



Department  
for Environment  
Food & Rural Affairs

T: 08458 33 55 77  
Email: [www.gov.uk/defra](http://www.gov.uk/defra)

Our ref: RFI 6545

30 April 2014

## REQUEST FOR INFORMATION: DEFRA CONTRACTS WITH SERCO

Thank you for your email of Tuesday 29 April 14 requesting information about how many departmental contracts have been awarded to the company "Serco" by Defra in the years 2012 and 2013. We have handled your request under the Freedom of Information Act 2000 (FOIA).

This response is for core Defra only.

Core Defra has awarded no contracts to the company Serco in the years 2012 and 2013. However, Core Defra had one contract with Serco Group Plc during this period. This was for the provision of Call Centre Services including the:

- Defra Helpline
- PETS Helpline
- Avian Influenza Helpline
- Other Animal Disease Helpline
- Defra Out of Hours Helpline
- Great Britain Poultry Register Helpline

The contract started on 18 October 2008 and ended on 17 April 2014. The value of the contract was £2,300,571.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on [www.gov.uk](http://www.gov.uk) together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

If you have any queries about this letter please contact me.



Yours sincerely

**Simon Hewitt**

**Direct Line:** 0207 238 1548

**Annex A**  
**Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision within 40 working days of the date of this letter. Please write to David Waller, Head of Public Request fro Information Advice Service Team at Area G07, Nobel House, 17 Smith Square London, SW1P 3JR, (email: [requestforinformation@defra.gsi.gov.uk](mailto:requestforinformation@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF