Code Administrator Summary: Deliverables 2021

Our mission

In 2020 we made significant improvements to our service as Code Administrator, to address what you, as our stakeholders, told us. We recently produced a short document that provided you with a summary of the feedback you gave us in our 2020 Code Administrator Survey. Following on from gaining a much-improved satisfaction score compared to the CACoP[1] survey score in 2019, we want to continue our improvement work and share what we will be working towards this year.

We wanted to make sure our future improvements would not only set ourselves up best for larger scale strategic changes, but also ensure that we continue to make our service incrementally better for anyone wishing to get involved in code change. It is important that we continue to be transparent and ensure that we make our processes as simple to engage with for all parties as possible. We understand the challenges and limitations, but we're excited about what we can do to keep making things better.

How did we decide what to focus on?

We listened to the feedback from the Code Administrator survey, Markets Week webinars and the continuous feedback we seek at our forums, workgroups, Panels and CACoP. We thought it would be a great opportunity to share our main objectives based on what you told us you feel is important to work on in the future. We also want to ensure that we make our change process collaborative. So, we will be looking to engage with you via informal workshops and other mediums to ensure that what we work on really is offering the best experience for everyone. We understand that time is precious so we will make sure that this is the best possible use of time and we would like to thank you for your input so far in helping us get to this point.

Our ambitions

Ambitions	What does it mean for you?
Upskilling and Recruitment	*As we're now in the RIIO2 price control period, we're looking forward to recruiting more people into the team. We feel this is right as we look to the future of higher volume and more complexity of modifications. We are also committed to providing ongoing training to the team to improve our Plain English report writing, as well as our Chairing skills for workgroups.*
Collaboration	*As part of our ongoing initiative to co-create with you, we want to ensure that any changes we make are for the right reasons. So, we'll be setting up workshops throughout the year to invite you to discuss your views on some of the strategic challenges. We understand time is precious, so we'll also be gaining your thoughts through our Markets webinars, as well as through ongoing collaboration in workgroups, forums and Panels.*
Better sight of cross-code impacts	*Feedback previously told us that having a more holistic view of our codes would be helpful. We took that on board and created horizon scans for each of our Panels that have been well received. We'd like to go further now and create a horizon scan that looks across all of our codes, in order to create a fuller picture that focusses on cross code impacts.*

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[1] The CACoP survey is an annual survey led by Ofgem to get feedback on the performance of Code Administrators.

Diversity and Equality	*Diversity and Equality are fundamentally important priorities to the ESO. The Code Administrator is therefore looking to support the removal of gendered language in codes and will continue to ensure that any publications or content will be written in Plain English and meet accessibility standards. There is also more to be done in terms of diversity across Panels, Workgroups and forums and the Code Administrator will explore ways of making these accessible for all. This will be an ongoing initiative, beyond the next twelve months.*
Rationalisation	*The Code Administrator is looking at ways of making codes more accessible for industry, ahead of Digitalisation. It has been identified that complexity and lengthiness of codes could be a barrier to engagement. Non material changes such as removing unnecessary or redundant content could achieve more simplified codes that are easier to interpret. We will work closely with our ESO colleagues over the longer term as well as our Panels, the regulator, other code administrators and industry to help make this happen.*
Digital transformation	*In the longer term, we will work with our ESO colleagues and stakeholders to digitalise the Grid Code. While this is a material long term task that will need to be deconstructed to make sure that we make tangible progress on it, we realise the importance of engaging early on and the role that we will play in helping to shape this transformation.*

Conclusion

Thank you for your ongoing input and feedback into shaping our improvements. We're fully committed to making incremental changes to our core processes that will enable more parties to engage with code change. We feel the smaller improvements can have big impacts on you as our stakeholders so we will continue to keep evolving. We also realise that some of the larger scale projects will require early input and engagement so we will keep working with you to make sure your knowledge and expertise is considered as we help our ESO colleagues with the transformative work. We look forward to working with you again in 2021 and if you have any comments please get in touch with us code.administrator@nationalgrideso.com and we'd love to hear from you.