

**ANNEX 1 TO PART 1: ADDITIONAL SERVICE LEVELS/ SERVICE CREDITS**

<b>Performance Criteria</b>	<b>Service Level Key Indicator</b>	<b>Specified Performance measure</b>	<b>Service Credit for each Service Period</b>
<b>Category</b>	<b>Service Level</b>	<b>Measure</b>	<b>Service Credit</b>
<b>Annex 2 HCP Process</b>	HCP arrives at the Customer's premises at the stipulated time as defined within Paragraph 2.2.3 of Schedule 2: Services	97 percent compliance	100% of the Agency Fee Contract Charge paid for the HCP who is not compliant
	Claimant notes to be written up on the day of the interview following the three-way conversation and before leaving the jobcentre premises as defined within Annex 2. Paragraph 11 of Schedule 2: Services	100 percent compliance	100% of the Agency Fee Contract Charge paid for the HCP who is not compliant
	HCP notes to include all elements as defined within Annex 2. Paragraph 10 of Schedule 2: Services.	100 percent compliance	100% of the Agency Fee Contract Charge paid for the HCP who is not compliant

**NB:** Service levels will be monitored via checks of HCP notes, and Ad Hoc feedback from WCTLs and Work Coaches. The HCP will provide the HCP Activity Manager with a weekly note of all the other activities they have undertaken.