iGT|UNC

iGT UNC Cross Code Survey Action Plan

CCS Themes – please see Ofgem performance reports for question	CCS Feedback, what did respondents say?	What steps will be taken to address the feedback?	Actions taken to date	Target delivery date
Provision of Support	iGT UNC feedback indicates an overall satisfaction with the provision of support. However, it was identified that additional support in interpreting the Code would be appreciated, particularly for small organisations or those new to the market, and a broader understanding of the UNC is needed to provide sufficient support.	➢ Regular contact with Distribution Workgroup chair(s) regarding UNC/iGT crossover, with attendance where required. ➢ Consider how iGT representative on UNC Panel can be supported after FGO implemented. ➢ Consider implementing a monthly bulletin of upcoming iGT UNC activity. ➢ Consider engagement with Cornwall small supplier forum to increase awareness	Communicate to a greater extent the existing work between the iGT UNC and UNC code administrators. Work towards use of plain English in all communication and change documentation. Seek to improve greater depth of knowledge of UNC changes and processes.	Ongoing 27/10/2017 Ongoing

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Email and Website communications	Requests for increased transparency and openness. Across all codes, some emails are considered too content heavy and the volume of information can be hard to digest for those with limited resource. Organisations mention difficulties in identifying which emails require immediate action or contain information that is relevant to them. Overall parties were happy with the iGT UNC website but did suggest that it could be updated.	➤ Review process for maintaining contact distribution lists. ➤ Consider a review of the website to increase user-friendliness and security of information held – particularly implementing search function. ➤ Review email structure – standardised subject lines to identify for action or for information as well as addressing themes and narrative of emails. ➤ Review websites usability and look at suggestions to add search function and to display documents clearer.	Ensure that all emails and website information is posted in jargon-free plain English. Maintain standards of responding to emails within one day. Look to innovate communications throughout channels to provide succinct and easily-digested information. Carrying out a website review with the SDS team to identify areas that can be improved, whilst paying attention to maintaining the integrity of the website and assessing any potential safety issues.	29/09/2017 Ongoing 14/10/2017 28/02/2018
Understanding Modifications	iGT UNC feedback indicates an overall satisfaction with the support given throughout the modification process. However, more could be done to indicate who will be impacted and modifications should be easier to interpret.	➤ Include glossary of terms in all new Modifications. ➤ Consider efficiency of Mod Process – noting Ofgem stated preference for all Mods to be considered by at least one WG and be subject to a full consultation.	Ensure all modification document is accessible and jargon free. Continue to proactively champion the self-governance process wherever applicable, and provide flexibility within the rules where appropriate. Improve ability to identify party groups impacted by individual changes and the	22/09/2017 Ongoing 10/11/2017

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		➢ Publish and publicise all scheduled mod release dates for additional transparency.	extent of the change and help Proposers articulate this clearly.	
Provisions of Meetings	Overall, meetings and workshops are perceived as well run and useful. Chairs are generally impartial and effective, and organisations find it easy to contribute. Organisations indicate that code administrators try to encourage attendance from stakeholders.	➢ Look to review effectiveness of teleconferencing facilities to improve engagement from remote meeting participants.	Liaising internally with our management standards team to identify new ways of remote participation.	24/11/2017