

Annex A

Location		
Contract To Date →		Total
Service Name ↑	Postcodes.io Admin District ↑	Record Count
Benefits Advocacy	Aberdeen City	14
	Aberdeenshire	12
	Angus	4
	Argyll and Bute	6
	City of Edinburgh	49
	Clackmannanshire	1
	Dumfries and Galloway	10
	Dundee City	123
	East Ayrshire	8
	East Dumbartonshire	4
	East Lothian	6
	East Renfrewshire	4
	Falkirk	8
	Fife	120
	Glasgow City	113
	Highland	28
	Inverclyde	1
	Midlothian	4
	Moray	12
	Na h-Eileanan Siar	11
	North Ayrshire	11
	North Lanarkshire	28
	Orkney	1
	Perth and Kinross	12
	Renfrewshire	11
	Scottish Borders	23
	South Ayrshire	4
	South Lanarkshire	19
	Stirling	21
	West Dunbartonshire	36
West Lothian	9	
Unknown	0	
Total		713

Annex B

			FY21/22 Q4	FY22/23 Q1	FY22/23 Q2	FY22/23 Q3
No	Key Performance Indicator	Milestone	Result	Result	Result	Result
1	All requests for support received must be processed and allocated to appropriate advocacy representation within 2 working days.	95%	100%	100%	98%	98%
2	Initial appointments with Individuals should be arranged within 3 working days of the referral to the advocacy worker or service partner	95%	100%	100%	98%	99%
3	Acknowledge receipt of complaint/concern within 2 working days of receipt and provide a formal response within 5 working days of receipt (copied to the SG contract manager for information).	90%	N/A	N/A	N/A	N/A
4	Any complaints which cannot be resolved by Service provider regarding the system or services must be sent to SG contract manager within 6 working days of receipt.	90%	N/A	N/A	N/A	N/A
5	Serious issues to be escalated to the Scottish Government within 24 hours	100%	N/A	N/A	N/A	N/A
6	Service Provider must issue satisfaction survey to 100% of Individuals within two days of their service requirements ending	95%	73.3%	100%	97%	98%
7	Service Provider must make payment to any sub-contractors within 30 days of receipt of a valid invoice	100%	N/A	N/A	N/A	N/A