



Reference: FOI3085

**Request:**

1. Does any stage of decision making across benefits and welfare (defined as including but not limited to allocation of social housing, personal social care budgets, council tax support and the assessment of fraud within) presently involve automation, AI or algorithms at your council?

**Yes**

b. For clarity, automation may include (non-exhaustively), predictive analytics (ie to assess rent arrears or child welfare risks), risk assessment of claims (commonly known as risk based verification), the use of computer programs or algorithms to guide resource allocation, the use of datasets to guide how benefits are processed and disbursed.

2. If Yes, please provide details

**Mobysoft – system name Rentsense. It carries out the algorithms on our council tenants rents and advises the Patch officer of contact that are required to manage the tenants rent account. It also predicts the payment trend which then allows the officer to plan future works. We also use Northgate escalation process for former tenant arrears. This system informs the Debt Officer of a process to follow when recovering arrears.**

b. Of the algorithms or automated decision-making programs you use;

**Mobysoft (RentSense) & Northgate**

c. If you use a commercial product or whether you have developed your own system;

**Commercial product, although inhouse are looking at building an algorithm system**

d. Of the purpose for which the algorithm or automated decision-making system operates;

**Informative to assist with performance measures, predictions and directions**

e. Of the decisions the algorithm or automated decision-making system is asked to make;

**On what accounts to tackle - both systems**

f. Of the type, classification and amount of data that the algorithm or automated decision-making system uses to make its decision;

**We have set parameters in the system as to what we want to be highlighted and what can be monitored. Also it is aware of year target so monitors the trends. The system has been designed to what we want it to report on.**

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g. If a commercial product, how much has it cost the council over the past three years.

**In our second Year, £74,000 per year**

3. If no, has your council stopped using this kind of automation in the last three years and what automation/algorithms were previously used?

**N/A**

4. Does your council use Amazon Rekognition software, and if yes, what for?

**No**

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Date: 26/10/20

Page 2 of 2