

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

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?

ANSWER:

No, Leicester City Council has never used Voice Analysis Software.

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

No.

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.

Not Applicable.

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Customer Access
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG**

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.