

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:

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

We do not have a head of Personalisation/Personalisation Programme Manager. We do have a Transformational Manager. Junior members of staff names are exempt from release under section 40(2) of the Act, personal data. Therefore, this letter constitutes a refusal under section 17.1 of the Freedom of information Act 2000.

Who is your Lead on Universal Information in Adult Social Care?

Tracie Rees (Director of Care Services and Commissioning – Adult Social Care)

Do you currently have a Universal Information Solution in adult social care as part of the Personalisation Agenda?

A database holding details of universal services is being developed and will be available towards the end of September 2012. In addition, there is the ChooseMySupport system, which enables service users to access details of providers.

If you do have a solution what is this called and where can I find it?

www.ChooseMySupport.org.uk

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

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.