

Digital grant management



Transforming grant disbursement for government, scheme managers and citizens with a fully integrated, automated platform that drives efficiency, transparency and usability.

Delivering public funds into the right hands. Quickly. Transparently. Safely.

The Government makes a huge variety of grants available to businesses, non-profit organisations and citizens.

Businesses can apply for start-up loans and funding for everything from supporting exports and developing innovation partnerships and social programmes to meeting the cost of making workplaces accessible to people with disabilities.

The Government also offers grants to citizens, to help them to pay for childcare, fund continuing or specialist education and support their families through challenging times.

It's constantly refining the number, type and availability of grants it offers, adding new ones and changing the conditions of existing ones while discontinuing others. While a grant may remain nominally the same, the qualification criteria can alter to the point where existing or previous recipients are no longer eligible.

In times of extreme economic and social challenge, the Government may offer limited-availability grants. Dealing with these ad-hoc, emergency grants puts immense pressure on scheme administrators charged with getting urgently-needed money to citizens and organisations without delay; this makes managing the application and disbursement process a complex one that's fraught with potential error and risk of fraud.

For applicants, the challenge starts with finding a suitable grant. Then applying for it can be time-consuming and confusing.

Nothing about finding, applying for or managing a grant is easy, regardless of whether you're an applicant or a scheme manager.

Imagine a better, more positive experience

Powered by Capita's flexible digital technology platform GrantIS, our digital grant management services put the right funding in the right hands, quickly, easily and reliably. They:

- Automate processes
- Improve the user experience for both applicants and managers
- Reduce the administrative costs of disbursing funds
- Deliver data that enables grant providers to create better schemes
- Offer sophisticated fraud detection and prevention tools to ensure that money is going to the right people and is being used for its intended purpose.

Streamlined, transparent, trackable and safe

Aligned with the Government's functional standards, our digital grant management services reduce the complexity, administrative time and cost of designing, activating and managing effective grants.

Because they're powered by our highly automated, end-to-end GrantIS solution, they streamline all processes for designing grant schemes, disbursing funds and managing schemes' performance, making them far less reliant on error-prone manual processing.





Digital grant management works for applicants

Our digital grant management services reduce the time and effort it takes to identify, apply for and secure a grant.

Here's an example of how they improve outcomes for people who need extra financial help.

Jenny is a fulltime working mum who wants to become a teacher.

She needs financial support to keep her three children at nursery while she studies for a Post Graduate Diploma in Education. She's applied for a grant several times but, because she's always found the process time-consuming, unclear and difficult to track, she's abandoned her applications in pure frustration.

When she identifies an appropriate grant now, our digital grant management platform's early eligibility checker will advise her on her chances of qualifying. It will help her to register for the right schemes and make it easy for her to upload the necessary evidence documentation.

While her application is being processed, she'll receive regular, automatic notifications about its status, how she can improve it and whether it has been successful.



Digital grant management works for funders

GrantIS makes it easy for grant scheme managers to set up a new scheme in just a few hours. Once the scheme is running, management is easy.

Here's an example of how it improves outcomes for the people who disburse grant funds.

Jez manages several different grants schemes at a local authority. In the past, tracking them all manually was an administrative nightmare. With our digital grant management services, he can log into his customised dashboard to:

- See how the schemes are performing
- Monitor their outcomes
- Set up a new grant in a matter of hours
- Adjust his schemes to meet citizens' needs.

GrantIS enables Jez to administer his grant schemes effectively. Because he knows exactly what's going on, he can be confident that the money is being used as intended. It helps him to make better, data-based decisions and – ultimately – improves the outcomes delivered by the schemes he manages.

Digital grant management works for government

Our digital grant management services allow government to achieve more with less, reducing risk and delighting citizens with efficient and well-designed grant administration processes.

Reimagining the customer experience, using a digital platform and optimising processes ensures that public money reaches the right people, organisations and projects, and funds are used to deliver the best outcomes.



Tackling fraud and eliminating administrative error

Our digital grant management services protect grant providers and their funds from fraud and losses caused by administrative errors with a combination of services and features that reduce manual intervention and provide end-to-end transparency, tracking and traceability. These include:

- Sophisticated anti-fraud tools and processes, including automated fraud checks
- Automated eligibility checks
- Intelligent automation that assures processes' quality and compliance.

Using intelligence to ensure success, today and tomorrow

Using our digital grant management services gives grant providers real-time access to data about their scheme's performance for auditing, impact assessment and feeding into future schemes.

The reassurance of six-step compliance

Our digital grant management services follow the Government's recommended six-step process for grant management, as set out in the Government Functional Standard for General Grants.¹

Using our digital grant management services gives grant providers real-time access to data about their scheme's performance for auditing, impact assessment and feeding into future schemes.

1. <https://www.gov.uk/government/publications/grants-standards>



Highly automated, fully managed, end-to-end digital platform

Our digital grant management services form a fully managed solution offering end-to-end processing for grant design, administration and funds disbursements. It draws on our extensive experience of helping clients to manage high volumes of applications, eligibility criteria and multi-channel operations.

It's built on GrantIS, a flexible, automated digital platform that optimises processes and provides data and insights into schemes' performance and outcomes. It:

- Deploys intelligent automation to assure process quality and compliance and mitigates fraud
- Supports and improves decision-making with machine-learning and behavioural analytics
- Delivers data and learning that enables grant providers to create better schemes
- Offers detailed reporting and dashboards to track schemes' and administrators' performance
- Enables applicants to self-assess their eligibility, increasing grant schemes' quality, performance and success.

Next-generation digital platform

- Faster disbursements
- Automated eligibility checks
- Automated workflows
- Automated due diligence
- Appeal management
- Report real-time performance
- Omnichannel bot support
- Automated payments

Capita: uniquely placed to help

Fifteen years of end-to-end fund disbursement experience mean that Capita is uniquely placed to help grant administrators to improve their schemes' quality and outcomes, making sure that citizens and organisations receive the right financial help at the right time.

- Awarded Cabinet Office Gold Award for fraud prevention on Green Deal
- Currently disburse more than £14bn of public funds a year
- Disbursed £2bn to 3 million young people

Discover more and book a demo

To find out how we can help you to get vital funds to the people who need them most, quickly and easily, visit [our website](#).