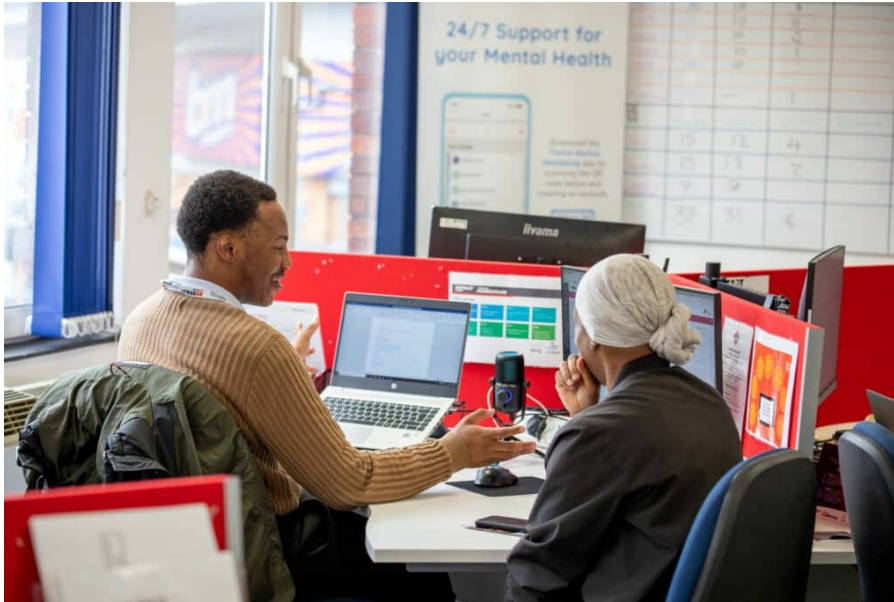


## Serco awarded two year extension to DWP Restart Scheme contract

2 years ago



[Serco](#), the international provider of services to governments, has been awarded a £175m contract extension by the Department for Work and Pensions (DWP) to provide the Restart Scheme in West Central England and Wales for a further two years.

Serco has delivered the contract since it started in 2021 in West Central England (Black Country, Coventry, Greater Birmingham and Solihull, The Marches and Worcestershire) and Wales. Individuals on the Restart Scheme ('participants') are given up to 12 months tailored support to help them find sustainable employment. Serco works in collaboration with several delivery partners to deliver the contract.

Serco connects with many support organisations to deliver comprehensive assistance to participants including CV writing, interview techniques, confidence building, as well as providing various training and learning opportunities including digital skills and functional Maths or English. The Restart Scheme also addresses personal and social barriers, offering financial advice, cost-of-living tips and mental health guidance.

Working in partnership with 107 Jobcentre Plus (JCP) offices, Serco receives referrals for the Restart Scheme via JCP Work Coaches. On 1 July 2024, the DWP altered the eligibility criteria for the Restart Scheme in England and Wales. The current requirement for individuals to have been on Universal Credit for at least nine months before being referred to the programme will be reduced to six months. This change will allow more individuals to benefit from the extensive support that is already in place and has helped many others into work.

To date, Serco has successfully helped c.20,000 individuals across West Central and Wales in finding

sustainable employment and employs 74 members of Restart Scheme staff at their self-delivery offices in Birmingham, Coventry, West Bromwich and Cardiff.

Antony King, Serco's Managing Director, Citizen Services said: "We are committed to continue delivering the Restart Scheme in partnership with our delivery partners across West Central and Wales. Witnessing the transformative effect of employment on individuals' lives daily is a privilege. Employment not only enhances financial stability but also significantly boosts personal health and wellbeing, positively affecting individuals' social circles and families. I am thrilled about the extension of the Restart Scheme, as it underscores the profound impact such initiatives have on participants. This extension ensures that our Job Coaches can continue their vital work in improving lives and making an impact. I'd also like to thank our extensive network of partners who help us deliver the contract for their work to date and their dedication to their ongoing support."