

We were asked:

1. Please list any social media accounts and YouTube or other video/audio channels maintained or contributed to by the department.
2. How many members of staff are briefed with maintaining the department's presence on social media and YouTube or other video/audio channels? How many of these are full-time/fully devoted to these tasks?
3. What is the departments budget/projected spend for the next twelve months (up to the 2015 general election) for social media and video/audio channels?
 - 3a. What areas will this spend focus on?

Since May 2010 (per year)

4. How much money has the department spent on maintaining a presence on social media and YouTube?
5. How much of this money was spent on staffing costs associated with social media and YouTube?
6. How much of this money was spent on social media training?
 - 6a. Who received this training?
 - 6b. What form did the training take?
 - 6c - Who provided this training?
7. How much of this money was spent on technology and software/hardware?
8. How of this money has the department spent on its YouTube or other video/audio channels?
 - 8a. How does this divide between production and staff costs?
9. How many complaints or "reports" per year have been lodged against a department post on a social media or video/audio site?
10. What software or strategy does the department have in place to monitor what is being said about the department and its work on social media and what are the costs associated with this?

We replied:

A1. The Wales Office has a Twitter and Flickr account. The Department does not maintain or contribute to YouTube or other video/audio channels.

A2. The Communications Team consists of three members of staff who are all briefed to maintain the Department's presence on social media sites.

None of the staff within the Communications Team are full-time/fully devoted to social media or other video/audio channels.

A3. The Wales Office does not have a specific budget for this type of spend,

Since May 2010

A4. The department does not hold a specific budget for social media and video/audio channels. Spend in this area is therefore not held in the format requested.

A5. Please refer to my answer to Q4.

A6. Please refer to my answer to Q4.

A7. The Wales Office has no software/hardware expenditure directly attributable to social media or YouTube.

A8. Please refer to my answer to Q1.

A9. No complaints or reports have been lodged against a departmental post on a social media or video/audio site.

A10. The Department's social media accounts are continuously monitored and have no set strategy. Any costs are therefore unavailable in the format requested.