

Our Ref: 165-11-208

Your Ref:



**SURREY
POLICE**
*With you, making
Surrey safer*

John Brown

By email:

[request-70130-](mailto:request-70130-xxxxxxx@xxxxxxxxxxxxxxxxxxx)

xxxxxxx@xxxxxxxxxxxxxxxxxxx

**Information Access Team
Surrey Police H.Q**
01483 630007

1st June 2011

Dear Mr Brown

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 165-11-208

I write in connection with your request for information received on 4th May 2011.
You asked:

I would like to request details of all contracts with the Serco Group (www.serco.com) and any subsidiary companies completed or started in the financial years 08-09, 09-10 and 10-11 (or present date if year end not completed). For each contract I would like the following information:

Q1. A detailed description of the aims of the contract,

A1. The following is a description of the work undertaken by Serco since April 2008:

OSR1 (restructure of HR and Finance)

Analysed HR and Finance structures, processes and establishment

Benchmarked resources against public and private sector

Reviewed working processes

Recommended restructure options aligning recommendations to the force's ambition to test an Ullrich model of centralised HR services.

Provided outline costs and benefits

OSR3 (Shared Services)

Analysed HR, Finance and ICT transactional service structures, processes and establishment

Benchmarked resources against public and private sector

Reviewed working processes

Recommended restructure options aligning recommendations to the original force objective of testing a Shared Services option

Provided outline costs and benefits

Q2. The estimated fee to Surrey Police at the outset of the contract

Q3. The actual fee paid at the completion of the work

Q4. Where a contract is expected to result in a financial saving, the estimated saving at the outset of the contract, and the actual saving realised at the completion of the project.

A2-4. Please see the table below of the Serco costs for the Shared Business Services Review in March 2010, including this spend as a % of the final annual save figure, and the accrued save over the period of 2010 to 2015.

Review	Serco Consultancy Costs	Final Annual Savings	% Consultancy Costs of Annual Savings	10/15 Cumulative Accrued Savings	% Consultancy Costs of 10/15 Savings
Shared Services	£92,660	£294,000	32%	£835,000	11%

The previous reviews of HR and Finance (engaged June to December 2008) delivered savings of approximately £2.8m per annum; £2.3m from HR and £0.5 from Finance. For both these reviews, Serco consulting charged approximately £195k in total, which equates to 7% of the full year savings accrued in year one and, 1.4% of the cumulative savings accrued over the five year period.

Surrey Police provides you the right to request a re-examination of your case under its review procedure. How to do this is set out in the attached Appeals Notice. Having followed the full procedure, if you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give your case consideration.

I would like to take this opportunity to thank you for your interest in Surrey Police. Should you have any further enquiries concerning this matter, please write or contact us on 01483 - 630007 quoting the reference number above.

Yours sincerely

Carolyn Mullen
Information Access Decision Maker