[redacted]

From: [redacted]@serco.com>
Sent: 05 December 2016 11:33
To: [redacted]
Subject: Scot Gov November [I]

6.1

Classification: Serco Internal

Hi [redacted],

It was a pleasure to meet you on Thursday.

Just to confirm that the KPI's for both Know the Score and Drinkline Scotland were met for November.

Drinkline Scotland - 89%
KTS Voice - 91%
KTS Email - 100%

The new monthly cost for the contract is now £8,000.00. If you could let me know whether I am still able to invoice against PO SG767764 or whether a new PO is required that would be great.

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

www.serco.com

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****

[redacted]

From: [redacted]@serco.com>
Sent: 04 January 2017 14:17
To: [redacted]
Cc: [redacted]
Subject: Scot Gov December [l]

6.2

Classification: Serco Internal

Hi [redacted]

I hope you had a good Christmas and New Year.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for December.

Drinkline Scotland - 92%
KTS Voice - 94%
TS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG767764?

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

www.serco.com

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[redacted]

From: [redacted]@serco.com>
Sent: 06 February 2017 11:04
To: [redacted]
Cc: [redacted]
Subject: Scot Gov Jan [l]

8.1

Classification: Serco Internal

Hi [redacted],

I hope you are well.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for January.

Drinkline Scotland - 91%
KTS Voice - 88%
KTS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG767764?

Also just to let you know I'm working on the profiler review for KTS and DLS at present. Once we've got internal sign off I will send across to you for review so that we can get the profilers updated before we launch webchat KTS again.

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

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serco

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[redacted]

From: [redacted]@serco.com>
Sent: 02 March 2017 11:13
To: [redacted]
Cc: [redacted]
Subject: Scot Gov Feb [l]

8.2

Classification: Serco Internal

Hi [redacted]

I hope you are well.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for February.

Drinkline Scotland - 93%
KTS Voice - 93%
KTS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG767764?

Also we are currently looking to launch webchat for KTS in the next month or so and I was wondering if you could send me over any stats on the website traffic for the campaign for the past year or so?

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

www.serco.com

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****

[redacted]

From: [redacted]@serco.com>
Sent: 11 April 2017 10:07
To: [redacted]; [redacted]
Cc: [redacted]
Subject: Know the Score and Drinkline Scotland Reports - March [SIC]
Attachments: Drinkline Scotland Monthly Report March 2017.pdf; Know the Score Montlhy Report March 2017.pdf

Classification: Serco in Confidence

Hi [redacted] and [redacted]

7.1

I hope your week is going well so far. Please find the reports for March attached.

Let me know if you have any questions.

Kind regards,

[redacted]
Operations Manager
Serco UK&E Local Regional Government

T: +44 (0)141 [redacted]
M: +44 (0) [redacted]
[redacted]@serco.com

www.serco.com

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Drinkline Scotland Report – March 2017

The Scottish Government
Riaghaltas na h-Alba

Telephony Demand

131 calls arrived in hours

4% increase when compared with February

127 calls handled

97% strike rate

89% calls handled in under 10 seconds

58 Valuable Calls

88% of profiled calls

131 people called Drinkline Scotland this month representing an increase in Demand of 4% when compared with demand in February. 97% of all calls were handled by advisers with 58% of all calls profiled by advisers recorded as valuable interactions.

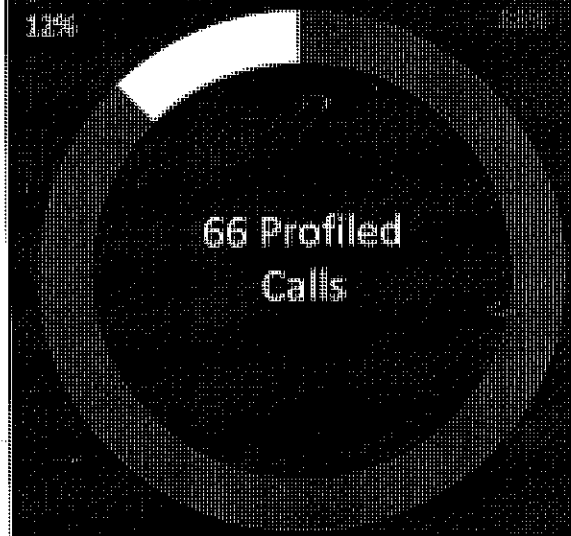
The majority of valuable calls were recorded as in depth discussions or calls where general information was provided. Most non valuable calls in March were recorded as wrong numbers.

As is typically the case, most individuals and concerned others who contacted the service were recorded as female with the majority of individuals recorded as being aged between 30 and 49 years old.

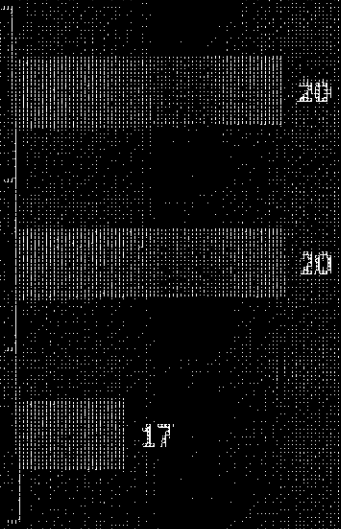
41% of valuable calls were referred to Drinkline Scotland by another service with most callers stating that they or the person they were concerned about consumed alcohol every day. 7% of callers consumed over 30 units of alcohol when they drank.

45% of callers contacted the service as they wanted to vent/talk altogether with the remaining callers stating that they were either concerned about someone else's drinking or they wanted to cut down on their alcohol consumption.

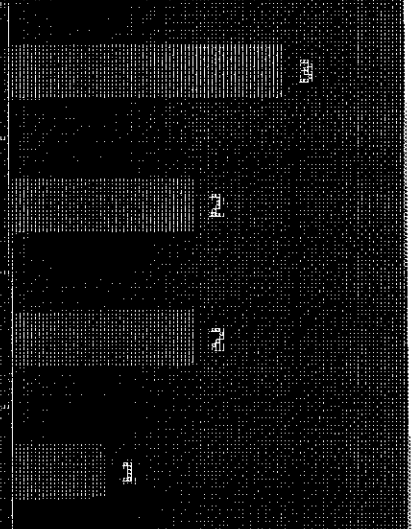
General information on the risks and effects of alcohol was provided on 32% of all calls with treatment options and withdrawal also frequent topics of discussion.

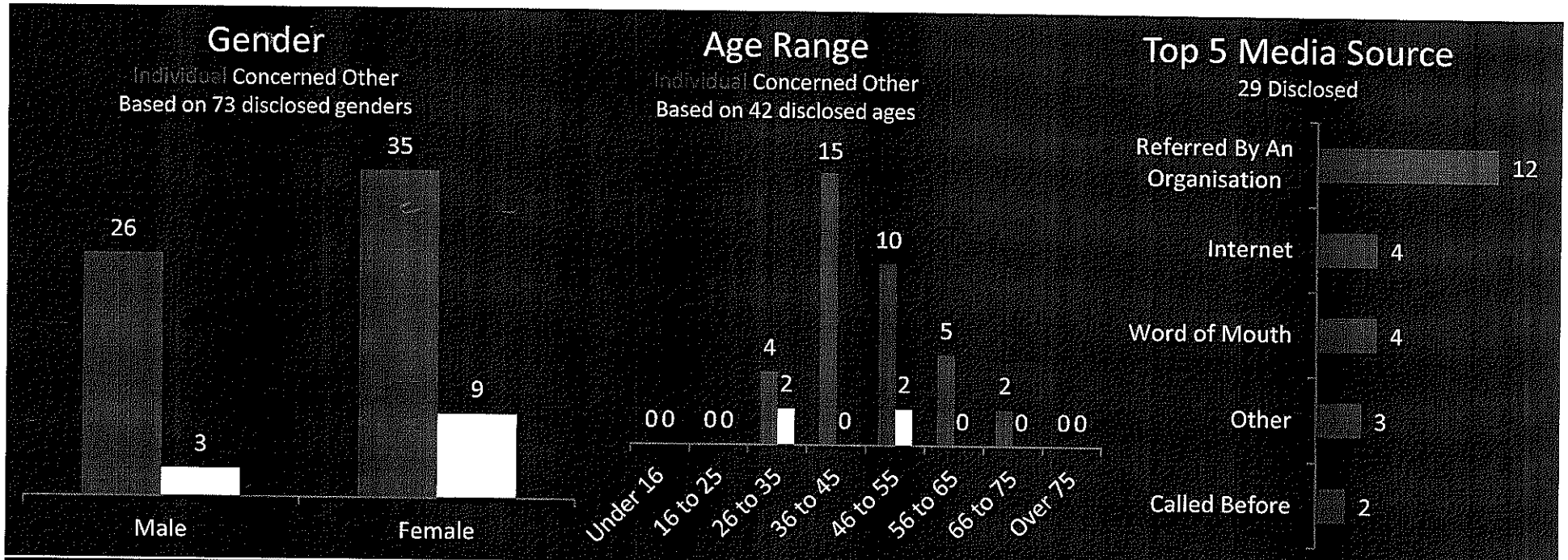


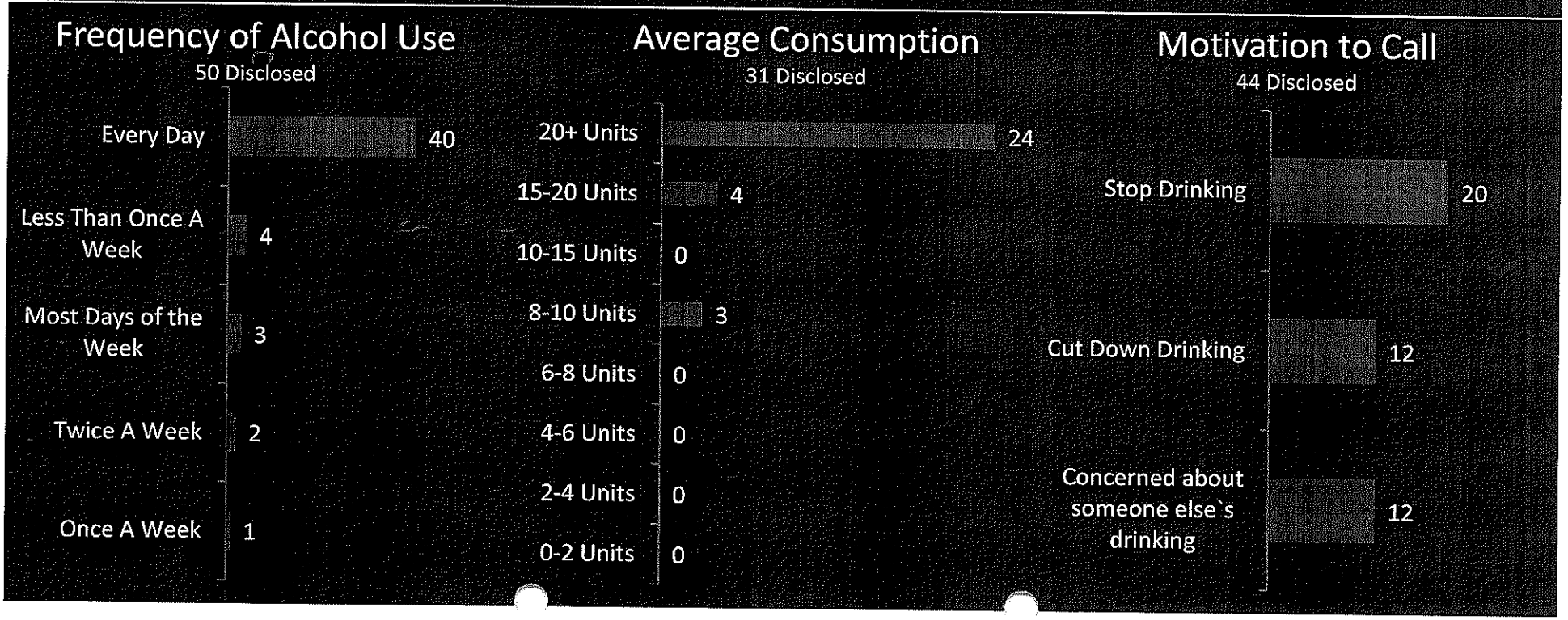
Valuable Call Breakdown



Non Valuable Call Breakdown




Gender
Individual Concerned Other
Based on 73 disclosed genders
26
3
35
9
Male
Female
Age Range
Individual Concerned Other
Based on 42 disclosed ages
0 0
0 0
4
2
15
0
10
2
5
0
2
0
0 0
Under 16
16 to 25
26 to 35
36 to 45
46 to 55
56 to 65
66 to 75
Over 75
Top 5 Media Source
29 Disclosed
Referred By An Organisation
12
Internet
4
Word of Mouth
4
Other
3
Called Before
2

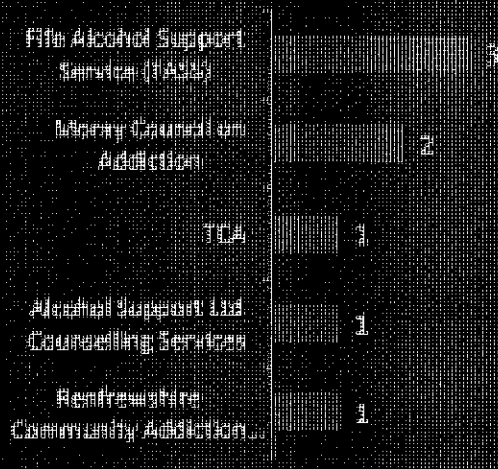

Frequency of Alcohol Use
50 Disclosed
Every Day
40
Less Than Once A Week
4
Most Days of the Week
3
Twice A Week
2
Once A Week
1
Average Consumption
31 Disclosed
20+ Units
24
15-20 Units
4
10-15 Units
0
8-10 Units
3
6-8 Units
0
4-6 Units
0
2-4 Units
0
0-2 Units
0
Motivation to Call
44 Disclosed
Stop Drinking
20
Cut Down Drinking
12
Concerned about someone else`s drinking
12

What was provided on the call?

General information on alcohol	32	32%
Treatment options	25	25%
Information on withdrawal	10	10%
Tips for cutting down	8	8%
Information on units	7	7%
Long term risks info	6	6%
Short term risks info	5	5%
Harm reduction tips	5	5%
Relapse prevention advice	3	3%

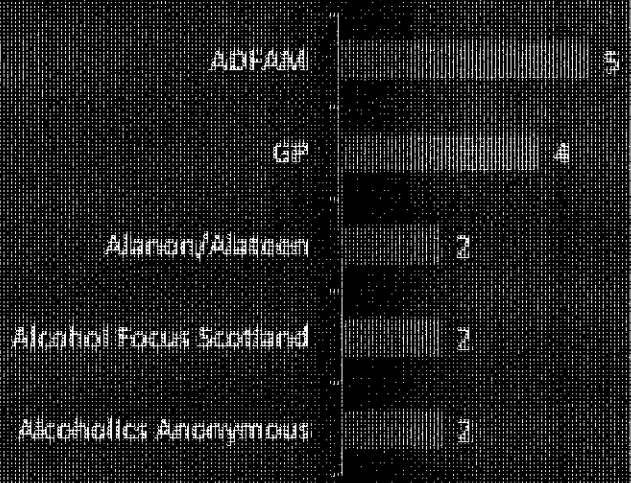
Top 5 Local Signposts

14 Provided



Top 5 National Signposts

21 Provided



Sample Call

A female caller contacted the helpline, upset about her husband's drinking getting out of control. The caller's husband drinks twice a week but specifically to get drunk. The caller's concerns were exacerbated by the history of alcohol use in her husband's family, particularly his father, as well as having a young son. The caller discovered that this time last year his drinking had caused her to consider it a threat to their marriage. This was the first time she had contacted a service for advice on what help is available.

The adviser listened to, and comforted the caller. After the initial discussion, the adviser explained how local alcohol services work, and what support they could offer that would benefit both the caller and their husband. Additional services specifically for families affected by alcohol were provided, as well as the Relate website. To provide some relationship support. The caller thanked the adviser for their help and support and agreed to contact the services provided to get further support

Know the Score Report – March 2017

The Scottish Government
Riaghaltas na h-Alba

Telephony Demand

185 calls arrived in hours

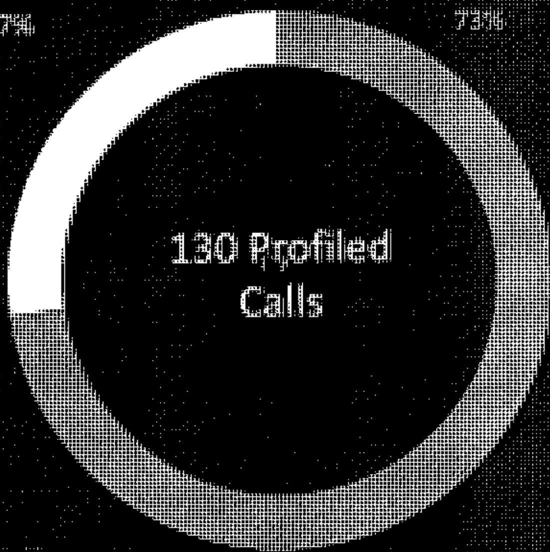
167 calls handled

95 Valuable Calls

15 emails arrived

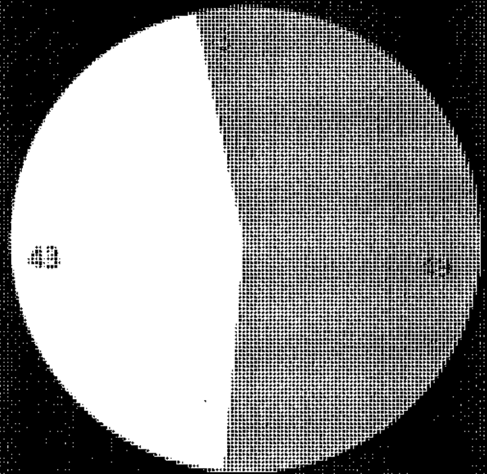
6 Valuable Emails

[illegible]



Valuable Caller Type

Individual Concerned Other
Student for Research Organisation



Individual Type

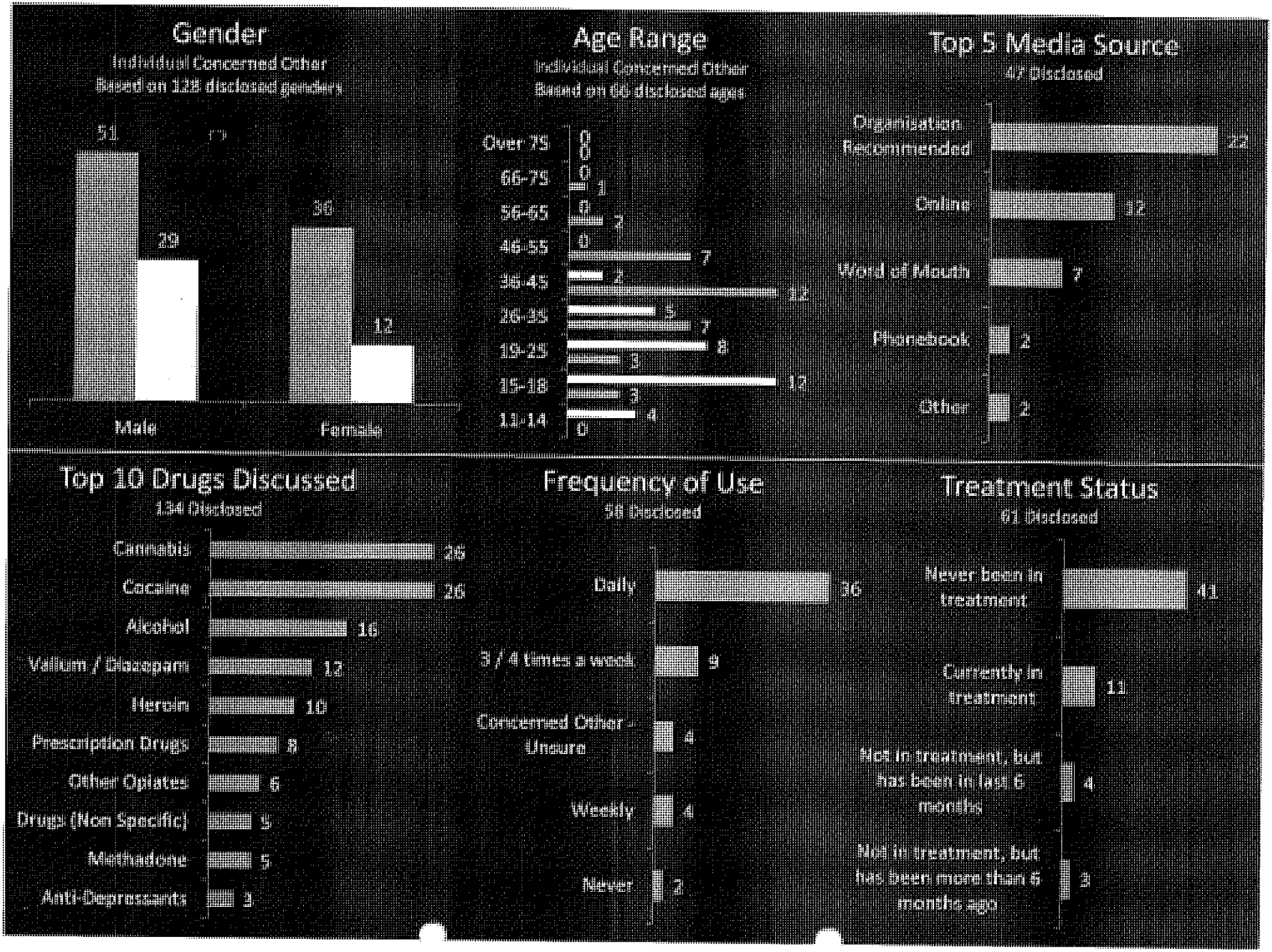
49 Disclosed

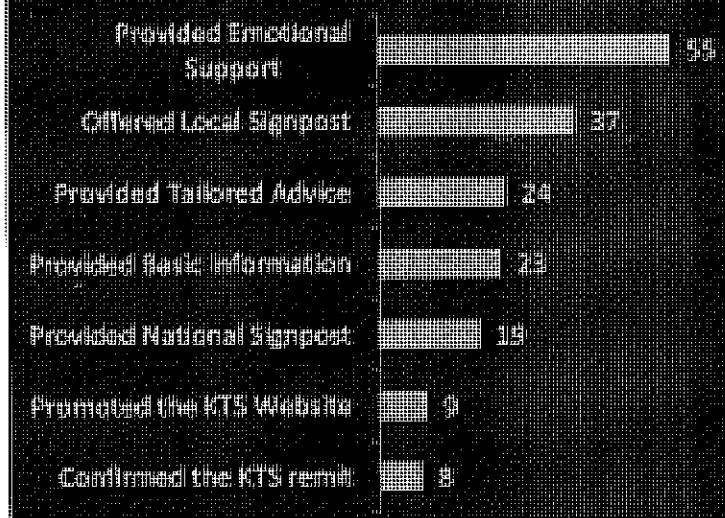
Persistent Drug User	30	61%
Occasional Drug User	12	24%
Non Drug User	6	12%
At Risk Non Drug User	1	2%

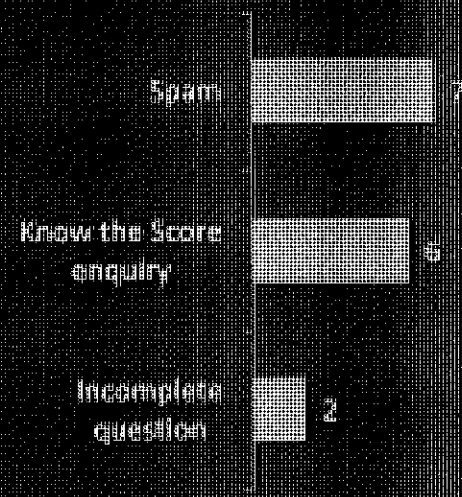
Concerned Other Type

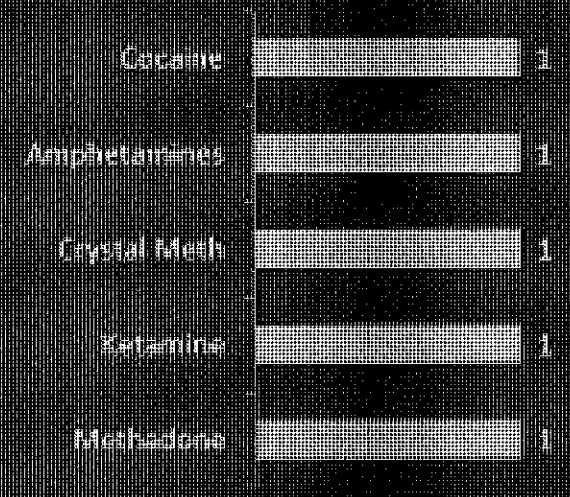
31 Disclosed

Parent	21	68%
Other family member	4	13%
Child	2	6%
Sibling	2	6%
Partner	1	3%
Friend	1	3%


Gender
Individual Concerned Other
Based on 128 disclosed genders
51
29
38
12
Male
Female
Age Range
Individual Concerned Other
Based on 66 disclosed ages
Over 75 0
66-75 0
56-65 0
46-55 0
36-45 2
26-35 5
19-25 3
15-18 3
11-14 0
1
7
7
12
7
8
12
4
Top 5 Media Source
47 Disclosed
Organisation Recommended 22
Online 12
Word of Mouth 7
Phonebook 2
Other 2
Top 10 Drugs Discussed
134 Disclosed
Cannabis 26
Cocaine 26
Alcohol 16
Valium / Diazepam 13
Heroin 10
Prescription Drugs 8
Other Opiates 6
Drugs (Non Specific) 5
Methadone 5
Anti-Depressants 3
Frequency of Use
58 Disclosed
Daily 36
3 / 4 times a week 9
Concerned Other - Unsure 4
Weekly 4
Never 2
Treatment Status
61 Disclosed
Never been in treatment 41
Currently in treatment 11
Not in treatment, but has been in last 6 months 4
Not in treatment, but has been more than 6 months ago 3







Sample Call

A female caller with concerns for her cousin's partner who had been drinking and taking drugs since they were a teenager. The partner's mother has been trying to support the partner and encourage him to break the cycle of drug use. The second concern was that a friend of the cousin, encouraged the caller to remove concerned about drugs being brought into her house. However, the caller felt unsure if her cousin's partner and therefore contacted the helpline to query local drug services and how they could help.

The adviser listened to the caller's concerns and explained how a local drug support service could help as well as how they can also offer support to family and friends. The adviser provided contact details of a local drug service and encouraged the caller to contact them. The caller felt reassured that this was the best way forward for her cousin's partner with drug dependency. The caller was invited to call back if there were developments, and was also encouraged to pass on Know the Score's telephone number to her cousin and their partner.

[redacted]

From: [redacted]@serco.com>
Sent: 03 May 2017 10:02
To: [redacted] [redacted]
Subject: Scot Gov April [l]

3.1

Classification: Serco Internal

Hi both,

I hope you are well.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for April.

Drinkline Scotland - 95%
KTS Voice - 91%
KTS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG820565?

[redacted] - We also have the annual survey monkey charge that we set up last year for webchat customer satisfaction. Could you let me know what PO number we should invoice this against, total cost is £300.00? I'll send you a separate email about webchat in general.

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

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Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo le gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh, leig fios chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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[redacted]

From: [redacted]@serco.com>
Sent: 01 June 2017 12:56
To: [redacted] [redacted]
Subject: Scot Gov May [l]

3-2

Classification: Serco Internal

Hi both,

I hope you are well.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for May.

Drinkline Scotland - 91%
KTS Voice - 88%
KTS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG820565?

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

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[redacted]

From: [redacted]@serco.com>
Sent: 03 July 2017 11:26
To: [redacted]
Cc: [redacted]
Subject: Scot Gov June [l]

Follow Up Flag: Follow up
Flag Status: Flagged

3.3

Classification: Serco Internal

Hi both,

I hope you are well.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for June.

Drinkline Scotland - 92%
KTS Voice - 92%
KTS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG820565?

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141[redacted]
M: [redacted]
[redacted]@serco.com

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has been swept for the presence of computer viruses.

****

[redacted]

From: [redacted]@serco.com>
Sent: 01 August 2017 14:19
To: [redacted]
Cc: [redacted]
Subject: Scot Gov July [I]

Classification: Serco Internal

Hi both,

I hope you are well.

To confirm, the KPI's for both Know the Score and Drinkline Scotland were met for July.

Drinkline Scotland - 90%
KTS Voice - 87%
KTS Email - 100%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG820565?

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

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****

[redacted]

From: [redacted]@serco.com>
Sent: 04 September 2017 09:42
To: [redacted]
Cc: [redacted]
Subject: RE: KTS Emails [I] [SB]

3.5

Classification: Serco Business

Hi both,

I hope you are well.

Please see KPI's for DLS and KTS for the month of August below.

Drinkline Scotland - 97%
KTS Voice - 96%
TS Email - 92%

Can you confirm you are happy for me to invoice £8,000.00 against PO SG820565?

Thanks,

[redacted]

From: [redacted](Local & Regional Government)
Sent: 15 August 2017 16:15
To: [redacted]@gov.scot
Cc: [redacted]
Subject: KTS Emails [I]

Classification: Serco Internal

[redacted]

We had an IT issue with our telephony system Callmedia last week that required us to restart the server, meaning any of our queued emails for all of our services were abandoned and reset because of the way the system is set up. As such this means that we missed responding to 1 email on KTS within the 24 hour mark. We did pick it up and respond after the 24 hours but it means that the email is out with SLA. Due to the extremely low volumes on KTS (around 1 email every few days) our KPI for email is now sitting at 75%. KPI should improve as more emails come in throughout the month but we won't hit 100% for the month due to this technical issue, I hope this is ok?

Please let me know if you have any questions.

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

www.serco.com

serco

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[redacted]

From: [redacted]
Sent: 30 August 2018 09:01
To: [redacted]
Subject: 2018 - Know the Score/Drinkline Helplines - IT issues delayed one email August 2017 - Email chain [redacted] 6 September 2018

Many thanks

Kind regards

[redacted]

[redacted]
Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]**@gov.scot**

From: [redacted]
Sent: 06 September 2017 17:31
To: [redacted] (Local & Regional Government) <[redacted]@serco.com>
Cc: [redacted] (Local & Regional Government) <[redacted]@serco.com>; [redacted] [redacted]@gov.scot>
Subject: RE: KTS Emails [I]

Hi [redacted]

As we discussed yesterday, I have no problem at all with what you have reported below and understand that due to low call volumes an event such as this can impact on KPI figures.

Thanks,

[redacted]

[redacted] I Substance Misuse Unit I Scottish Government I 3 E St Andrews House I Regent Road I Edinburgh I EH1 3DG I 0131 [redacted]

From: [redacted] (Local & Regional Government) [mailto:[redacted]@serco.com]
Sent: 15 August 2017 16:15
To: [redacted]
Cc: [redacted] (Local & Regional Government)
Subject: KTS Emails [I]

Classification: Serco Internal

Hi [redacted]

We had an IT issue with our telephony system Callmedia last week that required us to restart the server, meaning any of our queued emails for all of our services were abandoned and reset because of the way the system is set up. As such this means that we missed responding to 1 email on KTS within the 24 hour mark. We did pick it up and respond after the 24 hours but it means that the email is out with SLA. Due to the extremely low volumes on KTS (around 1 email every few days) our KPI for email is now sitting at 75%. KPI should improve as more emails come in throughout the month but we won't hit 100% for the month due to this technical issue, I hope this is ok?

Please let me know if you have any questions.

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

www.serco.com

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[redacted]

From: [redacted]
Sent: 30 August 2018 09:06
To: [redacted]
Subject: 2017 - Know the Score and Drinkline - Reporting Review Proposals - Email Chain from Scottish Government to [redacted] confirming agreement - 12 September 2017

Many thanks

Kind regards

[redacted]

[redacted]

7

Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]**@gov.scot**

From: [redacted]
Sent: 12 September 2017 16:15
To: [redacted]@gov.scot>; [redacted]@serco.com>
Cc: [redacted]@serco.com>; [redacted]@gov.scot>
Subject: RE: KTS & DLS Reporting Review [SB]

Hi [redacted]

For the KTS side, I am not sure if [redacted] did reply before he went off, but to confirm we are content with the data you provide.

Speak soon

Many thanks

Kind regards

[redacted]

[redacted]
Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]**@gov.scot**

From: [redacted]
Sent: 12 September 2017 14:39
To: [redacted]; [redacted]
Cc: [redacted]
Subject: RE: KTS & DLS Reporting Review [SB]

Hi [redacted]

For Drinkline, the report already produced is adequate for what we require.

Many thanks
[redacted]

[redacted]
Substance Misuse Unit
Heath Improvement Division
Population Health Directorate
Scottish Government
St Andrews House
Room: 3E
Regent Road
Edinburgh
EH1 3DG
Tel: 0131 [redacted]

For good practice information on alcohol and drugs please go to:
http://www.ssks.org.uk/topics/drugs-and-alcohol.aspx

From: [redacted]@serco.com]
Sent: 08 September 2017 12:27
To: [redacted]; [redacted]
Cc: [redacted]
Subject: KTS & DLS Reporting Review [SB]

Classification: Serco Business

Hi both,

One of the actions we took away from our meeting last week with [redacted] and [redacted] was to review our current reporting process and what reporting you would like to see from the data that we capture for both Know the Score and Drinkline Scotland. I have attached the data capture profilers for both services for review and example reports for what we can currently produce.

Would you both be able to review your relevant profilers and reports and let me know if these reports cover everything you would like to see in a report of if it's too much/too little or if there is anything else you would like to see from the data we capture?

Please do let me know if you have any questions.

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

www.serco.com

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[redacted]

From: [redacted]
Sent: 30 August 2018 12:50
To: [redacted]
Subject: 2017 - Know the Score/Drinkline Helplines - IT Issues delayed one email September 2017 - Email [redacted] - 29 September 2017

Many thanks

Kind regards

[redacted]

9

[redacted]
Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]**@gov.scot**

From: [redacted]@serco.com>
Sent: 29 September 2017 16:30
To: [redacted]@gov.scot>; [redacted]@gov.scot>
Cc: [redacted]@serco.com>; [redacted]@serco.com>
Subject: KTS Emails [SB]

Classification: Serco Business

Hi both,

I hope you are well.

I just wanted to let you know ahead of month end next week that we have not yet managed to resolve the email issue that we have being experiencing the past few months. As such this means in September we missed another email out with the 24 hour KPI we have for KTS. We did manage to reply to the email within 25.5 hours but I realise that this is more than ideal. We have escalated the issue to senior colleagues in our IT department as well as our division as we have now missed KPI 2 months in a row.

Please accept our apologies for this inconvenience and let us know if you would like to discuss further?

Many Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

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[redacted]

From: [redacted]
Sent: 30 August 2018 12:51
To: [redacted]
Subject: 2017 - Know the Score/Drinkline Helplines - KPIs September 2017 - Emails from/to [redacted] - 2 + 3 October 2017

Many thanks

Kind regards

[redacted]

8

[redacted]
Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]**@gov.scot**

From: [redacted]
Sent: 03 October 2017 12:02
To: [redacted]@serco.com>; [redacted]@gov.scot>; [redacted]@gov.scot>
Cc: [redacted]@serco.com>; [redacted]@serco.com>
Subject: RE: Scot Gov September [SB]

Hi [redacted]

Thank you, yes, that is fine.

Speak soon

Many thanks

Kind regards

[redacted]

[redacted]
Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]@gov.scot

From: [redacted]@serco.com]
Sent: 02 October 2017 14:20
To: [redacted]
Cc: [redacted]
Subject: Scot Gov September [SB]

Classification: Serco Business

Hi all,

I hope you are well.

To confirm, KPI's for September for both Know the Score and Drinkline Scotland were as follows:

Drinkline Scotland - 88%
KTS Voice - 91%
KTS Email - 92% due to internal email issues

Can you confirm if you are happy for me to invoice £8,000.00 against PO SG820565?

Thanks,

[redacted]

[redacted]
Account Manager
Serco UK&E Local Regional Government

T: 0141 [redacted]
M: [redacted]
[redacted]@serco.com

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[redacted]

From: [redacted]
Sent: 30 August 2018 09:10
To: [redacted]
Subject: 2017 - Know the Score/Drinkline Helplines - KPIs October 2017 - Agreed - Email chain between Serco and Scottish Government - 2 November 2017

Many thanks

Kind regards

[redacted]

2

[redacted]
Policy Officer
Substance Misuse Unit
Scottish Government
3 East St Andrews House
Regent Road
EDINBURGH
EH1 3DG

Telephone 0131 [redacted]
Email [redacted]**@gov.scot**

From: [redacted]
Sent: 02 November 2017 15:27
To: [redacted]@serco.com>; [redacted]@gov.scot>; [redacted]@gov.scot>
Cc: [redacted]@serco.com>
Subject: RE: Scot Gov October

Hi [redacted]

Thanks for your email, and for letting us know about the PO change. Based on the KPIs below, I am happy for you invoice us for the £8,000. I will alert finance colleagues here that it will be coming shortly.

Thanks,

[redacted]

[redacted] Substance Misuse Unit I Scottish Government I 3 E St Andrews House I Regent Road I Edinburgh I EH1 3DG I 0131 [redacted]