



Coventry City Council

Date: 18/04/2013



Our reference: FOI/20104810

**Customer and Workforce Services**

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Please contact: Jane Waterhouse  
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Dear 

**Freedom of Information Act 2000**

Thank you for requesting information about VRA Software which the Council received on 17.04.2013. Your request has been considered under the Freedom of Information Act 2000.

You have requested the following information;

'1a. Has the council made any use of Voice Risk Analysis software - either directly or via Capita - at any point since the start of financial year 2011/12?

1b. Is the council at present considering using VRA software in future, and if so, for what purpose?

This is Voice Risk Analysis software –

<http://www.capita-softwareandmanagementservices.co.uk/software/pages/vra.aspx>. The benefits, council tax and/or housing departments would be familiar with any use the council has made of this software.

If the answer to question 1a is 'no', there is no need to respond to questions 2-7. If the answer is 'yes', please continue.

2. What purpose(s) has the council used VRA for? (e.g. tackling housing benefit fraud, council tax discount fraud etc)

3. What was/is the timespan of the council's use of VRA software? Is there any plan or intention to use the software again in the future, and if so for what purpose(s)?

4. What is the total value that Capita has been (or, if the contract is ongoing, will ultimately be) paid for VRA? If VRA is part of a wider contract with Capita, please state what the overall contract value is, and its start and end dates.
5. Please detail whether, when, and how councillors were notified of the decision to use VRA. Was it debated or voted on at full council or cabinet/executive?
6. Please supply any evaluation of or performance data regarding the effectiveness of VRA as used by the council.
7. Was the council a participant in the Department of Work and Pensions trial of VRA software in the processing of housing benefit between August 2008 and December 2010? If so, please supply any local performance data/evaluation from that trial.'

Response:

The council has not used Voice Risk Analysis software at any point since the start of financial year 2011/12 and there are no plans to re-introduce it.

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If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

I hope you feel that our response meets your request. However you have a right to make representations about the outcome or handling of your request – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Council House, Room 21a  
Lower Ground Floor  
Earl Street, Coventry.  
CV1 5RR  
[infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you have done the above but are still dissatisfied, you then have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

Yours sincerely

Jane Waterhouse  
Performance & Policy Officer