Bringing service to life

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Social Enterprise Futures

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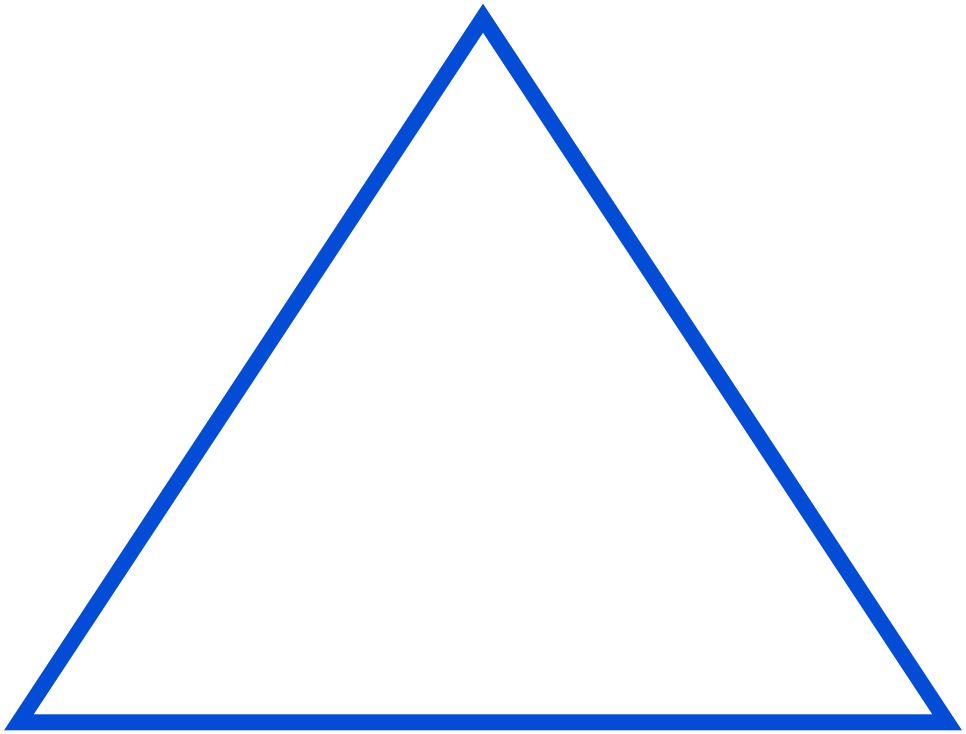
Serco Group plc

22 October 2008

Pan-sectoral public service partnerships



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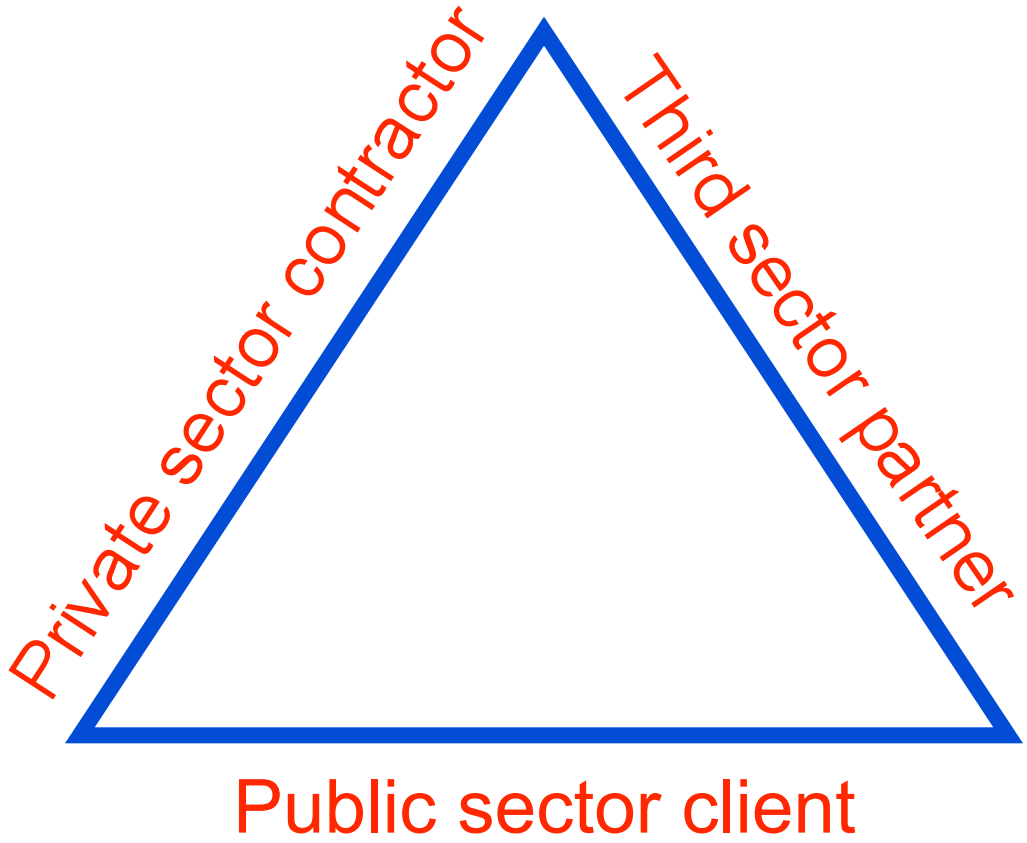
Pan-sectoral public service partnerships



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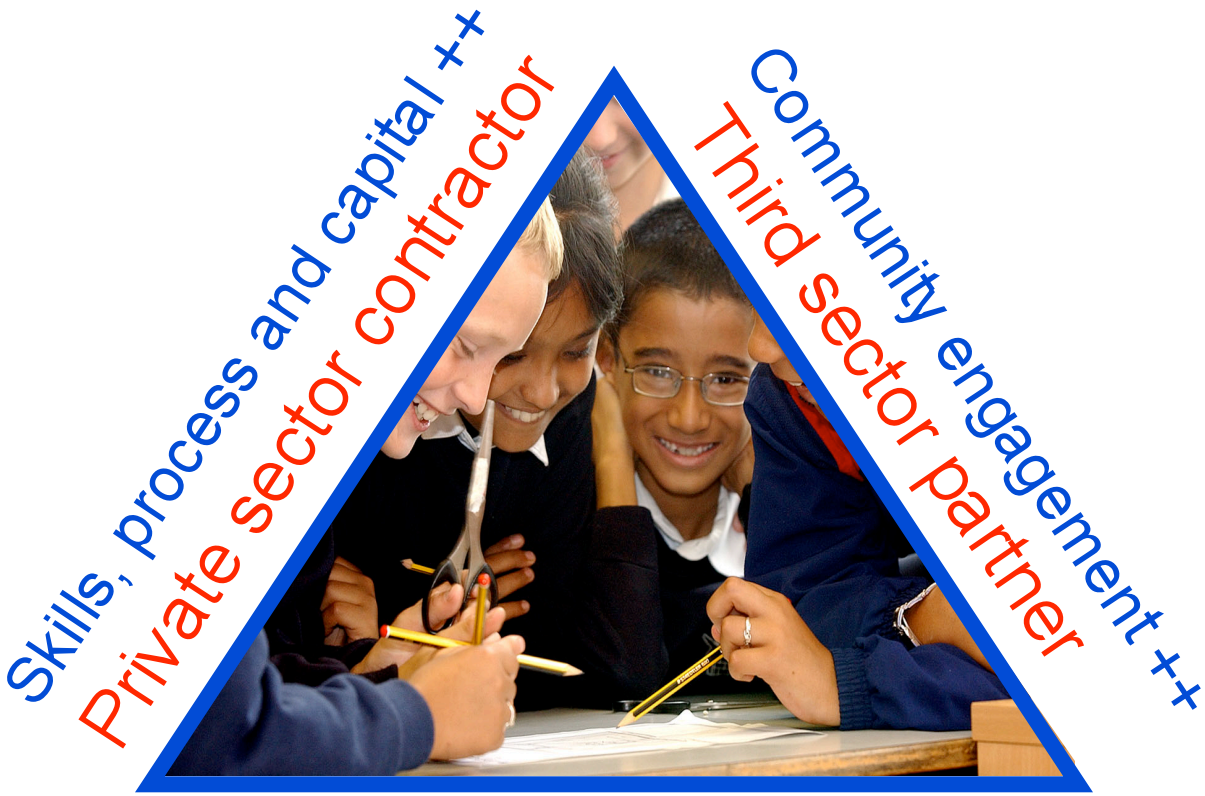
Pan-sectoral public service partnerships



Public sector client

Strategy, mission and budget++

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First generation: post-contract partnering to enhance service delivery

DLR

- Community Ambassadors work extensively with community interest groups
- And producing an Accessibility Guide with Mencap

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a better railway

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We will try to keep disruption to a minimum. Please bear with us while we build you a better railway.

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- DLR puts safety first with staff on every train, CCTV cameras and alarms on stations and trains.
- There is a Passenger Service Agent on board every train to provide you with assistance and help should you need it.
- There are Travel Safe Officers patrolling the trains and platforms for your security and customer service.

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Until early 2010, improvement works on DLR may affect your journey. Please check your route before you travel. Look for information at stations and on trains. You can also visit www.dlr.co.uk/improvements or call 020 7363 9700.

www.dlr.co.uk

Transport for London

yourailway

Our community

Introducing your DLR Community Ambassadors

MAYOR OF LONDON

Transport for London

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First generation: post-contract partnering to enhance service delivery

Business Link London

Working with

- **Engage UK Networks**, raising awareness in BAME enterprises
- **FRF** - Muslim inspired multi-faith organisation
- **Prowess** - supporting women's business ownership
- **And 250 more** third sector organisations

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Second generation: teaming in the bid phase for an optimal solution

Children's services

- Delivering UK Children's Centres, with **4children** and **ContinYou** (leading charities in childcare, early years and community engagement)
- Won Aiming High for Disabled Children with **Contact a Family**, (an umbrella group for parents of children with disabilities)

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Looking towards third generation partnership

Working together for vulnerable young people

- **Rainer Crime Concern** helps young people identify and overcome their barriers in society
- **Turning Point** has leading expertise in addressing social exclusion issues including substance abuse, mental health problems and skills shortages
- **Serco** brings proven expertise in the custodial sector, change management and organisational skills

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Should we be building third generation partnerships?

Strategic relationships

- Help to shape public service in partnership with the public sector
- Increase contractor focus on the end user of services

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Should we be building third generation partnerships?

Mechanisms and vehicles

- Serco and other contractors as partners in Community Interest Companies?
- Flexible approach to employing talent across the three sectors?
- Phased and incentivised handovers?

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Thank you

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