

Code Administration Code of Practice CUSC Key Performance Indicators Summary January to December 2015



KPIs Summary Jan – Dec 2015

Qualitative Measure: Critical Friend

Measure	Number 2015	Percentage 2015
No. and % of survey respondents who stated they were 'satisfied' or better with the assistance offered by the CA (26 respondents)	26	100%

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 2015

Quality of Assessment

Measure	Rolling 12 Month	Rolling 12 Month %
Reports 'sent back' by Authority* <i>Notes: CMP223</i>	0	0%
Final decision by Authority which accords with Panel Recommendation against the relevant objectives <i>Notes: CMP238/CMP240/CMP241/CMP235/6/CMP239/CMP247</i>	6	75%
Final decision by Authority which conflicts with Panel Recommendation owing to wider statutory Considerations <i>Notes: CMP223/CMP227</i>	2	25%

KPIs Summary Jan – Dec 2015

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: 9 Workgroup consultations undertaken.</i>	8.1	N/A
Average number of respondents to Industry Consultation <i>Notes: 9 Code Administrator consultations undertaken.</i>	5.9	N/A

KPIs Summary Jan – Dec 2015

Efficient Administration (1)

Measure	Rolling 12 Month	Rolling 12 Month %
Number of CUSC Panel papers issued	83	NA
Number of papers published late*	2	2.4%
Number of final CUSC Modification Reports submitted to Authority in line with original timetable** Notes: CMP240/CMP241/CMP247	3	33%
Number of extensions to timetable requested Notes: CMP227(3)/CMP25/6/CMP237(3)/CMP242/CMP244(3)/CMP245/6/CMP249(3)/CMP243(2)/CMP250(3)/CMP251(2)/CMP246	23	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 2015

Efficient Administration (2)

Measure	Rolling 12 Month
<p>Average time between standard proposal raised and submitted for Authority decision</p> <p>Notes: 7 Final Modification Reports were submitted to the Authority (CMP223/CMP227/CMP238/CMP240/CMP235/6/CMP239/CMP247)</p>	233.13 WDs
<p>Average time between Self-governance proposal raised and submitted for CUSC Panel decision</p> <p>Notes:</p>	N/A
<p>Average time between Standard proposal submitted for Authority decision and decision published</p> <p>Notes: 7 decisions received from Authority (CMP223/CMP227/CMP238/CMP240/CMP235/6/CMP239/CMP247)</p>	21.57 WDs

KPIs Summary Jan – Dec 2015

Efficient Administration (3)

Measure	Rolling 12 Month	Rolling 12 Month %
Average time between Self Governance decision and implementation Notes:	N/A	N/A
Average time between Authority decision on standard CUSC proposal and Implementation Notes: <i>CMP223/CMP235/6/CMP238/CMP240/CMP247</i>	10	N/A
Number of CUSC Modification Proposals progressed through Self-governance Notes: <i>CMP248/CMP253/CMP257/CMP258 (17 raised – 4 self gov)</i>	4	23.53%

KPIs Summary Jan – Dec 2015

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