

## CUSC Key Performance Indicators Quarter 4 2012



## Introduction

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- As part of the Code Governance Review Final Proposals, the Code Of Practice was established. This included a Principle for Code Administrators to report on KPIs
- The KPIs cover two measures:
  - Qualitative
  - Quantitative
- The KPIs are reported to the Panel each quarter, on a retrospective basis
- The KPIs identified in the COP are a minimum requirement and may be expanded

## CUSC Modifications Panel KPIs – Quarter 4

Quality of Assessment				
Measure	Quarter 4	YTD	YTD%	Comments
Final decision by Authority which ACCORDS with Panel Recommendation against the relevant objectives	0	7		Q1= CAP189/CMP192/CMP198 Q2= CMP200/CMP204 Q3 = CMP202/CMP203
Final decision by Authority which CONFLICTS with Panel Recommendation owing to wider statutory considerations	1	1		Q4 = CMP214
Final decision which conflicts with Panel recommendation but NOT owing to wider duties	0	0		
Reports 'sent back' by Authority	1	1		Q4 = CMP201

## CUSC Modifications Panel KPIs – Quarter 4

Effective Communication				
Measure	Quarter 4	YTD	YTD%	Comments
Average number of respondents to Workgroup Consultation	0	7.1	N/A	Q1 = CMP201/CMP202/CMP203 Q3 = CMP206 / CMP207 / CMP208 / CMP209/CMP210 / CMP211 / CMP212
Average number of respondents to Industry Consultation*	6	5.5	N/A	Q1 = CMP200/CMP204/CMP205 Q2 = CMP202/CMP203 Q3 = CMP201 Q4 = CMP206/CMP207/CMP208/ CMP209/CMP210/CMP211/CMP212/C MP214
Glossary and plain English summary provided with reports	100%	100%	100%	

\* In the CUSC, 'Industry Consultation' is referred to as the 'Code Administrator Consultation' (Section 8)

# CUSC Modifications Panel KPIs – Quarter 4

Efficient Administration 1				
Measure	Quarter 4	YTD	YTD%	Comments
CUSC Panel Papers Issued*	27	82	N/A	Includes 3 late papers
Late Papers	2	3	3.7%	March and October
Number of Final Modification Report submitted in line with original timetable**	1	3	N/A	Q2 = CMP204 Q3 = CMP202 Q4 = CMP214
Number of extensions to timetable requested	1	10	N/A	Q1 = CMP200/CMP201/CMP203 Q2 = CMP201 X 2/CMP209/10/CMP207 Q3 = CMP208 Q4 = CMP213
Average business days between standard proposal raised and submitted to Authority***	171	140	N/A	Q1 = CMP200. Not including CAP189/CMP192/CMP198 Q2 = CMP204 Q3 = CMP202/CMP203 Q4 = CMP207/CMP209/CMP210
Average business days between Self-governance proposal raised and submitted for CUSC Panel decision	133.33	111.3	N/A	Q1 = CMP205 Q2 = 0 Q3 = 0 Q4 = CMP206/CMP211/CMP212

\*Target for publication is 5 Working Days before Panel meeting for Panel papers and 1 Working Day after Panel meeting for publication of final minutes

\*\*Original Timetable as agreed by CUSC Panel

\*\*\* The CUSC defines a Standard proposal as 'neither suitable for inclusion in a Significant Code Review nor meets the Self-governance criteria'.

## CUSC Modifications Panel KPIs – Quarter 4

Efficient Administration 2				
Measure	Quarter 4	YTD	YTD%	Comments
Average business days between standard proposal submitted to Authority for decision and decision published	N/A	34.4	N/A	Q1 = CAP189/CMP192/CMP198 Q2 = CMP200/CMP204 Q3 = CMP202/CMP203
Average business days between Authority decision on standard CUSC proposal and implementation	N/A	8	N/A	Q1 = CAP189/CMP192 (implemented on the Authority decision date)/CMP198 Q2 = CMP200/CMP204 Q3 = 0
Average business days between Authority decision on standard Charging modification and implementation	N/A	72	N/A	Q3 = CMP202/CMP203
Average business days between Self-governance decision and implementation	26	26	N/A	CMP205 implemented 10 May 2012 CMP206 implemented 3 December 2012
Number of CUSC Modification Proposals progressed through Self-governance*	1	4	36%	Q1 = CMP205 Q2 = CMP211/CMP212 Q4 = CMP206

\*The YTD data for this measure could be affected by the Authority changing the route of a Proposal at a later state prior to the Panel's final determination, or by an appeal which may result in the Authority making the final determination instead of the Panel.

## CUSC Modifications Panel KPIs – Quarter 4

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Efficient Administration 3				
Measure	Quarter 4	YTD	YTD%	Comments
Number of Urgent modifications raised	1	1	N/A	Q1 = CMP214
Average business days between Authority decision on Urgent CUSC proposal and implementation	N/A	N/A	N/A	

## CUSC Modifications Panel KPIs – Quarter 4

Implementation Costs				
Measure	Quarter 4	YTD	YTD%	Comments
Number of final CUSC Modification Reports where implementation costs estimates were available for consultation*	NA	NA	NA	
Average Percentage difference between estimated and actual costs	NA	NA	NA	

\*Refers to Central Systems only and therefore may often be Not Applicable .