

REQUEST	16082
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How much as the contract with NEC cost for the removal of the single person discount and how many cases has it found to be incorrect?

RESPONSE

The Single Person Discount Review Service is part of the overall contact we have with NEC which includes Software, Support and Maintenance & Transactional Services.

Details of the current contract is available to the public on our website:
<https://www.wigan.gov.uk/Council/DataProtection-FOI-Stats/Open-Data.aspx>

We cannot release the cost of the removal of a Single Person Discount. This information is considered exempt from disclosure under section 41 of the Data Protection Act 2018.

Section 41, relates to information provided in confidence and states:

Information is exempt information if:

- a. it was obtained by the public authority from any other person (including another public authority), and
- b. the disclosure of the information to the public (otherwise than under this Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person.

Section 41(1)(b) requires the disclosure by us to constitute an actionable breach of confidence. So the information must have the necessary quality of confidence, and in our opinion it does. The terms and conditions of the contract with NEC restricts the sharing of commercially sensitive data. We believe that releasing this data to the public at large could provide an unfair advantage to competitors and breach the terms of the contract.

We can however release the number of cancelled discounts as part of the recent review.

Single Person Discounts removed total	1,736
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Please note that the above figure is every discount that has been removed so far as part of the review. This is not a final figure as work is still ongoing to review accounts. It includes discounts that have been removed due to a customer declaration as well as accounts that have not responded to the review. It also includes accounts where a different classification of discount has been applied instead of a Single Person Discount.