

Freedom of Information Act 2000 - council tax collection levels and VRA

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

You asked:

1. **The total council tax charged to all council tax payers (including Council Tax Support claimants) during the course of 2013/14 (current estimate, 2013/14 tax only)**

£98,652,000

2. **The total council tax collected from all council tax payers (including Council Tax Support claimants) during 2013/14, as of 1st December 2013 (2013/14 tax only)**

£70,016,000

3. **The total council tax charged to all Council Tax Support claimants during the course of 2013/14 (current estimate, 2013/14 tax only)**

£9,391,000

4. **The total council tax collected from all Council Tax Support claimants) during 2013/14, as of 1st December 2013 (2013/14 tax only)**

£6,041,000

5. **The total council tax charged to all working age Council Tax Support claimants (excluding pensioners) during the course of 2013/14 (current estimate, 2013/14 tax only)**

£7,673,000

6. **The total council tax collected from all working age Council Tax Support claimants (excluding pensioners) during 2013/14, as of 1st December 2013 (2013/14 tax only)**

£4,653,000

7. **Has the council made any use of Voice Risk Analysis (VRA) software - either directly or via Capita – during 2013/14? If so, please state what purpose the software was used for, and provide any evaluation of or performance data regarding the effectiveness of VRA as used by the council**

Leicester City Council Revenues and Benefits Service does not use Voice Risk Analysis software.

- 8. If the council has made use of VRA software in 2013/14, 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?**

Leicester City Council Revenues and Benefits Service does not use Voice Risk Analysis software.

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

There are no current plans for Leicester City Council Revenues and Benefits Service to use Voice Risk Analysis software.

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

**Information Governance Manager
Information and Support
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.