

FREEDOM OF INFORMATION REQUEST REFERENCE NO 2025-26-030

Your request has now been considered under the Freedom of Information Act 2000 (the Act) and we provide our response below.

You asked:

- 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?

For clarity you have provided the following description of a Citizen Engagement platform –

“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 for information has been considered under the Freedom of Information Act 2000 (the Act) and our response is as follows:

1) Do you use a Citizen Engagement platform?

Yes, the Office of the Police and Crime Commissioner for Dorset does use Citizen Engagement platforms.

2) If so, what tools do you use?

The Office of the Police and Crime Commissioner for Dorset use the following Citizen Engagement platforms:

- a) Survey Monkey
- b) Dorset Alert
- c) Office of the Police and Crime Commissioner website

3) How much do you spend annually on a Citizen Engagement tool?

- a) Survey Monkey - £900 per year for 3 licences
- b) Dorset Alert - £1000 per year +VAT
- c) OPCC website – cost of hosting the site is £49.60 per month +VAT

4) Which month & year does your contract with your supplier end?

- a) Survey Monkey – This is a yearly subscription, due for renewal June 2026
- b) Dorset Alert – Rolling contract, automatic renewal May 2026
- c) OPCC Website – no contract, therefore no renewal date.