

Code Administration Code of Practice KPIs

Joint Office – January 2011

1. Number and percentage of survey respondents who stated they were 'satisfied' or better with the assistance offered by the JO
No survey undertaken. Feedback on a draft survey would be welcome – please see <http://www.surveymonkey.com/s/7XYX58L> where the proposed survey is live.
2. Number and percentage of reports 'sent' back by the Authority.
0 (0%)
3. Number and percentage of final decisions on which the Authority's assessment
i) accords with the panel recommendation and ii) conflicts with the panel recommendation
To be considered – do we report decisions from 1 January 2011, or only modifications raised after the change to the modification rules?
5 (100%) decisions made in January 2011 accorded with panel recommendation
4. Glossary and plain English summary to be provided with reports
The modification templates include a summary such that this will always be 100%. A glossary can be provided where considered necessary, but has never been to date – 0%.
5. Average number of respondents to consultation
See 3 above.
10 in consultations that closed in January 2011
6. Percentage of papers published outside of modification rules requirements
Non-meeting papers – 0%
Meeting papers – 31% (18 meetings, 61 papers, 69% met 5 day target)
7. Number and percentage of reports submitted to the authority in line with original timetable
See 3 above.
8. Number of extensions to timetable requested
See 3 above.
9. Average time between (non-urgent) proposal being raised and submitted for decision
See 3 above.

10. Average time between proposal being submitted for decision and decision being published

See 3 above.

217 days for decisions issued in January 2011

11. Average time between decision and implementation (separately identifying systems and non-system changes)

See 3 above.

Less than one business day, no systems changes, for decisions issued in January 2011

12. Number and percentage of reports for which implementation cost estimates were available for consultation

See 3 above.

13. Accuracy percentage difference (whether higher or lower) between estimated and actual implementation costs

See 3 above.