

# Code Administration Code of Practice CUSC Key Performance Indicators Summary January to December 2014



# KPIs Summary Jan – Dec 2014

## Qualitative Measure: Critical Friend

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Measure	Number 2014	Percentage 2014
No. and % of survey respondents who stated they were 'satisfied' or better with the assistance offered by the CA (23 respondents)	21	91%

### 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
- respondents of which gave a rating of 7 or above

# KPIs Summary Jan – Dec 2014

## Quality of Assessment

Measure	Rolling 12 Month	Rolling 12 Month %
Reports 'sent back' by Authority* <i>Notes: CMP223</i>	1	14.28%
Final decision by Authority which accords with Panel Recommendation against the relevant objectives <i>Notes: CMP213/CMP221/CMP225/CMP222</i>	4	66.6%
Final decision by Authority which conflicts with Panel Recommendation owing to wider statutory Considerations <i>Notes: CMP201 and CMP224</i>	2	33.3%

# KPIs Summary Jan – Dec 2014

## 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: 5 Workgroup consultations undertaken.</i>	8.40	N/A
Average number of respondents to Industry Consultation <i>Notes: 8 Code Administrator consultations undertaken.</i>	5.25	N/A

# KPIs Summary Jan – Dec 2014

## Efficient Administration (1)

Measure	Rolling 12 Month	Rolling 12 Month %
Number of CUSC Panel papers issued	69	NA
Number of papers published late*	0	0
Number of final CUSC Modification Reports submitted to Authority in line with original timetable** <i>Notes: CMP225</i>	1	25%
Number of extensions to timetable requested <i>Notes: CMP222/CMP223/CMP234</i>	11	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 2014

## Efficient Administration (2)

Measure	Rolling 12 Month
<p>Average time between standard proposal raised and submitted for Authority decision  <b>Notes:</b> 4 Final Modification Reports were submitted to the Authority (CMP222/CMP223/CMP224/CMP225)</p>	171.5 WDs
<p>Average time between Self-governance proposal raised and submitted for CUSC Panel decision  <b>Notes:</b> (CMP228,CMP234,CMP233)</p>	56.7 WDs
<p>Average time between Standard proposal submitted for Authority decision and decision published  <b>Notes:</b> 6 decisions received from Authority (CMP201,CMP213,CMP221,CMP222,CMP224,CMP225)</p>	147.2 WDs

# KPIs Summary Jan – Dec 2014

## Efficient Administration (3)

Measure	Rolling 12 Month	Rolling 12 Month %
Average time between Self Governance decision and implementation <b>Notes:</b> <i>CMP228, CMP233, CMP234</i>	27 WDs	N/A
Average time between Authority decision on standard CUSC proposal and Implementation <b>Notes:</b> <i>CMP221, CMP224, CMP225</i>	27.5	N/A
Number of CUSC Modification Proposals progressed through Self-governance <b>Notes:</b> <i>CMP228, CMP233, CMP234 (14 raised – 3 self gov)</i>	3	21.42%

# KPIs Summary Jan – Dec 2014

## 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