

Local Government Overview



Exceptional people delivering exceptional results

Local Government

People have a right to great public services. Our mission is to help councils deliver them.

We believe that high quality public services enrich people's lives. We also think that everyone should have a good education, accessible healthcare and the opportunity to fulfil their potential. That's why we're passionate about working in partnership with our clients to ensure people receive the best possible public services.

Our Local Authority clients trust us to help improve the quality and effectiveness of their services because:

- Our people are sector experts with a deep understanding of the complex challenges faced by leaders
- We have a unique combination of service delivery, advisory and BPO services
- We work in partnership with our clients, listening carefully to their needs so that together we can create innovative solutions.

Working together to deliver savings, new service models and deliver positive outcomes for local people

Capita is passionate about working in partnership with Local Authorities, and its partners, to improve the lives of citizens. In the current, dramatically constrained financial environment, we are able to work with our clients across many of their most complex issues. We have a real track record of savings and service improvement, with our clients being amongst our best advocates.

Cutting costs whilst preserving what's valuable

We have saved Local Authorities hundreds of millions of pounds by identifying and helping to remove activity that does not deliver sufficient value. We underpin this work with a robust business case approach to ensure full visibility of return on investment and service impact. This enables evidence-based decision-making around where investments and divestments should be made. We believe so much in this robust approach that we have developed our own business case and benefit tool called mietool. We are also prepared to stand by our results and offer a compelling risk reward model.

Insight into what customers value

The trend towards increasing localism requires services to become ever more flexible and responsive to community demands. Capita is at the forefront of applying evidence-driven customer insight to service planning and delivery arrangements. We help Local Authorities understand who their customers are and how services can be efficiently designed to meet local community needs and expectations – delivering what customers value. This all starts with understanding the best way for customers to engage with the authority and the best way for the council to respond.

Bringing about lasting change

Savings pressures are forcing authorities to think differently about how they deliver services. The new budget envelope and demand for service is challenging the traditional model of Local Authority service delivery. Capita is playing a key role in designing and delivering new structures within directorates, across councils, across partner organisations and with the community to deliver services differently, for less, with improved outcomes. Whether this is social work practices, shared service, mutuals, new internal models of delivery or a mixed economy of all.

Procurement and commissioning

Our procurement and commissioning professionals manage hundreds of millions of spend on behalf of our clients and continually derive maximum value in ensuring third party spend is used in the most effective manner possible. We work with authorities to leverage bulk buying power, buy better, improve operations, design new commissioning models (thinking differently) and stimulating the market to deliver better outcomes for the community.

Transformation

Councils and their partners are operating in an unprecedented time of challenge and change. This requires an agile response and a well co-ordinated approach, clear strategy and sufficient resources to deliver change quickly and effectively. Benefits need to be expedited, dependencies fully understood and investment in technology fully exploited. We use recognised approaches such as CHAMPS2, MSP and PRINCE2 to ensure a joined up and enterprise approach to delivering change and benefit realisation. Our effective, tailored programme management capability, delivered by our 300+ consultants provides the capacity and credibility to co-ordinate large scale change.

Delivering value

Capita has worked with more than 75% of Local Authorities and their partners, and offers unrivalled expertise of the sector along with a broad range of services. Our strength lies in being able to draw together collaborative teams with the right skills and expertise to provide innovative, integrated solutions that deliver real benefits. We are also able to draw on the expertise of colleagues who work directly in other areas of the Public Sector. This comprehensive offer enables us to provide solutions and expertise across all council services.



Achieving outcomes and working towards prevention

Capita works within and across Local Government, the NHS and third sector to help public services make a real difference to the wellbeing of local communities within available resources. We are supporting genuine innovation in the sector. Capita helps develop strategies that ensure a 'whole council' and 'whole system' approach to addressing needs, for example, implementing integrated services that enable families with multiple challenges to have their needs addressed early. Whether this is through better preventative commissioning, service redesign or market stimulation Capita can work alongside you to develop new thinking to solve local challenges.

CAPITA

Contact Us

For further information on the management consultancy business of The Capita Group Plc please contact:

Tel: 020 7901 0068

Email: consulting@capita.co.uk

Website: www.capita.co.uk/consulting