

Direct Dial: 0141 331 6007  
Email: [Lesley.nugent@ofgem.gov.uk](mailto:Lesley.nugent@ofgem.gov.uk)

Date: 8 October 2018

Dear Colleague,

### **Publication of code administrators' performance survey**

Today we have published the findings of the second cross-code survey on code administrators' performance.

The main objectives of the survey<sup>1</sup> were to:

- identify best practice in how the code administrators are carrying out their role; and
- collect research data on the nature of the service, its efficacy and levels of satisfaction, as well as the nature of any particular issues.

This letter sets out the background to the survey and our expectations on next steps.

### **Background**

On 31 March 2016, we published our Code Governance Review (Phase 3) (CGR3) Final Proposals,<sup>2</sup> including our decision that Ofgem should commission<sup>3</sup> an independent third party to undertake a cross-code survey on code administrators' performance.<sup>4</sup> Following a competitive tender process we commissioned Future Thinking, an independent research agency, to undertake the survey. The results from the first survey were published to our website on 20 April 2017.<sup>5</sup>

Following a further competitive tender process we again commissioned Future Thinking to undertake a second survey. Future Thinking has now undertaken the survey, during which there were over 200 participants.<sup>6</sup> We are grateful to those of you who were contacted by

---

<sup>1</sup> We would note that both the codes themselves and the code administrators have varying characteristics including in terms of their remit, size and budget. The objective of the survey is not to compare performance across the codes and the code administrators, but to identify best practice.

<sup>2</sup> <https://www.ofgem.gov.uk/publications-and-updates/code-governance-review-phase-3-final-proposals>

<sup>3</sup> Ofgem would commission the independent third party, and in accordance with the current arrangements under the codes, the code administrators would pay for the survey.

<sup>4</sup> Alongside our Final Proposals, we consulted separately on some specific issues relating to code administration reporting metrics and performance surveys.

[https://www.ofgem.gov.uk/system/files/docs/2016/03/code\\_governance\\_review\\_phase\\_3\\_final\\_proposals\\_consultation\\_on\\_surveys\\_and\\_metrics.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/03/code_governance_review_phase_3_final_proposals_consultation_on_surveys_and_metrics.pdf)

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

[https://www.ofgem.gov.uk/system/files/docs/2016/06/code\\_governance\\_review\\_phase\\_3\\_-\\_final\\_proposals\\_-\\_next\\_steps\\_on\\_surveys\\_and\\_metrics.pdf](https://www.ofgem.gov.uk/system/files/docs/2016/06/code_governance_review_phase_3_-_final_proposals_-_next_steps_on_surveys_and_metrics.pdf)

<sup>5</sup> <https://www.ofgem.gov.uk/publications-and-updates/code-administrators-performance-survey-findings>

<sup>6</sup> The fieldwork for the survey took place during the period March to May 2018.

Future Thinking, and were willing to share your views by participating in the survey. We have today published the results of the survey on our website.

### **Next steps**

Following the publication of the results of the survey, we encourage all interested parties to review the findings and to ensure the areas of best practice are shared and implemented by the code administrators. We also encourage the code administrators to consider individually how they may be able to implement recommendations and, where appropriate, to consider as a group how recommendations could be implemented.

Yours sincerely

Lesley Nugent  
Head of Industry Codes and Licensing