

Ms Gwyn Worth
WHAT DO THEY KNOW?

PAUL JOHNSON
DIRECTOR OF RESOURCES &
DEPUTY CHIEF EXECUTIVE

Resources Directorate
ICT and Information Governance
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Our Ref: 2856996

Date: 6th November 2017

Dear Ms Worth,

Freedom of Information Act 2000 (FoIA)

Further to your request for information that we received on 12th October 2017, please find our response below. You asked:

How does Solihull Council have its computer software set to deal with non specific payments. Current or oldest year's liability?

Non specific payments are allocated to the oldest year's debt if a council tax payer owes more than just the current year's liability.

We trust this information is of interest and assistance. However, if you wish to request a review of our decision or make a complaint about how your request has been handled, you should write to the following address or reply to the email to which this letter is attached:

Corporate Information Governance Manager
Resources Directorate
ICT and Information Governance
Council House, Manor Square
Solihull, West Midlands
B91 3QB

Your request for an internal review should be submitted to us within 40 days of receipt by you of this response. Any requests received after this time will be considered at the discretion of the Corporate Information Governance Manager.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO will not make a decision until you have exhausted the complaints procedure provided by the

council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate). Website: www.ico.org.uk.

Yours sincerely,

Carol Bowdery
Corporate Information Governance Officer
ICT and Information Governance