

CallTrace Batch Residency for Council Tax



OVERVIEW

Optimise revenue by more accurately detecting potential fraudulent council tax claims

With financial pressures mounting, local authorities need to maximise revenue by ensuring council tax discounts are awarded correctly. Efficient, targeted detection of fraudulent single person discount (SPD) claims is essential to help protect funds and promote fairness.

Built from TransUnion's tracing solution, CallTrace Batch Residency provides a robust view of household residency and can be used to detect potential fraud amongst existing claimants. The output includes a residency score for each undeclared resident and a Red, Amber or Green (RAG) classification to help segment and prioritise investigations.

The batch output integrates with in-house systems to support workflow and case management, and further investigation can be carried out using the ThreeSixty Online platform.

PRODUCT FEATURES

Residency verification and risk detection

- Verifies residency status using high-confidence tracing data
- Identifies undeclared residents and changes in household makeup
- Flags high-risk council tax discount claims, including false SPD claims

Scalable batch assessment

- Processes high volumes of records with fast turnaround
- Integrates easily into existing Secure File Transfer Protocol (SFTP) workflows and resident management platforms
- Supports repeat council tax residency reviews throughout the year

Actionable insights for triage and investigation

- Provides a residency score per potential cohabitant to guide next steps
- Assigns a RAG risk classification for easy prioritisation
- Returns names, dates of birth, address links and move-in/move-out dates

Workflow integration and case escalation

- Outputs align with internal systems to streamline decisioning
- Fully compatible with ThreeSixty Online platform for in-depth investigation
- Reduces manual effort and improves fraud detection speed

HOW THE SOLUTION CAN HELP BENEFIT YOUR ORGANISATION

Smarter fraud detection to maximise revenue and better ensure fair council tax allocation

- ✓ **Targeted investigation and faster resolution**
RAG scoring enables case segmentation and investigation prioritisation
- ✓ **Better use of council resources**
Identifies unqualified claimants so discounts can be reassigned to those who genuinely need them
- ✓ **More accurate decision-making**
Evidence-based residency data reduces false positives and supports confident action
- ✓ **Improved operational efficiency**
Batch processing enables frequent, scalable reviews without overburdening staff
- ✓ **Proactive fraud prevention**
Detects ineligible council tax discount claims by verifying declared circumstances against real residency data

BUILT FOR PUBLIC SECTOR IMPACT

Why choose CallTrace Batch Residency for Council Tax?

- **Modular and adaptable:** Use as a standalone batch screening tool or integrate with existing fraud and case management workflows
- **Automated and scalable:** Rapid batch processing and high-volume capabilities reduce administrative burden and support routine fraud prevention
- **Fully integrated:** Connects seamlessly with SFTP workflows and the ThreeSixty Online investigation platform
- **Data-led and evidence-driven:** Leverages TransUnion's trusted tracing data and matching logic to deliver clear, actionable residency insights
- **Supports fair access and good governance:** Helps local authorities validate eligibility and ensure council tax is fairly allocated and aligned with central government risk and accountability frameworks

Contact your TransUnion® representative to learn how CallTrace Batch Residency can help benefit your organisation

Visit: transunion.co.uk/product/call-trace

