## Schedule 2.2 - Performance Levels

1 **Definitions**

1.1 In this Schedule, the following definitions shall apply:

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| **Additional Remedial Measure** | in respect of a Key Performance Indicator or a Subsidiary Performance Indicator, has the meaning given to it in the relevant column in the relevant table in Annex 1 of this Schedule; |
| **Available** | the Supplier System shall be Available when:<br>a) End Users are able to access and utilise all the functions of the Supplier System and/or the Services; and<br>b) the Supplier System is able to process the Authority Data and to provide any required reports within the timescales set out in the Statement of Requirements (as measured on a 24 x 7 basis); and<br>c) all Performance Indicators other than Availability are above the Severe KPI Failure or Severe SPI Failure level as applicable,<br>and **Availability** shall be construed accordingly; |
| **Business Disruption** | means disruption to the operations of the Authority that is caused by Non-attendance at an Affected Property and shall include instances where:<br>a) the Authority is unable to open or access the whole or part of an Affected Property; and<br>b) any instances where the minimum Security Officer contingent identified in a Security Plan is not delivered by the Supplier; |
| **Continuous Failure** | means an SPI Failure or KPI Failure for which Service Failure Credits will accrue on a recurring basis until the SPI Failure or KPI Failure (as applicable) is rectified, as specified in Annex 1; |
| **End User** | any person authorised by the Authority to use the Services; |
| **Excluded Existing Systems Parts Register** | has the meaning given in Paragraph 3.8 of Part B of this Schedule 2.2; |
| **Exclusion** | has the meaning given in Paragraph 5.2 of Part A of this Schedule 2.2; |
| **Existing Systems Obsolescence/Unavailability Report** | has the meaning in Schedule 2.1 (Statement of Requirements; |
| **Fix** | means the root cause of the Performance Failure has been removed and the Services are being provided in accordance with the Statement of |

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| | Requirements and the Target Performance Levels; |
| **Help Desk** | the single point of contact help desk set up and operated by the Supplier for the purposes of this Agreement; |
| **Network Diagnostic Test** | has the meaning given in Schedule 2.1 (Statement of Requirements); |
| **Network Diagnostic Test Target Time** | means the time period within which the Supplier is required to complete a Network Diagnostic Test as identified in the relevant Target Performance Level; |
| **Non Attendance** | means that the Post is not, at the relevant time, being fulfilled in accordance with the requirements set out in the relevant Security Plan and the Statement of Requirements, either:<br>a) at all; or<br>b) by a person who meets the requirements of the Statement of Requirements; |
| **Performance Monitoring Report** | has the meaning given in Paragraph 1.1 of Part B of this Schedule; |
| **Performance Review Meeting** | the regular meetings between the Supplier and the Authority to manage and review the Supplier's performance under this Agreement, as further described in Paragraph 1.4 of Part B of this Schedule; |
| **Post** | means each recurring period of time during which the Supplier is required to provide the relevant part of the Services as identified as a "shift" in the relevant Security Plan; |
| **Ratchet** | in respect of a KPI or an SPI, the multiple to be applied to the Service Failure Points or the Service Failure Credits (as applicable) in respect of a Repeat Failure set out in the relevant column in the relevant table in Annex 1 of this Schedule; |
| **Region** | means the regions specified in the table and map attached at Annex 3 or such other categorisation of Regions as the Authority may notify to the Supplier from time to time; |
| **Repeat Failure** | in respect of a KPI or an SPI, has the meaning given to it in the relevant column in the relevant table in Annex 1 of this Schedule; |
| **Savings Payment Deduction Threshold** | is the amount specified as the Savings Payment Deduction Threshold for the relevant Contract Year as set out in Annex 2 to this Schedule 2.2 and prorated for any Contract Year that is less than 12 Months; |
| **Security Officer Bad Behaviour** | any complaint about the way in which a Security Officer engages with an Authority claimant, |

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| | member of public, Authority Personnel, other Supplier Personnel or any other stakeholder (for example, rudeness, inappropriate conversations or poor attitude). For the avoidance of doubt, late arrival for duties is not Security Officer Bad Behaviour; |
| **Security System Network** | has the meaning given in Schedule 2.1 (Statement of Requirements); |
| **Service Downtime** | any period of time during which any of the Services are not Available; |
| **Supplier Network** | has the meaning given in Schedule 2.1 (Statement of Requirements); |
| **Target Existing Systems Failure Report Time** | means, where the Supplier is obliged to provide an Existing Systems Failure Report to the Authority in accordance with Paragraph 3.6 of Part B of this Schedule 2.2, the time period within which the Supplier is required to provide such Existing Systems Failure Report as identified in the relevant Target Performance Level; |
| **Target Fix Time** | means the time period within which the Supplier is required to Fix a problem as identified in the relevant Target Performance Level (which may differ dependant on whether problems arise at Affected Properties or Extended Travel Time Affected Properties), such time period shall start when the Supplier becomes aware, or ought reasonably to be aware, of the relevant problem. |

## Part A - Performance Indicators and Service Credits

### 1 Performance Indicators

1.1 Annex 1 sets out the Key Performance Indicators and Subsidiary Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services by the Supplier.

1.2 The Supplier shall monitor its performance against each Performance Indicator and shall send the Authority a report detailing the level of service actually achieved in accordance with Part B .

1.3 Service Failure Points or Service Failure Credits (as the case may be), shall accrue for any:

1.3.1 KPI Failure; and/or

1.3.2 SPI Failure,

and shall be calculated in accordance with Paragraphs 2 to 6. Service Credits shall accrue for any KPI Failure and for any SPI Failure and shall be calculated in accordance with Schedule 7.1 (Charges and Invoicing).

### 2 Service Failure Points and Service Failure Credits

2.1 If the level of performance of the Supplier during a Measurement Period achieves the Target Performance Level in respect of a:

2.1.1 Key Performance Indicator; and/or

2.1.2 Subsidiary Performance Indicator,

no Service Failure Points or Service Failure Credits shall accrue to the Supplier in respect of the relevant Key Performance Indicator or Subsidiary Performance Indicator (as the case may be).

2.2 If the level of performance of the Supplier during a Measurement Period is below the Target Performance Level in respect of a:

2.2.1 Key Performance Indicator; and/or

2.2.2 Subsidiary Performance Indicator,

Service Failure Points or Service Failure Credits (as the case may be) shall accrue to the Supplier in respect of the relevant Key Performance Indicator and/or Subsidiary Performance Indicator (as the case may be) as set out in Paragraph 2.3.1 and 2.3.2.

2.3 The number of Service Failure Points or Service Failure Credits (as the case may be) that shall accrue to the Supplier in respect of a:

2.3.1 KPI Failure, shall be the applicable number as set out in Annex 1 depending on whether the KPI Failure is a Minor KPI Failure, a Serious KPI Failure or a Severe KPI Failure, unless the KPI Failure is a Repeat Failure when the provisions of Paragraph 3.1 shall apply or a Continuous Failure when the provisions of Paragraph 3.3 shall apply; and

2.3.2 SPI Failure, shall be the applicable number as set out in Annex 1 depending on whether the SPI Failure is a Minor SPI Failure, a Serious SPI Failure or a Severe SPI Failure, unless the SPI Failure is a Repeat Failure when the provisions of Paragraph 3.1 shall apply or a Continuous Failure when the provisions of Paragraph 3.3 shall apply.

## 3 Repeat Failures, Additional Remedial Measures and Continuous Failures

3.1 If a Repeat Failure occurs, the number of Service Failure Points or Service Failure Credits (as the case may be) that shall accrue to the Supplier in respect of the Repeat Failure shall be calculated by multiplying the number of Service Failure Points or Service Failure Credits (as the case may be) that apply to the relevant Performance Failure by the value of the Ratchet (where applicable).

3.2 If there is Repeat Failure in respect of any Performance Indicator, then the Additional Remedial Measure(s) (if any) shall also apply to such Repeat Failures.

3.3 If a Continuous Failure occurs, Service Failure Points or Service Failure Credits (as the case may be) shall accrue to the Supplier at the relevant rate specified in Annex 1.

## 4 Service Credits and Savings

4.1 If in any Contract Year the value of all Service Credits accrued by the Supplier in the relevant Contract Year is less than or equal to the Savings Payment Deduction Threshold, there shall be no reduction in the value of the Annual Savings Payment pursuant to this Paragraph 4 of Schedule 2.2. For the avoidance of doubt when calculating the value of all Service Credits accrued in a Contract Year this shall include all Service Credits resulting from the accrual of Service Failure Points and all Service Credits resulting from the accrual of Service Failure Credits.

4.2 Without prejudice to any other right or remedy available to the Authority, where the value of all Service Credits accrued by the Supplier in the relevant Contract Year is more than the Savings Payment Deduction Threshold the Authority may reduce the value of the Annual Savings Payment for that Contract Year by applying a percentage deduction to the Annual Savings Payment. The percentage deduction to be applied shall be calculated as follows:

$$\frac{\text{Value of Service Credits in the relevant Contract Year} - \text{Savings Payment Deduction Threshold}}{\text{Service Credit Cap}} \times 100$$
$$= \%\ \text{deduction from Annual Savings Payment}$$

4.3 **[REDACTED]**

5 **Permitted Exclusions**

5.1 Subject always to Paragraph 5.3, where the Supplier demonstrates to the reasonable satisfaction of the Authority that an instance of failure in relation to a Performance Indicator in the relevant Month arose as the direct result of an Exclusion, such instance of failure shall be discounted for the purposes of evaluating the Supplier's performance against the required standard set out in Annex 1 to this Schedule in relation to the relevant Performance Indicator.

5.2 In this Paragraph 5 of Part A, Exclusion shall mean any one or more of the following events:

5.2.1 periods during which Permitted Maintenance of the Supplier System is taking place, in which case the Exclusion shall apply to those Performance Indicators relevant to the Supplier System, as identified in Annex 1;

5.2.2 periods of non-Availability directly caused by breaches by the Authority of this Agreement, in which case the Exclusion shall apply to all affected Performance Indicators;

5.2.3 periods during which the Business Continuity and Disaster Recovery Detailed Solution has been invoked, in which case the Exclusion shall apply to all affected Performance Indicators for the relevant affected Sites; and/or

5.2.4 periods during which a Force Majeure Event is subsisting, in which case the Exclusion shall apply to all affected Performance Indicators.

5.3 During any period excluded from measurement of the Supplier's performance of the required standard pursuant to this Paragraph 5 of Part A, the Supplier shall use reasonable endeavours to adhere to the required standard and if it fails to do so such periods shall be taken into account when evaluating the Supplier's performance against the required standard set out in the relevant Performance Indicator as if the relevant Exclusion did not apply.

6 **Service Credits**

6.1 Schedule 7.1 (Charges and Invoicing) sets out the mechanism by which Service Failure Points and Service Failure Credits for KPI Failures and SPI Failures shall be converted into Service Credits.

6.2 The Authority shall use the Performance Monitoring Reports provided pursuant to Part B , among other things, to verify the calculation and accuracy of the Service Credits (if any) applicable to each Measurement Period.

## Part B - Performance Monitoring and System Availability

### 1 Performance Monitoring and Performance Review

1.1 Within two (2) Working Days of the end of each Performance Reporting Period, the Supplier shall provide a report to the Authority Representative which summarises the performance by the Supplier against each of the Performance Indicators as more particularly described in Paragraph 1.2 (the **Performance Monitoring Report**) in that Performance Reporting Period.

1.2 The Performance Monitoring Report shall be in such format as agreed between the Parties from time to time and contain, as a minimum, the following information in respect of the Performance Reporting Period just ended:

1.2.1 for each Key Performance Indicator and Subsidiary Performance Indicator, the actual performance achieved over each Performance Reporting Period and where the Performance Monitoring Report relates to a monthly Performance Reporting Period, that achieved over each Performance Reporting Periods in the previous 3 Months;

1.2.2 a summary of all Performance Failures that occurred during the Performance Reporting Period;

1.2.3 the severity level of each KPI Failure and SPI Failure which occurred during the Performance Reporting Period;

1.2.4 which Performance Failures remain outstanding and progress in resolving them;

1.2.5 for any Material KPI Failures or Material SPI Failures occurring during the Performance Reporting Period, the cause of the relevant Material KPI Failure or Material SPI Failure and the action being taken to reduce the likelihood of recurrence;

1.2.6 the status of any outstanding Rectification Plan Processes, including:

(a) whether or not a Rectification Plan has been agreed; and

(b) where a Rectification Plan has been agreed, a summary of the Supplier's progress in implementing that Rectification Plan;

1.2.7 for any Repeat Failures and Continuous Failures, actions taken to resolve the underlying cause and prevent recurrence;

1.2.8 the number of Service Failure Points awarded or Service Failure Credits accrued (as the case may be) in respect of each KPI Failure or SPI Failure;

1.2.9 the Service Credits to be applied, indicating the KPI Failure(s) and SPI Failures to which the Service Credits relate;

1.2.10 the conduct and performance of any agreed periodic tests that have occurred in such Performance Reporting Period, such as the annual failover test of the Business Continuity and Disaster Recovery Detailed Solution;

1.2.11 relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Agreement;

1.2.12 such other details as the Authority may reasonably require from time to time;

1.2.13 where the Performance Monitoring Report relates to a monthly Performance Reporting Period, a rolling total of the number of Performance Failures that have occurred over the past six Months;

1.2.14 where the Performance Monitoring Report relates to a monthly Performance Reporting Period, the amount of Service Credits that have been incurred by the Supplier over the past six Months;

1.2.15 information in respect of the next quarter; and

1.2.16 any scheduled Service Downtime for Permitted Maintenance, Upgrades and Updates that has been agreed between the Authority and the Supplier for the next quarter.

1.3 The Performance Monitoring Report shall be reviewed and its contents agreed by the Parties at the next Performance Review Meeting held in accordance with Paragraph 1.4 of this Part B.

1.4 The Parties shall attend meetings on a weekly basis (unless otherwise agreed) to review the Performance Monitoring Reports (**Performance Review Meetings**). The Performance Review Meetings shall (unless otherwise agreed):

1.4.1 take place within two (2) Working Days of the Performance Monitoring Report being issued by the Supplier in accordance with Paragraph 1.1 of this Part B;

1.4.2 take place at such location and time (within normal business hours) as the Authority shall reasonably require (unless otherwise agreed in advance); and

1.4.3 be attended by the Supplier Representative and the Authority Representative.

1.5 The Authority shall be entitled to raise any additional questions and/or request any further information from the Supplier regarding any KPI Failure and/or SPI Failure.

## 2 Performance Records

2.1 The Supplier shall keep appropriate documents and records (including Help Desk records, staff records, timesheets, training programmes, staff training records, goods received documentation, supplier accreditation records, complaints received etc.) in relation to the Services being delivered. Without prejudice to the generality of the foregoing, the Supplier shall maintain accurate records of call histories in accordance with the requirements of Paragraph 2.4 of Schedule 8.4 (Records) and provide prompt access to such records to the Authority upon the Authority's request. The records and documents of the Supplier shall be available for inspection by the Authority and/or its nominee at any time and the Authority and/or its nominee may make copies of any such records and documents.

2.2 In addition to the requirement in Paragraph 2.1 of this Part B to maintain appropriate documents and records, the Supplier shall provide to the Authority such supporting documentation as the Authority may reasonably require in order to verify the level of the performance of the Supplier both before and after the Operational Service Commencement Date and each Additional Operational Services Commencement Date (as applicable) and the calculations of the amount of Service Credits for any specified period.

2.3 The Supplier shall ensure that the Performance Monitoring Report and any variations or amendments thereto, any reports and summaries produced in accordance with this Schedule and any other document or record reasonably required by the Authority are available to the Authority on-line and are capable of being printed.

## 3 System Availability

3.1 In addition to the Authority's other rights and remedies, if for whatever reason there is a Supplier System Failure, then the Supplier shall (at its own cost (subject to Paragraph 3.2 below)) create and implement a Dynamic Risk Assessment in order to ensure that the Authority continues to receive the benefit of the Services (as far as is reasonably possible in the circumstances) and that the Authority Estate and any person on the Authority Estate is as safe as if the Supplier System was Available. Such Dynamic Risk Assessments may include but are not limited to:

3.1.1 providing Security Officers (or an increased number thereof) at any Affected Properties;

3.1.2 providing suitable workarounds for the Authority;

3.1.3 providing temporary Security Systems installations;

3.1.4 providing additional control and monitoring capability including increased monitoring frequency;

3.1.5 providing additional reporting to the Authority or its nominee; and

3.1.6 providing additional Account Management Personnel or resource.

3.2 Where the provisions of Clause 33 (Authority Cause) apply to any Supplier System Failure, the Supplier shall still be obliged to provide the relevant Dynamic Risk Assessment but the Authority shall reimburse the Supplier for its reasonable, legitimate and evidenced Costs of implementing the relevant Dynamic Risk Assessment.

3.3 Notwithstanding the Supplier's obligations under Paragraph 3.1, the Supplier shall Fix the Supplier System Failure in accordance with the Target Fix Times specified for the relevant Performance Indicator(s). Upon rectification of the Supplier System Failure, and only when the Authority is satisfied that the Supplier System (and any other relevant part(s) of the Services) are being provided in accordance with this Agreement and has confirmed such in writing to the Supplier, the Supplier's obligations in respect of the relevant Dynamic Risk Assessment shall cease.

3.4 Paragraphs 3.5 to 3.8 (inclusive) of this Part B shall apply where there is a Supplier System Failure in respect of any part of the Existing Systems (excluding any parts of the Existing Systems in the Excluded Existing Systems Part Register) (an **Existing Systems Failure**).

3.5 Notwithstanding the Supplier's obligations under Paragraph 3.1, where there is an Existing Systems Failure and the relevant part of the Existing System that is subject to the Existing Systems Failure:

3.5.1 is not specified in the Approved Existing Systems Obsolescence/Unavailability Report, the Supplier will Fix the relevant part of the Existing Systems in accordance with the relevant Target Fix Time; or

3.5.2 is specified in the Approved Existing Systems Obsolescence/Unavailability Report as:

(a) being obsolete; and/or

(b) containing parts for which replacement parts are unavailable nationally (providing that the Supplier has used all reasonable endeavours to source replacement parts for the relevant Obsolete/Unavailable Existing System Part),

an **Obsolete/Unavailable Existing System Part**,

the Supplier will attempt (using all reasonable endeavours) a Fix of the relevant Obsolete/Unavailable Existing System Part in accordance with the relevant Target Fix Time;

3.6 If, having used all reasonable endeavours, the Supplier is unable to Fix the relevant Obsolete/Unavailable Existing System Part in accordance with Paragraph 3.5.2 of this Part B, such failure to Fix the relevant Obsolete/Unavailable Existing System Part within the Target Fix Time shall not be deemed a Performance Failure in respect of the relevant Target Performance Level, provided that the Supplier prepares a written report for the Authority as soon as reasonably possible and in any event within the Target Existing Systems Failure Report Time (**Existing Systems Failure Report**). Each Existing Systems Failure Report shall include the following:

3.6.1 Details of the part/equipment that is the subject of the Existing Systems Failure;

3.6.2 The reason/likely reason of the Existing Systems Failure

3.6.3 The steps taken by the Supplier to attempt to Fix the relevant Obsolete/Unavailable Existing System Part.

3.6.4 Details of why a Fix of the relevant Obsolete/Unavailable Existing System Part was not possible.

3.6.5 Details of:

(a) how the Existing System Failure can be rectified;

(b) the Existing Systems Maintenance Charges associated with such rectification; and

(c) the proposed timeline to successfully Fix the Existing Systems Failure,

an **Existing Systems Failure Fix Proposal**; and

3.6.6 Details of any Replacement Security Systems already installed at the relevant Affected Property and any planned Replacement Security

Systems for that Affected Property (including relevant timeframes) and whether any current Replacement Security Systems can be used to mitigate the impact of the Existing Systems Failure and/or whether any planned Replacement Security Systems can be installed at an earlier date to mitigate the impact of the Existing Systems Failure.

3.7 The Authority shall review the Existing Systems Failure Report and shall respond to the Supplier specifying whether the Supplier:

3.7.1 should implement the Existing Systems Failure Fix Proposal, in which case Supplier shall Fix the relevant Existing Systems Failure in accordance with the Existing Systems Failure Fix Proposal and within the relevant Target Fix Time specified for the relevant Performance Indicator; or

3.7.2 no longer needs to maintain the part of the Existing Systems that is the subject of the Existing Systems Failure.

3.8 The Supplier shall maintain a register of all parts of the Existing Systems that the Authority has stated in accordance with Paragraph 3.7.2 that the Supplier shall no longer be obliged to maintain (**Excluded Existing Systems Parts Register**).

## 4 Performance Verification

The Authority reserves the right to verify the Availability of the IT Environment and/or the Services and the Supplier's performance under this Agreement against the Performance Indicators including by sending test transactions through the IT Environment or otherwise.

## 5 Satisfaction Surveys

5.1 In order to assess the level of performance of the Supplier, the Authority may undertake satisfaction surveys in respect of End Users or various groups of End Users (each such survey a **Satisfaction Survey**). The subject matter of Satisfaction Surveys may include:

5.1.1 the assessment of the Supplier's performance by the End Users against the agreed Key Performance Indicators and Subsidiary Performance Indicators; and/or

5.1.2 other suggestions for improvements to the Services.

5.2 Following the completion of each Satisfaction Survey the Authority shall provide feedback to the Supplier setting out anonymous details of the responses received and any parts of the Services that the End Users are not satisfied with (**Satisfaction Survey Feedback**).

5.3 Within 30 Working Days of receipt of the Satisfaction Survey Feedback, the Supplier shall provide a report to the Project Board setting out how the Supplier will improve the parts of the Services that have been specified as unsatisfactory (**Satisfaction Improvement Report**). The Supplier shall use all reasonable endeavours to implement the improvement measures set out in the Satisfaction Improvement Report.

## Annex 1 - Key Performance Indicators and Subsidiary Performance Indicators

### Operational Services

The Key Performance Indicators and Subsidiary Performance Indicators that shall apply to the Operational Services are set out in the Initialled CD-ROM – Reference: ‘CD - DWP SSA Schedule 2.2 Annex 1’ appended to this Annex.

### Additional Operational Services

The Key Performance Indicators and Subsidiary Performance Indicators that shall apply to any Additional Operational Services are set out in the Initialled CD-ROM – Reference: ‘CD - DWP SSA Schedule 2.2 Annex 1’ appended to this Annex.

The Parties acknowledge and agree that the copy of the Key Performance Indicators and Subsidiary Performance Indicators in the Initialled CD-ROM - Reference: ‘CD - DWP SSA Schedule 2.2 Annex 1’ are correct and contractually binding and form part of the Agreement in accordance with its terms and conditions.

Signed for and on behalf of **The Secretary of State for Work and Pensions**

……

Date:……

Signed for and on behalf of **G4S Secure Solutions (UK) Limited**

……

Date:……

## Annex 2 – Savings Payment Deduction Thresholds

[REDACTED]

## Annex 3 – Regions

The NUTS1 regions of the United Kingdom (excluding UKN (Northern Ireland)) specified in http://ec.europa.eu/eurostat/web/nuts/nuts-maps-.pdf- and as set out in this Annex 3 for ease of reference:

## UNITED KINGDOM

**NUTS 2013**

| Code | NUTS 1 | NUTS 2 | NUTS 3 |
|---|---|---|---|
| UKC | NORTH EAST (ENGLAND) | | |
| UKC1 | | Tees Valley and Durham | |
| UKC11 | | | Hartlepool and Stockton-on-Tees |
| UKC12 | | | South Teesside |
| UKC13 | | | Darlington |
| UKC14 | | | Durham CC |
| UKC2 | | Northumberland and Tyne and Wear | |
| UKC21 | | | Northumberland |
| UKC22 | | | Tyneside |
| UKC23 | | | Sunderland |
| UKD | NORTH WEST (ENGLAND) | | |
| UKD1 | | Cumbria | |
| UKD11 | | | West Cumbria |
| UKD12 | | | East Cumbria |
| UKD3 | | Greater Manchester | |
| UKD33 | | | Manchester |
| UKD34 | | | Greater Manchester South West |
| UKD35 | | | Greater Manchester South East |
| UKD36 | | | Greater Manchester North West |
| UKD37 | | | Greater Manchester North East |
| UKD4 | | Lancashire | |
| UKD41 | | | Blackburn with Darwen |
| UKD42 | | | Blackpool |
| UKD44 | | | Lancaster and Wyre |
| UKD45 | | | Mid Lancashire |
| UKD46 | | | East Lancashire |
| UKD47 | | | Chorley and West Lancashire |
| UKD6 | | Cheshire | |
| UKD61 | | | Warrington |
| UKD62 | | | Cheshire East |
| UKD63 | | | Cheshire West and Chester |
| UKD7 | | Merseyside | |
| UKD71 | | | East Merseyside |
| UKD72 | | | Liverpool |
| UKD73 | | | Sefton |

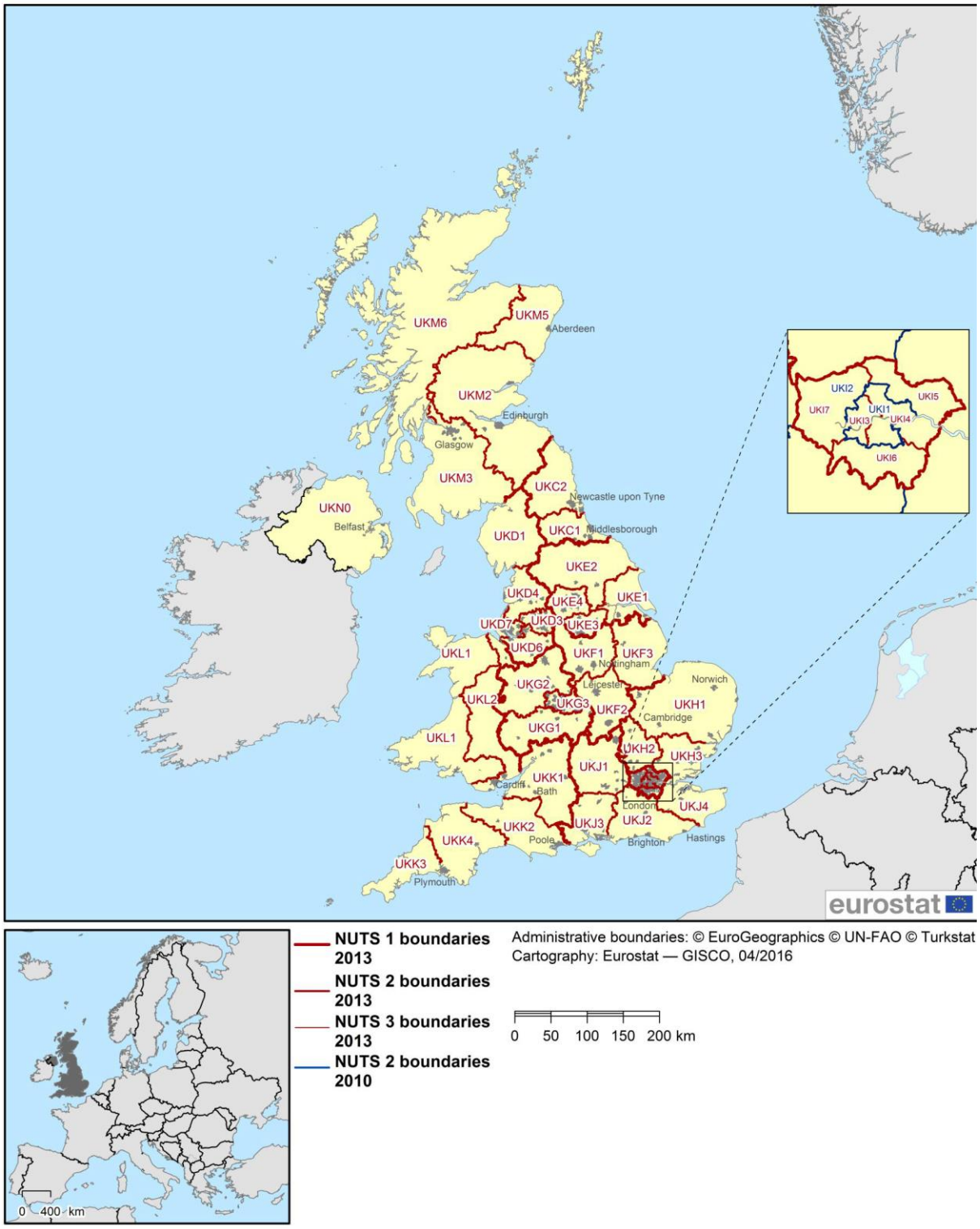
| | | | |
|---|---|---|---|
| UKD74 | | | Wirral |
| UKE | YORKSHIRE AND THE HUMBER | | |
| UKE1 | | East Yorkshire and Northern Lincolnshire | |
| UKE11 | | | Kingston upon Hull, City of |
| UKE12 | | | East Riding of Yorkshire |
| UKE13 | | | North and North East Lincolnshire |
| UKE2 | | | North Yorkshire |
| UKE21 | | York | |
| UKE22 | | | North Yorkshire CC |
| UKE3 | | | South Yorkshire |
| UKE31 | | | Barnsley, Doncaster and Rotherham |
| UKE32 | | | Sheffield |
| UKE4 | | West Yorkshire | |
| UKE41 | | | Bradford |
| UKE42 | | | Leeds |
| UKE44 | | | Calderdale and Kirklees |
| UKE45 | | | Wakefield |
| UKF | EAST MIDLANDS (ENGLAND) | | |
| UKF1 | | Derbyshire and Nottinghamshire | |
| UKF11 | | | Derby |
| UKF12 | | | East Derbyshire |
| UKF13 | | | South and West Derbyshire |
| UKF14 | | | Nottingham |
| UKF15 | | | North Nottinghamshire |
| UKF16 | | | South Nottinghamshire |
| UKF2 | | Leicestershire, Rutland and Northamptonshire | |
| UKF21 | | | Leicester |
| UKF22 | | | Leicestershire CC and Rutland |
| UKF24 | | | West Northamptonshire |
| UKF25 | | | North Northamptonshire |
| UKF3 | | Lincolnshire | |
| UKF30 | | | Lincolnshire |
| UKG | WEST MIDLANDS (ENGLAND) | | |
| UKG1 | | Herefordshire, Worcestershire and Warwickshire | |
| UKG11 | | | Herefordshire, County of |
| UKG12 | | | Worcestershire |
| UKG13 | | | Warwickshire |
| UKG2 | | Shropshire and Staffordshire | |
| UKG21 | | | Telford and Wrekin |

| | | | |
|---|---|---|---|
| UKG22 | | | Shropshire CC |
| UKG23 | | | Stoke-on-Trent |
| UKG24 | | | Staffordshire CC |
| UKG3 | | West Midlands | |
| UKG31 | | | Birmingham |
| UKG32 | | | Solihull |
| UKG33 | | | Coventry |
| UKG36 | | | Dudley |
| UKG37 | | | Sandwell |
| UKG38 | | | Walsall |
| UKG39 | | | Wolverhampton |
| UKH | EAST OF ENGLAND | | |
| UKH1 | | East Anglia | |
| UKH11 | | | Peterborough |
| UKH12 | | | Cambridgeshire CC |
| UKH14 | | | Suffolk |
| UKH15 | | | Norwich and East Norfolk |
| UKH16 | | | North and West Norfolk |
| UKH17 | | | Breckland and South Norfolk |
| UKH2 | | Bedfordshire and Hertfordshire | |
| UKH21 | | | Luton |
| UKH23 | | | Hertfordshire |
| UKH24 | | | Bedford |
| UKH25 | | | Central Bedfordshire |
| UKH3 | | Essex | |
| UKH31 | | | Southend-on-Sea |
| UKH32 | | | Thurrock |
| UKH34 | | | Essex Haven Gateway |
| UKH35 | | | West Essex |
| UKH36 | | | Heart of Essex |
| UKH37 | | | Essex Thames Gateway |
| UKI | LONDON | | |
| UKI3 | | Inner London - West | |
| UKI31 | | | Camden and City of London |
| UKI32 | | | Westminster |
| UKI33 | | | Kensington & Chelsea and Hammersmith & Fulham |
| UKI34 | | | Wandsworth |
| UKI4 | | Inner London - East | |
| UKI41 | | | Hackney and Newham |
| UKI42 | | | Tower Hamlets |
| UKI43 | | | Haringey and Islington |
| UKI44 | | | Lewisham and Southwark |
| UKI45 | | | Lambeth |

| | | | |
|---|---|---|---|
| UKI5 | | Outer London - East and North East | |
| UKI51 | | | Bexley and Greenwich |
| UKI52 | | | Barking & Dagenham and Havering |
| UKI53 | | | Redbridge and Waltham Forest |
| UKI54 | | | Enfield |
| UKI6 | | Outer London - South | |
| UKI61 | | | Bromley |
| UKI62 | | | Croydon |
| UKI63 | | | Merton, Kingston upon Thames and Sutton |
| UKI7 | | Outer London - West and North West | |
| UKI71 | | | Barnet |
| UKI72 | | | Brent |
| UKI73 | | | Ealing |
| UKI74 | | | Harrow and Hillingdon |
| UKI75 | | | Hounslow and Richmond upon Thames |
| UKJ | SOUTH EAST (ENGLAND) | | |
| UKJ1 | | Berkshire, Buckinghamshire and Oxfordshire | |
| UKJ11 | | | Berkshire |
| UKJ12 | | | Milton Keynes |
| UKJ13 | | | Buckinghamshire CC |
| UKJ14 | | | Oxfordshire |
| UKJ2 | | Surrey, East and West Sussex | |
| UKJ21 | | | Brighton and Hove |
| UKJ22 | | | East Sussex CC |
| UKJ25 | | | West Surrey |
| UKJ26 | | | East Surrey |
| UKJ27 | | | West Sussex (South West) |
| UKJ28 | | | West Sussex (North East) |
| UKJ3 | | Hampshire and Isle of Wight | |
| UKJ31 | | | Portsmouth |
| UKJ32 | | | Southampton |
| UKJ34 | | | Isle of Wight |
| UKJ35 | | | South Hampshire |
| UKJ36 | | | Central Hampshire |
| UKJ37 | | | North Hampshire |
| UKJ4 | | Kent | |
| UKJ41 | | | Medway |
| UKJ43 | | | Kent Thames Gateway |
| UKJ44 | | | East Kent |
| UKJ45 | | | Mid Kent |

| | | | |
|---|---|---|---|
| UKJ46 | | | West Kent |
| UKK | SOUTH WEST (ENGLAND) | | |
| UKK1 | | Gloucestershire, Wiltshire and Bristol/Bath area | |
| UKK11 | | | Bristol, City of |
| UKK12 | | | Bath and North East Somerset, North Somerset and South Gloucestershire |
| UKK13 | | | Gloucestershire |
| UKK14 | | | Swindon |
| UKK15 | | | Wiltshire CC |
| UKK2 | | Dorset and Somerset | |
| UKK21 | | | Bournemouth and Poole |
| UKK22 | | | Dorset CC |
| UKK23 | | | Somerset |
| UKK3 | | Cornwall and Isles of Scilly | |
| UKK30 | | | Cornwall and Isles of Scilly |
| UKK4 | | Devon | |
| UKK41 | | | Plymouth |
| UKK42 | | | Torbay |
| UKK43 | | | Devon CC |
| UKL | WALES | | |
| UKL1 | | West Wales and The Valleys | |
| UKL11 | | | Isle of Anglesey |
| UKL12 | | | Gwynedd |
| UKL13 | | | Conwy and Denbighshire |
| UKL14 | | | South West Wales |
| UKL15 | | | Central Valleys |
| UKL16 | | | Gwent Valleys |
| UKL17 | | | Bridgend and Neath Port Talbot |
| UKL18 | | | Swansea |
| UKL2 | | East Wales | |
| UKL21 | | | Monmouthshire and Newport |
| UKL22 | | | Cardiff and Vale of Glamorgan |
| UKL23 | | | Flintshire and Wrexham |
| UKL24 | | | Powys |
| UKM | SCOTLAND | | |
| UKM2 | | Eastern Scotland | |
| UKM21 | | | Angus and Dundee City |
| UKM22 | | | Clackmannanshire and Fife |
| UKM23 | | | East Lothian and Midlothian |
| UKM24 | | | Scottish Borders |
| UKM25 | | | Edinburgh, City of |
| UKM26 | | | Falkirk |

| | | | |
|---|---|---|---|
| UKM27 | | | Perth & Kinross and Stirling |
| UKM28 | | | West Lothian |
| UKM3 | | South Western Scotland | |
| UKM31 | | | East Dunbartonshire, West Dunbartonshire and Helensburgh & Lomond |
| UKM32 | | | Dumfries & Galloway |
| UKM33 | | | East Ayrshire and North Ayrshire mainland |
| UKM34 | | | Glasgow City |
| UKM35 | | | Inverclyde, East Renfrewshire and Renfrewshire |
| UKM36 | | | North Lanarkshire |
| UKM37 | | | South Ayrshire |
| UKM38 | | | South Lanarkshire |
| UKM5 | | North Eastern Scotland | |
| UKM50 | | | Aberdeen City and Aberdeenshire |
| UKM6 | | Highlands and Islands | |
| UKM61 | | | Caithness & Sutherland and Ross & Cromarty |
| UKM62 | | | Inverness & Naim and Moray, Badenoch & Strathspey |
| UKM63 | | | Lochaber, Skye & Lochalsh, Arran & Cumbrae and Argyll & Bute |
| UKM64 | | | Eilean Siar (Western Isles) |
| UKM65 | | | Orkney Islands |
| UKM66 | | | Shetland Islands |







**NUTS 1 boundaries 2013**

**NUTS 2 boundaries 2013**

**NUTS 3 boundaries 2013**

**NUTS 2 boundaries 2010**

Administrative boundaries: © EuroGeographics © UN-FAO © Turkstat
Cartography: Eurostat — GISCO, 04/2016

0 50 100 150 200 km

## Annex 4 – Service Credit Cap

**[REDACTED]**