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Steria and the Cleveland Police Authority in the UK obtain high satisfaction rating from local community

Steria today announced that its first 30 days of providing services to the Cleveland Police Authority has resulted in a 98.8% satisfaction rating for its call handling, as reported by members of the public. It has been one full month since Steria began its tenure with the Cleveland Police Authority, delivering the Force's control room, community justice and back-office functions through a shared service partnership announced in June of this year.

In June, Steria and the Cleveland Police Authority announced a partnership which sought to deliver €60 million (£50 million) in cashable savings through the delivery of shared business services. Steria began providing these services on October 1st 2010, including the launch of a new call-back system which asks members of the public about the quality of service they received and provides feedback on performance. Of the possible 5,202 questions relating to either speed of call answer or handling of calls, 98.8% responded either "satisfied", "very satisfied", or "highly satisfied" with the service they received.

Under the shared services agreement, Steria delivers key services including call handling; support for the preparation of criminal case files; and shared business services covering finance, HR, payroll, commissioning and fleet management. Delivering on its promise of Putting People First, the partnership is well on its way to improving call handling and enabling officers to devote more time to frontline policing and community engagement, through reduced administrative paperwork.

Said Cleveland Police Authority Chair Councillor Dave McLuckie, "We always made clear that one of the key objectives of the partnership was to deliver a better service to the public, along with greater value for money and protecting the interests of staff.

"The fact that in the first 30 days of the partnership we have been able to gain over 5,000 responses from members of the public through the call-back system and that we have received such a high level of positive responses is very encouraging."

Sean Price, Chief Constable at Cleveland Police, said, "It is only by soliciting regular feedback and responding accordingly, that we can continue to improve the service we provide to all of our communities. The partnership with Steria is going extremely well, with performance levels across all areas is being maintained or exceeded."



John Torrie, CEO of Steria UK, said, "The beginning of any business partnership is obviously a critical time, so I'm delighted to see how well our collaboration with the Cleveland Police Authority is being received. Ours is a long-term partnership and as such, we are committed to continuous improvement and service delivery excellence at every step of the way."

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About Steria

Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably. By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them. Through our highly collaborative consulting style, we work with our clients to transform their business, enabling them to focus on what they do best. Our 18,300 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day. Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and a 2009 revenue of €1,630 billion. 19.7% of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

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