



FREEDOM OF INFORMATION REQUEST



Request Number: F2018-01620

Keyword: Organisational Information/Governance

Subject: Software Used by Media/Communications

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 and the decision has been taken to disclose the following.

Request 1

I am writing to you under the Freedom of Information Act 2000 to request the following information from you. The software used by the Media/Communications team to manage press enquiries, send press releases and maintain a press contacts database. Please specify the value and the expiry date of any contracts associated with the tools you use.

Answer

Since April 2006 the Department of Corporate Communications has used software which provides a bespoke media relations management package for police press offices. Initially using a package called Solcara which was then upgraded in 2010 to a version called Spotlight and in June this year upgraded to the new version of the software called Vuelio.

The contract value for the Vuelio upgrade is:

Upgrade - £28,875 + VAT

Training - £5,000 + VAT for three days

Annual subscription - £7,426 + VAT

Request 2

The software used by the Media/Communications team to monitor the media. Please specify the value and the expiry date of any contracts associated with the tools you use.

Answer

The Department of Corporate Communications use a media monitoring service at a cost of £13,000 + VAT per year and also pay a separate subscription of, £467.22+VAT per month.

Request 3

The software used by the Media/Communications team to manage and store interactions with stakeholders (e.g. the media, regulators, government agencies, the community, the public). Please specify the value and the expiry date of any contracts associated with the tools you use.

Answer

Please see response provided for Request 1.

Request 4

The software used by the Public Affairs or any other relevant team to monitor the political environment and Parliament and log interactions with politicians, civil servants, lobbying bodies, trade unions, etc. Please specify the value and the expiry date of any contracts associated with the tools you use.

Answer

Enquiries made in relation to your request have failed to locate any records or documents relevant to your request based on the information you have provided. PSNI's Crime Operations have confirmed there is currently no specific software used to monitor the political environment and Parliament and log interactions with politicians, civil servants, lobbying bodies, trade unions, etc. Accordingly, I have determined that the Police Service of Northern Ireland does not hold the information to which you seek access.

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.