

Thank you for your email of 26 January 2018 which we have considered in accordance with s.1(1) Freedom of Information Act 2000 (FOIA). You have requested the following information:

1. *Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?*
2. *Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?*
3. *Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?*
4. *Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?*
5. *Does your organisation use Google G-Suite services (Google services) or does your organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?*
6. *Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?*
7. *Is there an official policy for the use of organisational Facebook or Twitter Accounts (ie how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them?*

## Our Response

Please find below the NHS Resolution's response to your request.

1. *Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?*  
**We do not currently have an active Facebook account.**
2. *Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?*  
**I can confirm that there has been no expenditure by NHS Resolution on Facebook since 2004.**
3. *Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?*  
**Our corporate Twitter account was set up in February 2013, initially under our previous operating name, the NHS Litigation Authority, using the Twitter handle of [@NHSLA](#). Following a change in our operating name to NHS Resolution, our Twitter handle was converted to [@NHSResolution](#)  
We also have the handle [@NCAS NHS](#), which was set up in September 2015, however this has never become an active account.**
4. *Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?*  
**I can confirm that there has been no expenditure by NHS Resolution on Twitter since 2006.**
5. *Does your organisation use Google G-Suite services (Google services) or does your*

*organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?*

**No**

6. *Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?*

**No**

7. *Is there an official policy for the use of organisational Facebook or Twitter Accounts (ie how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them?*

**Please see the link below for our social media policy- note this does not currently reflect our change in operational name.**

**<http://www.nhs.uk/AboutUs/Documents/COMM01%20-%20Social%20Media%20Policy.pdf>**

**This concludes our response to your request.**

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely