



City of Westminster

Mr Gavin Chait

Finance & Operations - Corporate Finance  
Westminster City Council  
5 Strand  
London  
WC2N 5HR  
**Telephone** 0207 641 3921

**Our ref:** 5799941

**Your ref:**

**Date:** 27 July 2017

Dear Mr Chait

**Freedom of Information Act 2000**

I can confirm that the information requested is held by Westminster City Council. I have detailed below the information that is being released to you.

1) Please provide me with information on how you ensure that ratepayers are who they say they are when they contact you to transact on their accounts.

The Council will ask a number of questions relating to the account to satisfy themselves that the enquirer is authorised to be provided with information relating to the account. These questions may vary depending on how much information the enquirer has access to. However no information will be provided unless the Council is completely satisfied that the enquirer is entitled to be given information in relation to the account.

2) Has this verification process been validated by a security professional?

It has been reviewed and agreed by Audit.

3) Has this verification process been approved by your auditors and/or the insurer that covers your fidelity guarantee risk?

As above.

4) How often is this process re-validated, and when was the last time this was done?

The service as a whole is audited on at least a bi-annual basis

5) Could you provide any correspondence, or certification, which proves this validation?

No. We need to keep our procedure confidential in order to protect against fraud.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Management Team  
5 Strand  
London  
WC2N 5HR  
xxxx@xxxxxxxxxxx.xxx.xx

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information is also available from the Information Commissioner at:

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

Tel: 0303 123 1113 or 01625 54 57 45  
Fax: 01625 524510  
Web: [www.ico.org.uk](http://www.ico.org.uk)

I will now close your request as of this date.

Yours sincerely

Parmeen Sarda