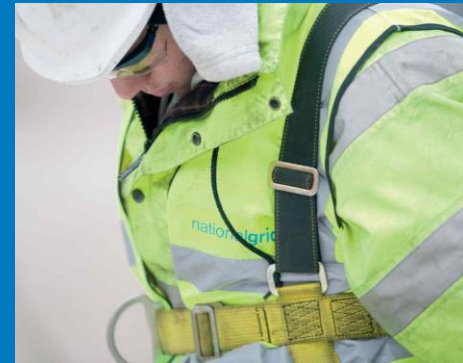


## CUSC Key Performance Indicators Quarter 1 – January – April 2016



# 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 1

Quality of Assessment				
Measure	Quarter 1	YTD	YTD%	Comments
Final decision by Authority which ACCORDS with Panel recommendation against the relevant objectives	1	1	50%	CMP242
Final decision by Authority which CONFLICTS with Panel recommendation owing to wider statutory considerations	1	1	50%	CMP254
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 1

Effective Communication				
Measure	Quarter 4	YTD	YTD%	Comments
Average number of respondents to Workgroup Consultation	9	9	N/A	CMP249, CMP251, CMP255
Average number of respondents to Industry Consultation	3	3	N/A	CMP254, CMP257, CMP258
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 1

Efficient Administration 1				
Measure	Quarter 1	YTD	YTD%	Comments
CUSC Panel Papers Issued	24	24	N/A	
Late Papers	1	1	4.2%	
Number of Final Modification Reports submitted in line with original timetable	1	1	50%	CMP254
Number of Final Modification Reports submitted with extension	1	1	50.0%	CMP242
Number of extensions to timetables requested	11	11	N/A	CMP243, CMP244, CMP249 x 3, CMP250 x 2, CMP251 x 2, CMP255, CMP256
Average business days between standard proposal raised and submitted to the Authority	202	202	N/A	CMP242
Average Business days between Self-governance proposal raised and submitted for CUSC Panel decision	77.3	77.3	N/A	CMP248, CMP257, CMP258

\*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 1

Efficient Administration 2				
Measure	Quarter 1	YTD	YTD%	Comments
Average business days between standard proposal submitted to Authority for decision and decision published	25	25	N/A	CMP242
Average business days between Authority decision on standard CUSC proposal and implementation	N/A	N/A	N/A	N/A
Average business days between authority decision on standard Charging modification and implementation	N/A	N/A	N/A	N/A
Average business days between Self-Governance decision and implementation	17	17	N/A	CMP258
Number of CUSC Modification Proposals progressed through self-governance	0	0	N/A	N/A
Number of CUSC Modification Proposals progressed through Fast-Track	1	1	N/A	CMP263

\*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 1

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Effective Administration 3				
Measure	Quarter 1	YTD	YTD%	Comments
Number of urgent modifications raised		4	4	CMP259, CMP260, CMP261, 80% CMP262
Average business days between Authority decision on urgent CUSC proposal and implementation		5	5N/A	CMP254

# CUSC Modifications Panel KPIs – Quarter 1

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Implementation costs				
Measure	Quarter 1	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 .