

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: 14th December 2023

Dear Duncan,

As we approach the January 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 VoiceBot for the Bromley Revenues, Benefits and Business Rates Services. This has proved to be successful in managing customer enquiries and providing signposting information. We are now looking to develop additional VoiceBots for the additional Bromley Corporate Services.

This summary covers performance for the 1st May 2023 – 30th November 2023

Customer Services Performance

The Corporate Contact Centre delivered an average service level of calls being answered within 60 seconds of 68.66% against a target of 50% for this reporting period. There were 5 days when the service level dipped below 40%.

Call volumes were 60,771 for this reporting period which was an increase in comparison to the same period in 2022 which was 58,117.

During this period, the average service level for the switchboard was 89.86% against the target of 50% answered within 60 seconds. Call volumes totalled 29,668 for the reporting period which was a reduction to the same 7-month period in 2022 of 37,359 calls.

Service for the out of hours has been consistent for this reporting period. The out of hours team has achieved the required service levels for 10 consecutive months. Monthly service review meetings have been completed with the out of hours to ensure delivery is maintained.

Liberata is a trading name of Liberata UK Limited

(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 an appointment only service, but vulnerable customers who presented without an appointment were seen. During this reporting period, the team saw 1,121 customers in comparison to 1,373 for the same period in 2022.

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 continuing to work 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 online forms where possible.

The implementation of the new website platform last year provides additional functionality which is now being reviewed to enhance and expand the capability of the website further. These enhancements will improve the customer experience when visiting the website as well as ensuring our vulnerable customers have access to the services and information they require. We are currently waiting for a detailed programme of work to be supplied from our IT partner. Once received we will submit the report to be ratified by the relevant stakeholders.

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 8,711 from May 2023 to November 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 South East)

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