

CAPITA

Shared services: Why bother?
Because you'll be glad that you did



The right software partner for your shared service

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We've all got used to the idea that when money is tight, services and stress levels suffer. But the local authorities who've already taken the plunge into the shared services pool are finding that cost reduction, increased output and improved outcomes can in fact share a bed, and very happily too.

The potential benefits of joining forces with other organisations are universally attractive.

Who could resist the lure of lower costs, perked-up productivity, streamlined operations, targets exceeded and happy customers inside and outside the building?

Of course there are many hurdles to overcome successfully along the way that can include:

- reaching a joint decision with potential partners about the vision of your shared service
- managing the relocation and joining of workforces
- identifying and implementing the most suitable technology to support a new working structure
- ensuring the quality of service provided to citizens is not diluted, just improved
- managing personnel, preventing drops in performance and morale
- achieving year-on-year savings once initial cost inefficiencies have already been rooted out.

In spite of these hurdles, the overall perceived wisdom is that well planned and well implemented shared service partnerships, tailored specifically to the organisations they link, are a stepping stone to a more secure and more sustainable future for local authorities and the communities they serve. As a trusted software provider to a number of leading shared service partnerships we are able to provide our expertise and insight to make this transition easier.



Why shared services?

Why now?

Why not?

Why bother?

Why Capita?

For more information call
our specialist team on

08701 631800

sharedservices@capita.co.uk

www.capita-software.co.uk/shared-services

A good place to start – the cornerstone

When it comes to sharing services, local authorities have a unique advantage over the private sector; the majority of the services they offer are the same. This is especially true of back-office activities such as revenues and benefits, making the back-office the perfectly positioned cornerstone on which to build shared service partnerships that feature local government.

Get the right partners and right systems in line and in place here, and you pave the way for extending the benefits right across your organisation and right through to the frontline and beyond.

A chance to refresh and to improve

With the changes that come with adopting a shared services approach arrives a real opportunity. It brings a chance to strip away the old ways of doing things and look with fresh eyes at how those things might be done better, faster, cheaper.

Many of the partnerships Capita has implemented using the back-office as a cornerstone for change, have led to local authorities being emboldened to transform other areas too. Whether it is waste management or social care, the same principles apply and the same principal benefits can be realised: **improved performance and reduced costs.**

Case study:

South Worcestershire Shared Services Partnership

Saving £1million a year with a revenues and benefits shared service

Worcester City Council, Wychavon District Council and Malvern Hills District Council joined forces in an ambitious programme to improve the collection of Council Tax, business rates and the administration of benefits.

The backbone for this new organisation would be fully integrated software provided by Capita that would consolidate each council's revenues and benefits information.

"Every element of this project was delivered on time and within budget, which is a substantial achievement." comments says Nick Jefferies, head of South Worcestershire Shared Services.

"The service is turning around benefits claims in the same amount of time as we were doing before. However, we now have fewer people (due to natural turnover) and are dealing with 50% more claims than before the recession. Benefit claims, change of circumstances and claim requests nearly doubled at the peak of the recession and yet we have achieved £1 million in savings and are on target to do so year on year" explains Nick.

"Our success has meant other councils are now talking to us with a view to joining the scheme and possibly increasing what is already one of the biggest shared services that exists," he concludes.

Still wondering how to get started?

Speak to one of our shared services specialists by calling

08701 631800

Capita. Making sense of shared services.

Making sense of shared services

Leading the way for local authority shared service partnerships

- 25 years' experience implementing and managing the administration of technology and software solutions for the public sector in the UK.
- We work with over 300 UK local authorities to help them deliver better services and outcomes for their communities.
- We run over a dozen of the most successful local government shared services partnerships established in the UK (as of February 2011).

Best practice guaranteed and top-up skills on standby

- As the leader in the relatively new world of shared services within local government, Capita is at the forefront of establishing best practice in the field.
- Capita's services range from IT to property consultancy, document management to change management. During the development of shared service partnerships, skills gaps can be plugged immediately to keep the process on track.

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