



31 July 2018

FREEDOM OF INFORMATION REQUEST – 909/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request/Response:

I wish to make a request under the Freedom of Information Act for the following records which I believe to be held by this council.

The points in the following request refer to the use of risk-based-verification software applied to Housing Benefit claims in the year 2017/18, or the most recent financial year for which full-year data is available.

1. The name of the software system used by the council for the purposes of risk based verification and the company that manufactures said software

Answer: The name of the software system used by Rutland County Council for the purposes of risk based verification and the company that manufactures said software is Civica.

2. The total number of claims on which risk based verification was used?

Answer: 1015

3. the total number of claims from white* applicants which were flagged by the system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn

Answer: Rutland County Council does not record the ethnicity as part of the RBV process and therefore cannot provide a response.

4. The total number of claims from black* applicants which were flagged by the system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn

Answer: Rutland County Council does not record the ethnicity as part of the RBV process and therefore cannot provide a response.

5. The total number of claims from Asian* applicants which were flagged by the system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn



Answer: Rutland County Council does not record the ethnicity as part of the RBV process and therefore cannot provide a response.

6. The total number of claims from mixed-race* applicants which were flagged by the system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn

Answer: Rutland County Council does not record the ethnicity as part of the RBV process and therefore cannot provide a response.

7. The total number of claims from other* applicants which were flagged by the system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn

Answer: Rutland County Council does not record the ethnicity as part of the RBV process and therefore cannot provide a response.

* or equivalent ethnicity as recorded by the council.

If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council