

[REDACTED]
Business and Finance Manager
foi@environmentalstandards.scot
0808 1964000

10 September 2025

Dear [REDACTED]

Response to information request – partial disclosure

ESS Reference: ESS.IR.013

I am writing in response to your email of 14 August 2025, requesting information under the Freedom of Information (Scotland) Act 2002 (FOISA). The information you requested 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 and year does your contract with your supplier end?

Our response

Please find our response to your request below. Some of the information you asked for cannot be provided because Environmental Standards Scotland (ESS) does not hold it. Further information is provided below.

1. Do you use a citizen engagement platform?

Yes

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

2. If so, what tools do you use?

ESS does use a citizen engagement platform as part of its work to carry out surveys and request feedback from its stakeholders at various points throughout the year, or for a specific key piece of work such as carrying out a consultation. For stakeholder feedback and surveys ESS utilises an online project management platform called Smartsheets.

ESS can also utilise the Scottish Government's Citizen Space licence for larger consultations that we run, such as our recent draft Strategy 2026 – 2031 consultation.

3. How much do you spend annually on a citizen engagement tool?

Smartsheets runs on an annual subscription basis and costs ESS £4,400 plus VAT per annum.

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

The next renewal of our annual subscription for Smartsheets is due in November 2025.

Information not held by ESS

Citizen Space is owned, paid for and managed by the Scottish Government so we do not hold the information requested at point 3 of your request (annual costs) or point 4 (when the contract will end) in so far as these relate to Citizen Space.

Accordingly, this is a notice, under section 17 of the Freedom of Information (Scotland) Act 2002 (FOISA), that the information is not held.

I am sorry that we cannot provide the information you have asked for in regard to Citizen Space. The information may be held by the Scottish Government – if you wish to re-direct your request, you should send it to: contactus@gov.scot

Right to seek a review

If you are unhappy with this response to your request under FOISA, you may ask us to carry out an internal review of the response by writing to:

Chief Executive Officer
Environmental Standards Scotland
Thistle House
91 Haymarket Terrace Edinburgh

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

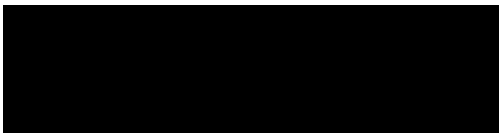
EH12 5HD

Email foi@environmentalstandards.scot

Your review request should explain why you are dissatisfied with this response and should be made within 40 working days from the date when you received this letter. We will complete the review and inform you of the result within 20 working days from the date when we receive your review request. If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your appeal rights is available on the Commissioner's website at:

<https://www.foi.scot/appeal>

Yours sincerely

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Business and Finance Manager

Environmental Standards Scotland

Environmental Standards Scotland Enquiries

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