



Delib Product guide

Using our next-generation engagement platform in the Infrastructure and Planning space.





Delib

Product guide

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About Delib

The world has changed: online community engagement is vital.

People are demanding more of a say over how their communities are managed. We are more watchful over policy changes than ever before. And we're accustomed to using digital technologies for everything. So the public expects to be able to engage with public bodies online.

Since 2001, Delib has been changing the way citizens interact with their governments, policy-makers and elected officials by way of ground-breaking engagement software & consultancy. We didn't invent digital democracy, but we pioneered many of the practices that are now commonplace within the sector.

Democracy doesn't begin and end with voting. Decisions affecting citizens are being made every day - but often the only ways to get involved are plans on display at a public library or densely worded 60+ page PDF documents with an email address attached.

People deserve better. So we're making things better.

Overview

Delib Software key features

- Supports **end-to-end consultation and engagement activity**
- **Inform at the point of response:** rich media embeds, multiple question types and different survey structures
- **Easy analysis:** qualitative tagging system, quantitative summary reports
- **Scales across an organisation** with one central management dashboard
- **Branded to suit your organisation** with project-specific landing pages
- **Secure, private & accessible by design:** ISO, GDPR, WCAG2.1 compliance

6 million+

responses

60,000+

engagement activities

500+ government customers have already used Delib to transform their consultation, engagement and other democratic processes, including:

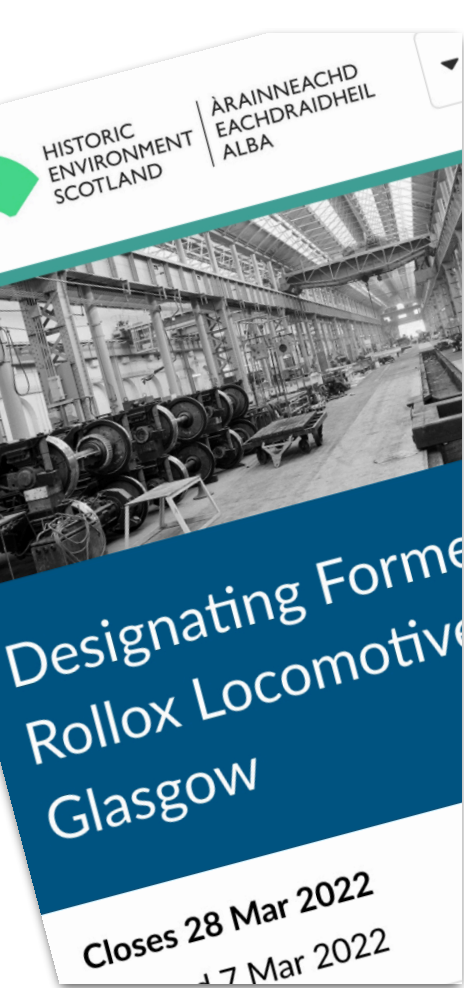


Delib Product Guide

Design and Features

Our flagship product, **Citizen Space**, is a fully customisable survey tool and a good foundation for achieving your engagement goals.





Citizen Space

Design & features

Removing barriers to participation

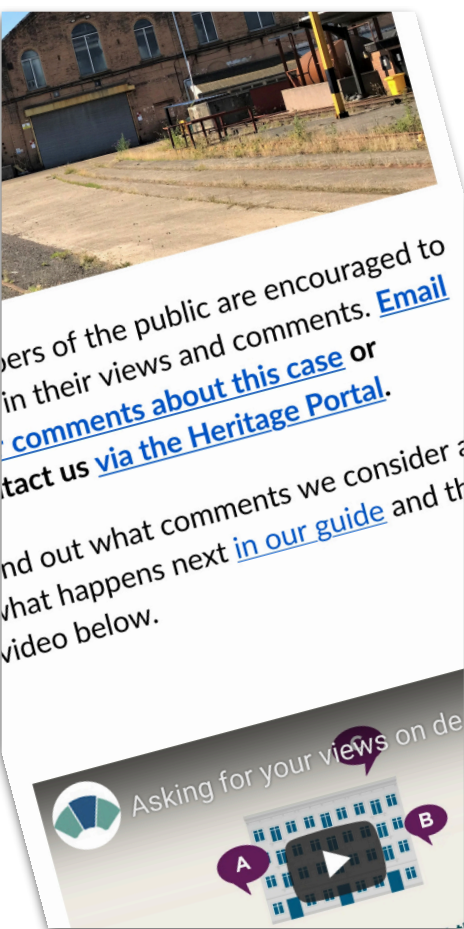
Citizen Space allows you to inform your citizens at the point of response, rather than requiring certain knowledge before they're able to take part. Use Fact Banks to allow respondents to select the depth of information they wish to engage with.

Convey information meaningfully

It's easy to embed rich media in introductory pages and within surveys themselves. A built-in document reader allows you to embed supporting documents within pages, to provide contextual information at the point of response.

Highly accessible design

With responsive design, Citizen Space allows you to create surveys that work seamlessly across all devices - citizens can access democratic decision-making wherever they are. Citizen Space also requires no registration from respondents prior to taking part, so nobody is barred from engaging because they're not a digital native.





Citizen Space Branding

Tailored to suit your organisation

Citizen Space is branded to suit your organisation and reflect your branding preferences. Upon deployment your branding options include:

- Adding your organisation's logo
- Including a header image of your choice
- Sub-branding and thumbnails for specific activities
- Button and navigation colour theming
- Search result theming

The hub can also be customised in other ways: Add link tiles to the header, display a featured activity, or create bespoke categories for different groups of exercises. These flexible ways of separating and displaying information, with less need to search through a site.

Because our products are designed with accessibility in mind, we've already optimising the size and colour of the typography for you to ensure it's readable and accessible.

Citizen Space

Design & features

Flexible response mechanisms

Citizen Space provides all the typical survey options you would expect, like traditional linear surveys, chapter-based surveys, private surveys and routing by page ('skip logic').

All the question types you need

Question types include all the expected formats: radio buttons, checkboxes, ranking questions, text boxes and matrixes, alongside answer components specifically built for government, such as file upload for supporting documentation. Questions can be set to require a response before submission, so you don't miss essential information like demographics.



Citizen Space

Design & features

Simple, centralised structure

Citizen Space is designed to scale across an organisation, with one central dashboard to manage all engagement activity. Whether you're running public consultations, staff engagement or private surveys, you don't need a separate tool for each. Plus, with unlimited products, you only need a single license. Different products can be given different privileges, so nobody has access to data they shouldn't have.

End-to-end support

Citizen Space supports the entire process of engagement, from planning to publishing to analysis and feedback. You can run an entire activity from one centralised platform.

Easy for admins

Citizen Space is designed to be as easy as possible for products, so whether you're a technical whiz or aren't as digitally proficient, it's straightforward to publish, manage and analyse engagement activities. We also offer a range of training packages to get everyone up to speed.



Citizen Space Design & features



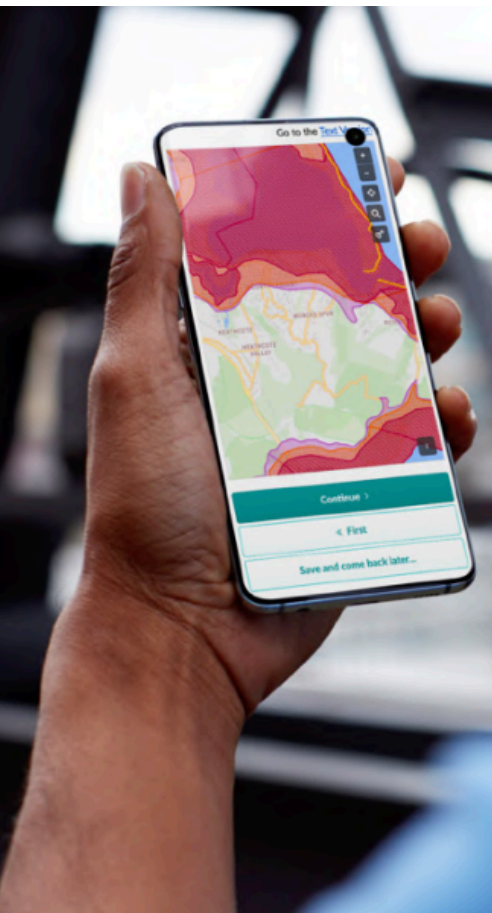
Closing the feedback loop

Demonstrating citizen impact fosters trust and democracy. Citizen Space has a dedicated 'We Asked, You Said, We Did' section as standard to share outcomes following an engagement activity.

Response publishing and Reporting

Citizen Space has a robust response publishing feature. Responses can be fully anonymised so nobody is sharing data they haven't consented to. Published responses can be searched, filtered and sorted.

Administrators can also export sophisticated reports of feedback. Comments can be added to a consultation overview page after an activity has closed, allowing you to go into more detail than the 'headline' format. When a consultation overview is updated with feedback, all initial information remains visible, so respondents can view the full context of the activity.



Citizen Space

Reporting and analytics

Navigating your data

Good decision-making is only as good as the data that drives it. Citizen Space has powerful analysis functionality that makes it easy to access insight quickly, cheaply and comprehensively, ultimately allowing you to make better-informed decisions.

Headline statistics

All of your headline stats are displayed at the top of the dashboard, giving you easy at-a-glance information on how your activity is performing in real-time.

Navigate & filter

Explore data by response or by question: Qualitative answers can be turned into more specific (quantitative) data by using tags during the analysis process. Tagging also allows for key themes to be picked out of an individual's response (eg, in a certain age bracket or from a certain area).



A background image of a forest with tall, thin trees and a dense canopy, with sunlight filtering through the leaves.

Citizen Space Analysis & reporting

Deep dive into your results

Cross-tabulate & chart

You can combine filters for sophisticated queries and queries that require cross-tabulation. Correlate answers from multiple questions. Information is displayed in data tables and charts, helping you to discover trends in the response data.

Summary reports

Citizen Space can generate a PDF, .xlsx, or .docx summary report of your results, including aggregate numeric data and charts. All data is anonymous. You can request a PDF summary report at any time, even while your activity is still open. Take exports of the full data set, or drill down into the data using **responses organised by question, filtering and grouping**.

You can download approved and published responses with redactions. You can also view, display and download published responses on a map, if you have Citizen Space Geospatial enabled on your site.

Citizen Space

Support and account management

At Delib, support is not triaged. We provide a fully account managed service. Products get straight through to members of the core team (a customer success manager and an engineer working together on rotation) and not to a support function which is removed from the product, or a chat bot. Our SLA gives you some numbers, but support at Delib goes beyond that. Our aim is to **always provide service** - we get you straight to a person who has the skills to fix your problem, your questions are answered quickly and thoroughly, and our offering to you is genuinely useful.

Target service availability: 24 hours a day, 7 days a week. Maximum 21.5 minutes of downtime per calendar month (99.95% service availability).

Incident severity level	Target response time	Outcome
Critical error: no data loss	Max 2 hours	Resolution within one business day
Critical error: data lost	Max 2 hours	Resolution within two business days
Critical error to hardware/infrastructure	Max 2 hours	Resolution within max seven days
Non-critical error	Diagnostic within two working days	Resolution within two working days post-diagnostic



Customer Story

Highways England



Roads and bridges

Highways England needed to explore options for a new Lower Thames Crossing – a £6bn project which they knew would generate a lot of public interest. They used Citizen Space as their digital, mobile-friendly response mechanism, with more than 30,000 responses arriving online.

Other road and bridge projects using our tools include:

- A303 Stonehenge consultation, Highways England
- Thames Tideway Tunnels, Defra, UK
- Lower Fitzroy River infrastructure project, Queensland, Australia
- London river crossings, UK
- Trans-pennine upgrade, Highways England
- Pooley Bridge Design Options, Cumbria County Council, UK
- Great Yarmouth Third River Crossing, Norfolk County Council, UK

“Views put forward in the Lower Thames Crossing consultation will inform the Government’s decision on the location, route and type of crossing. More than 47,000 people took part, making it the largest ever public consultation for a UK road project.”

Spokesperson, UK Department for Transport

Introducing: Citizen Space Suite

At Delib, we believe a good online consultation mix is key to reaching more people and running better democratic processes.

Citizen Space Suite is a cost-effective way to diversify your organisation's engagement experience.

	Standard subscription	Citizen Space Suite
Citizen Space Surveys	✓	✓
Live and on-demand training	✓	✓
Geospatial enabled	✗	✓
Dialogue	✗	✓



Geospatial Design & features

Citizen Space Geospatial is transformational for processes that require mapping data - like spatial planning, land use management and climate response.

Respondents can drop a pin, draw a shape or mark out a route. All data generated can be fed into a GIS, removing the need for outdated, manual paper processes.

Layers are highly customisable to make clear distinctions between information.

No other platform seamlessly integrates maps throughout consultations, engagement activities, surveys and response forms in this way, using skip logic.



Citizen Space Geospatial is available as an add-on to an existing Citizen Space subscription.

Geospatial Customer Story

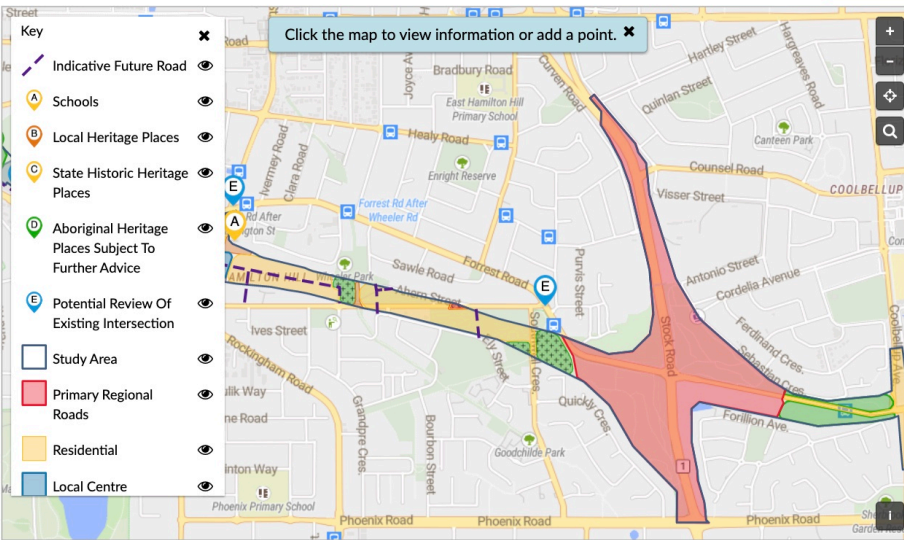
Adding dimension to planning consultations

In 2022, the Western Australia Department of Planning, Lands and Heritage conducted a place-based survey using Geospatial for the first time.

The Department used geospatial to pinpoint and analyse where and possible areas of contention related to the proposed concept plan for the Roe 8 and Roe 9 Corridor Planning Study, which would involve major developments a busy intersection.

6. Drop a pin where you would like to highlight an area in relation to your submission. You may drop up to 10 pins. If you do not wish to drop pins, please continue to the next page.

[Go to the Text Version](#)



The screenshot displays a web-based geospatial application. On the left, a 'Key' panel lists several categories: 'Indicative Future Road' (purple dashed line), 'Schools' (yellow circle with 'A'), 'Local Heritage Places' (orange circle with 'B'), 'State Historic Heritage Places' (green circle with 'C'), 'Aboriginal Heritage Places Subject To Further Advice' (blue circle with 'D'), and 'Potential Review Of Existing Intersection' (red circle with 'E'). Below these are map layers: 'Study Area' (blue outline), 'Primary Regional Roads' (red fill), 'Residential' (yellow fill), and 'Local Centre' (blue fill). The main map area shows a street grid with these overlays. A blue tooltip box says 'Click the map to view information or add a point.' At the bottom, there are navigation buttons: '< Back', '<< First', 'Save and come back later...', and 'Continue >'.



Dialogue

Design & features

Interactivity without toxicity

Set the tone to turn discussions into decisions with a crowdsourcing platform like no other. Using Dialogue, you'll notice a natural trend towards more thoughtful, self-moderated responses. Registered accounts and moderator approval let you keep the conversation civil: no barrages of anonymous abuse.

Structured for more thoughtful deliberation

Dialogue puts the discussion in the open: group members can respond to everyone else's ideas and suggestions. That gets people reflecting, deliberating and working towards consensus.

Get public input in minutes, not months. With Dialogue, you can open a large-scale debate and start collecting comments on proposals instantly.





Dialogue

Design & features

A common goal

Dialogue needs a sense of competition and the potential to ‘win’. We encourage users to set challenges on issues that impact your audience’s daily lives.

What inspires people to write reviews, comment on Facebook and tweet is receiving feedback and the belief that their message will have an impact.

Engagement is formed around something tangible; lots of people use social media, but the individual interactions are around small topics that people feel connected to.

Convene a Crowd

Open up a space for public discussion.



Pose a Topic

Set an issue or theme and give background information.



Gather Views

Let people submit ideas, ratings and comments.



Analyse Results

Tag, export and report on your findings.



Dialogue: Customer Story



Power in the Valleys: involving a community in spending decisions

As part of a wind farm development in Pen y Cymoedd, energy company Vattenfall created a £1.8m community fund to invest in local facilities. They wanted the community itself to shape how this money was spent; they used Dialogue to run an ideas-gathering exercise, with hundreds of ideas from local residents pouring in online.

Other energy and utilities projects using our tools include:

- National radioactive waste management project, Australian Government Department of Industry, Innovation and Science
- Eliwana Iron Ore mine, Environmental Protection Authority, Government of Western Australia
- 'A smart, flexible energy system', call for evidence, UK Department for Business, Energy and Industrial Strategy
- Three Springs solar park, Environmental Protection Authority, Government of Western Australia



Delib

Product guide

Compliance & technical specs

Information security

- Operations certified to international standard for information security, ISO 27001:2013
- Many Cloud Risk Assessments have been conducted on Delib products, including Citizen Space
- We have been handling sensitive data since 2004, and are registered for Data Protection with the UK Information Commissioner's Office.
- All staff are background checked. We operate a robust information security policy, available on request.
- Citizen Space tested as 'fit for purpose' by CHECK-approved third-party security vendor.

Privacy compliance

- Privacy Policy page lets you clearly inform respondents how their data is handled
- No intrusive cookies. Cookies page in the platform clearly explains cookie use
- Encryption as standard

Data ownership and storage

- You own all response data collected through your site. Delib acts as data processor. A data journey its available on request
- All data stored in-territory

Hosting

- Hosting fully managed by Delib. 99.95% uptime guarantee; 24/7/365 monitoring
- All backups and maintenance managed by Delib

Accessibility

- Tested for WCAG 2.1 Level AA
- Tested for screen reader products and keyboard access. Compliant with colour contrast requirements
- Accessibility page in-platform provides clear accessibility statement

Engagement Best Practice Processes

How you can engage

The Australian Public Service Framework tell us that there are four major ways to engage. Start by thinking of these in terms of why you want to conduct your activity, and what you hope to achieve.

Everyone involved needs to have a clear vision of what you are doing and why in order for a clear message to translate to the audience.

- **Share:** When you need to tell the public about an initiative



- **Consult:** When you need to gather feedback about a problem or a solution



- **Deliberate:** When you need help from the public to find implement a solution that involves trade-offs and compromise



- **Collaborate:** When you need help from the public to find and implement a solution



The Australian Public Service Framework for Engagement and Participation,
Commonwealth of Australia 2020



Engagement Best Practice Processes

Choosing an audience

The Australia Government's Office of Best Practice Regulation gives some guidelines about when consultation can be incorporated into a **Regulatory Impact Statement** (and - because it's 'best practice' - any other decision). **Here's how we think of them:**



Fully Public

Prioritising transparency and public accountability to reach the widest possible audience.

Targeted

Reaching small, affected or expert groups

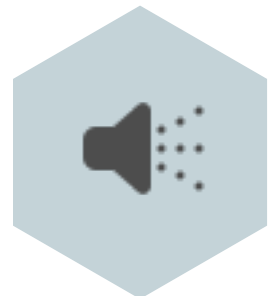


Confidential

Discreetly gauging the sentiment of only affected entities.

Post-decision

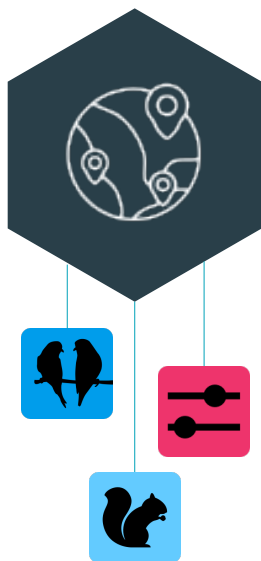
Preventing the compromise of highly market sensitive decisions.



As digital democracy veterans, we understand where all of these can and should fit into your projects' timelines to maximise effectiveness and minimise workload.

Engagement Best-Practice Processes

Choosing an audience



Fully Public

When you need to broadcast information or proposed changes as widely as possible, a fully public activity is the way to go.

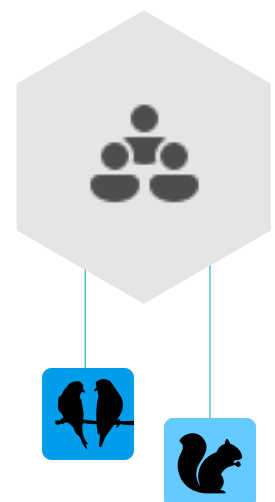
Broad crowdsourcing is not just useful for forming ideas ground-up. When a tough decision is likely to invite scrutiny, such as budgeting, including the public helps **reduce possible pushback**.

An example may be a call for evidence: Open by design, and invariably with many free text questions. From a research perspective, you'll want to understand themes from a varied audience.

Targeted Consultation

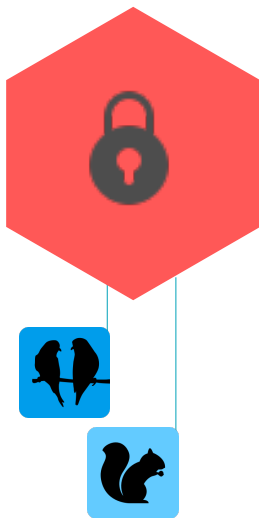
Giving people the right content (and the right amount of it) benefits everyone: participants are able to digest context so that you get useful, well-reasoned responses. **It's your responsibility not to confuse them or lose their interest.**

Your key stakeholders can often be gateways to much larger audiences. It might be more effective to engage targeted groups based on things like **geography or expertise**. This will allow you to focus your advertising resources and reduce 'bulk' in responses.



Engagement Best-Practice Processes

Choosing an audience



Confidential

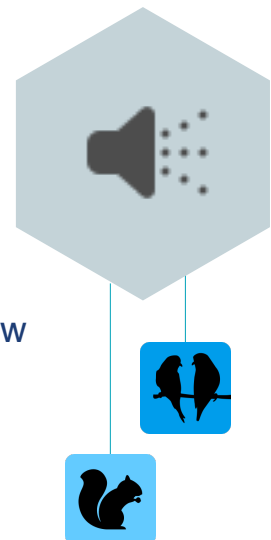
One of the most frequent use cases of confidential consultation is **pulse surveys**, which can be sent by email link to employees, stakeholders, customers and so on.

We understand that not all ages and demographics that you may want to engage will be best reached online. But for the growing number that are, being able to provide submissions on highly sensitive issues from the a **unique, secure link** to a survey can unload a great deal of unnecessary stress from their minds.

Post-decision

Unless you can extract useful information from the responses to a consultation, there is little point in running it. (It might just about count as a PR exercise but consultation as PR is a disastrous idea).

Often there is also a legal requirement to demonstrate how you have listened, with the potential that such processes are audited. It should go without saying that you can't effectively report on a consultation if you can't use the responses to gain the insight you require. Happily, by making some basic preparations, you can save time and ease the burden of the process.



Engagement Best-Practice Processes

Bringing it all together

Engagement doesn't have to be complicated. Once you've decided on the basics, we're here to help flesh out the details.

- In-depth, bespoke support – from experienced, friendly consultants
- Improve your existing work, or build something new from scratch
- Collaborate on a detailed review of any project with our team of specialists
- Level up your public engagement with the next generation of tools



“Both Delib consultants were brilliant. Clear, easy to understand, with a great understanding of the system and lots of examples from real-life experiences.”

A person is sitting at a wooden desk, using a laptop. The laptop screen displays a web application titled "Published responses - Map view". The screen shows a map with various colored overlays and markers. The person's hands are on the keyboard. In the background, there is a large green plant and a small potted plant on the desk. A notebook and a pen are also visible on the desk.

Delib Product Guide

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