



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our ref:
Your ref: N/A
Date: 21 March 2019

If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Dear

Re: Request for information (our ref: FR158-167)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 25 February 2019. Please find our response below:

Q1 As of 31 January 2019, how many social media accounts do you have representing your organisation?

Northamptonshire Fire and Rescue Service (NFRS) currently has 3 social media accounts, one on Facebook ([NFRS](#)) and two on Twitter ([NFRS](#) and [NFRS Fire Dogs](#)). NFRS' main Facebook page does have supplementary pages under it detailing our fire stations.

Q2 12 months ago - as of 31 January 2018 - how many social media accounts did you have?

NFRS' position 12 months ago is the same as current which has been provided in the answer for Q1.

Q3 How many inbound social media questions, queries or complaints did you receive during the period 01 January 2019 to 31 January 2019?

We do not record this information; simple questions/queries are responded to and then removed. Complex questions/queries or complaints are advised to contact the Service directly outside of social media.

Q4 How many inbound social media questions, queries or complaints did you receive during the period 01 January 2018 to 31 January 2018?

Please refer to the answer provided for Q3.

Q5 As of 31 January 2019, how many people in your organisation manage and respond to inbound social media questions, queries or complaints?

A member of the Corporate Communications Team at Northamptonshire Police is responsible for this but it can be covered when required by other members of their team.

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Q6 *12 months ago - as of 31 January 2018 - how many people in your organisation were managing and responding to inbound social media questions, queries and complaints?*

Please refer to the answer provided for Q5.

Q7 *What was your average response time across all of your social media accounts during the period of 01 January 2019 to 31 January 2019?*

We do not record this information.

Q8 *What was your average response time across all of your social media accounts during the period of 01 January 2018 to 31 January 2018?*

We do not record this information.

If I can be of any further assistance please do not hesitate to contact me quoting reference FR158-167.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF