

# Employment, Skills and Enterprise Impact Report



lifelong learning, meaningful employment, high growth business, increased productivity, career prospects, integration, income potential, economic prosperity, training needs analysis, apprenticeship trailblazer, continuous improvement, digital exploitation, overcoming barriers, collaboration, self-employment, upskilling, business support action plan, vocational learning, return to work, partnership, competitive advantage



# Welcome to our latest Impact Report



This publication serves to highlight our good work in the last year, and to let you experience our values of Trust, Care, Innovation and Pride, through a selection of stories from some of the people who we have supported; whose lives have been transformed through positive advice, training and support from Serco and its partners. It brings to life, not only the work we are commissioned and proud to deliver, but the wider positive impacts of our efforts on the communities we serve.

Our **Employment, Skills and Enterprise** business is a leading integrator of funding, providers and systems in the employability and vocational skills sectors in England and Wales.

We provide a **seamless journey to citizens** with low or no vocational skills and/or unemployed **to sustained employment and income**, by integrating employability and skills programmes and funding.

We have upskilled tens of thousands of employees who make up the vital small and medium sized business landscape across England, as well as supporting thousands of individuals facing multiple barriers to find lasting and meaningful employment.

Our Enterprise services have enabled small and medium sized businesses across England and Wales to flourish, helping to improve workplace productivity through digital technology adoption or supporting entrepreneurs to start up in business. Our Education team is a leader in the delivery of professional development training for school business leaders and remains at the forefront of the design of new apprenticeship programmes for schools, of which we are extremely proud.

Despite the great challenge that we face in 2020, as the full extent of the impact of Covid-19 becomes known, Serco colleagues and delivery partners have stepped up to provide vital support to SMEs across the country, improve the income prospects of the individuals who engage with our programmes and further cemented collaborative partnerships with our customers, stakeholders and commissioners.

Thank you to all for your continued hard work and dedication to your role which, as this Impact Report highlights, has a significant and far reaching impact on those with whom we engage.



**Colm Croskery**  
Managing Director  
Employment, Skills & Enterprise

## IN THE LAST YEAR\*, TOGETHER WITH OUR DELIVERY PARTNERS, WE HAVE:

- **Engaged** with over 19,000 learners, delivering funded training and accreditation to further progress their career opportunities
- **Provided** training to more than 1,000 individuals following news of their redundancy as well as supporting the delivery of multiple Covid-19 Skills Redeployment Triage partnerships across England
- **Supported** people experiencing multiple barriers to employment in North and East London into over 570 jobs
- **Provided** more than 1,100 one to one meetings with a Digital Business Adviser for businesses in Wales
- **Provided** a Training Needs Analysis and upskilling to the workforces of more than 4,000 businesses in England
- **Successfully** fulfilled the Heart of the South West Growth Hub contract, having delivered business support to in excess of 7,000 SMEs in Devon and Somerset during the contract life
- **Launched** Adult Education Budget funded, Adult Skills for Work, on behalf of the West Midlands Combined Authority

\*annual statistics refer to Mar 19-Apr 20

## Contents

Employment Services . . . . .	3
Enterprise Services . . . . .	4
Training for the Education Sector . . . . .	5
Skills Training for SMEs . . . . .	6
Impact on the Skills Sector . . . . .	7
Impact on the Employment Sector . . . . .	8
Employer Engagement . . . . .	9
Responding to Covid-19 . . . . .	10
Spotlight on Superfast Business Wales Lockdown Delivery . . . . .	11
Impact on our Communities and Citizens . . . . .	12

#SercoandProud

# Employment Services

Serco is an expert in designing and delivering services that support long-term unemployed people with complex needs into sustainable employment or self-employment.

Our approach seeks to integrate local services to enable claimants, customers and jobseekers access to the most effective blend of personalised support to find lasting, meaningful employment. On behalf of the Department for Work and Pensions (DWP) and with European Union funding through the European Social Fund (ESF) we have delivered both national and regionally commissioned programmes such as The Work Programme and the ESF Troubled Families (Inspiring Families) employment programme.

Serco's established model for delivering employment programmes is to combine its strengths as a prime contractor with the knowledge and expertise of local providers and stakeholders.



We have an excellent network of the very best local providers who can meet the requirements of the customer groups in each region. Our role as prime contractor allows local SMEs to deliver publicly funded contracts that would otherwise be out of their reach. This approach has resulted in a diverse network of providers from the public, private and voluntary sectors. In North and East London, 63% of our supply chain are voluntary, community and social enterprises (VCSEs).

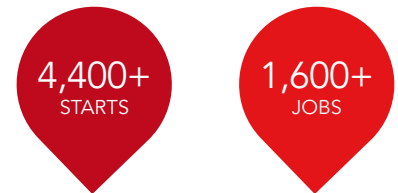
Serco and its provider network engage with a range of stakeholders, such as local authorities, prisons and charities to identify eligible individuals. Serco also engages research partners such as universities to assist in continuous service improvement.

Serco's proven approach to contract management, continuous improvement and capacity building supports providers to develop and build on what they do best, whilst ensuring our service users get access to the services they need. As prime contractor, Serco maintains responsibility for overall performance and the management of financial risk.

Serco has been delivering employment services since 2009. Our expertise is underpinned by a depth and breadth of service delivery – including health, education and skills, business support, family-related services, offender management and local government.



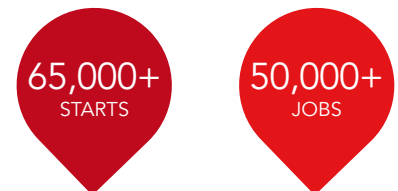
Since the Inspiring Families programme launched in 2017 we have achieved:



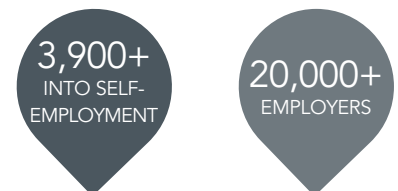
Engagement with:



Our Work Programme delivery (2011-2019) achieved:



Engagement with:



# Enterprise Services



Serco is a specialist in the design and delivery of contracts that support self-employed individuals and SMEs to start up, grow and boost economic development.

We are currently supporting superfast broadband exploitation in partnership with 22 local authorities in Wales. The £7.5m Superfast Business Wales service is a digital exploitation business support programme that launched in 2016. It is funded by Welsh Government and European Regional Development funds. The service provides online resources, Inspiring Action workshops and one to one appointments with a Digital Business Adviser resulting in a diagnostic and tailored action plan.

This is one of seven digital exploitation projects we have delivered for self-employed individuals and businesses across England and Wales.

Serco has been delivering support services to entrepreneurs and small and medium sized businesses for more than 10 years, including specialist projects for rural businesses, social enterprises and international trade.

Up until February 2020, Serco delivered the Heart of the South West Growth Hub service on behalf of Heart of the South West Local Enterprise Partnership.

The Growth Hub provided a diagnostic and triage service to local and national business support provision alongside tailored advice and workshops for businesses and those aspiring to start up in business or become self-employed.

Find out more about the impact our **Superfast Business Wales** service is having on the prosperity of SMEs across Wales by reading some of our fantastic case studies:

## SMOKERY BRINGS A TASTE OF WALES TO THE WORLD WITH DIGITAL



A smokery in the heart of Wales has sold produce to over 70 countries, thanks to digital. [Click to watch the video](#)

## DIGITAL PUT US IN THE DRIVING SEAT TO DELIVER CRITICAL PPE TO THE NHS



[Click to read the full story](#)

## Cyflymu Cymru i Fusnesau

## Superfast Business Wales

Our Superfast Business Wales service (2016 – Present) has:

Provided information to **96,000** businesses

Handled nearly **10,000** business enquiries

Signed up **6,700** eligible businesses to receive support

Delivered Inspiring Action workshops to **5,500** businesses

Delivered tailored 1 to 1 support to **4,600** businesses

\*includes self-employed individuals



Our Heart of the South West Growth Hub delivery 2016 – 2020 achieved:

**7,000+** businesses supported

**1,200+** businesses referred to more intensive support services

**500+** receiving more intensive 1 to 1 support

\*includes self-employed and pre-start businesses



# Training for the Education Sector

Our Education team delivers a range of leadership programmes and higher-level apprenticeships for school leaders, school business managers, classroom and support colleagues.

We have more than 20 years' experience of working with senior leaders in schools including headteachers, deputy and assistant headteachers, leadership teams, business managers, support staff and governors on a daily basis.

As lead partner in the SBM Partnership, which includes Serco's Education team, Adfecto, and the Institute of School Business Leadership (ISBL), we deliver a suite of school business management programmes and apprenticeships nationally.

Our provision to the education sector is unique in that we are the only provider to offer a pathway of courses from a School Administration Foundation Certificate right through to a Chartered Manager Degree Apprenticeship for Schools and a Senior Leader Master's Degree Apprenticeship for School Business Professionals. Both degree apprenticeships have school-based degrees specifically designed for the sector.

We have trained over 15,000 school and academy leaders across England and Wales, from those in the early stages of leadership development to those with extensive leadership experience. Our highly successful National Award for Special Education Needs Coordinators has now been extended to include a Senior Leader's Master's Degree.

In January 2020, Serco Education, in partnership with the Institute of School Business Leaders, became an approved End-Point Assessment Organisation (EPAO) for the Level 4 School Business Professional Apprenticeship Standard. The first learners are going through EPA and to date, all have successfully passed their EPA, with 50% achieving distinctions.

2,000+ Special Education Needs Coordinators trained

1,500+ School Business Professionals trained

We are the leading provider of School Business Professional programmes

We are Chartered Management Institute (CMI) and Institute of Leadership & Management (ILM) award centres

## Impact on the Education Sector - New Qualifications for Schools

Our Education team has been at the forefront of the design and delivery of a range of Apprenticeships tailored to the School/Trust environment. Combining our expertise as a training provider alongside our unique knowledge of the school business management profession we are trailblazers in the design of these new qualifications (click boxes for information):

LEVEL 7 Senior Leader Master's Degree Apprenticeship for School Business Professionals

LEVEL 7 Senior Leader Master's Degree Apprenticeship for SENCOs

LEVEL 4 School Business Professional Apprenticeship

LEVEL 6 Chartered Manager Degree Apprenticeship (CMDA) for School Professionals

LEVEL 3 School Business Administration Apprenticeship

## Case Studies

**Tracey Parsons** is a School Business Manager (SBM) at a primary school in the West Midlands. She started her CMDA in 2019 and has already seen the benefits of the learning in the school setting. Tracey said:

“ All of the course content is extremely useful, whether to consolidate existing learning or learn totally new approaches and ideas. For example, I have already been able to apply Integrated Curriculum Finance Planning in School, which is a new initiative from the Department of Education. ”

[Click to read Tracey's story](#)

**Carol Stephenson** is the School Business Manager (SBM) of a primary school in Birmingham. She said:

“ I felt fully supported by both my coach and the course trainer, and would recommend the course to others, particularly as it can be funded by the Apprenticeship Levy. My advice would be to make sure you have the full support of the Head Teacher as you need to be able to commit 20% of your work time to completing your Apprenticeship work. ”

[Click to read Carol's story](#)

# Skills Training for SMEs

Serco is an expert in the delivery of skills and training to upskill employees within small and medium sized enterprises.

Together with a network of carefully selected local training providers, Serco has been delivering **Skills Support for the Workforce** (SSW) programmes since 2013. With funding from the Education and Skills Funding Agency and the European Social Fund, SSW delivers recognised accredited qualifications and bespoke training courses to enhance employees' skills, increase the competitiveness of businesses and boost the local economy.

Having been successful in winning a third round of SSW funding (SSW3), Serco delivers the programme in 16 Local Enterprise Partnership (LEP) regions of England. This also includes Skills Support for Redundancy (SSR), an initiative designed to support employers and individuals affected by redundancy.



Serco also delivers the **Adult Skills for Work** programme on behalf of the West Midlands Combined Authority. The Adult Education Budget funded provision provides training for employed and self-employed individuals.



Serco's established model for delivering skills and training to SMEs combines its own knowledge and experience in the skills sector with that of its training providers. Our SSW training provider network comprises 88% SMEs alongside larger training providers, colleges and local authorities. Through our prime contractor model, we enable smaller, local businesses to deliver projects which would otherwise be out of their reach.

We work closely with Local Enterprise Partnerships (LEP) to align our skills delivery with the strategic priorities for growth in the region. We target key industry sectors and tailor our service provision to meet their needs.

Alongside our LEP partners we review and adapt the alignment of the programme with new and emerging priorities. Our model is flexible in its ability to meet changing requirements for subject matter, demand and geographical coverage.



Since 2013 Serco's delivery of SSW has:

Provided training to more than **57,000** learners

Provided skills support to the workforces of more than **11,800** businesses

Find out more about the impact our Skills Support for the Workforce and Skills Support for Redundancy programmes are having within SMEs across England by visiting our formidable success story library:

[SUCCESS STORIES](#)

## Case Study

### Progression company-wide following funded skills training at Jones and Woolman UK

Matthew Jones, Operations Manager at Jones and Woolman UK, said: "We currently have around 50 employees. We do encounter issues with the skills of our staff because we offer specialist systems. We can't just go down to the Job Centre and get someone trained in our expertise, so everybody effectively comes to us as a blank canvas. We then add skill sets to them and aim to keep them with us for as long as possible.

"SSW has enabled the lads to get a blue card and get them through the NVQ Level 2 in Waterproofing. These are skills that sites are asking for a lot more nowadays. [Our workforce] is gaining these skills, allowing people to progress through the company, receive pay rises, grade increases and progression into Site Supervisor roles - and also it looks great for us with the major contractors where they can see that our lads on site are skilled."

[Click to watch the video](#)



# Impact on the Skills Sector

## Supply Chain Upskilling

Digital skills gaps exist for employers across England. The skills sector needs upskilling on digital technologies and their application in order to be able to identify and address these skills gaps. We have delivered digital skills workshops for our SSW supply chain in Swindon and Wiltshire to enable front line advisers to have the confidence and knowledge to hold meaningful conversations with employers about their digital skills needs.

As part of our Development Plan delivery on SSW we have been able to extend this digital upskilling beyond the supply chain in certain areas. Our free workshops have been extended to any local stakeholders which come into contact with employers including Growth Hubs, Chambers of Commerce and the Federation of Small Businesses.



## Responding to Skills Needs

Following Covid-19 lockdown, we worked with our supply chain to review our SSW and SSR offer in order that we could respond to the emerging needs of businesses and individuals. For example, we worked alongside training provider Petroc College to support them in the design of a range of new courses which can meet employers' skills needs in a post-Covid-19 world. Petroc College is one of the South West's leading education providers. The College works with a wide range of employers to deliver training solutions to meet individual needs, enabling businesses to build highly-skilled workforces that support growth, innovation and development.

Pre-Covid-19, Petroc's training was, in the main, delivered face to face. Keen to provide online delivery to offer more flexibility to learners, Covid-19 presented an opportunity to adapt. Serco Performance and Quality teams worked alongside the College in the early stages offering advice and guidance on potential online courses and progression routes that would meet the needs of local employers.

The College moved quickly in response and had soon launched a range of courses meeting specific challenges post-Covid-19. The 'Innovation in a Post-Covid World' course series includes specialist provision for affected sectors such as Health & Social Care, Food and Drink Manufacturing and Retail, alongside sector neutral Managing Change. Importantly, each course includes resilience training which would be key to properly support individuals through these challenging times.

Petroc College has also innovated in the delivery of its Skills Support for Redundancy provision, completing a robust information, advice and guidance session with individuals enrolled onto the programme. This enables participants to best tailor their learning routeway through a selection of modules, including a module covering resilience. They return to their adviser on completion of learning to ensure their learning aims have been met and they have the skills they require to move back into employment.

## Building Capacity in our Supply Chain

We actively encourage capacity building within our supply chain in order that we protect the sustainability and advancement of the skills sector.

**63% of our SSW3 supply chain contracts were let to existing SSW2 supply chain partners with contract value variance of more than 100% growth in some cases.**

We further support capacity building through a wide range of training activities, with our providers covering operational excellence, continuous improvement and compliance subject matter. One such workshop supported our supply chain partners to write compelling case studies demonstrating the impact of their activities and was attended by 56 people.

## Identifying Skills Gaps

Serco has engaged research partners across its SSW regions to assist in identifying gaps in skills, skills shortages and future skills needs for employers. This forms part of Development Plan activity that we will provide to LEPs as part of our contract delivery.

Working with the LEP, key stakeholders and local employers we have undertaken surveys, the findings of which provide recommendations to the skills sector about how they can be best prepared to meet the skills requirements of the future. The research also identifies key areas for investment of skills funding within the LEP region to support economic growth. Once completed the survey results and report findings will be available on our website. Those now available to view are:

DORSET

STOKE-ON-TRENT AND STAFFS

BLACK COUNTRY

# Impact on the Employment Sector

## Continuous Improvement

Our Inspiring Families team is collaborating with researchers from the University of Warwick on a project which aims to better inform future intervention development in our employability programmes.

The project will investigate whether 'machine learning' is an effective method to predict trends in the data set and also how complex family circumstances affect the likelihood of sustained return to work.

## Collaborating for Success



The Inspiring Families programme is voluntary to participants. We work closely with a wide range of carefully selected local stakeholders to ensure we can reach the right target groups who will most benefit from our specialist employment support.

Digital Skills is a training provider linked to Newham College that focuses on providing digital skills in the community. 300 people engage with the service monthly. Our Partnership Engagement Manager (PEM) has established a strong working relationship with the provider, attending their training sessions and promoting the Inspiring Families programme to participants.

Alongside our supply chain partners we have supported promotion of Women in IT courses that Digital Skills was piloting, resulting in the recruitment of enough learners to run two cohorts of classes. This has now been embedded in Digital Skills delivery.

**Our PEM has attended over 14 sessions engaging with 67 referrals, of which 60% were female and 80% were from BAME groups. To date 30% of those engaged through this route have moved into employment.**

## Supporting Women into Work

Through partnership working with Serco, The Wing has successfully onboarded frontline and catering staff whilst meeting the individual and sometimes complex needs of its new employees. The Wing is an international women's association that focuses on growing a community of women to work, network, and thrive in business.



**Given Serco's experience in delivering employment sector programmes,** the Inspiring Families Partnership Engagement Manager was able to fully communicate the barriers that potential candidates working with the Inspiring Families programme face and how a progressive and flexible approach as an employer can overcome these challenges, creating a productive and sustainable workforce. This included a discussion around the benefits of providing a flexible work environment, information about pay scales and support throughout the interview process. Subsequently, The Wing was able to revise the job descriptions, providing job-share opportunities and a pay revision. Interviews took place at The Wing, ensuring candidates had made the journey and understood the route and time it takes as well as seeing the working environment.

Supporting the interview process, transport was offered to and from the venue for candidates to overcome any barriers to travel. Inspiring Families delivered an Interview Techniques session to support each candidate's skillset and was present during the interview to help candidates remain at ease.

These additional measures ensured half of the shortlist attended interview and three candidates secured paid employment, flexible to their individual needs. An Inspiring Families adviser continues to support employees as and when requested through The Wing, which has enabled all to remain and progress within their role.

With expansion plans on the horizon in 2020, **The Wing has requested that Inspiring Families has exclusive recruitment rights to fill new vacancies.** The programme will support The Wing to provide work placement opportunities, allowing potential employees to bolster their CV and to better understand the demands of the job role prior to making an application. Inspiring Families' demonstrable success has been noted by The Wing's wider membership base and Inspiring Families is now working with industry leaders within the Retail, IT, Construction, Hair & Beauty and Care sectors to find placements for a further 20 female mentees.



# Employer Engagement

## Whipps Cross Employability Day

Our Inspiring Families team made contact with the Serco team at Barts Health (an NHS trust for which Serco provide soft facilities management) to discuss the potential to access its vacancy list for the Inspiring Families programme, which supports unemployed people back into sustainable employment. Following discussion with Lesley Juett, the Contract Director, it transpired there was a need to fill a number of vacancies specifically at Whipps Cross Hospital, one of five acute hospitals that they manage in East London. A meeting was arranged with Sean Talbot, Partnership Engagement Manager (PEM), to discuss vacancies and the number of potential candidates on the programme that were potentially suitable.

Barts Health confirmed a date when it wished to carry out interviews and the number of candidates it expected. The Serco PEM shared the job descriptions with supply chain providers and identified a number of customers that were interested in the role. Following a preliminary check by PEM of customer CVs and an informal chat, those successful were invited to attend the interview day. The Inspiring Families team also shared the job opportunities with the local Job Centre Plus, to foster more collaborative working and find as many suitable candidates as possible.



In discussions with Barts Health, we agreed it would be beneficial to have information sessions about each role and to hear from someone currently doing the job to share their experience. Our intention was to broaden the customer's understanding of the job and potentially widen their job goal. The Inspiring Families team was able to offer additional support to Barts Health by deploying resource, in partnership with our supply chain, to carry out interviews.

**The Information and Interview Day was extremely well attended with more than 120 people in attendance - more than half of these were Inspiring Families participants.** There were 106 interviews carried out and 42 offers of employment were made.

## Fastline Training Apprentices

Inspiring Families worked with Fastline Training to identify suitable candidates for rail maintenance apprenticeships. Our Partnership Engagement Manager, Sean Talbot, worked alongside supply chain partners to identify suitable candidates from our Inspiring Families programme.



The customer group we work with can lack confidence during the interview process, with nerves often preventing them from performing to the best of their abilities. The candidates went through a mock interview practice with their respective providers in readiness for this. Sean agreed with Fastline that he would be involved in the interview process and was able to attend and provide support at the interview and assessment day alongside the candidates.

Having a familiar face at the interview helped our customers feel at ease and thereby were able to represent themselves better at the interview.

**There were ten Inspiring Families customers that were selected for interview, six of whom were successful in securing apprenticeships as rail maintenance workers.**



[Click to read more case studies](#)

# Responding to Covid-19

Our rapid response to Covid-19 lockdown allowed us to deploy essential support to staff, supply chain partners, funders and clients, minimising the impact on our services and business continuity.



## Transitioning to online delivery across our ESE business

Many of our programmes already offer a level of online delivery providing a flexible and accessible approach for service users. For example, our SBM Level 4 and 5 Diplomas for School Business Managers are delivered through online distance learning, facilitated by our specialist Leadership Learning platform. This blueprint for online delivery could be rapidly deployed across our programmes.

Working in partnership with our supply chain we identified provision that could be delivered online and provided enhanced levels of marketing activity in order to bolster referrals.

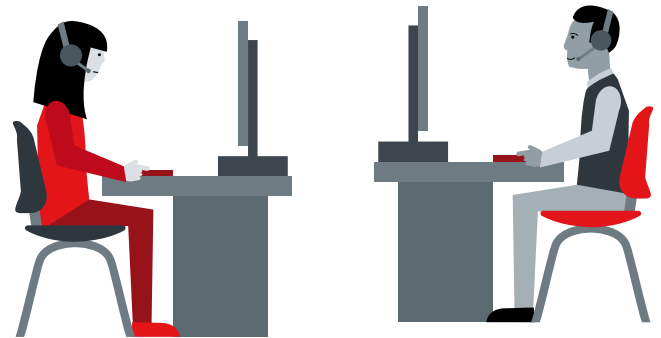
Working in collaboration with our commissioners, we were able to offer our supply chain partners access to digital enrolment facilities for new to programme customers which were deployed alongside free training sessions for the supply chain to adopt this new process. This step was essential in minimising delays in our ability to recruit new clients to programmes, maintaining high quality, compliant service delivery.

## Responding to the needs of supply chain partners

Serco ran a survey with its SSW supply chain partners in late March 2020, to understand the impact of Covid-19.

The survey provided insight relating to: homeworking; impact on learner journeys and new starts; ability to transition to online delivery; ability to withstand staff absence; and financial stability of providers in the event of a halt to delivery. The responses provided a useful insight into the impact on delivery, and the providers' operational and financial challenges. The research resulted in a list of recommendations which we could share with the ESFA to assist in supporting the supply chain through the evolving climate.

We felt it was timely to run a follow up survey in June 2020 as partners had been dealing with the operational and financial challenges of Covid-19 for over two months. The survey identified 94% of respondents were still able to deliver SSW as a result of Covid-19. Although it was not a surprise that the survey indicated 81% reported a drop in employer numbers, encouragingly, respondents reported that the proportion of their training delivered online had increased from 50% to 94% since lockdown.



## Supporting people back into work

Following the outbreak of Covid-19, task forces have been set up across England to address local redundancies. The redundancy and recruitment triage, or job shop services, are the result of contributions from multiple partner organisations such as LEPs, Local Authorities, DWP and other relevant service providers. Whilst their names differ slightly from one region to the next, they all aim to bring together funded services which can help individuals and businesses through a joined-up response to large scale redundancies as a result of Covid -19.

Serco's Skills Support for Redundancy service plays an integral part in many of these task forces, providing funded training in order to support those facing redundancy or recently made redundant to get back into employment. Find out more about the task forces in Serco SSR regions on our [Covid-19 FAQ page](#) under Further Support and Information.

# Spotlight on Superfast Business Wales Lockdown Delivery

An agile delivery model rapidly met customer needs.

Cyflymu Cymru i Fusnesau

Superfast Business Wales

For two weeks, Superfast Business Wales put its services on hold as it transitioned staff to remote working and refined the face-to-face delivery model for an online experience.

Howard Thompson, Project Manager, said: "Our programme is designed to upskill people and industry on newer technologies to help them grow and prosper.

"Our response to Covid-19 tested our own digital agility. Within a few days we introduced new systems and processes that ensured our service was accessible, providing tailored advice and guidance that makes a real impact. We migrated our service online, designing new modules and methods to support former and new clients during this crisis.

"Our success was only possible due to working collaboratively with the Welsh Government, all local authorities and other programmes to provide a highly integrated solution."



## Case Study

Pre-Covid-19, the average small business spent 120 working days each year on administrative tasks; time which could be spent more productively to bring in £1.8 billion to the country's economy. And, the message hasn't been lost during lockdown.

Despite the impact on businesses across Wales, Caerphilly-based virtual assistant company, Hello My PA, has been inundated with work to help clients get their house in order as they prepare to get back to business as usual.

"We have gone from two to four enquiries a month to five a week from clients. They're looking to future-proof their businesses using digital best practice for streamlining processes and facilitating remote working.

"And a number have also used our expertise to build their online presence through stronger websites and social media campaigns.

"I think they see an advantage to dipping into ad hoc support from teams like us whilst staff are furloughed and there is uncertainty around growth," says founder Annie Browne.

[Click to read the full story](#)

### SUPERFAST BUSINESS WALES LOCKDOWN DELIVERY VIRTUAL ONLINE WORKSHOPS

IN-DEPTH  
WEBINARS

101

TASTER  
WEBINARS

54

HOURS OF  
SUPPORT

2,910

### 1:1 BUSINESS SUPPORT

1:1 SESSIONS  
WITH CLIENTS

240

HOURS OF  
SUPPORT

960

# Impact on our Communities and Citizens



## Serco team takes bronze award for commitment to CSR

Our Skills Support for the Workforce programme has taken the bronze award at the 2019 [Walsall Works](#) Partner Awards which recognised Serco as a socially minded employer.

The awards were part of the Walsall Works Expo – the borough’s largest jobs fair. Presented by Walsall Council, the award recognised the Skills Support for the Workforce programme for its commitment to help Walsall residents increase their skills, access opportunities and contribute to community.

Laura Johnson, Serco Partnership Coordinator for the Black Country, collected the award on behalf of the Skills Support for the Workforce team. Laura said: “We are delighted to have been presented the bronze award, which recognises the work we have done through SSW within the borough. SSW continues to support employers to access bespoke training and we encourage more businesses to benefit from funded skills training.”

## Serco’s People Report

In summer 2019, Serco published its People Report ‘Making a Difference Every Day’. The report highlights examples of the incredible work Serco people do to improve the lives of citizens and support our government customers around the world. It celebrates the work of inspirational colleagues, providing insight into our extremely diverse work across the different geographies and sectors in which we operate. The People Report highlights initiatives taking place across our business, including increasing the diversity of our teams, improving the health, safety and wellbeing of our people, transforming our ways of working for the better and providing opportunities for all colleagues to develop and fulfil their potential.

[Click here to read Serco’s People Report](#)



## The Serco Foundation

The Serco Foundation is a charitable trust, working internationally, to enhance public service outcomes for vulnerable citizens. They do this by supporting a range of partners, including charities, research bodies, and social enterprises.

## The Serco Foundation Coronavirus Community Support Fund

At this time of unprecedented challenge across the regions where Serco is proud to work, millions of people have been both inspired and helped by the charities and community groups combatting Covid-19 and its effects at a local level. From large, multi-national organisations, to ‘pop-up’ groups formed by friends and neighbours, the voluntary and community sector is playing a major role in supporting vulnerable citizens around the globe.

The Foundation invited Serco’s nearly 60,000 employees to nominate voluntary organisations known to them which are providing meaningful and valuable support to others during this worldwide pandemic, and was met with a wonderful and overwhelming response.

Nominations were submitted from staff across our Employment, Skills and Enterprise business on behalf of a huge range of organisations – from food banks to homeless shelters, from places of worship to senior centres.

In total staff from the ESE business secured **in excess of £27,000 in grant funding for more than 17 organisations** to support them in combatting the effects of Covid-19.

[Click here to find out more about the Serco Foundation Coronavirus Community Support Fund](#)





[www.serco-ese.com](http://www.serco-ese.com)

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