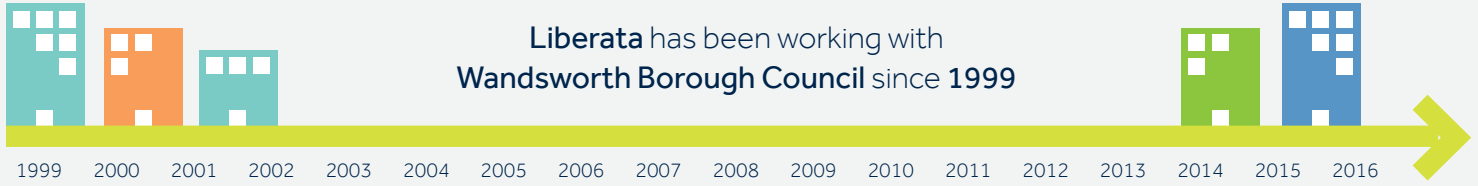


How a London borough rose to be THE MOST EFFECTIVE COLLECTOR of business rates in England and Wales

**INNOVATE
WITH
SERVICE**

Liberata has been working with
Wandsworth Borough Council since 1999



What they achieved



Processing almost
15% more transactions
over five years

Collection rates in
top quartile (98%+)
for past four years



Collected
**more than
£514m**

over five years

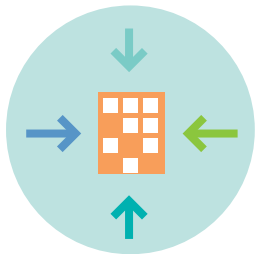


Collection rate of **99.84%**
Year-on-year improvement delivers the
highest ever level of collections

1.2% above
the inner London council average

How they did it

Collection run
from a shared
service centre



Staff continually
improve skills



and use
best practice
from across the business

Series of training
programmes

for business rates staff



Local
detailed
knowledge



ensured collection efforts
were directed to deliver
the highest collections

Focused team work

between the Wandsworth and
Liberata teams

Results



Moved up
from **#13 to #1**

for England and Wales



Moved up
from **#4 to #1**

for inner London boroughs
collection rates

"We are delighted with the results achieved, particularly in light of the recent government announcement that councils will keep the revenue raised from business rates. **Becoming number one** is testament to our continued focus on improving collections year-on-year."



Kevin Legg,
Assistant Director (Revenue Services)
London Borough of Wandsworth