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# Incentive on Connections Engagement 2017-18 Independent Connection Providers / Independent Distribution Network Operators Q4 Update

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# 2017– 2018 ICP / IDNO Workplan



Action	Output/Key Performance Indicator (KPI)	Status
Improve online access and navigability of policies	Output: Launch of new website and engage with stakeholders in workshops to monitor effectiveness of our improvements	Complete
Improve visibility of Policy Updates	KPI: We will issue our policy newsletter quarterly and target a minimum registration of 100 contacts working in our area.	Complete 117 registered stakeholders.
Work with ICPs/IDNOs to improve access to training facilities	Output: Training Needs Analysis to be completed. Success of TNA to be measured through number of places booked/cancelled on courses	Complete
Provide better support for training queries	Output: A better customer experience, where customers indicate a better awareness of what documentation is required to book training and options available	Complete
Improve route map for EU passport holders in our area	Output: Document and embed the process for ICPs	We committed to 'embedding' this process in our work plan however, as a result of the timings for the trial (dictated by NSAP) we have been unable to do so therefore the completion of this action will progress through 2018-2019
Improve visibility of audit performance	Output: League table and results will be shared quarterly	Complete
Continue to improve LV time to quote	KPI: Target average of 11 Working Days	Complete 9 WD

# 2017 – 2018 ICP / IDNO Workplan



Action	Output/Key Performance Indicator (KPI)	Status
Continue to improve HV time to connect	KPI: Target average of 15 Working Days	Complete 15WD
Provide quarterly updates on progress of actions	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'	Complete 97%
Develop additional support for design submissions	Output: Issue design submission pack to ICPs working in our area	Complete
Continue to facilitate workshops and training sessions subject to demand	Output: Minimum of 1 workshop and 1 training session and target 80% attendees reviewing our events as 'useful' or 'very useful'	Complete 97%