

# Building resilience into mission-critical public services



# Providing flexible people capacity and expertise to keep vital public services running

**Local authorities play a vital role in supporting local communities with their physical, social and economic wellbeing through the services they provide, but many are struggling to meet the twin challenges of unprecedented demand for services and overstretched budgets.** Years of austerity and staff shortages have made councils less agile, making it difficult to keep services running to the required standards.

The resulting service backlogs and complaints from citizens create even more strain, leaving no time for officers to reimagine services, to drive innovation and transform operations to meet the future needs of communities.

To meet these challenges local government needs people strategies that allow them to build resilience into their service delivery, ensuring that citizens get the support they need, at pace and at scale.







## Flexible access to experienced people with no long-term contracts











Our resilience service offers tailored support to take the strain off mission critical services and provide a team of experts who can join local authority teams to deliver thriving, sustainable and safer places, better customer service and boost resources to generate revenue to invest back into communities that need it most.

### How we work

- **Flexible, on-demand approach:** our service can be dialled up and dialled down as needed, so you can access support when you have an increase in demand and remove it when you don't.
- **Expertise when you need it:** easy access to a national pool of experienced, highly qualified service experts including building control inspectors, principal planners and finance administrators. All available without the need to recruit a team of contractors.
- **Flexible procurement:** choose a delivery model that suits the needs of your council, with services you can increase or reduce without the need for complex, long-term contracts
- **Smarter forecasting:** our people will help meet immediate skills needs but we can also help you plan for the long-term using diagnostics to predict future service demand.

Our team are skilled experts in their field, so if you need specialist support for a particular project or programme, we can help with that too.

### Our resilience services:

 <u>Council tax and business rate collection</u>	 <u>Proactive rent collection management</u>	 <u>Emergency out of hours customer service</u>	 <u>Property and estate management</u>	 <u>Service transformation</u>
 <u>Planning</u>	 <u>Housing benefit payments</u>	 <u>Data and analytics management</u>	 <u>Building control</u>	 <u>Employee training</u>

## Resilience for the future

Our resilience team doesn't just help with your workload now. We also solve and support complex challenges and projects, and help you plan for the longer term. We can use diagnostics to predict future demand for your services and work with you to develop a 12 month forward plan for your skills and resource requirements.

# Delivering better outcomes for citizens

Helping you flex your resources to meet demand quickly and cost effectively.



## Boosting council income to invest back into better communities

- Council tax collection
- Business rate collection
- Debt management



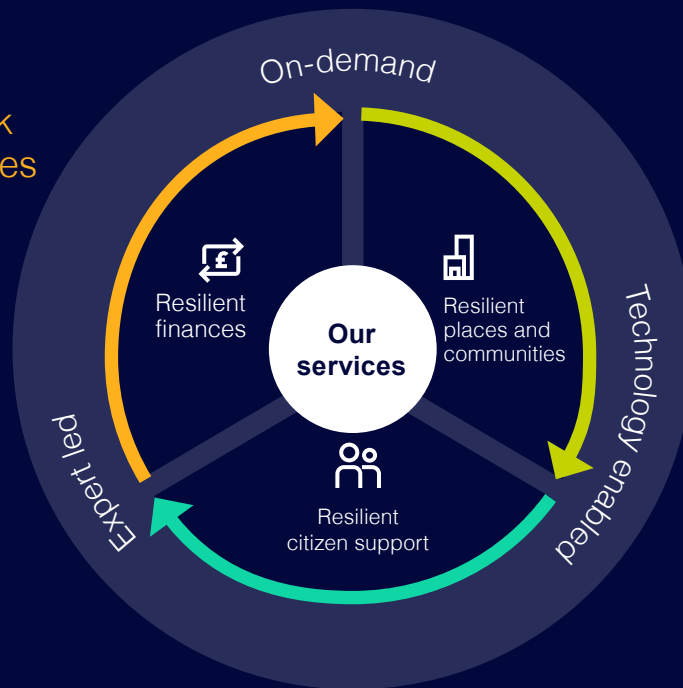
## Providing thriving, sustainable and safer places

- Planning
- Building control
- Property and estates asset management and decarbonisation
- Place shaping
- Public protection



## Delivering better customer support and interaction

- Benefits processing
- Out of hours emergency customer service
- Customer services
- Data and analytics
- Service transformation
- Employee Training



# We help local authorities to deliver better results for citizens and communities

## 1. Resilient places and communities

We can help you to build better, safer, more sustainable places for your community.



### Planning

We'll give you immediate, on-demand access to planning professionals who can work alongside your team to develop local plans and clear backlogs.



### Property and estate management

Our transactional estates experts can review, assess, create strategies and advise on your property portfolio. Our maintenance and compliance professionals ensure your building and its equipment and assets remain compliant at all times. The team also provides advice, business case submission and can help your council to secure funding that ensures energy-efficient public sector buildings and social housing.



### Building control

We manage all aspects of building control, keeping buildings safe and compliant and freeing up your teams to deliver other core services to residents. Our people can also provide sustainability advice, helping you to achieve carbon emission targets for new developments.



## Where we're already making the difference

- We're working with Hambleton District Council to deliver its Local Plan, helping to deliver its vision as "a place to grow" by improving its residents' quality of life and giving them a say in their community's development.
- Our team helped Blackburn with Darwen Council to secure £2.5m of funding for a programme that will significantly reduce the carbon footprint and fuel bills of 23 council buildings through the installation of sustainable power, heating, and management technologies.
- In Lancaster we're helping the City Council to process building regulation applications following unexpected staff shortages, which affected their ability to carry out site inspections and plan checking.

**16,000**

building regulation inspections completed on behalf of local authorities

**200**

schools that we support to deliver maintenance programmes

**96%**

building regulations that we work on, delivered on time

**14,000**

hours of planning resilience support delivered every month



## 2. Resilient customer support

Citizens want services that are accessible, efficient and empathetic. We provide a suite of resilience services to help you meet citizen support requirements.

### **Housing benefit support**

We provide people and technology to help councils to process claims faster, minimise fraud and error, and provide better service to citizens. We can take care of all administration functions from initial contact and claim assessment, to overpayment recovery and appeals.

### **Emergency out of hours customer service**

Our emergency out of hours customer service advisers ensure that citizens get the help they need when phoning your council outside of normal working hours. Providing value for money and improving service efficiency, the extra capacity offered by this service ensures a more effective and resilient emergency service, even in crisis scenarios.

### **Employee training**

We can train your employees, via our public sector learning and development programmes, to be better equipped to provide services to the community.

### **Service transformation**

Citizens now expect public services to be available online and easy to use. We work alongside your transformation and service delivery team to co-design, provide capacity and implement digital projects. Our team of digital specialists are available for one-off projects, or to support the entire service transformation journey.

### **Data and analytics management**

Our data analysts help local authorities to interpret their data so they can understand and predict customer behaviour to design effective community services. These valuable insights empower local authorities to make practical and strategic change, whether to transform specific end-to-end citizen experience, optimise a particular process or enable full-scale service transformation.

## Where we're already making the difference

- Our expert out-of-hours team ensures emergency callers to London Borough of Barnet Council, including the most vulnerable citizens, get quick and reliable help, no matter when they need it. We also helped the council to transform the customer journey, delivering a 46% increase in digital transactions.
- We've helped Southampton City Council improve the time taken to deliver blue badges to citizens by 40%.

**14,000**

new benefit claims supported every year

**£750m**

business rate grants dispersed

**300,000**

Out of hours emergency call centre transactions handled each year

**“** To see continued improvements year on year since we have worked with Capita is really pleasing. These are the best ever processing rates for benefits which gives us the confidence we are serving those most vulnerable in our borough in the most efficient way, to best avoid any associated homelessness issues that can arise through delay of benefit payments.”

**Mark Underwood**, Head of Exchequer Services at London Borough of Bexley

### 3. Resilient finances

Local authorities across the UK need to make savings, generate revenue and maintain financial control to achieve strategic objectives and reinvest back into services to support citizens.

We can help boost council income by supporting the collection of council tax and business rates, alongside debt management and finance and accounting support.

#### £ Council tax and business rate collection

Our team can help local authorities administer, collect and recover council tax and business rates. We use data matching and analysis to help you collect the correct amount of council tax, while our software platform helps to administer collections more efficiently.

#### + Proactive rent collection management

Our rent collection and arrears resilience service can help to identify and support customers facing financial difficulties, while minimising the impact on revenue collection, budgets and services. We'll work alongside your existing teams to support profiling and contact management, taking and making payment arrangements, as well as signposting to wider support and preparing court documentation for non-payers.

#### Where we're already making the difference

**£5.4bn**

revenue we collect each year on behalf of local authorities

“We look forward to partnering with Capita on the delivery of our revenues and benefits service. This contract will enable us to deliver the best possible value for money and ensure we can always meet demand.”

**Fern Silverio**

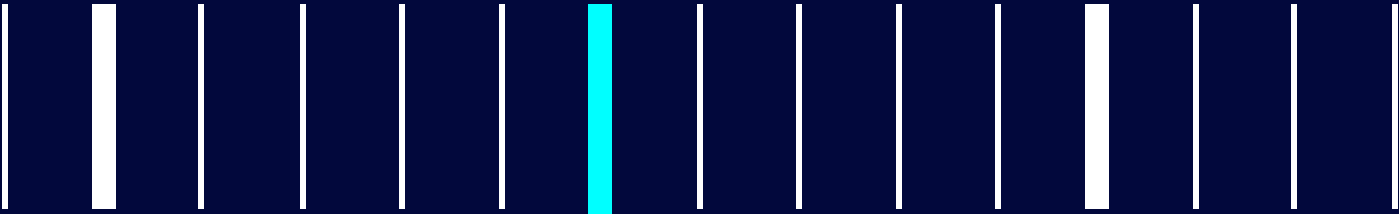
Head of Collection and Housing Benefits,  
Harrow Council



“Capita has provided revenues and benefits services to Lambeth Council for a couple of years now, and we couldn't be happier with the service. The team always delivers on time and to high standards. The responsiveness and reactivity to help us through unexpected peaks in demand is really impressive and ensures we always deliver an exceptional service to our citizens.”

**Tim Hillman-Brown**

Head of Revenue and Benefits, Lambeth Council

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Our resilience service offers tailored support to take the strain off mission-critical services, providing the people capacity you need to transform places, create economic growth and deliver financial resilience.

**To find out how we can help you to add resilience to your local service delivery, please contact:**

[localpublicservices@capita.co.uk](mailto:localpublicservices@capita.co.uk)

 **Capita**