

# 250902 (194) FOI IT Platforms

**From:** [Freedom of Information](#)  
**To:** [REDACTED]  
**Cc:** [Freedom of Information](#)  
**Subject:** FOI Request - Citizen Engagement Platform  
**Date:** 02 September 2025 09:01:34  
**Attachments:** [REDACTED]

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Dear [REDACTED],

Thank you for your Freedom of Information request of 14 August 2025. We are responding to you under the Freedom of Information (Scotland) Act 2002 [FOISA].

## FOI REQUEST (14 August 2025)

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.

## RESPONSE

1. SOSE does not use a Citizen Engagement Platform
2. n/a
3. n/a
4. n/a

You have the right to request a review of the way in which this request has been processed. Should you wish to exercise this right, you will need to contact us within 40 working days of receipt of this email.

If you remain dissatisfied on completion of the review, you have the right to appeal to the Office of the Scottish Information Commissioner and thereafter to the Court of Session on a

point of law only:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Telephone: 01334 464610  
[www.foi.scot](http://www.foi.scot)  
or for online appeals:  
[www.foi.scot/appeal](http://www.foi.scot/appeal)

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