

Liberata

Anytime

Service Pricing Document
January 2026

Anytime Pricing Overview

Our Anytime service is available through the following pricing options:

- **Day Rate Pricing** – A fixed fee for each day worked
- **Output Based Pricing** – A transactional rate based on the number of cases completed

Pricing for each Council will be specific to their requirements as set out below.

Day Rate Pricing

In addition to the output-based pricing we can provide additional support as per the day rates below:

Council Tax / Benefit Support	Maximum Day Rate
Benefits Processor	£260.00
Revenues Processor	£260.00
Business Rates Processor	£287.00
Assessments Processor	£287.00
Specialist Processor	£330.00
Customer Service	£330.00
Trainer	£323.00
Quality Control	£323.00
System Administrator	£453.70
Leadership Support	£502.00
Data Analyst	£519.73
System Developer	£583.63
Project Support	£519.73

Variations to standard pricing will be based upon:

- The length of the contract period.
- Complexity of service needs.
- Volume expectations.
- Level of engagement required across the Council.

All prices quoted are exclusive of VAT.

Output Based Pricing

Depending upon the specifics of individual client processes and the supporting processing systems used by the Council, we offer the Anytime services at the following rates:

Housing Benefit/ Council Tax Support	Maximum Transactional Fee
New Claims	£29.00
Change of Circumstances	£17.00
Universal Credit Changes	£15.00
ATLAS Notifications	£12.50
Rent Increases	£12.50
Revisions	£23.00
Quality Checks	£20.00
Discretionary Housing Payments	£25.00
Reviews	£25.00

Revenues Outputs	Maximum Transactional Fee
Change of Address / Circumstance	£12.00
Correspondence	£14.00
Direct Debit Amendments	£4.00
Discounts / Exemptions	£11.00

Variations to output-based pricing will be based upon:

- Levels of structured digital entry.
- Levels of automation applied, and restrictions imposed on us by Council requirements.
- Whether or not Risk based Verification has been applied (Benefits New Claims and Changes of Circumstances only).
- Whether further evidence / information is required.
- Work segmentation requirements of the Council.
- Expected work volumes.
- The length of the contract period.

All prices quoted are exclusive of VAT.

Liberata

For further information on Liberata
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