

Nicola Hesketh
Project and Information Coordinator

Our Ref: FOI5308/NH/02
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[Name Redacted]
Guardian News & Media
Kings Place,
90 York Way,
London
N1 9GU

10th August 2018

Dear [Name Redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act, please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

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.

I would like to request the following information:

- 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*
- 2. The total number of claims on which risk based verification was used*
- 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system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn*
- 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system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn*
- 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system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn*
- 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system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn*
- 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system as being a) low-risk b) medium-risk, c) high-risk and the number of said claims which were subsequently refused/withdrawn*

** or equivalent ethnicity as recorded by the council.*

The response to your request as follows:

RBV software provided by Callcredit (now called Transunion). It integrates with our IEG4 e claim software.

We do not keep records of any of the other data requested regarding ethnicity and no longer even ask for that information.

For 2017/18 stats, please see attached for number of claims and detection rate of errors.

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Project and Information Coordinator,
Tamworth Borough Council,
Marmion House,
Lichfield Street,
Tamworth,
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh
Project and Information Coordinator

On-going baseline using DWP measurement

	Claims Assessed	Expected Errors	Detection Rate
Low Risk	391	85.86	21.96 %
Medium Risk	242	60.00	24.79 %
High Risk	142	31.00	21.83 %
Calculated Baseline	775	141.49	18.26 %
Actual			21.94 %
Calculated Baseline Error Neutral			True