



Llywodraeth Cymru  
Welsh Government

Our ref: ATISN 25060  
Date: 11 September 2025

Dear ,

### **ATISN 25060**

Thank you for your request which I received on 14 August 2025.

I have included the information requested against the questions you submitted at Annex 1.

### **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

## Annex 1

<b>Do you use a Citizen Engagement platform?</b>	<b>Yes</b>		
<b>If so, what tools do you use?</b>	SmartSurvey	GovDelivery	
<b>How much do you spend annually on a Citizen Engagement tool?</b>	£37,000 (plus VAT)	£42,909.71 (plus VAT)	
<b>Which month &amp; year does your contract with your supplier end?</b>	August 2026	December 2025	