

G-Cloud Service Definition

NEC Single Person Discount Review Service

Crown
Commercial
Service
Supplier

G-Cloud NEC Single Person Discount Review Service

Service Definition

This Service Definition is relevant to Local Authorities responsible for the provision or management of Council Tax Single Person Discount (SPD) within the United Kingdom.

Service Overview

NEC Software Solutions (NEC) SPD Review service is a cloud-based solution that provides Local Authorities with an accurate and cost effective means of identifying and removing fraud and error across their Council Tax Single Person Discount caseload.

The NEC SPD Review Service uses data cleansing and sophisticated data matching routines to validate and identify error in your SPD caseload.

Multiple credit reference agency data sets are used to validate and risk score the accuracy of your entire SPD caseload data, with additional customisable filters being applied to further refine data quality.

The end-to-end service includes automatic generation of customised citizen review letters, as well as capturing citizen responses through a secure online web portal or digitisation of postal responses.

Responses can be provided to you for upload into your electronic document management system.

An additional service option which is offered to you free of charge includes provision of specialist Council Tax resources to handle telephony based enquiries, validate citizen responses and update the status of accounts within your revenues database.

Additionally, NEC offers an option to monitor and validate SPD awards on a monthly rolling basis, preventing erroneous awards entering the caseload through a continual process of validation. This ensures greater accuracy of your SPD caseload and further protects Council Tax income.

Core Components

1. Cleansing of your SPD caseload data.
2. Extensive risk based data matching and analysis using multiple data sources.
3. Risk categorisation and prioritisation using customisable filters.
4. Production and mailing of citizen review letters.
5. Digital capture of postal responses.
6. Web enabled citizen response portal.
7. Citizen response validation.
8. Optional (free of charge) enquiry handling and system updates.
9. Customer facing on-line dashboard to monitor review progress.
10. Flexible outcome based reporting throughout the review cycle.

Business Benefits

1. Timely and accurate validation of your SPD account database.
2. Targeted investigation of high risk cases, reducing customer contact and enhancing results.
3. No need to divert, recruit or train resources.
4. Payment on results risk and reward commercial model.
5. Convenient web portal to capture citizen responses.
6. Fully auditable results and outcome based management information.
7. Significant additional revenue for the Authority.

Information Assurance

NEC Information Security Management System (ISMS) is independently certified against ISO27001 and is subjected to an annual audit process.

We embed information security management into our approach and methodology for service delivery and the management of data, providing regular security awareness training and written corporate security policies and procedures.

All NEC employees are security checked to HMG Baseline Personnel Security Standards (BPSS).

Service Management

Our Client Service Management (CSM) team will provide Service Management responsibilities. You will be assigned a named Contract Manager who will be responsible for day to day operational service delivery and client relationship management.

The Contract Manager will be available Monday to Friday between 09:00 and 17:30 and will provide assistance with reporting, incident escalation and change management requirements.

NEC also has a 24x7 helpdesk facility if required.

Pricing

See NEC Single Person Discount Review Service Pricing document.

Ordering and Invoicing

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 SPD Review Service to you. Please email frameworks@necsws.com to request a demonstration.

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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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