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

KPIs Summary Jan – Dec 2015
Qualitative Measure: Critical Friend

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Measure	Number	Percentage
No. and % of survey respondents who stated they were ‘satisfied’ or better with the assistance offered by the CA	N/A	N/A

Notes

- National Grid’s survey asks respondents to rate "The secretariat service provided for the STC" 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
- There were no respondents to the STC survey questions.

Statistics obtained from Customer Survey undertaken period January – July 2015.
The format and content of the Customer Survey was amended from November 2015, therefore results from July 2015 onwards are not available

KPIs Summary Jan – Dec 2015
Quality of Assessment

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Measure	Number	Percentage
Reports ‘sent back’ by Authority	0	N/A

KPIs Summary Jan – Dec 2015
Effective Communication

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Measure	Number	Percentage
Average number of respondents to Industry Consultation	0	N/A