

# Code Administration Code of Practice CUSC Key Performance Indicators Summary January to December 2012



# KPIs Summary Jan – Dec 2011

## Qualitative Measure: Critical Friend

---

Measure	Number 2012	Percentage 2012
No. and % of survey respondents who stated they were 'satisfied' or better with the assistance offered by the CA	22	76%

### Notes

- National Grid's survey asks respondents to rate "The service provided by the CUSC team" on a scale of 1 to 10 where 1 is "very poor" and 10 is "excellent"
- "Satisfied" is considered to be a rating of 7 or above
- 29 respondents of which 22 gave a rating of 7 or above

# KPIs Summary Jan – Dec 2012

## Quality of Assessment

Measure	Rolling 12 Month	Rolling 12 Month %
Reports 'sent back' by Authority* <i>Notes: CMP201</i>	1	11%
Final decision by Authority which accords with Panel Recommendation against the relevant objectives <i>Notes: CAP189 CMP192/198/200/204/202/203**</i>	7	88%
Final decision by Authority which conflicts with Panel Recommendation owing to wider statutory Considerations <i>Notes: CMP214</i>	1	11%

**Notes**

\* Rolling 12 Month % includes CAP189 CMP192/198/200/201/202/203/204/214

\*\* CAP189 CMP192/198/200/202/203 were raised in previous years, with an Authority decision being received in 2012

# KPIs Summary Jan – Dec 2012

## Effective Communication

Measure	Rolling 12 Month	Rolling 12 Month %
Glossary and plain English summary provided with reports	100%	100%
Average number of respondents to Workgroup Consultation <i>Notes: 10 Workgroup consultations undertaken.</i>	7.1	N/A
Average number of respondents to Industry Consultation <i>Notes: 13 Code Administrator consultations undertaken.</i>	5.5	N/A

# KPIs Summary Jan – Dec 2012

## Efficient Administration (1)

Measure	Rolling 12 Month	Rolling 12 Month %
Number of CUSC Panel papers issued	82	NA
Number of papers published late*	3	3.7%
Number of final CUSC Modification Reports submitted to Authority in line with original timetable** <i>Notes: CMP204/CMP202/CMP214</i>	3	33%
Number of extensions to timetable requested <i>Notes: CMP200/201/203/209/210/207/208/213 (CMP201 x2)</i>	9	NA

### Notes

\*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 the CUSC Panel at first Panel meeting

# KPIs Summary Jan – Dec 2012

## Efficient Administration (2)

Measure	Rolling 12 Month
<p>Average time between standard proposal raised and submitted for Authority decision</p> <p><b>Notes:</b> 9 Final Modification Reports were submitted to the Authority (CMP200/204/202/203/207/209/210 not including CAP189/CMP192/CMP198).</p>	<p>140 WDs</p>
<p>Average time between Self-governance proposal raised and submitted for CUSC Panel decision</p>	<p>111.3 WDs</p>
<p>Average time between Standard proposal submitted for Authority decision and decision published</p> <p><b>Notes:</b> 7 decisions received from Authority CAP189 CMP192/198/200/204/202/203</p>	<p>34.4 WDs</p>

# KPIs Summary Jan – Dec 2012

## Efficient Administration (3)

Measure	Rolling 12 Month	Rolling 12 Month %
Average time between Self Governance decision and implementation	26 WDs	NA
Average time between Authority decision on standard CUSC proposal and Implementation <i>Notes: No system changes required</i>	8 WDs	NA
Number of CUSC Modification Proposals progressed through Self-governance <i>Notes: CMP205/211/212/206</i>	4	36%

# KPIs Summary Jan – Dec 2012

## Implementation Costs

Measure	Rolling 12 Month	Rolling 12 Month %
Number of final CUSC Modification Reports where implementation costs estimates were available for Consultation <i>Notes: No CUSC Modification Proposals required implementation costs</i>	0	NA
Average Percentage difference between estimated and actual costs <i>Notes: not applicable</i>	0	NA