

A STRATEGIC PARTNERSHIP

Growing jobs and services for the future

With a budget of £14.6m Burnley Council in Lancashire provide services to a population of 87,000. Liberata's partnership with Burnley began in 2016 and runs for 10 years. Burnley adjoins Pendle, another customer of Liberata in this region.



HOW WE DID IT



Created new jobs to deliver services to other local authorities across the country, including the London boroughs of Bromley and Hillingdon.



Generated additional income through the provision of environmental and licencing service to neighbouring authorities.



Invested in technology to improve service levels and introduced new tools for citizens and businesses including waste collection and landlord and licencing services.



Built a genuine partnership to support the council's strategic planning around maintaining essential public services while meeting ever-increasing financial challenges.

Unity

A shared approach to moving people online. Liberata sits alongside the council with joint branding across material and outputs.



Understanding

Liberata attend council surgeries with the council's leadership team, supporting them with face-to-face meetings with their citizens.



Toolkits

The Simply Click portal enables the people of Burnley to engage with the council for a range of services; from managing council tax and benefits payments, through to business rates and refuse collection.



IT

IT services are provided to the council in addition to managing their digital transformation programme.



HOW LIBERATA HELPED

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“Liberata has changed the council's perception of outsourcing. It is a true partnership that is helping us to deliver and maintain services during challenging times.”

LUKMAN PATEL - Chief Operating Officer, Burnley Council

THE RESULTS



£4.9m

investment in Information Technology



£8m

savings on transferred services over the life of the contract



16.9%

increase in answered call rate



15k

reduction in customers seen face-to-face



50+

skilled new jobs created in Burnley town centre



30%

target achieved for channel shift