

From: [Robert Gairey](#) on behalf of [Enquiries](#)
To:
Cc: [Enquiries](#)
Subject: 09 22 01 Freedom of Information request - Social Media Management Tool
Date: 08 November 2022 09:22:33

Dear

Thank you for your email, in which you formally request information in regards to Estyn's social media platforms.

When dealing with requests for information made under the Freedom of Information Act 2000 (the 'Act'), Estyn's obligations include:-

1. Confirming or denying whether it holds information of the description specified in the request; and
2. Communicating the information requested to the applicant.

There are a number of exemptions under the Act that impact these obligations. Estyn is required to consider whether an exemption applies in the context of the information being released into the public domain, not just in the context of the information being released to the particular applicant that has requested the information.

If Estyn releases information in response to a Freedom of Information request, this is essentially a decision that the information can be released in response to any similar request from any member of the public.

In response to your request, I can confirm the following:

1. Who is your social media management and monitoring tool supplier? Hootsuite
2. Start date & duration of framework/contract with the supplier We pay monthly - June 2017 on current plan, annually.
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date - £609.62 for current year. Estimate £3000 for duration of contract.
4. Who is the senior officer (outside of procurement) responsible for this contract? Gina Rathbone/ Louise Yau

If you are not satisfied with the decision Estyn has taken regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner through their website:

<https://ico.org.uk/about-the-ico/who-we-are/wales-office/>

Telephone: 0303 123 1113

Email: enquiries@ico.gsi.gov.uk

Yours sincerely

Robert Gairey

Robert Gairey
Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn
Arolygiaeth Ei Fawrhydi Dros Addysg A Hyfforddiant yng Nghymru
His Majesty's Inspectorate For Education and Training in Wales

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW
Address: Anchor Court, Keen Road, Cardiff, CF24 5JW
Ffôn Estyn/Estyn Phone: 02920 446309
E-bost/E-mail: robert.gairey@estyn.gov.wales

Gwefan/Website: www.estyn.llyw.cymru / www.estyn.gov.wales
Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.
Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

Dilynwch @EstynAEM / Follow @EstynHMI

-----Original Message-----

From:
Sent: 28 October 2022 10:15
To: Enquiries <Enquiries@estyn.gov.uk>
Subject: Freedom of Information request - Social Media Management Tool

RHYBUDD: Deilliodd yr e-bost hwn o du allan i system E-bost ESTYN. Peidiwch ag ateb, na chlicio ar ddolenni nac agor atodiadau oni bai eich bod yn adnabod cyfeiriad e-bost yr anfonwr ac yn gwybod bod y cynnwys yn ddiogel. WARNING: This email originated from outside ESTYN's email system. Do not reply, click links or open attachments unless you recognise the sender's email address and know the content is safe.

Dear HM Inspectorate for Education and Training in Wales,

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?

Thank you for your help.

Yours faithfully,