Our Ref: UKSBS-FOI25-26-048

19 August 2025

Dear,

Thank you for your email of 14 August in which you requested the following information:

REQUEST DETAILS:
The information that we require, under the Freedom of Information Act, is as follows:

1) Do you use a Citizen Engagement platform?
2) If so, what tools do you use?
3) How much do you spend annually on a Citizen Engagement tool?
4) Which month & year does your contract with your supplier end?

A citizen engagement platform is a digital tool or system designed to facilitate communication, interaction, and participation between citizens and government or public institutions. Its goal is to make civic involvement easier, more transparent, and more effective.

These platforms can be used by governments, cities, or organisations to:
Collect feedback on policies, services, or community issues
Conduct surveys and polls
Enable reporting of local issues, like potholes or graffiti
Share updates, news, and documents with the public
Encourage participatory budgeting or co-creation of solutions

Examples include tools like Granicus (EngagementHQ), CitizenSpace, SurveyMonkey, Qualtrics or Commonplace They can play a major role in increasing transparency, accountability, and trust in public decision-making.

Your request was handled under the terms of the Freedom of Information Act 2000.

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

RESPONSE DETAILS:

I have established that the information you requested in is not held by UKSBS, please see our response below:

1) Do you use a Citizen Engagement platform? - No, UKSBS does not use a citizen engagement platform.
2) If so, what tools do you use? - Not applicable as we do not use citizen engagement platforms.

3) How much do you spend annually on a Citizen Engagement tool? - £0. UKSBS does not spend money on citizen engagement tools as we do not engage directly with the general public in providing our business services.

4) Which month & year does your contract with your supplier end? - Not applicable as we do not have contracts for citizen engagement platforms.

This confirmation satisfies the requirements of the legislation.

I hope this information is of assistance.

If you are dissatisfied with the above response you have a right to request a review of your Freedom of Information request. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

UKSBS Freedom of Information Team

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