Dear Alex Parson,

**Re: Request for information under the Freedom of Information Act 2000**

Thank you for your four Freedom of Information requests CAS-591599-L8D3W8

Your request for information under the Freedom of Information Act 2000 has now been considered and the information requested enclosed.

1. How many people are employed to deal with FOI?
   1.1 We have a team of Customer Services advisors within the Customer Experience team that are multi skilled.

2. What is the budget for administering FOI?
   2.1 This data is not held by the Council

3. Do you use case management software for FOI? If so, which one?
   3.1 Microsoft Dynamics 2015 CRM

4. Do you publish a disclosure log?
   4.1 We do not currently produce a disclosure log.

If you are dissatisfied with the way your request for information has been handled by Kingston Council, you can ask for review by writing to: Freedom of Information Officer, Guildhall 2, High Street, Kingston upon Thames, KT1 1EU, or by email to: FOI@kingston.gov.uk

We aim to respond to you within 20 working days of receiving your request. If it is going to take longer we will let you know.
If you remain dissatisfied with the handling of your request or any review you have the right to make a complaint to the Information Commissioner at the address shown below. Further information about the Freedom of Information Act 2000 is also available from the Information Commissioner at:

Information Commissioner’s Office
Wycliffe House
Water Lane, Wilmslow
Cheshire, SK9 5AF
Telephone: 01625 545 700
Website: http://www.ico.org.uk/

You can make future requests for information under the Freedom of Information Act 2000 on our website using the following link:

http://www.kingston.gov.uk/info/200278/freedom_of_information/716/form_make_a_freedom_of_information_foi_request

Yours sincerely,

C Eccleston

Chantelle Eccleston
Service Implementation Manager
Royal Borough of Kingston upon Thames

If this letter is not clear, please post it to: FREEPOST RBK BETTER LETTERS or ring 020 8547 5000.