



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-298, please find your question and our response below.

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:

- 1) Yes
- 2) We rely on the integrated systems provided by X (formerly Twitter) and Facebook (Tweetdeck and Meta Business Suite).
- 3) No costs are involved, and no contracts signed other than the standard agreements when you set up an account. We do not pay for media/ social media monitoring.
- 4) n/a
- 5) No
- 6) n/a
- 7) n/a
- 8) n/a
- 9) Annalise Lister, Communications Manager.

This concludes your request FOI/EIR 23/24-298.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.