

Incentive on Connections Engagement 2017-18



Looking Forward Work Plan

Independent Connection Providers / Independent Distribution Network Operators

Looking Forward Work Plan

Action	Detail	Output / Key Performance Indicator (KPI)	Target date
Improve online access and navigability of policies	We will improve the navigability of our policy documents online, to make it easier for stakeholders to locate and use information	Output: Launch of new website and engage with stakeholders in workshops to monitor effectiveness of our improvements	Q2 2017/18
Improve visibility of policy updates	We will issue a policy newsletter to promote updates via a registration service on our website	KPI: We will issue our policy newsletter quarterly and target a minimum registration of 100 contacts working in our area	Q1 2017/18
Work with ICPs/IDNOs to improve access to training facilities	We will undertake a Training Needs Analysis (TNA) with a minimum of 2 ICPs in our area to improve training services/planning with a view to facilitating quicker access to training	Output: Training Needs Analysis to be completed. Success of TNA to be measured through number of places booked/cancelled on courses	Q4 2017/18
Provide better support for training queries	We will clarify the process and improve our support for document submissions	Output: A better customer experience, where customers indicate a better awareness of what documentation is required to book training and options available	Q3 2017/18
Improve route map for EU passport holders in our area	We will engage with EU skills, establish the process for top up training and embed the process with ICPs	Output: Document and embed the process for ICPs	Q3 2017/18
Improve visibility of audit performance	We will publish a league table of audits comparing the anonymised performance of our own contractors and ICPs	Output: League table and results will be shared quarterly	Q4 2017/18
Continue to facilitate workshops and training sessions subject to demand	We will continue to provide workshops and self-determination of PoC training sessions (subject to demand) for ICPs working in our area	Output: Minimum of 1 workshop and 1 training session and target 80% attendees reviewing our events as 'useful' or 'very useful'	Q4 2017/18
Continue to improve LV time to quote	We will continue to tighten our average LV time to quote target	KPI: Target average of 11 Working Days	Q4 2017/18
Continue to improve HV time to quote	We will continue to tighten our average HV time to quote target	KPI: Target average of 15 Working Days	Q4 2017/18
Continue to improve LV time to connect	We will continue to tighten our average LV time to connect target	KPI: Target average of 7 Working Days	Q4 2017/18
Continue to improve HV time to connect	We will continue to tighten our average HV time to connect target	KPI: Target average of 15 Working Days	Q4 2017/18
Provide quarterly updates on progress of actions	We will publish and share quarterly updates of progress against our plans	Output: Progress updates published online and distributed via mailing lists. Engage with stakeholders in workshops to monitor effectiveness of these updates, target 80% attendees reviewing our newsletters as 'useful' or 'very useful'	Q4 2017/18
Develop additional support for design submissions	Develop a design pack including standardised templates for HV design submission	Output: Issue design submission pack to ICPs working in our area	Q2 2017/18

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