

## **Schedule 19**

### **Annex 3**

#### **Conversion Mechanism**

#### **CONVERSION MECHANISM ASSOCIATED WITH A RETURN TO FACE TO FACE ASSESSMENTS WITHIN SOCIAL DISTANCING FOR THE PERIOD 1<sup>st</sup> MARCH 2021 – 31<sup>st</sup> AUGUST 2021**

1. In the period 1<sup>st</sup> March 2021 – 31<sup>st</sup> August 2021, should Face to Face assessments be re-introduced within an environment of social distancing, the Conversion Mechanism will apply to reflect that assessments are being delivered via Face to Face rather than via telephony. Should Face to Face assessments re-commence within a non-socially distanced environment during this Schedule 19 Period, the Conversion Mechanism will be revisited.

#### **Conversion Mechanism**

- Baseline Target is 100% TA for March 2021 – August 2021 excluding target for video
- DWP to provide 10 days' notice of the request for the Supplier to transfer FTE on to F2F
- Where FTE has been allocated to F2F the Real Target to be calculated retrospectively
  - $\text{TA target} = \text{FTE TA} - \text{FTE F2F} \times \text{TA Productivity for the relevant cohort in the relevant month}$
  - $\text{F2F target} = (\text{FTE on F2F} \times 5) - \text{actual DNA \%} - \text{actual UTA \%} - \text{actual CSHU \% customer reason} + \text{UTA backfill adjustment} = \text{Actual F2F Target}$
  - $\text{UTA backfill adjustment} = \text{actual UTA (as a volume)} \times 38 \%$  (38% being the percentage we could reasonably expect to mitigate with TA assessments)
- Actual Performance compared to Real Target by end of following month and then corrected in invoicing as soon as possible
- Lets / Mitigations will be agreed in the month and an adjustment made in the next invoicing cycle and at the latest by end of following month and then corrected in invoicing as soon as possible
- Volume service Credit and award fees payable against performance against the actual performance and Real Target
- Whilst not a contractual obligation, the Supplier will aim for its Assessment Centre Managers to have

- a Volume Target for TA and F2F (Video Target as appropriate)
- A minimum total number of F2F bookings that need to be achieved
- a clear steer that when a customer UTAs / DNAs they must look to mitigate the impact by booking more TAs

Example below

### Example Conversion Mechanism TA to F2F

<u>Calculation to Convert TA to F2F</u>	<u>May Reconciliation</u>
F2F Days	6
Planned FTE per F2F working day	31.8
Actual FTE Used per F2F working day	28.5
TA Productivity	4.3
TA FTE deduction	28.5
TA Volume Deduction	<b>-735</b>
F2F Reconciliation	
Customers booked target = Actual F2F FTE x 5	
Appointments	855
	-
DNA Actual	<b>163</b>
	-
Actual UTA x 61.8% (CHDA to mitigate 38.2%)	<b>151</b>
Actual Customer Liabile CSHUs	<b>-25</b>
F2F Volume Target	<b>516</b>
Actual F2F Assessed	509
<u>Nett change to Resource Commercial Volume Target</u>	<b>-219</b>