



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-01949

Keyword: Organisational Information/Governance

Subject: PSNI Internal Audit Reference Online Engagement

Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

Request

Under freedom of information can I request a copy of the PSNI's internal audit in relation to governance and management of the force's online engagement?

If there has been more than one, can you forward me each report

Clarification to you the requester:

To assist with your request, can you please provide clarity additional information to your question and what you term as 'the PSNI's internal audit in relation to governance and management of the force's online engagement'.

Clarification from you the requester:

The PSNI has conducted an internal audit of its social media pages and online engagement, namely the management of its 32 Facebook pages, 22 Twitter accounts, Instagram amount and YouTube channel.

The PSNI has referred to this as an internal audit in "relation to governance and management of our on-line engagement".

I would request this audit report in its entirety. Should you require any further information please do not hesitate to contact?

Otherwise could you please send me the audit report as soon as is possible?

Answer

Please find the audit report which is provided as a separate document.

However in conjunction with the report the following should be noted:

This internal audit report dates back to 2014/2015 and a vast amount of work has been undertaken

since then to ensure robust operating systems and procedures to govern PSNI's use of social media.

The Priority 1 recommendation was reviewed the following year by the internal auditors and I can confirm that in their professional opinion this recommendation had been **fully implemented**.

In total there are now 383 social media users within PSNI and 56 social media sites. PSNI use a social media management platform to manage, audit and monitor social media and a social media policy has been implemented.

The Digital Hub, within Corporate Communications, is responsible for the governance and management of PSNI's social media, delivering training and providing guidance and direction to social media users who include police officers and staff from a number of different policing districts and department. The Digital Hub works closely with District and Department command teams to direct, govern and support social media use.

Like many Departments the Digital Hub has faced many resourcing challenges, such as Department restructure, Voluntary Exit Scheme, Promotion and Secondments, however it is anticipated that the Hub will be fully resourced by the end of January 2019.

PSNI's use of social media continues to evolve and as it does, our policies, procedure and governance also evolves.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psni.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.