



**POLICE & CRIME  
COMMISSIONER**  
for Leicester,  
Leicestershire & Rutland  
Your Communities - Your Commissioner

Our ref: FOI 0010/25 – OPCC 884

Date: 09 September 2025

Name:  
Email:

Dear,

**Freedom of Information Act 2000**

I write further to your freedom of information request received on 18 August 2025. I note you seek access to the following 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?

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 now been considered, and the response can be found below:**

- 1) Do you use a Citizen Engagement platform?



The Office of the Police and Crime Commissioner use Neighbourhood Link which is used to communicate with external audiences to inform them of OPCC activity, sharing surveys, updates, press releases and allows the audience to respond to the OPCC directly.

2) If so, what tools do you use?

Please see response to question 1.

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

The annual cost of Neighbourhood Link is £3761.00 excluding VAT.

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

The contract term ends June 2028.

If you are not satisfied with our response to your request, under Section 17 of the FOIA you are entitled to ask for an internal review of our decision. Any internal review needs to be submitted within two months of the date of receipt of this response and state why you are unhappy with the response. You can submit an internal review in the following ways:

- Emailing the OPCC Inbox to [OPCC@leics.police.uk](mailto:OPCC@leics.police.uk). or
- Writing to the OPCC at – The Office of the Police and Crime Commissioner for Leicester, Leicestershire and Rutland, Police Headquarters, St Johns, Enderby, Leicestershire, Leicestershire, LE19 2BX
- By phone – 0116 229 8980 (as a reasonable adjustment under the Equality Act 2010).

If you are not satisfied with the outcome of the internal review under Section 50 of the FOIA you can apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the internal review procedure provided by the OPCC. You can contact the ICO in the following ways:

- Online at the ICO – <https://ico.org.uk/global/contact-us/>. or;
- Writing to the ICO at –Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Yours sincerely,

**Office of the Police and Crime Commissioner**