Housing: Why Capita?
Because this is what we do...

Total housing solutions

- Consultancy
- Housing management & customer services
- ICT
- Design & professional services
- Regeneration, planning & development
- Funding & financial advice
Total housing solutions

The housing market is in a period of unprecedented change. The last couple of years have seen housing revenue account (HRA) reforms, combined with huge cuts in capital grant for new housing, a move towards higher rents for new tenancies, S106/planning changes, new Right to Buy rules and changes to housing benefit as part of the welfare reforms. Combine this with the need for continuing budgetary restraint, ongoing problems in accessing funding for housing and indeed for mortgages and the entire market is in need of stimulus and new solutions.

The reforms present new opportunities – as well as new constraints – for the housing sector and new ways of working. The continuing high demand for housing will not go away and the ongoing restrictions on borrowing provide some urgency for much needed impetus and new solutions for the market.

How can we help?

You may be surprised to discover that Capita already has a significant presence in the housing market. We provide a wide range of services to the housing sector including:

- software services
- consultancy services
- planning and development and regeneration consultancy,
- design and professional services
- ICT and transformation implementation
- funding solutions and financial advice
- handling customer enquiries
- management of housing stock.

Our team at Capita already knows and understands your business and the market and constraints in which you operate. We believe that we are the only team that can offer innovative total housing solutions to meet your current challenges. We’ve developed a model to explain more about what we do in housing and the range of complementary services which we are able to offer to meet your current priorities and concerns.

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Capita’s total housing solution

- Consultancy
  - Delivery and JV structures, capacity building, strategic options appraisal
  - HRA business planning and asset management
  - Governance, corporate strategy and policy development
  - ICT strategy, procurement, project management and digital inclusion
  - HR partnering, reward services, resourcing and recruitment

- Housing management
  - Excellence in managing tenants and residents
  - End to end business solutions
  - Multi channel customer contact handling
  - Channel shift and digital inclusion

- Funding & financial advice
  - Treasury management strategy and advice for housing associations
  - Private sector funding via banking and capital markets
  - Business planning and related financial modelling services
  - Fully integrated with strategic consultancy

- ICT
  - Integrated front and back office including customer relationship management
  - IT infrastructure
  - Business Intelligence
  - Mobility and channel shift
  - Electronic document management
  - Financial systems including payment collections

- Design & Professional Services
  - Placemaking through good homes in good places
  - Integrated design teams or discrete disciplines
  - Effective management to control costs
  - From acquisition, through design, to management (or sales)

- Total housing solutions
  - Optimising the use of land and property
  - Demonstrating social and commercial value
  - Securing viable planning consents
  - Managing assets to create value
Housing management & customer services

Capita is a long-established partner with the public sector – and providing business support services is what we do best. These are challenging times for housing and we need cost effective and innovative solutions to meet the needs of tenants and residents.

Our team at Capita has invested in transforming business operations through the effective use of IT. In turn this enables our people to be more productive. Through careful listening and detailed exploration, we understand customer needs and how customers wish to access services. This allows us to offer tailored solutions, which deliver cost savings and ongoing service improvements.

Capita takes a more holistic view of end to end processes to ensure that we deliver efficient solutions. We have developed expertise through the entire life cycle of housing management and customer experience. We are passionate about effective commissioning and ensuring that contractors and suppliers are fully integrated into our systems.

We offer a multi-channel approach to handling customer contacts through our contact centres, online and in person. Our services include the full range of housing-related services including repairs and housing management. Through improved, efficient and more integrated processes we enable the housing community to transform the way services are delivered to customers. The benefits of which include reduced operational costs, improved service delivery, integration, accountability and reporting, and the provision of better value for money for tenants.

ICT

Our social housing solutions allow your organisation to operate at its most efficient and effective. Enabling you to listen and respond to the people that really matter – your tenants.

Thinking differently...To Capita’s housing team, thinking differently means understanding the individual needs of your staff and customers. It’s not about delivering a one-size-fits-all approach, but selecting the right tools and information both groups need and delivering it to them effectively and cost-efficiently.

With this in mind, we provide a range of tailored, integrated and intelligent solutions to help you:

- create a more efficient workforce
- offer a seamless, user-friendly experience
- achieve paperless meetings
- deliver effective mobile working
- instigate an effective channel shift strategy, and more.

Regeneration, planning & development

Our housing experts provide solutions to complex problems – from bringing into beneficial use brownfield land, to options to increase the value derived from existing assets, we provide clients with connected solutions. This includes securing planning consents that are commercially viable and putting in place measures to mitigate any adverse consequences of development.

We provide masterplanning, urban design and planning consultancy to create opportunities to make great places. This includes understanding the importance of setting realistic levels of contribution through planning obligations (S106) and the Community Infrastructure Levy.

Our team works across all tenures to support projects that regenerate communities looking at creating better places where people choose to live. We also advise on how to boost economic activity to create aspiration and opportunity.

Central to delivering a successful outcome is procuring the right partner, understanding what an open book process is and how to use it equitably. Also critical to any regeneration project is community involvement – and we can deliver this with you.

Our agency work gives an insight into the market for homes and non-residential development to give confidence that project viability is rigorously tested against robust benchmarks. Our commercial understanding goes beyond this, and we provide detailed appraisals based on cash flows and a thorough understanding of the key metrics for developers. We also advise on public sector procurement and contracting processes.
Design & professional services

We are working with developers of market and affordable homes to produce good quality, well-designed homes that are value for money when completed and continue to provide value throughout their life.

We provide the same level of skill and attention to detail for every project, from the Lancasters, opposite Hyde Park, to estate regeneration in Birmingham.

We provide masterplanning, urban design and planning consultancy to create opportunities to make great places. This includes understanding the importance of setting realistic levels of contribution through planning obligations (S106) and the Community Infrastructure Levy.

We are working on greenfield sites to create sustainable urban extensions and reimagining New Towns for the 21st century.

With offices across the country we are close to local markets and can develop local supply chains for projects that recycle spending into communities, we know local needs and issues, enabling us to design accordingly.

The services available extend from remediating sites to acoustics, interior design and space planning to fixtures and equipment if required. Specialist areas include DDA compliance, CDMC and fire safety as well as architecture, every form of engineering, cost and project management.

Our commercial understanding goes beyond this and we provide detailed appraisals based on cash flows and a thorough understanding of the key metrics for developers. We also advise on public sector procurement and contracting processes.

Delivering homes for people in the market and affordable sectors is a core business for us, we understand the sector and contribute to the debates on quality, affordability and supply.

Funding & financial advice

Our flexible suite of industry-standard modelling tools enables associations to plan and forecast in the medium term, assess long-term viability and set out corporate objectives and financial targets.

We assist over 60 associations ranging in size from under 1,000 units to over 50,000. Features include customisation for group structures, integration with development appraisal, component accounting, covenant analysis, FFR outputs, 40-year accounts projections and sensitivity analysis.

Efficient and effective treasury management is more essential today than it has ever been. Funding has become a scarce and expensive resource. It is crucial that associations make the best use of existing facilities as well as exploring the full range of options that may be available.

We provide ongoing independent and objective advice to over 80 associations so that they achieve optimal positions. We have also advised on the completion and management of loan facilities in excess of £8bn under a wide range of funding structures, successfully identifying new sources of finance and new lenders.

Consultancy

We provide advisory services to the majority of local authorities and housing associations in the UK. We work as a trusted expert advisor to many of the new local authority social housing businesses created through HRA Reform.

We provide a comprehensive strategic, technical and financial advice to enable housing providers to respond successfully to the responsibilities and opportunities they now face, including:

- Strategic advisory: stock ownership, management and development strategies and options appraisal
- Stock transfer: we have advised on over 150 local authority stock transfers and are leading experts in this area
- Market-leading HRA business-planning and optimisation, and related financial modeling
- Strategic asset management: stock optimisation, investment planning and new development
- Service analysis: efficiency reviews, ICT project implementation and HR advisory services.

We are closely involved in advising local authorities in respect of new models for affordable housing development, and most recently in devising approaches to capitalise on the long-term revenue streams arising within the housing revenue account following self-financing reform.
Contacts

Housing management and customer services
Richard Marchant
richard.marchant@capita.co.uk

ICT
Stewart Davison
stewart.davison@capita.co.uk

Planning, development and regeneration
Tony Hutchinson
thutchinson@capita.co.uk

Design and professional services
David Robertson
david.robertson@capita.co.uk

Funding and financial advice
Howard Webb
hwebb@sector-group.com

Consultancy
Martyn Watkins
mwatkins@sector-group.com