

CAPITA

Capita Revenues and Benefits Shared Services solutions



WORKING IN PARTNERSHIP
DELIVERING YOUR SHARED SERVICES

Providing joined-up services designed around the needs of the citizen or business will yield efficiency savings by reducing duplication across the public sector.

Varney Report 2006

Delivering high quality services in tough times

The business environment in which local authorities must work is becoming increasingly challenging. Proposed funding cuts and reduced revenue are putting councils under growing pressure to operate more efficiently in delivering the high level of service their local communities expect.

More and more authorities are choosing to work collaboratively to meet the challenges they face by entering into shared services partnerships. This strategy enables multiple authorities to manage many customer-facing tasks as a single function, such as collecting Council Tax or processing benefits claims, saving time and money.

The complexity of planning and implementing a shared service can be a daunting prospect for any authority. There is a wealth of issues that need to be considered before taking the first steps. It is, therefore, essential that you have the backing of an experienced strategic business partner that understands your specific requirements and can give you the support you need to achieve your objectives.

Leading the way in shared services

Capita Software Services has 25 years experience supplying authorities with innovative yet powerful IT solutions to manage the administration of Revenues and Benefits. That is why the majority of all Revenues and Benefits shared services in the UK have chosen us to guide them through this important process of change.

How can Capita Software Services help?

As leaders in the shared services market, our team has the knowledge and expertise to ensure your joint venture will reap benefits quickly. We understand the issues you need to address and can assist you through every stage of the process so that your partnership delivers the results you want to achieve.

We can help you:

- develop a shared vision for how your partnership will look
- by sharing our experience of other shared services
- identify and realise your objectives
- enable easy access to information across the partnership
- transfer your data rapidly and securely
- minimise disruption to the day-to-day running of your departments
- generate savings by providing you with solutions that make you more efficient
- improve service delivery to your citizens



Case study

South Worcestershire Shared Services

The shared services partnership brought together Revenues and Benefits teams from three authorities; Worcester City Council, Malvern Hills and Wychavon District Councils. The aim of the project was to reduce costs and maintain and improve the delivery of services to residents and businesses in the area.

Capita delivered a reliable IT system that enables staff from seven customer service centres and a telephone contact centre to access the information they need via a single platform. This has helped drive greater efficiencies across the Partnership and increased the resilience of the group to changing business environments.

As former Revenues and Benefits practitioners, Capita's consultants understood the pressures staff were under and had the knowledge and expertise to support the Partnership in achieving its objectives. The new system was designed and implemented in just six months from award of tender and provides the group with a high level of scope for future development.

"Capita delivered the best service in terms of value for money and we are satisfied that the new system will enable us to provide a better service to our customers, both now and into the future. Bringing our staff together in a shared services partnership has enabled us to save £1 million year-on-year across the group. That's a genuine saving on the baseline budget costs."

Nick Jefferies, Head of Shared Services, South Worcestershire Shared Services

Proven solutions

Capita can provide you with the integrated technology and consultancy expertise you need to support your shared services partnership. Our systems will help you to achieve maximum cost savings and ensure staff can work efficiently and effectively in meeting the needs of the local communities you serve.

- **Improve staff efficiency with a single desktop**

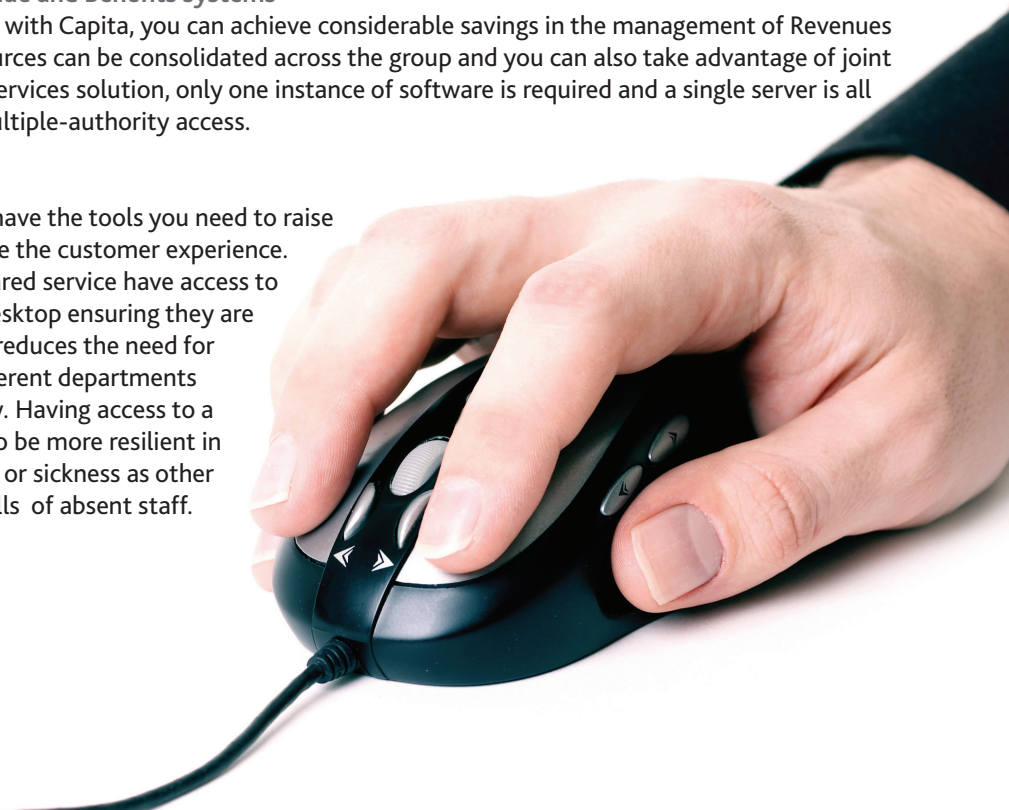
Staff working in separate authorities undertake many identical tasks when collecting Council Tax and non-domestic rates or processing benefits payments. Using Capita's Shared Services solution, employees working in a shared services team can access all Revenues and Benefits information from all authorities and locations within a partnership from a single Capita Desktop with a single log on. This means that they can respond to a citizen's call promptly, regardless of which authority they fall under. Duplication is reduced and the risk of errors is minimised to help speed up the process of managing applications and resolving problems.

- **Cut the cost of maintaining your Revenue and Benefits systems**

Working in a shared services partnership with Capita, you can achieve considerable savings in the management of Revenues and Benefits. Staffing and financial resources can be consolidated across the group and you can also take advantage of joint procurement savings. With our Shared Services solution, only one instance of software is required and a single server is all that is needed to run the systems for multiple-authority access.

- **Raise standards of service delivery**

With the right technology in place, you have the tools you need to raise standards of service delivery and improve the customer experience. Council employees working within a shared service have access to more detailed information from their desktop ensuring they are better informed when taking calls. This reduces the need for customers to make separate calls to different departments when seeking a response to their enquiry. Having access to a shared services team also enables you to be more resilient in dealing with staff training days, holidays or sickness as other employees will be able to manage the calls of absent staff.



"The amount of support Capita has been able to give the Partnership has meant the system has gone in very quickly indeed and is working efficiently. I see a partnership between the Shared Service and Capita as being key to the future development of any computer systems."

Ralph Madden, Chairman of Joint Committee, South Worcestershire Shared Service

We can ensure you succeed

Key to the success of any shared service is having the right systems partner in place. We have already helped many authorities realise considerable savings in the day-to-day management of their Revenues and Benefits and we can share this expertise with you.

- We are number one in shared services – more local authorities choose us as their shared services partner in Revenues and Benefits than any other supplier
- Our experience enables us to minimise any risk and maximise the efficiencies of any shared service partnership
- We develop products that are designed specifically for the shared services market
- 138 local authorities already depend on our Revenues and Benefits software solutions
- Three of the five fastest authorities in terms of processing benefit claims are Capita customers.

Capita are currently working in partnership with the following shared services organisations:

- WestWey Partnership
- Anglia Revenues Partnership
- South Worcestershire Shared Service
- CenSus Partnership
- Watford and Three Rivers Shared Services
- Wellingborough and Northampton Business Rates Consortium
- The Leicestershire Capita Hub.



Discover how you can unlock the benefits of shared services today.
Call one of our experienced consultants on 08701 631800,
email cssenquiries@capita.co.uk, or visit www.capita-software.co.uk