

FLEXIBILITY AND A STRONG PARTNERSHIP
Improving access to services

With a budget of £21m, Pendle Borough Council provide services to a population of 90,000 in Lancashire. Liberata has been in partnership with the council since 2005 with a new contract extending our relationship to 2030.



HOW WE DID IT



Improved access to online services with free to use WiFi installed in the customer service centre and one-to-one help available for people who need help accessing services online.



Increased focus on supporting vulnerable citizens and more complex requests due to roll-out of self-serve programme reducing volumes.



Invested in IT services by removing legacy systems and implementing further automation to deliver efficiency and speed up processes.



Made it easier to pay for services in outlying areas by establishing Post Offices as a facility for cash payments.



Revived the local economy by ensuring that local businesses applied for business rates relief and created new jobs.

Reach

We stand alongside the council at events and align our messages to ensure our work is understood and citizens and businesses can access services as easily as possible.



Engagement

Liberata engage with the council's executive leadership regularly and encourage feedback with members encouraged to transact online so they can experience the same process as local people.



Social Value

Free WiFi in the customer service centre ensures online access is available to all. Walk-in customers are shown how to access council services on their own device or on PCs in the customer service area.



Resilience

IT systems and processes have been adapted quickly to drive efficiency and deal with legislative changes. All services have been redesigned to exploit developments in technology looking ahead.



HOW LIBERATA HELPED



"Our partnership with Liberata now runs to 2030 as they continue to help us reduce our budget deficit whilst delivering high quality services."

DEAN LANGTON - Chief Executive, Pendle Borough Council

THE RESULTS



150+
new jobs created



65%
target for moving customer transactions online is on track



£8m
deficit reduction contribution alongside increased revenue



£3.5m
increase in Council Tax collected



81%
reduction in appointments for face-to-face support



15 mins
Majority of customers seen face-to-face within 15 minutes