



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.

SMART Referrals

Market-leading fraud analytics & intervention

SMART Referrals™ is a digital fraud-detection service that challenges questionable SPD responses, using bureau intelligence, automated SMS and eForms to identify dual occupancy, deter fraud, and recover additional revenue – seamlessly integrated with Profiler for complete case management and evidence handling.

Why choose SMART Referrals?

Targeted validation to address known risk

SMART Referrals supports councils by applying additional validation where responses to a Single Person Discount review indicate a higher likelihood of inaccuracy. By focusing only on cases where further assurance is justified, the service helps authorities address fraud and error that would otherwise remain unchallenged, while maintaining a proportionate and defensible approach.

Additional income and deterrence with minimal operational impact

The service manages analysis and resident communications on the council's behalf, reducing internal workload and supporting efficient outcomes. This targeted intervention has been shown to generate additional council tax income beyond a review alone and introduces a credible deterrent to repeat mis-declaration, helping to protect the council tax base without adversely affecting collection performance.

Features

- Challenge false Single Person Discount claims at scale
- Evidence-based human-led decision making
- Seamless service with an SPD Review
- Secure e-forms for online claimant response (digital-by-default)
- Managed review, we remove the remove ineligible discounts
- Market-leading data analytics
- Realtime management information & dashboards

Benefits

- Challenge attempted tax fraud claimants
- Detects and prevents tax fraud
- Generates additional tax revenue in year
- Low resource requirements for Councils as managed service
- Year-round protection available through continuous monitoring
- Supports the Council's digital-by-default strategy
- Ineligible discounts removed for your by our team/system
- Prevent re-claims by conducting analytics on all reclaimants
- Up to ten times return on investment