

REQUEST	14120 - Workflow systems for Revenues and Benefits work	RESPONSE
	<p>I am writing to you under the Freedom of Information Act 2000 to request the following information.</p> <p>Please may you provide me with:</p> <ol style="list-style-type: none"> 1. What workflow system do you use for Revenues and Benefits work? 2. What is your caseload for Benefits, NNDR and Council Tax? <p>If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.</p> <p>If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.</p> <p>If you have any queries, please don't hesitate to contact me via email and I will be very happy to clarify what I am asking for.</p>	<p>1- NEC Revenues and Benefits for processing and Civica for workflow and document management</p> <p>2- As at 22/08/22</p> <ul style="list-style-type: none"> • Benefits – 11,845 • NNDR- 9,987 currently rated hereditaments • CTAX- 150,489 currently banded dwellings