



Single Person Discount Review CASE STUDY

Neath Port Talbot Council generates over £170,000 additional council tax revenues

Datatank's Single Person Discount Review service helps councils generate additional council tax revenues by reducing council tax fraud. It is a fully managed, end-to-end service designed to cause minimum workload on council staff to allow them to focus on frontline services.

Neath Port Talbot Council has a population of 141,000 with 63,608 households liable for Council Tax. Approximately 39% (24,750) of those households were claiming a 25% single person discount (SPD) in 2016/17.

Neath Port Talbot conduct a review of entitlement to the discount every 24 months and having previously worked with other external providers, Datatank was selected to review the 12,753 households claiming single person discount (not claiming CTR) to confirm their entitlement to 25% discount of their council tax.

The review took 8 weeks and was completed in June 2016.

Following the contact of 2,390 claimants it found that 4% of SPD claimants were not entitled to a single person discount, generating the council in excess of £170,000 additional council tax revenues.

"Datatank delivered a high standard of service throughout the review. The process from start to finish was managed in a professional and efficient manner with very little resources from us. Datatank also promoted our direct debit facilities and as a result we had an increase in DD take up. I would highly recommend their services and will definitely be using them for future SPD reviews".

*Ann Hinder, Principal Council Tax Officer
Neath Port Talbot Council*



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