



Sent by email: [REDACTED]

8 November 2024

Dear [REDACTED]

**Freedom of Information request: FOI2024/00942**

Thank you for your Freedom of Information request received on the 11 October in which you requested the following:

**Your request:**

*Dear Engineering and Physical Sciences Research Council,*

*The information that we require is as follows:-*

- 1) Do you use a social media management platform?*
- 2) If so, what tools do you use?*
- 3) What is your annual spend on a Social media management tool?*
- 4) What dates does your contract with your current supplier end ( month & year) ?*
- 5) Do you use a social listening / media monitoring platform?*
- 6) If so, what tools do you use?*
- 7) What is your annual spend on a social listening / media monitoring tool?*
- 8) What dates does your contract with your current supplier end ( month & year)*
- 9) Who is the senior person responsible for managing these contracts?*

**Our response**

I can confirm that UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

UKRI brings together the seven research councils, Research England, which is responsible for supporting research and knowledge exchange at higher education institutions in England, and the UK's innovation agency, Innovate UK.

As UKRI use and pay for the services noted in your request holistically, it is not possible to extract the spend information specifically for one area of UKRI. Therefore, the following answers have been provided for UKRI, instead of solely EPSRC.

- 1) Do you use a social media management platform? Yes.*
- 2) If so, what tools do you use? We currently use Orlo.*
- 3) What is your annual spend on a Social media management tool? £24,172.50*
- 4) What dates does your contract with your current supplier end (month & year)? March 2025*
- 5) Do you use a social listening / media monitoring platform? Yes*

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

Brandwatch (social listening) and Cision Group Limited (media monitoring):

- All UKRI use Brandwatch for social listening, except STFC and Innovate UK.
- All UKRI use Cision for media monitoring.

7) *What is your annual spend on a social listening / media monitoring tool?*

£16,140.00 for social listening and around £65,000.00 for media monitoring

8) *What dates does your contract with your current supplier end (month & year)*

March 2026 (Brandwatch) and August 2025 (Cision)

9) *Who is the senior person responsible for managing these contracts?*

We are exempting the senior person responsible for managing these types of contracts under section 40(2) of the FOIA. Disclosing this information would contravene the first Data Protection Principle as defined under Section 86 of the Data Protection Act 2018 and Article 5 of UK General Data Protection Regulation (UK GDPR).

Section 40(2) is an absolute exemption and does not require a public interest test.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact within the next 40 working days:

Head of Information Governance


Email: [foi@ukri.org](mailto:foi@ukri.org)

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: [www.ico.org.uk](http://www.ico.org.uk).

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see [UKRI's complaints policy](#)<sup>1</sup>.

Yours sincerely,

  
Information Governance  
Information Rights Team  
UK Research and Innovation  
[foi@ukri.org](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)

---

<sup>1</sup> <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>