

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

I am very interested in how Personalisation has affected the way the council works. Please could you answer the following questions?

1. Who is your Head of Personalisation / Personalisation Programme Manager and what are their contact details?

Gwen Doswell - Programme Manager (Business Change)
New Walk Centre B Block – 8th Floor, King street, Leicester, LE1 6ZG
Tel: 0116 454 2302
Email: Gwen.Doswell@leicester.gov.uk

2. Who is your Lead on Universal information/customer access in Adult Social Care?

Ruth Lake

3. Do you currently have a Citizen portal in adult social care as part of the Personalisation Agenda?

No

4. If you do have a portal solution what is this called, who supplies it and where can I find it?

Not applicable

5. What is the cost of the associated contract?

Not applicable

6. What additional costs have you paid the supplier above this contract and for what work?

Not applicable

7. When is this contract due to expire?

Not applicable

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If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: info-requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.