

CAPITA

Enabling operations for the Emergency Services across Northern Ireland and the Republic of Ireland



Capita across Northern Ireland and the Republic of Ireland

Capita is a leading provider of innovative, product and service solutions for clients across the private and public sectors.

Currently in Northern Ireland we have more than 1,200 people with a plan to employ a further 400 over the next 3 years. Across the Republic of Ireland we have 1,600. The Capita teams support Irish clients as well as clients based in the rest of the UK and across Europe.

We support businesses across a variety of sectors, helping them increase productivity and efficiency and to reduce costs. They have all chosen Capita due to our reputation as a credible, trusted and financially stable partner. We provide an extensive range of services, including IT, finance, life and pensions, HR, share registration, fund administration and custody management services.

Supporting the Emergency Services and Criminal Justice organisations across Northern Ireland and the Republic of Ireland

For over 35 years Capita has been supporting mission-critical operations. Our continued investment in technology and knowledge enables us to bring together leading Command, Control and Communications technologies and services to offer a fully integrated portfolio across the Justice and Emergency Services sectors.

Frontline operations are critical to the delivery of services to the public. But they can only be effective if the officers and staff providing the service are visible, easily accessible and feel safe and secure whilst carrying out their job. In order to work effectively, they also need to have all the necessary, up-to date information to hand and to know that when they return to the office they have access to systems that are easy to use and do not require the re-keying of data. Systems must be intuitive to help them navigate business processes quickly to enable them to spend less time on paperwork and more time delivering key services.

Using best-of-breed components developed over many successful years spent working with our clients, together with a strong vision for the future, Capita will continue to provide building blocks for the future of Control Rooms and interoperability.

Police Service Northern Ireland

Command & Control Solution

Capita has supplied and supported Police Service Northern Ireland's (PSNI) ATLAS Command and Control solution since 1995. This mission critical system is used by PSNI to log calls across Northern Ireland for service from the public, to record internal Police communications and deploy Police resources as appropriate, recording on average 1,500 incidents per day.



An Garda Síochána / Health Service Executive

National Integrated Communications Control System

Since 2011, Capita has been working with An Garda Síochána and the Health Service Executive (Irish Ambulance Service) on the provision of an innovative joint Control Room venture. This programme delivers a shared and national integrated Communication Control System for use by both the Police and Ambulance services. Depending on the role of the user operating the system, different screens appropriate to the needs of that particular service / role are displayed while both services benefit from the shared (reduced) cost of operation and increased resilience. This is a great example of meeting the "more for less" challenge of recent years.



Northern Ireland Fire and Rescue Service

Integrated Communications Control System

Since 2006 Capita has supplied Northern Ireland Fire and Rescue service with their Integrated Communications Control System. The system provides Control Room staff with key operational information supporting quicker and better decision making.

Capita's ICCS is designed to provide single touchscreen control to a suite of integrated sub-systems. These include digital trunk and analogue PMR radio systems, call handling systems, digital and analogue telephony. ICCS also empowers operators with the capability to integrate both internal and external sources to ensure the effective provision of the correct decision making information for the dispatch process.



Police Service Northern Ireland

Digital Interview Recording

Capita provides its leading PACE Interview Recording solutions, EvidenceWorks, to PSNI for use in custody and victim/witness interviews to digitally record and centrally store files in support migration to a fully digital case file.



Munster Fire and Rescue Service

Firecat 2000 CAD Application

Munster Fire and Rescue Service is the second largest Fire authority in the Republic of Ireland, covering the counties of Cork, Limerick, Kerry, Tipperary, Clare and Waterford. Capita provides Muster Fire with its Firecat 2000 CAD application, which is responsible for the efficient and effective mobilisation of fire appliances and personnel across the Munster region.



Police Service Northern Ireland

Integra Finance System

Capita provides PSNI with Integra, our corporate financial, requisitioning and procurement management solution. Integra, through its modular design, provides a financial and e-business software suite as well as an unprecedented degree of scalability for today's businesses. It is used by all staff across PSNI, underpinning numerous processes, including the processing of around 100,000 invoices per annum.

Home Office

Escorting and Detention Services

Tascor provides the Home Office (formerly UKBA services) with safe, secure detention and escorting of individuals detained under the Immigration Acts. Tascor is responsible for the management and supervision of detainees in a Home Office Short Term Holding Facility in Larne, Northern Ireland.

Management and provision of services at Short Term Holding Facilities includes:

- The provision of detainee welfare services
- The provision of healthcare services for detainees
- Facilities management

Tascor is also responsible for:

The escorting of detainees and other nominated individuals throughout Northern Ireland including the provision of medical escorts.

Police Service Northern Ireland

G8 Summit

Tascor assisted PSNI in the provision of Detention Officers (DO) and Custody Assistants (CA) to support operations policing the G8 Summit which took place at Lough Erne in Northern Ireland.

The Tascor Regional Contracts Manager for Police Custody and 29 DOs/ CAs supported by 10 Managers/Supervisors provided services for PSNI during this period. Staff volunteered for this event from existing Tascor contracts in Thames Valley, Cleveland, West Mercia, Gloucester and Sussex Forces. Tascor was the lead custody provider at the Summit.

Police Service Northern Ireland

LiBiS Drink / Drive Application

Since the introduction of LiBiS, a computerised evidential Drink/Drive (D/D) testing process, PSNI has improved operational productivity and has a 100% success rate against challenges on testing procedures.

The Service was aware that many D/D cases were being contested because of mistakes made by officers during the complex testing procedure. The D/D process contains multiple options and routes so the demanding circumstances around an incident, combined with tiredness and other distractions could easily lead to mistakes.

LiBiS ensures that D/D procedures are carried out consistently and accurately by providing officers with the requisite decision points, warnings, actions and prompts as well as keeping an evidential log of the process required to ensure a successful prosecution. The data is stored electronically so each file is secure, easy to retrieve and read, and only the relevant pages need to be printed, reducing time and paper wastage.



Our locations Northern Ireland

Capita Justice and Secure Services

The Metro
6-9 Donegall Square South
Belfast
BT1 5JA
Northern Ireland

Capita HR Solutions

The Metro
6-9 Donegall Square South
Belfast
BT1 5JA
Northern Ireland

Capita Symonds

405 Hollywood Road
Belfast
BT4 2GU
Northern Ireland

Capita Managed IT Solutions

Hillview House
61 Church Road
Newtownabbey
Co. Antrim BT36 7LQ
Northern Ireland

Capita Life & Pensions

Life & Pensions Regulated Services Ltd
Beacon House
27 Clarendon Road
Belfast BT1 3PR
Northern Ireland

Capita Health Solutions:

20 Adelaide Street
Belfast
BT2 8GB
Northern Ireland

Our locations Republic of Ireland

Capita Asset Services

Block C, Maynooth Business Campus
Maynooth
Co Kildare
Ireland

Capita Life & Pensions Services

Montague House
Adelaide Road
Dublin 2
Ireland

Capita International Financial Services

2 Grand Canal Square
Grand Canal Harbour
Dublin 2
Ireland

Capita Registrars

2 Grand Canal Square
Grand Canal Harbour
Dublin 2
Ireland

Capita Fiduciary Services

Block C, Maynooth Business Campus
Maynooth
Co Kildare
Ireland

Capita IB Solutions

Marshalsea Court
23 Merchants Quay
Dublin 8
Ireland

Capita Financial Group

2 Grand Canal Square
Grand Canal Harbour
Dublin 2
Ireland



Trust Capita to deliver

Capita has extensive experience of delivering solutions that achieve real and lasting efficiency benefits for organisations across Ireland. We believe that we can help organisations to achieve a 'step change' in their transformation projects.

We work in partnership with our clients and share their corporate goals and objectives. That's why we are trusted by organisations across Northern Ireland and the Republic of Ireland.

We look forward to discussing in more detail how Capita can help Emergency Services organisations Northern Ireland and the Republic of Ireland achieve their vision of improved service quality with greater efficiency.

To find out more about how Capita people, systems and solutions can catalyse change and transform critical services in Northern Ireland and the Republic of Ireland get in touch:

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