

10 July 2018

**Our Ref:** RFI 23880

Dear

**Freedom of Information Act 2000  
Information in Relation to Software used by Media/Communications**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 13 June 2018.

A response to each of the questions raised has been provided by the Human Resources and Corporate Affairs Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Catherine Treanor  
Information Governance Assistant**

**Q1. 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.**

A1. Software used is Vuelio, three year contract from 17 November 2016 – 30 November 2019. £4,500 per annum & admin fee £173.33 per annum. This is currently under review to provide the same service in-house using existing systems within the IT infrastructure.

**Q2. 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.**

A2. NIMMS Media Monitoring Service. Contract commenced 10 July 2017, a month's notice required to terminate. Press & Broadcast fee £65.00 per month, £1.40 per article/broadcast alert.

**Q3. 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.**

A3. No specific software used. Facebook/Twitter is used to engage and interact with stakeholders etc which is a public platform at no cost.

**Q4. 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.**

A4. No specific software used. Tweetdeck is used to monitor any interaction with Trust corporate Twitter account which is a public platform at no cost.