

OnDemand Single Person Discount monitoring

Regular monitoring of your caseload generates significant additional Council Tax revenue

Reduce the rate of fraud and error whilst improving customer service with our monthly SPD monitoring service.

To ensure SPDs on Council Tax are correctly applied, most councils review their SPD caseload on a one- or two-year cycle. As well as causing a major spike in workload when review time comes around, this approach leaves a large **window of opportunity for fraud and error, which can lead to considerable revenue losses.**

Overcoming challenges

With OnDemand SPD monitoring, you can replace periodic bulk reviews with monthly monitoring of your entire SPD caseload. **Powered by Experian's unique datasets** our expert team spot SPD claims which may be fraudulent, and identify and process changes of circumstances that could affect eligibility.

Why choose us?

Now running for over 7 years, our unique monitoring service was developed working

with local authorities facing a variety of SPD-related challenges. Each year we carry out **over 6.8m reviews** on behalf of councils, resulting in **hundreds of thousands of pounds** in additional Council Tax income, and a higher return on investment than bulk reviews deliver.

Ongoing SPD monitoring helps councils maintain **more accurate and up-to-date SPD records.** Errors and changes in circumstances are identified faster; while the risk of fraud is reduced through more regular credit-checking and other verification activities.

Powered by



Key outcomes:

- 1 | Increase revenue collection
- 2 | Lower risk of SPD fraud and error
- 3 | Deliver a better service to your citizens

"Regular reviews mean that citizens answer questions about potential alerts just once, instead of each time we undertake a bulk review. With Civica's service, new claims for SPD are verified and processed faster, whereas our old approach took a lot more work, time and left a large window of opportunity for fraud and error to occur."

Nick Rowe, Assistant Director, Local Tax and Accounts Receivable, London Borough of Ealing

Learn more:
civica.com/ondemand

Contact us:
ondemand@civica.co.uk



OnDemand SPD Monitoring in action

"We wanted to carry out one last bulk review, followed by monthly monitoring so we never have to do a bulk review in future. We have not been disappointed by Civica's SPD monitoring service. Working together **we ensured that residents received a seamless service.**

"Civica removing discounts and updating accounts was an added bonus as we didn't have to reorganise our resources, or stop doing something else to get it done. The **bulk review results were better than expected** and monthly reviews of our SPD caseload make it easier for us to spot fraudulent claims and reduce the likelihood of unjustified discounts. Now we're able to focus on verifying new claims and automating the process where we can so **eligible households benefit sooner.**"

Nalda Russell-Stowe, Divisional Director Revenues & Benefits, London Borough of Waltham Forest

"With regular credit checks, Civica has helped us achieve a high return on our SPD monitoring investment. By identifying errors and fraud in our SPD caseload efficiently, we've maximised our taxbase. Civica's unique approach has helped us maintain more accurate and up-to-date SPD records."

Jonathan Wooldridge, Head of Revenues, London Borough of Redbridge

"Civica's SPD monitoring service was set up quickly and efficiently. Case monitoring is ongoing so we save resources and time, which was key for us due to the added pressures the pandemic put on our services. We no longer experience major spikes in workloads when review time comes around.

"Civica carries out reviews out for us, in plenty of time, avoiding error and fraud, and ensuring our SPD records are accurate and up to date. We've seen a **significant, maintained, improvement in our tax base which is key for council finances.**"

Mark Stewart, Head of Council Tax and Business Rates, London Borough of Camden

Outcomes you can expect

Faster identification of errors

If your SPD caseload is reviewed only once every one or two years, incorrect claims — especially those made during short-term tenancies and via online self-service forms — can slip through the net. With continuous monthly reviews, incorrect claims can be picked up and dealt with much faster, **reducing the potential for lost revenues.**

Reduced risk of fraud

Regular checking of your SPD caseload makes it easier to spot fraudulent claims — such as landlords claiming SPD on empty properties — and reduce the likelihood of unjustified discounts.

Improved customer service

Regular reviews mean that customers answer questions about potential alerts just once, instead of each time you undertake a bulk review.

Increased Council Tax revenue

By identifying errors and fraud in your SPD caseload efficiently, you maximise revenue collection. **The return on investment is typically higher than a bulk review can deliver.**

How does it work?

Based on your SPD caseload and processes, we allocate Civica OnDemand resources to carry out monthly reviews. Our team works out of our secure **ISO 27001- and PSN-compliant** premises, with secure remote access to your systems as required.

1. As a first step, we carry out a review of your entire SPD caseload to establish a baseline.
2. Every month, our team compares each record to the UK's largest Credit Database, verifying your claimants' details against key financial information and household insights.
3. The SPD data is then risk-scored: any changes in a household's scoring will raise an alert to a potential change in

4. We contact the SPD recipient, asking for confirmation of their current circumstances.
5. If the information they provide means they're no longer eligible, the SPD is removed, and we update your systems accordingly.

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