

Capita Enhanced Tracing Services (Manual - Forensic Searches)

Service Definition

G-Cloud 15



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1 Overview

Capita's Enhanced Address Tracing service helps organisations locate individuals when standard batch tracing results are inconclusive or negative. It is designed for public sector bodies, pension schemes, and financial institutions that need accurate address confirmation for hard-to-trace cases, including those linked to high-value debt or significant financial obligations.

The service uses manual and forensic investigation techniques to confirm whether a person still lives at a given address, has moved, or is deceased. Manual tracing applies multiple proprietary and public data sources, combined with detailed analysis of historic addresses and occupational links. Forensic tracing goes further, using genealogical research, social media checks, and contract-driven investigations for complex or historic cases.

Each case is reviewed individually, and results are auditable and graded as positive or negative for clarity. This approach reduces uncertainty, improves data accuracy, and supports compliance with governance requirements. It also helps organisations minimise operational risk and cost by resolving cases that would otherwise remain outstanding, particularly where high-value debt recovery is critical.

Enhanced Address Tracing provides clear, actionable results with high confidence, enabling organisations to reconnect with customers or citizens effectively and complete remediation or engagement strategies efficiently.

2 Service Features

1. Manual tracing for cases with insufficient or negative batch results
 2. Forensic tracing for complex or historic cases
 3. Uses multiple proprietary and public data sources
 4. In-depth analysis of historic addresses and occupational links
 5. Advanced investigative techniques including genealogical and social research
 6. Individually reviewed cases with auditable outcomes
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3 Service Benefits

1. Maximises locate rates for hard-to-find individuals
 2. Improves accuracy of citizen or customer records
 3. Supports compliance and governance requirements
 4. Reduces operational risk and cost of unresolved cases
 5. Provides clear, actionable results with high confidence
 6. Enhances efficiency in remediation and engagement strategies
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4 Service Scope

This service includes a managed data enrichment program delivered on a project-by-project basis. Data will be provided for each project in the agreed format and upload files via secure transfer methods such as SFTP, ensuring compliance with ISO/IEC 27001. All data is securely stored in the UK, and the service complies with industry security standards.

No additional software installation is required.

Flexible scheduling for uploads and confirmation of receipt is provided by our client relationship team, who provide support during our standard working hours (Monday–Friday, 9am–5pm). This includes support for general or technical queries.

Pricing operates on a tiered rate card aligned to volume and service type.

5 Disclaimer

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