

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: 07<sup>th</sup> May 2024

Dear Duncan,

As we approach the June 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 the remaining VoiceBots for the Corporate Services. This has proved to be successful in managing customer enquiries and providing signposting information. We will continue to fine tune the VoiceBots by adding phrases and answers, the VoiceBots will continue to self-learn during customers conversations.

This summary covers performance for the 1<sup>st</sup> December 2023 – 31<sup>st</sup> March 2024.

### **Customer Services Performance**

The Corporate Contact Centre delivered an average service level of calls being answered within 60 seconds of 71.15% against a target of 50% for this reporting period. There were 0 days when the service level dipped below 40%.

Calls answered volume was 28,834 for this reporting period which was a slight reduction in comparison to the same period in 2022/23 which was 30,979.

During this period, the average service level for the switchboard was 90.00% against the target of 50% answered within 60 seconds. Calls answered volume was 16,486 for the reporting period which was an increase in comparison to the same 4-month period in 2022/23 of 19,652 calls.

Service for the out of hours has remained consistent for this reporting period with the exception of December 2023, this was due to a number of storm events impacting the out of hours contact centre as well as the cold weather at the beginning of December.

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 1,366 customers which is a slight increase in footfall in comparison to 1,232 for the same period in 2022/23.

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

Liberata UK Limited is a subsidiary of Outsourcing UK Limited (Registered in England and Wales – No 10280945)

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

## 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 team made significant progress on reducing the number of PDF documents and, to date, have removed 236 PDFs from the website.

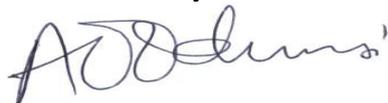
## MyBromley Account Developments

MyBromley Account registrations as at the end of March 2024 were 139,556. The number of new registrations during this period equated to 5,523 from December 2023 to March 2024.

## 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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