



## Lewes District Council implements a standard approach to review prioritisation with Capacitygrid's Risk Based Review Service



### Objective

- Ensure customers received the correct entitlement
- Reduce the volumes of reviews through the use of sophisticated data analytics
- Engage with an external provider on a cost effective, risk and reward basis

### The Challenge

Lewes District Council realised in 2014 that there were numerous reasons why it would be appropriate to review Council Tax Reduction claims. These included the localisation of Council Tax Reduction funding and the creation of the DWP's Single Fraud investigation Service. Similarly the DWP were increasing the pressure on authorities to take action to find fraud and error in their Housing Benefit claims as a result of the Fraud and Error Reduction Incentive Scheme (FERIS).

### The Approach

- Lewes decided to
- Work with Capacitygrid
  - Use their unique Fraud and Error Review Service
  - Reduce the pressure on existing resources by opting for the fully managed service

Capacitygrid worked with Lewes to ensure that they were aware of their local Council Tax Reduction scheme and that this fed through to the data analytics and risk profiling.

- A monthly extract of data is received from Lewes and processed utilising up to 25 external data sources to identify areas at risk of being incorrect.
- Data extracts are provided on a monthly basis which ensures that new data about existing claims is captured and that data about new claims is captured.
- Performance reports are available which analyse the review caseload and activity.

### The Results

Utilising this solution £69k of Council Tax Reduction payments have been identified as being incorrect. This is an average of £789 per claim and has been achieved by reviewing only 356 claims due to the data analytics carried out to risk profile the caseload.

Similarly, £39k of Housing Benefit has been identified as having been overpaid, an average value of £1k per claim from just 179 claims.

However, Lewes were keen to ensure that entitlement was correct whether this was an overpaid adjustment or an underpayment. To date 26 Council Tax Reduction and 20 Housing Benefit customers have been helped as it has been identified they were receiving too little assistance.

### The Future

Lewes continues to work with Capacitygrid to ensure that customers receive the financial assistance that they are entitled to in the most cost effective and efficient way possible utilising their sophisticated Fraud and Error Review service.