



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
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Leicestershire
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Telephone: 01530 454763

Date: 27 August 2020

FREEDOM OF INFORMATION REQUEST 1257

I write further to your email dated 22 August 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

- Does/ or has your council use any risk-based-verification services provided by an external company to help with processing welfare claims? Please state how long you have been using it for, and if you have recently cancelled a contract using it then state the date of cancellation. Please also say which company provides the service and the cost of its use to date or to the date that it was ceased. Please also say the cost per annum of use.

We use an RBV service provided by Xantura. We began using it 17.10.2016 and still do. The annual cost is £5000.00.

- If you no longer use risk-based verification please state why or direct me to any public board meetings where it is discussed. Please also say whether you have any figures on its accuracy in decision making (percentage accuracy) or if you consulted with the public on its use.

N/A

- Does your council use any other algorithms and/or artificial intelligence software/ automated decision making software in the process of delivering public services?

No.

If Yes, please provide details:

- (i) Of the algorithms or artificial intelligence software you use;
- (ii) Of whether you use a commercial product or whether you have developed your own system. If it's a commercial product, please say the cost of the contract
- (iii) Of the purpose for which the algorithm and/or artificial intelligence software operates;
- (iv) Of the decisions the algorithm and/or artificial intelligence software is asked to make or assist;
- (v) Of the type, classification and amount of data that the algorithm and/or artificial intelligence software uses in the decision-making process;
- (vi) Of the process by which the decision made or assisted by the algorithm is subject to human review;
- (vii) Of the process by which you inform an individual that they have been subject to a decision made or aided by an algorithm and/or artificial intelligence software?

Please also say whether you have done any checks or reviews for any potential bias in the system before implementing it.

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer