



Sent by email: [REDACTED]

1 July 2025

Dear [REDACTED],

**Freedom of Information request: FOI2025/00540**

Thank you for your Freedom of Information request received on the 4 June in which you requested the following:

**Your request:**

- 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 (in the format of [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 (in the format of [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.

Under Section 21 – (Information already reasonably accessible) of the FOIA, some of the information requested is already available in the public domain:

- UKRI actively publishes our responses to FOI requests that are received on the UKRI FOI disclosure log which contains all published FOI requests from April 2018.
- We previously answered several of these questions on behalf of UKRI as a whole, under the reference number FOI2024/00942; please [click here](#)<sup>1</sup> to see a copy of the request and our response.

Section 21 is an absolute exemption which means that there is no requirement to conduct a public interest test.

Some information within the previously published response has since expired, in particular questions 3 and 4, therefore please see our updated responses below:

**Question 3:** *“What is your annual spend on a Social media management tool?”*

The annual cost for our social media management tool is £26,370.00

**Question 4:** *“What dates does your contract with your current supplier end?”*

Our current contract with Orlo expires in March 2026.

<sup>1</sup> [FOI2024/00942: Social media tools used by UKRI and annual spend - Disclosure log](#)

If you have any queries regarding our response, please do let us know. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review, explaining which elements of this decision you disagree with and why.

Internal review requests should be submitted within 40 working days of the date of our response and should be addressed to:

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 procedure](#)<sup>2</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)

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<sup>2</sup> <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>