



11 April 2019

Information Governance

Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

Please contact Information Governance
Direct line 024 7697 5408
infogov@coventry.gov.uk

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ05510**

Thank you for your request for information relating to Council Tax Discount Review.

Your request and our responses are outlined below:

1) How frequently do you review your Council Tax Single Person discount claims?

National Fraud Initiative annually and separate review bi-annually.

2) Do you perform bulk reviews or continuous review?

Bulk reviews.

3) Did you perform the SPD Reviews yourself or use an external agency/organisation to perform the reviews?

We used an external agency/organisation.

4) Did you perform a review in 2016? If so, did you use an external agency? If so, which agency/organisation did you use? How many invalid claims were removed?

No.

5) Did you perform a review in 2017? If so, did you use an external agency? If so, which agency/organisation did you use? How many invalid claims were removed?

Yes, we performed a review in 2017 and used an external agency - Capita. The number of invalid claims removed were 2,300.

6) Did you perform a review in 2018? If so, did you use an external agency? If so, which agency/organisation did you use? How many invalid claims were removed?

No.

7) If your council does its own reviews, do you contact all claimants in receipt of SPD or do you use additional data (such as credit bureau data) to identify and target only claims deemed to be at risk of error?

Not applicable.

8) If you use an external agency/organisation, do they use additional data sets (e.g. credit bureau data) to identify and target claimants whose discount may be invalid?

Yes.

9) Are you planning to do a SPD Review in 2019 and/or 2020?

Yes, in 2019/20.

10) If you plan to do a review in 2019/20, will you use an external agency/organisation?

Yes

If so, which one?

To be confirmed.

Have you already contracted this service?

No

If you already have a contract with an external agency/organisation, when did the contract start and when will the contract end?

Not applicable.

11) If you are an Inner or Outer London Borough Council, do you use the London Counter Fraud Hub to detect/identify possibly invalid/fraudulent SPD claims?

Not applicable.

12) If you are a Unitary or District Council, please provide the following information regarding the current number of SPD claims:

SPD claims (not in receipt of CTR) SPD claims in receipt of CTR

Band A

Band B

Band C

Band D

Band E

Band F

Band G

Band H Band I (Wales Only)

SPD Accounts	Total SPDS	SPD with CTS	SPD no CTS
A Count	24837	12210	12627
B Count	12765	3308	9457
C Count	6052	1103	4949
D Count	2070	265	1805
E Count	789	67	722
F Count	347	20	327
G Count	158	5	153

13) If you use an external agency/organisation, do you provide them with access to your IT systems to cancel invalid SPD claims?

Yes.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance