



CitizenSpace

Hassle-free consultation and
engagement software.

Set up, organise and publicise all your consultations with one easy system

- Citizen Space makes it easy to run public consultation and citizen engagement effectively.
- Developed in collaboration with national and local government.
- Suitable for anyone who needs to publish and manage consultations.
- Used by central government, local authorities, regulatory bodies and trusts, healthcare organisations, police authorities, utilities and infrastructure providers.



"Creating consultations in Citizen Space is straightforward. The system is easy to use."
Hannah Knight, Consultation Manager – Transport for London

Key Citizen Space features

Consultation management

Password-protected administration area allowing members of your organisation to add, edit and report on consultations.

Public-facing Consultation Finder

Allows the public to search for, share and participate in consultations. Publish results - complete the feedback loop.

Built-in survey tool (Quick Consult)

A flexible online survey system for securely collecting consultation responses from users.

Multiple consultation types

Supports consultation types including downloadable documents, offline events, online consultations and even consultations running on third-party sites.

Analysis, reporting & export

Tools for generating reports and statistics, and exporting data for use in other systems.

User and department admin

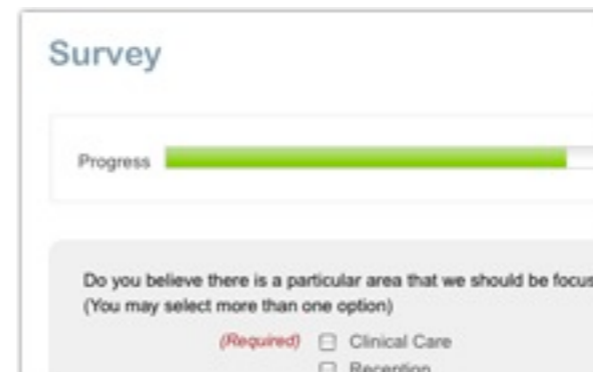
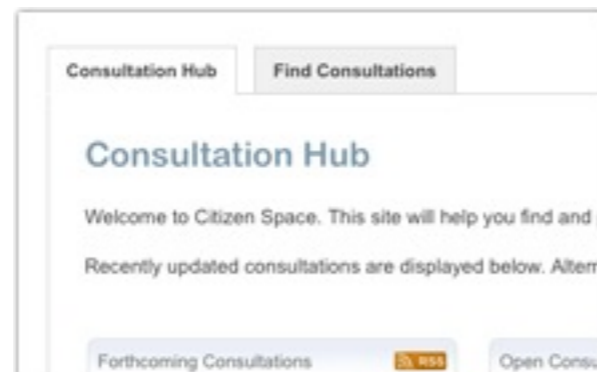
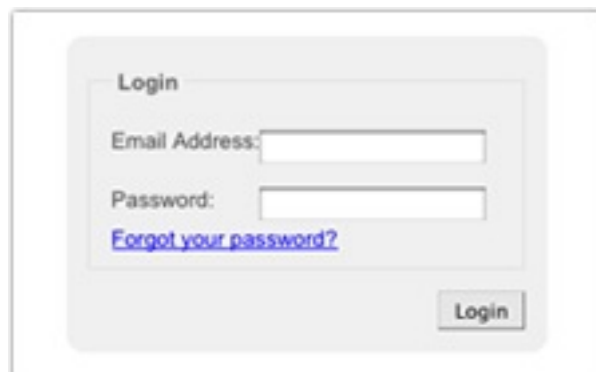
Tools for setting up user accounts, assigning roles, and grouping users into organisational departments or teams.

Fully hosted and supported (cloud based)

A web browser is all that is needed to use Citizen Space. Hosting, upgrades and maintenance are part of the service.

Integration and add-ons

Designed to play nicely with other services, Citizen Space uses internet standards like RSS to share data and works with a wide range of third-party add-on products.

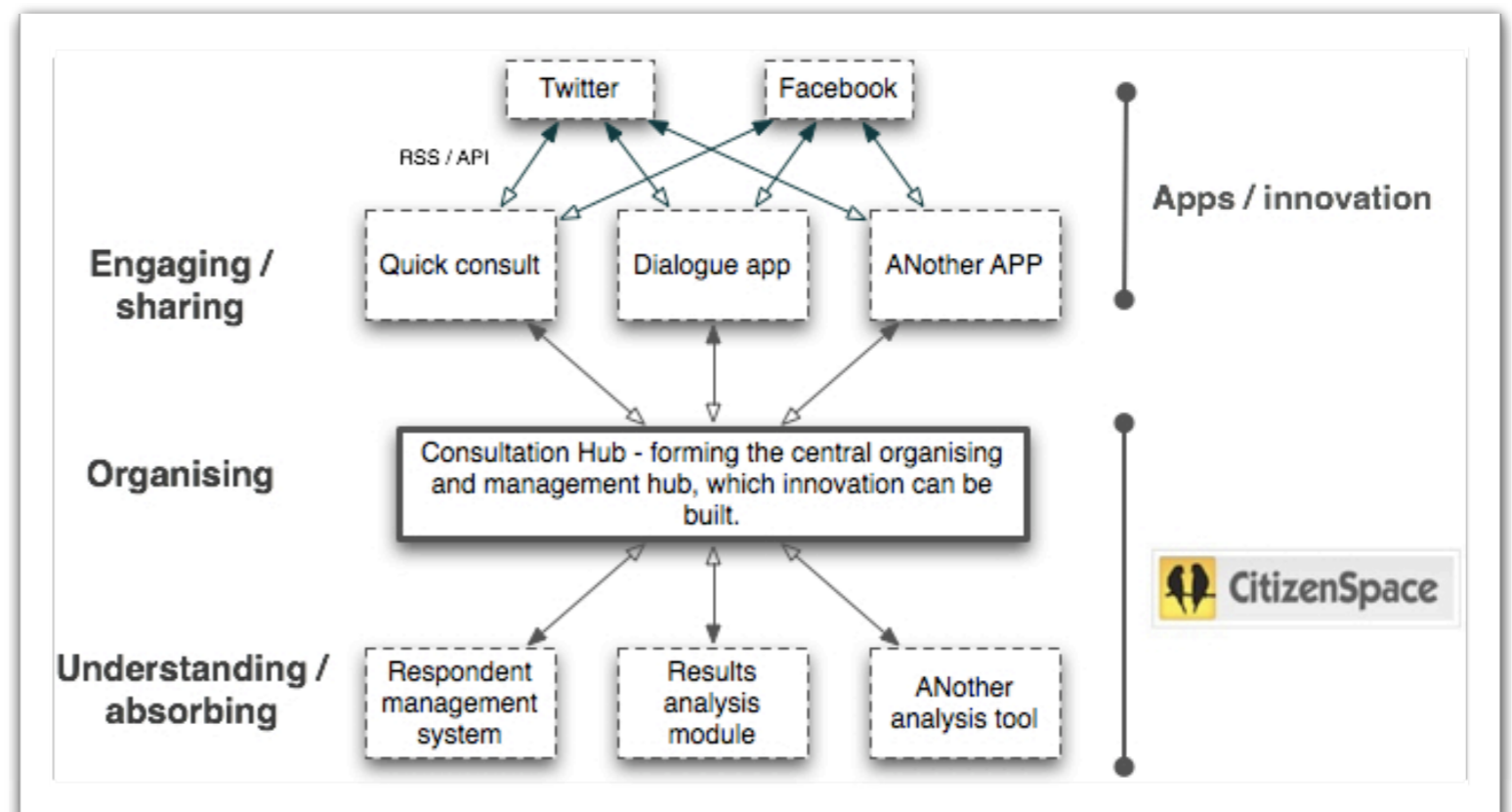


A flexible participation platform for government

Citizen Space is based around a model of *platform and apps*.

It provides an open platform to manage and run consultations. Third-party apps and services can be used alongside Citizen Space, providing flexibility and future-proofing the system.

Citizen Space consultations support embedding of rich media, and provide comprehensive, standards-based ways to syndicate and share information about consultations, including RSS and RDFa.



"Citizen Space's design encourages good community engagement practice"
Fergus Hogarth, South Australia DFC

Manage all your consultations in one place

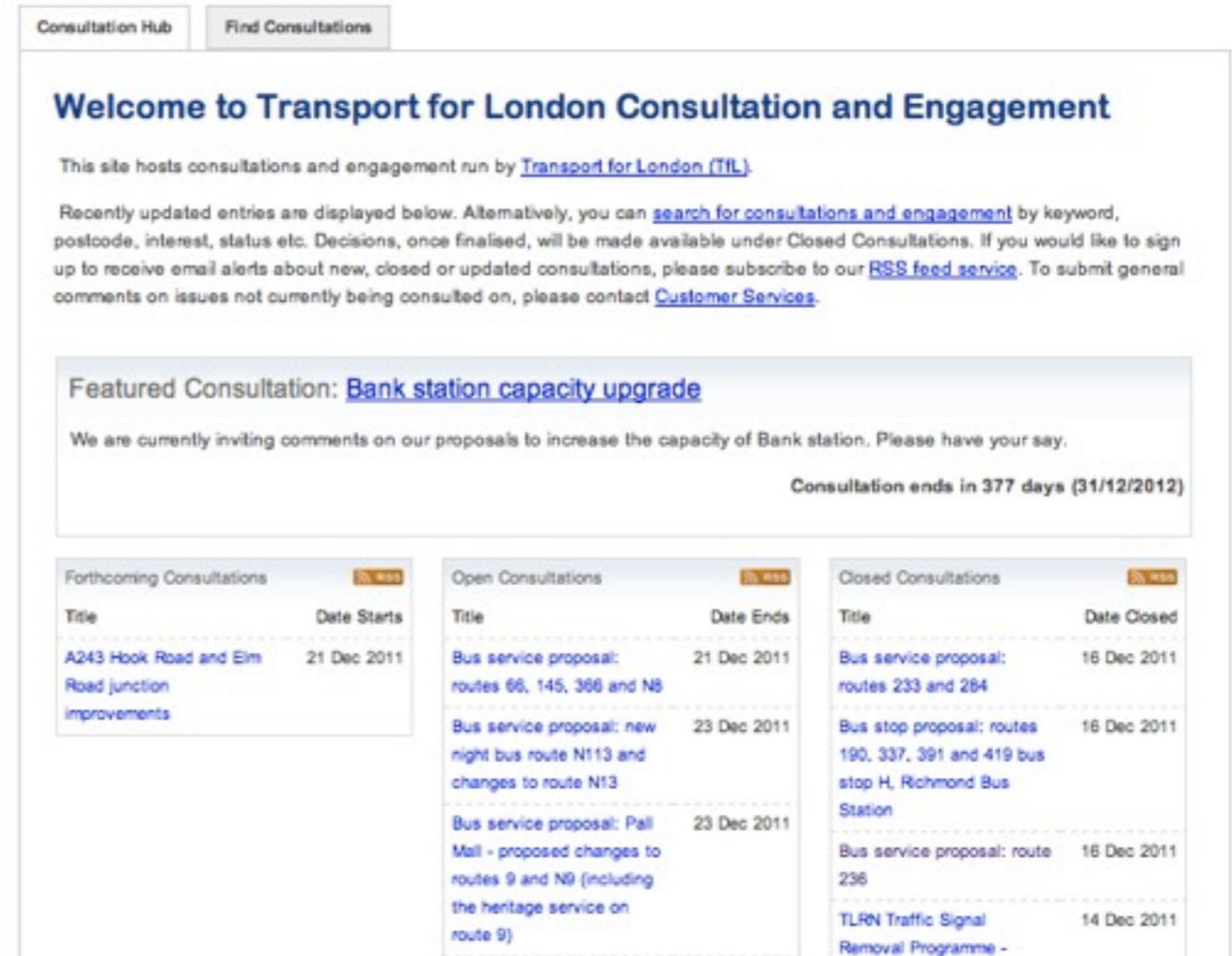
If you're wanting to become a more participative organisation, being organised is important!

Citizen Space's Consultation Hub provides a simple way to manage and share all your organisations' consultations in one place for both citizens and your internal staff.

For citizens the Consultation Hub provides an easy way to find forthcoming, open and closed consultations. Users can also find consultations using a flexible search system - e.g. allowing citizens to search via subject, location or department. Custom RSS feeds can also be created from these searches, to provide customised feeds

For internal staff an alternative *backend dashboard* is provided to help staff across the organisation to get an overview of all consultations being run, and providing various *permission levels* to collaborate in making and running consultations. This is especially useful for geographically dispersed teams working from different locations.

N.B. The Consultation Hub can be used to list all consultations, including events and postal consultations. It can also be connected to 3rd party calendar systems.



The screenshot shows the 'Consultation Hub' interface for Transport for London. It features a navigation bar with 'Consultation Hub' and 'Find Consultations' buttons. The main heading is 'Welcome to Transport for London Consultation and Engagement'. Below this, there is a paragraph explaining the site's purpose and providing links for searching, RSS feeds, and customer services. A 'Featured Consultation' section highlights 'Bank station capacity upgrade' with a note that the consultation ends in 377 days (31/12/2012). At the bottom, there are three tables: 'Forthcoming Consultations', 'Open Consultations', and 'Closed Consultations', each with columns for Title and Date.

Forthcoming Consultations		Open Consultations		Closed Consultations	
Title	Date Starts	Title	Date Ends	Title	Date Closed
A243 Hook Road and Elm Road junction improvements	21 Dec 2011	Bus service proposal: routes 66, 145, 366 and N8	21 Dec 2011	Bus service proposal: routes 233 and 284	16 Dec 2011
		Bus service proposal: new night bus route N113 and changes to route N13	23 Dec 2011	Bus stop proposal: routes 190, 337, 391 and 419 bus stop H, Richmond Bus Station	16 Dec 2011
		Bus service proposal: Pall Mall - proposed changes to routes 9 and N9 (including the heritage service on route 9)	23 Dec 2011	Bus service proposal: route 236	16 Dec 2011
				TLRN Traffic Signal Removal Programme -	14 Dec 2011

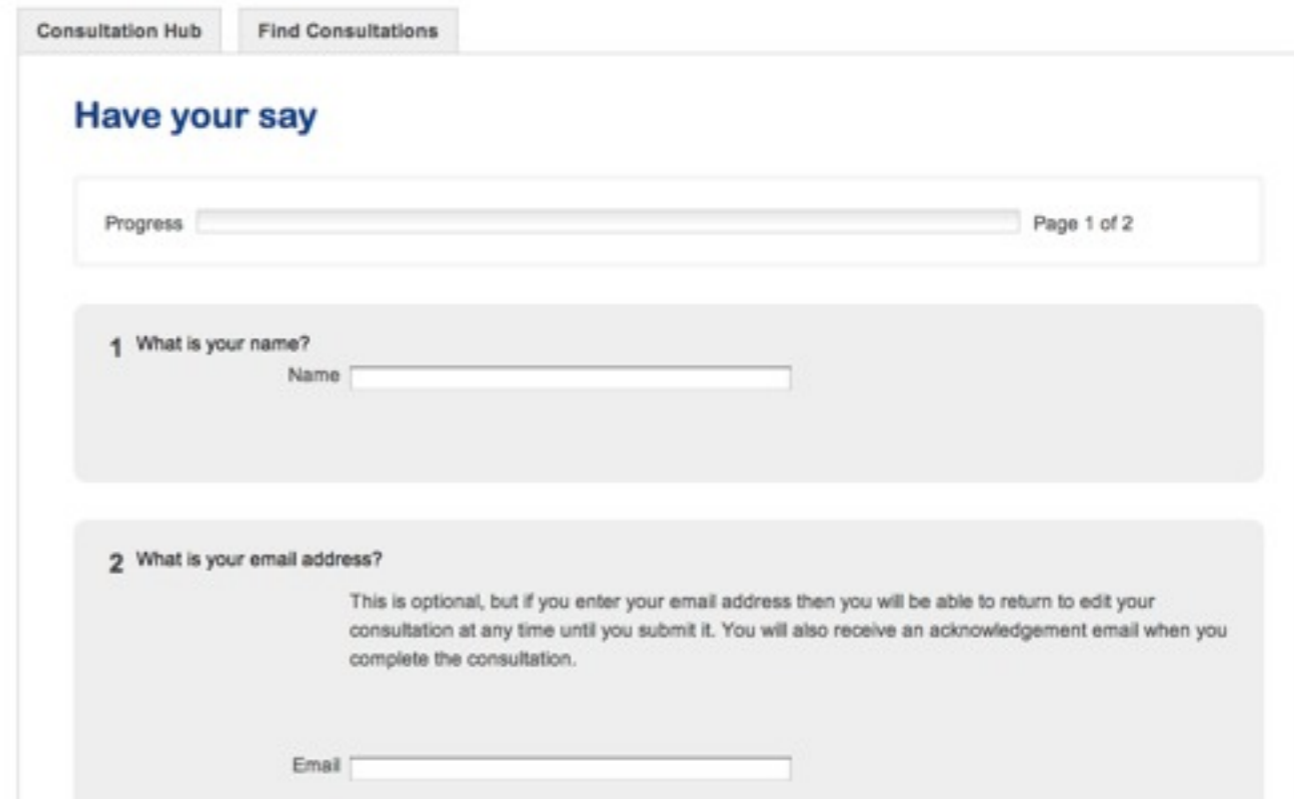
Quickly set-up and analyse consultations using the in-built survey tool

Quick Consult, Citizen Space's built-in survey tool, makes it easy to set-up survey-based consultations.

Quick Consult's an advanced and secure survey tool, specifically designed to run government consultations.

Key Quick Consult functionality includes:

- **Linear and non-linear consultation formats.** The non-linear format allows you to divide your consultation into chapters, allowing participants to only take part in the most relevant section.
- **Multiple different question formats** including multiple choice, matrix, open question etc.
- **Fact bank.** Integrate relevant information next to each question in multiple formats e.g. text, .pdf, slideshare, video.
- **Save and return.** If you've started filling in the consultation, you can save and return later.
- **Document upload.** Upload documents linked to your response.
- **PDF summary.** Once you've completed your consultation you get sent a PDF summary of your contribution, as well as a unique ID for reference and tracking purposes.



The screenshot shows a web interface for a consultation. At the top, there are two tabs: 'Consultation Hub' and 'Find Consultations'. Below the tabs is a header 'Have your say'. A progress bar is visible, labeled 'Progress' and 'Page 1 of 2'. The form consists of two main sections. The first section is titled '1 What is your name?' and contains a text input field labeled 'Name'. The second section is titled '2 What is your email address?' and contains a text input field labeled 'Email'. Below the email field, there is a note: 'This is optional, but if you enter your email address then you will be able to return to edit your consultation at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.'

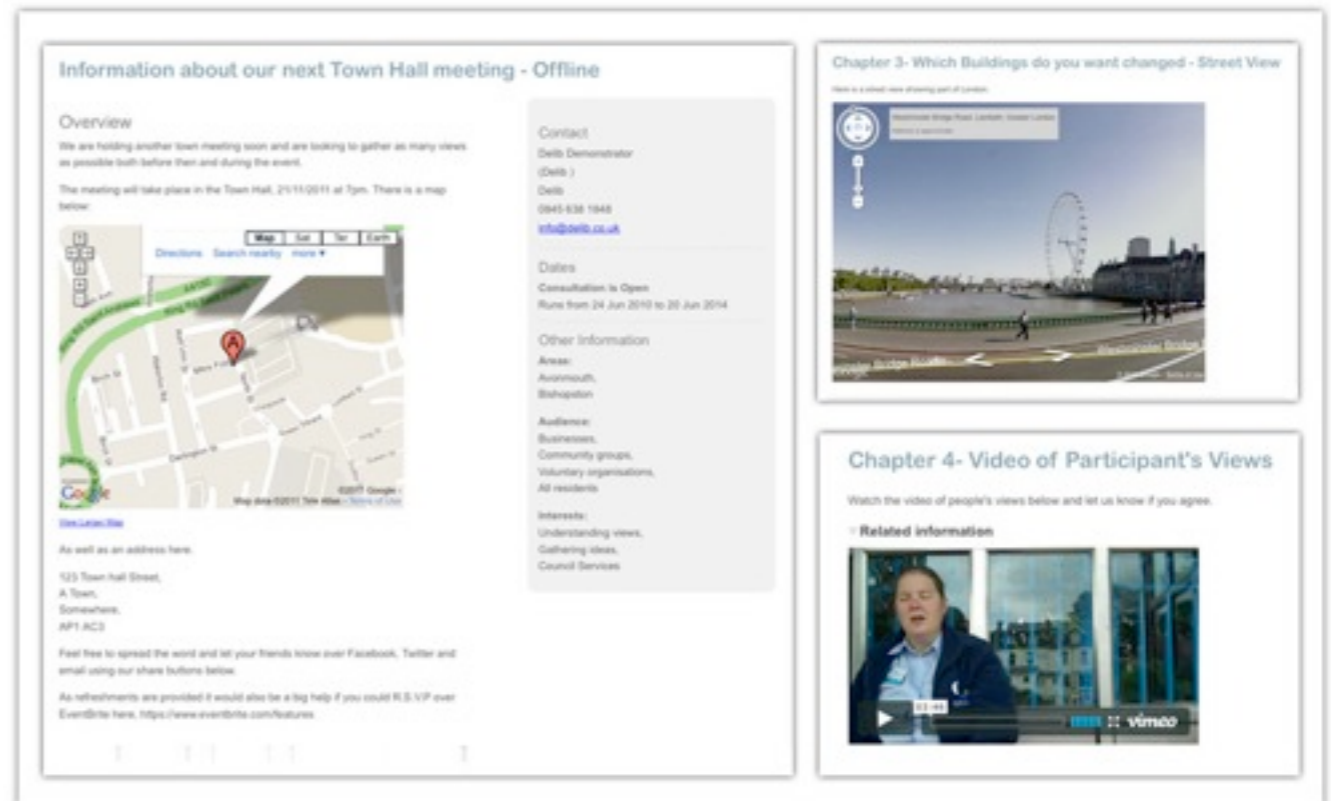
Easily embed rich media for a more engaging user experience

It's easy to illustrate your consultations and make them more engaging by embedding rich, interactive content from other sites, such as:

- Maps from Google
- Videos from YouTube and other services
- Slideshows from Scribd and other services
- Upload PDF and other documents
- Live streaming of video or web chat

Consultations can be structured to allow participants to access detail as they wish, without initially overwhelming them with information.

You can also use calendar and event services (such as Eventbrite) within Citizen Space to increase levels of offline participation, for example to promote town hall meetings.



The screenshot displays a consultation page with several embedded elements:

- Information about our next Town Hall meeting - Offline:** This section includes an overview, a Google Map of the town hall location, contact details for Delib, dates for the consultation (24 Jun 2014 to 20 Jun 2014), and other information such as the area (Aurumouth, Bishampton) and audience (Business, Community groups, Voluntary organisations, All residents).
- Chapter 3- Which Buildings do you want changed - Street View:** This section features a Street View image of a building in London, with a red location pin and a search bar.
- Chapter 4- Video of Participant's Views:** This section includes a video player showing a participant's view, with a play button and a Vimeo logo.

“We Asked, You Said, We Did”

Good feedback is really important for maintaining and increasing participation levels over time

Citizen Space provides multiple ways to provide feedback, including “We Asked, You Said, We Did” - a mechanism for publishing outcomes in a short, succinct format.

Additionally, reports can be uploaded or linked to for any consultation. Outcomes and policy responses can be published as documents (PDF etc.), video, slideshows, or linked to elsewhere online.

Providing clear information on outcomes is a great way to close the feedback loop for participation.

We Asked, You Said, We Did

Below are some of the issues we have recently consulted on and their outcomes.

[Draft Sutton Transport Plan 2011/12-2013/14](#)

We asked: For you to rank transport objectives and investment priorities, to tell us about transport problems and to make suggestions for transport schemes.

You said: That safety, road maintenance, congestions and speeding are important to you.

We did: Take your comments into account in developing Sutton’s Transport Plan that was submitted to the Mayor of London

[A New Vision for Older People’s Day Services](#)

We asked: What you thought of our proposals for older people’s day services - particularly Belsize Court and Gaynesford Lodge

You said: You liked the vision and understood that the Council needed to make savings, but would prefer services to stay as they are

We did: We looked at new options suggested, re-checked vacancies and found a way for Gaynesford Lodge to potentially be run as a social enterprise

What happens next

We haven’t finished compiling all of your ideas yet. Check back on the dates shown left for the final report.

If you want to stay up to date on twitter, we have embedded a twitter stream for you.

The Delib Team
DelibThinks

@timolloyd Stockport PCT is consultation + encouraging practices + consortia to do http://t.co/VUCwX10 #NHS #participation
4 hours ago · reply · retweet · favorite

@includeMyIdeas liked your tweet
4 hours ago · reply · retweet · favorite

Have been discussing the council’s proposals for the #AngelTweets in the office. The perfect tweet that’s exactly characters long.
yesterday · reply · retweet · favorite

twitter Join the conversation

Results

Here are all of the most spoken about places.



Feedback

We Asked When would you like to see your local GP?

You said You want them to be open longer in the evenings to have more doctors on during lunch hours. You would like the ability to book further in advance.

We did We have two extra nurses between 12 and 2pm weekdays and the practice opening hours are now as follows: Mon 8 - 8.30 pm Tue 8 - 6 pm Wed 8- 7 pm Thurs 8 - 8.30 pm Fri 8 - 5pm Sat 7 - 1 pm Sun Closed Bookings for prescriptions, persisting problems and essential check ups can now be made 14 days in advance.

For a full copy of the document click on the link below.

Files:

- [Park Improvement Document Download](#), 1.8 MB (PDF document)

Additions and integration ideas

Citizen Space has been developed around open standards, meaning that it's easy to add other apps into Citizen Space, and also integrate Citizen Space into other systems.

Examples of ways other clients have added functionality and integrated Citizen Space include:

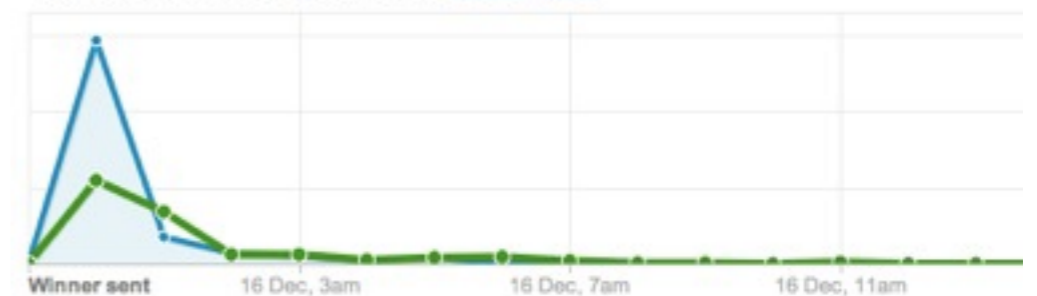
- **Stakeholder database integration:** there are a number of different options for implementing a stakeholder database into Citizen Space. One of the easiest, and most liked, is to use the email service Campaign Monitor.
- **3rd party calendar integration:** many clients like to publish consultation dates into their existing organisation calendar system. Citizen Space's consultation hub can integrate with most 3rd party calendar systems.
- **Full website integration:** if required, our team can fully integrate Citizen Space into an existing website, making it 100% look and feel like the existing corporate branding. This is something we did for the BBC's implementation.
- **Additional app integration** (e.g. the Dialogue App): We like to integrate as many 3rd party apps into Citizen Space as possible. We can also integrate our other apps (like the Dialogue App) too.

Generally it's pretty easy to integrate Citizen Space with 3rd party apps / sites. That said there will be additional development costs associated with 3rd party integration, which need to be worked out on a case-by-case basis.



Sent on 16 Dec 2011 to 412 unique subscribers in Australia Delib Newsletter

Version A sent based on highest open rate ([see A/B report!](#))



Web-hosted and quick to deploy

- Citizen Space is a web application, which means that administrators only need a web browser to use it. There are no specific platform or operating system requirements - if your staff can access the web from their computers then they can use Citizen Space.
- You do not need to install any software on your organisation's servers or on any of your employees' computers.
- A very wide range of browsers have been tested with Citizen Space, including Firefox, Chrome, Safari, and all recent versions of Internet Explorer (including Internet Explorer 6 which is still widely used in government).



"We chose Citizen Space because it offered flexibility to design the system around the authority's specific requirements at the best possible value."

Ben Unsworth, London Borough of Sutton

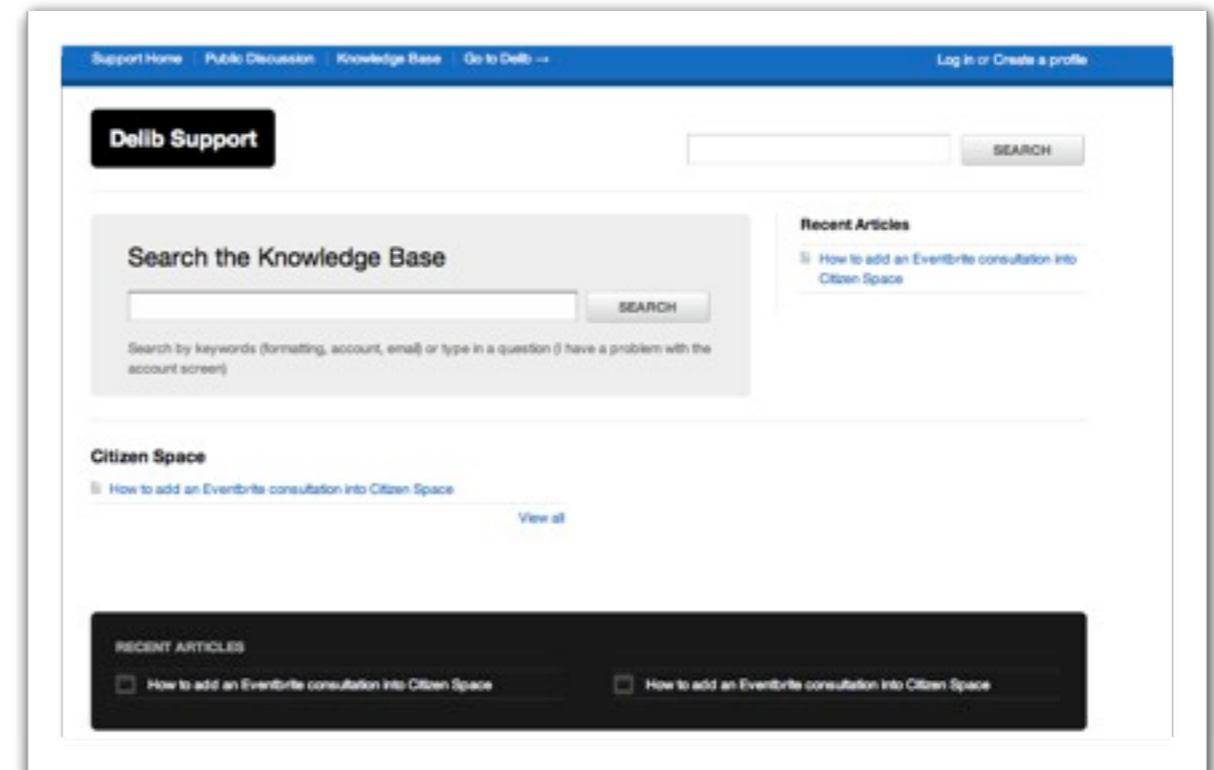
Fully supported and constantly improving

Citizen Space is fully supported, including

- help desk (by phone or email)
- online customer discussion community
- knowledge base for online help
- blog for tips, tricks and product news
- comprehensive training available

All product upgrades and maintenance are handled by us as part of the service.

Our commitment to innovation and product development means that Citizen Space is continuously improved, with frequent updates adding new features.



“Citizen Space is one of the key tools which will allow us to manage change within the NHS, increase consultation...and reach more and more people”

Angela Beagrie – NHS Stockport

How to buy

Citizen Space is cost-effective and easy to buy.

Straightforward pricing

We'll tell you the price upfront, and we never say "tell us your budget first".

Flexible payment models

Subscription based, with flexible billing (annual, quarterly or capital sum).

Completely supported setup

We'll configure your Citizen Space for you, and help you get started using it.

As much training as you need

Gain skills and confidence with our training - for you, or for those you work with.

Consultancy and advice

Build capability for your organisation with help from our network of consultants.

Contact our sales team

Email us: info@delib.co.uk

Or give us a call: (UK) **0845 638 1848**

(anywhere else) **+44 117 316 9508**

Ben, Giles, Gill or Jake can help you with...

- discussing your needs
- exploring our straightforward pricing
- learning how Citizen Space works
- creating a business case

"Easy to use, reliable, good client service and a well-explained development process –
Citizen Space was the right choice for us"

Anna Malina, Consultation Officer, Eden District Council

Data sheet - features

Consultation Hub

The Consultation Hub is the first page most of your visitors will see. It gives a brief introduction to your organisation's Citizen Space site, and shows forthcoming, open and closed consultations at a glance.

Featured Consultation

An optional Featured Consultation can be displayed in a prominent position on the hub. This might be used to encourage participation on a key issue, or to draw attention to a consultation that is closing soon.

Keyword Search and Advanced Filtering

Visitors can quickly search for consultations by keyword or postcode. Advanced filters such as audience type or consultation status can be used.

Consultation Overview

A clear, simple overview page gives information about the consultation, whether open or closed. Also informs of the contact details of the consultation officers, and information on how to participate.

Social Media buttons for sharing

Buttons on the Consultation Overview page let visitors share the consultation with their friends on Twitter or Facebook, increasing awareness and encouraging participation.

Online Participation

The built-in survey tool (Quick Consult) lets visitors submit their consultation responses online. Citizen Space consultations can also link to a wide range of other online consultation or survey tools (including Delib's Dialogue App).

Offline Participation

Citizen Space also supports offline engagement activities such as focus groups and citizens' panels, giving the time and place of events.

Flexible consultation formats

Linear format lets participants step through each page sequentially. Non-linear format allows participants to choose pages from a table of contents and complete them in any order.

Making life easy for participants

No login is required, but participants can save their response to come back later. After submitting their response, participants can download a PDF of their response for their own records. (more detail below).

Save and return

A function that allows the user to save their consultation responses and return later to fully complete and formally submit.

Automatic thank you email

An email (plain text) is automatically sent to users thanking them for submitting their response. This email is fully customisable, and includes a link to a pdf of their responses and the person's unique ID.

Unique ID system

Each participant who submits a response is given a unique ID. This ID is *response specific* not user-specific meaning that every response is given an ID not each respondent. This is designed to track formal submissions.

We Asked, You Said, We Did

Once a consultation is closed, an optional 'We Asked, You Said, We Did' section can be shown. This gives clear, simple feedback on the connection between consultation and action. In time this will be an archival resource of all consultations done.

Custom logos

You can customise the image that appears in the site header on a per-consultation basis. For any of your consultations, you can replace your organisation's logo with another image, or add one or more partner logos

RSS/RDFa

Visitors can subscribe to RSS feeds listing all forthcoming, open or closed consultations. It can also be used to build their own custom RSS feeds to keep track of consultations relevant to their specific interests.

Custom audiences, interest groups and geographic areas

Consultations can be associated with specific audiences, interest groups or postcodes to help with searching. You can customise the lists of audiences and interests and upload your own postcode data to customise your user experience.

Data sheet - features continued....

Consultation dashboards

Each consultation has its own dashboard showing topline stats such as the number of respondents. The dashboard also provides instant access to a consultation's editing, publishing, analysis and reporting tools.

Consultation preview

While setting up your consultation you can preview it at any time, to see how it will appear to the end user in its Forthcoming, Open and Closed states.

Time-saving automated workflow

When creating a consultation you enter its start and end dates. When the start date arrives, the system automatically takes care of opening the consultation for public participation. On the end date, the consultation closes and further information can be published automatically.

Quality assured for consultations

Consultation records provide a structure to ensure that complete information is provided a consultation. Mandatory fields and preview workflow make it easy for staff to be sure they are complying with best practice.

Wide range of question types

Survey question types include text (single-line or multi-line), checkboxes, radio buttons, dropdown lists and matrix questions. Answers can also include file uploads, so that participants can illustrate their answer with a diagram, or include a supporting document.

Attaching documents

Multiple documents can be uploaded to consultations. Examples include PDF, images, common office document formats.

Embedding rich media

Online rich-media content can be embedded from third-party services, for example, maps, videos, images and event booking (for public meetings). Examples include: YouTube, Vimeo, Google Maps / Street View, Slideshare etc.

GIS integration for planning and mapping

Maps, diagrams and plans from existing external sources such as GIS tools can also be easily and quickly added into consultation records

Top-line numbers

At all times, the consultation's dashboard shows the number of responses received, and the percentage that have been analysed.

Response management

You can manually enter responses that were received offline (e.g. paper responses, emails etc.), so that you can include them in your online reporting. You can also group responses from specific organisations or campaign groups.

Analysis of responses

Throughout the consultation period and after it closes, analysts can go through the submitted responses, make notes and tag qualitative answers to allow for quantitative reporting.

Querying and reporting

You can generate reports on a per-respondent basis or on a per-question basis. Filtering and grouping tools allow sophisticated reports to be built up.

Exporting the raw data

During or after a consultation you can export all its response data in CSV format. This can then be opened in any spreadsheet software or statistical packages such as Excel®, SPSS®, Apple Numbers®, Google Docs® etc.

Exporting documents submitted by respondents

To make exporting as convenient as possible, all files uploaded by respondents can also be bulk-downloaded as a zip file.

Publishing results and reports

Results, findings and reports can be added to the consultation overview page, and will be published after the consultation is closed. You can type your findings directly into the consultation record, or attach them as files for visitors to download.

Data sheet - features continued....

Departments / Teams

Group consultations and users into separate departments / teams. You can create as many teams as you like. Most clients choose their team names to mirror their organisational structure.

Flexible user hierarchy

With no limit to the number of administrative users you can create, you can reflect the different levels of accountability within your organisation. Users can be given one of four possible roles; Analyst, Individual, Department and Site Admins.

Analyst role

Sometimes you may need to provide read-only access to one or more consultations, for the sole purpose of analysing responses and generating reports. The Analyst role was created for this purpose, and it is safe to allow external contractors to log into your system as analysts. Analysts cannot view details of any other users in the system; create, edit or publish any consultations, or change any site settings.

Standard branding options

Specify the contents of the top header. This is usually a logo but can also be a full header bar including navigation and images.

Text headings in the app can be set to a specific colour.

Additional branding options

Customise extra elements of Citizen Space such as the background image, font, and colours of text, links and backgrounds.

Unlimited usage

Our standard license cost provides unlimited usage of the software for a 12 month period.

Customer support

Our help desk service offers prompt responses.

We run a support email support@delib.co.uk which is connected to a web-based support system. The email is monitored by the technical team and account managers. The online support system also provides a knowledge base of solutions to common issues and questions.

Phone support is available Monday-Friday 9.30-6pm (UK time).

Office hours support is available in other time zones - please contact us for details.

User manual / Knowledge base

A comprehensive user guide is provided as a PDF.

Help is also provided via the online knowledge base.

Citizen Space blog provides tips, tricks and product news.

Training

The majority of customers choose to be trained to use the system. This is provided on site by Delib, typically 5-10 users are trained in one day.

Additional consultancy and services

Our network of partners can help you in range of ways, for example

- consultancy to help build your organisation build consultation capability
- integrating third-party software
- complementary services such as consultation analysis
- engagement and community outreach

Data sheet - technical information

Web-hosted

Citizen Space is hosted by Delib in secure datacentres. The space allocated is adequate to accommodate responses to all consultation listed below without additional cost.

Citizen Space is a web hosted application so can be accessed anywhere and is compatible with a wide range of browsers. As long as a web browser is available you do not need to install any software on your organisation's servers or on any of your employees' computers. Delib has infrastructure to host Citizen Space in multiple territories; contact us to check if we can host on your sovereign territory

Designed to scale

Citizen Space was built on Delib's experience of running high-profile online consultations such as BBC Trust's Radio 6 Music consultation, believed to be one of the UK's largest online consultations to-date.

The system has been designed to support more than 50,000 responses per consultation. This figure was based on the UK Central Government's experience of large national public consultations.

Secure

Delib maintains a comprehensive information security policy which can be reviewed on request. Citizen Space has been fully penetration tested for security by a third-party security vendor.

In addition to ongoing system maintenance, updates cover security patches and updated framework releases where required.

Support and updates

Upgrades and ongoing system maintenance are all handled by us, with no need to roll out the software across your organisation whenever a new version is available.

Backup / availability

A robust backup regime is operated, along with monitoring and disaster recovery processes again to ensure continuity of service. Citizen Space is hosted by Delib in secure datacenters and has a target uptime of 99.95% (a maximum of 21.5 minutes of downtime a month). Our Pingdom service monitors the software on the server. Any issues are reported to Delib immediately by email, text or notification message.

Accessibility

W3C AA and WCAG 2.0 compliant; aims for W3C AAA where practicable. Citizen Space accessibility has been reviewed independently by The Shaw Trust. We also provide ARIA enhanced accessibility features. Please see our [Accessibility Policy](#) for more details. Has been tested extensively with users.

Technical integration

Citizen Space includes the ability to produce RSS feeds that can be used to share consultation information. RSS feeds can be taken from any consultation record as well as a customisable search. Consultations provide RDFa metadata.

A wide range of integrations are possible. Please contact us to discuss further.

Product customisation

The app can also be customised to fit within your specific needs; extra fields (hidden and public) can be added to consultation records, supporting static pages can be added & edited, password-protected departments can be set up.

Data migration

If you already have a consultation database of some sort, we can work with you and your team to run a full data migration into Citizen Space. There is no need to lose any of your current records. We have experience running this process from multiple systems.

Get in touch

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