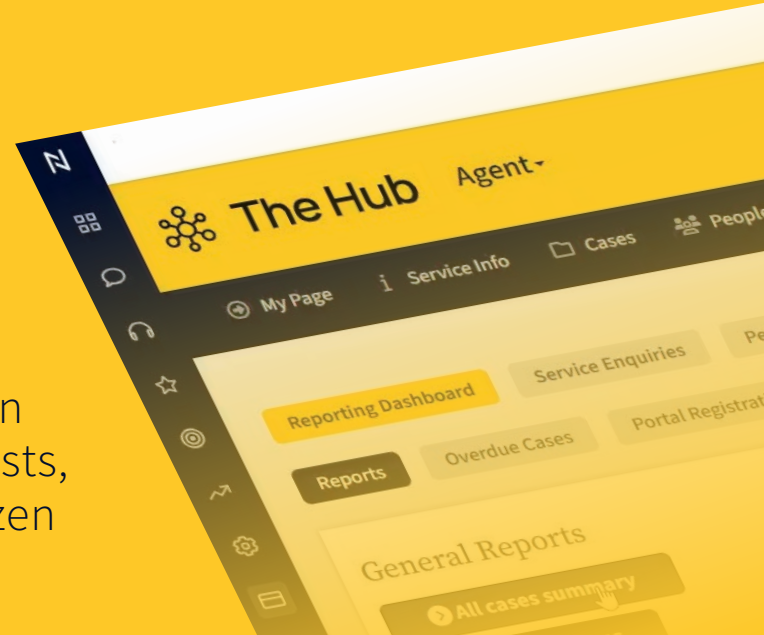


Citizen Hub

A scalable transformation solution with council-ready tools to cut costs, reduce demand and improve citizen experiences.



What Citizen Hub can do for you

Reduce pressure on services

Streamline routine requests and automate high-volume tasks to manage rising demand, without increasing headcount. Automate routine enquiries and redirect citizen effort to self-service, freeing up staff for complex cases.

Reduce costs across the board

Replace outdated manual processes, remove duplicated effort and consolidate systems - generating real, cashable savings. Eliminate duplicate data entry, reduce processing time and consolidate multiple systems into one platform.

Improve citizen experiences

Provide 24/7 access, real-time updates and connected services that reduce frustration and build public trust. Citizens get faster responses, real-time updates and can access services when it suits them.

Break down silos and delays

A single connected system links teams and departments, enabling joined-up service delivery from first contact to resolution. End the frustration of citizens being passed between departments - one system, one view, one resolution.

Give staff the tools to improve and adapt services

Equip service teams with intuitive tools to streamline workflows, launch new services and respond faster to citizen needs - no coding required.

Built for councils. Proven by councils.

Citizen Hub gives you a 360° view of every citizen interaction. It powers joined-up services, smooth case progression and better decision-making with real-time insight.



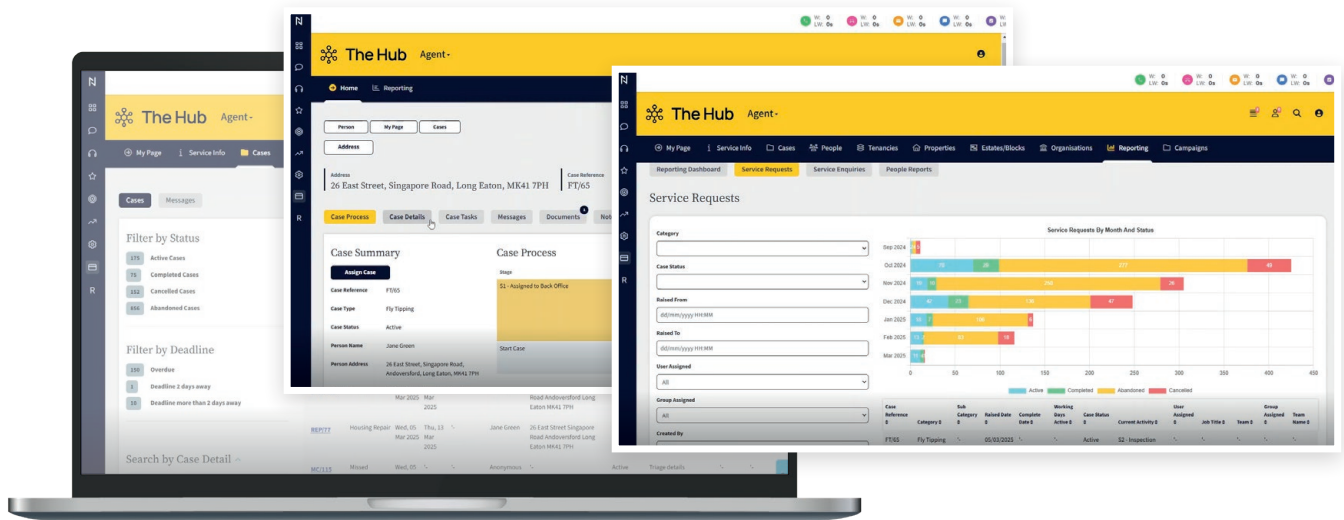
End-to-end case management - Track every citizen interaction from initial contact through to resolution.



Built-in automation and integration - Connect seamlessly with existing council systems and processes.



Real-time reporting and dashboards - Monitor performance, track SLAs, and demonstrate service improvements.



Out of the box. Into action.

Citizen Hub gives you access to a growing library of 70+ pre-built service apps, modules and widgets - developed by Netcall and councils across the UK.

From quick wins to complex casework, these ready-to-use templates are designed around real local government needs, including:

- ✓ Missed bins
- ✓ Council Tax changes
- ✓ Freedom of Information (FOI) requests
- ✓ Subject Access Requests (SARs)
- ✓ Complaints
- ✓ Housing repairs
- ✓ Environmental services
- ✓ Blue Badge applications

Smarter, leaner, futureproof

- Citizen Hub is powered by Netcall's Liberty platform, delivering seamless automation, integration and scalability from day one. No bolt-ons. No silos. No wasted spend.
- Flexible licensing means you can start with the apps and services you need - then expand easily as requirements change. Build, adapt and add new apps without extra complexity or hidden costs.
- Transparent pricing and scalable capacity ensure you only pay for what you use, empowering councils to invest confidently in long-term digital transformation.



Join a thriving community of local authorities sharing best practice, reusing service apps and building better services together.

“90% of renewals are done online. That’s a big success for us, because it actually saves lots of time for our customers. More than 22,000 residents have subscribed and we generated more than £2m revenue with the Garden Waste service.”

Meera Singh, Specialist Developer, Wokingham Borough Council

Book a discovery call with our local government specialists

BOOK A 1-1 SESSION