

SERVICE LEVELS AND SERVICE CREDITS TABLE

Performance Criteria	Service Level Key Indicator	Specified Performance measure	Service Credit for each Service Period
Category	Service Level	Measure	Service Credit
HCP Journey	HCP arrives at the Contracting Authority's premises at the stipulated time	100 percent compliance	100% of the Agency Fee Contract Charge paid for the Temporary Worker who is not compliant
	Claimant notes to be written up within 15 minutes following the conclusion of the meeting with the claimant	100 percent compliance	100% of the Agency Fee Contract Charge paid for the Temporary Worker who is not compliant
	HCP notes to include all elements defined within the specification	100 percent compliance	100% of the Agency Fee Contract Charge paid for the Temporary Worker who is not compliant