



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date:

Email:

Dear,

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230706.

You requested the following information, please also see our response below:

**I would be most grateful if you would provide me, under the Freedom of Information Act, the information requested below.**

**The details we require are:**

**1) Do you use a social media management platform?**

Yes

**2) If so, what tools do you use?**

Meta Business Suite and Tweetdeck

**3) How much do you spend annually on a Social media management tool?**

Zero

**4) Which month & year does your contract with your supplier end?**

N/A

**5) Do you use a social listening / media monitoring platform?**

Yes

**6) If so, what tools do you use?**

Onclusive

**7) How much do you spend annually on a social listening / media monitoring tool?**

£4,800 pa

**8) Which month & year does your contract with your supplier end?**

March 2024

**9) Who is the senior officer in charge of these contracts?**

We are unable to provide this information and is therefore exempt under Section 40 (2) – Data Protection.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**

