

## COMPLAINTS AND INFORMATION GOVERNANCE TEAM

Town Hall, Darlington DL1 5QT DX 69280 Darlington 6 Web site: http://www.darlington.gov.uk

T Gregory

Date : 26<sup>th</sup> November 2020 Please ask for : Rachel Seddon

Direct Line : (01325) 406777

Your Reference : -

Our Reference : DBC-1493-20

Document Name:

Dear T Gregory

## Freedom of Information Act 2000 - Information Request

Your request for information, received on 25<sup>th</sup> September 2020, has now been considered. Below is an outline of your request with our responses added alongside.

1. Do you have an contract in place to purchase credit checks, or a purchase history from any of the following credit reference agencies? (Call Credit/TransUnion, Equifax, Experian or Other(Please specify)) Yes, Darlington Borough Council use Experian.

If so, can you please provide the following information.

- **2. Date that your agreement expires** December 2020.
- 3. Quantity of Credit Checks Purchased 1,000 Citizen View Checks.
- 4. Cost of Credit checks (Ideally cost per credit check)
  The contract cost is £1,812. It includes 1,000 checks.
- 5. What activities/services use these credit checks Revenues & Benefits.
- 6. Can you please outline how the results from these credit checks are generally stored by the council. For example are they in PDF format, or does your supplier have a software platform that you log into?

  Credit checks are saved electronically in a Document Management System.





## 7. Finally, can you please inform me if you use credit checks to verify Single Person Discount claims for Council Tax? If so, is this done internally by the council, or do you outsource this work to a third party?

For individual applications we would use the credit checks if there was a need on a case by case basis. We outsource the review process of Single Person Discounts, and as part of the review process Experian checks are undertaken.

If you are dissatisfied with the handling of your request or would like to request an internal review of our response, please write to:

Complaints and Information Governance Manager Darlington Borough Council Town Hall Darlington DL1 5QT

You can also obtain further information from the Information Commissioner at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Tel: 0303 123 1113 Website: <u>www.ico.org.uk</u>

Yours sincerely

Rachel Seddon

**Complaints & Information Governance Assistant** 



