

Results of survey into quality of secretariat support

21 August 2012

Note: This paper has been prepared for the purpose of SRC discussions. Content should not be interpreted as representing the views or policy of the Electricity Authority.

1 The quality of the support received from the secretariat is a performance measure in the Authority's statement of intent

- 1.1.1 The Electricity Industry Act 2010 required the Authority to appoint a Security and Reliability Council (SRC). The document 'Charter about advisory groups' describes how the Authority will provide administrative support for the SRC, i.e. how the Authority will act as the SRC's secretariat. A performance measure has been included in the Authority's Statement of Intent (SOI) to help ensure the Authority meets this responsibility to provide effective support to the SRC. This performance measure requires the secretariat support "to meet or exceed the expectations of the independent chair".
- 1.1.2 A survey form containing a range of questions relating to the support provided by the secretariat has been prepared by the Authority. The Chair requested that this survey be circulated so that all SRC members could provide their views to him, to contribute to his response. The results of those survey responses, and the Chair's own response, are attached as appendix A.

2 The quality of the support received did not quite meet the Chair's expectations

- 2.1.1 In light of these response the Chair has advised "Therefore the answer to your question "Does SRC support meets or exceeds the expectations of the independent Chair" is no, but not far off".
- 2.1.2 The main issues identified related to the timeliness of papers and the Chair's ability to review these prior to distribution. The secretariat will continue to work with the Chair on communications and the process for providing papers for review.

3 Further feedback on support received from the secretariat is welcome

- 3.1.1 Given the discussion at the last meeting on the resourcing of the secretariat, **no action is expected from SRC members on this paper unless they have any additional comments or feedback on secretariat performance they wish to provide, or the results raise issues they would like to discuss further.**

Appendix A Survey results

		1 - strongly disagree 5 - strongly agree		1- not at all important 5 - very important					
Driver	Question statements	Question #	Agreement		Importance		Difference*	KJT	
			Average	Range	Average	Range		Agreement	Importance
Information & advice about processes	Appropriate advice was provided on the SRC scope and role e.g. re Charter about advisory groups and ToR	1	3.5	2/4	4.8	4/5	-1.3	4	4
	Appropriate advice was provided on procedure and process, e.g. meeting procedure	2	3.3	2/4	3.8	3/5	-0.5	4	4
Promises	Staff did what they said they would do	3	4.0	4/4	4.0	4/4	0.0	4	4
Technical information & advice from the	I received accurate information and advice	4	3.3	3/4	4.5	4/5	-1.2	4	4
	I received timely information and advice	5	3.3	2/4	4.3	4/5	-1.0	4	4
Communication	Day-to-day interaction between the SRC and Authority was well managed by the Authority representative	6	3.5	3/4	3.8	3/4	-0.3	3	4
	Appropriate meeting information was made available on the Authority website in a timely fashion	7	3.0	2/4	3.0	3/3	0.0	4	4
Externally commissioned advice	External advice was commissioned on a timely basis	8	3.5	3/4	3.5	3/4	0.0		4
	Staff assisted appropriately in ensuring that the scope of external advice work was correctly set out, and met by the consultant	9	3.5	3/4	3.8	3/4	-0.3		4
Meeting support	Meeting preparation met requirements, including notices of meetings and setting agenda	10	3.3	2/4	4.0	4/4	-0.7	3	4
	Providing secretariat support e.g. note/minute taking	11	4.3	4/5	3.8	3/4	0.5	4	4
Venues	Venue and catering met requirements	12	4.0	3/4	2.8	2/3	1.2	4	4
Overall satisfaction	I am satisfied with the overall support delivered	13	3.3	2/4	4.3	4/5	-1.0	4	4
			3.5		3.9			3.8	4.0
Agreement/Importance			0.91				0.95		

*The Difference is the difference between the average importance and agreement.