

FOI DOF/2025-0464

Response

You have 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?

I can confirm that Digital Security and Finance Shared Services (DSF) and Northern Ireland Statistics and Research Agency (NISRA) within the Department of Finance (DoF) hold the information requested and DSF are responding on behalf of all NICS Departments.

We have provided the answers under each of your questions for ease of reference.

DSF

1. Do you use a Citizen Engagement Platform?

Yes

2. If so, what tools do you use?

Citizen Space, provided by Delib Ltd.

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

The following documents are considered to be exempt from release under Section 21 of the Act. Section 21 states that a Public Authority can refuse to answer a request for information if it is “reasonably accessible to the applicant by other means”. However, a link to the information has been provided below for ease of reference.

[CPD Contracts Awarded documentation](#) (please see row 4453)

4. Which Month and year does your contract with your supplier end?

The term of the contact was until February 2025 with the option of an extension to February 2027; this option has been utilised.

Please note Citizen Space is utilised by NICS Departments, NPBPs and ALBs for online surveys and consultations, in line with the NICS Online Survey and Consultation Policy.

NISRA

1. Do you use a Citizen Engagement Platform?

Yes

2. If so, what tools do you use?

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

Nil

4. Which Month and year does your contract with your supplier end?

N/A