



# DRS for the Whole of Public Sector (RM6226)

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# Agenda

- RRAD - Strategy
- RRAD Services
- The DRS
- Data Solutions
- Enforcement Solutions
- Social Value



# Recoveries, Revenue, Analytics and Data (RRAD) Strategy

**Key Strategy Element 1:** Establishment of Category centre of Excellence

**Key Strategy Element 2:** Deliver for the WPS, leverage service aggregation where appropriate, recognise where dis-aggregation will bring greatest benefit

**Key Strategy Element 3:** deliver wider category products and solutions to the whole public sector. Shaping the market by driving innovation and change, uplifting standards in lieu of regulation to enable policy, create commercial leverage and drive social value and fair outcomes.

# RRAD Services

RRAD	1. Debt Collection	Includes Desk based mid to late stage recoveries delivered though traditional contact centre models and facilitated though consumer contact strategies, digital and self serve solutions, deceased estates recovery, Field recoveries and international
	2 Litigation	Legal services facilitating civil litigation / debt recovery through the courts against consumers and businesses, sub categories including splits by geographic location subject to national legislation
	<b>3. Enforcement</b>	Including Managed enforcement, direct enforcement, International, process servers and auctioneer services relating to Council Tax, NDR, Parking, Clean-air zones, Bus Lanes, Road Traffic, Tolling.
	4. <b>Data and affordability solutions</b>	Provision of Data and data platforms including CRA single, or multi source, affordability and monitoring solutions, fraud and error identification, consultancy et al.
	5. Back Office Tech and Business Process Outsourcing Solutions	Early stage usually white label collections services, also including civil enforcement (officers) and PCN processing.
	6. Insolvency	Includes managed service providers acting as creditor agents for various personal insolvency solutions and also corporate IPs
	7. Spend Analysis and Recovery	Multiple sub categories, including compliance, utilities, Vat and specialist

# The DRS framework

From December 2021 the Public Sector will be able to easily select and purchase debt and related services. It is the successor to 2 debt and complimentary services frameworks.

## What Services will it include;

- Managed Debt Collection Services
- **Data Solutions**
- Spend Analytics and Recovery
- Civil Litigation including Scotland
- **Enforcement & Managed Enforcement Services**
- Regional Auctioneers Services
- Process Servers



# Data Solutions



## Breadth of Solutions and providers.....

- Informed citizen view of affordability and broader impacts on local authorities
- Personal finances including forward looking cash-flow view (Trending and OB)
- Simplified payment solutions
- Opportunities to collaborate and leverage volume
- Expert Advocacy enabling optimal coms and collections strategy design



# Enforcement Solutions

- Compliant, low cost, supported procurement
- Direct contract or managed services
- User Specification based on local and central government input
- Emphasis on early stage collection
- Leverage local knowledge with broader corporate infrastructure
- Opportunities to collaborate and benchmark



# Social Value



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# SV in DRS

- Just do its e.g.;
  - Social mobility pledge
  - Sustainable paper
  - D&I policy
  - Carbon neutral vehicle fleet
  - Environmental ISO 14001
  - Disability confident
  - Modern Slavery
- Financial Wellness and Wellbeing
  - New or expanded initiatives
  - Incremental uplifts in outcomes
  - More customers more social value
- Option to be part of the whole or develop local specifics

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## DRS Third Sector/ Charity Engagement



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MENTAL HEALTH  
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StepChange  
Debt Charity

CSJ  
The Centre for  
Social Justice



Financial Wellness  
Group



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# Keep in touch

[Lee.Edmonds1@crowncommercial.gov.uk](mailto:Lee.Edmonds1@crowncommercial.gov.uk)



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