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

DIRECT LINE:  
[www.dft.gov.uk/highspeedrail](http://www.dft.gov.uk/highspeedrail)

E-mail: [highspeedrail@dft.gsi.gov.uk](mailto:highspeedrail@dft.gsi.gov.uk)

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

Our Ref: F0009182

20 August 2012

Dear XXXXXXXX,

Thank you for your email of 22 July following the response to your information request about HS2 and social media (F0008598). Your request has been treated as a new information request with the reference F0009182.

You asked firstly if there was any further information pointing to the references in the document released to you under F0008598 which suggested that the Department would be monitoring the success of using social media to inform people of the announcements on the commencement of the high speed rail consultation and Government's decisions. Secondly you asked to confirm the social media user accounts the Department holds.

On re-examination of our files we have found two further documents, relating to the use of *Social Mention* - a free social media search and analysis tool, and a set of extracts (7 in total) from an application called *TweetReach* which fall under the scope of your request. These documents are being released to you except for individual twitter postings which *TweetReach* captures, which are in the public domain and therefore exempt under Section 21 of the FOI act: information accessible to the applicant by other means. Full details of this exemption are contained in Annex A.

Please note also that the names of junior officials below the Senior Civil Service have been withheld under section 40(2) of the Freedom of Information Act 2000 on the grounds that it would be unfair in terms of the first data protection principle to disclose the names of staff at those levels.

Please accept my apologies for this unintentional oversight and not providing this information before. You will see that there are references in the both documents subject 'High Speed Rail - Social Mention' which suggest there might be further work on monitoring during times of busy activity. I have therefore in dealing with this request carried out a detailed search and confirm that no further recorded monitoring on HS2 exists. Whilst the Department does have access to social media such as twitter these are viewed on a live basis and no further recorded information has been found.

Turning to the second part of your question, I can confirm that only the account names mentioned in my previous reply are those held and used by DfT. For additional clarity I can say that only Twitter was used to publicise the high speed rail consultation and

decision announcement. As I mentioned in my previous letter, this response does not cover information held by HS2 Ltd who operate its own system for information requests, and they can be contacted at [HS2Enquiries@HS2.gsi.gov.uk](mailto:HS2Enquiries@HS2.gsi.gov.uk).

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](mailto: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,

**XXXXXXXXXX**

## **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

**Fol Section 21: Exemption in full**

1. Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
2. For the purposes of subsection 1:
  - (a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and
  - (b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
3. For the purposes of subsection 1, information which is held by a public authority and does not fall within subsection 2(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.