



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

Date: 03 November 2020

FREEDOM OF INFORMATION REQUEST 1337

I write further to your email dated 21 October 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:

I am writing under the Freedom of Information Act 2000 to request information about the use of automation in welfare decisions made by your council.

Specifically, I am asking the following:

1. Does any stage of decision making across benefits and welfare (defined as including but not limited to allocation of social housing, personal social care budgets, council tax support and the assessment of fraud within) presently involve automation, AI or algorithms at your council?
Yes, we use an RBV service for processing new claims.
 - a. For clarity, automation may include (non-exhaustively), predictive analytics (ie to assess rent arrears or child welfare risks), risk assessment of claims (commonly known as risk based verification), the use of computer programs or algorithms to guide resource allocation, the use of datasets to guide how benefits are processed and disbursed.
2. If Yes, please provide details:
 - a. Of the algorithms or automated decision-making programs you use;
 - b. If you use a commercial product or whether you have developed your own system;
 - c. Of the purpose for which the algorithm or automated decision-making system operates;
 - d. Of the decisions the algorithm or automated decision-making system is asked to make;
 - e. Of the type, classification and amount of data that the algorithm or automated decision-making system uses to make its decision;
 - f. If a commercial product, how much has it cost the council over the past three years.

We use a product provided by Xantura. We use it for new claims only. The cost is £5000.00 per annum

3. If no, has your council stopped using this kind of automation in the last three years and what automation/algorithms were previously used?

N/A

4. Does your council use Amazon Rekognition software, and if yes, what for?

No.

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