

Reference: 01524007

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Information Rights Advisor
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8 November 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to the Communications Consumer Panel's (CCP) social media management and monitoring tool supplier. We received this request on 27 October 2022. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

Dear Communications Consumer Panel,

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. Who is your social media management and monitoring tool supplier?*
- 2. Start date & duration of framework/contract with the supplier*
- 3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date*
- 4. Who is the senior officer (outside of procurement) responsible for this contract?*

Our response

The CCP is the statutory consumer panel for the communications sector and acts as a "critical friend" to Ofcom, promoting the interests of consumers, citizens and micro-businesses. The CCP has a separate public profile from Ofcom and publishes its research, evidence-based advice and public responses to policy consultations, on its website and uses social media, but it is not a lobbying or campaigning organisation. We understand that your request specifically concerns the CCP's social media management and monitoring tool supplier.

We can confirm that the CCP does not hold a social media management monitoring contract. The Panel's in-house executive team manages the Panel's social media platforms and is not looking to enter into such a contract for the foreseeable future.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Temiloluwa Dawodu

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF