



# Annual Plan 2024

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Our annual plan is written to help focus our efforts over the next 12 months, derived from our 5 strategic aims. By breaking down our strategic aims into annual objectives, makes achieving our goals more attainable, and tells our stakeholders what to see from PIPA in the not-too-distant future.

In 2024, we will:

## 1. Create an in-house PIPA office, with PIPA employees, to oversee the day-to-day operation of the scheme

- Managing the membership arrangements for inspectors
- Leading on complaints against inspectors and the scheme
- Handling all queries on the scheme
- Running PLG meetings, membership meetings and stakeholder engagements
- Assisting on projects, and end-to-end project management with consultants

## 2. Launch Phase 1 of the PIPA Hub and website, and work on Phase 2 to ensure the PIPA Hub continues to improve

The PIPA Hub is a new software solution created by PIPA. It is a bespoke system which enables inspection reports to be created securely, and is fully auditable to show who completed the inspection report, when and where.

- Launch the front end of the website, and continue to develop the information pages to improve the knowledge of stakeholders about PIPA and the industry
- Use social media to showcase the information available on the PIPA website and engage stakeholders
- Launch the PIPA Hub; the PIPA inspection database. Receive feedback on initial launch to make improvements to the phase 1 version of the hub
- Develop a plan for phase 2 with the website developers, and commence work on launching new modules into the PIPA hub

3. Reach out to all stakeholders, and consult on what they want PIPA and the expectations of training and certification of PIPA inspectors, to help shape our work

- Carry out a consultation with PIPA inspectors to help understand what they want from the scheme, to help steer and identify important questions to include on the public consultation
- Carry out a public consultation and seek engagements from stakeholders to understand what people want from PIPA inspectors, the scheme, and how it should operate going forward
- Publish the findings from our consultation to help so all stakeholders what we found during the consultation exercise

4. Update our scheme rules, and articles, to match Project Alpha, whilst seeking UKAS accreditation for the certification of PIPA inspectors in line with the outcome of our public consultation

- Present the findings from our consultation during the 2024 AGM to PIPA members to show what is expected from stakeholders in the scheme, and adopt any necessary changes to our scheme rules and organisational articles
- Adopt changes from Project Alpha into the scheme rules and organisational articles for ratification during the 2024 AGM
- Create a new membership process aligned with the outcome of the consultation, and develop this for accreditation by UKAS
- Pilot the new membership process with a small number of inspectors prior to releasing to the wider scheme, following UKAS accreditation

5. Begin work on projects which continue to increase the scope of the scheme, and improves the understanding of the scheme and industry to stakeholders

- Create working groups to begin work on new inspection methods for devices which do not fall within the scope of the scheme
- Develop a training programme aimed at local authorities and enforcers to better equip them with the correct knowledge about the industry
- Create a system for the PIPA office to regularly update external stakeholders with what the scheme is doing, and progress
- Develop a knowledge base for industry stakeholders to refer people to on industry requirements and topics, to help improve the accuracy of information within the industry