Further to your Information request FOI64583 please find your questions and our responses below:

Please could you tell me whether your organisation (i) currently uses or (ii) has ever used Voice Risk Analysis (VRA) technology, including through a contract with a third party?

If so, please provide answers to the following questions:

- What date did your organisation start using VRA technology, and, if relevant, what date did it cease using VRA technology?

- What was the cost to your organisation of using VRA technology? Please provide full costs broken down by financial year, including any set up, training, operational and licence costs.

- What was VRA technology used by your organisation for? Please provide a description of all uses; for example 'council tax discount review'.

- How many individual cases were flagged as 'high risk' through use of VRA, and how many cases ultimately resulted in a revision of customers circumstances, for example a revision of benefits?

- Please provide an estimate of any savings that use of VRA technology has helped your organisation to make broken down by financial year.

- If a third party was contracted to provide VRA technology, please provide the name of the contractor.

**Response: I have been advised we do not use and have not previously used VRA technology within RBWM.**

This concludes your request FOI64583.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

    Information Management Team Manager
    Royal Borough of Windsor & Maidenhead
    Town Hall, St Ives Road
    Maidenhead
    SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by
statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Information Management Team
Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF