

## **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:**

**Freedom of Information request regarding the Department for Work and Pensions' Customer Information System in the past three years**

**To be clear I am requesting;**

- 1. The number of staff that have access to the Department for Work and Pensions' Customer Information System (CIS) in your organisation**  
[135 members of staff](#)
- 2. The number of recorded incidents of this access being mis-used or abused, and details of the number of records involved in each incident**  
[One incident involving one record](#)
- 3. The number of employees that have been disciplined internally or sanctioned in connection with the CIS.**  
[One employee](#)

**For clarity, our definition of the "past three years" is the period up from 25<sup>th</sup> July 2009 to 25<sup>th</sup> July 2012.**

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

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](mailto: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](http://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.

Yours sincerely

**Lynn Wyeth**

**Information Governance Manager**