



Creating space for
care by simplifying
the complex



Future-ready care, **made simple.**

Explore the possibilities with Capita

Driving efficiency,
empowering people,
and building a greener
future in social care



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Unlocking the potential of your buildings, land and assets.

Back-office solutions:

Streamlining operations, enhancing compliance, and freeing up frontline capacity.

Secure networking and infrastructure solutions:

Allowing your teams to work securely, efficiently, and without disruption.

Introduction

A partnership for progress

At Capita, we're here to support those delivering social care by helping you navigate complexity and focus on delivering high-quality support.

Our expertise spans HR, payroll, estate optimisation, and sustainability. We help streamline operations, reduce costs, and improve service outcomes – freeing up time and resources so your teams can focus on the people and the community they serve.

With a flexible approach and a strong network of specialists, we work alongside you to build resilient, efficient, and future-ready services. Whether you're looking to enhance workforce productivity, meet compliance standards, or progress towards net zero, our solutions are tailored to your needs.

Together, we can transform care – making it **smarter, more efficient, and ready for the future.**



Our services

Place based solutions

Unlocking the potential of your buildings, land and estates

Capita's Place based solutions helps social care providers make the most of their estates – supporting better care environments, financial sustainability, and progress towards net zero.

We offer strategic support to:

- **Repurpose underused assets** into income generating or care-enriching spaces.
- **Secure funding** and ensure every pound delivers maximum value.
- **Streamline operations** with safety, building, and environmental standards.
- **Embed sustainability** across building lifecycle - from retrofitting to energy management:
 - Spot and fix inefficiencies with smart building upgrades.
 - Use clean energy like solar and heat pumps to cut carbon.
 - Track energy use in real time and show progress clearly.
 - Get expert help from planning to funding and delivery.

Whether you're planning estate transformation, tackling maintenance, or aiming for greener, smarter buildings, we bring the expertise and tools to help you deliver.

Capita helped the NHS secure **£200 million** in estate remediation - offering the same strategic insight into the social care sector.

Delivering over **14,000 hours** of planning and building control support each month - expertise you can rely on for care estate transformation.

Trusted to deliver energy solutions to over **120 schools** - bringing the same expertise to social care estates.



Place based solutions continued...

Net Zero for zero-cost

As part of our Place based solutions we offer a zero-cost solution to help the social care sector transition to greener energy. With no upfront investment, you can reduce emissions, cut energy bills, and improve energy.

- **Free installation**, maintenance, and upgrades of green assets.
- Up to **20% annual** energy bill savings.
- Significant **CO₂ reductions**.
- Supports net zero targets and **improves EPC ratings**.

Example savings achieved

South West England 65-bed care home: £68k annual savings, 20% lower energy costs, Capex saving of £560k, 360 tonnes of CO₂ annual savings.



Back-office solutions

Streamlining operations so you can focus on care

Capita's back-office services are designed to reduce administrative burden and boost productivity. From payroll and HR to compliance, maintenance and estate support, we help you run smarter, more resilient services.

Our integrated support includes:

■ HR and payroll services

End-to-end employee lifecycle management, including pensions, compliance, and self-service tools – ensuring your teams are paid accurately and on time.

■ People solutions

Strategic HR support, recruitment, training, and wellbeing services tailored to your workforce needs, helping you attract, retain, and develop talent.

■ Flexible staffing support

Access to a responsive pool of pre-vetted care professionals, enabling you to quickly fill staffing gaps and maintain continuity of care – without the overhead of traditional agency models.

■ Real-time digital matching for faster placements

Connecting care seekers with your available services instantly - reducing admin, speeding up onboarding, and helping you fill capacity with the right clients.

■ Finance and accounting

Expert financial planning, reporting, and compliance services to help you manage budgets, reduce risks, and stay audit-ready.

Capita processes over **36,000 payslips** each month and supports more than **5,000 organisations** nationwide.



Back-office solutions continued...

■ **Health, safety and wellbeing**

Competent advice, risk assessments, and wellbeing programmes to ensure safe, supportive environments for staff and service users.

■ **Secure facilities management**

Our facilities services cover everything from 24/7 reactive maintenance and statutory compliance to CCTV, access control, and secure site support – trusted by the NHS, emergency services, and high-security environments.

■ **Cleaning and grounds maintenance**

Fully managed cleaning and facilities services, including deep cleans, sanitisation, and outdoor maintenance – delivered with reliability and care.

Capita successfully processes approximately **120,000** payroll and HR admin queries annually.

Over **400 organisations** were successfully transitioned to a new finance and budgeting platform - we're applying the same proven expertise to the social care sector.



Secure network and infrastructure solutions

Delivering secure, end-to-end networking solutions to some of the UK's most sensitive and complex environments.

As care providers increasingly rely on digital systems for safety, communication, and operational efficiency, having a secure and resilient network infrastructure is more important than ever.

Our infrastructure and security services for care settings, include:

- **Structured cabling** - The backbone of digital care environments.
- **CCTV and access control** - Site-wide safety and monitoring.
- **Wireless and smart technologies** - IoT-enabled systems for energy efficiency and sensor-based monitoring to enhance client safety.
- **Security consultants** - Safeguarding data and assets.
- **Physical security audits** - Risk identification and mitigation.
- **Data centre solutions** - High-performance digital infrastructure.

We upgraded a council's CCTV with remote access, AI analytics, and high-res cameras for **safer, real-time site monitoring**.



Secure network and infrastructure services continued...

- **Field engineering** - Technical resilience and continuity.
- **Tailored infrastructure** - Custom-fit for care environments.
- **End-to-end delivery** - From design to implementation.

We upgraded the entire network across a secure **RAF campus**, including backup data centres and site-wide CCTV linked to central control room - **ensuring continuity, safety, and rapid response.**



Why us?

Drawing
on more
than

40
years

of experience,

we deliver innovative solutions and flexible procurement to meet your **productivity**, **place** and **people** needs.

People
expertise

Innovative
solutions

Flexible
procurement

Simplifying care with future-ready solutions

We know how important it is for those providing social care to have the right support. That's why when you work with us, you'll benefit from:

**A trusted
partnership**

**Proven
strategies**

**Sector
experience**

**Tailored
solutions**

**Operational
excellence**



Hear from our customers...

Capita has enabled us to do our bit to tackle the climate emergency, helping us to identify savings on our energy bills and most importantly, they helped us to improve the care home environment for our residents. **Jay Dodhia, Co-Founder and CEO of Serene Care.**

I have a demanding role which includes managing HR issues. I require timely and accurate HR advice on the best way to manage situations. Capita HR Solutions Advisory Team provides just that. The service is professional with a personal approach and tailored to the individual needs of my school. I always feel supported and rate their service outstanding. **Lisa Hollywood, Business Manager**



Let's connect

We're your strategic partner
for future-ready care.

To transform your approach to care with
forward-thinking solutions, get in touch.

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Book a meeting
with me

[Capita.com](https://capita.com)

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