

31st May 2012

**FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0416-12**

I am writing to confirm that the Foreign and Commonwealth Office has now completed its search for the information you requested on 8<sup>th</sup> April 2012.

You asked:

1. Which company provided media monitoring services to the department in (a) 2008/9; (b) 2009/10; (c) 2010/11; and (d) 2011/12?
2. How much was spent on media monitoring in (a) 2008/9; (b) 2009/10; (c) 2010/11; (d) 2011/12; and (e) what budget has been set for monitoring in 2012/13?
3. What search terms were monitored by the department in 2011/12?
4. What search terms are currently monitored by the department?

Please note that our response includes subscriptions with the Media Monitoring Unit and other bespoke services such as press cuttings and online media summaries. It does not include social media monitoring services or aggregator services such as Factiva or Lexis Nexis.

I am pleased to be able to provide you with information as follows:

1. The following companies provided media monitoring services to the department in:

(a) **2008/9** COI Media Monitoring Unit press and media summaries; Precise Media Monitoring Service/Durrants press cuttings;

(b) **2009/10** COI Media Monitoring Unit press and media summaries; Precise Media Monitoring service; Kantar media monitoring service;

(c) **2010/11** COI Media Monitoring Unit press and media summaries; Precise Media Monitoring Service; Kantar media monitoring service;

(d) **2011/12** COI Media Monitoring Unit press and media summaries; Precise Media Monitoring Service; Durrants press cuttings (July onwards); Kantar media monitoring service.

2. The following was spent on media monitoring in:

(a) **2008/9**

Durrants Press Cuttings Service - £257,338

Precise Media Monitoring Service (UK Representation to the EU Brussels (UK Rep)) £12,844

Media Monitoring Unit Summaries Service – £93,700

(b) **2009/10**

Precise Media Monitoring Service - £213,925

Precise Media Monitoring Service (UKRep Brussels) - £24,419

Media Monitoring Unit Summaries Service –£93,700

Kantar Media Monitoring Service (Consular Directorate) - £121,000

**(c) 2010/11**

Precise Media Monitoring Service - £111,564

Precise Media Monitoring Service (UKRep Brussels) - £24,463

Media Monitoring Unit Summaries Service –£82,874

Kantar Media Monitoring Service (Consular Directorate) - £100,000

**(d) 2011/12**

Precise Media Monitoring Service/Durrants Press Cuttings Service - £104,882.87

Precise Media Monitoring Service (UKRep Brussels) - £27,632

Media Monitoring Unit Summaries Service –£40,000

Kantar Media Monitoring Service (Consular Directorate) - £100,000

**(e) The following budget has been set for 2012/13:**

Durrants Press Cuttings Service - £123,600

Precise Media Monitoring Service (UKRep Brussels) - £27,632

Cabinet Office Shared Communications Service (formerly Media Monitoring Unit

Summaries Service) –£45,000

Kantar Media Monitoring Service (Consular Directorate) - At this stage the new budget is not set for the full FY, as in accordance with good commercial practise we will be aiming to reduce costs for this service further through a full competitive tender process, when the current contract expires.

3. The following search terms were monitored by the Foreign and Commonwealth Office in 2011/12:

**Kantar Media Monitoring Service (Consular Directorate)**

Forced marriages  
Child abduction  
Travel trends  
Travel markets  
Tourism  
Holiday accidents  
Rape of British nationals overseas  
Murder of British nationals overseas  
Kidnap of British nationals overseas  
Other crimes committed against British nationals overseas  
Death of British nationals overseas  
Injury of British nationals overseas  
Arrest of British nationals overseas  
Political unrest in major British tourist markets  
Staying safe overseas  
British national abroad/overseas  
Brits abroad  
Britons abroad  
Britons overseas  
British nationals  
British citizen  
British citizen overseas/abroad  
British national  
British subject  
British expat  
Issuing replacement passports  
Consular support  
Local embassy  
High Commission  
Consulate  
British diplomatic  
Consular missions overseas  
Consular Directorate  
British High Commission  
British Embassies  
British Embassy  
British consular staff  
British Consul  
Consulates General  
British Consul General  
Consulates  
Honorary Consuls  
Political unrest overseas  
Terrorist activities overseas  
Hurricane  
Earthquake

Tsunami  
Natural disaster  
Pandemic  
Avian Flu

**Precise Media Monitoring Service/Durrants Press Cuttings Service** - Please see attached document.

**UKRep Brussels** – Please see attached document.

4. The following search terms are currently monitored by the Foreign and Commonwealth Office. These are reviewed and updated on a regular basis.

**Kantar Media Monitoring Service (Consular Directorate)** as 2011/12

**Durrants Press Cuttings Service** - Please see attached document

**UKRep Brussels** – as 2011/12

The FCO can neither confirm nor deny whether the above information represents all the information held that would meet the terms of your request, as the duty to comply with section 1(1)(a) of the Freedom of Information Act 2000 does not apply by virtue of sections 23(5) and 24(2).

To the extent that section 24(2) applies, the FCO has determined that in all the circumstances of the case, the public interest in maintaining the exclusion of the duty to confirm or deny outweighs the public interest in confirming whether or not the information is held, and to give a statement of the reasons why the exemption applies would itself involve the disclosure of exempt information. Therefore under section 17(4) of the Act the FCO is not obliged to give such a statement.