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MHHS Webinar: Readiness Assessment (RA 5&6)

April 2025

MHHS-DEL3610

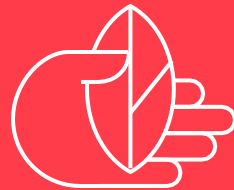## Introduction

Bushra Ali
5 minutes

Approach to RA 5&6 & walkthrough of questions

Kiran Birring-Sandhu
20 minutes

Q&A

Max Burton
20 minutes

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Please submit your questions throughout the webinar via Slido.com (code: *#RA5-6)*

There is dedicated Q&A time to respond to questions after the RA5/6 walkthrough

Why are we holding this webinar?

- To build awareness of the upcoming Readiness Assessment and ensure that **participants feel informed and prepared** to answer the questions included in the survey.

Why are Readiness Assessments important?

- Readiness Assessments are an opportunity for participants to **communicate progress** and **seek support** where required.
- They **seek evidence** on the **most critical aspects** of the Programme, indicating where participants should **focus internally**.
- Participant responses provide the Programme with an **accurate view of a participant's status**, which **informs key decision making** in the run-up to the next Programme milestone.
- **Common risks** and **pain points** are highlighted, informing where **mitigating action** is required.
- Under **Clause 12.12.1** of the **BSC Obligation**, each MHHS participant is obliged to:

"Provide the Authority, the MHHS Independent Assurance Provider or MHHS Implementation Manager with such information as they may reasonably request in relation to MHHS Implementation, including regarding the MHHS participant's planning for and progress in relation to MHHS Implementation (including progress against its own programme plan)."

This means that as a participant of the MHHS Programme per the BSC, you have an **obligation to respond to RA5&6**. While **software providers** are not signatories to industry codes, it is useful for the Programme to obtain **delivery information** from them to supplement the information being obtained from their clients.

Please note that **PSG** and **Ofgem** will be notified of **which participants have and have not responded to RA5&6**.

The overall purpose of readiness assessments is to enable the Programme to have an accurate view of Participants readiness. This will allow data-driven decisions to be made, particularly in relation to Milestones and Control Points, bringing benefits to both the Participants and the MHHS Programme.

Readiness Assessment 5/6 will be a critical input and evidence capturing mechanism that will inform and support wider M10 readiness tracking activity. This M10 assurance activity will track the readiness of all parties involved in go-live.

Readiness Assessment 5/6:

What will RA 5/6 cover?

- Milestones **M10** (**central systems ready for migrating MPANs**) and **M11** (**initiation of the migration of MPANs**), as well as the pre-requisites for M10 e.g. **qualification readiness.**

- Input into **Control Points 3 and 4** (readiness for start of Migration).

- Activities referenced in the **M10/M11 cutover plan** and **M10 acceptance criteria** will be used to inform the questions participants are asked to respond to.

What is the objective of RA 5/6?

- Input into and inform wider **go-live readiness tracking assurance** activity and **decision-making.**

- Identify any **risks** or **issues** in advance of go-live.

- Trigger **targeted assurance activity** with participants to understand and manage identified risks/issues in more detail.

- Obtain **Director-level sign off** from participants to encourage **ownership** and **accountability.**

How will RA 5/6 be delivered?

- The PPC will develop and issue a **self-assessment survey** to all participants.

- Questions will be based on the **critical activities** that participants will be required to carry out in the lead up to M10/M11.

- The questions will ask for answers in a variety of formats and will be **tailored** to the different participant groups.

- Participants with **more than one role** on the MHHS Programme will be **required to complete RA5&6 for each of their roles.**

- **Individual** and **overall readiness reports** will be produced by the PPC.

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The table below outlines the scope of RA5/6 and the topics that participants will be required to complete. These question topics are taken from the cutover plan, and they are the activities that participants must complete to successfully reach M10 and M11.

MHHS Activity	Scope of RA 5/6 assessment
Qualification	• Readiness activities of SIT participants for Qualification and Service Activation. • Readiness activities of Non-SIT LDSOs for Qualification and Service Activation • Qualification preparation (Non-SIT Participants) Supplier/Agent qualification: Evaluate whether non-SIT participants who are pursuing the qualification route are ready to begin qualification testing execution at the beginning of the Wave they are allocated to.
Performance Assurance	• Ensuring relevant parties have the correct performance assurance processes in place.
Data Cleanse Activities	• Verify responsible parties are undergoing data cleanse activities ahead of M10 to ensure migration of MPANs can take place successfully.
Participant Migration Start and Early Life Support Ready	• Review readiness of all PPs for the start of Migration and additional support levels that might be required for Early Life Support aligned to their Go-Live dates. • Alignment with, and an understanding of, the Early Life Support Model.
Market-wide Participant MHHS Supporting Functionality Ready	• Readiness from legacy MOPs and DCs to implement specific changes prior to the start of the Migration period, to support forward and Reverse Migration processes.
Cutover Planning	• Readiness to deploy new systems or enable new functionality that will enable PPs to operate under the new MHHS arrangements.

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The table below outlines the scope of RA5/6 and the topics that participants will be required to complete. These question topics are taken from the cutover plan, and they are the activities that participants must complete to successfully reach M10 and M11.
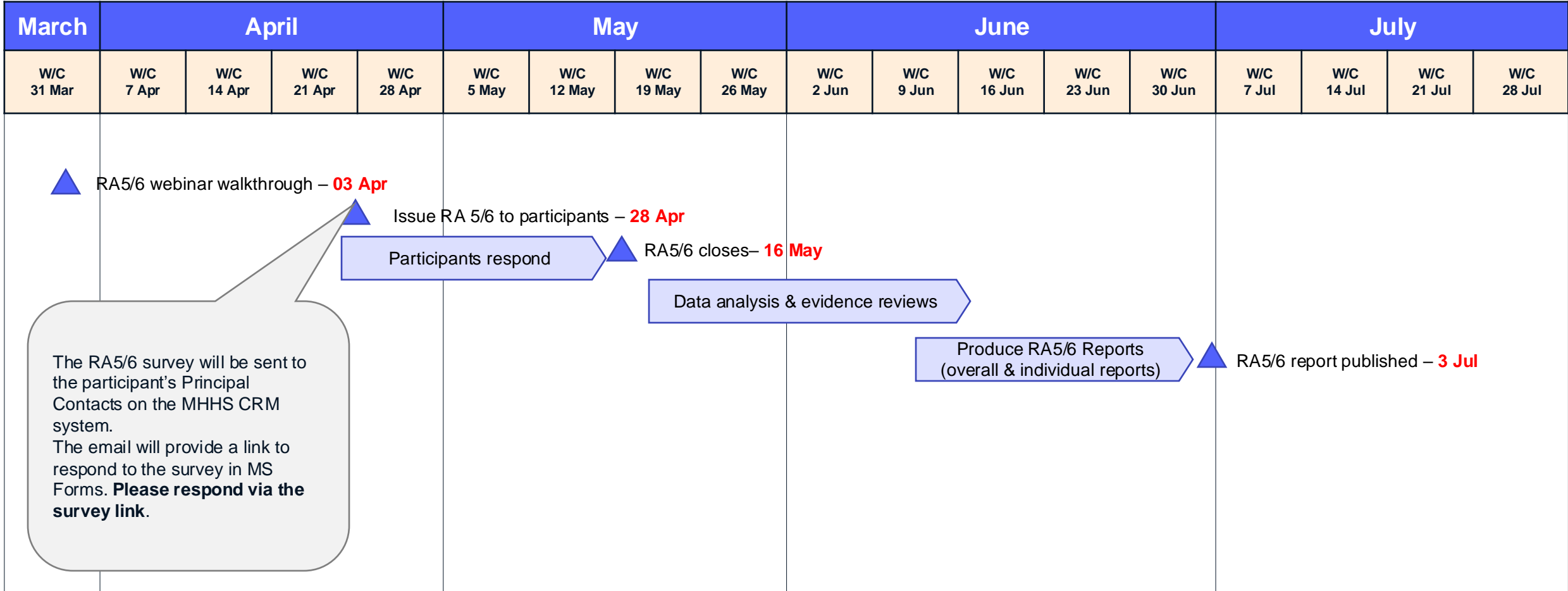
MHHS Activity	Scope of RA 5/6 assessment
DIP Readiness	• Readiness of the new system and deployment into the production environment.
Elexon Central Services Deployment	• Preparations in place to deploy several new Central Systems to Production as part of the M10 Cutover activities.
Service Management Go-Live	• Readiness to operate and support new Service Management arrangements (including but not limited to incident and problem management, triage, SLA reporting, individual business continuity / disaster recovery processes, change management).
Central Services Deployment of New Functionality	Preparations for the following activities: • DTS: supporting the new and changed DTS messages • EES: changes to EES to support MHHS design and capacity • DCC: changes to CSS and DSP, required to support MHHS design and capacity • *LDSOs can achieve migration threshold capacity*
Code Body Readiness	• Confirmation that all key Code Body led activities in the lead up to M10 are on track (including but not limited to Qualification activities, Migration enabling changes, PAB engagement and readiness, reporting).
Consequential Change	• Assessing the status of progress of consequential changes
Comms & Engagement	• Programme-level comms and engagement support

RA5/6 Timeline

March	April					May				June					July			
W/C 31 Mar	W/C 7 Apr	W/C 14 Apr	W/C 21 Apr	W/C 28 Apr	W/C 5 May	W/C 12 May	W/C 19 May	W/C 26 May	W/C 2 Jun	W/C 9 Jun	W/C 16 Jun	W/C 23 Jun	W/C 30 Jun	W/C 7 Jul	W/C 14 Jul	W/C 21 Jul	W/C 28 Jul

RA5/6 webinar walkthrough – **03 Apr**

Issue RA 5/6 to participants – **28 Apr**

Participants respond

RA5/6 closes– **16 May**

Data analysis & evidence reviews

Produce RA5/6 Reports (overall & individual reports)

RA5/6 report published – **3 Jul**

The RA5/6 survey will be sent to the participant's Principal Contacts on the MHHS CRM system.
The email will provide a link to respond to the survey in MS Forms. **Please respond via the survey link**.

Key Points:

1) **Three weeks for participants to respond (28 Apr - 16 May)** Participants will have three weeks to respond to the RA3 survey.

2) **Individual participants interviews may be required, by exception.** Based on responses received, we may perform deep-dive interviews on a risk-based approach with a selection of participants.

3) **A bespoke one-page report will be sent to each Participant to communicate results and high-level recommendations.**

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There are **3 questions** in total in the Administrative section of RA5&6. **All** participants and suppliers must respond to these questions.

No.	Question	Answer Format	Audience
1	What is the name of your organisation?	Free text	All participants
2	Which constituency on the MHHS Programme does your organisation belong to?	Multiple choice (tick all that apply)	All participants
3	Which of the following best describes your organisation?	Multiple choice (select one) • I am a SIT participant • I am a non-SIT participant	All participants

Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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There are 12 questions in total in the Qualification section of RA5&6.

No.	Question	Answer Format	Audience
4	Are you on track to submit your Final QAD to the Code Bodies for review by the deadline set out in the MHHS Programme Plan? If you are not on track, please provide details of any risks, issues or concerns you have.	Yes/No & Free Text	SIT participants
5	Have you considered Qualification work-off plans (i.e. to cover testing defects/QAD gaps) as part of your wider contingency planning to ensure you are adequately resourced and prepared to address and evidence any defects as required? If not, please provide details of any risks, issues or concerns you have.	Yes/No & Free Text	SIT participants
6	Are you on track to submit your Final QAD to the Code Bodies for review by the deadline on 23 May 2025? If you are not on track, please provide details of any risks, issues or concerns you have.	Yes/No & Free Text	Non-SIT LDSOs
7	Are you on track to complete Qualification Testing (including Functional, Migration, Non-Functional and Operational) and submit your Final Test Completion Report to the Programme by 16 May 2025? If you are not on track, please provide details of any risks, issues or concerns you have.	Yes/No & Free Text	Non-SIT LDSOs
8	Are you expecting to have to agree a work-off plan with the Code Bodies and/or Programme as part of your Qualification? If you are, please provide details of the scale of your work-off plan, including the level of defects that need to be fixed where possible.	Yes/No & Free Text	Non-SIT LDSOs

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Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

There are 12 questions in total in the Qualification section of RA5&6.

No.	Question	Answer Format	Audience
9	What Qualification Wave have you been allocated to?	Multiple Choice	Non-SIT Suppliers, Data Service Providers & Metering Service Providers
10	Do you have a good understanding of the DIP Onboarding process, and do you feel prepared to onboard to the DIP during the onboarding window for your Qualification Wave? If not, please provide details of any risks, issues or concerns you have. *Note that the DIP onboarding window opens on 26 May 2025 (Wave 1) and 21 July 2025 (Wave 2)*	Yes/No & Free Text	Wave 1 & 2 only
11	Are you aware of the requirement to onboard to the DIP ahead of Qualification Testing execution, the process for this, when you are able to begin and will need to have completed your onboarding by? If not, please provide details of any risks, issues or concerns you have.	Yes/No & Free Text	Wave 3 & 4 only
12	Are you familiar with the key Qualification deliverable dates for your Qualification Wave as set out in Appendix C of the Qualification Approach & Plan?	Yes/No	Non-SIT Suppliers, Data Service Providers & Metering Service Providers
13	Are you on track and do you feel confident in your readiness to begin Qualification Testing execution in line with your Qualification Wave testing window? If not, please provide details of any risks, issues or concerns you have.	Yes/No & Free Text	Non-SIT Suppliers, Data Service Providers & Metering Service Providers
14	Are you progressing with your PIT Testing in line with your Final PIT Test Approach & Plan? If not, please provide details of any risks, issues or concerns you have. *Note that all Non-SIT Suppliers & Agents are expected to provide a status of PIT Completion by 13 June 2025 (Wave 1), 18 August 2025 (Wave 2), 20 October 2025 (Wave 3) and 8 December 2025 (Wave 4).*	Yes/No & Free Text	Non-SIT Suppliers, Data Service Providers & Metering Service Providers

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Audience Key

| All participants | SIT participants | Non-SIT participants | LDSOs | Non-SIT LDSOs | Central Parties | Code Bodies |

There are 12 questions in total in the Qualification section of RA5&6.

No.	Question	Answer Format	Audience
15	Are you on track to submit your Initial QAD via the QAD Portal to the Code Bodies for review during the submission window for your Qualification Wave? If not, please provide details of any risks, issues or concerns you have. *Note that the Initial QAD submission window opens on 5 May 2025 (Wave 1), 9 June 2025 (Wave 2), 11 August (Wave 3) and 20 October 2025 (Wave 4). The earlier you submit your Initial QAD , the sooner you will receive feedback from the Code Bodies.*	Yes/No & Free Text	Non-SIT Suppliers, Data Service Providers & Metering Service Providers

Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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Performance Assurance Questions

There are **4 questions** in total in the Performance Assurance section of RA5&6.

No.	Question	Answer Format	Audience
16	Given your assurance regarding legacy Suppliers and Agents, how confident are you that they will have implemented the necessary migration-supporting functionality before M10?	1-5 scale	Code Bodies
17	Have you implemented a new Performance Assurance Framework to support the transition and sustain the new MHHS operating model?	Yes/No + Free Text	Code Bodies
18	Will your reporting arrangements reflect the new MHHS operating model and be in place ahead of Go-live?	Yes/No + Free Text	Code Bodies
19	As part of the performance assurance approach to assure that Central Parties can demonstrate Business Continuity / Disaster Recovery (BCDR) processes are established and in place to support MHHS needs, please can you provide 1) Business Continuity Plans relevant to delivering your MHHS role and 2) Testing and Exercise Reports including documentation of all tests and exercises conducted to validate the BCP and DRP. These reports should include test scenarios, results, identified gaps, and actions taken to address those gaps.	Free Text & Document Upload	Central Parties

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Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

Data Cleanse Questions

There are **4 questions** in total in the Data Cleanse section of RA5&6.

No.	Question	Answer Format	Audience
20	Are you aware of the required pre-migration data cleanse activities? (e.g., Domestic Premises Indicator population and Market Segment population)	Yes/No	LDSOs
21	Are you on track to complete all data migration activities set out in the Cutover Plan / Data Cleanse Plan? Please provide details of any concerns or risks. **To be responded to by LDSOs, EES & DCC.**	Yes/No & Free Text	LDSOs & Central Parties
22	Have you completed the exception resolution activity for the population of ESME ID, Meter Location and Number of Displayed Registered Digits?	Yes/No	SIT & Non-SIT participants
23	If you have not completed the exception resolution activity, have you shared a work-off plan with the Programme? When do you plan to have these activities completed by? Please advise if any arrangements have been made with the Code Bodies to address these exceptions.	Yes/No & Free Text	SIT & Non-SIT participants

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Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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There are 14 questions **in total in the PP Migration section of RA5&6.**

No.	Question	Answer Format	Audience
24	Do you understand the Early Life Support Model as set out by the Programme? If not, please explain what information would be helpful to support your understanding	Yes/No & Free Text	All participants
25	Have you defined your own hyper-care arrangements for the Early Life Support period and for throughout the Migration period?	Yes/No	LDSOs, Central Parties, SIT participants & Code Bodies
26	Have you defined your hyper-care arrangements for when you start migrating MPANS?	Yes/No	All participants
27	Are hyper-care arrangements on track to be in place and operational by M10 / when you start migrating MPANs?	Yes/No & Free Text	All participants
28	Please describe what hyper-care arrangements (across people, process, & tools) you have in place and what are yet to be implemented. Please include details of internal supplier contracts and SLAs where relevant.	Free text	Central Parties & Code Bodies
29	Please share your hyper-care plan and approach.	Document upload	Central Parties
30	Are you on track to submit your migration plan by 20th June 2025?	Yes/No	SIT & Non-SIT participants
31	Have you contracted your Service Providers/Agents that you will be using for Migration? If 'Y' please provide details. If 'N' please provide details of when you would have completed contracting	Yes/No & Free Text	SIT & Non-SIT participants
32	Have you nominated the Delegated Authority for engagement with the MCC and use of the KESTREL tool?	Yes/No	SIT & Non-SIT participants

Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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There are 14 questions in total in the PP Migration section of RA5&6.

No.	Question	Answer Format	No.	Audience
33	Are you aware of the obligations on you as part of the Migration framework? Please provide details of any concerns you have.	Yes/No & Free Text		SIT & Non-SIT participants
34	Are you aware that the BSC places an obligation on you to adhere to the Migration Framework and Migration Schedule?	Yes/No & Free Text		SIT & Non-SIT participants
35	As an LDSO do you have any concerns in your ability to meet the thresholds from migration activity ? If 'Y' please provide details	Yes/No & Free Text		LDSO
36	Do you have any concerns in your ability to meet the thresholds from migration activity ? If 'Y' please provide details. **To be responded to by only Elexon & DCC.**	Yes/No & Free Text		Central Parties
37	As a service provider do you have any concerns in your ability to meet the anticipated demands from migration activity ? If 'Y' please provides details	Yes/No & Free Text		Data Service Providers & Metering Service Providers

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Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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Market-Wide Participant MHHS Supporting Functionality Questions

There are 5 questions in total in the Market-Wide Participant MHHS Supporting Functionality section of RA5&6.

No.	Question	Answer Format	Audience
38	Have you understood the migration design and developed the operational processes that you will need to follow for both Forward and Reverse migration?	Yes/No	SIT, Non-SIT participants & LDSOs
39	Do you understand that you are obliged to have both Forward and Reverse migration processes in place at M8 across all your MPIDs, including legacy MPIDs, irrespective of when you plan to start migration?	Yes/No	SIT, Non-SIT participants & LDSOs
40	Do you have an implementation plan in place, and will you have completed the necessary changes to support the migration period by M8? Specifically, are you prepared for the loss of an MPAN via the Forward Migration Process and gaining an MPAN via the Reverse Migration Process? *The REC Code Manager and BSC Code in their roles as Performance Assurance Manager will be requesting management assertion of readiness within the next 2 months. Are you in a position to respond to this request? Please note any concerns that you have in completing this. For reference, please refer to Q&AP Section 7.3.2 and the April QWG slides.*	Yes/No & Free Text	SIT & Non-SIT participants
41	Do you have an operational readiness plan ahead of M10/M11 that covers people, process, business readiness?	Yes/No & Free Text	All participants
42	Do your systems and processes reflect the New Connection approach agreed through DIN1140 / IR8.10? For example, metering points established post M10 will be MHHS metering points and the initial supplier registration must be through MHHS processes; whereas metering points established pre M10 will be legacy metering points, and the supplier can choose whether to retain these as legacy metering points or migrate to MHHS when they initiate the initial registration.	Yes/No & Free Text	SIT & Non-SIT participants

Audience Key: All participants | SIT participants | Non-SIT participants | LDSOs | Non-SIT LDSOs | Central Parties | Code Bodies

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Cutover Planning Questions

There are **4 questions** in total in the **Cutover Planning** section of RA5&6.

No.	Question	Answer Format	Audience
43	Are your cutover preparation activities on track?	Yes/No & Free Text	Central Parties, LDSOs and SIT Participants
44	When do you expect to have your production environment in place?	Free Text	Central Parties, LDSOs and SIT Participants
45	Do you have a service activation plan in place for each LDSO, Supplier and Agent? **To be responded to by only Elexon.**	Yes/No	Central Parties
46	Do you have a clear understanding of when you will be following the service activation process?	Yes/No	LDSOs, SIT & Non-SIT participants, Central Parties

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Audience Key

| All participants | SIT participants | Non-SIT participants | LDSOs | Non-SIT LDSOs | Central Parties | Code Bodies |

DIP Readiness Questions

There are **3 questions** in total in the **DIP Readiness** section of RA5&6. **Elexon as the DIP Manager** must respond to **all** questions.

No.	Question	Answer Format	Audience
47	When will the Production DIP portal be made available to Programme Participants? When will Programme Participants be able to request Production Certificates? **To be responded to by Elexon as DIP Manager.**	Free Text	Central Parties
48	Do you have a plan for supporting the participant webhook registration processes? **To be responded to by Elexon as DIP Manager.**	Yes/No	Central Parties
49	When will your DIP reporting capability be available? **To be responded to by Elexon as DIP Manager.**	Free Text	Central Parties

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Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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Elexon Central Services Deployment Questions

There are **5 questions** in total in the **Elexon Central Services Deployment** section of RA5&6. **Elexon** must respond to **all** questions.

No.	Question	Answer Format	Audience
50	Have you started creating the Production ISD data in line with MDD data? Please share your plan for this. **To be responded to by only Elexon.**	Yes/No & Free Text	Central Parties
51	Have you started developing a plan for migrating data from Legacy MDD and other sources? **To be responded to by only Elexon.**	Yes/No	Central Parties
52	Is there a process in place to update the ISD to reflect the complete list of parties that become qualified post-M10? **To be responded to by only Elexon.**	Yes/No	Central Parties
53	Have LDSOs been briefed on the process for confirming receipt of the IF-047 and the successful download and loading of the ISD files into their systems? **To be responded to by only Elexon.**	Yes/No	Central Parties
54	Have you developed a detailed runbook for the deployment of: VAS, ISD, LSS, MDS, DIP, and DAH? **To be responded to by only Elexon.**	Yes/No	Central Parties

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Audience Key

| All participants | SIT participants | Non-SIT participants | LDSOs | Non-SIT LDSOs | Central Parties | Code Bodies |

There are **7 questions** in total in the **Service Management Go Live** section of RA5&6.

No.	Question	Answer Format	Audience
55	Please confirm that you understand Elexon's Service Management arrangements and that you have plans in place to support those arrangements. If no, please provide details of your concerns and what further information you would like to see.	Yes/No & Free Text	All participants
56	Please provide details of progress towards developing the new Service Management function. **To be responded to by only Elexon.**	Free Text	Central Parties
57	Please provide an indicator of confidence that the Service Management function will be delivered to plan, noting any gaps that will be present at M10. **To be responded to by only Elexon.**	1-5 Scale & Free Text	Central Parties
58	Please share your Service Management Target Operating Model design (people, process, systems and governance), including assumptions made around capacity and demand. **To be responded to by only Elexon.**	Free Text & Document Upload	Central Parties
59	Please provide details of progress towards developing the new Service Management function. **To be responded to by only Elexon.**	Free Text & Document Upload	Central Parties
60	Please provide details of your plan to have this endorsed by industry. **To be responded to by only Elexon.**	Free Text & Document Upload	Central Parties
61	Do parties within the Service Management Operating model have sufficient MHHS knowledge and expertise to enable them to resolve queries and issues from M10? **To be responded to by all Central Parties and LDSOs**	1-5 Scale	Central Parties & LDSOs

Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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There are **4 questions** in total in the **Central Services Deployment of New Functionality** section of RA5&6.

No.	Question	Answer Format	Audience
62	Have you provided ElectraLink with the relevant technical specification for the DTS release? If not, when will you be doing this? **To be responded to by only RECCo.**	Yes/No & Free Text	Code Bodies
63	Are you aware of what you will need to do to support the population of the Domestic Premises Indicator? Are your execution plans on target? **To be responded to by LDSOs, EES & DCC.**	Yes/No & Free Text	Central Parties & LDSOs
64	Are you aware of when you will need to have implemented MPRS Release 9 and is this in your plans?	Yes/No & Free Text	LDSOs
65	When is the MHHS capable EES going to be deployed? Do you have a runbook in place for this? **To be responded to by only RECCo.**	Yes/No & Free Text	Code Bodies

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Audience Key

| All participants | SIT participants | Non-SIT participants | LDSOs | Non-SIT LDSOs | Central Parties | Code Bodies |

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There are **5 questions** in total in the **Code Bodies** section of RA5&6. **Code Bodies** must answer all questions from 64 – 68.

No.	Question	Answer Format	Audience
66	Is the qualification submission from participants progressing as planned? Has feedback been provided to all those who have submitted their initial Qualification Assessment Document?	Yes/No	Code Bodies
67	Are you confident that the qualification timelines have been established and clearly defined?	Yes/No	Code Bodies
68	Can you confirm that you have a framework and plan in place to update the Programme on the progress of qualification for M10? Is the framework scalable?	Multiple Choice	Code Bodies
69	Can you confirm that changes to the industry codes, due at M8, have been designated and there is a process in place for later updates?	Yes/No	Code Bodies
70	Can you confirm that the PAB's readiness for qualification activities, as outlined in the engagement plan, is on track for M10?	Yes/No	Code Bodies

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Audience Key

| All participants | SIT participants | Non-SIT participants | LDSOs | Non-SIT LDSOs | Central Parties | Code Bodies |

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There are 4 questions in total in the consequential change section of RA5&6.

No.	Question	Answer Format	Audience
71	Please confirm completion of the impact assessment of consequential changes that will be required in your internal systems, functionality and activities that are outside of the scope of MHHSP	Multiple Choice	SIT, Non-SIT participants, LDSOs & Central Parties
72	Please confirm that implementation plans for consequential changes have been created and baselined	Multiple Choice	SIT, Non-SIT participants, LDSOs & Central Parties
73	Please confirm the status of progress of the implementation of the consequential changes against your individual plan.	Multiple Choice	SIT, Non-SIT participants, LDSOs & Central Parties
74	Are you planning on completing implementing consequential changes before the start of migration of your MPANs to the new arrangements?	Multiple Choice	SIT & Non-SIT participants

Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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There are **7 questions** in total in the Comms Engagement and Support section of RA5&6. **All** participants and suppliers are expected to respond to these questions.

No.	Question	Answer Format	Audience
75 - 78	How satisfied are you with the following Programme communication and engagement channels in terms of keeping you informed of MHHS activities and progress? Please provide any feedback on how these could be improved. - Collaboration Base / Website - The Clock - Webinars - Open Days	1-5 scale: 1. Very dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very satisfied	All participants
79	How satisfied are you with general feedback from your PPC Representatives in terms of keeping you informed of MHHS activities and progress? Please provide any feedback on how these could be improved.	1-5 scale & Free Text: 1. Very dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very satisfied	All participants
80	How satisfied are you with the support provided by the Programme Party Coordinator (PPC) Team to date? Please provide any feedback on how this could be improved.	1-5 scale & Free Text: 1. Very dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very satisfied	All participants
81	If you do require additional support from the PPC Team, please specify what support you require.	Free text	All participants

Audience Key

All participants	SIT participants	Non-SIT participants	LDSOs	Non-SIT LDSOs	Central Parties	Code Bodies

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Please submit your questions via Slido.com

(code: *#RA5-6)*