

## LOCAL KNOWLEDGE

An experienced team works to minimise customer complaints and drive up business rate collections

Hillingdon is London's second largest borough to the west of the centre. Liberata has been in partnership with Hillingdon since 2008. Using our local government knowledge and award-winning collection processes we ensure that Hillingdon's citizens continue to receive excellent customer service when contacting the council.



### HOW WE DID IT



#### Increased Business Rates collections

Liberata's effective and mature Business Rates collection process is run across several London boroughs and ensures Hillingdon benefit from best practice.



#### Reduced customer complaints

Liberata worked to reduce complaints and build a solid system for the future; providing a reliable service where customer queries are resolved on one call.



#### Supported channel shift

Support provided to the council to implement their channel shift plan.



#### Improved debt collection

Process review and support leads to improved collections.



#### Delivered improved access to services

Assisted the council with its Digital Transformation programme.

### Engagement

Full engagement with the council through assisting and documenting change to increase engagement with their channel management plan.



### Toolkits

Customer service has been strengthened to offer customers a reliable, solid system where we aim to resolve customer enquiries on one call.



### Unity

Through Hillingdon's openness and trust in Liberata we have built a good understanding of their internal structure, ensuring we can assist the council with their business strategy to deliver the savings they need.



### Reach

New services added to the contract including Empty Homes Review Service and Single Person Discount to run alongside Business Rates and Council Tax administration.



### HOW LIBERATA HELPED

“

Liberata is a trusted company that works in partnership with us to deliver change and help Hillingdon to achieve its Digital Strategy in challenging financial times.”

ROB SMITH - Head of Revenues and Benefits, London Borough of Hillingdon



£1m

additional cash generated by collecting over target on Business Rates



20%

reduction in phone calls



2nd

best Business Rates collection



80%

reduction in face-to-face customers



Award-winning

Liberata awarded IRRV Business Rates Team of the Year 2017



20+

new jobs created

### THE RESULTS