

# CAPITA



**Capita Symonds continues to have a strong presence in its Regional Business Centre in Carlisle, following the end of our ten-year partnership with Cumbria County Council on 31 January 2011.**

We retain many high quality jobs and continue to be the largest consultancy business in Cumbria, focussed on achieving growth and ongoing success in the region.

## **Background**

Formed in February 2001 on a seven-year contract (with a three-year extension), the partnership between Capita and Cumbria County Council was the first of its kind, and an exemplar for subsequent local authority partnerships.

The partnership involved the externalisation of the Council's successful 'in-house' Design & Business Services (DBS) consultancy and involved the TUPE transfer of 576 employees to Capita across various professional disciplines including HR and personnel, payroll and pensions, highways, and ICT (including over 300 property and infrastructure professionals to Capita Symonds).

In entering into such an arrangement the Council sought a partner who would bring jobs and investment as well as continuing to deliver and improve Council services.

## **Investment & Growth**

The creation of a new £6m state-of-the-art Regional Business Centre (RBC) at Kingmoor Business Park, Carlisle, not only provided an efficient operating base, but helped kick start the northern end of this immensely successful strategic employment site. The futurist aluminium-clad building was designed by Capita Symonds for speed and economy of erection. Investment was also made in the network of local offices Capita occupied throughout Cumbria.

Growth was a key focus of the partnership and the value of new work that has been won has brought significant benefit to the economy of the region. As a result the turnover of Capita in Cumbria increased year-on-year and peaked at £35m.

Whilst it was not possible to deliver the 1,000 new jobs hoped (for which Capita fulfilled its contractual obligation in compensating the Council) the creation of some 450 new jobs during the ten years remains commendable. These were high value jobs, particularly within Capita Symonds, and resulted from contract wins with a number of local and national clients, and a sustainable business of over 200 people that continues to operate in Cumbria post-contract. In a general climate of economic decline, to deliver such growth is a real success story and provided many opportunities for local employment and retention of skills.

Through the partnership, Capita Symonds has also expanded into North East England opening an office in Durham in 2003 to service framework arrangements with both Durham County Council and Darlington Borough Council. More recently offices have been opened in Newcastle-upon-Tyne and York.

**It is estimated the overall added value to Cumbria from the ten year partnership with Capita is likely to be at least £55m.**

## **The future**

Capita Symonds continues to have a strong presence in its Regional Business Centre in Carlisle, providing a multidisciplinary service to the Highways Agency and a number of local authorities under existing frameworks - as well as working with major contractors and developers.

<http://www.capitaproperty.co.uk/partnerships/cumbria.aspx>