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SOLUTIONS LTD

HUB
by destin solutions ltd

Business Ratepayer Data Pooling Solution

HUB the business ratepayer data pooling solution was initially created to tackle fraud and error in the awarding of small business rates relief.

Historically there has been no quick and easy way to verify whether the information provided by small businesses when claiming rates relief was in fact accurate.
The launch of HUB changed that by providing a single database that consolidates business ratepayer information from Authorities across England in one portal.

This was a game-changer enabling Authorities to check that those businesses had no other branches set up in other locations within the UK invalidating their relief claim.

Following feedback from an ever-growing Local Authority customer base we have gone on to develop the product further incorporating a number of new features.
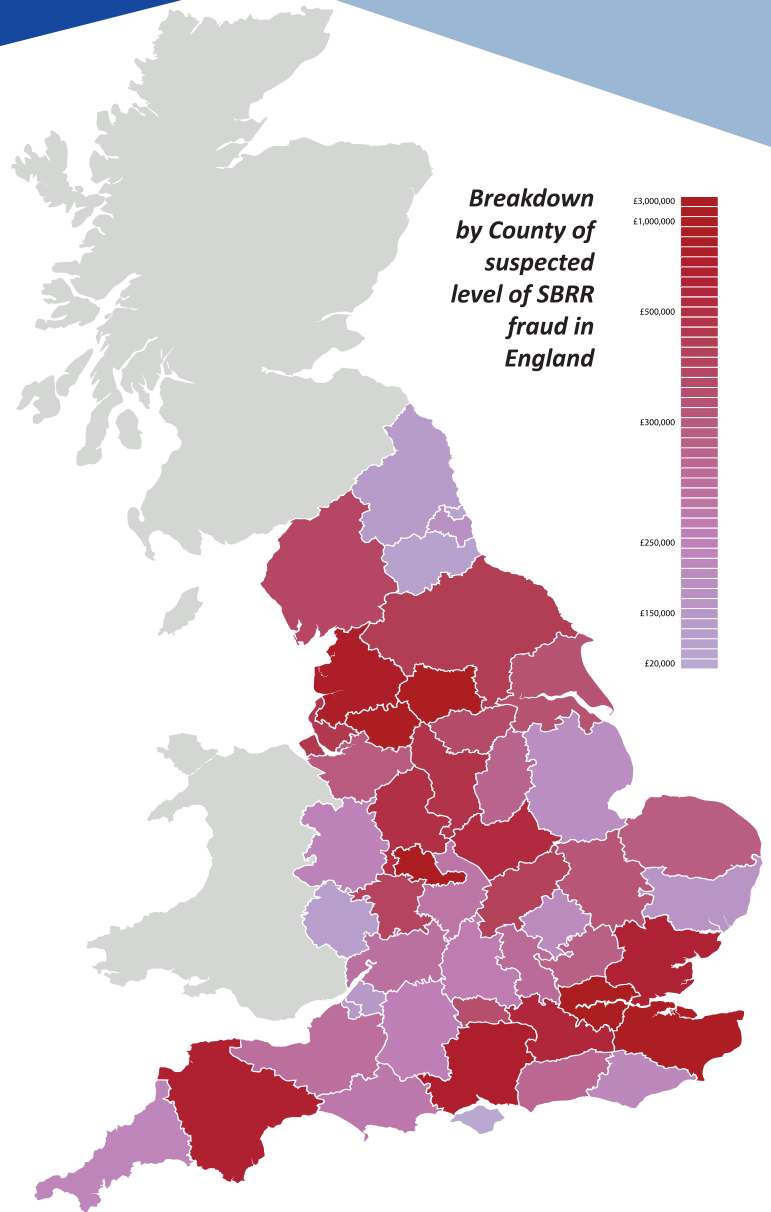
Find a Ratepayer function
This feature helps Authorities cross check a company name instantly to ensure it is not operating elsewhere and meets relief criteria.
It ensures validation of claims occur before any payments are made.

Multiple dataset matching
Cross referencing business ratepayer data with Companies House data helps identify companies that have been dissolved but which are in fact still liable for rates.

Similarly using Charity Commission data, HUB can confirm that these ratepayers are still registered as Charities and are entitled to receive their allocated rate relief.

Up-to-date payment register
HUB can be used for keeping an up-to-date and accurate ratepayer register. This can prove particularly useful in cases where recovery action is required.

Avoidance register
Councils can use a search facility to see if a ratepayer has been registered elsewhere in the country as a potential avoider. Similarly, if a potential avoider is added as a new ratepayer, the Council will be proactively notified by HUB to look into that ratepayer to determine whether avoidance of rate payments is occurring.

Breakdown by County of suspected level of SBRR fraud in England

£3,000,000
£1,000,000
£500,000
£300,000
£250,000
£150,000
£20,000

HUB BENEFITS

- **RATEPAYER SNAPSHOT –** quickly and accurately review instances of businesses operating across multiple geographic regions

- **FRAUD DETECTION –** pinpoint fraudulent and erroneous small business rates relief claims

- **INTER-AUTHORITY DATA SHARING –** proactively work with and foster relationships with other Authorities to tackle fraud collectively

- **SINGLE VIEW OF ALL RATEPAYERS –** in your Authority, consolidated in one system

- **REDUCE LOSSES TO FRAUD –** and its impact on Council income

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Fresh Business Ratepayer Data

By working with our customers, we are able to develop additional features that ensure HUB goes beyond being a simple one-time data checking exercise.

Business ratepayer data is refreshed regularly and so continual use of the system helps tackle rates avoidance and false relief claims on an ongoing basis as it happens. HUB is already starting to receive industry recognition and was named as a finalist in the credit and collections technology awards in the 'innovation in collections and recoveries' category.

> *A really great piece of technology and a useful tool to use to fight potential business rates fraud and error.*
>
> **Shared Services Revenues & Benefits Manager, Basildon Council**

> *HUB enabled us to quickly and easily identify what other business interests and trading locations the ratepayer had. It would have required a significant amount of time and resource to get this data through other means and the costs involved may well have outweighed the benefits of pursuing the query on the liability order.*
>
> **Partner, Greenhalgh Kerr**

> *Even in a relatively small council such as South Ribble the amount of incorrectly awarded relief and subsequent additional income that HUB has identified has far exceeded our expectations.*
>
> **Revenues Manager, South Ribble Council**

ABOUT DESTIN SOLUTIONS

Destin Solutions specialise in developing technology that supports Local Authorities and other Public Sector organisations in their aim to improve performance whilst maximising efficiencies and minimising costs.

The company's expertise include; business intelligence applications, debt reporting and analytics, performance management dashboards, development of online procedure manuals and following consultation, the delivery of workflow applications designed to meet compliance adherence needs and ensure processes are bullet-proof.