

16th June 2025

[REDACTED]

[REDACTED]

Dear [REDACTED]

Re: Freedom of Information request ref CA431

Thank you for your request for information which was received on 28th May 2025.

Request

- 1) Do you use a Citizen Engagement platform?

Response: Yes

- 2) If so, what tools do you use?

Response: Orlo

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

Response: £47,430

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

Response: May 2026

I hope this information is helpful but if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review, you should write to us via our contact us email address: democratic.services@cambridgeshirepeterborough-ca.gov.uk or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2nd Floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs PE29 3TN within 40 days of the date of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted via their complaints portal [FOI and EIR complaints | ICO](#) or writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Generally, the ICO will not undertake a review or make a decision on a request until the internal review process has been completed.

Yours sincerely

A black rectangular box redacting the signature of Sophie Purvis.

Sophie Purvis

Data Protection and Information Governance Assistant



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY