

Service Level	Description	Commentary
Supply of resources (SL4)	Right number of Agent FTE (2,500) at the right time (in Available Hours).	+/- 2.5% of 2,500 FTE Agent in Available Hours.
Volume (SL3)	Productivity of processing claim aligned to agreed performance measures.	A Grace Period of six months to determine the Weekly Number of Case Reviews to be targeted.
Quality (SL1, SL2, SL7)	Quality of clerical, assessment tasks and case handovers aligned to agreed performance measures.	SL1 – Overall Quality SL2 – Handover Quality SL7 – Claimant Experience
Experience (SL1, SL2, SL7)	Consistent, positive and empathetic Claimant experience	SL1 – Overall Quality SL2 – Handover Quality SL7 – Claimant Experience