

Archived: 15 July 2025 10:35:10

From: [FOI Responses](#)

To: [REDACTED]

Subject: Freedom of Information Response - [REDACTED]

Importance: Normal

Sensitivity: None

Dear [REDACTED]

Thank you for your Freedom of Information request dated 28 May 2025 for information about Citizen Engagement tools. Please find below City of Doncaster Council's responses to the questions you have raised.

Question 1: Do you use a Citizen Engagement platform?

Response: Yes, the City of Doncaster Council uses a type of citizen engagement platform.

Question 2: If so, what tools do you use?

Response: The City of Doncaster Council uses Granicus GovDelivery.

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

Response: The City of Doncaster Council spend £29,386 per annum on Granicus GovDelivery.

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

Response: The contract for Granicus GovDelivery is due to end in February 2026.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £49.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,
Sophie

Sophie Ormshaw

Information Governance Officer
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Please treat the content of this e-mail as confidential. If you have received this e-mail and it is not addressed to you please accept my apologies and inform me as soon as possible.

-----Original Message-----

From: [REDACTED]

Sent: 28 May 2025 17:18

To: Freedom of Information Requests <FOI.Requests@doncaster.gov.uk>

Subject: Freedom of Information request - Citizen Engagement Platform

Caution! This message was sent from outside your organization.

Dear Doncaster Borough Council,

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 organisations. 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, CitizenLab, or Commonplace.

Yours faithfully,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]