

Performance Management & Reporting Technology

Vision is a powerful interactive reporting solution providing unprecedented access to Local Authority data within a centralised platform. It works by profiling data taken from large inhouse Council business systems for example revenues, benefits and housing as well as a number of publicly available external datasets including deprivation indexes.

All of this data is then consolidated to provide a unique view of Council information helping create new approaches to the way collections can be achieved and maximised.

Vision provides access to reports and management information Local Authorities would otherwise struggle to retrieve. It's unique drill down capabilities can help identify struggling and affluent areas and profiles debtors so that risk scores can be assigned to every debtor and a Council can evaluate the likelihood of that debt being collected.

Using data from within Vision, a history of how debtors have historically paid their council tax in the past can be mapped to better assess risk and profile the debtors on their ability to pay.

Typical uses of Vision;

- Ability to more accurately predict collection levels
- Determining best enforcement routes – identify the optimal way to collect from a specific debtor type
- More quickly and accurately identify uncollectable debts
- Ability to assign risk scores to debtors based on known attributes

By consolidating core Council systems data with the ability to drill-down further and properly interrogate the data, Local Authorities can run detailed analysis enabling them to;

- Identify real-time collection levels whilst identifying who hasn't paid
- Of the uncollected debt identify;
 - ▶ the age of the debt or year it relates to
 - ▶ the stage of the debt
 - ▶ is that debt stuck at a certain point? why is it stuck? how long has it been stuck?



All of this information helps better direct collection efforts and Local Authorities can start assigning risk levels to those debts, based on the information they can drill down on.

A number of reports can be run including;

- Risk levels based on the type of debt i.e. Council Tax, HBOP, NNDR
- Value of cases by risk level and location
- Risk levels based on current debt vs arrears
- Occupancy status of debtors – occupied, recent occupier, vacated
- Last payments made by debtors
- Value of cases by risk level and deprivation level
- Account balance by deprivation range
- Value of debt by location
- Account type of debtor
- Value range of debt

Vision is a fully managed cloud based service, requiring minimal training and is priced based on the number of data sources which data is profiled from.

Key Benefits

- Understand whether your existing collection and recovery processes are working
- Allocate staff resources to the most appropriate areas and functions
- Use accurate, current data to develop policies relating to vulnerable groups, for budgeting purposes, collection or write-offs
- Understand the performance levels of teams and individuals and resource need
- Undertake trend analysis of workloads, transactions and payments

Key Features

- Data presented through powerful visual dashboards for easier information dissemination
- Self-service solution with both high level view for management reporting and drill down capability
- Easily exportable multi-format data for interdepartmental information sharing and uploading into internal business applications and workflow systems
- Ability to merge internal and external data from multiple systems and sources to show a corporate view of indebtedness and debtor history
- Compatible with all current inhouse databases used for revenues and benefits administration

Screenshot of Vision



ABOUT DESTIN SOLUTIONS

Celebrating over 20 years in the industry, Destin Solutions is a multi-award winning data analytics and business intelligence solutions provider, helping Local Authorities and Enforcement Agencies unlock customer and debt data held across different systems and departments.

We supply technology to over 100 UK Local Authorities designed to maximise revenue, optimise debt collection, identify fraud and error and streamline workflow processes.

Our cutting edge development activities have resulted in numerous industry firsts and us winning a number of industry and technology awards in recent years.

For more information and a no-obligation demonstration contact us at the email address or telephone number below.