

# Customer Case Study



## You can run but you can't hide

Her Majesty's Courts Service is the organisation responsible for managing courts of justice in the UK, aiming to deliver justice efficiently and effectively. Split into 42 local units across the UK, each HMCS team works to implement the sentencing and fines that the judiciary hands down. North Devon HMCS is one of the UK's leading Court Services embracing new technologies to make sure that sentencing and fines are swiftly and effectively carried out.



## The Challenge

An important aspect of North Devon HMCS daily duties is to ensure penalties and fines are enforced. Dealing with those who've failed to pay parking fines or who have broken a community or curfew order is not as simple as it might sound. Offenders aren't always the best or quickest payers!!

Offenders firstly need to be located and as many do not want to be found, tracking down the correct individual at a current address can be difficult, resulting in payments being missed and the courts - and British tax payers - being out of pocket as a result.

North Devon HMCS recognised the need for a robust, yet cost-effective, ID verification solution that would eliminate the use of expensive debt-recovery agencies and the need for intensive man-hour research using costly 118 directory enquiries.

“*The amount of time and effort employees and local authorities were ploughing into tracing offenders was frustrating.” Before the implementation of a tailored tracing and ID verification solution, if offenders could not be found using the Internet or alternative data sources, we were forced to cut our losses. With no monetary return on the time we invested, unrecovered debts were a significant cost to the service.*”

**Peter Blackmore, finance and enforcement team leader  
North Devon HMCS**

## The Solution

North Devon HMCS resolved to implement 192.com Business Services' product called 192 Trace, a flexible people-finding solution operating on a pay-per-search basis. With the ability to run a wide range of traces - verifying individuals or whole business entities using only partial details, such as name or business type only - traces instantly became simpler.

Instead of checking multiple lists, employees just have only one interface to reference and, as a result, correct traces were obtained sooner. This reduced the time between the initial court order and the penalty being issued to the correct address, proving that the benefits of the tailored ID verification solution far outweighed any initial cost.

### The Solution Continued...

In 2002 the government issued an ID verification and credit checking solution from Equifax as standard to all HMCS departments nationwide. Despite this, North Devon felt the need to supplement this with 192.com Business Services more tailored, flexible, real-time solution. The 192 solution delivered a better match rate to locate and catch up with offenders and debtors without delivering non-essential information such as a person's credit history.

Using only two facts about an offender - for example their surname and the last known town they lived in, 192 Trace allows public sector revenue collection teams to quickly obtain a reliable list of matches using a mixture of public and commercial data sources.

“ We recognised the excessive man hours both our team and the local police force were expending tracking unpaid fines and overdue payments. 192 Trace helped us overcome this issue by offering a comprehensive, flexible and cost-effective name and address checking solution. ”

**Peter Blackmore, finance and enforcement team leader**

### The Result

With a comprehensive, flexible and cost-effective name and address checking solution in place, North Devon HMCS was able to refocus its efforts on higher value activities and put more proactive efforts into improving the community as a whole.

“ 192 Trace has proved to be a great return on investment. It has cut man-hours spent on debt tracing for both our employees and the local police force, allowing both services to refocus their valuable time. Overall, North Devon HMCS is now a more streamlined, effective operation with a more balanced workload spread across all areas.” Peter Blackmore, finance and enforcement team leader.

**Peter Blackmore, finance and enforcement team leader**

## To find out more

Call our team on **08000 192 044**

Learn more at **www.192business.com**

E-mail us your questions at **id@192.com**