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Dear colleague

Invitation to participate in code administrators' performance survey

On 31 March 2016, we published our Code Governance Review (Phase 3) (CGR3) Final Proposals,¹ including our decision that Ofgem should commission² an independent third party to undertake a cross-code survey on code administrators' performance.

Alongside our Final Proposals, we consulted separately on some specific issues relating to code administration reporting metrics and performance surveys.³ On 9 June we published a letter setting out the next steps, including that we would begin the process to appoint the party to undertake the survey.⁴

Following a competitive tender process we have commissioned Future Thinking, an independent research agency, to undertake the survey. Future Thinking will now develop the survey, supported by Ofgem. Prior to finalising the survey, Future Thinking will carry out a small number of telephone interviews with relevant parties and the resulting draft survey will be available for comment by code administrators, code panels and industry via the Ofgem website.

We hope that if you are contacted by Future Thinking, at any stage of the project, that you will be willing to share your views and participate in the survey. Your involvement should not need a significant amount of your time and is important to help ensure that Ofgem receives feedback around the performance of the code administrators. Future Thinking will ensure that interviews are scheduled at a time that is convenient to you over the coming weeks. All interviews will be completely anonymous, neither Ofgem nor the code administrators will be made aware of who participates in the survey, unless you specifically identify that you would like your comments to be shared with us directly.

If you have any questions about the research, please contact Joy Mhonda at Future Thinking (tel: 020 7843 2171 or email Joy.Mhonda@futurethinking.com).

We hope that you will be able to take this opportunity to tell us your thoughts; we greatly value your views in respect of the performance of the code administrators.

Yours sincerely

Lesley Nugent
Head of Industry Codes and Licensing

¹ <https://www.ofgem.gov.uk/publications-and-updates/code-governance-review-phase-3-final-proposals>

² Ofgem will commission the independent third party, and in accordance with the current arrangements under the codes, the code administrators will pay for the survey.

³ https://www.ofgem.gov.uk/system/files/docs/2016/03/code_governance_review_phase_3_final_proposals_consultation_on_surveys_and_metrics.pdf

⁴ https://www.ofgem.gov.uk/system/files/docs/2016/06/code_governance_review_phase_3_-_final_proposals_-_next_steps_on_surveys_and_metrics.pdf