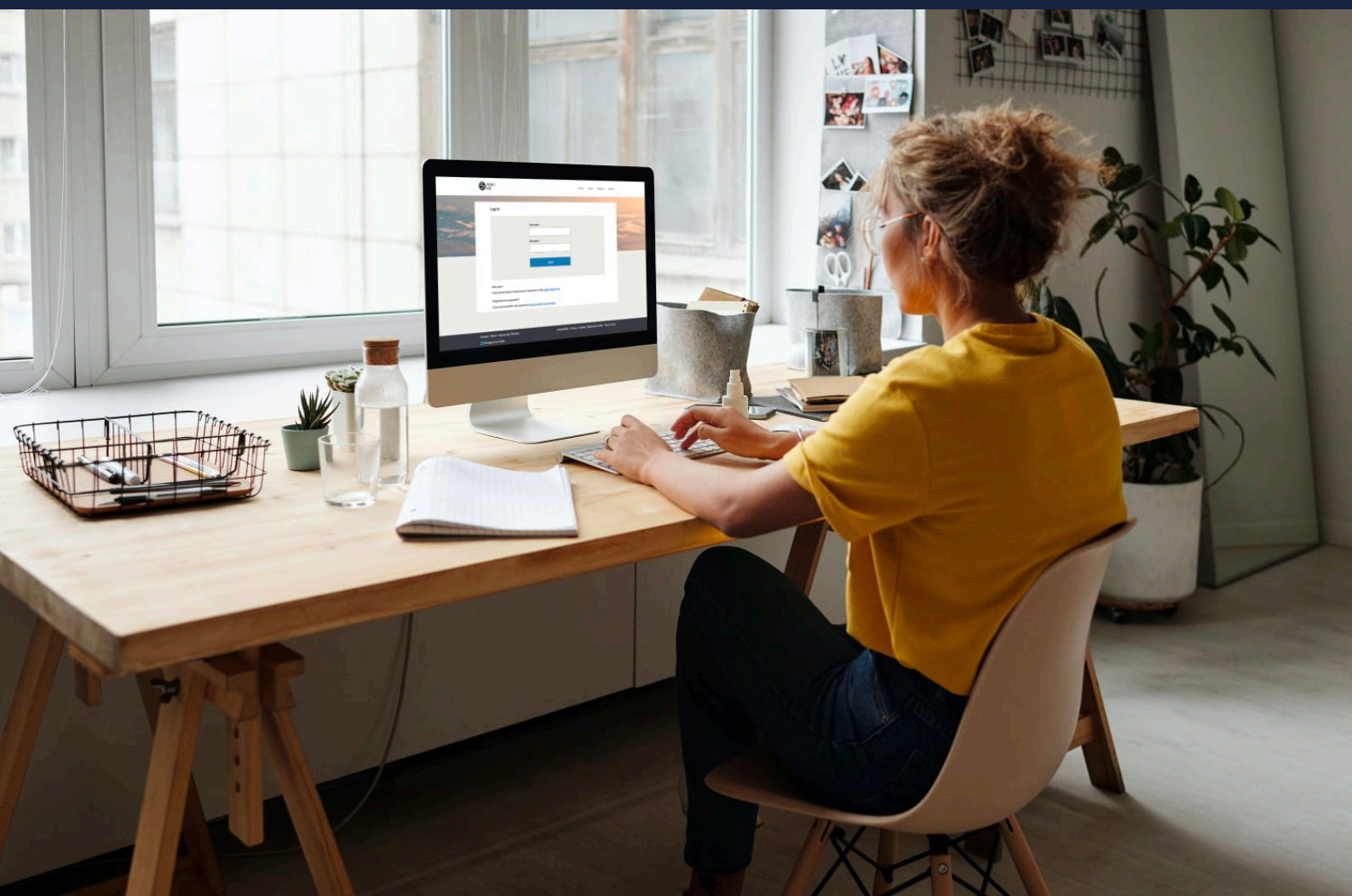




Delib Product guide

Using our next-generation engagement platform in the Justice 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

Inform at the point of response

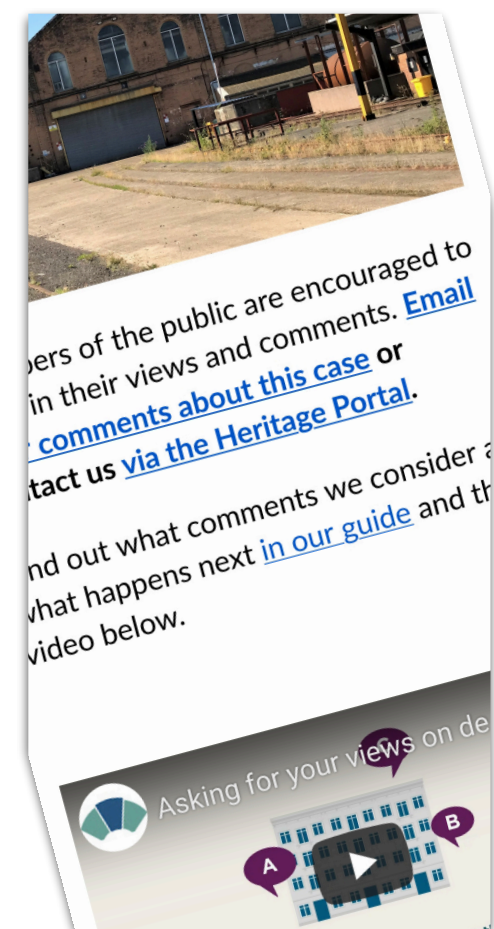
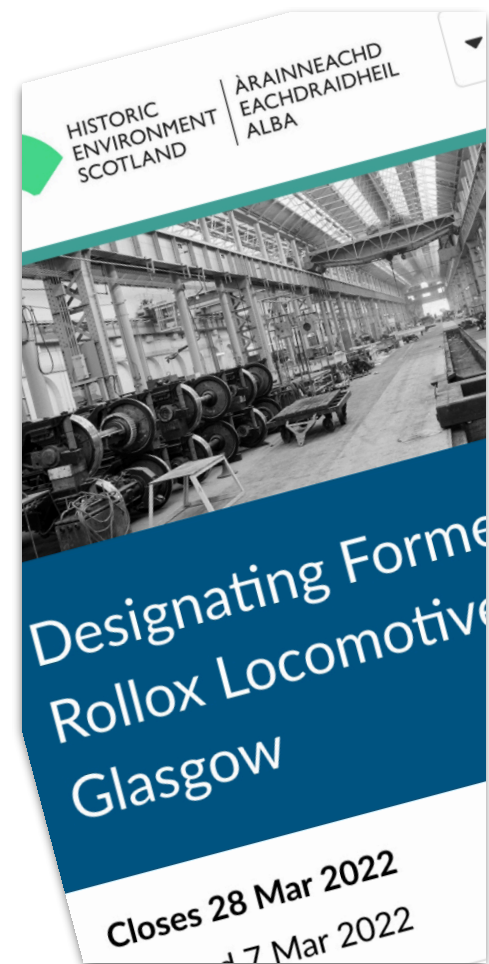
Citizen Space allows you to inform your citizens at the point of response, rather than requiring certain knowledge before they're able to take part.

Convey information meaningfully

It's easy to embed rich media (such as videos, mapping pages, images and infographics) 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.

Structure information for greater deliberation

Use Fact Banks (dropdowns which can be expanded and collapsed) to allow respondents to select the depth of information they wish to engage with.





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'). You can always build a survey appropriate to the particular audience or context, without having to work around platform limitations.

All the question types you need

Question types include all the expected formats: radio buttons, checkboxes, ranking questions, text boxes and matrix choices, 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 demographic and other essential information.



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

Removing barriers to entry to participation

With responsive design, Citizen Space allows organisations to create different types of surveys that work seamlessly across desktop, laptop and mobile devices. This helps widen participation by removing barriers to entry - citizens can access democratic decision-making wherever they are.

Citizen Space requires no registration from respondents prior to taking part. This means that your respondents aren't limited to those with an active email address, or the technical proficiency needed to make an account. Nobody is barred from taking part if they're not a digital native.

The best possible product experience

Citizen Space is designed to encourage public participation by acknowledging time pressures and making it as easy as possible to participate. The path through every activity is clearly indicated; the content layout and structure encourage concise, helpful supporting information; each page of the survey allows a citizen to save their response to complete at a more convenient time and an automated email will be sent on completion, to keep a digital record of their response.



Citizen Space Design & features



Closing the feedback loop

Best practice when engaging with any audience is to feed back the outcomes of the activity and any changes made as a result of people's input. Closing the loop and demonstrating citizens' views have impact is an integral part of the democratic process and is one of the most important ways organisations can build trust with the public.

Response publishing

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, so anyone can easily find what their fellow respondents have said.



Citizen Space

Reporting and analytics

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 and comprehensively, ultimately allowing you to make better-informed decisions.

“What we really wanted was an integrated platform that has the analysis, data collection and survey design as well. That’s why we really liked Citizen Space.”

Florence Obinna, London Borough of Hackney,
UK

Citizen Space supports the creation of rich, valuable data from citizen insights with sophisticated analysis tools. And the process is designed to be easy, accessible and simple for all.

The next few pages outline in detail how you can get the most out of your Citizen Space data.





Citizen Space Design & features

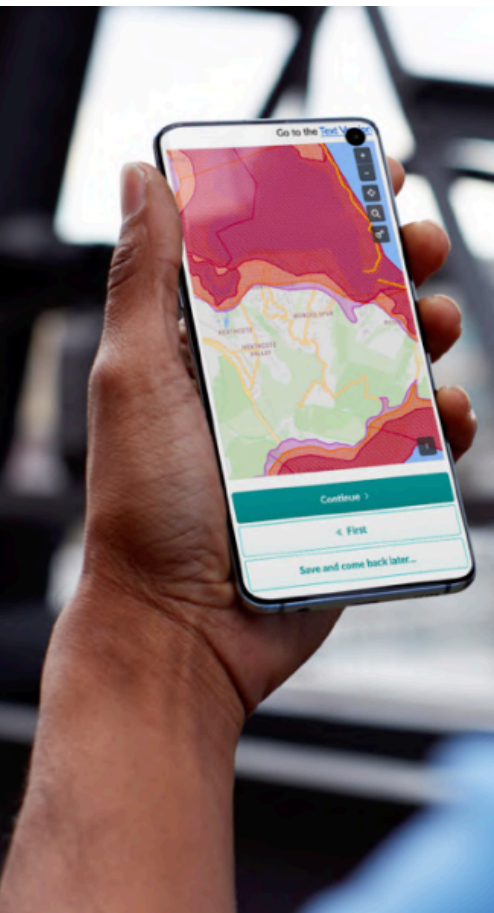
Closing the feedback loop (continued)

We Asked, You Said, We Did

Citizen Space has a dedicated 'We Asked, You Said, We Did' section to share outcomes following an engagement activity. This section is linked in the main nav bar on all Citizen Space sites as standard, providing a quick and easy-to-find way to find concise at-a-glance feedback on decision-making.

Formal reporting

Citizen Space gives administrators the option to export sophisticated reports of citizen feedback. Feedback can be added to a consultation overview page after an activity has closed, giving the opportunity to go into more detail than the 'headline' format of We Asked, You Said, We Did. When a consultation overview is updated with feedback the activity is clearly delineated as closed, but all initial information remains visible, so respondents can view the full context of the activity and subsequent feedback.



Citizen Space

Reporting and analytics

Navigating your data

Citizen Space lets you navigate your data with ease, with intelligent filtering and headline information right there on the dashboard. Quickly see status, responses and results in real-time.

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.

Navigate & filter

Explore data by response or by question: filtering allows you to look at how a question was answered only by a specific group of respondents (eg, in a certain age bracket or from a certain area).





Citizen Space Analysis & reporting

Deep dive into your results

Code & tag

Analyse qualitative data with ease by coding/tagging text-based responses thematically. 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.

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.

Geospatial responses

If you have Citizen Space Geospatial enabled, you can filter, tag and cross-reference geospatial responses too. You can view your response data on an interactive map and export it directly to a GIS.

Citizen Space

Analysis & reporting

Intelligent reporting

Summary reports

Citizen Space can generate a PDF summary report of your quantitative 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.

Data exports

You can export your data in .xlsx, PDF or .docx format. You can take exports of the full data set, or drill down into the data using **responses organised by question, filtering** and **grouping**.

Response publishing downloads

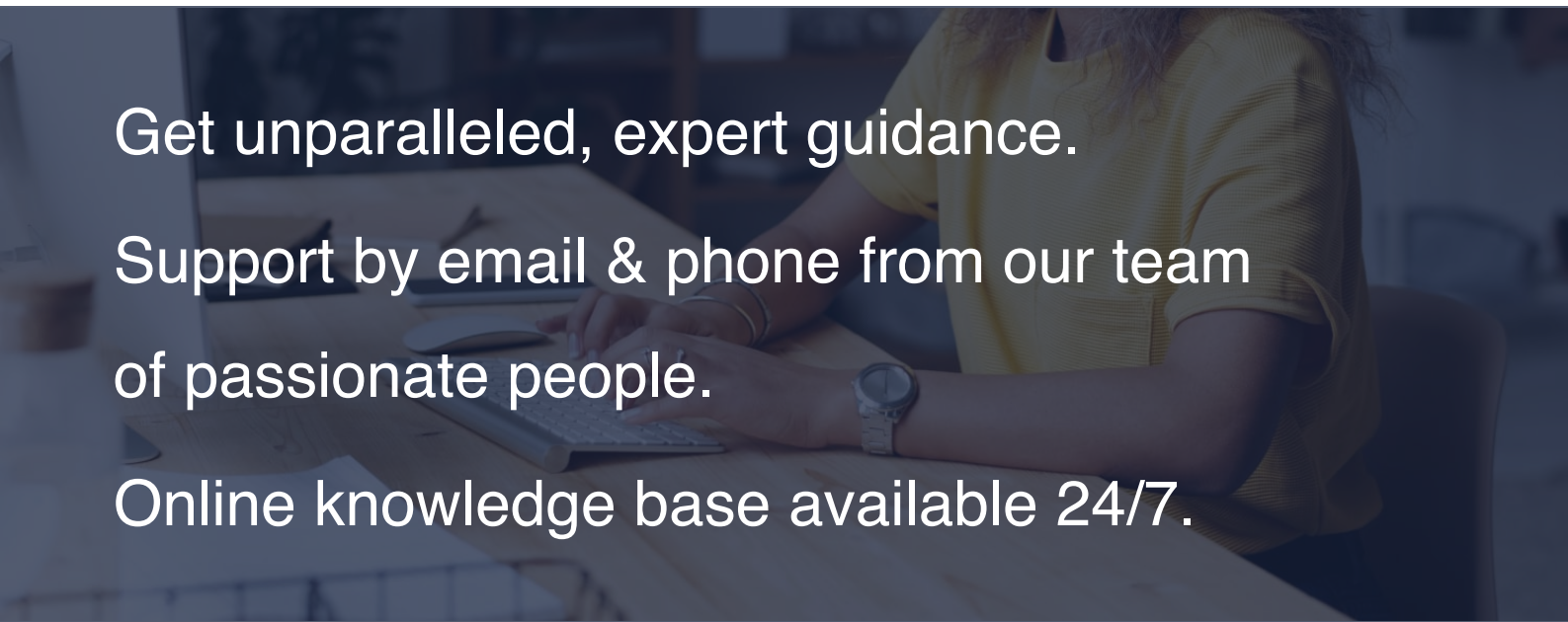
You can download approved and published responses with redactions. You can also view, display and download published responses on a map, if you have Citizen Space Geospatial enabled on your site.



Citizen Space

Support and account management

When you buy Citizen Space, you're not just buying a software product. We provide Software as a Service (SaaS), so when you buy one of Delib's tools you're buying a fully account managed service.



Get unparalleled, expert guidance.

Support by email & phone from our team of passionate people.

Online knowledge base available 24/7.

Each customer has a dedicated customer success manager, who will support deployment, provide initial training, and then become the point of contact for the remainder of the subscription. For ongoing products, customer success managers can provide help with anything from advice about accessibility or survey design, through to ideas about how to get the best out of new features.



Citizen Space

Support and account management

At Delib, support is not triaged. 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

Police Scotland



Community Engagement Process

Police forces aren't in charge of creating new laws or policies - only their enforcement. They don't have a statutory duty to consult the public. But an important part of Police Scotland's continuous improvement of their service and relationship with the public is a robust community engagement programme.

Before switching to Citizen Space, they had online engagement in place already, but - as is usually the case with national organisations - they weren't consistent across the organisation. "There were a lot of people relying on our old survey tool, but Citizen Space was the better platform in terms of data protection issues as well as for central oversight," said Davina Fereday, Research and Insight Manager for Police Scotland.

They are running their annual 'Your Police' survey, which asks residents what they think of Police Scotland and how they feel policing could be improved, for the third consecutive year. 'Your Police 2020-2021' got over 36,000 responses. Residents answered questions about how the coronavirus pandemic and the resulting series of national lockdowns impacted their feelings of safety and trust of the police, among other things.

Police Scotland have also asked the Scottish people for their views on issues like Body Worn Video and policing at football matches.



Since procuring Citizen Space in 2019, Police Scotland have seen a **500% increase** in response rates.

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	✗	✓
Simulator	✗	✓
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

The City of Edinburgh Council

In November 2021 the Council's Policy and Sustainability Committee approved a consultation into girls' and women's feelings about safety in public spaces in Edinburgh.

The Council used geospatial to pinpoint and analyse where and why girls and women felt most and least safe in their city.

Findings will be reported to the Edinburgh Community Safety Partnership to inform current city approaches and to make recommendations for improving women's and girls' safety in public places in future.





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

For deeper engagement, Dialogue needs a sense of competition and the potential to 'win'. We encourage users to set challenges concerning 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.



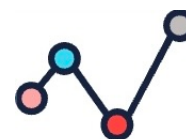
Gather Views

Let people submit ideas, ratings and comments.

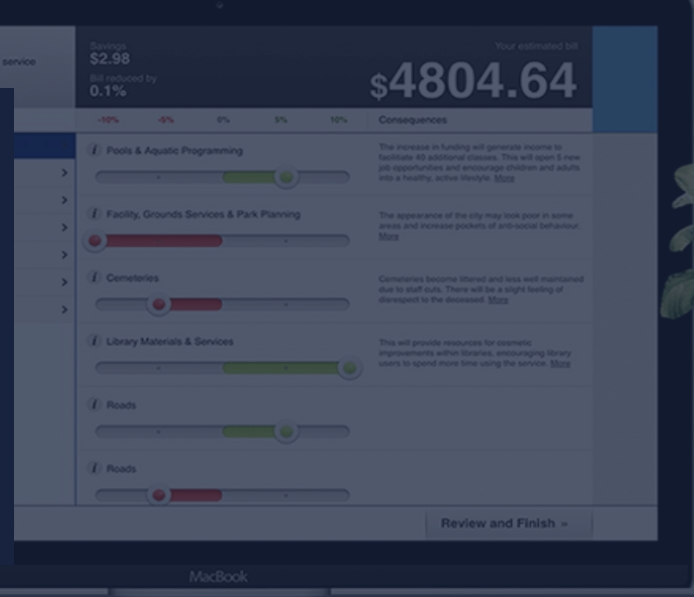


Analyse Results

Tag, export and report on your findings.



Dialogue: Customer Story



HM Courts and Tribunals Service, UK

HM Courts & Tribunals Service (HMCTS) is committed to giving its employees different ways of expressing their views within their organisation. After experimenting with several other internal schemes, they created a new site called 'Growing Ideas That Matter', using an acorn growing into a tree as the logo to represent the idea of conversations developing and emphasise organisational response to ideas.

To ensure there is clear ownership, employees registering on Dialogue are asked to enter their name in a certain format. This is monitored to ensure people are commenting on ideas as themselves, which improves the quality of conversations.

Dialogue has given HMCTS a platform to build our engagement and help take a broad spectrum of ideas and experience into account when delivering change. We feel like we've only just scratched the surface of what we could achieve with Dialogue and are excited to see where this leads.

Lauren Waters, Customer Innovation Manager, HMCTS

New challenges are posted every four weeks and members of the Senior Leadership Team have been allocated as sponsors for them, commenting on ideas and ensuring the conversation is heard, and acted on where possible. With 450 locations, this has proven to be a great virtual workshop for geographically dispersed colleagues to have meaningful discussions.





A global community of engagement professionals

As a Citizen Space customer, you're part of a global community of consultation and engagement practitioners, in all sorts of organisations.

Delib hosts regular events, called user groups, aimed at connecting this community and encouraging customers to network, share and learn from each other. We're not the ones actually doing the engagement - our customers are. And who better to pick up tips on how to get the most out your engagement activity than each other?

User groups take place both remotely and in person and feature customer presentations on how they use Delib tools. Attendees can ask questions of each other and learn the unique and innovative ways customers use our platforms.

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 you 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:**

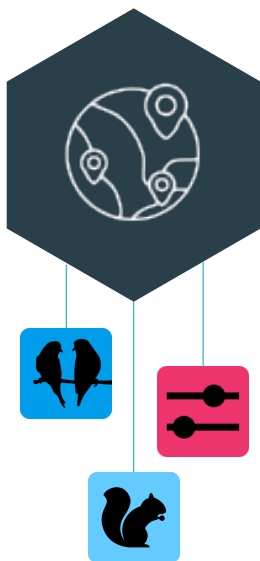


As digital democracy veterans, we understand where all of these can and should fit into your projects' timelines to maximise effectiveness and minimise workload.



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.

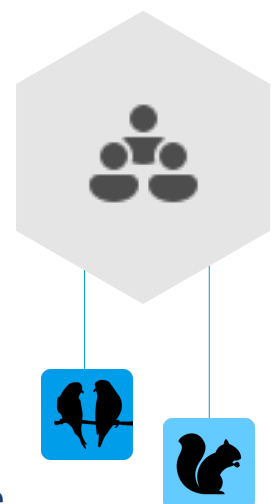
Broad crowdsourcing is not just useful for forming ideas ground-up. When a tough decision is likely to invite scrutiny, such as budgeting, including the public helps **reduce possible pushback**.

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



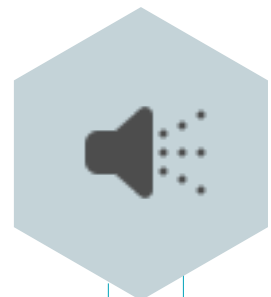
One of the most frequent use cases of confidential consultation is **pulse surveys**, which can be sent by email link to employees, stakeholders, customers and so on.

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.”



Delib Product Guide

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