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XXXXXXXXXX
High Speed Rail
Department for Transport
Zone 3/13
Great Minster House
33 Horseferry Road
London
SW1P 4DR

DIRECT LINE:
www.dft.gov.uk/highspeedrail
E-mail: highspeedrail@dft.gsi.gov.uk
Web Site: www.dft.gov.uk
Our Ref: F0008958

27 June 2012

Dear XXXXXXXX,

I am writing to confirm that that I have now completed the search for the information you requested. I have dealt with this under the terms of the Freedom of Information Regulations (FOI) 2000.

You asked for copies of documents relating to the use of Twitter, Facebook or other social media and HS2.

At the outset please note that for the purposes of information requests, HS2 Ltd is considered as a separate public authority. Therefore this response should not be considered as answering for any information which HS2 Ltd may hold. You can make requests of HS2 Ltd by emailing HS2enquiries@hs2.gsi.gov.uk.

The Government has produced guidance for all civil servants on the use of social media which has been published on the Cabinet Office's website at <http://digital.cabinetoffice.gov.uk/2012/05/17/cabinet-office-launches-social-media-guidance-for-civil-servants/>

The social media guidance is made up of six principles. They are that Government should:

1. Communicate with citizens in the places they already are
2. Use social media to consult and engage
3. Use social media to be more transparent and accountable
4. Be part of the conversation with all the benefits that brings
5. Understand that government cannot do everything alone, or in isolation
6. Expect civil servants to adhere to the Civil Service Code (online as well as offline)

The Department for Transport uses Twitter: @transportgov.uk, youtube: <http://www.youtube.com/transportgovuk>, and flickr: <http://www.flickr.com/transportgovuk>. When the DfT commenced the national public consultation in February 2011 the announcement was broadcast on Twitter to ensure that people who had an interest in the consultation were aware. The announcement of the Secretary of State's decision on HS2 was also publicised using social media.

When the DfT commenced the national public consultation in February 2011 the announcement was broadcast using social media to ensure that people who had an interest in the consultation were aware. I attach a document, written over a year ago, which shows how the Department intended to use social media then to publicise the start of the public consultation on high speed rail on 28 February 2011.

The announcement of the Secretary of State's decision on HS2 on 10 January 2012 was also publicised using social media. I attach a short set of bullet points relating to this.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within 40 working days of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04
Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA

E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner. If you have any queries about this letter please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

XXXXXXXXXXXX

Your right to complain to DfT and the Information Commissioner

You have the right to complain within 40 working days of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF