FOI request – FOI279958946
Title: Intelligent automated systems in Revenues & Benefits

Date received: 27/11/2020	Date closed: 22/12/2020
(FOI admin team to complete)	

Request & Response

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.

For example, this might include Robotic Process Automation (RPA - see e.g. https://www.uipath.com/rpa/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

Algorithms are used for the defined calculation process from the data input provided. Automated Risk Based Verification (RBV) is used to recommend the level of evidence required; however, this is only used as a guide.

- Whether any commercial partner, contractor, etc. assisted the Council to integrate such systems, and if so who and when.

Capita - ongoing

- How often such systems are audited or reviewed, and a relevant gauge of their success since implementation.

Annual audits are carried out.

RBV is only used as a guide, so not measured.