



11th September 2018

Freedom of Information Request Reference N°: FOI 002961/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 15th August 2018 in which you sought access to the following information:

- 1 What social media channels do you use and a list of handles for each platform?
- 2 Do you use any platforms to manage your social media accounts and analytics (such as hootsuite or spoutsocial)?
- 3 Who is responsible for social media (i.e communications department)
- 4 Can you please provide a copy of your social media / digital communications strategy?
- 5 Can you please provide a copy of your social media policy and media policy?
- 6 Can you please send a copy of your digital channel strategy
- 7 Can you please provide me with a copy of your Social Media (or Digital) channel strategy.

Response to your Request

The response provided below is correct as of 20th August 2018.

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

Q1 FACEBOOK

Norfolk:

- Norfolk Police
- Norfolk & Suffolk Roads Policing
- Norwich Police
- Broadland Police
- North Norfolk Police
- South Norfolk Police
- Great Yarmouth Police
- Breckland Police
- Kings Lynn Police
- Norfolk Policija

Suffolk:

- Suffolk Police
- Ipswich East, Felixstowe & Woodbridge Police

- Sudbury & Haverhill Police
- Bury St Edmunds Police
- Halesworth Police
- Lowestoft Police
- Ipswich Central Police
- Stowmarket Police
- Ipswich West & Hadleigh Police
- Mildenhall Police
- NST Cyber

TWITTER

Norfolk:

- NorfolkPolice
- KingsLynnPolice
- BrecklandPolice
- NorwichPoliceUK
- GYarmouthPolice
- NorthNorfPolice
- BroadlandPolice
- SouthNorfPolice
- CCNorfolkPolice
- InspProvart
- AbbsInsp
- SgtMarkShepherd
- rpfousgt
- DCOdattentaylor
- PCOliverGilder
- SgtMarcusWall
- CantInsp
- JulieWvendth
- ACCNickDean
- CInspWheatley
- PCJonParker
- SgtMAndrew
- InspSelvarajah
- NickBrowneCCR
- DCKimTaylor
- PCDanTaylor
- ACCPSanford
- SgtChrisHobbs
- Joint: ACCSimonMegicks

Suffolk:

- SuffolkPolice
- LowestoftPolice
- MildnhallPolice
- PoliceStow
- BuryStEdsPolice
- PoliceHaverhill
- PoliceSudbury
- IpsCentPolice
- IpsEastPolice
- HaleswrthPolice
- CCSuffolkPolice

- SgtALivingstone
- CInspRose
- DCStephenClarke
- RachelKearton
- DCS_SimonParkes
- DSuptAndySmith
- PCSOSarbutts
- COPaulGoldsmith
- DCODeanKnight
- DSuptBridger
- Insp Mark Shipton

Department (Norfolk, Suffolk & Joint):

- Broadsbeat
- NSRoadsPolicing
- NSPoliceDogs
- NSSpeedCameras
- spvolunteers
- NorfolkSpecials
- SaferSchoolsNfk
- RuralCrimeNfk
- NSFirearmsDept
- SuffolkSpecials
- RuralCrimeSfk
- NSCyberCrime
- NfkLicensing
- SPoliceStudents
- SuffolkVPC
- ChildSafetyNfk
- ThetfordSSP
- SuffolkSafekey
- CommSafetySFK
- NPoliceStudents
- SPBusinessNews
- DrugAndScorpion
- NS_EBP

INSTAGRAM

@NorfolkPolice
 @SuffolkPolice
 @NSTCyber
 @SuffolkCadets
 @NorfolkCadets

SNAPCHAT

@NSTCyber

Q2 Platforms used are:-

- Hootsuite
- Tweetdeck
- Google analytics
- Tweet

The Constabularies are exploring the use of Buffer, Buffer reply and SproutSocial.

- Q3 The Communications department is responsible for the main County accounts. The department will monitor all other accounts and schedule and/or remove posts where appropriate.
- Q4 The Constabularies do not hold a social media/digital communications strategy.
- Q5 Please see attached policy document.
- Q6 The Constabularies do not hold a digital channel strategy.
- Q7 The Constabularies do not hold a Social Media (or Digital) channel strategy.

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*

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 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