

From: [REDACTED]@serco.com]
Sent: 02 November 2017 14:32
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Scot Gov October

Serco Business

Hi all,

Apologies, your finance team got in touch last month to confirm the PO had changed for Scot Gov so the costs below will be invoiced against PO SG844960 if approved.

Thanks,

[REDACTED]

From: [REDACTED] (UK & Europe)
Sent: 01 November 2017 15:17
To: [REDACTED]@gov.scot; [REDACTED]@gov.scot; [REDACTED]@gov.scot
Cc: [REDACTED] (UK & Europe)
Subject: Scot Gov October

Serco Business

Hi all,

I hope you are well.

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

Drinkline Scotland - 89%
KTS Voice - 92%
KTS Email - 100%

We haven't received any genuine webchats so nothing to report on here.

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 09:21
To: [REDACTED]
Subject: 2017 - Know the Score/Drinkline Helplines - Webchat Report 18 October 2017 to 8 November 2017 - Email from Serco and Scottish Government - 9 November 2017
Attachments: Know the Score Live Chat Daily Report.xlsx

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]<[REDACTED]@serco.com>
Sent: 09 November 2017 10:04
To: [REDACTED]<[REDACTED]@gov.scot>
Subject: KTS Webchat

Serco Business

Hi [REDACTED]

We have been keeping a daily log of the webchat coming through for KTS. It's been really quite since we launched but we had a few chats over the last few nights from genuine contacts but they were either silent or did not progress with the chat after the first minute or so. I've attached report for reference.

Thanks,

Account Manager
Serco UK&E Local Regional Government

T: 0141

M:

@serco.com

www.serco.com



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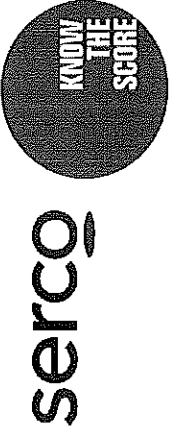
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Know the Score Live Chat

Service launch Thursday, October 18th 2017



Date	Demand	Handled	Genuine Contacts	Test Contacts	Notes
18/10/2017	15	15	0	15	Issues with http / https preventing webchats coming through on first attempt.
19/10/2017	1	1	0	1	
20/10/2017	1	1	0	1	
21/10/2017	0	0	0	0	
22/10/2017	4	4	0	4	
23/10/2017	9	9	0	9	
24/10/2017	1	1	0	1	
25/10/2017	3	3	0	3	
26/10/2017	3	3	0	3	
27/10/2017	1	1	0	1	
28/10/2017	0	0	0	0	
29/10/2017	0	0	0	0	
30/10/2017	0	0	0	0	
31/10/2017	0	0	0	0	
01/11/2017	2	2	0	2	
02/11/2017	1	1	0	1	
03/11/2017	1	1	0	1	
04/11/2017	1	1	0	1	
05/11/2017	0	0	0	0	
06/11/2017	2	2	2	0	Both chats silent
07/11/2017	0	0	0	0	
08/11/2017	1	1	1	0	Concerned Other
09/11/2017					
10/11/2017					
11/11/2017					
12/11/2017					
13/11/2017					
14/11/2017					
15/11/2017					
16/11/2017					
17/11/2017					
18/11/2017					

[REDACTED]

From: [REDACTED]
Sent: 30 August 2018 09:24
To: [REDACTED]
Subject: 2017 - Know the Score/Drinkline Helplines - KPIs November 2017 - Email from Serco and Scottish Government - 1 December 2017

Many thanks

Kind regards

[REDACTED]

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

3

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

From: [REDACTED]<[REDACTED]@serco.com>
Sent: 01 December 2017 13:01
To: [REDACTED]@gov.scot>; [REDACTED]@gov.scot>; [REDACTED]
[REDACTED]@gov.scot>
Cc: [REDACTED]@serco.com>
Subject: Scot Gov November

Hi all,

I hope you are well.

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

Drinkline Scotland - 87%
KTS Voice - 88%
KTS Email - 100%

Can you confirm if you are happy for me to invoice £8,000.00 against PO SG844960?

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 15:39
To: [REDACTED]
Subject: 2017 - Know the Score/Drinkline Helplines - KPIs December 2017 - Agreed - emails from/to Serco 16 and 17 January 2018

Many thanks

Kind regards

[REDACTED]

10

[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 <mailto:[REDACTED]@gov.scot>

From: [REDACTED]
Sent: 17 January 2018 11:47

To: [REDACTED]@serco.com>; [REDACTED]
[REDACTED]@gov.scot>; [REDACTED]@gov.scot>
Cc: [REDACTED]@serco.com>
Subject: RE: Scot Gov December

Hi [REDACTED]

Thank you, this is all fine.

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] [mailto:[REDACTED]@serco.com]

Sent: 16 January 2018 14:52

To: [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED]

Subject: Scot Gov December

Serco Business

Hi all,

Happy New Year, I hope you all had a good one!

Apologies for the delay in sending this, I'm just back from annual leave.

To confirm, KPI for December for both Know the Score and Drinkline Scotland were met as follows:

Drinkline Scotland - 86%

KTS Voice - 90%

KTS Email - 100%

Can you confirm if you are happy for me to invoice £8,000.00 against PO SG844960
<<https://scottishgov.pecosipm.com/pm/gb/odetail.asp?aspname=ordersub&po=1243481&backto=ordersub>> ?

Thanks,

[REDACTED]

[REDACTED]

Account Manager
Serco UK&E Local Regional Government

T: 0141 [REDACTED]

M: [REDACTED]

[REDACTED]@serco.com <mailto:[REDACTED]@serco.com>

[www.serco.com <https://www.serco.com/>](https://www.serco.com/)

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[REDACTED]

From: [REDACTED]
Sent: 07 February 2018 13:21
To: [REDACTED] (UK & Europe); [REDACTED]
Cc: [REDACTED] (UK & Europe); [REDACTED]
Subject: RE: Scot Gov January

Hi [REDACTED]

Yes please go ahead and invoice these costs.

Thanks
[REDACTED]

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

5.1

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

From: [REDACTED] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 07 February 2018 09:53
To: [REDACTED]
Cc: [REDACTED] (UK & Europe); [REDACTED]
Subject: RE: Scot Gov January

Serco Business

Hi all,

Just wondering if you are able to approve costs below please?

Thanks,
[REDACTED]

From: [REDACTED] (UK & Europe)
Sent: 01 February 2018 16:40
To: [REDACTED]@gov.scot'; [REDACTED]@gov.scot'
Cc: [REDACTED] (UK & Europe); [REDACTED]@gov.scot
Subject: Scot Gov January

Serco Business

Hi both,

To confirm, KPI for January for both Know the Score and Drinkline Scotland were met as follows:

Drinkline Scotland - 91%

KTS Voice - 94%

KTS Email - 100%

Can you confirm if you are happy for me to invoice £8,000.00 against PO SG844960?

Also just wondering if you want to plan in a visit to the contact centre for later this month or early March at all?

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 09:26
To: [REDACTED]
Subject: 2018 - Know the Score/Drinkline Helplines - Weather issues closing service early 28 February 2018 - Agreed - Email chain between Serco and Scottish Government - 1 and 2 March 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: 02 March 2018 07:18
To: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>; [REDACTED]@gov.scot>
Subject: RE: Weather

Hi [REDACTED]

Quite understand, this week has been exceptional and a nightmare! We wouldn't want anyone to get stranded or injured on their way from/to work. Most of our team are working from home as a result of the weather, here on the east coast, there are no buses/trains running at least until mid-morning because of the weather warnings given out yesterday.

Please pass on our thanks to everyone for keeping the service running this week, it is appreciated.

Keep warm and safe, hope weather does not interfere next Friday when we are due to visit and have a great weekend.

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] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 01 March 2018 16:07
To: [REDACTED]
Subject: Weather

Hi both,

I hope you are well and the weather hasn't caused to much trouble for you.

I just wanted to let you know that we had to close the services last night at 6pm as we were running on skeletal staff for the majority of the day and a lot of our advisers could not make it in due to the weather.

We have experienced the same issues again today and are expecting to close the services again at 6pm tonight.

This will obviously affect SLA's which i can give you a clearer idea of when i manage to get back in the office next week, i hope this is ok?

Please let me know if you have any questions.

Thanks,

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 06 March 2018 15:19
To: [REDACTED] (UK & Europe); [REDACTED]
Cc: [REDACTED] (UK & Europe)
Subject: RE: Scot Gov February

Hi [REDACTED]

Thank you for your email below.

I am content for the invoice to be raised and I note the service down-times last week due to the severe weather.

Many thanks

Kind regards

5.2

[REDACTED]

[REDACTED]

Policy Officer

Substance Misuse Unit

Scottish Government

3 East St Andrews House

Regent Road

EDINBURGH

EH1 3DG

Telephone 0131 [REDACTED]

Email <mailto:[REDACTED]@gov.scot> [REDACTED]@gov.scot

From: [REDACTED] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 06 March 2018 14:01
To: [REDACTED]
Cc: [REDACTED] (UK & Europe)
Subject: Scot Gov February

Hi both,

To confirm, KPI for February for both Know the Score and Drinkline Scotland were met as follows:

Drinkline Scotland - 92%

KTS Voice - 91%

KTS Email - 100%

To confirm both services were open from 8am - 6pm on the 28th of February and the 1ST of March due to the bad weather.

Can you confirm if you are happy for me to invoice £8,000.00 against PO
<<https://scottishgov.pecosipm.com/pm/gb/odetail.asp?aspname=ordersub&po=1243481&backto=ordersub>> SG844960?

Looking forward to seeing you both on Friday.

Thanks,

[REDACTED]

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

T: 0141 [REDACTED]

M: 07738 895790

<mailto:[REDACTED]@serco.com> [REDACTED]@serco.com

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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.

[REDACTED]

From: [REDACTED]
Sent: 13 April 2018 10:51
To: [REDACTED] (UK & Europe)
Cc: [REDACTED] (UK & Europe)
Subject: RE: Scot Gov March

Hi [REDACTED]

I emailed yesterday, seems not to have reached you.

For March, you should use the PO number you have as the cost is within the last Financial Year.

We are currently raising a new PO for the months April onwards and I will send this on when I have received it.

If this isn't clear, please do give me a call

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] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 13 April 2018 09:36
To: [REDACTED]
Cc: [REDACTED] (UK & Europe)
Subject: RE: Scot Gov March

Serco Business

Hi [REDACTED]

I hope you are well.

Just wanted to double check the PO number I should be using to invoice March costs below?

Thanks,

[REDACTED]

From: [REDACTED]@gov.scot [mailto:[REDACTED]@gov.scot]

Sent: 06 April 2018 14:45

To: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>; [REDACTED]@gov.scot

Cc: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>

Subject: RE: Scot Gov March

Hi [REDACTED]

The figures are fine.

I'll double check on the PO and reply separately.

Speak soon and enjoy the weekend

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] (UK & Europe) [mailto:[REDACTED]@serco.com]

Sent: 06 April 2018 13:53

To: [REDACTED]; [REDACTED]

Cc: [REDACTED] (UK & Europe)

Subject: Scot Gov March

Hi both,

I hope you are well.

To confirm, KPI for March for both Know the Score and Drinkline Scotland were met as follows:

Drinkline Scotland - 91%

KTS Voice - 88%

KTS Email - 100%

Can you confirm if you are happy for me to invoice £8,000.00 against PO SG844960?

Also now that we are in to a new financial year will I still be using PO SG844960 to invoice against or will a new PO be raised?

Thanks,

Account Manager
Serco UK&E Local Regional Government

T: 0141
M: @serco.com

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[REDACTED]

From: [REDACTED]
Sent: 03 September 2018 12:59
To: [REDACTED]
Subject: FW: Scot Gov April

From: [REDACTED] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 08 May 2018 15:27
To: [REDACTED]@gov.scot>; [REDACTED]@gov.scot>
Cc: [REDACTED]@serco.com>
Subject: Scot Gov April

Hi both,

I hope you are well.

Apologies for the late email this month. We have been handling an emergency line on behalf of PHE over the last week and have been absolutely swamped. This is the first chance I've had to start catching up on emails.

To confirm, KPI for April for both Know the Score and Drinkline Scotland were met as follows:

Drinkline Scotland - 90%
KTS Voice - 88%
KTS Email - 100%

Can you confirm if you are happy for me to invoice £8,000.00 against new PO SG873140?

We've also had the annual survey monkey cost come through at £336.00 which will also come off PO SG873140. Can you confirm approval of this as well please?

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 09:41
To: [REDACTED]
Subject: 2018 - Know the Score/Drinkline Helplines - KPIs May 2018 - Agreed - Email chain between Serco and Scottish Government - 8 and 12 June 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

5-4

From: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>
Sent: 12 June 2018 16:43
To: [REDACTED]@gov.scot; [REDACTED] (UK & Europe)
<[REDACTED]@serco.com>; [REDACTED]@gov.scot>
Subject: RE: Scot Gov May

Serco Business

Hi [REDACTED]

We have ring-fenced resource for both Drinkline and Know the Score to protect it from volumes elsewhere. Volumes coming into Glasgow from the PHE Emergency line are decreasing so we don't envisage any issues this month.

That said, given the redundancy situation we may experience higher than planned attrition and absence and that's something I can't necessarily control but can try to manage with the resource we have left to ensure we have ringfenced resource for KTS and Drinkline at all times.

Kind regards,

Operations Director
Serco UK&E Local Regional Government
Lower Ground Skypark
72 Finnieston Square
Glasgow
G3 8ET

T: 0141
M:
@serco.com

www.serco.com

serco

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From: @gov.scot [mailto: @gov.scot]
Sent: 12 June 2018 12:31
To: (UK & Europe) < @serco.com>; @gov.scot
Cc: (UK & Europe) < @serco.com>
Subject: RE: Scot Gov May

Hi

Thank you for your email below.

I note from para 6.5 the contract that '*.....On live operator services, unless otherwise agreed, there will be a target for calls to be answered at least 75% of the time by a live operator on the first attempt by the caller, with a minimum standard of 65%....*'

The figures are disappointing. However, due to the contract terms, I am able to approve this month's invoice.

I note you are still experiencing high call volumes due to impact of a PHE issue and are understaffed. Do you expect the KTS/Drinkline call answering to improve this coming month to reach 75% or more? If the figures are below 75% next month and any subsequent months, when emailing the KPIs, can you include a breakdown of call volumes along with steps you are taking to remedy the situation and what is impacting upon it?

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] (UK & Europe) [mailto:[REDACTED]@serco.com]
Sent: 08 June 2018 12:43
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] (UK & Europe)
Subject: Scot Gov May

Hi both,

I hope you are well.

As discussed with [REDACTED] on Wednesday KPI for May for both Know the Score and Drinkline Scotland were as follows:

Drinkline Scotland - 66%
KTS Voice - 65%
KTS Email - 100%

KPI for both voice helplines are considerably lower this month (albeit within the contractual obligations of no lower than 65%). This is a result of our team being under resourced due to handling an emergency helpline for Public Health England over the month of May.

Going into June KPI's for both contracts are strong but I'd just like to note that we are still handling the emergency line for PHE throughout the month of June. We are using all the resource we can to ensure the your services are not impacted but I just wanted to highlight that this is a risk.

I also received a new PO for billing going forward. Can you confirm if you are happy for me to invoice £8,000.00 against new PO SG882328?

Any questions please do let me know.

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] (UK & Europe) <[REDACTED]@serco.com>
Sent: 05 September 2018 08:42
To: [REDACTED]
Cc: [REDACTED] (UK & Europe); [REDACTED] (UK & Europe)
Subject: KPI June 2018

Serco Business - Commercial in Confidence

Hi [REDACTED]

I can however confirm the KPI's achieved for June for Drinkline Scotland and Know the Score as follows;

Drinkline Scotland – 84.55%
KTS Voice – 88.81%
KTS Email in 24 hours – 75%

Thanks & Regards

[REDACTED]
MI Analyst, Outperform Solutions Team
Serco Group PLC

M: +44 (0) [REDACTED]
[REDACTED]@serco.com

www.serco.com

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[REDACTED]

From: [REDACTED]
Sent: 30 August 2018 09:56
To: [REDACTED]
Subject: 2018 - Know the Score/Drinkline Helplines - Call and email volumes April 2017 - March 2017 - Email chain between Scottish Government and Serco - 22 June 2018
Attachments: KTS_DLS Stats 2017_18.xlsx

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] (UK & Europe) <[REDACTED]@serco.com>
Sent: 22 June 2018 11:19
To: [REDACTED]@gov.scot>; [REDACTED] (UK & Europe) <[REDACTED]@serco.com>
Subject: RE: Know the Score/Drinkline

Serco Business

Hi [REDACTED]

We are all good thanks, I hope you are too?

I've attached the stats requested below. Please let me know if you have any questions.

Thanks,

[REDACTED]

From: [REDACTED]@gov.scot [mailto:[REDACTED]@gov.scot]
Sent: 22 June 2018 09:45
To: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>; [REDACTED] (UK & Europe) <[REDACTED]@serco.com>
Subject: Know the Score/Drinkline

Hi

I hope you are both well.

I'd be grateful if you could confirm the following information for me, if at all possible by close of Monday:

Data on number of calls received 1 April 2017 – 31 March 2018	Total
--	--------------

Know the Score	
Drinkline Scotland	
Total	

Data on number of emails received 1 April 2017 – 31 March 2018

Know the Score
Drinkline Scotland

Please do give me a call if you have any queries.

I hope you enjoy the weekend

Many thanks

Kind regards

[REDACTED]

[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

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Scottish Government

Know the Score and Drinkline Scotland

Reporting Period: April 2017 - March 2018

Month	Drinkline Scotland
Apr-17	139
May-17	116
Jun-17	115
Jul-17	111
Aug-17	646
Sep-17	182
Oct-17	227
Nov-17	110
Dec-17	89
Jan-18	95
Feb-18	77
Mar-18	90
Total	1,997

Know The Score
116
129
130
142
785
198
225
237
194
429
252
296
3,133

Know The Score Email
14
47
10
8
20
15
23
11
5
2
4
24
183

[REDACTED]
From: [REDACTED]
Sent: 30 August 2018 15:27
To: [REDACTED] (UK & Europe); [REDACTED]
Cc: [REDACTED] (UK & Europe); [REDACTED] (UK & Europe)
Subject: 2018 - Know the Score/Drinkline Helplines - KPIs July 2018

Hello [REDACTED]

Thank you for your email below, I am content for you to raise the invoice for July 2018 KPIs.

I have noted that the KPI for emails fell this month, however, I am content to accept this. Following a catch-up telecon with [REDACTED] and [REDACTED] this afternoon, I have been provided assurances that this was a 'one-off' and you are on track to meet the KPI for this and future months.

Many thanks

Kind regards

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

S.S

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

From: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>
Sent: 24 August 2018 13:36
To: [REDACTED]@gov.scot; [REDACTED]@gov.scot>
Cc: [REDACTED] (UK & Europe) <[REDACTED]@serco.com>; [REDACTED] (UK & Europe) <[REDACTED]@serco.com>
Subject: Scottish Government - July 2018

Serco Business

Hi both,

Apologies in the delay for the July update on KPI's. [REDACTED] & I have been getting up to speed on the Contract Management side of things with [REDACTED] before she leaves us. Normal timescales will now be resumed.

KPI for July Know the Score and Drinkline Scotland were as follows:

Drinkline Scotland - 82%

KTS Voice - 88%

KTS Email in 24 hours - 63%

Unfortunately the low KPI result for emails was due to 5 emails missing the 24 hour deadline on 4 separate days between 4th – 17th July. All other days in July achieved 100%, these failures were related to the transition from Glasgow to Liverpool and some IT issues we had when we moved over to a new Telephony platform. I can assure you this is all now resolved.

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

Any questions please do let me know.

Regards

[REDACTED]

[REDACTED]
Customer Service Manager
Customer Services
Serco Local & Regional Government Division
Deacon Business Park
Phoenix House
Liverpool L33 7RX

Mobile +44(0) [REDACTED]

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