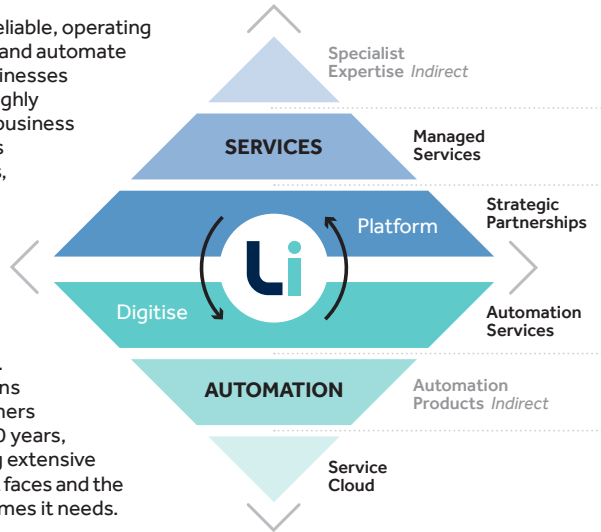


Where business knowledge is critical at every stage

Established in 1975, Liberata is a trusted, reliable, operating partner that helps government deliver, run and automate complex public services for individuals, businesses and other organisations. These are often highly specialised, white-collar processes where business knowledge is critical at every stage, such as collecting revenues, administering benefits, accounting and financial transactions, and related customer services.

As government seeks to reform and modernise, it needs partners it can rely on to help it improve these services, manage and run them on its behalf, and increasingly digitalise and automate them. With 1,400 staff operating from 12 locations across the UK, Liberata has served customers in central and local government for over 40 years, helping government get results by applying extensive specialist understanding of the challenges it faces and the operational know-how to deliver the outcomes it needs.



Key Facts

- £63.4m**
 FY16 Revenue*
* pending statutory audit
- £253m**
 Forward orders
- 15+ years**
 Average length of strategic partnerships
- 40+ years**
 Serving UK public sector
- 1,415 employees**
 Skilled public sector professionals
- 12 locations**
 National network of business centres across UK
- £1bn**
 Council Tax & Business Rates collections in 2016
- 600+ services**
 delivered to 200 councils

Helping government get results

Liberata has created an evidence-based approach that significantly reduces levels of fraud and error in Council Tax Reduction and Housing Benefit claims by applying risk-based targeting of interventions. Ensuring the right cases are targeted, typically 10-15% of records, the service has demonstrated it can significantly reduce the workload and avoidable contact. So far it has achieved an unprecedented 46% average strike rate that has corrected £4.5m of incorrect awards for customers.

Across ten strategic partnerships Liberata processes nearly £5bn government payments each year, including collections of over £1bn Council Tax and Business Rates on behalf of local government. As a top-tier provider, Liberata supports customers including the London Boroughs of Bromley, Hounslow and Wandsworth to achieve upper quartile collections rates.

Liberata's growing range of on-demand business services, offered to councils under its direct brand, Capacitygrid, have delivered over 600 services to more than 200 councils across the UK, since services were first launched in 2011. Focusing where councils lack capacity or investment, Capacitygrid services offer outcome-based business solutions that make it easy and quick for councils to contract for results, using its extended customer network to add economies of scale. This includes conducting over 323 separate Empty Homes Reviews, achieving on average £1m in New Homes Bonus per review for each local authority, and reducing the number of long-term empties by an average of 24% (treble the national average of those councils that conducted their own in-house review). Its Business Rates Reviews have also helped 35 councils bring in nearly £12 million of additional Rateable Value per year.

Liberata has been recognised by several industry bodies, winning the Institute of Revenues Rating and Valuation (IRRV) Performance Award for Excellence in Debt Management and the Call North West award for 'Best Outsourced Contact Centre of the Year' in 2016. Its Shared Service Centre in Barrow-in-Furness and its Pendle Business Centre were also re-accredited to Version 6 of the Contact Centre Association's (CCA) Global Standard© with the awarding panel acknowledging the company's commitment to customer service excellence.

Liberata has created over 200 jobs across the north west through its services and continues to support youth employment having taken on 51 apprentices in a variety of roles since 2014.

Services

- Finance & Accounting
- Revenues & Benefits
- HR & Payroll
- Customer Services
- School Services
- Property Services
- Automation Services

