G-Cloud Service Definition

NEC Risk Verification (RBV)

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G-Cloud NEC Risk Verification (RBV)

Service Definition

This Service Definition is relevant to authorities responsible for providing housing benefit and/or council tax reduction, using the NEC Revenues and Benefits back office application.

The NEC Risk Based Verification (RBV) Standard G-Cloud Service is available as:

* NEC Risk Based Verification Software as a Service (SaaS).

Introduction

NEC Software Solutions (NEC), in partnership with Xantura, provides Risk-Based Verification (RBV) software functionality which is fully compliant with HB/CTB S11/2011 for both new claims and changes in circumstance.

Xantura has developed sophisticated data analytics and predictive modelling techniques to calculate the 'risk' or probability of a claim containing either fraud or errors. The 'Risk-Based Verification' solution allows you to apply the level of verification checking which is proportionate and appropriate for the level of risk posed by the individual circumstances of the claim.

NEC Benefits has been enhanced to allow a Xantura web service to be called with the relevant claim details, and in turn Xantura returns a risk score for new claims and change in circumstances. Prices are based on the number of council tax properties. The risk score is held and displayed in the Key Details section of the Context Block. This functionality includes the ability for change in circumstances updates to be risk scored.

The risk score returned from Xantura will allocate a claim into either a high, medium, or low level of risk. In line with DWP guidelines set, a minimum of 5% of low risk cases will be escalated to high risk. This ensures confidence is in the risk modelling for both the DWP and the Council. Each risk level can be broken down further into the specific risk score and this can reflect the working procedures you wish to carry out.

For example, if a new claim has been returned as high risk and it is a score of 1 then a visit may be required. If a claim has been returned as a high risk but it is a score of 3, then a different procedure can be actioned, for example an interview in office. The RBV policy is determined by each council and can be reflected in NEC Benefits system parameters and displayed to users within the Claims Manager screen and the claim Context Block. Changes to RBV policy can be updated in Citizen Access – Benefits (CA-B) as and when required. For example, if the policy changes and all risk score 1 claims should be visited the text description can be changed within CA-B.

Overview of G-Cloud Service

Should you also use (CA-B) the process of claiming Benefits is further streamlined. The CA-B online form is risk-scored in real-time for fraud and error as the claim is submitted. This allows the citizen to be prompted with an appropriate evidence list at the point of claim submission. It also allows citizens to submit evidence via an upload facility.

Councils using this approach greatly benefit from reduced processing times since more claims are complete with appropriate evidence accompanying the online form.

Ordering and Invoice Process

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.

Request a Demonstration

We would be pleased to demonstrate the NEC Citizen Access - Benefits SaaS to you. Please email frameworks@necsws.com to request a demonstration.

Appendix A

NEC Risk Based Verification - Council Price Bandings

Councils are allocated to a price band based on the number of council tax properties in their area. The property bands are applied as follows:

Price Band	Number of properties	
A	0	45,000
B	45,001	64,000
C	64,001	105,000
D	105,001	999,999

The number of properties in each Council is based on statistics published annually by the English, Welsh, and Scottish Governments.

The current details can be found at these web sites:

https://www.gov.uk/government/statistics/council-taxbase-2018-in-england

https://www2.gov.scot/Topics/Statistics/Browse/Local-Government-Finance/DatasetsCouncilTax/Dwellings03-09-2018

https://statswales.gov.wales/Catalogue/Local-Government/Finance/Council-Tax/Dwellings/counciltaxdwellings-by-localauthority
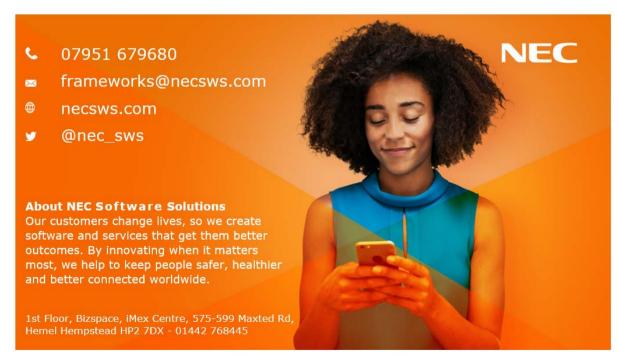
Appendix B

Data Set for NEC RBV

Housing Benefit and Council Tax Support claim details including without limitation:

a)   Claimant and, if applicable, partner's name and national insurance number

b)   Benefit reference numbers

c)   Claim start and end dates and number of days

d)   Overpayments outstanding

e)   Address details including postcode

f)   Household composition details

g)   Financial information

h)   Status indicators

i)   Electronic images of application form.

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About NEC Software Solutions
Our customers change lives, so we create
software and services that get them better
outcomes. By innovating when it matters
most, we help to keep people safer, healthier
and better connected worldwide.

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