



INNOVATION AND TRUST

Longstanding partnership brings in additional income

Liberata has had a long and successful strategic relationship with the London Borough of Bromley since 2002. During the lifetime of the contract, Liberata has taken on additional services and expanded our finance and HR services to schools. Bromley face enormous cost saving challenges and needs to save £30m over the next four years.



HOW WE DID IT



Expanded channel shift programme with the roll out of additional self-serve functionality.



Created and delivered new services which included the launch of an online DBS service and a new process in the collection of static debts.



Increased support for vulnerable customers by allocating more appointments to them.



Multi-skilled contact centre teams to enable them to rotate between face-to-face and phone services allowing us to use the best resources in the right place.



Overhauled the revenues and benefits appointment process which has reduced no-shows and late arrivals.



Worked in partnership to deliver further efficiencies through the roll out of the ASH debt recovery system.

Navigate

Supporting employers during changing times by removing paper from the DBS process, reducing processing times and ensuring people can start jobs earlier and employers can be assured they have completed the checks.



Toolkits

Working jointly with the council we have developed, tested and implemented the first phase of the ASH debt recovery system. The team and management are benefitting from the automation of tasks, increasing efficiency and the visibility of work performance and the status of debts at a glance.



HOW LIBERATA HELPED

Reach

Changes were made to the citizen contact process as part of a Static Debts Pilot Project. With the creation of tailored communications to long term debtors, there has been a higher engagement with Recovery Officers for the first time in many years.



Social Value

Our staff will discreetly assess a customer's needs as to whether an appointment is the best way to engage with them ensuring more appointments are available for those who need them most.



THE RESULTS



£44k

collected from static debts that were previously seen as uncollectable



99.92%

accuracy on payroll



94%

of schools in the borough using our services



80%

reduction in DBS processing time



92.3%

of customers seen in 15 minutes



£773k

additional cash collected in Council Tax and Business Rates arrears