



National Audit Office

The UK's independent public spending
watchdog

Switchboard +44 (0)207 798 7000

Direct Line +44 (0)207 798 7264

Email FOI@nao.org.uk

Reference FOI-1856

Date 9 September 2025

CITIZEN ENGAGEMENT PLATFORM

Thank you for your request of 14 August 2025 where you asked us for the following information under the Freedom of Information.

"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?"*

We have considered your request in accordance with the terms of the Freedom of Information Act 2000 (FOIA) and I can confirm that the NAO currently does not use any Citizen engagement tools to facilitate communication, interaction, and participation between the public or government or public institutions to gather feedback and encourage participation in decision-making.

Our policy is to respond to requests as helpfully and promptly as possible. Therefore, I hope this information is helpful and you are happy with the way we have handled your request. If you are not happy with this response, you can ask for an internal review within 40 working days by writing to the NAO FOI Team at FOI@nao.org.uk. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: <https://ico.org.uk/foicomplaints>.

Yours sincerely,

NAO FOI Team