



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
4 November 2019  
Our ref: 5680864

Thank you for your request received on 7 October 2019, for the following information:

***For definition of social media intelligence please see background explanation below. We further note the comments of the Office of Surveillance Commissioners Annual Report 2016 cited below.***

**1. In 2016 the Rt Hon Lord Judge, then Chief Surveillance Commissioner, wrote to all Local Authorities regarding use of social media in investigations. Please confirm whether you are aware you received this letter and:**

- (a) Provide a copy of your response; (please confirm if you did not respond)**
- (b) Provide a copy of any internal audit relating to social media use arising out of Rt Hon Lord Judge's recommendations; (please confirm if you did not conduct an internal audit and state whether any internal audit of social media use has taken place since 2016).**
- (c) Provide a copy of your corporate policy on the use of social media in investigations. (please confirm if you do not have one)**
- (d) Please confirm whether a follow up audit was conducted by the Surveillance Commissioner's Office which was exclusively or partially related to social media use in investigations by your Local Authority.**

**2. Does your Local Authority conduct overt and/or covert social media intelligence in some or all of its work?**

- (a) If yes, please specify whether this includes profiling individuals, conducting investigations, monitoring individuals, monitoring groups, monitoring locations, gathering intelligence, for recruitment purposes.**
- (b) If your Local Authority does conduct social media intelligence/monitoring, please specify whether this includes both or either overt or covert monitoring of social media.**
- (c) If the Local Authority has conducted covert social media monitoring, please confirm the number of RIPA warrants obtained in the last two years for this purpose.**

**3. If the Local Authority conducts social media intelligence, please provide a copy of any current guidance/policies/internal guidance/code of practice or any other such written material used by/available to the local authority or those working on behalf of the local authority to conduct SOCMINT, the monitoring or accessing of information published on social media that is either publicly available or requires additional access e.g. to be friends with an individual, to have password and login details.**

**4. If you conduct overt or covert social media intelligence relating to social media platforms, please provide a copy of:**

- (a) Relevant [sections of the] privacy policy;**
- (b) the data protection impact assessment;**
- (c) privacy impact assessment;**
- (d) equality and human rights impact assessment**
- (e) training materials for those conducting social media intelligence.**

**Please state if you do not have any of the above.**

**5. Please provide a copy of any other template/form/document currently used (or to be used with the next three months) by the local authority or fraud investigator (or team) in the conduct of social media monitoring**

**6. Please confirm whether or not your local authority has purchased or uses software and/or hardware to conduct social network / social media monitoring and/or in relation to sentiment analysis.**

**(a) If yes, please state the name of the company / provider.**

**(b) If no, please state whether the local authority has developed internal methods to conduct social media / social network monitoring.**

**7. Please confirm, if not stated in the guidance (question 3), the policy on deletion of data obtained from social networking sites.**

**8. If no documents (question 3) exist, or if the following is not covered in the documents which do exist, please explain:**

**a. In what areas of the local authority's work is social media monitoring used**

**b. What criteria must be satisfied in order for social media monitoring to be**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

The council holds the information requested and it is attached/ the answers to your questions are below

**1. In 2016 the Rt Hon Lord Judge, then Chief Surveillance Commissioner, wrote to all Local Authorities regarding use of social media in investigations. Please confirm whether you are aware you received this letter and:**

**(a) Provide a copy of your response; (please confirm if you did not respond)**

Information not held.

**(b) Provide a copy of any internal audit relating to social media use arising out of Rt Hon Lord Judge's recommendations; (please confirm if you did not conduct an internal audit and state whether any internal audit of social media use has taken place since 2016).**

None carried out since 2016.

**(c) Provide a copy of your corporate policy on the use of social media in investigations. (please confirm if you do not have one)**

No specific document held by the authority

**(d) Please confirm whether a follow up audit was conducted by the Surveillance Commissioner's Office which was exclusively or partially related to social media use in investigations by your Local Authority.**

The authority was inspected in Dec 2018

**2. Does your Local Authority conduct overt and/or covert social media intelligence in some or all of its work? It is available for us to use should we deem it necessary**

**(a) If yes, please specify whether this includes profiling individuals, conducting investigations, monitoring individuals, monitoring groups, monitoring locations, gathering intelligence, for recruitment purposes.**

No, we do not.

**(b) If your Local Authority does conduct social media intelligence/monitoring, please specify whether this includes both or either overt or covert monitoring of social media.**

No, we do not.

**(c) If the Local Authority has conducted covert social media monitoring, please confirm the number of RIPA warrants obtained in the last two years for this purpose.**

None.

**3. If the Local Authority conducts social media intelligence, please provide a copy of any current guidance/policies/internal guidance/code of practice or any other such written material used by/available to the local authority or those working on behalf of the local authority to conduct SOCMINT, the monitoring or accessing of information published on social media that is either publicly available or requires additional access e.g. to be friends with an individual, to have password and login details.**

No, we do not.

**4. If you conduct overt or covert social media intelligence relating to social media platforms, please provide a copy of:**

- (a) Relevant [sections of the] privacy policy;**
  - (b) the data protection impact assessment;**
  - (c) privacy impact assessment;**
  - (d) equality and human rights impact assessment**
  - (e) training materials for those conducting social media intelligence .**
- Please state if you do not have any of the above.**

No, we do not.

**5. Please provide a copy of any other template/form/document currently used (or to be used with the next three months) by the local authority or fraud investigator (or team) in the conduct of social media monitoring**

N/A

**6. Please confirm whether or not your local authority has purchased or uses software and/or hardware to conduct social network / social media monitoring and/or in relation to sentiment analysis.**T

The authority has not purchased or used software and/or hardware to conduct social network / social media monitoring and/or in relation to sentiment analysis.

**(a) If yes, please state the name of the company / provider.**

N/A

**(b) If no, please state whether the local authority has developed internal methods to conduct social media / social network monitoring.**

The Authority has not developed internal methods to conduct social media / social network monitoring

**7. Please confirm, if not stated in the guidance (question 3), the policy on deletion of data obtained from social networking sites.**

Data obtained is kept for the period required in line with GDPR and DPA guidelines

**8. If no documents (question 3) exist, or if the following is not covered in the documents which do exist, please explain:**

- a. In what areas of the local authority's work is social media monitoring used**
- b. What criteria must be satisfied in order for social media monitoring to be**

N/A

#### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

#### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

#### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.