

# CUSC Key Performance Indicators Quarter 4 – October – December 2014



# 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	4	66.6%	Q1: CMP221, Q2: CMP225 Q3: CMP213, Q4: CMP222
Final decision by Authority which CONFLICTS with Panel Recommendation owing to wider statutory considerations	2	2	33.3%	Q1: 0, Q2: 0 Q3:0, Q2: CMP201 and CMP224
Final decision which conflicts with Panel recommendation but NOT owing to wider duties	0	0	N/A	Q1: 0, Q2: 0 Q3:0, Q4:0
Reports 'sent back' by Authority	1	1	N/A	Q1: 0, Q2:0, Q3:0, Q4: CMP223

## CUSC Modifications Panel KPIs – Quarter 4

Effective Communication				
Measure	Quarter 4	YTD	YTD%	Comments
Average number of respondents to Workgroup Consultation	0	8.4	N/A	Q1: CMP222, CMP223, CMP224, CMP225, Q2: None Q3: CMP227
Average number of respondents to Industry Consultation*	7	5.3	N/A	Q1: CMP224, Q2: CMP222, CMP223, CMP225, CMP228 Q3: CMP233, CMP234, Q4: CMP238
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	69	100%	Q1: 15, Q2:22, Q3:17, Q4:15
Late Papers	0	0	0.0%	Q1: 0, Q2:0 Q3: 0, Q4: 0
Number of Final Modification Report submitted in line with original timetable**	0	1	25%	Q1: 0, Q2:1, Q3:0, Q4:0
Number of Final Modification Report submitted with extension	0	3	75%	Q1: 0, Q2:2 Q3:1, Q4:0
Number of extensions to timetable requested	5	11	N/A	Q1: CMP222, CMP223, Q2: 2 for CMP227 Q3: 2 for CMP227, Q4: 3 for CMP227, 1 for CMP235/6 and 1 for CMP237.
Average business days between standard proposal raised and submitted to Authority***	0	171.5	N/A	Q1: 0, Q2: 161, Q3:203, Q4: 0
Average business days between Self-governance proposal raised and submitted for CUSC Panel decision	51	56.7	N/A	Q1: 0, Q2: 68 Q3:51, Q4:51

\*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	185	147.2	N/A	Q1: CMP221, Q2: CMP225 Q3: CMP213, Q4: CMP201, CMP222 and CMP224.
Average business days between Authority decision on standard CUSC proposal and implementation	0	27.5	N/A	Q1: CMP221, Q2: 0 Q3: CMP225, Q4: 0
Average business days between Authority decision on standard Charging modification and implementation	11	11	N/A	Q1: 0, Q2: 0 Q3: 0, Q4: CMP224
Average business days between Self-governance decision and implementation	26	27	N/A	Q1: CMP219, Q2: 0 Q3: CMP228, Q4: CMP233
Number of CUSC Modification Proposals progressed through Self-governance*	0	3	21.4%	Q1: CMP228, Q2: 0 Q3: CMP233, CMP234, Q4:0
Number of CUSC Modification Proposals progressed through Fast-Track	0	5	35.7%	Q1: CMFTP226, Q2: CMFT229, CMFTP230, CMP231, CMP232, Q3:0, Q4:0

\*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

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Efficient Administration 3				
Measure	Quarter 4	YTD	YTD%	Comments
Number of Urgent modifications raised	0	0	0	Q1: 0, Q2: 0 Q3: 0, Q4:0
Average business days between Authority decision on Urgent CUSC proposal and implementation	N/A	N/A	0	Q1: 0, Q2: 0 Q3: 0, Q4:0

# CUSC Modifications Panel KPIs – Quarter 4

Implementation Costs				
Measure	Quarter 4	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 .