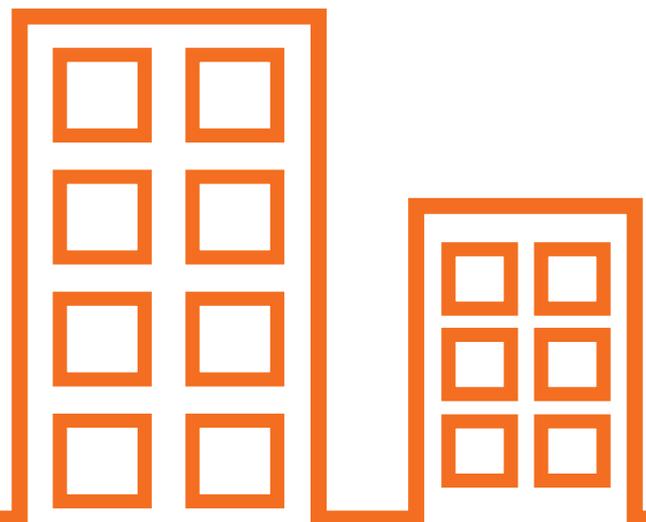


Re

**A unique proven model
of local authority
partnership**

Autumn 2017





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...our work within Barnet
strives to make the
borough a **more attract**
place to **live, work** and
invest...

Introduction from Joe Montgomery, Chairman of the Re joint venture board

Since joining Re in 2015, our joint venture with Capita and the London Borough of Barnet has introduced new and innovative ways of working that are helping to improve the quality of services to both residents and local businesses.

Re has widened its customer base with our regulatory, development and property services now provided to 14 other local authorities and public bodies, generating over £14m in new revenue to date. A more commercial approach to generating income has reduced Barnet Councils net operating costs for the services we provide by 87% and has increased locally collectable tax by £9.5m.

Over the last year we have invested in both people and skills so as to expand our services in response to increased demand. For example, Re's planning services has grown markedly and, despite being one of London's busiest planning departments, DCLG's 2017 Q1 data shows that Barnet Councils is now performing above average for determination of all categories of planning application.

The credit for all these achievements should go to the energetic and innovative staff at Re, and their hugely supportive counterparts at both the London Borough of Barnet and at Capita.

As the public sector continues to seek answers to the challenge 'how to sustain services in the face of growing demand and reduced resource', I believe Re's operating model can provide solutions for local authorities and other public bodies who want to improve performance, lower costs and commercialise services to create sustainable revenue streams.

Looking ahead, our work within Barnet strives to make the borough a more attractive place to live, work and invest by accelerating Barnet Council's ambitious regeneration programmes. We are also focussed on growing our services outside of the borough to benefit other public service organisations across London and the South East to provide better services with greater efficiency. This will benefit both Barnet and the other communities we serve.

Joe Montgomery

Chairman of the Re joint venture board



Provided commissioned services to **14** other local authorities and public bodies

Reduced net operating costs for Barnet Council by **87%**

Generated over **£14m** worth of new revenue



Re is a **unique proven model** of local authority partnership

Re is a partnership with a **unique blend of private and public sector skills**, ensuring that Barnet residents have access to **modern, responsive and efficient council services**.

Who we are

Regional Enterprise Ltd (Re) is the joint venture between the London Borough of Barnet and Capita. Our innovative commercial model was set up in 2013 and brings together the best of public and private sector delivery. Together we are providing new ways to deliver services for our customers to help meet the needs of local communities.



Our vision is to:

- > Provide high-quality services at every point in the customer journey
- > Ensure those services meet the strategic need of our community and stakeholders
- > Grow our business by investing in additional opportunities which are self-funding and sustainable, both inside Barnet and for local authorities and private clients throughout London and the South East



Our services

- > Planning and development management
- > Building control
- > Land charges
- > Environmental health
- > Trading standards and licensing
- > Highways
- > Regeneration
- > Strategic planning
- > Cemetery and crematorium management



Contract features

- > 10 year joint venture (plus 5 year optional extension) partnership the London Borough of Barnet
 - > £39m savings to London Borough of Barnet to be delivered via guaranteed level of income growth
 - > £172m aspirational growth
 - > Staff employed by the joint venture, some with joint employment
-

Since Re was created we have:



Reduced net operating costs for the London Borough of Barnet by 87% through generating guaranteed income



Generated over **£14m** worth of new revenue



Helped to increase the amount of local collectable tax (council tax and NDR) by **£10.4m**



Increased the number of businesses liable for NDR by **6%**



Overseen the design and delivery of a **£50m Highways Network Recovery Plan**



Introduced a new houses of multiple occupancy (HMO) **licensing regime**



Provided commissioned services to **14 other local authorities and public bodies**

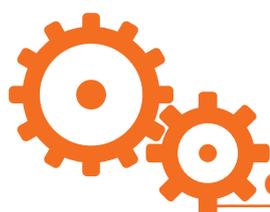


Increased the number of households liable for Council Tax by **4%**



Re enables local authorities to become more **financially self-sufficient**

At the heart of our vision is growing our joint venture to allow local businesses, residents and other local authorities across London and the South East to benefit from our innovative propositions. In the last year we have grown our teams across a number of services to cope with increased demand.



Consultancy



Planning



Project Management

The number of clients we provide planning services and consultancy to has grown beyond expectations. We have also expanded our property design team.

As our business grows, we can develop new propositions to deliver services outside of Barnet. Since Re was formed, we have provided a range of property, developmental and regulatory services to 14 other local authorities and public bodies and we have a healthy pipeline of opportunities for the coming year.

Looking ahead, the local government market is seeking answers to the big challenge; how to sustain services in the face of growing demand and reduced resource?

Our capabilities in commercialising services and access to resilience packages for key services such as planning, building control and regulatory services will form part of that answer allowing our clients to create new revenue streams whilst delivering growth from infrastructure and housing development.

Planning resilience service

Re is providing planning resilience to local authorities who need immediate additional planning capacity. This is a flexible support model which can be switched on and off to deal with peaks and troughs in demand. The vibrant real estate market and ambitious regeneration schemes across London are creating untold pressure on council planning teams therefore our flexible resilience model allows customers to meet the needs of developers without being limited by staffing capacity.

Commercialisation partnerships

We have developed a proposition that allows other local authorities to take advantage of our experiences and to raise revenue in order to sustain valuable development and regulatory services. Often our customers have the ambition but lack the capability or capacity to transform services themselves. We have developed a service that allows us to bring all of Re's expertise to our customers as we work alongside their teams to generate new revenue streams that allows them to continue to deliver the services their local businesses and residents wish to see.



Spotlight on Planning

Together Re and the London Borough of Barnet work in partnership to deliver planning services, by focussing on streamlining processes and providing investment to deliver better outcomes.

We have done this by;

Market leader

Barnet is the first Local Planning Authority to test, develop and adopt a comprehensive service to fast track the administration and processing of planning applications. The service was developed in advance of the government consulting in early 2016 to expand this service to other Local Planning Authorities in England.

The fast track service provides a range of services to Barnet residents and businesses to accelerate the administration and review of planning applications and pre-planning submissions.

Improving performance

According to figures published prior to the start of the JV, Barnet determined 33% of major applications and 47% of minor applications within statutory timescales. Following a programme of investment and improvement systems performance throughout 2017 has significantly increased to 93% (majors) and 92% (minors). This performance has been delivered in the context of the Council receiving over 8,000 planning applications a year, making the service the 2nd busiest in London and 6th busiest across English authorities.

Continually growing the team

There is a national shortage of planners, but we have the scale, resource and capacity. Going against national trends, Barnet's team of planning professionals has grown by 50%.

Key benefits:

- Accelerated administration and review of all types of planning applications and pre-application submissions, including the provision of meeting notes
- Allows work to begin on the project more quickly
- Planning conditions can be discharged in 1 working day, rather than 5-weeks
- Specialist bespoke services depending on individual client needs

Increased income

Over the last year the fast track service delivered an additional

£250,000



Re delivers a **consistently excellent standard** of services for Barnet Council

Over the past three years Re has continued to grow and improve its service offer to Barnet residents and businesses.

Re has seen a year on year increase in customer satisfaction, where 7 out of the 11 service areas surveyed exceeded their customer satisfaction target in 2016/17.



Spotlight on Cemetery and Crematorium services

'Bringing Barnet residents back to Hendon, investing in infrastructure, reducing costs and increasing market share'

Re is responsible for running the cemetery and crematorium service on behalf of Barnet Council. This involves providing; cremation and burial services, grave selection and associated memorialisation, plus the maintenance and attractive presentation of 42 acres of cemetery and gardens.

Prior to the joint venture fewer residents were choosing Hendon cemetery and crematorium, the number of cremations fell from over 1,200 per year in 2009 to around 690 by 2013.

Since 2013, there has been a steady increase in the number of families choosing to have burials and cremations at Hendon, with over 1,000 cremations taking place in 2016.

In addition, the service has seen an increase in their market share percentage in relation to regional competitors.



Increased market share by 38% since 2013

Timeline



2013/14

Installation of new, larger and more environmentally friendly cremators

New manager and introduction of business transformation manager

Awarded Institute of Cemetery & Crematorium Management (ICCM Charter for the Bereaved Bronze Award



2014/15

Implemented BACAS (Burial and Cremation Administration System) IT System allowing funeral directors to make bookings directly online

Awarded Institute of Cemetery & Crematorium Management (ICCM) Charter for the Bereaved Silver Award



2015/16

Service went fully paperless with Burial and Cremation Administration (BACAS) system

The service achieved all KPI and PI targets



2016/17

Awarded the prestigious Institute of Cemetery & Crematorium Management (ICCM) Charter for the Bereaved Gold Award; demonstrating the highest possible standards in cemetery and cremation management.

Invested in new memorial options for bereaved families; this in turn has achieved additional income for the cemetery which allows for further investment and improvements into the grounds.

Awarded the Customer Choice Award at the 2017 Barnet Our Star staff awards





Spotlight on Houses in Multiple Occupation (HMO) licensing

Barnet is the largest London borough, with a population of over 393,000 residents. The population is expected to grow by a further 19% over the next 25 years, which will create a number of challenges for Barnet Council, including:

- Increased housing demand leading to higher house prices and rental costs
- More people living in the private rented sector



In 2016, Barnet was identified as the second largest borough in terms of the number of private rented properties.

Barnet Council recognises the contribution made to local housing by private landlords, and the council are working with landlords to ensure their properties are adequate, safe and meet legal requirements.

It has been recognised that improving housing standards is linked with reduced health care costs for the NHS and other healthcare providers, stability in schooling and improved quality of life for residents.

How we have helped tenants and landlords;

In March 2017, an Environmental Health Officer carried out a licensing inspection of a flat in multiple occupation situated on the first and second floors of a building above a commercial unit. There were six people living at the premises in six bedsitting rooms.

The inspection identified a number of poor conditions including inadequate fire doors, fire exits and fire alarm system, exposed electrical conductors, loose electrical power cables, and out of date earthing arrangements. There was just one poorly laid out shared kitchen measuring less than three square meters and a single shower enclosure which was located within a cupboard on the second floor landing.

An Emergency Prohibition Order was served straightaway requiring all the tenants to vacate immediately.

The property was reinspected in May 2017. In just two months the following improvements had been made to the flat:

- Rewiring throughout the flat
- Automatic fire detection and emergency lighting installed throughout
- Kitchen relocated with new facilities
- Bathroom relocated with new facilities and a second W.C. installed
- Common areas redecorated
- New secure entrance door and external lighting fitted

The flat is now safe to be reoccupied and will be licensed under the HMO Licensing scheme to ensure that a good standard of management is maintained.

Timeline



2013/14

More HMOs licensed in the last 12 months than in any previous 12 month period since HMO licensing was introduced in 2006



2014/15

44% increase in the number of HMO licences being issued, resulting in significant progress in improving HMO standards

2015/16

Approval given for an Additional HMO Licensing scheme, requiring landlords of smaller HMO's to apply for a license for 5 years. Up to 4,000 additional properties fit the criteria

2016/17

The London Borough of Barnet (supported by Re and Barnet Homes) were finalists in the annual London Landlord Accreditation Scheme Awards for "LA with the highest number of accredited landlords from January 2015 to January 2016"

Successful prosecution of a HMO owner, the owner was found guilty of failing to licence and manage a HMO and ordered to pay a fine of £15,000 plus costs of £3,456.52 plus a victim surcharge of £170



The housing team escalated enforcement action against HMOs that have remained unlicensed and supported tenants in their pursuit of Rent Repayment Order (RRO) where they can obtain up to 12 month's rent repaid by an owner who has failed to licence an HMO



Spotlight on

The Keep Warm and Well Project

Re made a commitment to deliver a number of public health projects agreed by the Director of Public Health to reduce costs to the NHS and to try and reduce the number of deaths caused by cold weather.

The Keep Warm and Well Project is aimed at reducing the harmful effects of cold weather on the health of the people of Barnet, primarily vulnerable people living in owner occupied or privately rented accommodation. It is a joint project with Barnet and Harrow Public Health.

Every year and in partnership with other departments and organisations the project has grown. In 2015/16 a new partnership was formed with the Red Cross enabling new funding streams to be secured from National Energy Action (NEA) – an independent UK charity.

Re has led a number of work streams to ensure the following successes;



Keep Warm and Well Case Study

A customer called the Keep Warm and Well Helpline as she was struggling with the cost of her fuel bills. The customer was provided with verbal energy efficiency information, keeping well information and information on switching energy suppliers. When she was called back she was very happy with the help she was given. She had switched her energy supplier and saved herself £224.13 per year.



Timeline



2015/16

241 professionals and 895 residents were briefed on the need to stay warm and well

49 Winter Well packs given out to vulnerable residents

39 service requests for advice and assistance

Winter Well Grants were completed in **8 cases**

Winning of NEA funding to support the programme, funding will continue for the next 12 months



2016/17

Attendance at 4 flu clinics to promote the scheme

10 briefing sessions (404 engagements with professionals and residents)

21 grants completed for broken boilers and improved insulation

13 heaters provided to vulnerable residents

68 Winter Well Packs handed out

Development and launch of an on-line tool to support front line staff referring residents into the winter well scheme

Development of an on-line tool for customers as a self-service area and access point to available services



Re understands businesses in Barnet and can help them **unlock growth**

Re provides a range of services to local businesses in Barnet, from large companies to start-ups that allow them to meet challenges and unlock further growth

Local businesses play a critical role in supporting the local economy through job creation, investment and the retail and services offering for residents. We are committed to supporting small and medium sized businesses (SME's) with business advice to support their legal requirements and responsibilities across environmental health and trading standards, planning and development control, building control and licensing.

Re's range of business advice services are helping SMEs to fulfil their legal obligations, improve standards and become a catalyst to growth to further fuel economic development.

Supporting the restaurant industry in Barnet

Our business advice offering for food businesses includes food hygiene training, food hygiene rating scheme revisits and safer food, better business packs.

In 2016;

- We inspected over 800 food premises
- Handled over 50 business related enquiries
- Over 75 businesses used our Business Advice service for food training
- Achieved a 93% satisfaction rate, where candidates who attended one of our training courses rated the course as good or very good

Business growth

Re has helped to make Barnet a more attractive place to start or operate a business. For example, Entrepreneurial Barnet is the London Borough of Barnet's approach to making the borough the best place to be a small business in London.

Re's Business, Employment and Skills team act as the strategic delivery partner and work to achieve the objectives set out within the Entrepreneurial Barnet approach.

The approach covers five key themes:

- 1 Getting the basics right
- 2 A great place to live, work and invest
- 3 Skilled employees and entrepreneurs
- 4 Access to markets
- 5 Business growth

In 2016, Re's business, employment and skills team engaged with over 300 local businesses through numerous business events



Spotlight on our environmental health officers in action

In January 2017, Re's Environmental Health Officers (EHO) undertook a planned food hygiene visit at a restaurant in the N14 area of Barnet. This was a first visit of a new business that had been registered with us by the owner.

The layout of the new kitchen was very good in terms of hygienic food preparation. The EHO suggested improving signage in the raw food preparation areas to alert staff to the risk of cross contamination of bacteria to ready to eat foods. Best practice advice was given on food allergies and intolerances, avoiding cross-contamination and using appropriate food labelling.

As a result of the changes being implemented, the restaurant was awarded the maximum score of 5 in the Food Hygiene Rating Scheme

We have service specific Business Advice offers aimed at licensed premises, landlords, funeral directors and developers:

Business advice service



Tier 1 - Free Service

- Age restricted sales
- Planning
- Licensing
- Street trading
- Food hygiene and labelling
- Product safety
- Dealing with customers
- Weights and measures
- Online sales
- Pricing
- Health and safety

Tier 2 - Paid for Service

- Planning fast track & consultancy service
- Assisted licensing service
- Food hygiene rating re assessment
- Pet monitoring and control contract
- Staff training
- Primary authority
- Single point of contact
- Small business advisor
- Risk assessment & management
- Tailored business specific advice



Supporting the private sector

Re provides a crucial link between local authorities and developers, helping to deliver better outcomes for both parties

As a public/private joint venture business, we bring the best of private sector approach with public sector market expertise. This means we have a complete understanding of the complex development processes, local authority planning procedures and compliance requirements.

We offer a range of end-to-end support services that help private sector organisations deliver better quality developments at a faster pace, including:

- Site identification
- Scheme development
- Development appraisals and viability
- Architectural and engineering design
- Creation of full planning applications
- Building regulations and insurance compliance

Supporting regeneration across Barnet

Re is supporting Barnet Council's regeneration programme to help make the borough a place where people want to live, work and invest. We are supporting the development of new homes, retail and developments and leisure offerings, which in turn will create employment, footfall and further investment.

Re, through its association with Capita Real Estate and Infrastructure is working closely with London Borough of Barnet to re-imagine their land assets

We are working with the development industry to help bring high-quality developments at a faster pace.

This includes:

- Managing major planning applications for the complex regeneration schemes.
- Calculating the Section 106 (S106) **obligations owed by the developer based on the impact the development will have on the surrounding area.
- Handling all negotiations with developers in instances of non-compliance with planning policies or S106 requirements.
- Offering a development consultancy advice, including general planning advice, surveys, drawings and the submission of all types of planning and building regulations applications.

Spotlight on Re's development consultancy service

London and the South east are in the midst of a housing shortage, despite many initiatives to incentivise housing delivery. Over the past year the Re Development Consultancy Service has contributed to the solution by assisting developers in and around London in the planning and/or design for over 300 new homes. Keeping abreast of ever-changing policy, maintaining positive relationships with Local Planning Authorities has been key to our success.

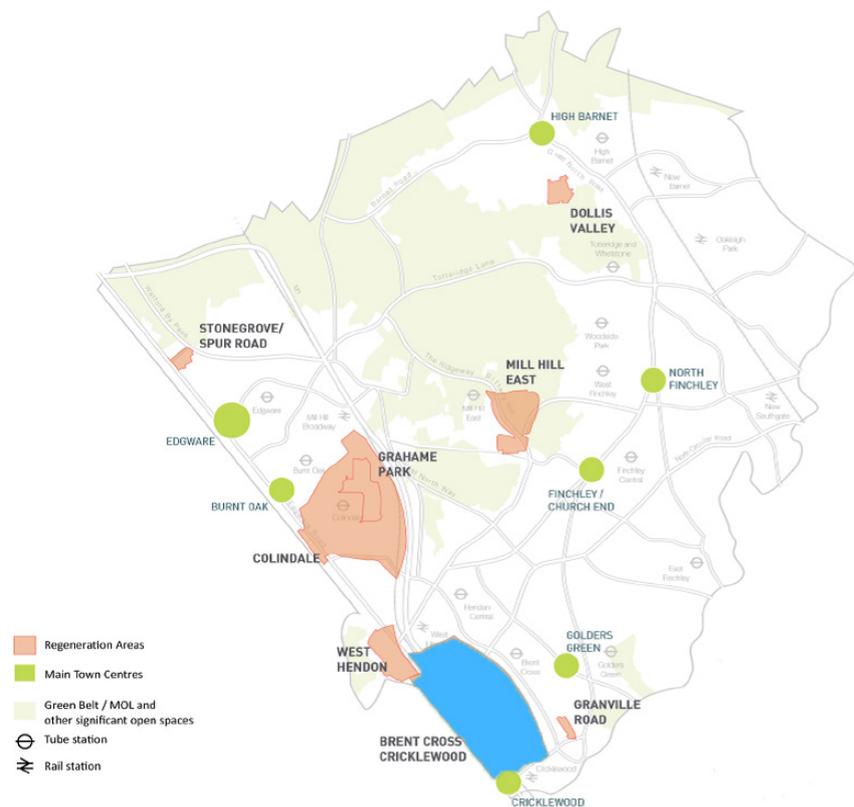
Our role in large scale regeneration

The Brent Cross Cricklewood programme is a key element of the London Borough of Barnet's regeneration and housing programme

The regeneration programme is underpinned by a number of major transport infrastructure improvements. The most significant of these will be the new Thameslink railway station, delivered by Barnet Council with Network Rail, which will link the Brent Cross Cricklewood development to King's Cross St Pancras in less than 15 minutes. The new Thameslink station will be accompanied by a number of further infrastructure projects, including a replacement Waste Transfer Station and Rail Freight Facility, new train stabling (storage) areas associated with the new station, and new vehicular and pedestrian bridges across the Midland Main Line.

To support the regeneration, the Council is bringing forward the rail-related projects in the overall development programme. Re has supported the Council by:

- Project managing the delivery of the programme
- Preparing the outline and full Business Case to secure the necessary funding strategy
- Co-ordinating the land assembly
- Working alongside Network Rail and undertaking the necessary design and consultancy advice to take forward the work packages including preparing and submitting a number of planning applications throughout 2017 to facilitate these new development timescales, which will see the new station opened to the public in 2022.



Brent Cross Cricklewood

- £4 billion mixed use regeneration scheme covering 151 acres
- Doubling the size of Brent Cross Shopping Centre
- 7,500 new homes
- 3,000 construction jobs
- New Thameslink Station
- Biggest ever TfL road project
- Creation of a new town centre

Re adding value

'Re provides a crucial link between local authorities and developers, helping to deliver better outcomes for both parties'

Re works with public sector clients to help regeneration projects get underway, from concept to completion.

We put 'place' at the heart of what we do.

Colindale is a fully private-led development bringing over 10,000 new homes to the area. By 2021, Colindale will be a vibrant, successful and diverse neighbourhood where people will want to live, work and visit. It will accommodate high quality sustainable developments within 4 'corridors of change' and a new neighbourhood centre.

Colindale will become a successful suburb in North London, providing existing and new communities with high quality local services, improved transport and access to enhance green space and leisure facilities.



Spotlight on Colindale

How we are creating 'place' in Colindale

Re initially identified which local businesses were interested in relocating or expanding in the area. The research led us to the local RAF Museum based at Grahame Park Way, London, NW9. Re worked with the museum to successfully bid for lottery funding which is enabling major enhancements to their visitor attraction facilities.

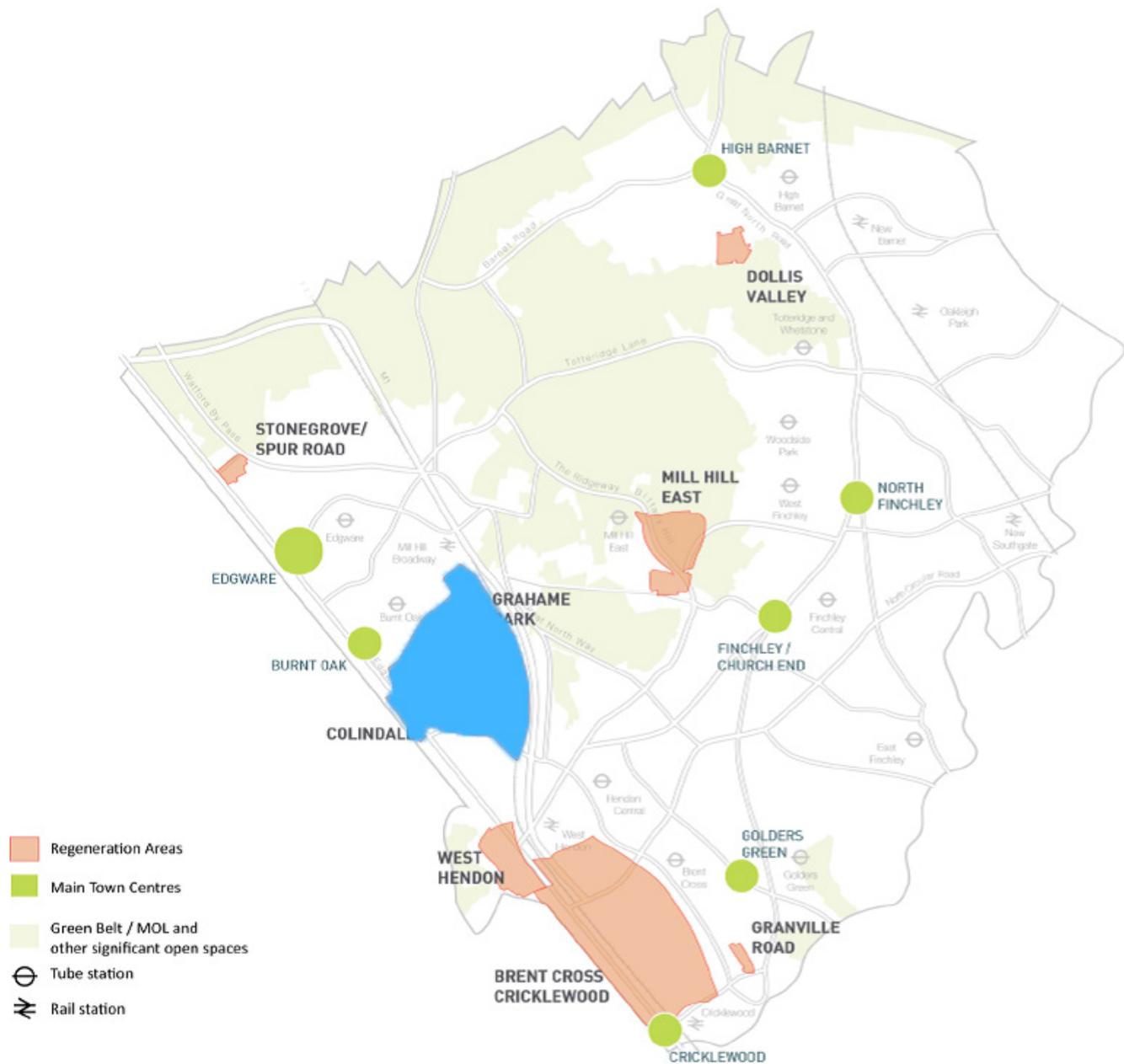
Working with Barnet Council, we developed and received approval on a business case which will relocate the Council's 1,000 employees to a new office in Colindale in 2018. The office will be the 'anchor' tenant in the new town centre and create a strong daytime economy.

Facilitating the relocation of Barnet and Southgate College

Re facilitated the relocation of the outdated Barnet and Southgate College to new built premises around a civic square in Colindale, opposite the Council's new office.

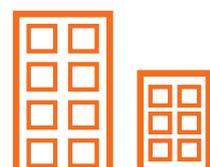
At the former large holding of the college site, Re led the negotiation with a residential developer that identified the land the college needed. Using our planning experience and influence, we helped the college to confidently sell the existing site so the proceeds could be used to fund the development of the new college. At the same time, Re initiated collaborative working with the Council's service commissioners to capitalise on the opportunity of a new building to relocate both a library and Centre for Independent Living. This will provide improved facilities to the Colindale community and bring further financial resources to help fund the college rebuild.

By putting the 'place' into the regeneration of Colindale this inspired us to put a package of incentives and interventions together for the college. This meant Barnet and Southgate College can now offer a state-of-the-art teaching environment, benefiting the young people of the area, operating out of a smart new building that helps mark out a new town centre for Colindale.



The scale and ambition of this regeneration project is huge and it's the focus on placemaking and good growth that has helped drive forward this development in a way that is attractive to developers and investors, while also retaining the heart and soul of the area and meeting the needs of its residents.

Stephen McDonald, Director of Place



Our people are the heart of our success

We mix private and public sector skills, ensuring we can deliver high quality services – and provide our employees with a wider range of future career options.

Our people

Our people are the most valued asset we have as a business. We employ over 300 staff across our services at our head office in North London. We make every effort to ensure all employees have the opportunity to develop, learn and gain experience of working within a commercial environment.

Apprenticeships with Re

We are committed to recruiting and developing apprentices – they are a valuable part of our workforce and the future of our company. We recruit a variety of apprentices to suit the type of work Re is involved in.

Staff awards and recognition

Re's Staff Recognition Scheme aims to recognise those individuals who go the extra mile in delivering service excellence. Employees can be nominated by any member of staff and winners are awarded with high street vouchers on a monthly basis.

Change Maker awards

The Change Maker awards is Capita's prestigious, corporate employee recognition scheme, for its 73,000+ staff base across the entire company. Nominations are made by managers or colleagues across six categories. In 2016, a record number Re employees were nominated into the scheme, recognising service excellence, innovation and contribution to Capita's success. Our Private Sector Housing Manager was Highly Commended in the Innovation and Improvement category for her work around HMO licensing.

Employee engagement

Our people play a key role in our success, their feedback is vital in helping us to understand what is working well and helps us to identify any areas of concern we need to address.

Towards the end of 2016, Re employees were invited to a series of employee engagement sessions and were asked to give their honest opinions on a variety of matters.

Communication, training, recruitment, promotion and liaison with wider Capita were identified as areas that mattered most to staff. An action plan to improve these areas has been developed and will be rolled out during 2017.

In 2017/18, Re colleagues will be working towards gaining Investors in People accreditation, one of our commitments to the Council.

Staff Representatives Group (SRG)

Our Staff Representatives Group (SRG) meet monthly to ensure all of our people have the opportunity to communicate their business related ideas and opinions, share information and exchange points of view.



We want to achieve a High Performing Workplace with happy, productive colleagues!





Spotlight on our apprentices

Alex Nicolaou, Project Management Apprentice

Alex is training in Level 3 Business Administration and is also learning Project Management Skills. Alex started his apprenticeship working on general administration tasks and he is now consulting with residents regarding the impact of regeneration projects.

“

I am really enjoying my apprenticeship in Barnet. I find the projects very interesting to work on so this increases my enthusiasm within the work place. Every day I am gaining more knowledge of project management and the regeneration work going in within Barnet. I really appreciate the opportunity that has been given to me”

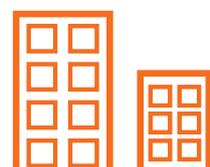


Katie McDermott, Project Management Apprentice

Katie is training in Level 3 Business and Administration. Katie is supporting the Regeneration Development Projects and is currently focusing on Grahame Park and Colindale, one of our largest regeneration projects.

“

I am enjoying my apprenticeship, everyone is really supportive and this has allowed me to feel like part of the team. I am learning new skills each day and I am gaining more knowledge on project management and Barnet itself”



Community focus

Through Re, our aim is to create places where people want to invest, live, work and play.

We are committed to delivering positive social value by engaging with the local community. We have committed to making a positive social and economic impact through the services we provide and have programmes in place to support employee volunteering and fundraising on a local and corporate level.

Local events:

Re is proud to have supported a range of local events in the last 12 months, including:

- Silver Sunday
- Celebrating Children in Care
- Mayor's Cycle Ride
- Mayor's Gala Dinner
- Celebrating Barnet
- Social Worker Awards

Re in the community

In 2016, we ran a photography competition for A-Level students at East Barnet School. We asked them to take photographs of the borough with the prizes offered for our top three entries.

Our charity partner

The North London Hospice has been caring for local people since 1984, helping those with a potentially life-limiting illness who have specialist needs. Care is provided to help them physically, emotionally and spiritually. Services are provided free of charge by specially trained multi-professional teams, which include doctors, nurses, physiotherapists, social workers, counsellors and chaplains.

Since the formation of Re, we have raised approximately £2,000 for the North London Hospice through a variety of events.

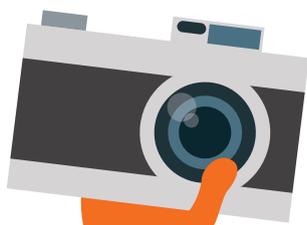
Corporate charity partner

Capita began working with The Prince's Trust in 2014, this proved to be an extremely successful partnership, raising over £853,000. From May 2017, Capita begins a new partnership with the Alzheimer's Society.

Volunteering policy

Our employees are provided with a variety of opportunities to volunteer in their local community. For example, each employee is entitled to one paid day (or equivalent 7.5 hours) off work to support volunteering projects per annum.

We also pride ourselves in supporting other charities. In 2016, we raised over £500 for national charities including Macmillan Cancer Support and Children in Need.





Spotlight on our charity partner

At the time of the joint venture going live in October 2013, all employees received a £5.00 token and were asked to choose which Barnet based charity they would like Re to support. The North London Hospice was the preferred choice.

The North London Hospice has been caring for local people since 1984, helping those with a potentially life-limiting illness who have specialist needs. Care is provided to help them physically, emotionally and spiritually. Services are provided free of charge by specially trained multi-professional teams, which include doctors, nurses, physiotherapists, social workers, counsellors and chaplains.

Since the formation of Re, our staff have raised over £2,000 for the hospice through a variety of events ranging from dress down days, bake offs, quiz nights and a snooker competition which took place during the Spring of 2017 at a local recognised club. The competition brought together staff, not only from Re but from other Barnet Council partners and raised over £300.00 as well as supporting a local business.

The North
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has been caring
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specialist needs.

...our staff
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for the hospice
through a variety
of events...



“

Re, bringing together
the best of public and
private sector delivery
since 2013

Why choose Re



Sustainability is key

Re brings an entrepreneurial focus and can help councils to properly commercialise services and generate revenue streams to improve sustainability, protect services and deliver better value to the tax payer.



Flexibility

Though our breadth of services and a range of delivery models, Re can meet the individual customer needs from major outsourcings right through to short-term resilience support.



Stability and financial security

Re is growing; it's a profit making business and is generating revenue for Barnet Council. It's backed by a FTSE250 company, providing a backdrop of commercial focus and stability.



Trusted experts

From professionals working on the ground right through to the Board. Re provides a unique blend of strong market knowledge and experience from both local government and the private sector.



Innovation

Re demonstrates innovation in its business model and in the way it delivers individual services. From a market level, Re is leading edge and has a proven commercial model. Each service is delivering innovative processes, solutions and outcomes with demonstrable examples.





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