

FOI 3285

15<sup>th</sup> September 2025

## **FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

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**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.**

**Question 1. Do you use a Citizen Engagement platform?**

**Response:**

Yes

**Question 2. If so, what tools do you use?**

**Response:**

In accordance with Section 31 (1) (a) of the Freedom of Information Act 2000 - Law enforcement – the prevention or detection of crime, such information is exempt from disclosure.

We believe that putting this information into the public domain would make the Trust more vulnerable to cyber-attacks. The public interest in maintaining the security of our systems and providing safe health and social care to our patients/clients outweighs the public interest in disclosure of this information.

**Question 3. How much do you spend annually on a Citizen Engagement tool?**

**Response:**

Contract is managed by Department of Finance. You should direct your question to them at [dof.enquiries@finance-ni.gov.uk](mailto:dof.enquiries@finance-ni.gov.uk)

**Question 4. Which month & year does your contract with your supplier end?**

**Response:**

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Email: [Foi.Team@southerntrust.hscni.net](mailto:Foi.Team@southerntrust.hscni.net)