



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI445331719

Thank you for your request for information relating to Revenues/Benefits Workflow System and Caseload.

You have requested the following information:

1. What workflow system do you use for Revenues and Benefits work?

One Revenues and Benefits

2. What is your caseload for Benefits, NNDR and Council Tax?

Clarification received and answered as below:

Benefits – number of active Housing Benefits and Local Council Tax Support claims.

14,034 - Housing Benefit only claims

28,368 - Joint claims for HB plus CTS and CTS only claims

Totalling 42,402 live claims.

Council Tax – number of dwellings.

149,418

NNDR – number of hereditaments.

8,887

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non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance