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www.secamb.nhs.uk

Internal Ref: 250814
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

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.

Formal Response

The Trust confirms it holds part of the information you have requested.

1) Do you use a Citizen Engagement platform?

The Trust does not currently use a digital Citizen Engagement platform (such as Granicus, Citizen Space, Commonplace, etc.). Instead, the Trust engages with citizens and patients through a range of engagement tools and methods, including:

- Bi-monthly Community Forums (open to members of the public to share experiences and hear from SECAmb staff).
- Focus groups to support specific projects and service developments.
- Patient Experience Questionnaires (PEQs).
- Other targeted engagement activities, such as surveys and face-to-face discussions at public events.

2) If so, what tools do you use?

As noted above, the Trust does not use a digital Citizen Engagement platform. However, the Trust uses several engagement tools and activities to support patient and public involvement: community forums, focus groups, questionnaires, and public surveys.

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

The Trust does not hold this information in relation to a digital Citizen Engagement platform, as no such platform is currently in use. Costs are therefore not applicable.

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

As no platform is in place, there is no supplier contract to report.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address:



FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:

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

Yours sincerely,

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



Saving Lives,
Serving Our Communities

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