

Joint Office of Gas Transporters 2014/15 Objectives – Final Report (April 2015)

Key Objective	What you can expect We will....	Measures	Performance
Uniform Network Code (UNC) Governance Changes to the UNC will be administered efficiently and effectively	<ul style="list-style-type: none"> Be experts in the UNC change process Manage UNC changes utilising an appropriate level of governance, whilst seeking to improve all aspects of that governance Operate in line with the UNC Modification Rules and the Code Administration Code of Practice (CACoP) Recruit an Independent Panel Chair Report regularly our performance under the CACoP 	Target <ul style="list-style-type: none"> Zero breaches of governance No more than two own-cause faults in a Code Text release CACoP annual KPIs published by end-February Independent Panel Chair in place by Dec 2014 meeting Stretch <ul style="list-style-type: none"> Produce and maintain a consolidated copy of the 'to be' UNC (inc. EU and Nexus) to aid legal text drafting. 	<ul style="list-style-type: none"> No Governance issues recorded Code Text releases have had no reported faults. CACoP report published quarterly, annual on 29 Jan 15 Independent Chair appointed effective for Dec 14 Panel meeting. Transition to new way of working completed. Superseded, with GT agreement, by tracking spreadsheet. Work in progress at this time.
Documentation Quality, Timeliness and Availability Documents will be high quality, easy to read and widely available	<ul style="list-style-type: none"> Ensure all modifications contain a high level plain English summary Make documentation promptly and publicly available to users Use a consistent structure (e.g. templates) for documents Maintain our Website as being clear and fit for purpose Inform parties about documentation using a variety of channels (Web/Twitter/Email etc) 	Target <ul style="list-style-type: none"> No late documentation (excludes time-constrained events such as Urgent) No adverse feedback on documentation within JO control 	<ul style="list-style-type: none"> All documentation published within prescribed timescales. Received several informal positive comments on documentation, with one adverse view via Customer Survey, which has been addressed.
Facilitating Meetings Meetings will have a clear purpose, be well managed and focused on moving swiftly towards their objectives	<ul style="list-style-type: none"> Balance the needs and expectations of parties attending meetings with the objective of effective and efficient governance Ensure meetings are productive whenever within our control to do so Confirm meeting dates well in advance, unless short-notice at attendees' request Publish notices, agendas, papers, presentations and minutes as early as practicable, and within prescribed timescales Drive delivery of meeting actions 	Target <ul style="list-style-type: none"> All meeting documentation published in line with obligations Zero late-notice meetings, unless requested by attendees 	<ul style="list-style-type: none"> JO-controlled meeting information published on time. Common problem of contributors' late documents continues to be highlighted to appropriate parties. Much improved position by year-end. All meetings planned and notified in line with expectations.

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<p>Customer Satisfaction</p> <p>We will seek to enhance overall satisfaction with UNC governance</p>	<ul style="list-style-type: none"> Act professionally and courteously at all times Wherever possible, assist users during the code modification process Respond quickly to requests for information and support Check back with our customers in real time to ensure we have met their expectations Understand our customers' level of satisfaction by conducting regular surveys 	<p>Target</p> <ul style="list-style-type: none"> Maintain performance of 'people satisfied with assistance provided' (CACoP KPI 1). 2013 = 97% Establish a measure of 'overall customer satisfaction with the Joint Office' <p>Stretch</p> <ul style="list-style-type: none"> Demonstrate improvement to two of the three core satisfaction measures (overall satisfaction, satisfied with assistance provided, documentation sufficiently clear) 	<ul style="list-style-type: none"> 'People satisfied with assistance provided' measure YTD is improved to 100% Satisfied or better. New measure integrated into Q1 surveys onwards. Overall Satisfaction for 2014 is 100% Satisfied or better. 'Overall' KPI for 2014 100% (was 96%) 'Documentation' 100% (92%), 'Assistance' 100% (96%)
<p>Efficiency</p> <p>Effective governance will be maintained at a reasonable cost whilst seeking opportunities for improvement</p>	<ul style="list-style-type: none"> Work within the financial objectives agreed with JGAC Embed improvement objectives in everything we do Seek further opportunities to enable participation whilst avoiding unnecessary travelling 	<p>Target</p> <ul style="list-style-type: none"> Budget financial target achieved At least one efficiency-based improvement delivered <p>Stretch</p> <ul style="list-style-type: none"> Stretch financial target achieved 	<ul style="list-style-type: none"> Financial performance is 7% below budget Delivered improvement (simplification) in the more complex Modification Panel processes (Send Back, Variations and Alternates) Delivered heavily revised Mod Proposal and Consultation templates Financial performance is 5% below stretch.