

General notes for performance metrics

		Notes
SC 1	Quality Audit - Percentage of Unacceptable grade reports	Quality Audit to 2016 was performed by the providers. From April 2016 Quality is calculated via independent audit. The number of assessments audited is a statistically valid sample of the total assessments performed per month. Typically, approximately 480 cases a month are audited
SC 3	Rework Reports Received	
SC 4 (a)	Normal rules (NR) clearances within time period	The target period changes twice in the length of the contract
SC 4 (b)	NR Average Actual Outstanding time / Cases Outstanding over 55 days	SC4b – The original target was an Average Outstanding Time, which was amended in 2016 to the Over 55 day target
SC 5 (a)	Terminal Illness clearances within 2 working days	The target period changes once in the length of the contract
SC 5 (b)	Terminal Illness Clearances in 5 days	
SC 6 (a)	Advice Clearances in 2 days	
SC 6 (b)	Average Actual Outstanding time / Advice Cases outstanding over 3 days	The original target was an Average Outstanding Time of 4 days, which was changed in 2016
SC 7 (a)	Rework Advice Clearances in 2 days	
SC 7 (b)	Average Actual Outstanding time / Advice Cases outstanding over 3 days	The original target was an Average Outstanding Time of 4 days, which was changed in 2016
SC 8 (a)	Claimant Call Waiting Times - Calls Answered in 30 secs	
SC 8 (b)	Claimant Call Waiting Times - Calls Answered	
SC 9	Claimant Satisfaction Rate - Quarterly Results	Claimant Satisfaction is a quarterly measure based on a sample of Assessments and is carried out by an external partner
SC 11	Consultation Waiting Times - 30/60 mins (Assessment Centre/Home Consultation)	Percentage of claimants seen within 30 minutes if attending a consultation at an assessment centre or percentage of claimants seen within 60 minutes if attending a home consultation
SC 12	Claimants Sent Home Unseen	
SC 14 (a)	Rework Exam Clearances in 20 days	Target for year 1 was 20 days, reduced to 15 days in year 2 and then reset at 20 days in 2016.
SC 14 (b)	Average Actual Outstanding time / Rework Exam Cases over 25 days	The original target was an Average Outstanding Time of 25 days, which was changed in 2016

SC 1-14 represent the Contracted performance measures against which there are Service Credits

GB is broken down into three delivery areas (named Lots): Lot 1-Scotland and Northern England, Lot 2 - Wales and the Midlands, and Lot 3 - the South of England

Lots 1 and 3 are contracted to Independent Assessment Services (IAS). Lot 2 is contracted to Capita

Lot 1 Performance		Target	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
SC 1	Quality Audit - % of unacceptable cases	4%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 3	Rework Received	1.0%	0.0%	0.9%	2.2%	0.6%	0.1%	0.1%	0.2%	0.3%
SC 4 (a)	Normal rules clearances within time period	97% in 30 days	100.0%	96.9%	54.1%	46.9%	26.0%	9.8%	7.2%	7.0%
SC 4 (b)	Average Actual Outstanding time	40 days	9	15	19	24	31	36	42	52
SC 5 (a)	Terminal Illness clearances within 2 working days	99%	99.6%	97.4%	96.0%	100.0%	99.3%	99.2%	98.5%	99.0%
SC 5 (b)	Terminal Illness Clearances in 5 days	100%	100.0%	100.0%	100.0%	-	99.7%	99.7%	99.7%	99.4%
SC 6 (a)	Advice Clearances in 2 days	98%	100.0%	91.9%	98.0%	99.3%	96.8%	66.2%	91.0%	98.8%
SC 6 (b)	Average Actual Outstanding time	4 days	-	4.0	-	1.0	14.7	-	1.0	1.0
SC 7 (a)	Rework Advice Clearances in 2 days	98%	N/A	100.0%	92.3%	100.0%	33.3%	75.0%	84.6%	85.0%
SC 7 (b)	Average Actual Outstanding time	4 days	-	-	-	-	-	-	-	-
SC 8 (a)	Claimant Call Waiting Times - Calls Answered in 30 secs	80%	N/A	N/A	N/A	60.4%	62.2%	68.8%	30.4%	37.6%
SC 8 (b)	Claimant Call Waiting Times - Calls Answered	90%	N/A	N/A	N/A	84.9%	91.6%	96.1%	79.8%	81.0%
SC 9	Claimant Satisfaction Rate - Quarterly Results	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	Consultation Waiting Times - 30/60 mins (Assessment centre/Home Consultation)	90%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 12	Claimants Sent Home Unseen	1%	N/A	1.2%	0.3%	0.2%	0.1%	0.7%	0.3%	0.6%
SC 14 (a)	Rework Exam Clearances in 20 days	98%	N/A	100.0%	25.0%	0.0%	NA	-	100.0%	66.7%
SC 14 (b)	Average Actual Outstanding time	25 days	N/A	12.0	19.4	N/A	N/A	1.0	8.3	22.3

Notes: Where "-" has been indicated this shows that no cases were cleared in that reporting period

Where "N/A" has been indicated this shows data is not available for that reporting month

Lot 1	Target	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014
SC 1	4%	12.1%	18.2%	20.0%	24.3%	25.4%	29.1%	27.5%	22.3%	14.3%	11.8%	11.0%	12.3%
SC 3	0.8%	0.3%	0.2%	0.9%	0.7%	0.6%	0.4%	0.3%	0.0%	0.0%	0.1%	0.1%	0.1%
SC 4 (a)	97% in 30 days	2.8%	3.2%	9.8%	1.8%	1.5%	2.5%	3.9%	7.1%	10.2%	7.7%	6.5%	13.5%
SC 4 (b)	40 days	59	63	64	68	69	67	67	68	73	73	63	55
SC 5 (a)	99%	99.6%	90.8%	99.6%	99.9%	99.7%	99.7%	99.9%	100.0%	99.7%	99.8%	99.9%	99.7%
SC 5 (b)	100%	99.6%	99.6%	100.0%	99.9%	100.0%	99.7%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%
SC 6 (a)	98%	98.8%	83.2%	99.5%	99.7%	99.5%	99.5%	99.8%	98.9%	100.0%	99.4%	99.0%	100.0%
1	4 days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
SC 7 (a)	98%	100.0%	75.0%	95.7%	100.0%	96.6%	95.1%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	4 days	1.0	1.0	-	1.0	1.0	-	1.0	-	-	-	-	1.0
SC 8 (a)	80%	40.3%	66.3%	89.6%	88.4%	87.4%	86.5%	84.1%	82.2%	81.7%	83.6%	86.3%	89.6%
SC 8 (b)	90%	81.0%	90.7%	98.2%	97.8%	97.9%	98.1%	97.4%	97.0%	97.3%	97.4%	96.7%	97.6%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	90%	100.0%	100.0%	100.0%	98.3%	98.9%	98.5%	98.4%	98.6%	98.6%	96.6%	92.6%	95.5%
SC 12	1%	0.3%	0.5%	0.5%	0.6%	0.3%	0.4%	0.6%	0.6%	0.9%	2.1%	1.6%	3.2%
SC 14 (a)	98%	12.5%	22.2%	10.0%	21.4%	23.1%	16.7%	22.2%	25.0%	0.0%	0.0%	0.0%	40.0%
SC 14 (b)	25 days	15.0	18.0	21.0	25.3	31.3	20.6	31.6	40.0	21.3	6.3	11.4	19.5

Notes: SC1 target to Jun 2014 was 4% then 3% from July. SC11: Percentage of claimants seen within 30 minutes if attending a consultation at an assessment centre or percentage of claimants seen within 60 minutes if attending a home consultation

Lot 1	Target	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015
SC 1	3%	11.5%	11.2%	11.2%	12.7%	12.8%	12.1%	9.7%	8.7%	7.1%	6.9%	6.6%	7.7%
SC 3	0.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%
SC 4 (a)	97% in 30 days	25.5%	46.0%	57.4%	75.8%	80.7%	84.8%	83.5%	78.0%	66.3%	80.6%	75.6%	79.5%
SC 4 (b)	40 days	53	52	39	30	22	19	18	17	18	18	18	426
SC 5 (a)	99%	99.6%	100.0%	99.8%	100.0%	94.3%	99.9%	100.0%	100.0%	99.8%	99.9%	99.4%	99.9%
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
SC 6 (a)	98%	98.5%	99.6%	99.8%	99.8%	92.6%	100.0%	100.0%	100.0%	100.0%	99.9%	97.8%	99.9%
SC 6 (b)	4 days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	0.0	0.6	0.7	0.1
SC 7 (a)	98%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	4 days	1.0	1.0	1.0	1.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0
SC 8 (a)	80%	57.1%	90.3%	88.3%	90.0%	89.7%	88.3%	88.1%	86.7%	85.8%	88.8%	85.5%	84.8%
SC 8 (b)	90%	87.0%	97.9%	97.6%	98.2%	97.7%	97.9%	97.7%	97.6%	96.9%	98.3%	97.9%	97.9%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	90%	95.2%	95.7%	96.7%	97.1%	97.5%	97.4%	97.0%	97.1%	96.9%	97.0%	97.0%	97.4%
SC 12	1%	1.5%	1.3%	1.7%	0.9%	0.7%	0.7%	1.0%	1.3%	0.9%	0.5%	0.5%	0.4%
SC 14 (a)	98%	0.0%	15.4%	33.3%	72.7%	73.3%	84.8%	93.8%	94.1%	87.5%	100.0%	87.5%	71.4%
SC 14 (b)	25 days	30.5	28.1	7.9	9.6	10.9	8.2	7.4	15.0	5.0	6.7	7.1	10.8

Lot 1	Target	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
SC 1	3%	7.6%	7.9%	N/A	N/A	4.8%	N/A	N/A	4.1%	N/A	N/A	5.1%	4.8%
SC 3	0.5%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%
SC 4 (a)	98% in 40 days	58.8%	46.4%	49.5%	73.9%	84.9%	94.3%	97.2%	98.7%	99.4%	99.5%	99.4%	98.3%
SC 4 (b)	0 Cases	560	1133	689	262	130	51	23	12	5	7	14	16
SC 5 (a)	99%	99.9%	99.9%	99.8%	99.5%	99.4%	99.8%	99.6%	100.0%	99.5%	100.0%	99.0%	100.0%
SC 5 (b)	100%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%
SC 6 (a)	98%	99.7%	99.2%	100.0%	99.8%	99.8%	99.9%	100.0%	99.9%	99.6%	100.0%	97.2%	99.5%
SC 6 (b)	0 Cases	0.6	0.6	0.0	0	1	-	-	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	0.0	1.0	1.0	0	1	-	-	-	-	-	-	-
SC 8 (a)	80%	83.4%	86.7%	85.7%	82.7%	82.9%	84.0%	82.9%	86.2%	83.6%	87.6%	86.1%	87.0%
SC 8 (b)	90%	97.6%	98.2%	97.9%	97.4%	97.4%	97.7%	97.7%	98.0%	97.7%	98.2%	98.1%	98.3%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95.1%	N/A
SC 11	90%	97.5%	97.9%	97.5%	97.1%	97.6%	96.9%	97.1%	96.6%	96.9%	97.3%	96.5%	97.1%
SC 12	1%	0.3%	0.4%	1.1%	1.4%	1.3%	1.2%	0.9%	1.0%	0.6%	0.5%	0.6%	0.8%
SC 14 (a)	99%	38.5%	90.0%	75.0%	82.4%	58.3%	95.0%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%
SC 14 (b)	0 Cases	8.4	12.0	7.4	8.2	8.8	-	-	-	-	-	-	-

Notes: **SC1**: Prior to March 2016 Audit was undertaken by providers. Independent audit began March 2016 with a glidepath to rolling 3 month 3% target by August 2016. **SC4 (a)**: Target changes from percentage of cases cleared within 30 days to percentage of cases cleared within 40 days in April 2016. **SC4 (b)**: Target changed from Average Outstandig Time to Number of Cases over 55 days. **SC6 (B)**: Target changed from AOT to 0 cases at month end in Apr 16. **SC7 (B)**: Target changed from AOT to 0 cases at month end in Apr 16. **SC14 (a)**: Target changed to 99% in April 2016. **SC14 (B)**: Target changed from AOT to 0 cases at month end in Apr 16.

Lot 1	Target	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
SC 1	3%	4.5%	4.2%	5.4%	5.7%	6.0%	4.9%	4.5%	3.9%	5.4%	6.2%	6.9%	5.6%
SC 3	0.5%	0.1%	0.4%	0.5%	0.3%	0.5%	0.7%	1.1%	1.0%	0.8%	1.0%	0.9%	0.7%
SC 4 (a)	98% in 40 days	98.0%	91.0%	79.2%	59.9%	61.0%	57.0%	68.0%	77.2%	92.0%	96.3%	98.2%	99.0%
SC 4 (b)	0 Cases	44	77	364	551	743	1733	1013	308	117	62	31	23
SC 5 (a)	99%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%
SC 6 (a)	98%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	72.7%	60.2%	99.9%	99.9%	99.9%	99.9%
SC 6 (b)	0 Cases	-	-	-	-	-	-	9	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	83.9%	84.3%	82.2%	82.6%	84.3%	82.7%	82.7%	85.4%	83.2%	84.4%	88.1%	86.3%
SC 8 (b)	90%	97.8%	98.0%	97.7%	96.8%	97.8%	97.8%	98.1%	98.1%	97.8%	98.0%	98.3%	96.8%
SC 9	90%	N/A	96.2%	N/A	N/A	94.6%	N/A	N/A	93.6%	N/A	N/A	94.5%	N/A
SC 11	90%	97.5%	97.3%	97.3%	96.8%	95.8%	96.7%	97.0%	97.3%	97.5%	97.7%	97.5%	96.7%
SC 12	1%	0.5%	0.7%	0.7%	0.6%	0.4%	0.4%	0.5%	0.4%	0.3%	0.3%	0.4%	0.5%
SC 14 (a)	99%	100.0%	96.7%	97.4%	95.7%	93.5%	88.9%	100.0%	84.2%	96.7%	100.0%	90.0%	100.0%
SC 14 (b)	0 Cases	1	-	-	-	1	-	-	-	-	-	-	-

	Target	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018
SC 1	3%	5.0%	5.7%	5.9%	6.5%	6.9%	7.4%	6.6%	4.6%	3.6%	3.2%	3.6%	3.1%
SC 3	0.5%	1.1%	0.7%	0.8%	0.8%	1.0%	0.8%	0.7%	0.7%	0.9%	0.8%	0.7%	0.5%
SC 4 (a)	98% in 40 days	98.0%	96.2%	96.9%	97.1%	97.7%	97.0%	90.3%	78.0%	70.3%	68.6%	69.3%	72.0%
SC 4 (b)	0 Cases	47	120	90	64	41	58	189	866	1599	2046	1625	1605
SC 5 (a)	2 WD (was 99%)	99.9%	100.0%	99.9%	1.4	1.2	1.3	1.4	1.4	1.3	1.4	1.3	1.2
SC 5 (b)	100%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	99.4%	99.0%	98.1%	99.8%	99.9%	98.0%	88.2%	87.9%	99.9%	99.9%	100.0%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	99.7%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	87.8%	82.8%	85.7%	84.0%	82.8%	85.0%	82.8%	81.5%	81.7%	81.9%	80.5%	82.9%
SC 8 (b)	90%	98.4%	96.1%	90.0%	98.1%	97.8%	98.3%	98.2%	97.7%	98.3%	98.5%	98.4%	98.6%
SC 9	90%	N/A	94.6%	N/A	N/A	94.6%	N/A	N/A	95.5%	N/A	N/A	93.9%	N/A
SC 11	90%	96.0%	95.2%	95.4%	94.7%	94.3%	95.2%	94.4%	94.7%	94.8%	94.7%	94.8%	95.1%
SC 12	1%	0.5%	0.7%	0.9%	0.8%	0.8%	0.9%	0.9%	0.8%	0.7%	0.8%	0.8%	0.8%
SC 14 (a)	99%	94.1%	96.4%	96.3%	86.2%	95.8%	93.8%	87.2%	78.3%	83.3%	94.7%	96.3%	84.8%
SC 14 (b)	0 Cases	-	-	-	1	1	-	2	-	-	-	1	4

Notes: SC5 (a): Target changed from percentage of SRTI cases cleared within 2 working days (99%) to average working days to clear (target 2 working days) in April 2018

Lot 1	Target	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019
SC 1	3%	2.7%	2.2%	2.5%	2.1%	2.7%	3.1%	4.0%	4.5%	5.0%	5.2%	4.9%	4.0%
SC 3	0.5%	1.2%	0.7%	0.8%	0.5%	0.5%	0.4%	0.3%	0.3%	0.2%	0.3%	0.2%	0.2%
SC 4 (a)	35 Days from Aug 19	75.2%	76.6%	79.8%	85.6%	85.2%	88.4%	93.7%	22.63	23.95	28.74	31.49	35.28
SC 4 (b)	0 Cases	1763	1520	813	684	594	564	255	283	432	797	1341	2065
SC 5 (a)	2 WD	1.2	1.2	1.2	1.2	1.1	1.2	1.3	1.2	1.3	1.2	1.3	1.3
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%
SC 6 (a)	98%	91.1%	96.7%	93.6%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	99.5%	99.5%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	97.4%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	82.7%	82.5%	80.9%	82.0%	82.0%	81.6%	84.0%	83.0%	81.8%	78.1%	76.7%	90.0%
SC 8 (b)	90%	98.7%	98.8%	98.6%	98.6%	98.7%	98.7%	98.7%	98.6%	98.6%	97.0%	98.1%	99.2%
SC 9	90%	N/A	93.7%	N/A	N/A	94.0%	N/A	N/A	94.6%	N/A	N/A	95.0%	N/A
SC 11	90%	94.4%	94.3%	94.1%	94.1%	94.7%	93.9%	93.9%	93.5%	93.1%	92.1%	92.5%	91.9%
SC 12	1%	0.9%	0.9%	1.2%	1.0%	0.5%	0.6%	0.7%	0.7%	0.8%	1.1%	1.1%	1.1%
SC 14 (a)	99%	71.4%	90.5%	83.7%	90.3%	92.9%	92.6%	79.2%	91.7%	95.2%	72.7%	79.2%	73.3%
SC 14 (b)	0 Cases	-	2	-	-	-	-	-	1	3	4	3	2

Notes: SC4 (a): AACT was introduced in August 2019. The target for this measure is 35 working days

Lot 1	Target	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020
SC 1	3%	3.6%	3.5%	3.2%	3.9%	3.9%	4.2%	4.1%	3.7%	3.6%	3.0%	3.3%	3.0%
SC 3	0.5%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%
SC 4 (a)	35 Days	41.08	44.59	41.74	55.63	71.67	75.61	76.30	67.26	49.61	53.72	59.20	59.50
SC 4 (b)	0 Cases	5629	5557	16385	25086	26409	24660	14793	3300	2413	6228	9118	13471
SC 5 (a)	2 WD	1.2	1.3	1.2	1.1	1.1	1.3	1.3	1.2	1.4	1.4	1.3	1.4
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	99.7%	99.8%	99.7%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	97.4%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	1	-	1	-	-	-	-	-	2
SC 8 (a)	80%	90.3%	91.5%	91.5%	98.5%	95.5%	98.8%	96.6%	93.2%	93.8%	91.3%	87.3%	94.6%
SC 8 (b)	90%	98.8%	99.0%	98.9%	99.5%	99.1%	99.7%	99.3%	99.0%	99.2%	99.0%	98.6%	99.5%
SC 9	90%	N/A	94.7%	N/A	N/A	94.7%	N/A	N/A	96.0%	N/A	N/A	94.5%	N/A
SC 11	90%	91.4%	93.2%	93.0%	99.4%	99.5%	99.4%	99.4%	99.9%	100.0%	99.9%	99.7%	99.9%
SC 12	1%	1.0%	0.8%	0.5%	0.1%	0.3%	0.9%	0.9%	0.7%	0.7%	3.1%	1.4%	0.4%
SC 14 (a)	99%	80.0%	63.2%	100.0%	30.0%	70.0%	75.0%	90.0%	85.7%	50.0%	66.7%	-	70.0%
SC 14 (b)	0 Cases	2	-	3	4	1	-	-	-	-	-	1	-

Note: From July 2020 target performance measures for SC4 (a) and SC4 (b) were suspended and replaced with a volume clearance target. Data can be found in Annex A

Lot 1	Target	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021
SC 1	3%	2.7%	2.1%	1.8%	2.1%	2.4%	3.5%	4.0%	4.0%	3.3%	2.8%	2.5%	2.6%
SC 3	0.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%
SC 4 (a)	35 Days	60.76	63.30	63.21	66.59	71.78	70.12	91.90	81.71	76.19	70.46	68.77	69.21
SC 4 (b)	0 Cases	16229	20061	22178	25743	28369	31953	28097	24770	20525	21488	21221	27081
SC 5 (a)	2 WD	1.5	1.3	1.3	1.3	1.3	1.6	1.5	1.6	1.5	1.7	1.9	1.7
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%
SC 6 (a)	98%	100.0%	100.0%	100.0%	99.8%	100.0%	99.9%	100.0%	100.0%	100.0%	99.8%	99.2%	99.7%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	93.3%	94.7%	89.5%	91.5%	94.9%	89.9%	85.9%	87.3%	84.1%	87.0%	87.7%	89.9%
SC 8 (b)	90%	99.3%	99.4%	99.0%	99.3%	99.6%	99.3%	98.9%	98.9%	98.7%	98.9%	98.9%	99.2%
SC 9	90%	N/A	96.4%	N/A	N/A	95.8%	N/A	N/A	96.5%	N/A	N/A	96.6%	N/A
SC 11	90%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.6%	99.4%	99.5%	99.6%	99.6%
SC 12	1%	0.5%	0.5%	1.0%	0.7%	0.5%	0.4%	0.6%	0.7%	0.6%	0.5%	0.5%	0.6%
SC 14 (a)	99%	75.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	88.9%	100.0%
SC 14 (b)	0 Cases	-	-	-	-	-	-	-	1	-	1	-	-

Note: From July 2020 target performance measures for SC4 (a) and SC4 (b) were suspended and replaced with a volume clearance target. Data can be found in Annex A.

SC1: August to November the target was adjusted to 3.3% to account for a smaller sample size

Lot 1	Target	Jan-2022	Feb-2022	Mar-2022	Apr-2022
SC 1	3%	2.8%	2.9%	2.8%	2.8%
SC 3	0.5%	0.1%	0.1%	0.2%	0.1%
SC 4 (a)	35 Days	72.20	69.22	63.89	61.01
SC 4 (b)	0 Cases	23083	16496	13911	7338
SC 5 (a)	2 WD	1.8	1.7	1.6	1.5
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	100.0%	99.9%	99.9%
SC 6 (b)	0 Cases	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	96.3%	100.0%
SC 7 (b)	0 Cases	-	-	-	-
SC 8 (a)	80%	86.1%	89.5%	84.4%	91.9%
SC 8 (b)	90%	96.4%	99.0%	98.5%	99.3%
SC 9	90%	N/A	95.7%	N/A	N/A
SC 11	90%	99.8%	99.6%	99.6%	99.5%
SC 12	1%	0.5%	0.6%	0.7%	0.5%
SC 14 (a)	99%	100.0%	100.0%	100.0%	100.0%
SC 14 (b)	0 Cases	-	-	-	-

Note: From July 2020 target performance measures for SC4 (a) and SC4 (b) were suspended and replaced with a volume clearance target. Data can be found in Annex A

Lot 3 Performance		Target	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
SC 1	Quality Audit - % of unacceptable cases	4%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 3	Rework Received	1.0%	N/A	N/A	9.9%	0.7%	0.5%	0.4%	0.1%	0.2%
SC 4 (a)	Average Actual Clearance Time (target 35 days prev 98% in 40 days)	97% in 30 days	N/A	100.0%	100.0%	80.8%	30.6%	7.8%	5.3%	1.8%
SC 4 (b)	Average Actual Outstanding time	40 days	N/A	2	9	17	28	36	43	54
SC 5 (a)	Terminal Illness clearances within 2 working days	99%	N/A	89.9%	93.2%	100.0%	99.1%	99.2%	97.5%	99.3%
SC 5 (b)	Terminal Illness Clearances in 5 days	100%	N/A	100%	100%	N/A	100%	100%	99%	99%
SC 6 (a)	Advice Clearances in 2 days	98%	N/A	N/A	100.0%	97.9%	97.6%	62.9%	90.0%	99.2%
SC 6 (b)	Average Actual Outstanding time	4 days	N/A	N/A	-	6.5	7.1	1.0	2.2	1.0
SC 7 (a)	Rework Advice Clearances in 2 days	98%	N/A	N/A	100%	83%	100%	75%	80%	100%
SC 7 (b)	Rework Cases over 3 days	0 Cases	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 8 (a)	Claimant Call Waiting Times - Calls Answered in 30 secs	80%	N/A	N/A	N/A	58.7%	62.2%	68.2%	29.0%	37.9%
SC 8 (b)	Claimant Call Waiting Times - Calls Answered	90%	N/A	N/A	N/A	84.9%	91.6%	96.5%	81.6%	81.9%
SC 9	Claimant Satisfaction Rate - Quarterly Results	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	Consultation Waiting Times - 30/60 mins (AC/HC)	90%	N/A	N/A	100%	100%	100%	100%	100%	100%
SC 12	Claimants Sent Home Unseen	1%	N/A	N/A	1%	0%	0%	0%	0%	1%
SC 14 (a)	Rework Exam Clearances in 20 days	98%	N/A	N/A	N/A	N/A	N/A	N/A	-	-
SC 14 (b)	Average Actual Outstanding time	25 days	N/A	N/A	N/A	N/A	N/A	N/A	15.0	28.3

Notes: Where "-" has been indicated this shows that no cases were cleared in that reporting period

Where "N/A" has been indicated this shows data is not available for that reporting month

Lot 3	Target	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014
SC 1	4%	15.4%	21.0%	22.3%	23.0%	22.5%	24.3%	22.6%	19.2%	13.0%	10.8%	10.3%	11.8%
SC 3	0.8%	0.3%	0.3%	0.8%	0.4%	0.7%	0.3%	0.3%	0.0%	0.1%	0.1%	0.1%	0.1%
SC 4 (a)	97% in 30 days	3.7%	5.1%	13.2%	2.5%	2.0%	2.5%	3.7%	4.2%	5.6%	5.4%	3.9%	6.2%
SC 4 (b)	40 days	64	69	73	78	84	87	93	98	101	105	103	100
SC 5 (a)	99%	99.9%	91.9%	99.2%	99.8%	100.0%	99.8%	100.0%	99.7%	99.4%	99.7%	99.3%	99.9%
SC 5 (b)	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SC 6 (a)	98%	99.6%	81.0%	99.8%	99.7%	99.8%	99.8%	98.8%	100.0%	99.1%	100.0%	98.4%	98.8%
SC 6 (b)	4 days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
SC 7 (a)	98%	100%	63%	90%	100%	98%	96%	89%	#DIV/0!	100%	100%	100%	75%
SC 7 (b)	0 Cases	1.0	1.0	1.0	-	1.0	1.0	-	-	1.0	1.0	1.0	1.0
SC 8 (a)	80%	39.8%	66.0%	89.5%	88.3%	87.4%	86.9%	84.3%	82.6%	81.2%	83.5%	86.1%	89.9%
SC 8 (b)	90%	82.6%	91.5%	98.2%	98.1%	98.0%	98.3%	97.7%	97.4%	97.4%	97.9%	97.5%	97.7%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	90%	100%	100%	100%	99%	99%	99%	99%	99%	99%	96%	95%	98%
SC 12	1%	0%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	2%
SC 14 (a)	98%	50.0%	40.0%	20.0%	0.0%	0.0%	-	25.0%	50.0%	-	0.0%	33.3%	16.7%
SC 14 (b)	25 days	17.2	23.7	26.5	28.4	23.0	18.2	17.3	56.0	29.3	18.2	16.0	19.0

Notes: SC1 target to Jun 2014 was 4% then 3% from July. SC11: Percentage of claimants seen within 30 minutes if attending a consultation at an assessment centre or percentage of claimants seen within 60 minutes if attending a home consultation

Lot 3	Target	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015
SC 1	3%	12.5%	12.8%	13.2%	13.6%	13.6%	12.0%	9.2%	7.6%	6.7%	7.2%	7.1%	7.6%
SC 3	0.5%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
SC 4 (a)	97% in 30 days	16.0%	26.3%	22.7%	32.1%	32.8%	34.9%	56.1%	73.4%	76.6%	91.6%	87.1%	85.4%
SC 4 (b)	40 days	99	91	74	53	40	28	20	15	15	15	17	354
SC 5 (a)	99%	99.4%	99.9%	100.0%	99.6%	95.5%	100.0%	100.0%	100.0%	99.8%	100.0%	99.0%	99.9%
SC 5 (b)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SC 6 (a)	98%	97.8%	99.9%	99.8%	99.5%	91.2%	99.8%	99.9%	99.9%	100.0%	99.9%	98.0%	100.0%
SC 6 (b)	0 Cases	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	0.0	1.0	1.0	0.0
SC 7 (a)	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SC 7 (b)	0 Cases	1.0	1.0	1.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0
SC 8 (a)	80%	56.8%	89.7%	88.2%	90.4%	90.0%	88.2%	88.6%	87.6%	85.8%	88.5%	85.7%	85.4%
SC 8 (b)	90%	88.6%	97.8%	97.1%	98.4%	98.1%	97.9%	97.9%	97.7%	96.9%	98.1%	97.5%	97.7%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	90%	95%	93%	95%	96%	96%	97%	97%	97%	97%	96%	97%	97%
SC 12	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
SC 14 (a)	98%	0.0%	12.5%	28.9%	81.8%	92.9%	87.5%	77.8%	100.0%	100.0%	70.0%	75.0%	54.5%
SC 14 (b)	25 days	21.9	25.3	10.7	6.8	6.5	7.7	5.2	5.0	7.9	4.0	7.2	9.6

Lot 3	Target	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
SC 1	3%	7.7%	8.0%	N/A	N/A	5.2%	N/A	N/A	5.2%	N/A	N/A	4.8%	5.4%
SC 3	0.5%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%
SC 4 (a)	98% in 40 days	72.8%	55.9%	53.1%	65.1%	66.1%	78.7%	90.5%	96.2%	98.1%	98.9%	99.2%	98.3%
SC 4 (b)	0 Cases	1,273	2,846	2,765	1,427	709	155	63	30	16	18	18	18
SC 5 (a)	99%	99.9%	99.7%	99.1%	99.3%	99.0%	99.8%	99.3%	100.0%	99.1%	99.8%	99.0%	100.0%
SC 5 (b)	100%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	98.6%	99.8%	99.7%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	95.5%	99.5%
SC 6 (b)	0 Cases	0.5	0.5	0.0	0.5	0.8	-	-	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	0.0	0.8	0.0	0.2	1.0	-	-	-	-	-	-	-
SC 8 (a)	80%	82.3%	86.4%	85.7%	83.0%	82.9%	86.8%	82.5%	86.6%	83.4%	87.8%	85.7%	87.1%
SC 8 (b)	90%	97.6%	98.2%	98.1%	97.4%	97.6%	97.8%	97.7%	98.1%	97.9%	98.6%	98.3%	98.2%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93.8%	N/A
SC 11	90%	96.1%	96.7%	96.6%	95.6%	95.1%	96.4%	96.7%	94.9%	95.8%	95.4%	95.4%	95.7%
SC 12	1%	0.5%	0.6%	1.4%	1.7%	2.2%	1.5%	1.3%	1.1%	0.8%	0.5%	0.5%	0.6%
SC 14 (a)	99%	55.6%	64.3%	85.7%	100.0%	61.3%	82.4%	100.0%	90.0%	100.0%	100.0%	94.7%	100.0%
SC 14 (b)	0 Cases	8.0	6.9	6.1	9.1	11.3	-	-	-	-	-	-	-

Notes: **SC1:** Prior to March 2016 Audit was undertaken by providers. Independent audit began March 2016 with a glidepath to rolling 3 month 3% target by August 2016.

SC4 (a): Target changes from percentage of cases cleared within 30 days to percentage of cases cleared within 40 days in April 2016. **SC14 (a):** Target changed to 99% in May 2016.

Lot 3	Target	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
SC 1	3%	4.9%	4.4%	3.5%	3.6%	4.6%	5.6%	5.8%	5.8%	5.6%	5.7%	5.8%	4.9%
SC 3	0.5%	0.2%	0.3%	0.5%	0.4%	0.5%	0.8%	2.0%	1.6%	1.1%	1.2%	0.9%	0.7%
SC 4 (a)	98% in 40 days	96.2%	87.4%	64.1%	50.9%	31.1%	32.8%	27.5%	35.0%	43.1%	75.5%	87.4%	94.4%
SC 4 (b)	0 Cases	46	101	743	2,214	2,299	5,575	5,079	2,142	1,133	547	152	117
SC 5 (a)	99%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
SC 5 (b)	100%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
SC 6 (a)	98%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	70.8%	59.4%	99.9%	99.8%	100.0%	100.0%
SC 6 (b)	0 Cases	-	-	-	-	-	-	11	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	100.0%	98.6%	99.7%	99.8%	100.0%	100.0%	99.7%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	83.9%	84.8%	82.5%	81.9%	84.4%	81.8%	82.3%	85.4%	83.0%	84.4%	87.9%	86.2%
SC 8 (b)	90%	97.9%	98.0%	98.1%	97.1%	97.8%	98.0%	98.4%	98.4%	98.0%	97.9%	98.7%	97.2%
SC 9	90%	N/A	94.0%	N/A	N/A	94.8%	N/A	N/A	92.4%	N/A	N/A	93.0%	N/A
SC 11	90%	96.0%	96.0%	96.4%	95.5%	94.8%	95.2%	96.1%	96.3%	95.6%	95.6%	95.6%	94.8%
SC 12	1%	0.5%	0.7%	0.7%	0.8%	0.7%	0.6%	0.8%	0.8%	0.8%	1.0%	0.6%	0.7%
SC 14 (a)	99%	94.1%	92.3%	100.0%	83.9%	92.3%	88.9%	85.7%	87.5%	100.0%	96.9%	100.0%	100.0%
SC 14 (b)	0 Cases	-	-	2	1	1	-	-	-	-	-	-	-

Lot 3	Target	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018
SC 1	3%	5.5%	4.9%	4.7%	5.0%	5.6%	6.5%	5.2%	4.6%	3.8%	3.5%	3.3%	2.9%
SC 3	0.5%	1.1%	0.8%	0.9%	0.7%	1.0%	0.7%	0.6%	0.7%	0.9%	0.8%	0.8%	0.6%
SC 4 (a)	98% in 40 days	95.0%	96.4%	98.1%	98.2%	98.0%	96.1%	87.2%	73.4%	52.7%	44.0%	46.0%	48.8%
SC 4 (b)	0 Cases	80	91	52	34	29	93	280	1,082	2,997	5,083	4,813	5,064
SC 5 (a)	2 WD%	100.0%	100.0%	100.0%	1.5	1.4	1.4	1.6	1.5	1.5	1.5	1.4	1.4
SC 5 (b)	100%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	99.6%	99.1%	97.7%	99.7%	99.2%	98.3%	86.6%	85.4%	99.8%	100.0%	99.9%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	100.0%	99.6%	100.0%	99.6%	99.7%	99.6%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	87.3%	83.4%	85.7%	84.1%	81.6%	85.3%	83.0%	82.2%	81.6%	82.2%	80.2%	83.5%
SC 8 (b)	90%	98.5%	96.9%	90.2%	98.2%	98.0%	98.4%	98.2%	97.8%	98.4%	98.6%	98.6%	98.6%
SC 9	90%	N/A	92.9%	N/A	N/A	93.6%	N/A	N/A	92.2%	N/A	N/A	91.9%	N/A
SC 11	90%	94.6%	94.9%	93.8%	93.8%	92.4%	93.5%	92.7%	93.7%	93.0%	93.6%	93.9%	93.9%
SC 12	1%	0.6%	0.7%	0.7%	0.9%	1.1%	1.0%	0.8%	0.8%	0.8%	0.7%	0.8%	0.9%
SC 14 (a)	99%	90.0%	93.8%	100.0%	90.9%	95.5%	100.0%	88.9%	93.3%	100.0%	66.7%	85.2%	76.5%
SC 14 (b)	0 Cases	-	-	1	-	-	-	1	-	2	2	-	1

Notes: **SC5 (a)**: Target changed from percentage of SRTI cases cleared within 2 working days (99%) to average working days to clear (target 2 working days) in April 2018

Lot 3	Target	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019
SC 1	3%	3.1%	3.4%	4.1%	3.5%	3.0%	3.5%	4.3%	5.3%	4.9%	5.0%	4.3%	3.5%
SC 3	0.5%	1.2%	0.7%	0.7%	0.6%	0.5%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%
SC 4 (a)	35 Days from Aug 19	49.0%	47.8%	51.0%	55.3%	54.2%	64.3%	80.7%	29.4	30.0	33.4	36.5	40.3
SC 4 (b)	0 Cases	4,738	3,893	2,950	2,007	2,206	1,711	793	880	1,849	3,555	5,073	7,233
SC 5 (a)	2 WD%	1.3	1.3	1.3	1.3	1.2	1.4	1.4	1.3	1.5	1.4	1.3	1.4
SC 5 (b)	100%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%
SC 6 (a)	98%	86.9%	95.4%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	99.7%	100.0%	99.0%	100.0%	100.0%	100.0%	98.7%	98.8%	100.0%	95.5%	97.7%	96.8%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	83.3%	81.7%	81.3%	81.8%	82.1%	81.7%	83.8%	83.0%	81.6%	77.8%	77.3%	89.8%
SC 8 (b)	90%	98.7%	98.6%	98.7%	98.7%	98.7%	98.8%	98.7%	98.6%	98.6%	97.3%	98.0%	99.1%
SC 9	90%	N/A	93.1%	N/A	N/A	92.8%	N/A	N/A	94.5%	N/A	N/A	92.7%	N/A
SC 11	90%	93.6%	93.0%	92.1%	92.2%	93.0%	92.2%	92.2%	92.4%	91.5%	90.8%	90.9%	91.4%
SC 12	1%	0.9%	0.9%	1.0%	0.9%	0.8%	1.0%	1.2%	0.9%	1.1%	1.3%	1.2%	0.8%
SC 14 (a)	99%	77.3%	83.3%	90.0%	88.0%	92.3%	94.1%	73.3%	95.0%	46.2%	70.8%	78.9%	78.9%
SC 14 (b)	0 Cases	-	-	-	-	1	-	-	5	2	-	1	3

Notes: SC4 (a): AACT was introduced in August 2019. The target for this measure is 35 working days

Lot 3	Target	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020
SC 1	3%	2.7%	2.6%	3.2%	3.7%	4.3%	3.4%	3.3%	2.6%	3.3%	3.3%	3.5%	3.4%
SC 3	0.5%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
SC 4 (a)	35 days	47.7	50.8	46.1	69.3	72.2	75.4	74.4	67.1	50.7	53.4	58.8	59.6
SC 4 (b)	0 Cases	10,612	14,430	23,270	23,173	23,329	20,344	13,924	3,258	3,264	5,855	7,952	11,813
SC 5 (a)	2 WD%	1.2	1.3	1.3	1.2	1.1	1.3	1.4	1.3	1.5	1.4	1.4	1.4
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	99.9%	99.7%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	97.4%	97.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	3	-	3	-	-	-	-	-	-
SC 8 (a)	80%	90.6%	91.1%	91.9%	98.8%	95.9%	98.9%	96.4%	93.3%	94.3%	91.4%	86.7%	94.0%
SC 8 (b)	90%	98.8%	99.0%	98.9%	99.7%	99.4%	99.7%	99.5%	99.0%	99.2%	98.9%	98.6%	99.3%
SC 9	90%	N/A	91.5%	N/A	N/A	93.5%	N/A	N/A	96.3%	N/A	N/A	94.0%	N/A
SC 11	90%	92.5%	92.0%	92.2%	99.5%	99.4%	99.4%	99.4%	99.9%	99.9%	99.9%	99.7%	99.9%
SC 12	1%	0.9%	0.8%	0.8%	0.2%	0.3%	0.8%	1.2%	0.7%	0.8%	2.8%	1.0%	0.6%
SC 14 (a)	99%	69.6%	61.5%	58.3%	33.3%	40.0%	75.0%	83.3%	75.0%	100.0%	75.0%	100.0%	75.0%
SC 14 (b)	0 Cases	5	1	5	3	-	-	-	-	-	-	-	-

Note: From July 2020 target performance measures for SC4 (a) and SC4 (b) were suspended and replaced with a volume clearance target. Data can be found in Annex A.

SC1: August to November target was adjusted to 3.3% to account for a smaller sample size.

Lot 3	Target	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021
SC 1	3%	3.4%	3.7%	3.4%	2.8%	2.7%	3.0%	3.7%	3.3%	3.3%	2.8%	3.2%	3.3%
SC 3	0.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
SC 4 (a)	35 days	60.9	63.3	63.8	67.5	72.6	72.4	92.1	82.4	76.3	70.8	69.6	70.3
SC 4 (b)	0 Cases	15,009	18,392	21,291	25,359	28,413	31,028	25,702	21,880	19,178	20,990	21,344	25,921
SC 5 (a)	2 WD%	1.6	1.3	1.4	1.5	1.5	1.6	1.6	1.7	1.6	1.9	2.0	2.0
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%
SC 6 (a)	98%	100.0%	100.0%	99.9%	99.7%	100.0%	99.9%	99.8%	100.0%	100.0%	99.7%	99.7%	99.6%
SC 6 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	1
SC 8 (a)	80%	92.8%	94.9%	89.5%	91.6%	94.9%	89.6%	85.4%	86.8%	83.0%	86.8%	87.0%	89.9%
SC 8 (b)	90%	99.2%	99.4%	99.0%	99.2%	99.5%	99.3%	98.8%	99.0%	98.8%	99.0%	98.9%	99.4%
SC 9	90%	N/A	96.0%	N/A	N/A	95.7%	N/A	N/A	96.2%	N/A	N/A	95.0%	N/A
SC 11	90%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.7%	99.4%	99.5%	99.5%	99.7%
SC 12	1%	0.5%	0.5%	0.9%	0.7%	0.5%	0.5%	0.6%	0.8%	0.5%	0.7%	0.5%	0.7%
SC 14 (a)	99%	66.7%	80.0%	83.3%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	87.5%	100.0%
SC 14 (b)	0 Cases	-	-	-	-	-	-	1	-	-	-	-	-

Note: From July 2020 target performance measures for SC4 (a) and SC4 (b) were suspended and replaced with a volume clearance target. Data can be found in Annex A

Lot 3	Target	Jan-2022	Feb-2022	Mar-2022	Apr-2022
SC 1	3%	2.9%	2.9%	2.8%	3.5%
SC 3	0.5%	0.1%	0.1%	0.2%	0.1%
SC 4 (a)	35 days	73.5	69.7	64.6	60.6
SC 4 (b)	0 Cases	21,830	15,374	13,029	7383
SC 5 (a)	2 WD%	1.9	1.8	1.8	1.7
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	99.8%	100.0%	99.8%	100.0%
SC 6 (b)	0 Cases	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-
SC 8 (a)	80%	86.6%	89.2%	84.6%	92.1%
SC 8 (b)	90%	98.8%	99.1%	98.6%	99.3%
SC 9	90%	N/A	96.4%	N/A	N/A
SC 11	90%	99.8%	99.6%	99.6%	99.6%
SC 12	1%	0.5%	0.6%	0.8%	0.6%
SC 14 (a)	99%	100.0%	75.0%	83.3%	100.0%
SC 14 (b)	0 Cases	-	-	-	-

Note: From July 2020 target performance measures for SC4 (a) and SC4 (b) were suspended and replaced with a volume clearance target. Data can be found in Annex A

Lot 2 Performance		Target	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
SC 1	Quality Audit - % of unacceptable cases	4%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 3	Rework Received	1.0%	-	1.2%	1.4%	4.4%	4.7%	0.4%	0.5%	0.2%
SC 4 (a)	Average Actual Clearance Time (target 35 days prev 98% in 40 days)	35 Days	-	100.0%	100.0%	80.0%	20.6%	34.1%	4.2%	3.7%
SC 4 (b)	Average Actual Outstanding time	40 days								
SC 5 (a)	Terminal Illness clearances within 2 working days	99% in 2 days	-	100.0%	99.4%	98.8%	98.2%	99.5%	98.8%	98.4%
SC 5 (b)	Terminal Illness Clearances in 5 days	100%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	Advice Clearances in 2 days	98%	-	-	85.7%	85.7%	67.3%	95.7%	84.8%	70.2%
SC 6 (b)	Average Actual Outstanding time	4 days	-	-	-	1	5.5	29	50	9.9
SC 7 (a)	Rework Advice Clearances in 2 days	98%	-	-	33.3%	28.6%	0.0%	16.7%	0.0%	25.0%
SC 7 (b)	Average Actual Outstanding time	4 days	-	-	1	-	10.5	6.3	24	25
SC 8 (a)	Claimant Call Waiting Times - Calls Answered in 30 secs	80%	-	97.8%	92.4%	54.4%	39.1%	15.8%	16.4%	24.2%
SC 8 (b)	Claimant Call Waiting Times - Calls Answered	90%	-	96.7%	98.2%	84.4%	74.3%	69.5%	48.9%	53.9%
SC 9	Claimant Satisfaction Rate - Quarterly Results		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	Consultation Waiting Times - 30/60 mins (AC/HC)	90%	-	-	100.0%	96.6%	97.3%	97.7%	97.9%	96.5%
SC 12	Claimants Sent Home Unseen	1%	-	-	0.0%	0.6%	0.8%	0.3%	0.8%	1.4%
SC 14 (a)	Rework Exam Clearances in 20 days	98%	-	-	-	-	-	66.7%	-	-
SC 14 (b)	Average Actual Outstanding time	25 days	-	-	8.0	22.5	26.8	56.0	43.0	70.7

Notes: Where "-" has been indicated this shows that no cases were cleared in that reporting period
Where "N/A" has been indicated this shows data is not available for that reporting month

Lot 2	Target	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014
SC 1	4%	14.1%	9.8%	9.9%	5.1%	7.0%	6.1%	N/A	44.3%	40.6%	37.9%	26.9%	18.4%
SC 3	0.8%	1.7%	3.7%	1.7%	0.9%	1.6%	1.0%	0.5%	0.2%	0.2%	0.3%	0.4%	0.4%
SC 4 (a)	97% in 30 days	2.5%	1.5%	0.8%	0.8%	1.8%	1.6%	1.9%	4.1%	5.4%	11.9%	20.7%	46.5%
SC 4 (b)	40 days												
SC 5 (a)	99% in 2 days	91.1%	96.0%	98.9%	100.0%	99.8%	100.0%	99.5%	99.2%	100.0%	99.6%	99.0%	97.8%
SC 5 (b)	100%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	41.4%	63.2%	29.5%	66.1%	95.8%	91.8%	84.2%	98.6%	98.1%	98.8%	98.8%	93.8%
SC 6 (b)	4 days	6.7	14.1	8.7	3.5	5.7	6.3	1.8	1.4	1.4	1	1.1	1.7
SC 7 (a)	98%	8.6%	2.9%	0.0%	17.2%	85.3%	86.8%	76.7%	93.9%	92.0%	93.4%	98.8%	86.2%
22.6	4 days	7.9	7.9	8.8	1.2	8.8	26.2	52	1	1	1.7	1	1
SC 8 (a)	80%	27.3%	59.0%	74.8%	85.8%	83.6%	82.3%	79.6%	83.4%	80.8%	82.9%	81.6%	87.3%
SC 8 (b)	90%	84.9%	93.9%	97.1%	97.3%	98.0%	98.3%	97.0%	97.9%	95.3%	97.3%	97.1%	97.6%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	90%	96.4%	97.7%	98.2%	97.8%	96.7%	96.3%	97.1%	97.2%	95.9%	95.2%	96.0%	96.2%
SC 12	1%	1.2%	2.1%	0.6%	0.7%	1.2%	0.7%	0.5%	1.0%	0.7%	0.4%	0.5%	0.5%
SC 14 (a)	98%	100.0%	-	-	-	50.0%	-	-	-	100.0%	50.0%	80.0%	85.7%
SC 14 (b)	25 days	92.7	86.0	37.0	57.0	0.0	0.0	0.0	0.0	8.0	5.0	11.5	8.2

Notes: SC1 target to Jun 2014 was 4% then 3% from July. SC11: Percentage of claimants seen within 30 minutes if attending a consultation at an assessment centre or percentage of claimants seen within 60 minutes if attending a home consultation

Lot 2	Target	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015
SC 1	3%	18.6%	56.1%	55.0%	55.8%	52.1%	20.5%	20.4%	35.6%	38.4%	26.5%	31.9%	29.2%
SC 3	0.5%	0.4%	0.5%	0.5%	0.4%	0.3%	0.3%	0.4%	0.7%	0.6%	0.5%	0.6%	0.5%
SC 4 (a)	97% in 30 days	63.8%	87.2%	97.5%	97.5%	97.1%	97.1%	92.0%	85.3%	87.9%	87.2%	86.1%	94.0%
SC 4 (b)	40 days				54	87	227	415	627	926	839	916	537
SC 5 (a)	99% in 2 days	98.4%	98.8%	98.8%	97.3%	98.6%	98.5%	98.2%	99.0%	95.2%	96.1%	92.8%	98.2%
SC 5 (b)	100%	100.0%	100.0%	99.7%	99.8%	100.0%	100.0%	100.0%	99.8%	99.2%	99.3%	99.8%	100.0%
SC 6 (a)	98%	97.2%	99.3%	99.7%	99.0%	99.7%	99.3%	99.5%	99.5%	98.9%	99.6%	96.1%	73.7%
SC 6 (b)	4 days	1.1	1	1.1	1	1	1	1	1.2	1	1	1	5.1
SC 7 (a)	98%	95.1%	97.6%	96.6%	95.2%	100.0%	100.0%	97.1%	87.9%	72.0%	85.2%	81.8%	69.2%
SC 7 (b)	0 Cases	1	1	0	1	1	1	5	1	8	1	4.5	3
SC 8 (a)	80%	82.3%	87.4%	85.2%	83.1%	80.9%	81.3%	81.1%	82.0%	81.1%	86.0%	82.6%	83.6%
SC 8 (b)	90%	98.1%	99.2%	99.3%	98.8%	98.8%	98.7%	98.6%	98.4%	98.3%	98.4%	98.5%	98.3%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SC 11	90%	96.5%	96.8%	97.7%	97.6%	97.4%	97.7%	97.6%	97.4%	97.9%	98.0%	98.2%	98.5%
SC 12	1%	0.3%	0.4%	0.2%	0.1%	0.2%	0.1%	0.7%	1.8%	1.0%	0.2%	0.3%	0.2%
SC 14 (a)	98%	85.7%	100.0%	90.0%	90.0%	84.6%	90.9%	53.8%	76.2%	59.6%	76.5%	71.4%	60.0%
SC 14 (b)	25 days	8.0	5.1	21.2	6.8	9.5	9.6	10.6	8.2	6.2	8.8	7.8	13.7

Lot 2	Target	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
SC 1	3%	20.5%	30.4%	N/A	N/A	N/A	N/A	N/A	7.6%	N/A	N/A	4.4%	3.1%
SC 3	0.5%	0.6%	0.5%	0.5%	0.5%	0.5%	0.3%	0.3%	0.4%	0.3%	0.4%	0.2%	0.3%
SC 4 (a)	98% in 40 days	89.7%	89.3%	88.5%	89.4%	87.8%	89.6%	92.7%	93.7%	92.7%	93.8%	92.4%	82.4%
SC 4 (b)	0 Cases	578	462	474	491	414	290	173	130	126	159	191	511
SC 5 (a)	99% in 2 days	99.0%	98.3%	99.0%	99.7%	100.0%	99.7%	99.2%	100.0%	99.3%	98.9%	99.4%	99.7%
SC 5 (b)	100%	99.6%	99.8%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.7%	99.9%	99.7%
SC 6 (a)	98%	85.0%	98.2%	99.5%	98.5%	99.4%	99.3%	99.5%	99.8%	99.7%	99.0%	97.2%	98.8%
SC 6 (b)	0 Cases	1	1	1.3	-	-	-	-	-	-	1	-	-
SC 7 (a)	98%	68.2%	95.5%	93.5%	95.2%	95.6%	100.0%	96.7%	91.7%	91.3%	96.6%	100.0%	95.7%
SC 7 (b)	0 Cases	-	1	1	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	72.7%	84.6%	84.5%	85.9%	84.1%	77.0%	81.6%	81.1%	87.5%	81.6%	82.0%	82.5%
SC 8 (b)	90%	95.8%	98.4%	98.5%	97.9%	97.7%	97.4%	97.6%	97.8%	98.8%	98.4%	98.4%	98.9%
SC 9	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94.0%	N/A
SC 11	90%	98.3%	98.9%	98.4%	98.7%	98.5%	98.3%	98.4%	98.3%	98.5%	98.7%	98.4%	98.5%
SC 12	1%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.4%	0.8%	0.5%	0.3%	0.5%	0.2%
SC 14 (a)	99%	60.7%	66.7%	85.3%	95.0%	100.0%	100.0%	100.0%	100.0%	93.3%	80.0%	100.0%	81.8%
SC 14 (b)	0 Cases	15.3	10.3	9.1	-	1.0	-	-	-	-	-	-	1

Notes: **SC1**: Independent audit managed by DWP was started January 2016. DWP do not own data prior to January 2016. **SC4 (a)**: Target changes from percentage of cases cleared within 30 days to percentage of cases cleared within 40 days in June 2016. **SC6 (B)**: Target changed from AOT to 0 cases at month end in Apr 16. **SC7 (B)**: Target changed from AOT to 0 cases at month end in Apr 16. **SC14 (a)**: Target changed to 99% in May 2016.

Lot 2	Target	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
SC 1	3%	3.5%	3.6%	3.9%	4.0%	4.2%	4.4%	4.8%	4.4%	6.2%	7.3%	8.7%	6.8%
SC 3	0.5%	0.2%	0.7%	0.9%	0.7%	1.0%	1.6%	2.8%	2.4%	1.7%	1.5%	1.7%	1.4%
SC 4 (a)	98% in 40 days	71.7%	52.6%	34.4%	33.5%	55.8%	63.5%	61.8%	61.0%	58.4%	77.7%	90.8%	92.4%
SC 4 (b)	0 Cases	1,607	3,559	5,818	8,272	15,296	15,218	10,579	6,439	2,287	748	879	1,166
SC 5 (a)	99% in 2 days	99.0%	97.7%	95.8%	93.4%	92.6%	97.0%	99.4%	97.8%	99.3%	98.6%	98.1%	94.1%
SC 5 (b)	100%	100.0%	100.0%	99.9%	99.7%	99.4%	99.7%	100.0%	99.9%	100.0%	100.0%	99.9%	99.1%
SC 6 (a)	98%	99.4%	98.6%	99.6%	95.5%	96.1%	91.4%	97.3%	99.6%	96.7%	99.9%	95.0%	68.3%
SC 6 (b)	0 Cases	1	-	-	1	-	-	-	-	-	-	-	-
SC 7 (a)	98%	88.9%	98.5%	98.5%	94.9%	96.8%	83.5%	95.2%	96.3%	95.3%	97.5%	92.5%	83.1%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	80.6%	82.8%	81.8%	55.9%	81.1%	55.2%	81.5%	85.7%	55.6%	80.8%	71.5%	46.9%
SC 8 (b)	90%	98.4%	98.7%	98.6%	92.7%	97.7%	92.7%	96.1%	98.2%	89.4%	97.2%	96.8%	91.0%
SC 9	90%	N/A	96.5%	N/A	N/A	95.1%	N/A	N/A	94.3%	N/A	N/A	96.6%	N/A
SC 11	90%	98.4%	98.5%	98.8%	98.9%	99.0%	99.0%	98.7%	98.6%	98.7%	99.0%	98.8%	98.8%
SC 12	1%	0.4%	0.3%	0.4%	0.3%	0.5%	0.4%	0.3%	0.4%	0.4%	0.3%	0.3%	0.4%
SC 14 (a)	99%	100.0%	87.5%	84.6%	95.2%	100.0%	91.7%	100.0%	93.6%	84.9%	84.2%	96.0%	96.6%
SC 14 (b)	0 Cases	3	2	6	3	2	1	2	2	4	1	-	3

Lot 2	Target	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018
SC 1	3%	5.9%	4.8%	4.6%	4.6%	4.8%	5.0%	4.0%	2.6%	1.9%	1.9%	2.4%	2.5%
SC 3	0.5%	1.6%	1.5%	1.2%	1.2%	1.5%	1.0%	0.9%	0.8%	1.0%	1.1%	1.1%	1.4%
SC 4 (a)	98% in 40 days	87.5%	79.1%	62.9%	53.0%	51.6%	54.8%	59.1%	55.7%	72.8%	83.2%	88.8%	90.6%
SC 4 (b)	0 Cases	1,497	2,068	2,253	2,099	2,368	2,740	3,180	2,474	608	335	227	294
SC 5 (a)	2 days	99.1%	99.8%	100.0%	99.4%	1.4	1.3	1.4	1.2	1.2	1.3	1.3	1.6
SC 5 (b)	100%	99.7%	99.8%	99.9%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	99.7%	99.7%	99.3%
SC 6 (a)	98%	94.4%	99.7%	99.7%	99.3%	98.9%	99.6%	100.0%	99.1%	100.0%	94.9%	95.3%	99.9%
SC 6 (b)	0 Cases	-	-	-	1	-	-	-	-	-	-	-	-
SC 7 (a)	98%	98.2%	97.1%	99.4%	89.4%	98.8%	100.0%	100.0%	98.5%	100.0%	88.6%	84.3%	99.3%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	49.8%	85.1%	87.5%	86.3%	81.5%	81.1%	82.6%	83.8%	84.3%	82.6%	81.2%	83.0%
SC 8 (b)	90%	91.0%	98.7%	98.8%	98.8%	98.3%	98.5%	98.3%	98.6%	98.7%	98.3%	98.3%	98.8%
SC 9	90%	N/A	95.1%	N/A	N/A	96.6%	N/A	N/A	95.9%	N/A	N/A	95.3%	N/A
SC 11	90%	99.0%	98.8%	98.7%	99.1%	98.9%	99.0%	99.0%	98.7%	98.9%	99.0%	99.0%	99.0%
SC 12	1%	0.4%	0.4%	0.4%	0.3%	0.4%	0.3%	0.4%	0.4%	0.4%	0.5%	0.4%	0.5%
SC 14 (a)	99%	78.9%	77.3%	80.8%	95.8%	92.6%	85.7%	100.0%	88.9%	94.7%	100.0%	88.9%	100.0%
SC 14 (b)	0 Cases	8	5	6	10	3	6	4	-	3	-	4	6

SC5 (a): Target changed from percentage of SRTI cases cleared within 2 working days (99%) to average working days to clear (target 2 working days) in May 2018

Lot 2	Target	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019
SC 1	3%	2.8%	3.0%	3.0%	3.1%	3.1%	4.1%	4.4%	4.4%	4.4%	4.4%	4.4%	4.0%
SC 3	0.5%	1.3%	1.8%	1.4%	0.7%	0.8%	0.8%	0.5%	0.5%	0.4%	0.3%	0.3%	0.2%
SC 4 (a)	35 Days from Aug 19	88.9%	86.3%	81.9%	81.4%	79.9%	81.9%	91.0%	31.7	31.6	30.8	31.5	32.2
SC 4 (b)	0 Cases	319	506	1,245	836	613	434	213	346	319	416	410	685
SC 5 (a)	2 days	1.4	1.6	1.5	1.4	1.5	1.6	1.5	1.5	1.6	1.6	1.6	2.0
SC 5 (b)	100%	100.0%	99.9%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%
SC 6 (a)	98%	98.6%	63.8%	99.1%	99.5%	99.3%	99.6%	99.2%	99.8%	99.9%	98.7%	100.0%	80.1%
SC 6 (b)	0 Cases	-	12	1	-	2	1	-	-	-	-	1	1
SC 7 (a)	98%	97.8%	74.6%	95.9%	93.5%	96.2%	93.8%	94.6%	95.6%	100.0%	93.8%	102.0%	89.3%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	81.3%	75.3%	64.9%	83.5%	84.0%	82.8%	83.0%	84.6%	83.5%	82.4%	86.0%	90.7%
SC 8 (b)	90%	98.8%	97.6%	96.3%	98.5%	98.7%	98.6%	98.2%	98.8%	98.7%	98.6%	98.8%	99.2%
SC 9	90%	N/A	96.1%	N/A	N/A	95.3%	N/A	N/A	96.6%	N/A	N/A	96.6%	N/A
SC 11	90%	99.1%	99.0%	99.1%	99.1%	99.2%	99.3%	99.3%	99.4%	99.4%	99.3%	99.2%	99.1%
SC 12	1%	0.5%	0.9%	0.8%	0.6%	0.5%	0.4%	0.4%	0.5%	0.3%	0.6%	0.5%	0.6%
SC 14 (a)	99%	94.1%	100.0%	100.0%	80.0%	71.4%	75.0%	92.6%	85.7%	62.5%	100.0%	58.3%	100.0%
SC 14 (b)	0 Cases	4	29	-	18	6	5	5	3	2	3	2	1

SC4 (a): AACT was introduced in August 2019. The target for this measure is 35 working days

Lot 2	Target	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020
SC 1	3%	3.7%	3.9%	3.3%	3.5%	3.8%	4.3%	4.2%	3.6%	3.1%	3.1%	2.5%	2.6%
SC 3	0.5%	0.1%	0.3%	0.4%	0.2%	0.2%	0.2%	0.2%	0.2%	0.0%	0.1%	0.1%	0.1%
SC 4 (a)	35 WD	34.8	32.9	33.1	38.7	32.9	23.2	22.3	27.9	34.1	38.2	40.2	44.7
SC 4 (b)	0 Cases	502	556	861	842	383	142	159	212	256	424	584	1,666
SC 5 (a)	2 days	1.5	1.5	1.3	1.0	1.0	1.1	1.1	1.1	1.2	1.3	1.3	1.3
SC 5 (b)	100%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	99.4%	99.6%	100.0%	100.0%	100.0%	99.8%	99.8%	100.0%	100.0%	100.0%	100.0%
SC 6 (b)	0 Cases	2	-	-	-	-	-	-	-	-	-	-	-
SC 7 (a)	98%	94.4%	92.3%	96.6%	90.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 7 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-
SC 8 (a)	80%	82.4%	82.5%	85.8%	85.1%	94.5%	95.6%	94.5%	93.8%	91.4%	85.4%	93.9%	100.0%
SC 8 (b)	90%	98.5%	98.5%	97.9%	98.2%	99.5%	99.6%	99.4%	99.5%	99.3%	98.8%	99.4%	97.4%
SC 9	90%	N/A	97.4%	N/A	N/A	98.3%	N/A	N/A	96.6%	N/A	N/A	97.4%	N/A
SC 11	90%	99.3%	99.4%	98.2%	98.5%	98.3%	98.6%	98.5%	98.5%	98.9%	98.5%	98.6%	98.6%
SC 12	1%	0.4%	0.4%	0.7%	0.6%	0.6%	0.7%	0.8%	0.6%	0.6%	0.7%	0.8%	0.8%
SC 14 (a)	99%	100.0%	100.0%	90.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SC 14 (b)	0 Cases	-	-	-	-	-	-	-	-	-	-	-	-

SC1: August to November target was adjusted to 3.3% to account for a smaller sample size.

Lot 2	Target	Jan-2022	Feb-2022	Mar-2022	Apr-2022
SC 1	3%	2.9%	3.6%	3.5%	3.9%
SC 3	0.5%	0.1%	0.0%	0.6%	0.3%
SC 4 (a)	35 WD	61.9	57.8	54.5	51.3
SC 4 (b)	0 Cases	5,459	3,279	3,462	1,932
SC 5 (a)	2 days	1.6	1.6	1.4	1.7
SC 5 (b)	100%	100.0%	100.0%	100.0%	100.0%
SC 6 (a)	98%	100.0%	99.8%	99.0%	99.7%
SC 6 (b)	0 Cases	-	-	-	-
SC 7 (a)	98%	100.0%	100.0%	80.0%	15.6%
SC 7 (b)	0 Cases	-	-	-	-
SC 8 (a)	80%	86.3%	87.5%	89.2%	93.1%
SC 8 (b)	90%	98.8%	99.0%	98.9%	99.1%
SC 9	90%	N/A	97.6%	N/A	N/A
SC 11	90%	98.7%	98.8%	98.8%	98.9%
SC 12	1%	0.6%	0.6%	0.9%	0.9%
SC 14 (a)	99%	100.0%	100.0%	100.0%	95.1%
SC 14 (b)	0 Cases	-	-	-	1

Annex A - See note in Lot 1 and Lot 3

	Stage 2 Clearance Target						Stage 3 Clearance Target						Incentive Period Clearance Target									
% of Volume Target Cleared	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
	98.8%	100.3%	100.2%	98.1%	100%	96.77%	101%	93.83%	89%	82%	80%	76%	76%	88%	95%	94%	97%	87%	97%	101%	103%	103%