scheme	<ul style="list-style-type: none"> • Develop logo • Legal – trademark, rules and VAT position • Online register • Procedures 	<ul style="list-style-type: none"> • Launch accreditation (July) • Big 8 firms pay levy • Develop position for in house teams at Local Authorities 	<ul style="list-style-type: none"> • Tier 2 and 3 firms to pay levy 		
Quarterly data returns	<ul style="list-style-type: none"> • Scope work 	<ul style="list-style-type: none"> • Workshops with firms • Engage consultant support 	<ul style="list-style-type: none"> • Targeted <u>consultation</u> • Finalise requirements 	<ul style="list-style-type: none"> • Quarterly data returns to go live 	
Creditor support	<ul style="list-style-type: none"> • Ongoing engagement 	<ul style="list-style-type: none"> • Agree stakeholder engagement plan 	<ul style="list-style-type: none"> • Targeted engagement under plan 	<ul style="list-style-type: none"> • Targeted engagement under plan 	<ul style="list-style-type: none"> • Targeted engagement under plan
Research project – establishing baseline		<ul style="list-style-type: none"> • Scope project • Tender exercise 	<ul style="list-style-type: none"> • Fieldwork undertaken by contractor 	<ul style="list-style-type: none"> • Report and findings • Associated comms work 	

New standards and code of practice		<ul style="list-style-type: none"> • Scope project • Review existing material • Initial scoping work on vulnerability and affordability 	<ul style="list-style-type: none"> • Pre-consultation engagement and policy development • Review complaints and audit data • Identifying risks • First draft of new standards 	<ul style="list-style-type: none"> • Launch <u>consultation</u> (after report from research project) 	<ul style="list-style-type: none"> • Consultation closes • Develop final standards and CoP taking account of consultation (to launch summer 2024)
Complaints model and complaints guidance for firms		<ul style="list-style-type: none"> • Scope project 	<ul style="list-style-type: none"> • Targeted outreach and analysis of existing data • Review of CARE panel and HCEOA approach • Review of models in other sectors • Discussions with LGO/Energy Ombudsman/Senior Master re consolidation 	<ul style="list-style-type: none"> • Develop initial proposals to cover: process; staffing/ operational matters; potential outcomes • Legal input into drafting of processes • Develop draft complaints guidance for firms 	<ul style="list-style-type: none"> • <u>Consultation</u> on model (to go live summer 2024, alongside new standards) and guidance for firms • Start to develop public facing materials • Recruitment
Developing approach to oversight, intelligence, audit and remedies					<ul style="list-style-type: none"> • Scope project
Case for statutory underpinning	<ul style="list-style-type: none"> • Maintain logs of issues encountered 	<ul style="list-style-type: none"> • Maintain logs of issues encountered 	<ul style="list-style-type: none"> • Maintain logs of issues encountered 	<ul style="list-style-type: none"> • Maintain logs of issues encountered 	<ul style="list-style-type: none"> • Review issues logs and scope more targeted work
Business planning for 2024/25			<ul style="list-style-type: none"> • Pre-consultation engagement on draft business plan 	<ul style="list-style-type: none"> • Consultation (launch Jan 2025) [Note – may be hard to predict accurately the levy at this stage whilst complaints 	<ul style="list-style-type: none"> • Agree final business plan

				model is in development]	
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