

Increased efficiency in collections BRINGS IN ALMOST £3 MILLION to reinvest in council services

INNOVATE WITH SERVICE

Background

Contract started in **2005**

Services: revenues and benefits, property services and regeneration, fraud and error, IT, customer services and strategic HR and payroll.



What they achieved



Reduced budget deficit



Strong staff engagement

and job retention



Improved service levels and collection



A RICS award

for designs and delivery of family-friendly affordable housing



Regenerated local area



HOW they did it

Created a **shared service centre** and delivered a council restructure



Delivered a **disposals programme** for council property across the borough



Increased levels of automation

with the introduction of e-billing and online council tax services



Added new service lines and launched new products

including fraud and error in council tax support and housing benefit claims



Built a new service centre in Nelson to regenerate town centre



Results

"By continuing to work with Liberata, it means that we can **build on the improvements** made to date and **achieve even more** in the future."



Dean Langton,
Strategic Director and Head of Paid Service,
Borough of Pendle

12% increase

in NNDR charged



17.4% increase

in NNDR collected over five years



99.1%

NNDR collection rate best ever in 2015-16



99%

of face-to-face customer enquiries resolved within 25 minutes



£2.6m

arrears collected over three years



95%+

council tax collection



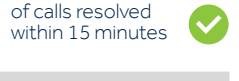
13% reduction

in five years' of new claims processing times



97%

of calls resolved within 15 minutes



£8.5m

raised through property asset disposal and rationalisation



2015-16 highest arrears collection ever at **£1,228,300** almost double that collected in 2013



Sites retained **highest level**

of Contact Centre Association global accreditation in 2016



5.46

processing days for change of circumstances - best results ever in 2015-16 almost half the DWP UK average

