

MHHS Programme Steering Group (PSG) Headline Report

Issue Date: 06/03/2026

Meeting Number	PSG054	Venue	Virtual
Date and Time	04 March 2026 10:00-12:30	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
Programme Status Update	PSG54-01	Programme to share the location of the BSC Expert Group guidance referenced in the resolution of I261.	Programme	01/04/26
AOB	PSG54-02	Programme to update the Governance Constituency Representative Control Sheet on the Collaboration Base and website to reflect the PSG personnel changes.	Programme	01/04/26
Previous Meetings	PSG53-01	Elexon to liaise with the iDNO representative to ensure the appropriate improvements are made to the Service Management Incidents Log, with a view to providing a consolidated view of all incidents raised, open and resolved.	Elexon	18/02/26
	PSG53-03	Elexon to ensure appropriate office space is provided for PSG from April onwards given the Elexon office refurbishments planned.	Elexon	04/03/26
	PSG52-02	Elexon to provide an update on the timeline for publication of the Elexon Incident Log.	Elexon	04/02/26

Decisions

Area	Ref	Decision	Rationale
Headline Report and Actions	PSG-DEC124	The Headline Report of the previous meeting was approved with no amendments.	There were no amendments raised by PSG members.

Key Discussion Items

Headline Report and Actions	<p>DECISION: The PSG Headline Report from the December PSG was approved with no amendments (PSG-DEC124).</p> <p>PSG52-02: Programme recommended closing this action as it is superseded by PSG53-01 which will remain open.</p> <p>PSG53-03: Programme recommended closing this action as there will be no material impact on the Programme or PSG due to the Elexon office refurbishments.</p>
Ofgem Update	<p>Modification P487: Ofgem updated PSG on Modification P487, confirming that senior management has requested further analysis on the potential market impact of acquisition bans. Additional scenario and technical analysis are underway, including the use of weekly migration profiles and input from the PPIR on troublesome MPANs. A decision is now expected in early April.</p> <p>Increased MHHS related modifications: Ofgem noted an increase in MHHS related modifications. Ofgem highlighted concerns arising from Modification P507, where consultation responses were diametrically opposed and insufficient analysis made it challenging to reach a timely and robust decision. Ofgem emphasised the need for modifications to be supported by robust analysis at submission to avoid delays.</p> <ul style="list-style-type: none"> Following a query from the I&C Supplier representative, Ofgem confirmed that P507 clarification questions had been sent to Elexon but were not part of a formal process, following a query from the I&C Supplier representative. <p>Benefits: Ofgem also confirmed DESNZ interest in reviewing the MHHS benefits realisation plan and indicated there will be further engagement with Elexon on performance monitoring, with an initial communication planned for w/c 09 March 2026.</p> <p>MHHS Programme Progress: Programme delivery was noted as progressing well, with migration resumed and early STEG progress on shortening the settlement timetable.</p>
Programme Status Update	Programme Status by Workstream

The Programme provided an overview of Programme Status by workstream. Overall programme status remains broadly on track. Qualification Testing is Amber as a precaution due to some later Wave 4 entrants, although recovery plans are in place and there is no current risk to overall delivery.

Early Life Support (ELS) has formally completed and will be removed from future PSG reporting. One of the conditions of ELS exit was that the ELS recommendations continue to be tracked through the relevant governance forums. The Programme noted that recent TOG meetings had not reported progress against these recommendations and confirmed this has been raised with the TOG Chairs.

An M16 workstream has been introduced following mobilisation of the Settlement Timetable Expert Group (STEG) and is currently Green. The STEG has been mobilised to enable the delivery and implementation of the new Settlement Timetable i.e. Final Reconciliation (RF) moves initially from 14 months to 7, then 4 months and the first financial settlement run (SF) changing from 15WD to 7WD. More detail on STEG and the meeting papers can be found on the [STEG area of the website](#).

Critical Path

Programme presented the Critical Path for the Programme out to M16 and confirmed the programme remains on track.

RAID

The Programme presented the five highest scoring issues which are impacting M15 along with the planned resolution. This includes three open issues and two that have been recently closed.

- I261: The I&C Supplier Representative asked for the location of the guidance presented by the BSC Expert Group listed as part of the resolution.

ACTION: Programme took an action to share the location of this guidance with PSG (**ACTION PSG54-01**).

The Programme also presented the key Risk areas affecting the Programme, the highest risks and risk heatmaps for the periods of M14 and M15.

The Programme outlined the key thematic risks with the relevant Programme actions as:

- Central Party Capability & Capacity to Support PP volumes
- PPs' ability to hit programme timescales
- PPs' ability complete Migration.

Key points from the detailed RAID analysis included:

- Programme noted the reduction in severity of the highest risk, R1215, which relates to Qualification PPs completing on time, as a result of mitigating actions.

	<ul style="list-style-type: none"> • A new risk, R1251, has been added, relating to Code Bodies' capacity to support PP qualification by M14. • Following a query from the RECCo representative, Programme confirmed that the reference to Code Bodies in R1251 includes the DIP Manager. Similarly, the DIP Manager is included in Readiness Assessment 7. • The Programme also explained how migration related risks are now being structured to provide clearer oversight. Risks have been recategorised under three umbrellas covering Migration Readiness, Migration Execution, and MHHS TOM Performance. This approach is intended to improve visibility of where risks may materialise across the migration lifecycle, particularly given the increased time between milestones as the programme progresses towards M15 and M16. Programme assurance activity has also been aligned to these umbrellas. • Following a query from the DNO and RECCo representatives, the Programme confirmed that operational issues with potential migration impact are captured under the MHHS TOM performance umbrella. The Programme advised that its assurance is focused on dependencies that impact Migration, and purely BAU operational matters without migration impact are managed outside Programme RAID through existing governance forums. The Programme did note that any risks identified that do not impact migration would still be flagged with the relevant Code Body or PP, and internal discussions are ongoing regarding the most appropriate process for doing so. <p>Outstanding Work-Off items</p> <p>An update on the M11 Work-Off Plan was provided. Delivery of Work-Off Item 1, the delivery of deferred P-flows, has now been completed by Elexon following delivery of P0275 on 19-Feb-26.</p>
Migration Update	<p>The Programme reported that over 4.5 million MPANs have now been migrated, with more than 5 million initiations completed. Migration execution has fully recovered following the January pause, supported by increased supplier throughput.</p> <p>Sprint 1 planning outcomes were presented, showing no material deviation between the January 2026 baseline and the October 2025 baseline. A small positive leftward shift was noted, alongside a rightward shift of approximately 500,000 migrations in the final two sprints. The Programme confirmed that this is being actively assessed, with additional controls to be applied where required.</p> <p>Migration plans have now been received for 99.99 percent of MPANs. Core migration dependencies were reviewed, with LDSO migration performance currently Amber due to some late SLA responses. These issues have not impacted migration outcomes to date and continue to be monitored.</p> <p>The Programme advised that it is actively preparing for increased migration volumes later in the year, noting that this was anticipated as part of the migration plan. Additional resourcing is being put in place through the Migration Control Centre (MCC), alongside prior investment in Kestrel to optimise migration processes. The Programme confirmed that it is focused on gearing up for Sprints 3 and 4, when a significant increase in supplier volumes is expected, and is also assessing further controls for Sprints 7 and 8 to mitigate risk and manage peak migration activity.</p>
Qualification Update	<p>The Code Bodies provided an update on Qualification progress. Wave 1 continues to show strong progress, with 12 of 15 Final QADs approved and the first participants already qualified. Further qualifications are targeted ahead of the formal Wave 1 qualification date of 15 April 2026.</p>

	<p>Wave 2 qualification execution has completed ahead of schedule, with only one participant's PIT evidence outstanding and final QADs due by the end of the week. Wave 3 qualification testing is progressing well, with several participants already complete. Lessons learned from earlier waves continue to support earlier completion of QADs and de-risking of the end of the process.</p> <p>Wave 4 activities are underway, with the majority of participants on track and recovery plans in place for two participants starting later. Code Bodies also confirmed ongoing management of participants who are not planning to qualify and are instead progressing through market exit ahead of M14.</p> <p>Laura Kennedy confirmed this was her final PSG meeting and that David Moss will assume responsibility for leading qualification delivery going forward. The SRO formally thanked Laura for her contribution and welcomed David to the role.</p>
RA7 Update	<p>The Programme confirmed that Readiness Assessment 7 has now been issued to all central parties as of 02 March 2026, with responses due by 16 March 2026. Review point bilaterals are being scheduled with all central parties between 06 and 10 March 2026 to support quality and confidence in submissions.</p> <p>The Programme confirmed that key findings from RA7 will be reported to the April PSG. Central parties were encouraged to contact the PPC team with any questions.</p>
DCC Programme Closure	<p>DCC confirmed that its MHHS programme has formally closed and transitioned to Business as Usual. Hypercare concluded in February 2026 and Acceptance into Service is complete. Geoff Hunt confirmed that he will hand over PSG attendance to a DCC Operations representative, with DCC BAU colleagues already attending other MHHS forums.</p> <p>The Chair formally thanked Geoff Hunt and the DCC team for their contribution to programme delivery.</p>
Delivery Dashboards	<p>The IPA provided an update on assurance activities, including completion of Assurance Period 12 and the ongoing lessons learned exercise. The IPA will also be issuing a separate PPIR on consequential change activities as RA7 is now solely focused on core capability providers.</p> <p>IPA also outlined a wider review of MHHS service arrangements and the target operating model, with findings expected to be reported to PSG in early April.</p>
AOB	<p>The SRO offered formal thanks to Keith Clark who is leaving the Programme and his role as LDP Programme Director, recognising his critical contribution to programme governance and delivery, which was echoed by PSG members. Thanks were also extended to other departing colleagues, and the SRO noted that the changes in personnel reflect the increasing stability of the programme.</p> <p>ACTION: After meeting closure, the I&C Supplier representative asked for an updated list of the PSG members following the personnel changes. The Programme took an action to update the Governance Group Constituency Representative Control Sheet on the Collaboration Base and the website (ACTION PSG54-02).</p> <p>The Programme also noted the shorter duration of recent PSG meeting and will review shortening the meeting invite.</p>

Date of next monthly meeting: 01 April 2026 at 10:00

Attendees

Chair

Helen Adey

Industry Representatives

David Yeoman
Carolyn Burns (replacing Elaine Eyles)
Graham Wood
Simon Harrison
Jo Hill
Jenny Rawlinson
Geoff Hunt
Jonny Moore
James Stokes
Joel Stark
Andrew Campbell
Gareth Evans
Andrew Campbell

MHHS IM

Jason Brogden
Keith Clark
Philip McCann
Chris Harden
Warren Fulton
Lewis Hall
John Wiggins
Francesca Drew

Other Attendees

Laura Kennedy
David Moss
Richard Shilton
Renata Yussapova
David Gandee
Andy McFaul
Sinead Quinn
Jenny Boothe

SRO (Elexon IM)

DNO Representative
Medium Supplier Representative
Large Supplier Representative
Supplier Agent Representative
Elexon Representative (Central Systems Provider)
IDNO Representative
DCC Representative
RECCo Representative
DIP Manager Representative
Supplier Agent Representative
Small Supplier Representative
I&C Supplier Representative
Small Supplier Representative

Programme Industry SME
Programme Manager
Governance Secretariat
Client Programme Director
Migration Lead
LDP Lead
Industry SME
PPC

Code Bodies
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IPA
IPA
IPA
Ofgem
Ofgem
Ofgem

Apologies

Tom Lowe
Paul Daniels
Neil Dewar

Consumer Representative
Avanade Representative
NESO Representative