

Our ref:
Please contact:
Email:
Personal assistant:
Direct tel:

24 June 2024

Dear,

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-4080-LSC

Thank you for your request dated 03 June 2024.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

Q1	Your Question: Do you use a social media management platform? If so, what tools do you use?
	Our Response: Orio.
Q2	Your Question: What is your annual spend on a Social media management tool?
	Our Response: £4630.49 +vat.
Q3	Your Question: What dates does your contract with your current supplier end (month & year)?
	Our Response: 30/03/25.
Q4	Your Question: Do you use a social listening / media monitoring platform? If so, what tools do you use?

	<p>Our Response:</p> <p>Vuelio (AlMedia Date Limited).</p>
Q5	<p>Your Question:</p> <p>What is your annual spend on a social listening / media monitoring tool?</p>
	<p>Our Response:</p> <p>£14,899.98 +vat.</p>
Q6	<p>Your Question:</p> <p>What dates does your contract with your current supplier end (month & year)</p>
	<p>Our Response:</p> <p>16/04/25.</p>
Q7	<p>Your Question:</p> <p>Who is the senior person responsible for managing these contracts?</p>
	<p>Our Response:</p> <p>Neil Greaves, Director of Communications and Engagement.</p>

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request this by contacting the FOI team by email at MLCSU.FOITeam@nhs.net or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

Neil Greaves - Head of Communications and Engagement

**On behalf of Kevin Lavery
ICB Chief Executive**