



Northamptonshire Fire and Rescue Service

15 November 2023

Northamptonshire Fire and Rescue Service FOI 7012/23 - Social Media Management

Request:

I would be most grateful if you would provide me, under the Freedom of Information Act, the information requested below.

The details we require are:

1. Do you use a social media management platform?
2. If so, what tools do you use?
3. How much do you spend annually on a Social media management tool?
4. Which month & year does your contract with your supplier end?
5. Do you use a social listening / media monitoring platform?
6. If so, what tools do you use?
7. How much do you spend annually on a social listening / media monitoring tool?
8. Which month & year does your contract with your supplier end?
9. Who is the senior officer in charge of these contracts?

Response:

Searches have been conducted in relation to your request, and I can confirm the following for Northamptonshire Fire and Rescue Service:

1. No
2. Not applicable
3. Not applicable
4. Not applicable
5. No
6. Not applicable
7. Not applicable
8. Not applicable
9. Not applicable





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APPEAL RIGHTS

If you are unhappy with how your request has been handled or you do not think the decision is correct, you have the right to ask for a review of the decision.

Prior to lodging a formal appeal you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer. That person will be able to discuss the decision, explain any issues and assist with any problems.

Appeal

If you are dissatisfied with the handling procedures or the decision that the Service have made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge an appeal to have the decision reviewed.

Appeals should be made in writing within 20 days of receipt of your reply and either emailed to freedomofinformation@northants.police.uk or addressed to:

Freedom of Information Manager
Information Unit
Northamptonshire Police Headquarters
Wootton Hall
Northampton
NN4 0JQ

Where possible the Service will aim to respond to your appeal within 20 working days. However meeting this time scale will depend upon the circumstances and complexity of the issue.

The Information Commissioner

After lodging an appeal with the Service, if you are still dissatisfied with the decision, you may make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

Northamptonshire Fire and Rescue Service
Service Headquarters
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS
w. www.northantsfire.gov.uk
t. 01604 797000





Northamptonshire Fire and Rescue Service

For information on how to make an application to the Information Commissioner please visit their website at www.ico.org.uk Alternatively, telephone or write to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113

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