



Digital & Technology

Capita Transformation with Southampton City Council

Southampton City Council has to make cost savings of £39.1m in 2016/17, rising to £81.4m in 2019/20. At the same time, they need to answer their residents' call for better digital services. Capita has used technology to transform almost 200 customer end-to-end journeys, introduced new ways of working and deployed an innovative outcome-focussed commercial mode.

The programme has secured significant savings within the first six months and will hit a run-rate of between £9m and c£10m in 2017/18 and beyond – a huge achievement given the Council's net revenue budget of less than £200m per annum. It has also resulted in significant behavioural change among residents and staff.