

**Tim Rainey**  
**Assistant Executive Director**  
**Digital Tameside**

Ashton Market Hall, Market Street,  
Ashton-under-Lyne, Tameside, OL6 7JU

Call Centre 0161-342-8355  
Fax 0161-342-3543

[www.tameside.gov.uk](http://www.tameside.gov.uk)  
email: [tim.rainey@tameside.gov.uk](mailto:tim.rainey@tameside.gov.uk)

Doc Ref FOI 4034  
Ask for Tim Rainey  
Direct Line 0161 342 3299  
Date 10 August 2015

Ms Gallagher

By email:

[request-270328-33cbd65e@whatdotheyknow.com](mailto:request-270328-33cbd65e@whatdotheyknow.com)

Dear Ms Gallagher,

**Freedom of Information – Request for Information**  
**Unique Reference: FOI 4034**

Thank you for your request for information dated 27 May 2015, which the Council received by email. You have requested the following information:

*"I would like to make a request for the following information under the Freedom of Information Act (2000).*

*1. Do you employ the use of content filtering software on the PCs based in your libraries which are connected to the internet and intended for use by the users of your library?*

*If answer to 1. is "yes", please:*

*2. Provide the name and annual cost of the content filtering software.*

*3. Provide a full list of the categories of websites blocked (e.g. "pornography, gambling, phishing etc."). If these differ according to the user profile accessing the PC (e.g. child, student, adult, staff etc.) please provide a full list of categories of websites blocked for each user profile.*

*4. Confirm whether you also block specific URLs in addition to categories, and provide a complete list of these URLs.*

*5. Provide the relevant policy document or written documentation which outlines the procedure a user must follow in instances where they would like to gain access to a website that is blocked.*

*6. From January 2013 until the present day, please provide a list of the URLs where users have requested access to despite them being blocked by the content filtering software.*

*7. Of the list provided in 6, please detail which URLs access was granted for and which were denied."*

I am pleased to advise the Council can provide the information you have provided.

1. Yes

2. Bluecoat - £7741
3. See attached
4. See attached
5. Please see Acceptable Use policy  
<http://www.tameside.gov.uk/libraries/internet/usepolicy> – The Council's decision is final -  
we do not allow specific sites to be unblocked.
6. N/A
7. N/A

If you have any queries about this letter, please do not hesitate to contact me.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint, or request a review of the Council's decision, please write to Sandra J Stewart, Borough Solicitor, at Tameside Metropolitan Borough Council, Wellington Road, Ashton-under-Lyne, Tameside OL6 6DL

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. The Commissioner cannot normally make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF and at [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely,

**Tim Rainey**  
**Assistant Executive Director**  
**Digital Services**