

## 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 for 2023/24 and sets out the high-level milestones that we will deliver each quarter.

	Q1 (April – June)	Q2 (July – September)	Q3 (October to Dec)	Q4 (January to March)	Q1 (2024/25)
<b>Accreditation scheme</b>	<ul style="list-style-type: none"> <li>Develop ECB accredited logo.</li> <li>Develop trademark, rules and VAT position.</li> <li>Draft procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Draft ECB accreditation criteria.</li> <li>Launch accreditation (September).</li> <li>Secure levy from Tier 1 firms.</li> </ul>	<ul style="list-style-type: none"> <li>Secure levy from Tier 2 and 3 firms.</li> <li>Close accreditation.</li> <li>Publish Register of accredited firms on ECB website.</li> <li>Develop position to extend accreditation to local authority in-house enforcement.</li> </ul>	<ul style="list-style-type: none"> <li>Send turnover request for 2023 to firms, to establish the budget for 2024/25.</li> <li>Start consultation with local authorities on accreditation and develop basis for in-house levy.</li> </ul>	<ul style="list-style-type: none"> <li>Hold regional seminars with local authorities across England and Wales, to finalise ECB accreditation of in-house services.</li> </ul>
<b>Enforcement firm audits - Quarterly Data Returns (QDRs)</b>	n/a	<ul style="list-style-type: none"> <li>Scope new system of QDRs.</li> </ul>	<ul style="list-style-type: none"> <li>Develop information requirements for QDRs and consult with senior stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Consult across enforcement industry on detailed ECB QDR requirements and finalise system.</li> </ul>	<ul style="list-style-type: none"> <li>Implement new Quarterly Data Return audits as live.</li> </ul>
<b>Creditor support for mission and oversight of ECB</b>	<ul style="list-style-type: none"> <li>Scope landscape of key creditors for ECB</li> </ul>	<ul style="list-style-type: none"> <li>Agree creditor engagement and communications plan.</li> </ul>	<ul style="list-style-type: none"> <li>Implement creditor engagement plan, focusing on key channels e.g. local government and</li> </ul>	<ul style="list-style-type: none"> <li>Widen scope of engagement, e.g. negotiate ECB accreditation as a requirement for local</li> </ul>	<ul style="list-style-type: none"> <li>Review gap analysis of creditor engagement plan and relaunch strategy to reinforce</li> </ul>

			water and energy companies.	authority competition frameworks.	creditor support for ECB in 2024-25.
<b>Body Worn Video (BWV) research project – establishing baseline</b>	n/a	<ul style="list-style-type: none"> <li>• Scope project, including key themes and any GDPR risks.</li> <li>• Agree scope with Board.</li> <li>• Target early engagement with senior enforcement and advice sector, and with ICO.</li> </ul>	<ul style="list-style-type: none"> <li>• Extend consultation to all sectors of enforcement industry and clarify ECB requirements.</li> <li>• Commission legal advice on final shape of project.</li> <li>• Launch competition for research bids for project.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete competition and select researchers.</li> <li>• Refine project and conduct pre-field work with researchers.</li> <li>• Engage further with stakeholders, and firm up final advice of lawyers and ICO.</li> </ul>	<ul style="list-style-type: none"> <li>• Start fieldwork of firm visits.</li> <li>• Monitor project and communicate progress.</li> <li>• Discuss interim findings with researchers.</li> </ul>
<b>New enforcement standards and code of practice</b>	n/a	<ul style="list-style-type: none"> <li>• Draft project scope.</li> </ul>	<ul style="list-style-type: none"> <li>• Review existing standards.</li> <li>• Secure Board agreement for project scope.</li> </ul>	<ul style="list-style-type: none"> <li>• Share project scope with stakeholders.</li> <li>• Undertake initial scoping work on vulnerability and affordability.</li> <li>• Pre-consult and develop policy.</li> <li>• Workshop standards with stakeholders.</li> <li>• Identify risks.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete first draft of new standards.</li> <li>• Launch public consultation.</li> </ul>
<b>Complaints model and complaints guidance for firms</b>	n/a	n/a	<ul style="list-style-type: none"> <li>• Scope project.</li> <li>• Target outreach and analyse existing data.</li> <li>• Review CARE panel and HCEOA approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Gain agreement of Board to project scope.</li> <li>• Publish project scope.</li> <li>• Discuss proposals with key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop proposals for approach to complaints</li> <li>• Develop initial proposals to cover: process; staffing/ operational matters; potential outcomes.</li> </ul>

			<ul style="list-style-type: none"> <li>Review models in other sectors.</li> </ul>	<ul style="list-style-type: none"> <li>Discuss with LGO/Energy Ombudsman/Senior Master re consolidation.</li> </ul>	<ul style="list-style-type: none"> <li>Input legal advice into drafting of processes.</li> </ul>
<b>Developing approach to oversight, intelligence, audit and remedies</b>	n/a	n/a	n/a	<ul style="list-style-type: none"> <li>Scope project</li> </ul>	<ul style="list-style-type: none"> <li>Targeted consultation on model and approach</li> </ul>
<b>Case for statutory underpinning</b>	<ul style="list-style-type: none"> <li>Log relevant issues for case for statutory powers.</li> </ul>	<ul style="list-style-type: none"> <li>Log relevant issues for case for statutory powers and conduct gap analysis.</li> </ul>	<ul style="list-style-type: none"> <li>Agree high-level case for future statutory powers. with ECB Board.</li> </ul>	<ul style="list-style-type: none"> <li>Discuss case for selective statutory underpinning with Ministry of Justice (and OGDs as needed).</li> </ul>	<ul style="list-style-type: none"> <li>Feed conclusions into MoJ review of statutory underpinning (by Nov 24).</li> </ul>
<b>Business planning for 2024/25</b>			<ul style="list-style-type: none"> <li>Conduct pre-consultation engagement on draft business plan</li> </ul>	<ul style="list-style-type: none"> <li>Consult (launch Feb 2024)</li> </ul>	<ul style="list-style-type: none"> <li>Agree final business plan</li> </ul>