

Press Release

Serco innovations provide welcome boost for local government

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Innovation and creativity, founded on shared risk and shared values, have proven a successful formula for Serco and their local government partners. The most recent example is with Hertfordshire County Council, where Serco have been appointed to deliver a pioneering new Telecare service for adults in receipt of social care. This is an extension to those services currently delivered by Serco on behalf of the Council and is expected to have an initial value of £12m over 5 years, with the potential for further growth as the service is extended to provide support to more citizens.

Serco's strategic partnership with Hertfordshire County Council is saving the Council at least £25m over its eight-year term by transforming the way in which support services are delivered, and has already identified over £10m of additional savings.

Further evidence of how Serco's innovative approach to service design and transformation is delivering real cost benefits for local authorities can be seen through ACCESS – the pioneering joint venture partnership between Glasgow City Council and Serco. Now in its fifth year, ACCESS is celebrating significant year-on-year savings that will amount to a staggering £210m over the ten years of the partnership contract and beyond, and a national award for the joint venture's 'Tomorrow's Office' project. This saw Serco complete a city-wide review of the Council's property portfolio which has reduced 20 buildings to six, saving £6m a year.

In the last five years, Serco has entered into strategic partnerships with Glasgow City Council, Hertfordshire County Council, Peterborough City Council, Thurrock Council and Westminster City Council, as well as other local government contracts including those with Enfield Council and Derby City Council. More recently Serco has been shortlisted for a number of additional opportunities with local authorities including Lincolnshire County Council and Hartlepool Council.

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About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos.

Around the world, we improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Our global BPO business has over 60,000 employees across 100 locations, with a presence in 12 countries providing the complete spectrum of business services to customers in the public and private sector around the world.

As a dynamic global service organisation, our people have the expertise and intimate knowledge of our customers' markets as well as best practice processes and technologies to exceed expectations. We have the vision, agility and determination to deliver cutting-edge business process solutions and set ever-higher standards in the markets we serve.

More information can be found at www.sercoglobal.com