

Please ask for : Alethea Fuller
Telephone Number: 0121 626
6060
Our Reference: 2025-01083
wmpcc@westmidlands.police.uk



west midlands
police and crime
commissioner

Date: 17/09/2025

Dear FOI Applicant,

Thank you for your freedom of information request received in this office on **18 August** 2025 in which 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?

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.’

In response to your request, I can confirm that the Office of the Police and Crime Commissioner (OPCC) does not hold this information as we do not use any Citizen Engagement Platforms.

In order to be of some assistance, please see the following contact details should you wish to submit your request to West Midlands Police.

Freedom on Information Unit

West Midlands Police
PO Box Box 52, Lloyd House
Colmore Circus Queensway
Birmingham
B4 6NQ
E-mail: foi@westmidlands.police.uk

Freedom of Information Right of Appeal

Any person who has requested information from the Office of the Police and Crime Commissioner (OPCC) and is unhappy with the way their request for information has been handled can request a review of their case.

A request for review must be made in writing by letter or email. You should include the reference number of your request if you have it, and outline why you are requesting the review to:

Office of the Police and Crime Commissioner
Lloyd House
Birmingham
B4 6NQ

Telephone: 0121 626 6060
Email: wmpcc@west-midlands.pnn.police.uk

All requests for review will be recorded. Receipt of a request for internal review will be acknowledged and the appellant informed of an estimated date for determining the outcome. The OPCC will attempt to respond to internal reviews as soon as practicable and in any case within two months.

All investigations will be undertaken by someone not involved in the original response.

The result of any internal review will be communicated to the appellant outlining the decisions taken.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk

There is no charge for making a request for internal review or appeal to the Information Commissioner.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Fuller', enclosed in a thin black rectangular border.

Alethea Fuller
Deputy Chief Executive