



HM Crown Prosecution Service Inspectorate  
7<sup>th</sup> Floor, Tower  
102 Petty France  
London  
SW1H 9GL

WC2B 4TS  
T: 020 4574 3218

<http://www.justiceinspectrates.gov.uk/hmcpai/>

Email Only

15<sup>th</sup> August 2025

Dear

FOI Request

Thank you for your Freedom of Information dated 14th August 2025. In your request you asked for the following information.

- 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 Engagement HQ, Citizen Space, SurveyMonkey, Qualtrics or Commonplace They can play a major role in increasing transparency, accountability, and trust in public decision-making.*

*Please provide this information by email.*

I can confirm that HMCPSI does not hold information in the scope of this request

For background information, HM Crown Prosecution Service Inspectorate is a small department of less than 30 staff. As such, we have a number of shared services with other government departments

If you are dissatisfied with any aspect of our response to your request, please send full details within two calendar months of the date of this email and send to the below email address:

[info@hmcpai.gov.uk](mailto:info@hmcpai.gov.uk)

You also have the right to ask the Information Commissioner to investigate any aspect of your complaint. Please note that the Information Commissioner's Office (ICO) is likely to expect the internal complaints procedures to have been exhausted before beginning an investigation.

Yours sincerely

HM Crown Prosecution Inspectorate