I am writing on behalf of Ben Savage to respond to your information request:

1) Which software and/or hardware does the council use for Filtering / Blocking / Monitoring access to the Internet for council staff and Education users.
   a. Websense for Council staff. Education users responsible for their own solutions

2) Please include details of contracts for the above services the authority are currently engaged in, including:
   - Capital & revenue costs
     £12,675
   - Contract start and expiry dates
     30/3/14 - 29/3/15
   - Details of which filtering solution is used
     Websense
   - Which companies / resellers these were purchased from
     HO Information Security
   - Number of internet accessing devices covered by the solution
     1,500
   - Names of the persons responsible for managing the system at the council
     John Tordoff

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:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

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

Ben Savage
Information Management Officer
Information Management Feedback Form

FOI67134

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 Information found out of date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.