

SCHEDULE 5
SERVICE LEVELS
(Clause 2.5)

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SERVICE LEVELS

1 PRINCIPLES

- 1.1 From the Cutover Date, the CONTRACTOR shall provide the Services in accordance with the service standards set out in Schedule 4 and to the Service Levels set out in Appendix 1 to this Schedule 5. The CONTRACTOR shall provide the Optional Services when requested by the AUTHORITY in accordance with the service standards set out in Schedule 4 and to the Service Levels set out in Appendix 1 to this Schedule 5.
- 1.2 The CONTRACTOR shall achieve or better the standards specified in the Service Levels set out in Appendix 1 to this Schedule 5 throughout the term of this Agreement.
- 1.3 The CONTRACTOR shall perform the Services and meet all Service Levels at the Measurement Levels specified in Appendix 1. .

2 REPORTS

- 2.1 The CONTRACTOR shall provide the AUTHORITY with the reports specified in Schedule 16 of this Agreement.
- 2.2 Where the CONTRACTOR has knowledge of actual or potential failures to meet Service Levels, the CONTRACTOR shall immediately advise the AUTHORITY in writing of the extent and nature of such failures. In addition, the CONTRACTOR shall notify the AUTHORITY of any potential interruptions in the Services.

3 MEASUREMENT OF SERVICE LEVELS

- 3.1 The CONTRACTOR shall, in each Month following the Cutover Date, measure the performance for each of the Service Levels for the Basic Services and Pilot services (set out in Appendix 1 to this Schedule 5) at the specified Measurement Level(s). The CONTRACTOR shall, in each Month following the commencement of such service, measure the performance for each of the Service Levels for the Optional Services (set out in Appendix 1 to this Schedule 5) at the specified Measurement Level(s).
- 3.2 The Measurement Levels specified in Appendix 1 are:
- a) Job Centre Plus Region (JCPR);
 - b) Tribunals Service Regions (TSR);
 - c) Medical Services Centre (MSC), for DLA Advice, Fylde, will be deemed a separate MSC;
 - d) National.
- 3.3 The Service Levels will be measured at each individual JCPR, TSR, MSC as applicable, and each shall be a "Location" for the purposes of this Schedule 5 and Schedule 25.
- 3.4 For the avoidance of doubt, for the following Service Levels measured in relation to C Grade Medical Reports, such Service Level shall be measured as follows:
- a) For service level 21, the number of C grades from IQAS resulting from the cases audited by random sampling determined by the Model developed by the

Operational Research Division of the DWP (Appendix 2 of this Schedule 5) aggregated across the eight (8) benefit activities i.e. DLA/AA EMP, ESA PBC/SCRUTINY, ESA EXAMS, IB SCRUTINY, IB EXAMS, IIDB EXAMS, and ALL BENEFITS (Others combined plus some other benefits not counted separately), calculated at a national level on a rolling three (3) Month basis; and

- b) For service levels 23, 24 25 and 26 the number of C Grades from IQAS resulting from the cases audited by random sampling determined by the Model expressed as a percentage of the number of cases audited individually for ESA examinations, IB examinations, IIDB examinations (including Analogous II) and DLA/AA /Tribunals Service EMP examinations calculated at national level on a rolling three (3) Month basis.

- 3.5 For service level 22, a non compliant report shall be a scrutiny output report which fails to meet the standards detailed in the IQAS desk aid contained in Schedule 28. Using the number of C Grades from IQAS resulting from cases audited by random sampling determined by the Model , the proportion of non compliant reports shall be calculated at a national level on a rolling three (3) Month basis as follows:

$$\frac{\text{the number of C grade scrutiny output reports}}{\text{the number of scrutiny output reports audited}} \times 100$$

- 3.6 In respect of any Service Level measured by AACT and Old Cases, performance shall be measured on a rolling twelve (12) Month basis.

- 3.7 In calculating the level of achievement for a Service Level the relevant period for measurement shall commence on the date of receipt of a Referral by the CONTRACTOR and end on the date of despatch of a Referral demonstrating Clearance to the AUTHORITY and shall not include any Working Days in an earlier period for which a Rejected Referral was received and retained by the CONTRACTOR.

4 SERVICE MEASUREMENT PERIOD

- 4.1 AACT Service Levels shall be measured as the Cumulative Actual Time to Clear less the Cumulative Target Time to clear over that Month and the preceding 11 Months.
- 4.2 For the avoidance of doubt, for each of the first eleven (11) Months following the Cutover Date the AUTHORITY shall measure the cumulative actual time to clear less the cumulative target time to clear over that Month and all of the preceding Months from the Cutover Date.
- 4.3 For the avoidance of doubt, where there is a change to a Service Level, the rolling twelve (12) Month period will be reset. For each of the first eleven (11) Months following the change, the Authority shall measure the cumulative actual time to clear less the cumulative target time to clear over that Month and all of the preceding Months from the date of the change.
- 4.4 For the avoidance of doubt, where a new Service Level is introduced, the Service Measurement shall be in accordance with Paragraph 4.3 of this Schedule 5; with the Rolling 12 month period commencing the month the new Service Line is introduced.

5 ANNUAL REVIEW

5.1 The Service Levels may be revised each year in accordance with the Annual Review Process as set out in Schedule 12.

6. Service Levels for ESA Services

6.1 From 27th October 2008, the CONTRACTOR shall provide the ESA Services in accordance with the service standards set out in Schedule 4 and to the Service Levels numbered 20-32 and 38-40 of Appendix 1 to this Schedule 5.

6.2 Measurements of Service Levels

The Service Level Targets in respect of TI, End to End shall be measured as follows:

6.2.1 TI

6.2.1.1 The TI Service Level will be measured from the point of registration to the point at which either the CONTRACTOR advises that:

6.2.1.1.1 the Claimant is Terminally Ill; or

6.2.1.1.2 the Claimant is not Terminally Ill but meets the criteria for LCW and LCWRA;

or

6.2.1.1.3 the Claimant does not meet the criteria for LCWRA or the CONTRACTOR has used all reasonable endeavours to establish whether TI and that an ESA50 questionnaire has been issued.

6.2.1.1.4 the referral is withdrawn by the AUTHORITY

6.2.1.2 The achievement of this TI Service Level will not count towards the ESA end to end Service level below.

6.2.2 ESA end to end

6.2.2.1 The ESA end to end Service Level is a combined AACT for initial and Re-Referrals measured from the point of registration to the point at which the Referral is returned to the AUTHORITY.

6.2.2.2 From Year 5, the ESA end to end Service Level is based upon questionnaire (ESA 50) return timings during the quarter ended September 2009; in the event of there being a material change (i.e. 1 Working Day) to these return timings, the parties agree to review this service level.

6.0 IB end to end

6.1 The CONTRACTOR shall, in each Month, agree IB requirements with Authority. The Authority reserves the right to reintroduce the end to end IB service level.

6.2 For the avoidance of doubt, all other appropriate service levels specified in appendix 1 will continue to apply to IB.

APPENDIX 1

N o.	Service	Measurement Level	Service Level	Service Measurement Period
1	ESA end to end	JCPR	Year 4: AACT of 35 Working Days Year 5: AACT of 35 Working Days Year 6: to termination or expiry of the Agreement AACT of 33 Working Days. The Service Level Year 5 onwards are based upon ESA 50 return timings during the quarter ended September 2009; in the event of there being a material change (i.e. 1 Working Day) to these return timings, then the Service Levels will be reviewed.	Rolling 12 Month Period
			Year 4: Old Cases must not contain more than 3% of Referrals which are older than 54 Working Days Year 5: Old Cases must not contain more than 3% of Referrals which are older than 56 Working Days Year 6 to termination or expiry of the Agreement: Old Cases must not contain more than 3% of Referrals which are older than 55 Working Days.	Rolling 12 Month Period
2	ESA TI	National	AACT of 2 Working Days	Rolling 12 Month Period
			Old Cases must not contain more than 10% of Referrals which are older than 10 Working Days	Rolling 12 Month Period
3	Industrial Injuries Disablement Benefit PDD3 Referrals	National	AACT of 8 Working Days	Rolling 12 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
4	Disability Living Allowance/Attendance Allowance	MSC	AACT of less than 1 Working Day	Rolling 12 Month Period
	Special Rules Advice			
5	Disability Living Allowance/Attendance Allowance	MSC	AACT of 1 Working Day	Rolling 12 Month Period
	Advice - Other			
6	Disability Living Allowance/Attendance Allowance Special Rules Advice (Terminally ill Pilot)	National	AACT of 2 Working Days	Rolling 12 Month Period
7	Disability Living Allowance/Attendance Allowance	MSC	AACT of 12 Working Days	Rolling 12 Month Period
	Examinations		Old Cases must not contain more than 3% of Referrals which are older than 28 Working Days	Rolling 12 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
8	Tribunals Service	TSR	AACT of 14 Working Days	Rolling 12 Month Period
	Examinations (including HCNs)		Old Cases must not contain more than 10% of Referrals which are older than 30 Working Days	Rolling 12 Month Period
9	Service Personnel & Veterans Agency	National	AACT of 16 Working Days	Rolling 12 Month Period
	EMPs		Old Cases must not contain more than 3% of Referrals which are older than 30 Working Days	Rolling 12 Month Period
10	Service Personnel & Veterans Agency	National	AACT of 35 Working Days	Rolling 12 Month Period
	(including Compensation Recovery Unit) Specialist Reports and Regional Consultants Reports		Old Cases must not contain more than 10% of Referrals which are older than 82 Working Days	Rolling 12 Month Period
11	Service Personnel & Veterans Agency Audiology	National	AACT of 33 Working Days from September 2005 to May 2006. From 1 June 2006 AACT of 19 Working Days. From 1 September 2009 21 Working Days	Rolling 12 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
			Old Cases must not contain more than 3%% of Referrals which are older than 80 Working Days from September 2005 to 31 May 2006. From 1 June 2006 Old Cases must not contain more than 10% of Referrals which are older than 50 Working Days. From 1 September 2009 Old Cases must not contain more than 10% of Referrals which are older than 52 Working Days.	Rolling 12 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
12	Others - Advice Vaccine Damage Payment Scheme HM Revenue and Customs Tax Credit SSP/SMP HM Revenue and Customs International Pensions Centre Analogous Industrial Injuries Child Support Agency Jobseekers Allowance HM Revenue and Customs – Child Trust Fund Advice Financial Assistance Scheme	National	AACT of 10 Working Days	Rolling 12 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
13	Others – Examinations Vaccine Damage Payment Scheme SSP/SMP HM Revenue and Customs International Pensions Centre Analogous Industrial Injuries Age Determination Occupational Health Assessments	National	AACT of 20 Working Days	Rolling 12 Month Period
14	Rework Response Times Advice	National	AACT of 2 Working Days	Rolling 12 Month Period
15	Rework Response Times	National	AACT of 15 Working Days	Rolling 12 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
	Examinations			
16	Quality Measures Rework Accuracy	Business Unit for ESA, IB, IIDB, DLA/AA National for SPVA, Tribunals Service and, all others ,	No more than 1% of reports cleared in any Month returned for Rework	Rolling 12 Month Period
17	Complaints Response Times	National	AACT of 20 Working Days Old Cases must not contain more than 3% of cases which are older than 30 Working Days	Rolling 12 Month Period Rolling 12 Month Period
18	Claimant Satisfaction Rate as specified in Paragraph 7.1 of Schedule 4.1	National	Claimant Satisfaction Rate to be at least 90% across all benefits	Monthly
19	Quality measures Overall C Grade Medical Reports	National	The proportion of C Grade medical reports, measured using the sample size determined by the Model is not more than 5% for ESA,IB, SDA, IIDB (incl Analogous IIDB, DLA/AA Advice and EMP Examinations (DLA/AA, Tribunals Service and Service Personnel & Veterans Agency)	Rolling 3 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
20	Quality measures Incapacity Benefit/ Employment Support Allowance Compliance with Scrutiny Guidelines	National	The proportion of C Grade medical reports, measured using the sample size determined by the Model is not more than 5%	Rolling 3 Month Period
21	Quality Measures: C grade reports	National	The proportion of C Grade for WCA (ESA85) medical reports will be no more than 5%.	Rolling 3 Month Period
22	Quality Measures: C grade reports	National	The proportion of C Grade for Pre-Board Check (ESA85A) will be no more 5%	Rolling 3 Month Period
23	Quality measures C Grade Medical Reports Incapacity Benefit	National	The proportion of C Grade medical reports, measured using the sample size determined by the Model is not more than 5% for IB Examinations	Rolling 3 Month Period
24	Quality measures C Grade Medical Reports Industrial Injuries Disablement Benefit	National	The proportion of C Grade medical reports, measured using the sample size determined by the Model is not more than 5% for IIDB Examinations (including Analogous II)	Rolling 3 Month Period

N o.	Service	Measurement Level	Service Level	Service Measurement Period
25	Quality measures C Grade Medical Reports Disability Living Allowance/Attendance Allowance	National	The proportion of C Grade medical reports, measured using the sample size determined by the Model will be not more than 5% for DLA/AA (incl Tribunals Service) Examinations	Rolling 3 Month Period
26	Quality measures Training for Medical Personnel Delivery of Training Plan	National	By 31 August each year, the CONTRACTOR shall deliver to the AUTHORITY an agreed Training Plan which sets out in detail the manner in which the agreed training Programme will be delivered during the following year	Annually
27	Quality measures Training for Medical Personnel Delivery of Training Programme	National	By 31 August each year, the CONTRACTOR shall deliver all components of the agreed training Programme to Medical Personnel for that year	Annually
28	Quality Measures Training for Medical Personnel Training Needs Analysis	National	The CONTRACTOR shall deliver the Training needs Analysis by 30 June each year	Annually

N o.	Service	Measurement Level	Service Level	Service Measurement Period
29	Claimants Sent Home Unseen	MSC	No more than 1% of claimants who attend their examination to be sent home unseen.	Rolling 12 Month Period
30	Claimant Waiting Time	MSC	Actual Average Waiting Time of 15 minutes	Rolling 12 Month Period
31	Virtual Contact Centre	National	90% of calls to be answered 80% of calls to be answered within 30 seconds	Rolling 12 Month Period

APPENDIX 2

Sample Size Calculation

	IIDB	IIDB	IB				DLA\AA	DLA\AA	DLA\AA
	Filework	Exam	IB CSD	Scrutiny	EB\EX Scrutiny	IB Exam	Advice SR	Advice Other	DLA\AA EMP
Month 1 Volume (input)	1,269	5,028	44,614	51,999	21,516	37,586	8,106	15,098	8,136
Month 2 Volume (input)	1,180	5,388	49,491	57,439	22,941	39,732	8,846	15,100	8,722
Month 3 Volume (input)	1,034	4,979	44,742	53,193	22,036	38,196	8,258	13,660	8,399
total volume	3483	15395	138847	162631	66493	115514	25210	43858	25257
p value (input)	98.00%	97.00%	99.00%	97.00%	98.00%	95.00%	99.00%	98.00%	95.00%
Required Margin of error (input)	2.50%	2.00%	3.00%	2.50%	2.50%	2.00%	3.00%	2.50%	2.00%
Sample size for the workstream (quarterly)	254	457	171	326	261	634	171	261	621
Sample size for the workstream (monthly)	85	152	57	109	87	211	57	87	207

Sample Size Calculation (Small Volume)

	VA Audiology	SDA Scrutiny	SDA Exams	VA EMP	VA Specialist
Month 1 Volume (input)	250	600	290	1104	148
Month 2 Volume (input)	250	500	287	1104	142
Month 3 Volume (input)	250	400	284	1104	145
total volume	750	1500	861	3312	435
p value (input)	95.00%	99.00%	97.00%	97.00%	99.00%
Required Margin of error (input)	2.00%	3.00%	3.00%	3.00%	3.00%
Sample size for the workstream (quarterly)	380	163	207	234	130
Sample size for the workstream (monthly)	127	54	69	78	43

Service Subject to 100% Audit

SERVICE	OUTPUT
Age Determination	Written medical report by Medical Specialist/British Dental Registered Specialist
Service Personnel & Veterans Agency Regional Consultant Reports	Written medical report by Medical Specialist/British Dental Registered Specialist
Child Support Agency	Written medical advice
Compensation Recovery Unit	Written specialist medical advice and Examination Report
JobSeekers Allowance	Written medical advice
Vaccine Damage Payments Scheme	Written medical / Specialist advice and examination report
HM Revenue and Customs Tax Credit	Written Medical Advice
HM Revenue and Customs Statutory Sick Pay / Maternity Pay	Written Scrutiny Report
HM Revenue and Customs Statutory Sick Pay / Maternity Pay	Written Examination Report
International Pensions Centre UK Exams for Foreign Authorities	Written Examination Report.
HM Revenue and Customs Child Trust Fund Credit	Written Medical Advice

Service Subject to a 1 in 10 Audit

Occupational Health Assessments	Typed Medical Examination Report
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