

Reference: FOI.ICB-2425/078

Subject: Social Media Management and Listening Tools

*I can confirm that the ICB **does hold the information requested**; please see responses below:*

QUESTION	RESPONSE
1) Do you use a social media management platform? 2) If so, what tools do you use?	Yes – Orlo
3) What is your annual spend on a Social media management tool?	£3,900 including VAT
4) What dates does your contract with your current supplier end (month & year)?	January 2025
5) Do you use a social listening / media monitoring platform? 6) If so, what tools do you use?	No
7) What is your annual spend on a social listening / media monitoring tool?	N/a

8) What dates does your contract with your current supplier end (month & year)	N/a
9) Who is the senior person responsible for managing these contracts?	Deputy Director of Communications and Engagement

The information provided in this response is accurate as of 5 June 2024 and has been approved for release by Jen Bond, Deputy Director of Communications and Engagement for NHS Bristol, North Somerset and South Gloucestershire ICB.