



HM TREASURY

1 Horse Guards Road
London
SW1A 2HQ

4 October 2010

Lisa Evans

Information Rights Unit

By email:

request-46480-5f4f844f@whatdotheyknow.com

Tel: 0207 270 4558

Fax: 0207 270 4861

www.hm-treasury.gov.uk

FOI.responses@hmtreasury.gsi.gov.uk

Ref: 10/834

Re: Freedom of Information Act 2000: Public Spending Database

Thank you for your enquiry dated 8 September requesting information under the Freedom of Information Act 2000.

You asked for the latest COINS information user surveys given to users.

I attach COINS User Surveys for 2008, 2009 & 2010. The COINS User Survey has been carried out on an annual basis over the past three years to enable the COINS System Management Team (HMT) to understand what reports on the COINS system are important to users, whether there are any issues with reports, additional functionality needs, and to establish levels of satisfaction with system performance and support provided to users. We have also covered some aspects of training, guidance and communication.

Please have regard to the copyright notice below. If you have any queries about this letter, please contact me. It will be helpful to us if you remember to quote the reference number above in any future communications.

Paul Morran
Information Rights Unit

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Your right to complain under the Freedom of Information Act 2000

If you are not happy with this reply, you may request a review by writing to HM Treasury, Information Rights Unit, 2/S2, 1 Horse Guards Road, London SW1A 2HQ.

Email FOI.responses@hmtreasury.gsi.gov.uk

Any review request must be made within 2 months of the date of this letter.

It would assist our review if you set out which aspects of the reply concern you and why you are dissatisfied.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Treasury. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

