

request-581673-e847708e@whatdotheyknow.com

24 June 2019

Dear Alexander

Freedom of Information (Scotland) Act – Request for Information

I refer to your email of 8th June 2019 in which you make a Freedom of Information Request in the following terms:

Under the Freedom of Information Act could you please tell me the following information regarding your four Twitter accounts that you currently operate:

- 1. How many Twitter accounts are currently blocked by your @on_lothianbuses Twitter account?**
- 2. Please can you provide a list of each of these Twitter accounts that are currently blocked by your @on_lothianbuses Twitter account?**
- 3. How many Twitter accounts are currently muted by your @on_lothianbuses Twitter account?**
- 4. Please can you provide a list of each of these Twitter accounts that are currently muted by your @on_lothianbuses Twitter account?**
- 5. How many Twitter accounts are currently blocked by your @LothianCountry Twitter account?**
- 6. Please can you provide a list of each of these Twitter accounts that are currently blocked by your @LothianCountry Twitter account?**
- 7. How many Twitter accounts are currently muted by your @LothianCountry Twitter account?**
- 8. Please can you provide a list of each of these Twitter accounts that are currently muted by your @LothianCountry Twitter account?**
- 9. How many Twitter accounts are currently blocked by your @EastCoastBuses Twitter account?**
- 10. Please can you provide a list of each of these Twitter accounts that are currently blocked by your @EastCoastBuses Twitter account?**

11. How many Twitter accounts are currently muted by your @EastCoastBuses Twitter account?

12. Please can you provide a list of each of these Twitter accounts that are currently muted by your @EastCoastBuses Twitter account?

13. How many Twitter accounts are currently blocked by your @LothianCoaches Twitter account?

14. Please can you provide a list of each of these Twitter accounts that are currently blocked by your @LothianCoaches Twitter account?

15. How many Twitter accounts are currently muted by your @LothianCoaches Twitter account?

16. Please can you provide a list of each of these Twitter accounts that are currently muted by your @LothianCoaches Twitter account?

In regards to questions 1-16, and in accordance with Section 17 of the Act (Notice that information is not held), I write to advise that the information you have requested is not held by Lothian. The Freedom of Information Act (Scotland) 2002 entitles citizen with a right to **recorded** information from public authorities.

17. Are all four of these accounts run by the same people in the same office or are the four accounts run from different locations?

Our Social Media accounts are currently managed by a number of Customer Service colleagues in the same location.

18. Which depot or office or location are the people who run these four Twitter accounts based at?

Our customer service colleagues are currently based at our Central Garage.

19. Do your staff who run your four Twitter accounts solely do this job or do they do it as well as other customer service work like answering phone calls and emails for example?

Customer Service Colleagues respond to customer queries across each of our digital platforms (including social media, telephone and email).

20. Can you please provide a job description of the job of the people who run your four Twitter accounts?

With regards to this request, I have attached a sample Customer Service job description to this response.

If you are dissatisfied with this decision, you have a right to request a review by submitting a request in writing within 40 working days of this response.

If after this review you are still dissatisfied, you have the right of appeal to the Scottish Information Commissioner. The Scottish Information Commission can be contacted as follows:

Enquiries line – telephone: 01334 464 610
Enquiries line – email: enquiries@itspublicknowledge.info
Address: Kinburn Castle, Doubledykes Road, St Andrews,
KY16 9DS

Further information on freedom of information can be obtained from the Scottish Information Commission's website: www.itspublicknowledge.info.

Yours sincerely,

Lisa Freeman
FOI