Flex progress: from understanding to implementation

FLEXFORUM

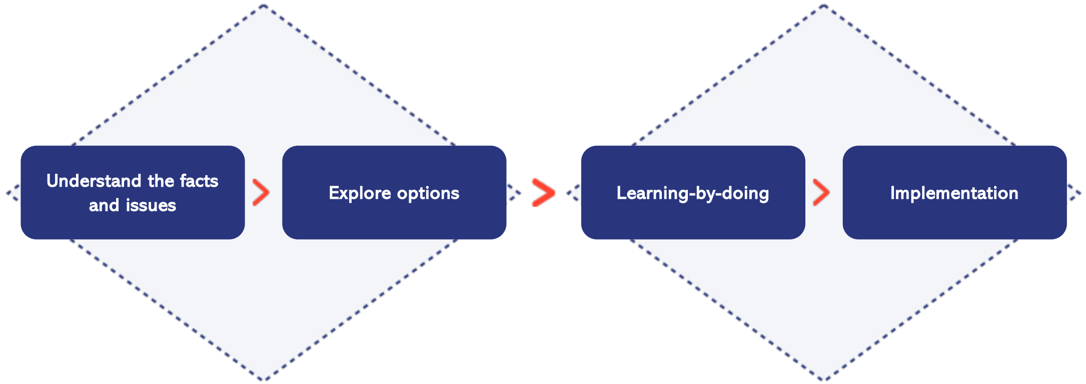
Key focus

We need to prioritise implementing enduring flexibility propositions that customers can see, understand and benefit from.

We must address two coordination gaps:

- allocate effort strategically
- deliberately shepherd action end-to-end.

To do this we must resource the flexibility champions and the shared work programme.



Feedback from FlexForum members has informed this table, which distils our findings and offers insight into what we should do next to unlock the potential of flex.

Stage of the process	Where things stand	Sector priorities for 2027
Understand facts and issues	Incomplete understanding of 3 sets of issues critical to maximising the volume of flexibility that is routinely used to benefit the system and customers: • Market frameworks (**pricing signals**) — not fully understood; siloed exploration underway • System integration (**physical signals**) — not fully understood; siloed exploration underway • Data system (**market & system access**) — framework identified, not yet developed	• Identify pricing signals and communications connectivity requirements for a smart system and flexible customer propositions.
Explore options	No coordinated approach to learning-by-doing — "what solutions do we test?" • Activity scan: many next steps lack a clear owner or timing • Siloed progress driven by sectoral interests or hot-button issues; cross-cutting progress not prioritised	• Develop options for an upgraded data system which maximises participation and innovation. • Coordinate standards, use cases and terms of trade.
Learning-by-doing	No coordinated approach to test solutions before implementation — "what should the common approach be?" • Mostly network-led, on network priorities; much less customer-focused, cross-cutting learning	• Prioritise customer-focused learning and make customer propositions the organising objective.
Implementation	No change pipeline yet to lock in and lock down experience • Involves regulatory (rules) and corporate (IT systems, business processes) change • Market and system changes need common approaches for a consistent participant experience	• Measure the stock of flex: build the data and registry foundations. • Take an adopt and iterate approach - good is good enough.