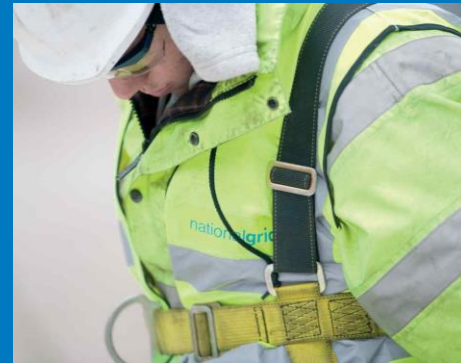


# CUSC Key Performance Indicators Quarter 3 – July – September 2015



# 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 3

Quality of Assessment				
Measure	Quarter 3	YTD	YTD%	Comments
Final decision by Authority which ACCORDS with Panel recommendation against the relevant objectives	2	5	N/A	CMP235/6 and CMP239
Final decision by Authority which CONFLICTS with Panel recommendation owing to wider statutory considerations	2	2	N/A	CMP223 and CMP227
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 3

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Effective Communication				
Measure	Quarter 3	YTD	YTD%	Comments
Average number of respondents to Workgroup Consultation	3	7.2	N/A	CMP242
Average number of respondents to Industry Consultation	7	7	N/A	CMP247
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 3

Efficient Administration 1				
Measure	Quarter 3	YTD	YTD%	Comments
CUSC Panel Papers Issued	24	64	N/A	
Late Papers	0	1	1.6%	
Number of Final Modification Reports submitted in line with original timetable	0	2	N/A	
Number of Final Modification Reports submitted with extension	3	6	75.0%	CMP239, CMP227 and CMP237
Number of extensions to timetables requested	4	11	N/A	CMP242, CMP244, CMP245/6 and CMP249
Average business days between standard proposal raised and submitted to the Authority	353.33	252	N/A	CMP227, CMP237 and CMP239
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 3

Efficient Administration 2				
Measure	Quarter 3	YTD	YTD%	Comments
Average business days between standard proposal submitted to Authority for decision and decision published	23.25	21.3	N/A	CMP223, CMP227, CMP235/6 and CMP239
Average business days between Authority decision on standard CUSC proposal and implementation	10	10	N/A	CMP223 and CMP235/6
Average business days between authority decision on standard Charging modification and implementation	N/A	N/A	N/A	
Average business days between Self-Governance decision and implementation	N/A	N/A	N/A	
Number of CUSC Modification Proposals progressed through self-governance	2	2	N/A	CMP248 and CMP253
Number of CUSC Modification Proposals progressed through Fast-Track	1	1	N/A	CMP252

\*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 3

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

## CUSC Modifications Panel KPIs – Quarter 3

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Implementation costs				
Measure	Quarter 3	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 .