

commended: successful performance capita glamorgan



Capita Glamorgan was formed on 1st September 2008, as a Joint Venture between Capita Symonds, Rhondda Cynon Taf, Bridgend and Merthyr Tydfil County Borough Councils in South Wales.

The contract is for 10 years plus 5 years and has community benefit KPIs in the contract.

Our achievements in our first year are an excellent example of 'successful performance':

PEOPLE: We have a net staff increase of 10 local people, taking our staff numbers to 77. This includes two trainee technicians from local schools, one Network 75 student and three graduates from Welsh universities. We have also supported three year out sandwich undergraduates this year. Our male to female ratio has also increased to 85%:15% from 91%:9%.

One of our key objectives for 2009 was to invest in our people, and we have regenerated a graduate training scheme and trained our people in commercial, finance and project management. Our people have been very keen to learn and adapt to new systems and are all very flexible in their working.

AWARDS: Capita Glamorgan has won three awards in its first year: Liane Sheppard was recognised as a role model for women in the construction industry by ConstructionSkills Wales – the skills council for the construction industry; we were also Commended in the Excellence Wales Awards for 'Sub Regional Collaboration' with our local authority partners and won the Rhondda Cynon Taf Employer's Award for community activity in the Council with Education Business Partnership.



COMMUNITY: Our people have helped over 50 local students in undertaking mock interviews at local schools; we have nine construction ambassadors who have attended 21 events in the region, through partnerships with Careers Wales, Construction Skills, Education Business Partnerships and ICE.

We have also worked with St Claire's School in Porthcawl in an 'Engineering in Education Scheme' where sixth formers worked on a live footbridge project in Ogmere, South Wales, and also sponsored the local youth rugby team in Rhydefelin - bringing approx 40 local children into the rugby squad (the team has been resurrected after several years).

We try and link all our community benefits to our three JV partners and the projects which we work on.

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CLIENT SATISFACTION: Our average client satisfaction score overall = 8.1 (target yr 1 = 7), client satisfaction sustainability & environment = 8.2 (target yr1 = 7) and client satisfaction average score H&S = 8.1 (target yr 1 = 7).

We have some exciting schemes varying from small transportation to larger infrastructure schemes such as Church Village Bypass. We have excellent relationships with our JV clients and their feedback at the recent Excellence Wales seminar had all the local authorities (left!) in Wales wanting to work with Capita Symonds!

ENVIRONMENT: Our monthly Health & Safety MOB self assessment audit target yr 1 = 90% (KPI in the contract) and we are currently at 94%, this is an excellent achievement as in September 2008 when we went live our first score was 67%! We also launched our green travel plan in 2009.

PERFORMANCE: We have already achieved our Business Plan for 2009 (by October 09), our performance has improved month on month from the dedication of our people and willing to change from their previous culture to the life of Capita Symonds. The people have worked as a team and all deserve recognition for our performance over the year.

NOMINATED BY:

Liane Sheppard, Glamorgan



keys to success

- Commitment and professional approach
- People willing to learn
- Overall contribution to team effort
- Working with our partners
- Leadership from senior managers
- Demonstrating and promoting a sustainable and responsible business