



Department  
for Work &  
Pensions



[REDACTED]

Senior Commercial Category Manager  
Employment Category  
Department for Work and Pensions  
3rd Floor, Hartshead Square  
Sheffield  
S1 2FD

[www.dwp.gov.uk](http://www.dwp.gov.uk)

23 February 2021

Serco Limited  
Serco House  
16 Bartley Wood Business Park  
Bartley Way Hook  
Hampshire  
RG27 9UY

**Notice of provisions surviving expiry of CV04 (the “Letter”)**

Dear [REDACTED]

**Contract (as amended) between the (1) Secretary of State for Work and Pensions (the “Authority”) and (2) Serco Limited (the “Contractor”) at Schedule 1 (the “Contract”).**

1. The Authority wishes to provide notice pursuant to CV04, detailing the provisions of CV04 that shall survive its expiry.
2. Terms used but not otherwise defined in this Letter have the same meaning as set out in the CV04 Contract(s) to which the term refers.

***Background***

3. The purpose of this Letter is to include additional provisions that shall survive the expiry of CV04 pursuant to paragraph 13(iv) of CV04.
4. This Letter shall be interpreted and construed so that it varies each CV04 Contract set out at Schedule 1.
5. Subject to paragraph 4, the CV04 Contract(s) set out at Schedule 1, including any previous variations, will remain effective and unaltered.

***Provisions surviving CV04 expiry***

6. The Authority hereby provides notice to the Contractor pursuant to paragraph 13(iv) of CV04 that the following provisions of CV04 shall remain fully in force as part of the CV04 Contract after the Relief Expiry Date.

- a. Paragraph 11 of Schedule 2 (Payment Model);
- b. Paragraph 3 of Annex 4 to Schedule 2 (Payment Model);
- c. Schedule 3 (Contractor Code of Conduct);
- d. Schedule 4 (Financial Distress)
- e. Schedule 5 (Additional Management Information)
- f. Schedule 6 (Customer Service Standards), including Annex A and Annex C to Schedule 6 (Customer Service Standards);
- g. Schedule 10 (Provider Guidance); and
- h. Paragraph 9 (Definitions) of CV04

7. This Letter shall not constitute a waiver of any right or remedy of the Authority or the Contractor arising before, during or after this Letter, except to the extent set out in this Letter.

Please confirm your receipt of this letter by countersigning this letter and uploading a scanned copy to Jaggaer (DWP e-portal) fileshare folder named [REDACTED]

If you have any queries, please contact the team on [REDACTED]

Yours sincerely,



[REDACTED]

Senior Commercial Category Manager  
For and on behalf of the Authority

We hereby acknowledge receipt and accept the terms of this letter.

Signed: \_\_\_\_\_  
For and on behalf of the Contractor

Name: [REDACTED]

Position: [Director]/[Authorised Signatory]

Date: 10 March 2021

**Schedule 1: Contracts modified by CV04**

The following contracts are modified in accordance with CV04:

<b>Contract Type</b>	<b>Contract Reference</b>	<b>Contract Name/Description</b>	<b>Contract Start</b>
ESF2: Extended ESF 2014-20	ECM_3486	ESF 14-20 North & East London Troubled Families	01/12/2016

**Key**

ESF2: Extended ESF 2014-20