I am writing on behalf of Chris Daniels to respond to your information request:

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

   Spencer Dainton, spencer.dainton@rbwm.gov.uk

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

   Andrew Barclay

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

   No but pre-procurement plans are in place for tendering for a portal.

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

   n/a

5. What is the cost of the associated contract?

   n/a

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

   n/a

7. When is this contract due to expire?

   n/a

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

http://www.rbwm.gov.uk/web/foi_information_requests.htm
Information Management Feedback Form
FOI65239

1) How would you rate our performance in relation to processing your request:
   Excellent              Good                  Fair         Poor

   If you have answered Fair or Poor please suggest how we can improve:

2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

4) Prior to submitting your request did you search RBWM's website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:
If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.