

Reference: 02063846

Information Requests
information.requests@ofcom.org.uk

11 September 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning a Citizen Engagement Platform.

We received this request on 14 August 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

- "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."

Our response

We do not use Citizen Engagement platforms such as the examples you have given and consequently, we do not hold information in response to questions 2, 3 and 4.

However, we do use multiple other tools/ways to engage in meaningful discussion with citizens, communications providers, research institutions and a wider communications community. We use Campaign Monitor to distribute our announcements, updates and newsletters. We also regularly carry out consultations on a range of issues and conduct research in the support of our work. In addition, we use a number of social media channels to raise awareness and provide insight to our work across the sectors Ofcom regulates.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).