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CUSC Key Performance Indicators
Quarter 2 – April – June 2015

Introduction

- 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 2

Quality of Assessment				
Measure	**Quarter 2**	**YTD**	**YTD%**	**Comments**
Final decision by Authority which ACCORDS with Panel recommendation against the relevant objectives	0	3	N/A	CMP238, CMP240 and CMP241 (All Q1)
Final decision by Authority which CONFLICTS with Panel recommendation owing to wider statutory considerations	0	0	N/A	
Final decision which conflicts with Panel recommendation but NOT owing to wider duties	0	0	N/A	
Reports 'sent back' by Authority	0	0	N/A	

CUSC Modifications Panel KPIs – Quarter 2

Effective Communication				
Measure	**Quarter 2**	**YTD**	**YTD%**	**Comments**
Average number of respondents to Workgroup Consultation	N/A	8.25	N/A	CMP235/6, CMP237, CMP239, CMP241 (All Q1)
Average number of respondents to Industry Consultation	7.4	7.00	N/A	CMP223, CMP227, CMP235/6, CMP237, CMP239
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 2

Efficient Administration 1				
Measure	Quarter 2	YTD	YTD%	Comments
CUSC Panel Papers Issued	20	40	N/A	
Late Papers	0	1	2.5%	
Number of Final Modification Reports submitted in line with original timetable	0	2	N/A	
Number of Final Modification Reports submitted with extension	2	3	60.0%	CMP223 and CMP235/6
Number of extensions to timetables requested	0	7	N/A	
Average business days between standard proposal raised and submitted to the Authority	219.5	156	N/A	
Average Business days between Self-governance proposal raised and submitted for CUSC Panel decision	N/A	N/A	N/A	

*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 2

Efficient Administration 2				
Measure	Quarter 2	YTD	YTD%	Comments
Average business days between standard proposal submitted to Authorty for decision and decision published	N/A	18	N/A	CMP238, CMP240 (Q1)
Average business days between Authority decision on standard CUSC proposal and implementation	N/A	N/A	N/A	
Average business days between authority decision on standard Charging modification and implementation	N/A	10	N/A	CMP240 (Q1)
Average business days between Self-Governance decision and implementation	N/A	N/A	N/A	
Number of CUSC Modification Proposals progressed though self-governance	0	0	N/A	
Number of CUSC Modification Proposals progressed through Fast-Track	0	0	N/A	

*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.

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CUSC Modifications Panel KPIs – Quarter 2

Effective Administration 3				
Measure	Quarter 2	YTD	YTD%	Comments
Number of urgent modifications raised	0	1	20	CMP241 (Q1)
Average business days between Authority decision on urgent CUSC proposal and implementation	N/A	2	N/A	CMP241 (Q1)

CUSC Modifications Panel KPIs – Quarter 2

Implementation costs				
Measure	**Quarter 2**	**YTD**	**YTD%**	**Comments**
Number of final CUSC Modification Reports where implementation costs estimates were available for consultation	N/A	N/A	N/A	
Average percentage difference between estimated and actual costs	N/A	N/A	N/A	

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