



Further to your information request FOI/EIR 25/26-289, please find your question and our response below.

Request:

- 1) What application is used by your authority to administer welfare benefits?
- 2) within that system what 'automation' is being used to administer welfare benefits? (this includes auto assessments, DWP APIs, RTI processing online self-service and robotic process assessments).
- 3) within that system what 'Artificial intelligence' is being used to administer welfare benefits? (this includes Fraud detection, risk scoring, Natural language processing, document recognition and predictive analytics).

Response:

1. MRI Revenues and Benefits
2. UCDS automation, eClaim automation, VEP automation, ATLAS automation, HBAII automation, Moves automation, Refund automation, Direct Debit automation and SPD automation
3. We currently do not use AI

This concludes your request FOI/EIR 25/26-289.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.