

Duncan Bridgewater  
Assistant Director – Customer Services  
Chief Executive's Department,  
Human Resources, Customer Services & Public Affairs  
London Borough of Bromley  
Civic Centre  
Stockwell Close  
Bromley  
BR1 3UH

Date: 12<sup>th</sup> May 2023

Dear Duncan,

As we approach the July Executive & Resources PDS meeting where we consider and review the performance of Corporate Customer Services, we take this opportunity to write to you with Liberata's assessment of the performance of this critical high-profile service that we provide to London Borough of Bromley (LBB) and its citizens.

During this reporting period, the team went live with a proof-of-concept VoiceBot for the Bromley Registrars Service. This has proved to be successful in managing customer enquiries and providing signposting information. We are now looking to develop additional VoiceBots for the Bromley Services, starting with Revenues and Benefits.

This summary covers performance for the 1<sup>st</sup> November 2022 – 30<sup>th</sup> April 2023

### **Customer Services Performance**

The Corporate Contact Centre delivered an average service level of calls being answered within 60 seconds of 75% against a target of 50% for this reporting period, which is an increase of 11% from the previous period. There were 2 days when the service level dipped below 40%.

Call volumes were 47,357 for this reporting period which was at a similar volume during the same period in 2021/22 at 47,975.

During the period, the average service level for the Switchboard was 92% against the target of 50% answered within 60 seconds. Call volumes totalled 29,788, for the reporting period which was a reduction to the same 6-month period in 2021/22 of 35,098 calls.

There has been an improvement in the out of hours service performance against the required service level for this reporting period. There has been 3 months consecutive achievement against Service Level for the latter part of this reporting period.

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(Registered in England and Wales - No 1238274)

Registered Office: 2nd Floor Front, 60 Cheapside, London, EC2V 6AX

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Registered Office: Floor 9, Peninsular House, 30-36 Monument Street, London, EC3R 8LJ

The Customer Services front facing team continued to operate mainly an appointments-only service, but vulnerable customers who presented without an appointment were seen. During this reporting period, the team saw 1125 customers compared to 935 during the same period in 2021/22.

## **Website Performance**

The performance of the website continues to remain strong, and the team have managed to achieve 100% for all 4 of their main KPI's. These include;

- Critical updates completed within 1 hour (100%)
- Urgent updates completed within 1 working day (100%)
- Important updates completed within 2 working days (100%)
- Regular updates completed within 5 working days (100%)

Over the last reporting period the Bromley Knowledge team have continued to deliver an exemplar service on behalf of the London Borough of Bromley. The team have been working on reviewing the number of PDF documents on the website and working with the relevant service areas to convert PDFs to web content and develop on-line forms where possible. Also, a feedback form has been developed and a link to this form has been made available via the homepage for residents to feedback and provide their views on future developments of the website.

## **MyBromley Account Developments**

MyBromley Account registrations as at the end of April 2023 were 125,715. The number of new registrations during this period equated to 9,954 from November 2022 to April 2023

## **Performance**

Liberata remains firmly committed to delivering an outstanding service to the London Borough of Bromley and its citizens. We have increased our engagement in the various forums to ensure that the Council remains at the forefront of Digital engagement amongst its peers.

Yours sincerely,



**Bola Odunsi**  
**Regional Director (London & The Southeast)**

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