

## Facts & Stats

### Absence management

More schools and LEAs use us to protect their sickness and absence budgets than any other commercial provider

We provide insurance solutions to approximately 10% of the corporate care homes in the not for profit sector

### Business Travel administration

We have an active client base of over 200 companies who range from FTSE 100 to SME

We transact over 500,000 bookings per annum.

### Contact Centres

Our 22 multi channel centres, employing 5,000 staff, service 300 different clients

We handle 25 million customer contacts per year

Eleven Capita-run services have achieved CCA accreditation for their contact centre operations including Bristol, Darwen, Darlington, Birmingham, Gloucester, London, Belfast, Glasgow, Cheltenham and Swindon

### Document Management

We scan in excess of 250 million images on behalf of our clients per annum

We store in excess of 40 million files and are in the process of migrating 25 million additional files

We produce in excess of 20 million documents

We print 70 million items per annum of which 40 million are secure and personalised items

We despatch over 1 million items per year, anything from a single sheet of paper to a complete trailer!

## Education software and support

We provide management information software into:

- Half a million school staff in 22,000 schools, who manage information relating to more than 10 million pupils
- Over 158 Local Authorities, who manage their Children's Services data across education
- More than 180 further, higher and work based learning education establishments in the UK

## Financial Services

We administer shareholder communications to 6 million shareholders on behalf of more than 2,000 corporate clients

We managed over 15 million share transfers in 2006

We issued over 10 million dividend payments

We administer share plans for approaching 200,000 employees.

## Health Solutions

Our health professionals provide 200,000 medicals and referrals per year; representing 22% of the outsourced UK corporate occupational health market.

We have more than 1,400 clients from UK corporate organisations through to central government departments

We undertake in excess of 170,000 face-to-face consultations per year

## HR & Payroll Services

We produce over 9.7 million payslips per annum

## Insurance outsourcing

We handle over 2 million legal and medical calls on behalf of our clients each year

35 million images now electronically stored and accessible for the DTI Miner's Liability claims contract

We recover claimants damages of £41m

We provide legal advice to 7.5m householders and legal expenses cover to 3.1m householders

We capture over 540,000 claims and administer over £12.5bn claims liabilities

We process payments in excess of £1.1bn

### **IT services**

We provide IT support to over 2,400 schools in the UK.

We enable over 2,000 people a day to book their practical driving test on-line.

Our principle services desk supports over 50 clients, deals with over 220,000 incoming calls and emails per year and logs over 150,000 incidents each year

We manage over 30,000+ project/TDA days per annum

We currently manage over 10,000 desktops for it's clients

### **Learning and development**

We ran over 7000 days of training through our open courses programmes and 1750 through our in-house training capability

We worked with 1,500 different clients in 2007

Our International training programmes in 2006 attracted over 800 participants from over 70 countries around the world

Over 8000 delegates attended the 150 conferences, briefings and workshops organised in 2007

### **Life & Pensions**

We are the market leader in life and pensions

We administer over 15 million life, savings and pensions policies

We administer pensions payments on behalf of 3.5 million people and paid pensions worth a combined total of £8 billion to over 1.2 million pensioners

We administer over 500 occupational pension schemes with over 3.2m members in the UK and Ireland

## Local government software

Our business rates software managed incomes of about £6.2 billion on approximately 550,000 properties during 2006/2007

Our council tax software is used by 4,500 local authority employees every day

Our council tax software issues over twelve million bills and collects over £6.5bn in council tax each year

Over £1.4 billion is raised annually in rent charges on our housing management software each year

## Offshoring

We complete over 1m transactions per month

## Property and infrastructure consultancy

We are the 6th largest multidisciplinary consultancy in the UK

We manage over £10bn worth of projects

We are the 9th largest project management consultancy and 12th largest engineering consultancy

Our architecture division – Capita Architecture – is the fifth largest architectural practice in the UK

We are currently designing over £10bn worth of infrastructure

We help manage over 5,000 buildings for our clients with an asset value of £10bn

Our infrastructure division manages 10,535km of highways, 3,525km of footways and 2,200 structures across the UK

## Revenues & benefits

We collect £1.7bn of business rates on behalf of 13 local authorities

We administer council tax on behalf of 12 local authorities worth in excess of £746million

We pay out £700 million in housing benefits and council tax benefits on behalf of 10 local authorities

Through our shared services centres, we have over 900 dedicated staff providing Revenues, Benefits, Financial Services, ICT and Customer Services

We work with over 100 local authorities in the provision of benefits services, varying from training, consultancy, back-office processing to the complete management and delivery of the service

## Treasury Management

We are market leader in providing financial and risk management advisory services to the public sector, advising over 400 clients.

300 of these are in local authorities market where we advise on debt portfolios totalling £30 billion and investment portfolios totalling £5 billion.

## Major contracts

### Criminal Records Bureau

We issue 99.5% of Standard Disclosures within 10 days

We Issue over 70,000 disclosures each week

### London Congestion Charging Scheme

We collected over 20 million payments in 2006

Over 52% of all payments made via the web or SMS texting

Almost 1.3 million images of vehicle movements captured daily

We expect to process 1 million individual documents (4 million sheets of paper) by end of 2007

Congestion down by 30% with £80m revenue generated annually

Passengers entering the zone by bus during charging hours have increased by 37%

Estimated that congestion charging directly responsible for 16% reduction in CO2 emissions

## TV Licensing

Our partnership with the BBC and its agents has:

- improved customer service, with 72% more calls answered within 15 secs
- increased revenues collected by £144m through collection improvements
- rate of evasion reduced from 5.7% (in March 2003) to 5.1%

We collect £3.1bn in TV Licence fees each year

We have raised the proportion of Direct Debit customers by 21%

We have generated an additional 333,000 TV Licence sales in the last 2 years