CIVICA
ideas into action

Civica Income Maximisation

Self-funded solution to drive efficiencies and generate additional income

Local authorities continue to face financial challenges due to on-going budget pressures. We understand the importance of maximising income and improving cash flow to help council's support the delivery of better citizen services.

Our self-funding Income Maximisation solution can help you generate additional income and transform your revenue collection. We are uniquely positioned to support you by implementing our market-leading collections software, CivicaCollect, together with our collections resource service, ProCollect.

In-depth debt analysis

We take the time to understand your recovery policies and the nature and age of your debt by carrying out detailed analysis of your non-performing debt.

The right tools for the job

Harnessing intelligent recovery workflows, process automation and in-depth insight, CivicaCollect provides a Single View of Debt across the council to improve services and optimise collection rates.

Trusted partner

Our experienced team deliver your collections service and respond to all customer enquiries. We're able to focus on individual customer needs, and ensure payment agreements are affordable, realistic and sustainable.

A dedicated account manager makes sure progress is constantly tracked and reported, providing you with the management information you need, as you need it.

Our sector knowledge means we deliver the best outcome. We're focused on finding innovative ways of working to improve vital citizen services.

Key takeaways

1 Self-funding solution

2 Generate additional income

3 Specialist expertise

£3m

income delivered for East Kent Services and Leicester City Council.

Learn more:

civica.com/ondemand

Contact email:

ondemand@civica.co.uk

Why choose Civica Income Maximisation?

1. Case-based collection

Our secure cloud collections software, CivicaCollect, manages case-based collection activity.

Through intelligent case workflows, manual tasks are automated, improving efficiencies and productivity. Value is added by increasing team capacity to engage with customers, manage vulnerability and undertake more specialist enforcement activity.

2. Single View of Debt

Debt information is unified to provide a single view of debt. This helps improve decision making, reduce multiple recovery activity and support better management of payment plans suited to citizen circumstance.

3. Expert resource

Our team of skilled revenue officers, use data analytics to drive income from non-performing debts. All cases are reviewed and cleansed, where needed. Our proven recovery process incorporates digital communications and nudge techniques.

4. Ethical approach

We only use ethical and legal methods that local authorities undertake to recover overdue debts. We focus on early engagement, resolution and sustainable payment arrangements based on the citizens ability to pay, ensuring they are affordable and realistic.

5. Manage vulnerability

Where we uncover genuine debt problems or cases of vulnerability, we work with your welfare teams and other national debt advisory organisations to support citizens and ensure manageable repayments.

6. Strategic partners

We work with strategic partners to provide enforcement services where required. Our partners mirror our approach and focus on early contact to find flexible repayment terms.

7. Self-funding solution

Our self-funding solution means you can get started quickly without budget outlay. We only receive software and services payment once debt recovery income is generated.

8. Operational efficiencies

Through our Single View of Debt functionality, you can realise operational efficiencies by consolidating debts in to one corporate revenue function.
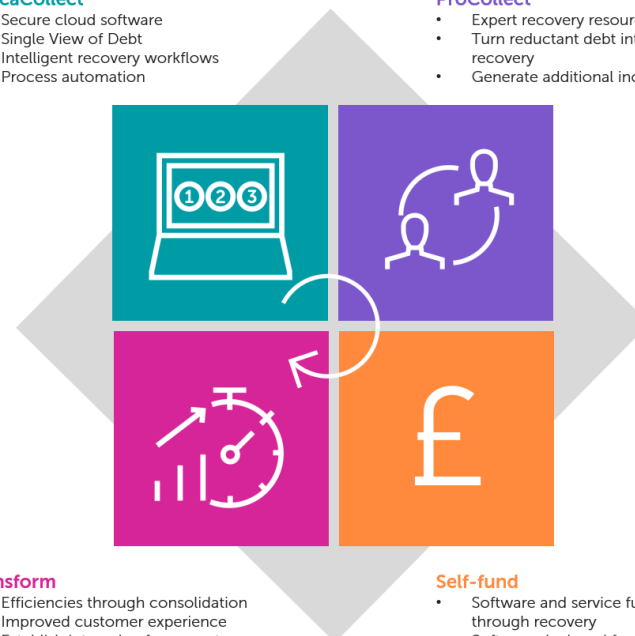
9. Internal enforcement

Where required, an internal enforcement function can be created. This allows the local authority to raise, collect and retain enforcement fees and generate a significant additional income stream.

CivicaCollect
- Secure cloud software
- Single View of Debt
- Intelligent recovery workflows
- Process automation

ProCollect
- Expert recovery resource
- Turn reductant debt into active recovery
- Generate additional income

Transform
- Efficiencies through consolidation
- Improved customer experience
- Establish internal enforcement function

Self-fund
- Software and service funded through recovery
- Software deployed for you
- Self-funding guaranteed

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