



UCDS Processing Service Specification Document

Introduction

Local Government is operating in an environment of unprecedented pressure. Budgets are tightening, workloads are increasing, and experienced workforces are shrinking, all while regulatory demands, data security risks, and citizen expectations continue to rise.

DigiStaff exists to help councils protect, sustain, and improve their services. By combining intelligent automation with deep local government expertise, we provide practical, resilient solutions that remove administrative burden and allow teams to focus on what matters most: delivering outcomes for citizens.

UCDS Processing Service

The **DigiStaff UCDS Processing Service** is a fully automated solution designed to handle daily **HB Stop, LCTR change notifications, terminations and New Claim / First Payment notifications** received from the Department for Work and Pensions (DWP) via **ATLAS**.

While benefits systems already include import routines to ingest these files, automation often breaks down when records cannot be matched or when complex assessment rules apply. This leaves councils with a significant volume of manual processing.

DigiStaff removes this burden.

The solution is available for:

- ▶ Civica Open Revenues
 - ▶ Civica Cloud
 - ▶ NEC Revenues & Benefits
 - ▶ MRI One Revenues & Benefits
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Challenges with Traditional Automation

Standard import routines are unable to fully automate a high proportion of UCDS notifications due to common data and assessment issues, including:

- Name mismatches
- Non-dependant income changes
- Tax rebates and negative tax amounts
- Unearned income values

- No claim in payment
- Notifications where no actionable change is identified

These exceptions generate manual work, increase processing times, and expose services to backlogs and risk.

The DigiStaff Solution

DigiStaff uses **Intelligent Automation** rather than rigid, API-led processing. This allows our DigiStaff agents to:

- Interpret variation in data
- Apply your local business rules consistently
- Replicate experienced officer decision-making

As a result, DigiStaff can automatically process **approximately 90% of UCDS notifications***, including those that would traditionally fall out of automation.

This approach delivers:

- Faster processing times
- Reduced manual workload
- Improved accuracy and consistency
- Greater operational resilience

* Completion rates will vary depending upon the business rules set by the individual councils.

New Claims and External Data Integration

Where a **Universal Credit decision** is received but there is **no existing claim in payment**, DigiStaff can:

- Automatically create a new **CTR / S claim** as part of the UCDS process
- Put the claim into pay once the first UC notification is received.
- Amend and update any previous claims on the system to enable the claim to be put into pay.

In addition, DigiStaff can integrate with external data sources, including:

- **Searchlight** searches (downloaded by DigiStaff officers or council teams)

This enables end-to-end processing of UCDS notifications without the need for manual intervention.

Key Benefits

- Automates complex UCDS scenarios
 - Reduces dependency on scarce skilled resources
 - Improves throughput and service performance
 - Enhances auditability and compliance
 - Scales easily to meet demand fluctuations
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Next Steps

For further information or to discuss how DigiStaff UCDS Processing can support your service:

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