

**Human Tissue Authority**

2nd Floor  
2 Redman Place  
London  
E20 1JQ

**Tel:** 020 7269 1900

**Web:** [www.hta.gov.uk](http://www.hta.gov.uk)

**Email:** [enquiries@hta.gov.uk](mailto:enquiries@hta.gov.uk)

**Date:** 10 September 2025

By email to: [REDACTED]

Dear [REDACTED]

**Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 14 August 2025. Your email outlined the following request:

- 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.

**Response**

The Human Tissue Authority does not use a tool or platform for citizen engagement as you have described. We do have a website and answer general enquiries from members of the public.

## **Further information**

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

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

Telephone: 08456 30 60 60 or 01625 54 57 45

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

Yours sincerely

