

### Operational plan

1. This document sets out the ECB’s workplan for 2024/25 and the first quarter of 2025/26. It covers the main activities that are included in our [business plan](#).
2. We plan to publish quarterly updates to this operational plan, to provide transparency on our progress and plans.
3. Further information on these projects can be found on their specific webpages, as applicable.

	Q3 (October to Dec)	Q4 (January to March)	Q1 (2025/26)
<b>Accreditation scheme</b>	<ul style="list-style-type: none"> <li>• Remaining accredited firms pay levy</li> <li>• Application window opens for firms to apply for/renew -accreditation</li> <li>• Application window opens for council in-house teams to apply for accreditation</li> <li>• Updated register of accredited organisations published on website</li> </ul>		<ul style="list-style-type: none"> <li>• 8 largest firms and Local Authority in house teams pay levy</li> </ul>
<b>Data returns</b>	<ul style="list-style-type: none"> <li>• ECB considers First Data Returns (deadline for firms 31/10).</li> </ul>	<ul style="list-style-type: none"> <li>• Second Data Return period (6 months) begins (1/1/25)</li> </ul>	
<b>Creditor support</b>	<ul style="list-style-type: none"> <li>• Targeted engagement under strategy: conferences, speaking engagements, meetings etc</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted engagement under strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted engagement under strategy</li> </ul>
<b>Body Worn Video research project</b>	<ul style="list-style-type: none"> <li>• Publish final report on BWV research.</li> </ul>		

<b>ECB standards</b>	<ul style="list-style-type: none"> <li>• Develop final standards taking account of consultation</li> <li>• Standards and accompanying guidance published</li> <li>• Targeted work developing guidance and firm standards on vulnerability and ability to pay</li> </ul>	<ul style="list-style-type: none"> <li>• Engage and consult on further standards and guidance on vulnerability and ability to pay</li> <li>• Publish additional guidance on standards as required</li> </ul>	
<b>Complaints</b>	<ul style="list-style-type: none"> <li>• Launch consultation on ECB's complaints handling approach</li> <li>• Finalise complaints handling approach, including, the Guidance to accompany the Standards on Complaints and the ECB's complaints handling policies.</li> </ul>	<ul style="list-style-type: none"> <li>• ECB begins accepting complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Work with stakeholders to develop a framework on consolatory payments to accompany the ECB's Guide to Remedy, with a view to consulting in the second half of 2025.</li> </ul>
<b>Developing approach to oversight, intelligence, audit and remedies</b>		<ul style="list-style-type: none"> <li>• Develop and consult on our approach to oversight</li> <li>• Pilot of supervision visits starts</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing pilot of supervision visits</li> </ul>
<b>Business planning for 2025/26</b>	<ul style="list-style-type: none"> <li>• Pre-consultation engagement on draft business plan</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation on draft business plan and levy (launch Feb 2025)</li> </ul>	<ul style="list-style-type: none"> <li>• Agree final business plan</li> <li>• Updated operational plan published</li> </ul>