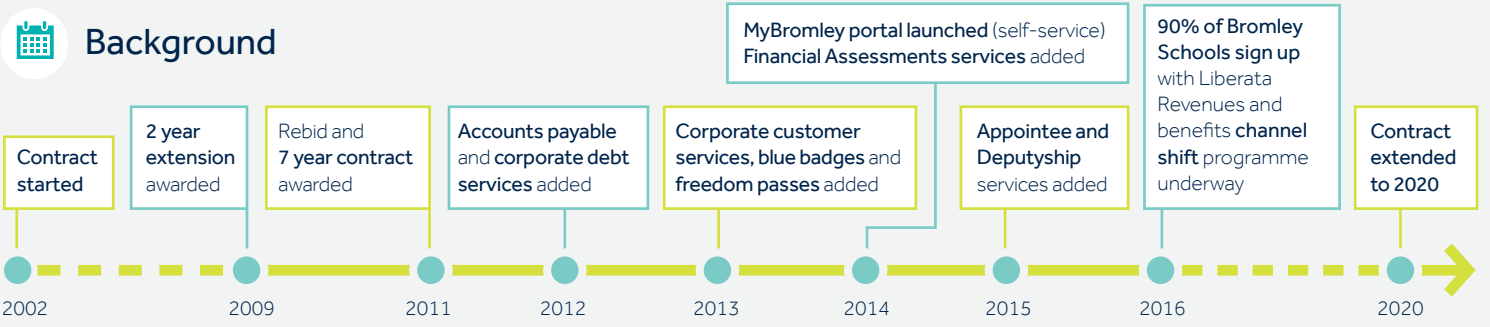


Increase in contracted services DELIVERS £5 MILLION IN SAVINGS over four years

INNOVATE WITH SERVICE



What they achieved

Met and exceeded collection targets

Year on year improvement in processing times and quality levels

Reduction in corporate debt

Improved service levels

HOW they did it

Investment in technology and move to **digital self-serve**

Further services contracted to Liberata as the partnership developed including Social Care Financial Assessments

New services created in Bromley including Empty Homes Review service and School Services

Results

Turnaround on processing time due to more controls being put in place with **6.41 days removed** from new claims processing times over five years and falling below the DWP UK average

Schools from neighbouring boroughs to Bromley **contract directly with Liberata** for 'sold' services as a result of success of Bromley Schools Service

Channel Shift programme introduced to utilise capabilities of MyBromley Portal and drive up usage

"The performance of a partner can affect our bottom line so it's crucial that we **work together**. As the partnership has developed we have contracted more services to Liberata, building a trusted relationship that benefits the residents of Bromley."

Number 3 in collection rates of NNDR for outer London boroughs in 2015-16

Number 6 in collection rates of council tax for outer London boroughs in 2015-16
97.72% and has exceeded the outer London borough average for past five years

99.05%



Peter Turner,
Director of Finance,
London Borough of Bromley

