

**Ealing Council**

Mr Brown  
[request-714104-0fcdca1@whatdotheyknow.com](mailto:request-714104-0fcdca1@whatdotheyknow.com)

Ealing Council  
Freedom of Information  
3<sup>rd</sup> Floor, North East  
Perceval House  
14-16 Uxbridge Road  
London W5 2HL  
Tel: (020) 8825 5000  
Email: [foirequests@ealing.gov.uk](mailto:foirequests@ealing.gov.uk)

Your ref:	Our ref:	Extension:	Date:
	20/1648	0208 825 8367	15 <sup>th</sup> January 2021

Dear Mr Brown,

## **FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST**

Thank you for your Freedom of Information request received by the Council on 22<sup>nd</sup> December 2020.

### **Your request:**

**I am interested in whether the Council uses any 'artificial intelligence' to help process, sort, decide on, or deliver claims for Housing Benefit and/or Council Tax Reduction.**

The Council does not use Robotic Process Automation to process applications.

**For example, this might include Robotic Process Automation to screen out applications in some respect, or be deployed to detect error or fraud.**

### **Please provide information regarding:**

- How HB/CTR services use intelligent automated systems, if at all
- Whether any commercial partner, contractor, etc. assisted the Council to integrate such systems, and if so who and when.
- How often such systems are audited or reviewed, and a relevant gauge of their success since implementation.

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If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Governance Team at:  
[foirequests@ealing.gov.uk](mailto:foirequests@ealing.gov.uk).

Or by post to:  
Freedom of Information  
3<sup>rd</sup> Floor, North East  
Perceval House  
14-16 Uxbridge Road  
London W5 2HL

Details of complaints process can be found at:  
[http://www.ealing.gov.uk/info/200640/freedom\\_of\\_information/1550/making\\_a\\_complaint\\_or\\_appeal](http://www.ealing.gov.uk/info/200640/freedom_of_information/1550/making_a_complaint_or_appeal)

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

Kam Ubhi  
Information Governance Officer