

Reference: FOI.ICB-2526/141

Subject: Citizen Engagement Platform

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
<ol style="list-style-type: none"> 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? <p>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.</p> <p>These platforms can be used by governments, cities, or organisations to:</p> <p>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</p>	<ol style="list-style-type: none"> 1. Yes 2. Mentimeter and Survey Monkey 3. Mentimeter - £829.79 Survey Monkey - £1770 + VAT 4. Mentimeter – July 2026 Survey Monkey – March 2026

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.

The information provided in this response is accurate as of 26 August 2025 and has been approved for release by Jen Bond, Director of Communications and Engagement for NHS Bristol, North Somerset and South Gloucestershire ICB.