

ENLIGHT Procedure Manual

ENLIGHT is an online procedure manual designed to provide your staff with easy access to the relevant information that they require. It is designed around each Local Authority's specific needs and includes (as a minimum):

- Module specific regulations (e.g. Benefits regulations and statute)
- Weblinks to useful websites (as determined by the Authority)
- Links to relevant and most up to date circulars
- DWP Guidance Manuals
- Local policy documents
- Site specific processes and procedures
- Useful information (e.g. contact numbers)
- 'Google' like search engine for instant and direct access to content

Pricing:

The fee for development and installation includes:

- On site work to gather documents and discuss the design of the manual
- Development of the process manual with the Authority's own policy, procedures, training notes and useful information
- Delivery and installation of the 'final' version of the manual
- Demonstration of the final version of the manual

Maintenance Options:

- The provision of updating software to enable amendments to be applied to the manual, training on the use of the updating software, OR
- Fully managed hosting and updating service provided by Destin

Some of our Exiting Customers

- Aberdeen City Council
- Argyle and Bute Council
- Compass Point Business Services
- Dumfries and Galloway
- Link (Lincoln and North Kesteven Shared Service)
- Milton Keynes Council
- Mouchel (Bournemouth, Oldham and Middlesborough)



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Steve Patmore, Senior Benefit Specialist at Compass Point Business Services said:

“From the early stages it was clear to us what a quality product Destin provide and how much it could improve how we work and make our lives that little bit easier. The assessment team are all really pleased with the content and presentation and have all commented on how logical and user friendly it is structured and they no longer have concerns that information is out of date as Destin keep on top of the national updates and changes for us.

Some have even commented on how we have managed without this for so long!

The support from the guys at Destin has been fantastic and nothing has been too much trouble in helping us provide this great new procedure manual for our assessment team.”

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