



destin
SOLUTIONS LTD

www.destin.co.uk



COMPANY OVERVIEW

Destin Solutions help Councils and the debt collection agencies working on their behalf, to unlock customer data related to debt, properties and potential fraud. Typically data is held across disparate systems spread across multiple departments, our products consolidate all information and datasets into a single, secure, hosted web portal.



PRODUCTS



HUB - BUSINESS RATEPAYER DATA POOLING & FRAUD SOLUTION

HUB is a web-based solution that enables Councils to view and analyse data related to all business ratepayers within their Authority via a secure portal. HUB helps identify instances of small business rates relief (SBRR) fraud and provides a single view of all business ratepayers consolidated in one place.

Using HUB, customers have the ability to validate SBRR awards against business rates records nationwide, thereby pro-actively preventing fraud from entering the system. The 'Find a Ratepayer' feature enables customers to proactively search for companies before automatically awarding relief.

Similarly, the 'Company Status' function helps Councils identify insolvent companies they were not previously aware of, helping meet financial reporting obligations such as forecasting for annual revenues from Business Rates collections.

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HUB is simple but impressive. Through a collaborative approach, the solution has been deployed across all local authorities in Kent and it has been invaluable in identifying fraud and error in small business rates relief across the county. We have already seen a significant return on investment and together with many other functions, the product is continually evolving and introducing more datasets to give greater assurances and added value.

Nick Scott,
Operations Manager,
Kent Intelligence Network (KIN)

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DATA SERVICES - A SINGLE VIEW OF DATA & DEBT

Our Data Services solution provides Councils with a unique platform for viewing all their internal customer information alongside up-to-date external data in areas including Business Rates, Council Tax, Single Person Discounts and Empty Homes.

Business Rates – provides ongoing analysis of local businesses and commercial entities and the Directors associated with them to identify their health, wealth and trading status.

Council Tax – can append existing council data to make sure the most up-to-date contact information is held on citizens and can help trace individuals who may have left properties with no forwarding details.

Single Person Discounts – existing council data can be taken and cross referenced against a series of credit referencing data and other external checks to identify instances of fraud, error or misrepresentation in SPD claims.

Empty Homes Review – takes a council's empty properties list and checks it against a series of external sources including land registry and property and rental agreements to identify up-to-date contact information on owners and renters.

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There is nothing else on the market like this offering, it's innovative and we will finally have a solution that pulls many different revenues services together.

Gary Muskett,
Head of Revenues and Benefits,
Central Bedfordshire Council

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VISION - PERFORMANCE MANAGEMENT

VISION is a business intelligence application that takes and consolidates information from multiple Councils business systems including revenues, benefits, parking, housing, sundry debt and more. This approach gives Councils unprecedented access to their debt data, providing both a high level managerial summary of the data as well as a low level detailed view of the data. Access to this data ensures Councils are given the detailed information they need on their level of debt to be able to improve performance in this area by refining recovery approaches, processes and identifying trends that may impact future collection capabilities.

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Where VISION really stands out is in identifying how the tax base changes over time. If we want to know how much the Council has charged in a specific time frame taking into account discounts, exemptions and new properties, we can quickly and easily obtain this information and use the outputs to interpret how we may expect the tax base to change in future.

Cameron Smith,
Performance and Policy Manager,
Bury Council

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FUSION - DEBT REPORTING & ANALYTICS

FUSION is a debt reporting and analytics application that helps Councils manage budgets and forecasting and improves collections performance by identifying where the quick wins are and the largest areas of debt. The base datasets can be supplemented with geographic attributes to provide area specific groupings and assist in identifying trends. It is also a powerful tool for data cleansing using proprietary Fuzzy matching algorithms to identify best data matches, ensuring your recovery teams are given access to the best possible data when collecting debt. Any number of reports can be run to segment customer data in a way that best meets Council objectives.



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Ultimately the reports cover every aspect of our Revenues business, data has been unlocked in a way which has never before been possible and data which had previously been bottlenecked now flows freely and is fully accessible.

Julie Smethurst,
Revenues Manager,
Preston and Lancaster Shared Service

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ASPIRE - PROPERTY INSPECTION

Property Inspections within Local Authorities can be hugely time consuming and labour intensive, with each Property Inspector only able to make a limited number of visits each day. Those Authorities who can maximise inspections and the supporting processes around a visit can derive significant revenue gains, which is where Aspire Property Inspection can assist.

ASPIRE Property Inspection is a web-based hosted application enabling Property Inspectors to automate the process of scheduling visits based on location and urgency. Existing records can be securely accessed in the office and on the move, so records of the outcome of visits don't have to wait until someone is back in the office.

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Aspire has ensured we can more accurately issue completion notices to the right person at the right time. It also enables us to conduct reviews on some of the more obscure discounts and exemptions to make sure they are still valid. It makes the process more fluid and gives our Inspector more time to focus on the task at hand and conduct ad-hoc reviews on specific groups of properties.

Ellie Hawkins,
Revenues Team Leader,
Surrey Heath Borough Council

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ENLIGHT - ONLINE PROCEDURE MANUALS

Enlight is a web based procedural manual used by a number of Local Authorities to help administer and deliver council tax, non domestic rates and benefits services more effectively. It enables users to easily access and view all relevant information they require to do their job in one central place and includes the latest policy documents, guidance, procedural documents and the most up-to-date circulars. It is designed around each Authorities specific needs and includes module specific regulations, web links to useful websites, DWP guidance manuals, local policy documents and site-specific process and procedure documents.

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Enlight is a great business continuity tool, all the relevant information is where you need it to be and you are not reliant on any one individual or team for information.

Claire Moses,
Revenue and Benefits Manager,
LiNK (City of Lincoln & North Kesteven Shared Service)

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