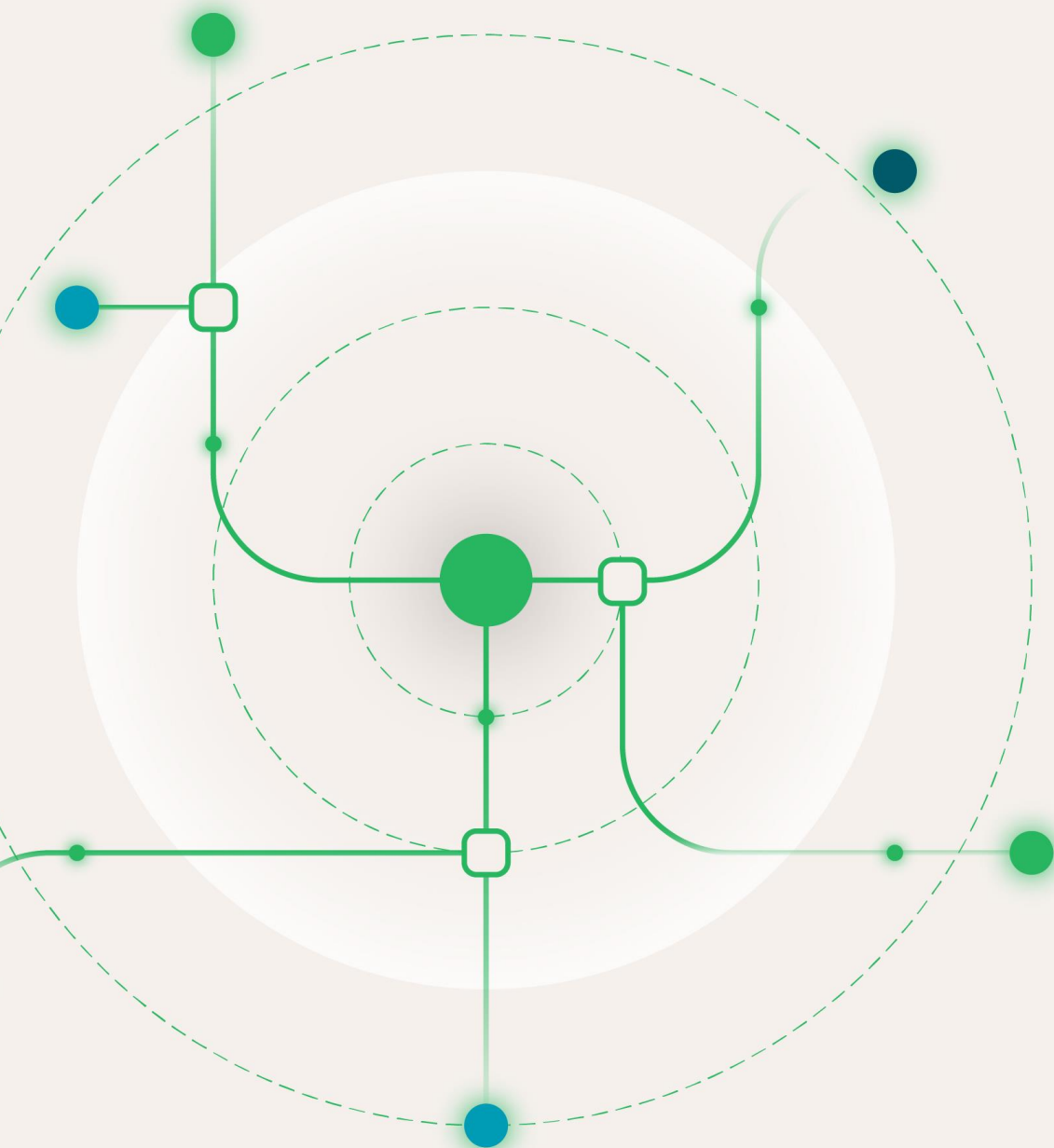




Service Definition- RECHECK
Synectics Classification: Public

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Your comments are of immense value to us in improving our computer systems, publications, and services.

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INTRODUCTION

ReCheck which includes mortality screening and premium council tax single persons matching service offers a flexible and cost-effective services that allows you to manage and monitor ongoing customer relationship to detect and prevent fraud.

SERVICE SUMMARY

About RECHECK (including Mortality Screening and Premium SPD)

ReCheck , which includes mortality screening and premium single persons concil tax matching allows you to proactively check your existing customer records to establish and monitor for changes. Proactive checking will enable you to reduce overpayments and allowances, and our flexible service allows you to do this at a time or frequency that suits you.

The benefits of ReCheck, Premium CTSPD and Mortality Screening are as follows:

Proactively protect your organisation and improve customer interactions

Reducing the risk of your organisation falling victim to fraud by stopping invalid or fraudulent claims from existing customers

Reducing and stopping the provision of payments a claimant is no longer entitled to

Reducing the number of mandated referrals that need investigation, as many will have already been identified and dealt with ahead of audit timescales

Reducing administration and future investigations costs by staying ahead of investigation caseload

Reducing the fraud risk by enabling you to prioritise investigations by department

Key Solutions Features

Available 24/7 and includes the support of a dedicated service team

Low cost effective ready to access solution

Access to over 300 million records

User friendly interface to support usage across all levels of staff

TECHNICAL REQUIREMENTS

ReCheck, Premium CTSPD and the Mortality Screening Service sit within the National Fraud Initiative web services from the Cabinet Office.

The solution is built within the National Fraud Initiative web portal and sits within the data warehouse system owned by the Cabinet Office. This sits within a UK data centre. The system complies with all the ICO's regulations in relation to hosting and more. The solution is provided as a fully managed service and utilises industry standard hardware (Dell & HP) and Microsoft SQL Server running on Microsoft Windows Server operating systems. Front End solutions are delivered using Windows Server Web Edition and ASP.NET interfaces based on the highest protocols and methods. We have already met all the standards set under the Government Classifications of April 2014 and

are accredited and able to provide data solutions and processing Subject to IS1 & 2 achieving a classification of Official-Sensitive under the GSC and IL5 under the GPMS. No data is transferred out of the UK or EEA.

Access and control levels can be set based on individual user's job roles, Access and data controls will form part of the core design of the system and will be bespoke for this application. It will take account of all organisational, data segregation and user role requirements.

Permissions would determine what data is accessible and which actions are valid for any given user, thus a user can be given an appropriate level of access only to those reports and functions they are authorised to use.

We operate a common platform disaster recovery (DR) service, utilising industry standard hardware and Microsoft SQL Server databases running on Microsoft Windows Server operating systems. The architecture utilises SQL Server replication between our main site and DR site.

DATA QUALITY

The data checked via ReCheck and Mortality Screening is already held within each of the contributing members and collected for permitted use utilising Fair Processing Notifications and awareness notices have been in place to advise customers their data can be used for the prevention and detection of fraud. Access to any of the National Fraud Initiative products is prohibited without this.

Specific opt in is not required from individuals as all the matching is done under the Code of Data Matching Practice, laid before Parliament pursuant to section 32G of the Audit Commission Act 1998, the Local Audit and Accountability Act 2014 schedule 9, paragraph 7.

Section 151 of Local Government Act 1972 requires every authority to plan for the proper administration of their financial affairs.

The Accounts and Audit Regulations 2011 – Part 2 Financial Management and Internal Control:

'The accounting control systems ... must include ... measures ... to enable the prevention and detection of inaccuracies and fraud'.

Data is submitted via the web portal data upload facility and each data must conform to a specific data schema as set out by the Cabinet Office.

SERVICE LEVEL REQUIREMENTS

We provide Help Desk support for 8 hours a day. The ReCheck and Mortality Screening service is designed to operate for extended periods without manual intervention and as such, client's system availability is covered well beyond core hours. The system is built on a fault tolerant, industry standard hardware configuration with redundant server capacity to provide resilience in the event of a system failure on any one component. We have two business support options available: Telephone & Email.

NFI Help Desk hours are 08:00 –17.30 GMT Monday-Friday excluding public holidays in England & Wales.

Availability of at least 99.0%: Down times scheduled outside of UK normal office hours (7am – 8pm) planned downtime does not typically exceed 3 hours per month for system maintenance (i.e. Windows updates). Software releases do not typically exceed 3 hours per quarter.

SECURITY PRINCIPLES

Synectics is ISO27001:2013 accredited and is fully compliant with all aspects of relevant UK Legislation around Data Protection. Our BSI Certificate number (IS 574727).

Synectics ensure that:

- Information will be protected against unauthorised access
- Confidentiality of information will be assured
- Integrity of information will be maintained
- Regulatory and legislative requirements will be met

Synectics comply with the following legislation and other mandatory legislation as appropriate:

- The Data Protection Act 2018
- The Data Protection (Processing of Sensitive Personal Data) Order 2000
- Copyright, Design and Patent Act 1998
- The Computer Misuse Act 1990
- Regulation Of Investigatory Powers Act 2000
- Freedom Of Information Act 2000
- The Bribery Act 2010
- Official Secrets Act 1989
- Human Rights Act 1998
- Copyright (Computer Programs) Regulations
- The Code of Data Matching Practice [31]
- Audit Commission Act 1998
- Local Government and Public Involvement in Health Act 2007
- Commission Of Serious Crime Act 2007
- Trademarks Act 1994
- Police And Justice Act 2006
- Criminal Law Act 1977
- Economic Crime & Corporate Transparency Act 2023
- Investigatory Powers Act 2016