



Capita

Strategic Update

November 2023

Looking ahead: Supporting Corporate Targets

Delivered

In progress / identified

Govt. Schemes

Priority Activities for the next 2 years

2023

Mendip IT & CS Exit

Hart IT Exit

S&V Tenancy Separation

Hart Reception Exit

EH IT Exit

Planning for Contract End & / or Extension by service

R&B – Govt. Scheme Admin

2024

Delivery of Extension & Exit

Land Charges move to HMLR

2025

Contract End – 30/09/25

Services to Plan

R&B: All Councils

Land Charges – All Councils

IT: Havant and S&V

Customer Services F2F – Havant

Customer Service Calls – Havant, Hart and S&V