

## **Performance Assurance Framework**

### *Objective*

To develop a cost effective framework that:

- supports identification of key data items;
- provides monitoring and reporting of identified items; and
- identifies areas where additional assurance or action may be required.

### *Areas to be Monitored*

Industry to identify areas where assurance is required (with a performance assurance group established to support development and assessment of proposals). All areas proposed for inclusion in the assessment framework are to be included within the framework provided Users are willing to pay for the additional cost of doing so (or it can be demonstrated that the relevant objectives would be furthered). All items are to be categorised according to whether they are inputs, outputs or an intermediate item. That is, for example, an output to monitor may be related to the volume of unidentified gas, with AQs being an intermediate item and meter reads an input.

Proposals for areas to monitor should specify the detail of what is to be monitored – i.e. timeframes, definitions, aggregation, anonymity requirements.

### *Monitoring and Reporting*

Items identified for inclusion within the framework are to be monitored and reported upon by the relevant data holding body. All reports will be publicly accessible. Each reported item is to be RAG coded, with the industry specifying in advance the triggers which create the boundaries between red, amber and green.

### *Evaluation and Action*

A performance assurance group will consider every red report and consider the appropriate action (which may be taken forward by individual parties). This may be to develop a cost reflective incentive arrangement to encourage improved performance; to reset the triggers if no detriment from the performance is identified; to reconsider appropriate RAG targets for inputs or intermediate values if an issue arises only with an output; to seek actions and assurances from those able to correct the issue; to pursue penalties commensurate with the performance failure.