

From: Woollard, Kevin
Sent: 20 August 2015 10:41
To: DCP 195A Review Group
Subject: DCP 195a Reporting Requirements

Dear DCP 195a Review Group,

As chair of the DCP 195a review group I have received a query regarding the reporting requirements for DCP 195a Network SLA Reports which are shortly due to be produced. There does appear to be some ambiguity between the legal text and the template included in the DCUSA.

To illustrate the point I have set out the worked example below.

Consider there were 100 Cat As reported in a quarter:
95 are attended within 3 hours
Of these 95 only 50 are fixed on first visit
Of the remaining 45 only 40 have appointments made within 10 days
Of the 45 remaining 43 are rectified within 40 days

The current legal text provides for the following reporting

- 1) A report showing 95 jobs attended within 3 hours
- 2) A report showing 40 out of 45 jobs had appointments made within 10 days
- 3) Depending on your interpretation of the legal text either
 - a. 50 + 43 jobs = 93 rectified within 40 days out of 100 jobs (which aligns with the template) or
 - b. 43 out of 45 jobs fixed within 40 days (which aligns with the SLA) or
 - c. 43 out of 100 jobs (which aligns with the reporting requirement in the legal text schedule)

From a Supplier perspective I think 3 a) above is the most useful however it could be argued that the legal text would push you towards 3 c) which as a report is fairly meaningless.

I think we will need to raise a further change to clarify the legal text in due course however it would be useful to get an understanding from other DNOs how they intend to report and for Suppliers to provide a view as which report would be most use.

If you could respond ASAP that would be great.

Regards