



HUB the business ratepayer data pooling solution was launched in 2018 and is now used by over 100 Local Authorities 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.

HUB has continued to evolve since its launch and now incorporates a number of value-add features.

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The Destin Hub is incredibly easy to use and so far proven very effective. It has played a fundamental role in our Small Business Rates Review and has so far identified and confirmed around 17 cases where Small Business Rates Relief has been awarded incorrectly with a potential 30 pending further enquires.

Revenues Manager, Cheshire East Council

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Identifying a Company's status

Local Authorities can view all small businesses operating in their area and whether they are active, dormant or dissolved. A company may be listed on Companies House as dormant or dissolved but in some cases the Local Authority still has them listed as liable to pay business rates. This feature helps Authorities keep their business ratepayers database accurate and prompts investigation into identifying whether another business is now occupying that property.



SBRR suspected fraud case reminders

Alerts can now be set up to flag any instances of suspected SBRR fraud cases that have not been reviewed by your team within a specific time frame. If a record is not updated within the system, a reminder can be sent to a nominated person or team within the Authority.

Inter-Authority data sharing to confirm SBRR fraud

HUB now lets you automatically verify with another Local Authority whether a ratepayer is still in occupation in a secondary property in their district. Using an inbuilt workflow system, HUB will send an email to a nominated person or team within the relevant Council.

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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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

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Validate SBRR applications as they come in

An API is now available enabling Local Authorities or system providers operating on their behalf the ability to plug their existing online forms into HUB to instantly validate if a ratepayer is trading elsewhere in England.

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.



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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

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HUB is very user friendly. Initially, it was used to identify cases where SBRR was being claimed in another authority but features like the 'Find a Ratepayer' function are invaluable for verifying SBRR applications from companies.

The new 'Company Status' function is also straightforward to use and this has been useful for identifying insolvent companies we were not aware of – this has been particularly important for companies in receipt of 100% SBRR as many of those companies would not have made contact to advise that they had become insolvent.

Operations Manager,
Kent Intelligence Network (KIN)

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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.

Fresh Business Ratepayer Data

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.

With the addition of the API it can also now be used to vet new SBRR applications as they come in.