

BEST PRACTICE & STRONG GOVERNANCE

Record collection levels and reduced processing times deliver savings and offer citizens better access to services

Liberata has been supporting London Borough of Hounslow since 2005 with service delivery that generates cost savings and efficiencies. With the contract recently renewed and new services added, Hounslow has extended its trust in Liberata to 20 years to help them make further savings starting with £7.3m in 2018-19.



HOW WE DID IT

-  **Saving delivered upfront** (at no risk to council) via a strong partnership and governance model.
-  **Continued high collection rates** on Business Rates with almost 100% collected.
-  **Reduced processing times** across new claims and changes in circumstances helping citizens to get the help they need, quicker.

-  **30% reduction** in fixed desks through implementation of the WorkSmart property reduction programme.
-  **Upgraded systems** have driven collections as a result of more accurate information, a focus on debt recovery and SMS messaging.
-  **A continued drive** to move citizens online for council transactions has seen an increase of 60% in accounts transferred to ebilling.

Navigate

We work in partnership with the council to provide seamless services that help them operate in a changing environment.



Reach

With monthly briefings for Liberata staff there is an environment that encourages collaboration and sharing of best practice.



Toolkits

With the introduction of new processes and systems we are able to reach a wider audience and make it easier for citizens and businesses to contact the council.



Social Value

Ensuring that vulnerable customers still have the same access to services as others via home visits and working with local disability groups.



HOW LIBERATA HELPED



“Since entering the strategic partnership with Liberata in 2005, we have not only seen year-on-year improvements in revenue collection rates, but improved levels of service delivered to benefit claimants.”

COUNCILLOR THEO DENNISON - Cabinet Member for finance and citizen management, London Borough of Hounslow

THE RESULTS


£200m
additional Business Rates collected whilst achieving almost 100% collection


£21k
reduction in customer services calls due to continuing rollout of self-serve


92%
of customers seen in 15 minutes, the best results ever


1.73
additional Business Rates collected whilst achieving almost 100% collection


1855
new Council Tax accounts and the highest cash collection result


55%
of customers seen in 15 minutes, the best results ever