



Can your Council save vital cash before April 2010?

Our Single Person Discount Review Service is a self-funding service that could identify significant additional revenue return this year.

Expert partners.

- Northgate is the market leader in fully-managed Single Person Discount Reviews.
- In 2008/9 we worked with 20 local authorities, reviewing over 450,000 records, removing 27,000 (6%) ineligible discounts, saving our clients £7m and 30,000 hours.
- Northgate provides hands-on experience of working with nearly 200 local authorities in Revenues and Benefits.
- Our risk-free service guarantee is supported by a strategic commitment to deliver excellence and effective transformation in structured, incremental partnerships.
- Experian, the world's leading provider of intelligence-led decision support, has delivered data and services to over 380 UK local authorities.
- Together, we can access over 45.9m names and addresses from the UK Electoral Register, 409m credit records and Mosaic lifestyle data on 8.4m households and 14m individuals.

¹Source: Audit Commission National Fraud Initiative 2006/7 published 20 May 2008

The Audit Commission reports that over £200m[†] of Single Person Discounts may be inappropriately awarded nationally. Northgate and Experian have come together to help local authorities to address this challenge. Our Single Person Discount Review Service is designed to help you ...

1. Benefit from a fully-managed service

Northgate will take entire service ownership, delivering full verification with a market-leading external benchmark and access to the broadest range and highest quality data available.

Our complete service will:

- Maximise your revenues using our unique combination of capability and expert resources;
- Deliver rapid project completion according to your specification using our dedicated team;
- Leave you free to focus on primary services, collections and improvements without impact;
- Update your Council Tax base and encourage citizens to report changes in circumstances.

2. Add transformational value

In addition, we will help you transform your services through:

- **Benefit Take-up** - identifying, prompting and recording opportunities for citizens to receive eligible benefits, including citizen groups where take-up is typically low i.e. pensioners;
- **Direct Debit Take-up** - identifying citizens with the potential to make payments by Direct Debit - increasing successful payments and collection rates and helping to meet national targets;
- **Fraud Detection** - providing experienced practitioners to investigate suspected cases of fraud.

3. Generate a huge return with zero financial risk

Northgate will assume the full financial risk, making this a completely self-funding exercise.

This includes a unique and exclusive risk-reward partnership with Experian for our joint service.

So, payments are only made for cancellations which generate a direct cashable saving.

% SPDs cancelled	Number of cancellations	Estimated revenue for Council*	Management fee
2%	900	£180,000	£45,000
4%	1,800	£360,000	£90,000
6%	2,700	£540,000	£135,000

* Based on 45,000 Single Person Discounts with an average Band A discount of £200.00. A £50.00 management fee per cancellation is applicable. Subject to contract.

For more information contact

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