

Liberata

Anytime

Service Description Document
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 Liberata
 liberata.com

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Liberata Anytime

Overview

The Liberata Anytime service is designed to provide a full end to end transactional processing capability resulting in no manual effort required by the Council for the transactions supported by this service.

Our Anytime services are available to support all Revenues & Assessment service lines, associated System Administration and Customer Services, including:

- Council Tax
- Housing Benefit
- Council Tax Support
- Non-Domestic Rates
- Discretionary Housing Payments
- Discretionary Crisis Payments
- Social Care Financial Assessments
- Free School Meals
- Concessionary Travel Passes
- Blue Badges
- Disabled Facilities Grants
- Statutory and Discretionary Grants

Our Anytime service expands on our automation and digital transformation solutions to provide experienced teams who are trained to determine next steps at an unavoidable, manual decision point where the use of automation tools would be inappropriate. Typically, this involves:

- Making process decisions prior to automating the transaction
- Deciding on next steps midway through an otherwise automated process
- Administering claims that fail an automation process i.e. a mismatch
- Administering claims that are currently unable to be automated in full or part.

Business Benefits

- **Improved Speed of Processing** – Our approach supports an overall reduction in cycle times in the assessment of entitlements
- **Increases in Collections** – Our service will help support Councils in delivering improvements in collection rates
- **Removal of Work** – We reduce the monotonous work leaving Council office to concentrate on more value-add tasks
- **Headcount Savings** – Free up valuable Council resources
- **Increased Automation** – Over time our approach will deliver increased levels of automation with the services in scope
- **Increased Service Accuracy** – Improvements in service accuracy delivered by experienced officers and service automation

- **Improved Levels of Customer Experience** – Achieved as a result of improved cycle times and increases in service accuracy
- **Reduction in Overpayments** – This is achieved as a direct result of improved cycle time and levels of service accuracy
- **GDPR Compliant** – Our service is fully compliant with GDPR regulations

In summary, our Anytime services offer faster processing, increased collections, reduced workload, cost savings, enhanced automation, improved accuracy, better customer experience, lower overpayments, and GDPR compliance.

Solution Scope

Our Anytime approach replicates and enhances existing Council processes to ensure service continuity and seamless service delivery to the end customer. As part of our implementation process, we ensure Council requirements are collated and reflected in process changes and employee training prior to the commencement of service delivery.

Our Anytime solution encompasses:

- **Flexible Approach** – Our approach can be amended dependant on Council work splits
- **Tailored Pricing** - Pricing will be tailored to each individual Council work splits
- **Adaptation of Council Processes** - Where necessary our approach will replicate existing Council processes
- **Embedded Quality Processes** – Our end-to-end solution has built in quality control processes to ensure high levels of service quality
- **Dedicated Officers** - Each Council are provided with dedicated officers matched to their requirements
- **Efficient Implementation** - We adopt a short but thorough approach to implementation
- **Flexible Resource Levels** – Our capability can be switched on / off dependant on Council demand

Our Anytime solution seamlessly integrates with Council processes, offering flexibility, tailored pricing, quality control, dedicated officers, efficient implementation, and flexible resource levels to meet Council needs effectively.

Implementation

Once a secure data connection has been established, a typical implementation of Liberata Anytime Services is delivered within twelve days. Each implementation follows a standard nine-stage path consisting of:

1. **Provide Standard Procedures** – Provision of our set of standard procedures that will be followed for the end-to-end process.
2. **Provide Connectivity Details** – Provision of the connectivity details that will be required by the Council for our officers to be able to connect to the Councils systems.
3. **Kick Off Call** – Between the Council & Liberata to talk through the standard procedures and connectivity details. We will work through all activities needed to be completed prior to the service going live. During the call we will talk through our approach to workload management, including workload prioritization.
4. **Council Review Procedures** – Feedback from the Council in terms of local variations to Liberata standard procedures.
5. **Set-up Connectivity** – We require remote access details to enable us to access the required processing systems. We also require the Council to set-up usernames, access and passwords into the processing system.
6. **Test Connectivity** – We will undertake testing of the connectivity to ensure that our officers are able to connect and maintain a stable connection.
7. **Review Procedural Feedback** – A review of the feedback received from the Council for us to undertake employee training and updates.
8. **Employee Training & One Team Update** – Completion of training and updated of Liberata employees to ensure alignment to Council policy and procedures.
9. **Live Service Commences** - Commencement of work by Liberata.

Off boarding

On completion of the service, our access to the Councils systems can be terminated. There is no requirement for data cleanse, as no Council Data is held by Liberata.

Your Trusted Business Partner

For over 50 years, Liberata has supported local and central government with trusted business process services. Our team understands the challenges facing Local Authority's finance and revenue teams today, and our work is shaped around their needs. Focusing on transparency, fairness and real-world results, we help councils recover more revenue with less strain on internal teams and resources.

Liberata

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