



22<sup>nd</sup> November 2017

### **Freedom of Information Request Reference N<sup>o</sup>: FOI 007030/17**

I write in connection with your request for information received by the Norfolk and Suffolk Constabulary on the 27<sup>th</sup> October 2017 in which you sought access to the following information:

- 1 The software used to manage FOI requests or cases.
- 2 The software used by the Media/Communications team to manage press enquiries, send press releases, monitor the media and maintain a press contacts database.
- 3 The software used by the Media/Communications team to manage and store interactions with stakeholders (e.g. the media, regulators, government agencies, the community, the public)
- 4 The software used by the Public Affairs or any other relevant team to monitoring the political environment and log interactions with politicians, civil servants, lobbying bodies, trade unions, etc.

### **Response to your Request**

The response provided below is correct as of 3<sup>rd</sup> November 2017.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

Q1 Norfolk and Suffolk Constabularies use Cyc-Freedom to record and manage FOI requests.

Q2-4 The Joint Norfolk and Suffolk Corporate Communications Department use a number of systems and databases to manage and store communications and correspondence. These are:-

- Solcara/Spotlight. This is for Managing media enquiries, sending and storing press releases, contacts database and logging all calls which come into the Department.
- Police Direct
- Police Connect (Interacting with the community/public and stakeholders)
- Norfolk and Suffolk Constabulary websites
- Social Media (for monitoring)
- Gorkana (for monitoring)
- Outlook email
- Internet Explorer/Chrome (for monitoring online media)
  
- Engagement from the public and communities sent via social media is captured, if relevant, using Microsoft and Windows software – Microsoft Word, Outlook, Excel, Snipping tool.

- We have a presence on Facebook, Twitter, Instagram, Vimeo and Google+. The primary software we use to monitor these channels is Hootsuite. We have also used Tweetdeck in the past, alongside the direct platforms.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>  
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
OR  
Email: [freedomofinformation@norfolk.pnn.police.uk](mailto:freedomofinformation@norfolk.pnn.police.uk)*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply 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.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700