

## CUSC Key Performance Indicators Quarter 4 - October – December 2013



# 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 4

Quality of Assessment				
Measure	Quarter 4	YTD	YTD%	Comments
Final decision by Authority which ACCORDS with Panel Recommendation against the relevant objectives	1	3	N/A	Q1- CMP207/CMP208 Q4 - CMP220.
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	2	N/A	Q2 - CMP209/CMP210
Reports 'sent back' by Authority	0	0	N/A	

## CUSC Modifications Panel KPIs – Quarter 4

Effective Communication				
Measure	Quarter 4	YTD	YTD%	Comments
Average number of respondents to Workgroup Consultation	0	24	N/A	Q1 - CMP213 Q3 - CMP219
Average number of respondents to Industry Consultation*	4	6	N/A	Q1-CMP201/CMP215/CMP216/ CMP217 Q2 - CMP213/CMP218 Q3 - CMP220 Q4 - CMP219/CMP221
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 4

Efficient Administration 1				
Measure	Quarter 4	YTD	YTD%	Comments
CUSC Panel Papers Issued*	15	71	N/A	YTD figure Includes 1 late paper
Late Papers	0	1	0.5%	
Number of Final Modification Report submitted in line with original timetable**	2	3	40%	Q1 -CMP213 submitted in June with extension to the agreed timetable. Q4 - CMP220/CMP221
Number of Final Modification Report submitted with extension	0	2	N/A	Q1 - CMP208 submitted in January 2013 granted an extension in 2012. Q2- CMP201 submitted in May following Send-back.
Number of extensions to timetable requested	4	5	N/A	Q1-CMP213 Q4 -CMP222/223 2 extensions /224
Average business days between standard proposal raised and submitted to Authority***	62	155	N/A	Q1-CMP207/CMP208/ Q2-CMP213/CMP209/CMP210 Q4 = CMP220/CMP221
Average business days between Self-governance proposal raised and submitted for CUSC Panel decision	128	70	N/A	Q1-CMP215/CMP216/CMP217 Q3 - CMP218 Q4 -CMP219

\*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 4

Efficient Administration 2				
Measure	Quarter 4	YTD	YTD%	Comments
Average business days between standard proposal submitted to Authority for decision and decision published	25	65	N/A	Q1 -CMP207/CMP208 Q2 - CMP209/210 Q4 - CMP220
Average business days between Authority decision on standard CUSC proposal and implementation	10	43.5	N/A	Q1-CMP208 approved in February, with a 3 month implementation date due to system changes Q4 - CMP220
Average business days between Authority decision on standard Charging modification and implementation	0	0	N/A	
Average business days between Self-governance decision and implementation	156	94	N/A	Q2 - CMP215/CMP216/CMP217 Q4 - CMP218
Number of CUSC Modification Proposals progressed through Self-governance*	0	5	N/A	Q1- CMP215/CMP216/CMP217/218 Q2 - CMP219

\*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 4

Efficient Administration 3				
Measure	Quarter 4	YTD	YTD%	Comments
Number of Urgent modifications raised	0	0	0	
Average business days between Authority decision on Urgent CUSC proposal and implementation	0	0	0	

## CUSC Modifications Panel KPIs – Quarter 4

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Implementation Costs				
Measure	Quarter 4	YTD	YTD%	Comments
Number of final CUSC Modification Reports where implementation costs estimates were available for consultation*	NA	NA	NA	
Average Percentage difference between estimated and actual costs	NA	NA	NA	

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