

# Code Administrators Survey 2021 Review of Results

# Overview

- ▶ This is the 4<sup>th</sup> Code Administrators survey, previous years 2017, 2018 and 2019.
  - ▶ 2020 was missed due to the pandemic
- ▶ Survey undertaken by Ofgem appointed service provider Savanta, using an online and telephone conference approach
- ▶ Survey participation has dropped overall and significantly for UNC

**2017**



Total (204)

UNC (39)

**19% of respondents**

**2021**



Total (163)

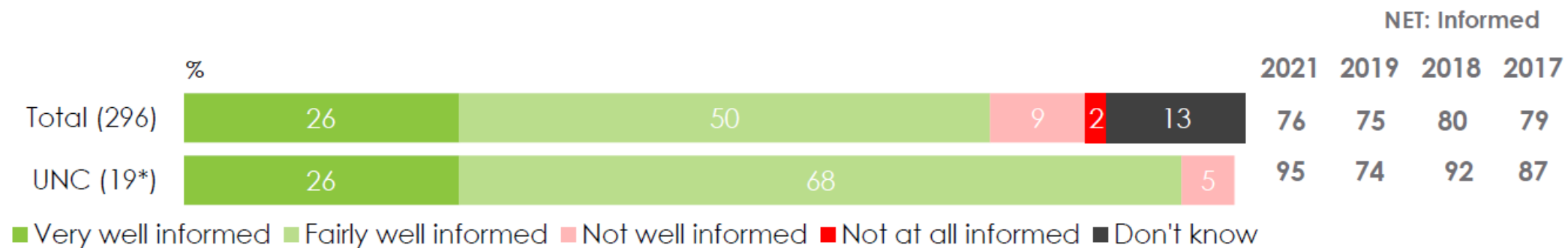
UNC (19\*)

**12% of respondents**

- ▶ Overall respondent satisfaction is down for the UNC on previous years
  - ▶ 2017 - 77%
  - ▶ 2018 and 2019 - 69%
  - ▶ 2021 - 58%

# What went well

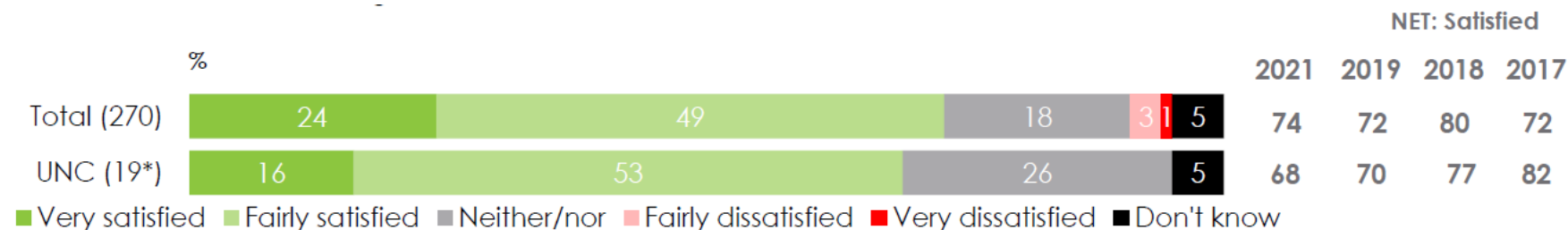
- ▶ There is net improvement in service compared to previous years.
  - ▶ 2018 13%, 2019 6%, 2021 26% (conflicts with overall score)
- ▶ Ratings are strong for keeping participants informed about the Code and the provision of information.



- ▶ Meetings perform well in terms of the provision of facilities, the ability to participate, information being provided beforehand and quality of teleconferencing.

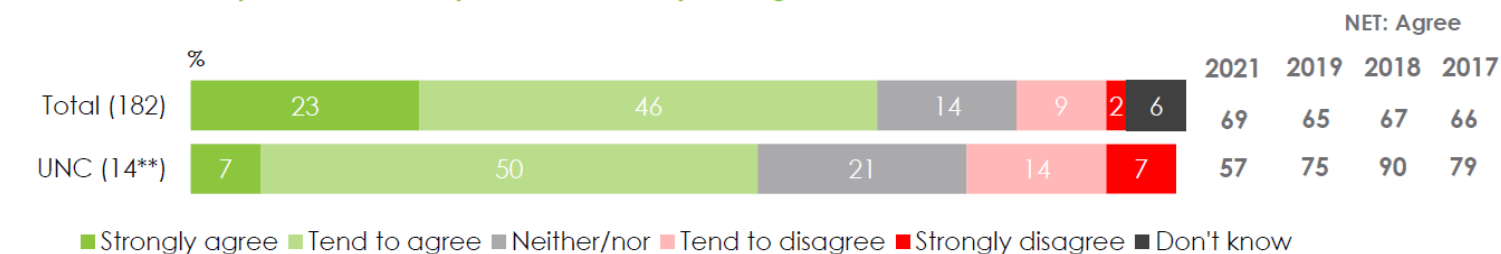
# What can we do better?

- ▶ Satisfaction with provision of support is drifting down.



- ▶ Hard to interpret information contained in emails and what needs to be done.
- ▶ It is difficult to find and understand information on the website.

*'The website keeps me sufficiently informed of any changes or modifications to the <code>'*



- ▶ Materials provided don't give enough information on the objectives for the meeting.
- ▶ Low satisfaction for support provided for those raising Modifications.
- ▶ Reducing UNC survey participants, some questions have as few as 11 respondents.

1

Establish a participant focus group to review the website content and structure.

- Information on the website needs to be easy to find and understand.

2

Review email content both JO and those sent for others.

- Emails need to be clear what action needs to be taken or potential impacts.

3

Content of meeting papers to be reviewed to make sure it is clear what the intention is or relevance to the meeting.

4

Establish regular surveys with Workgroup meeting participants to seek views on the quality meeting papers and supporting emails.

5

Contact other CAs to identify best practice for supporting the Modification process and proposers.

6

Seek views on how survey participation can be improved.

# Actions being considered