

# £500,000+ SAVINGS

through self-service, channel shift, e-billing and automation over three years

# INNOVATE WITH EFFICIENCY



Contract started in **1995**

## What they achieved

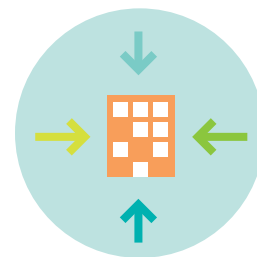
Increased number of properties



Improved collection rates

Shared Service Centre

in North Somerset - delivered year-on-year improvement in business rate collections across four contracts



Innovative approach

through use of products - New Homes Bonus Programme, Mobile Home Review, Business Rate Review



Increased use of external data

and financial checks to reduce empty properties



Strong knowledge

of local developments and new properties



Stronger enforcement practices

for long-term debt recovery



## Results

"We have benefited from Liberata's **local knowledge** – the make-up of the area and the people and businesses within in – which has delivered **exceptionally high collection rates** across business rates and council tax. We expect this **successful partnership** to grow as Liberata continues to provide the council with the **agility** they have provided to date."



Richard Penska,  
Head of Support Services Partnership,  
North Somerset Council

**97.7%+**

council tax collection rates above England average for five years



**98.6%**

highest ever NNDR collection rate in 2015-16



**£5m+** recovered

in arrears overpayments



**£2m**

recovered in 2015-16, the highest level ever



**50% less time**

to process change in circumstances than DWP UK average



**10% increase**

in council tax collected over five years



**96.2%**

answered call rates

