



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

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Ref: FOI/2025/11005

Date Received: 12th August 2025

Response Due: 10th September 2025

Date: 14th August 2025

Dear Sir/Madam

With reference to your request for information received on 12th August 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. **Do you use a Citizen Engagement platform?**
Yes.
2. **If so, what tools do you use?**
Civica Engage.
3. **How much do you spend annually on a Citizen Engagement tool?**
£7,588.80.
4. **Which month & year does your contract with your supplier end?**
April 2027.

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.**

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111