



Welcome to Infoshare+

Infoshare+ is a UK data and software company aiming to make local public services seamless and connected with the communities they serve. We believe digital should be a shared environment, supporting consistency, efficiency, and better outcomes for all. With our platform of innovative digital solutions, we're a trusted partner to hundreds of public sector organisations across social housing, local government, and social care.

Penalty Administration

Fully managed & intelligent fraud monitoring review

Infoshare+'s Penalty Administration service is a fully managed digital solution for issuing and collecting statutory penalties linked to confirmed or suspected Single Person Discount fraud. The service manages penalty notices, secure payments, reminders, reconciliation, appeals and supporting evidence, with costs funded through collected penalties and no adverse impact on council tax collection rates.

Why administer penalties?

Managed, proportionate penalty administration

Penalty Administration enables councils to apply penalties consistently and confidently, where this activity is often deprioritised due to resource constraints or concern about collection impact. By providing a structured and defensible approach, the service strengthens deterrence, reduces repeat non-compliance, and helps protect the integrity of the Single Person Discount scheme without placing additional operational or financial burden on the authority.

Features

- Digital issuance of statutory civil penalty notices
- Secure click-to-pay web payment gateway (Stripe, PCI-GOV approved)
- Automatic reconciliation of payments into Profiler
- SMS reminders for non-payment
- Full management of penalty collection
- Full management of submitted Appeals
- Preparation of evidence bundles for Valuation Tribunal hearings
- Penalties applied to admitted fraud cases or non-responders
- Penalty notices on official headed paper via eForm

Benefits

- Provides a strong and meaningful deterrent against repeat SPD fraud
- Protects Council Tax collection by keeping penalties separate from liability
- Minimises workload for Revenues and Fraud teams through service outsourcing
- Ensures consistent, compliant handling of penalties and appeals
- Generates additional income from fraud cases to offset service cost
- Reduces administrative burden through automated reminders and reconciliations
- Speeds up enforcement via digital, immediate delivery of notices
- Strengthens SPD review outcomes by addressing fraud effectively