

OnDemand SPD Monitoring Solution

Regular monitoring of your caseload generates significant additional Council Tax revenue

Civica OnDemand Single Person Discount (SPD) Monitoring solution is designed to allow local authority revenues teams to remove the resource intensive nature of traditional batch biennial review. It provides the ability to carry out monthly real-time reviews on selected cases.

Our market-unique solution prevents fraud and inaccuracy by identifying wrongful SPD awards within 8 weeks of their award date. This ensures that fraudulent claims are minimised, thereby maximising revenue for your local authority.

Why choose Civica OnDemand SPD Monitoring Solution?

Working with a number of local authority customers and our data partner Experian, we've considerable experience of undertaking SPD monitoring through our proven solution. To provide enhanced assurance we've developed an SPD monitoring process that monitors and validates SPD awards monthly to support you to protect and maximise your Council Tax income.

We provide dedicated account management together with monthly progress reporting to ensure that you're fully aware of the work we undertake, our performance levels and the overall progress of the SPD monitoring.

You don't have to provide Civica staff with office space, computers, or phones. Our solution is primarily delivered from the Kingston Centre in Hull. Our dedicated team who work exclusively on monitoring SPDs ensuring that calls and letters are handled effectively and without delay.

The team are all experienced in using the main revenues and benefits systems – Civica Revenues & Benefits, NEC Revenues & Benefits, and Capita One Revenues and Benefits

Implementation

We've a track record of successful implementations. Our Project and Programme Management policy is based on industry best practice (PRINCE 2) and applied to all projects and programmes. Key stages:

- Implementation kick off – review implementation plan, assign tasks, and agree timescales
- Scoping document – details customer requirements
- Telephony system – setup and configure our Cirrus Contact Centre platform
- Connectivity – obtain details required for our staff to connect to your systems
- Workforce Planning – full workforce planning to ensure the appropriate level of resource
- Training – our staff undertake required training e.g. local procedures and security policies
- Signposting – information for your staff and contact details for the monitoring team
- Purchase order – raised based on estimated caseload and timescales finalised based on customer requirements
- Service go live.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

OnDemand SPD Monitoring Solution features and benefits

Features

Using our deep service knowledge and technical expertise, the Civica SPD Monitoring solution has been developed in partnership with our local authority partners and our data partner, Experian, to provide a complete solution:

- Secure upload of your SPD caseload
- Proven risk scoring in relation to every SPD
- Completely remove SPD fraud and error
- Validate monthly to external datasets
- Validate new SPD awards at the application gateway
- Identify other relevant changes affecting SDP awards
- Prevent SPD award slipping back on accounts
- Customers are less likely to fraudulently reapply following the removal of an award
- GDPR and DPA compliant.

Benefits

- Maximise your Council Tax Base
- Increase your net Council Tax yield
- Save time with faster identification of fraud and error through monthly monitoring
- Reduce the risk of fraud and error
- Free your staff to focus on other value add activity
- Gain a high return on investment.

Our solution enables you to:

- Increase revenue collection
- Reduce risk of fraud and error
- Improve customer service
- Gain a high return on investment
- Remove bulk review workload spikes
- Continue with day-to-day processing work without distraction.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701