

## Freedom of Information Act 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

### You asked:

**1a. Do you have a policy or guidelines (or document by similar name) for staff on your organisation's permissible use of social media for business purposes / for use in connection with the work of the organisation?**

**1b. If yes, when was this policy (or guidelines) introduced?**

**1c. Please also provide an electronic copy (or link to online version) of the policy and / or guidelines.**

**2a. Do you provide guidelines (or document by similar name) for staff on the use of social media for business or personal purposes?**

**2b. If yes, when were these guidelines (or document by similar name) introduced?**

**2c. Please also provide an electronic copy (or link to online version)**

### Answer:

The information we hold on your questions above are covered in the following documents.

Employee Code of Conduct at section 7.1. This version of the code of conduct was introduced on 1<sup>st</sup> July 2013. Please use the below link.

<http://www.leicester.gov.uk/your-council-services/council-and-democracy/key-documents/conditions-of-service/appendices/appendix-l-to-z/code-of-conduct/>

For your information this letter constitutes a refusal notice under Section 17.1 of the Freedom of Information Act 2000 because an exemption under Section 21 of the Act is being applied, namely the information is accessible by other means, in this instance the Leicester City Council Website.

This is also covered in the attached documents, listed below.

2014 04 23 Neild 5501 Acceptable Use Policy  
2014 04 23 Neild 5501 Social Media Guidelines  
2014 04 23 Neild 5501 Social Media FOIA Guidance

**3. Since 1 January 2005 and for each calendar year to date, please detail how many staff in your organisation have been cautioned or disciplined (or similar) for their inappropriate or unsuitable use of social media either on work or personal accounts?**

**Please break figures down by year with headline / brief summary of reason for disciplinary action.**

Overall the Council has had 1209 disciplinary cases against employees since 2008. Our electronic system does not identify a specific category for each case and therefore it would require is to look at each of these cases individually to determine how many cases relate to inappropriate or unsuitable use of Social Media. In addition, prior to 2008 we did not keep this information electronically and would need to recall and review manual records.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the information.

We estimate it will take over 200 hours to complete this request. This is calculated on looking into each of the 1209 cases, from 2008 onwards, to see what the summary or reason was for the disciplinary, at approximately ten minutes per case.

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. We do have a duty to advise and assist you in refining your request under s16 of the Act so please don't hesitate to contact us if you need help in refining your request.

**4a. Since 1 January 2005 and for each calendar year to date, has social media use by your staff, either on work or personal accounts / profiles, even been the source of media coverage?**

**4b. If yes, please detail names of media titles and dates of coverage.**

It would take over 18 hours to look back through 9 years' worth of files.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the information.

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. We do have a duty to advise and assist you in refining your request under s16 of the Act so please don't hesitate to contact us if you need help in refining your request.

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager  
Information and Support  
Leicester City Council  
FREEPOST (LE985/33)  
New Walk Centre  
LEICESTER LE1 6ZG  
e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)**

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.