

Peter Turner. Finance Director  
Deputy Director of Finance  
London Borough of Bromley  
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BR1 3UH

Date: 4<sup>th</sup> July 2012

Our Ref: AIF/GT

Dear Peter,

As we approach the July 2012 Executive & Resources PDS meeting where we consider and review the Exchequer service, we take this opportunity to write to you with Liberata's assessment of the performance that we have provided to London Borough of Bromley (LBB) and its citizens.

This summary covers performance for financial year ending 31<sup>st</sup> March 2012.

### **Council Tax**

The in-year collection performance at the 31<sup>st</sup> March 2012 was 97.63% which is 0.04% ahead of last year's performance, and is the highest collection achieved to date.

Arrears collection performance also showed improvement with 97.43% collected compared to 97.31% last year.

We are continuing with the drop-in summons surgeries each month. This provides taxpayers with the opportunity to meet with Customer Services staff to discuss issues and make arrangements. We are planning to introduce targeted summons surgeries within the borough in the future months to endeavour to make the service accessible to as many tax payers as possible and reduce the numbers of people attending court.

### **Business Rates**

Most London Borough Local Authorities are experiencing a drop in collection of Business Rates. This has been attributed to the five year Rateable Value increases that came in during this period, along with the economic climate. As a result the 2011/12 performance for both in-year of 98.81% and arrears of 95.40% has slight adverse variances compared to last year.

The team has continued with its targeted collection activities, focusing on checking the Top 500 debtors for any defaulters. Improved monitoring of Bailiff Cases over 90 days, and proactively following-up of the arrears outstanding in particular those of the last two years.

## **Debtors**

The in year collection figure for 2011/12 of 89.73% compares to 85% at the same time last year. The 4.73% increase equates to £1.3m additional revenue for LBB. This has been as a result of reviewing current processes and focusing on pro-active collection within the team.

Liberata continue to work in partnership to improve collection in this area including arrears meetings with customers which are attended by both Liberata and LB Bromley staff.

We continue to promote the payment of debts via paye.net and payment by Direct Debit has been introduced for Private Care Link customers. This has been successful and will be promoted further in 2012/13.

Liberata has appointed a Court Officer to work alongside the team and actively review relevant cases which will result in taking further court action.

## **Cashiers**

During 2011/12 the Cashiers department underwent a major change with the closure of the front facing cash desks. Despite initial resistance by the public, the Kiosk had taken £2,379,320.95 by the end of the financial year.

Liberata continue to encourage customers to make payments by Direct Debit.

## **Payroll**

The Payroll Team continue to provide a valued service with an average accuracy rate of 99.84%.

A further school attained Academy status and retained the Council's Payroll and HR services.

The payroll Document Management System (DMS) project went live for hard copy payroll information and emails. There are huge advantages with this change of process as documents are stored against the employee record and are quickly and easily identified to allow Payroll to reply to employee/manager queries more efficiently and effectively.

## **Pensions**

For the financial year 2011-12, the team have managed an average of 98% of service level compliance. In addition to business as usual and whilst maintaining an efficient and effective service for the members of the Local Government Pension Scheme, we have been involved with a number of additional projects.

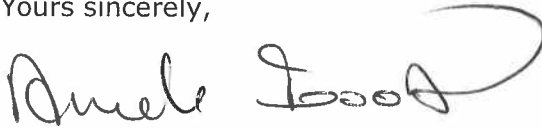
Academy Data Conversion - We have continued to calculate and provide data to the fund actuaries to enable them to calculate new employer contribution rates for a number of schools wishing to convert to academy status.

The redesigned Annual Newsletter has been despatched to all active employees.

Liberata have reviewed all pension forms with the intention of designing a generic template to launch alongside the new procedure manual to external payroll users.

Liberata remains firmly committed to delivering an outstanding service to the London Borough of Bromley and its citizens.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Inwood-Field'. The signature is fluid and cursive, with a large loop at the end.

**Amanda Inwood-Field**  
**Contract Director**