

About Capita

Capita plc is the UK's leading provider of business process management and integrated professional support service solutions, with more than 70,000 staff across the UK, Europe, South Africa, India and other centres globally. Our clients span the private and public sectors, including Financial Services, Central Government, Utilities, Technology, Local Government and Insurance. The majority of our business involves the delivery of complex business transformations, customer service delivery and large scale ICT solutions. Interacting with some 35 million people across the UK on behalf of our clients, Capita concentrates on meeting each client's specific objectives and challenges, utilising a wide range of in-house specialist resources and extensive capabilities, as well as working in partnership with a range of market leading third parties.

The flagship partnership between The London Borough of Barnet and Capita covers one of the widest range of outsourced customer services in local government. The Customer and Support Group (CSG) contract signed in 2013 will save Barnet at least £125m over ten years and is one of Capita's highest profile contracts, covering Finance, IT, Revenues and Benefits, Customer Services, HR, Estates Management, Procurement and more. The recent three year review of the contract concluded that overall the contract is delivering against its key objectives of achieving significant cost reduction, maintaining service quality and secure investment in improving Customer Services.

For more information on Capita's Local Government division please refer to www.capita.com/sectors/local-government/