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21st March 2019

Our Ref: FOI2019/01244

Dear Requestor

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2019/01244

I write in connection with your request for information received on 21st February. I note you seek access to the following information:

- 1. As of the 31st January 2019, how many social media accounts do you have representing your organisation?**
- 2. 12 months ago - as of the 31st January 2018 - how many social media accounts did you have?**
- 3. How many inbound social media questions, queries or complaints did you receive during the period 1st January 2019 to 31st January 2019?**
- 4. How many inbound social media questions, queries or complaints did you receive during the period 1st January 2018 to 31st January 2018?**
- 5. As of the 31st January 2019, how many people in your organisation manage and respond to inbound social media questions, queries or complaints?**
- 6. 12 months ago - as of the 31st January 2018 - how many people in your organisation were managing and responding to inbound social media questions, queries and complaints?**
- 7. What was your average response time across all of your social media accounts during the period of 1st January 2019 to 31st January 2019?**
- 8. What was your average response time across all of your social media accounts during the period of 1st January 2018 to 31st January 2018?**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Force please see our response below.

1. Bedfordshire Police have 50 social media accounts, made up of individual and team accounts
2. 37 social media accounts, made up of individual and team accounts
3. Bedfordshire Police would be unable to provide an answer to this as our force does not utilise a social media management tool that allows us to record the number of questions, queries and complaints received.
4. Bedfordshire Police would be unable to provide an answer to this as our force does not utilise a social media management tool that allows us to record the number of questions, queries and complaints received.
5. Bedfordshire Police are unable to answer this as the number may differ at any given time
6. Bedfordshire Police are unable to answer the number may differ at any given time

7. Bedfordshire Police are unable to respond to this as the person or team has responsibility for answering their own accounts.

8. Bedfordshire Police are unable to respond to this as the person or team has responsibility for answering their own accounts.

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Gary Maxey
Information Rights

Bedfordshire Police provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Bedfordshire Police if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.