

Capita Residency Address Validation

Service Definition

G-Cloud 15



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1 Overview

Capita's Residency Screening service confirms whether an individual still resides at the stated address without providing a new address. It is designed for public sector bodies and organisations that need accurate, cost-effective solutions to maintain reliable citizen records and reduce risk.

The service uses credit reference agency (CRA) data combined with public sources such as the electoral roll and proprietary consumer data. It applies a residency confidence flag to indicate if the individual remains at the address provided. This process is delivered as a batch service, making it suitable for large datasets where full tracing is unnecessary.

Residency Screening helps organisations improve data accuracy, reduce fraud and error, and prevent overpayments. It supports compliance with public sector data standards and enables targeted outreach for vulnerable or high-risk individuals. By avoiding the cost of full trace programmes, it provides a practical and efficient way to validate residency information.

Results are simple to interpret and can be used to prioritise interventions, update records, and strengthen operational efficiency across departments. This service ensures that decisions are based on reliable, evidence-backed data, helping organisations maintain integrity and deliver services effectively.

2 Service Features

1. Confirms residency at the stated address using CRA data
 2. Combines public sources (e.g., electoral roll) and proprietary consumer data
 3. Provides a residency confidence flag (no next address supplied)
 4. Batch processing for large citizen datasets
 5. Enables profiling for targeted interventions
 6. Cost-effective alternative to full trace
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3 Service Benefits

1. Improves accuracy of citizen records for benefits and services
 2. Reduces fraud, error, and overpayment risk
 3. Supports compliance with public sector data standards
 4. Enables targeted outreach for vulnerable or high-risk individuals
 5. Cuts costs compared to full trace programmes
 6. Enhances operational efficiency across departments
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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 are 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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