



## Service offerings with guaranteed results

Our review services have been used by over 240 local authorities within the UK, generating over £650 million of additional income since 2012 from the 600 services provided. We can offer a personalised business case for each of our offerings and have built a robust process to enable us to work alongside your teams, supporting the work they do to maximise the income available from it.

In addition to this, we can offer these services on a risk and reward commercial model whereby you only pay a small percentage of income we generate above and beyond what councils generate in-house so you have absolutely nothing to lose. Even better, we are procurement friendly and are a Crown Commercial supplier.

With local authorities facing pressure to become entirely self-sufficient within the next two years and the Revenue Support Grant likely to be withdrawn, it's more important than ever to make the most of what is available to boost your council income.

## Our award-winning solutions

### New Homes Bonus Maximisation

Our New Homes Bonus Maximisation services will help reduce your number of Long-term Empty Properties through our Empty Homes Review or increase your housing stock through our Mobile Homes Review and subsequently increase the New Homes Bonus funding and additional council tax revenue available to the council.

Our NHB services are undertaken as a mixture of review activity including property inspections, outbound calling, data-matching and canvassing and has generated over £392 million of NHB for our local authority partners since 2012. 172 different local authorities have used our services to date, and time is now running out for you to maximise the funding available from the DCLG before it is removed completely.

### Business Rates Review

Our Business Rates Review identifies additional items that are either unrated or under-rated and gathers the right evidence to successfully get the property added to the tax base via the Valuation Office.

We manage the full Business Rates Review cycle, not only data matching and analysis to validate properties, but we go further to offer extensive customer contact activity, including letter and phone reviews, inspections and call handling, valuation office liaison and cross system processing to guarantee results. We provide all the detail required to enable the VOA to action each new prospect identified as quickly and efficiently as possible.

On average, we have helped identify an additional £420,000 of additional RV per review completed.

### Anytime

Anytime has provided on-demand support to over 50 local authorities covering a plethora of work packages. It offers experienced revenues and benefits staff to work as an extension to your team, giving you a more cost-effective option when you need extra help rather than relying on temporary staff.

Using the scale of our wider network we are able to offer a flexible solution and assist you in getting back on track in challenging times, particularly if workload volumes increase during peak holiday periods, in the event of unplanned sickness absence or during restructures to aid cost saving challenges. We have the ability to get the service up and running within a week and are flexible enough that we can turn off/on to meet your demands.

### Single Person Discount

Our Single Person Discount Review is a fully managed service that offers a simple, innovative and efficient way of reviewing and updating your Single Person Discounts. We review over 520,000 SPDs on behalf of Local Authorities each year and achieve a typical SPD removal rate of between 4-5%.

Our service significantly increases council tax revenue by using leading data sources and personal contact to verify and validate SPD entitlements, deterring fraudulent claims. It is offered as a fully managed service that provides a simple, innovative and efficient way of reviewing and updating your SPD Caseload. We are able to offer this service with CTR claims included/excluded as you see fit and can also incorporate NFI data as part of the review. To us the accuracy of the review is paramount.

### ATLAS Automation

Our ATLAS automation service is being expanded to include automation on both Real Time Information and Universal

### Get in touch

To find out more please do not hesitate to get in touch by email at [connect@capacitygrid.com](mailto:connect@capacitygrid.com) or by phone on **0207 378 3799**. We look forward to hearing from you.

Credit. It has been utilised by 45 local authorities, generating savings of over £10 million per annum, as well as ensuring the accuracy of dealing with cases without involvement from a Benefits officer. We also offer a full set of daily reports to help you keep track of your ATLAS caseload and any significant changes of entitlement which you may feel still needs reviewing.

### Digital Services

Building on our extensive business process and automation expertise in helping local government fully realise the benefits of going digital, we have partnered with Jadu to help councils to drive Intelligent Customer Experience through its Digital Council Platform.

Jadu specialises in developing cloud-based customer experience software including real-time case management, website CMS, online forms and data capture tools that enable local government to provide engaging customer-friendly web experiences.

Through the Jadu Continuum CXM platform, local government can focus on user needs such as simplifying the process to make online payments, request services, reporting issues and easily locating information.

### DBS Checks

Our online Disclosure and Barring Service (DBS) Check is fast, secure and easy to use. Our proven, confidential and responsive service will save you time and effort and cost, and is backed up by our friendly and professional team of advisors who are on hand to provide advice, guidance and support to enable you to use the service effectively.

All types of Criminal Records checks are catered for through both the Disclosure and Barring Service and Disclosure Scotland for Basic, Standard and Enhanced Checks as well as External ID validations.