



Minutes

RHI Implementation Board

From	Juliet Little	13 th July 2012
Date and time of Meeting	10 th July 2012 12:30-14:00	
Attendees	Implementation Board	
Location	Room 1	

1. Minutes

- 1.1. Minutes accepted

2. Action Log

- 2.1. Updates included in Action Log

3. Dashboard Reports

3.1. *RHI Northern Ireland*: DETI have agreed to start incurring costs for Ofgem's initial development work, as set out in the Feasibility Study. A Development Phase Agreement is being prepared by the team which will set out the scope, budget and timeframe for delivery. A draft will be provided to MH by 13th July and should be complete within the next 2 weeks. **Action: KA to circulate a copy of the Agreement to Board members by 27th July.**

3.2. It was noted that now we are discussing RHI NI at these Board meetings (a DETI scheme), we cannot share full copies of any minutes with DECC, but only those sections that relate to GB RHI only.

3.3. *Development Phases 2 and 3*: The Interim Cost Control (Stand by Budget Management) will come into force at the end of this month. We are on track to deliver the administrative requirements. A Scoping Study is being prepared for mid-August in relation to Phase 2. This will set out a recommended delivery approach with associated costs.

3.4. *Operations*: The status of application processing remains red until more progress has been reached. Further details are provided in section 5 of the minutes.

4. IT Support budget

4.1. The spend on IT support for system operations has been double the amount forecast to date. Recommended actions to address this were set out in the supporting paper for this meeting and the Board agreed to these recommendations. Based on existing cost forecasts it is likely we will exceed the IT moratorium limit.

4.2. **Action: RH and MH to discuss the moratorium with [irrelevant information redacted by the RHI] at DECC and consider potential next steps, e.g. whether a formal letter is required.**

4.3. **Action: AA and JP to identify options for improving the UAT cycle and report back at the next Board meeting.**

5. Monthly Operations report & KPIs

5.1. The Board noted that the format of the report has greatly improved. It was recommended that the key information in Appendix 2a be highlighted at the beginning of the report.

5.2. **Action: MD to check with LG the reason why 37 applications were processed this month compared to 46 last month and how we envisage these statistics changing in future months.**

5.3. The Board also recommended that the Operations team gather data on the average number of times that an application is reviewed before being accredited. The purpose of this would be to ascertain whether process improvements, including clearer guidance for applicants, are working.

6. RHI Formal Complaint: irrelevant information redacted

6.1. The complaint from irrelevant information redacted was based around our internal procedures for checking receipt of incoming mail (passport data). The complaint was escalated to Alistair. We need to ensure we are following clear and consistent internal procedures for handling complaints.

6.2. **Action: MD to prepare internal guidance on complaints handling for review at the next Board meeting.**

7. Stakeholder Management & Communications Strategy

7.1. FB recommended that there should be one full-time post dedicated to coordinating RHI Stakeholder Engagement and Communications activity. This has worked well on Offshore. The Operations team are recruiting a Band C who could take on this role. The role should sit on the Implementation Board.

8. AOB

8.1. *Heat Strategy Board:* RH invited comments on any suggested improvements to non-domestic policy that could feed into DECC's Heat Strategy Board meeting on 11th July. Suggestions included metering improvements; providing early investor certainty; and potential use of introductory pilots.

8.2. *RHI Project Board:* An Outline Business Case for the Domestic RHI and expansion and changes for the Non-Domestic RHI has been drafted. Ofgem will have an opportunity to review and provide comment before the end of this week.

8.3. *Meeting with irrelevant information redacted by the RHI Inquiry:* DECC are requesting updated budget forecasts from Ofgem to feed into an Approvals Committee meeting at the end of July. MH will provide to DECC by 13th July (figures based on recent internal review).