



Foreign &
Commonwealth
Office

Digital Transformation Unit
Foreign and Commonwealth Office
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21 February 2018

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0092-18

Thank you for your email of 25 January 2018 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

1. *Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?*
2. *Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?*
3. *Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?*
4. *Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?*
5. *Does your organisation use Google G-Suite services (Google services) or does your organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?*
6. *Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?*

You later clarified:

I guess I was hoping there would be a centralised list of all the social media accounts run by the 274 posts as well as HQ - if there is, could I be provided with that?

As to the expenditure if there is no central accounting system then I would be willing to limit it to HQ for the last five years - but could you definitely confirm that there's no central accounting system which caters for all 274 posts? When I worked for a UN body there were usually centralised accounting systems and lists which would not have rendered this request as too complex so I guess I assumed it would be the same sort of thing at the FCO you see.

Finally, I'm afraid I absentmindedly left off a final question from my FOI - might you still be able to consider it? It is as follows:

"Is there an official policy for the use of organisational Facebook or Twitter Accounts (ie how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them?" Again, I'm assuming that there would be a central over all policy... but if each post has its own policy then I would be grateful if you could clarify that for me.

I am writing to confirm that we have now completed the search for the information which you requested. I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

Your questions have been addressed below.

1. A centralised list of all the social media accounts run by the 274 posts as well as HQ - if there is, could I be provided with that?

Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. A list of all social media accounts can be found on the FCO website. Please see link below:

<https://www.gov.uk/government/organisations/foreign-commonwealth-office/about/social-media-use>

2. Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?

The URL for the FCO Facebook Page is <https://www.facebook.com/foreignoffice/>
The Facebook page was set up in August 2012.

3. Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?

There is no centrally held data for Facebook spend in London or our overseas network.

There is some information on social media spend for the years 2012/13, 2013/14 and 2014/15 available in a previously published response to FOI 1027-15 on GOV.UK. Please see link below:

<https://www.gov.uk/government/publications/foi-release-social-media-advertising>

4. Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?

The URL for the FCO Twitter Account is <https://twitter.com/foreignoffice>
The account was set up in April 2008.

- 5. Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?**

There is no centrally held data for Twitter spend in London or our overseas network.

There is some information on social media spend available in a previously published response to FOI 1027-15 on GOV.UK. Please see link below:

<https://www.gov.uk/government/publications/foi-release-social-media-advertising>

- 6. Does your organisation use Google G-Suite services (Google services) or does your organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?**

The FCO use Google Drive at a cost of £7.99 per month. The FCO started using Google Drive in July 2016.

- 7. Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?**

The FCO has not spent or advertised on Google.

- 8. Is there an official policy for the use of organisational Facebook or Twitter Accounts (ie how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them? Again, I'm assuming that there would be a central over all policy... but if each post has its own policy then I would be grateful if you could clarify that for me.**

The central FCO guidance for social media use can be found on the link below.

<https://www.gov.uk/government/publications/fco-social-media-guidance>

Yours sincerely,

Digital Transformation Unit



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