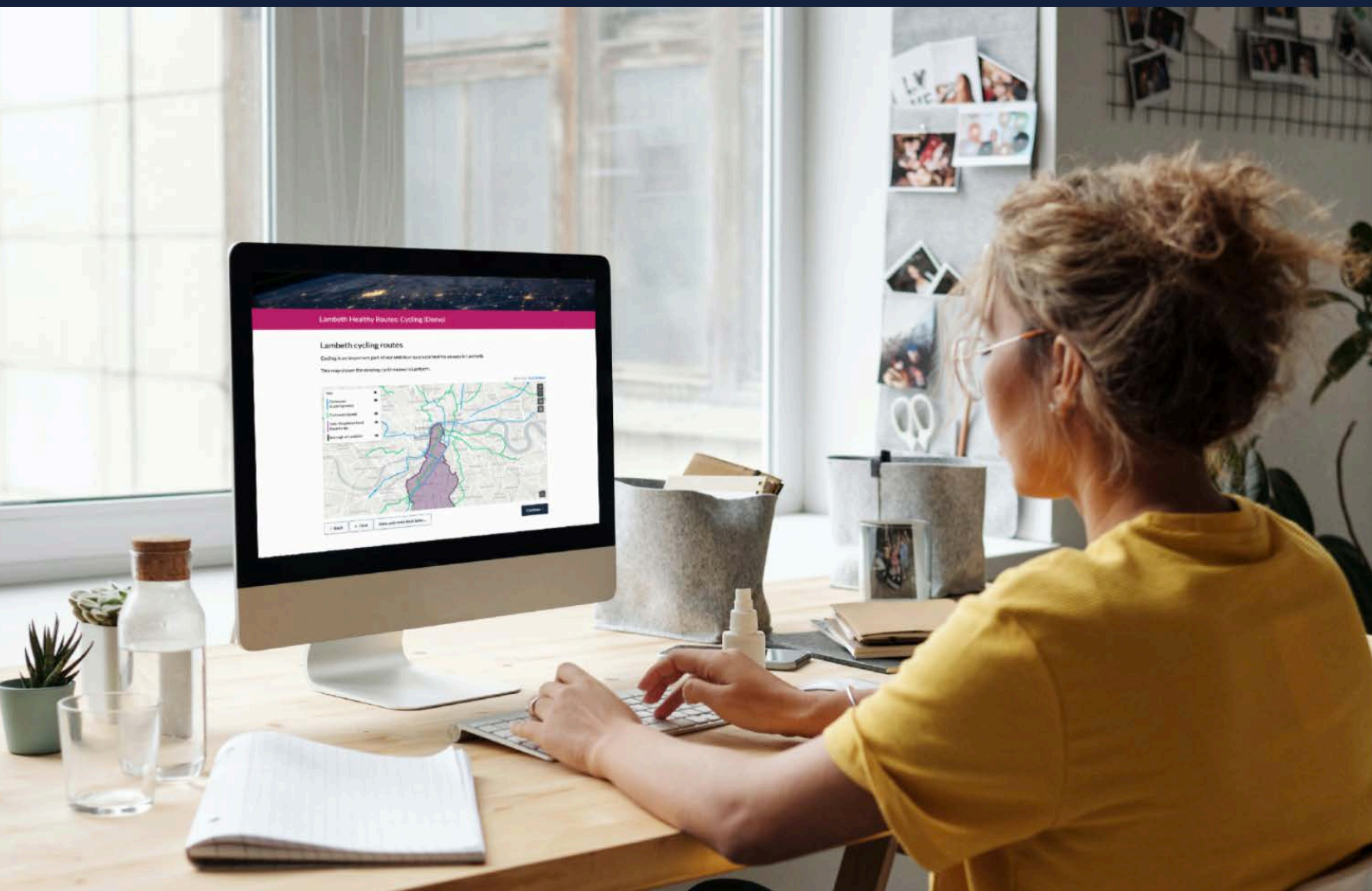
Citizen Space Product guide

The next-generation engagement platform.
Reach more people.
Run better democratic processes.

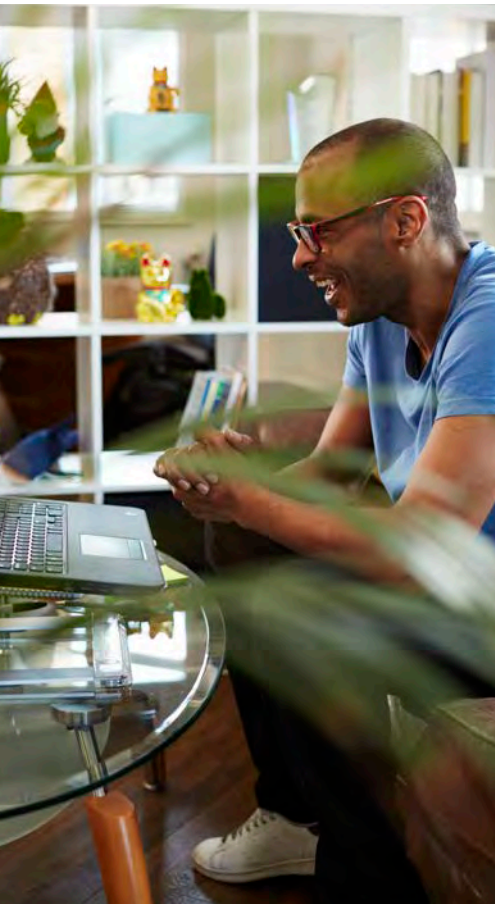


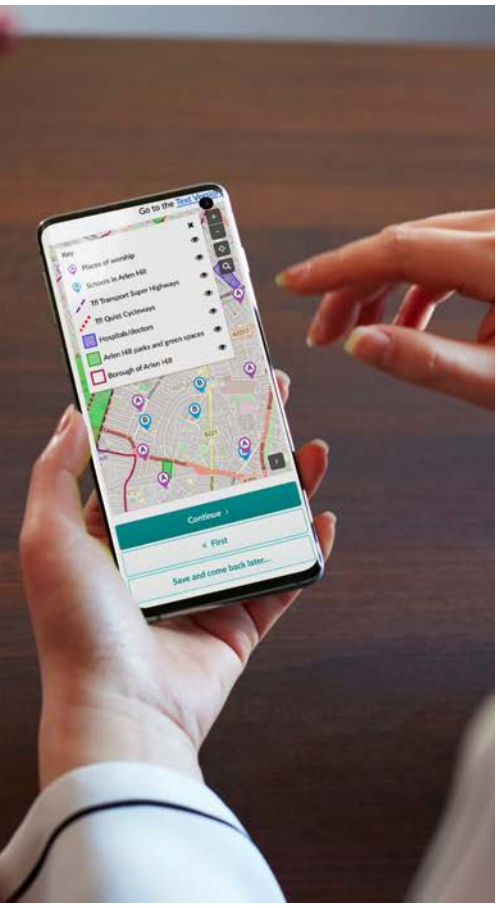


Citizen Space
Product guide

"Citizen Space does everything we need it to do – it solves so many problems… I cannot conceive how an organisation could deliver consultation or engagement without it."

- David Porteous, Senior Business Intelligence Officer, The City of Edinburgh Council, UK





Citizen Space
Product guide

Table of contents

Citizen Space key features at-a-glance 4

Overview of use cases 5

Citizen Space: design and features 6

Analysis and reporting 15

Compliance and technical specs 20

Compliance single-page overview 25

Support and customer success 26

Service level agreement 29

Training, learning and professional services 30

Engagement community and User Groups 34

Bespoke consultancy 35

Branding and customisation 36

Innovation and continuous improvement 41

About Delib 46

Contact 47

Overview

Citizen Space: key features

- Supports **end-to-end consultation and engagement activity**
- **Inform at the point of response** with rich media embeds, multiple question types and different activity structures
- **Easy analysis:** qualitative tagging system, quantitative summary reports
- **Scales across an organisation** with one central management dashboard
- **Branded to suit your organisation** with a configurable homepage and additional project pages
- **Secure, private and accessible by design**, with ISO:27001, GDPR, and WCAG 2.1 compliance

6 million+	60,000+
responses	engagement activities

Citizen Space is used by 150+ organisations around the world, including:

Overview

Citizen Space transforms democratic participative processes, including:

- Spatial planning
- Publishing statutory notices
- Permitting and licensing
- Flood strategy
- Resident and product surveys
- Transport and travel strategy
- Formal policy consultation
- Climate response

"Our old tools were really antiquated and hard to use internally. As a modern tool with a proven track record, ***Citizen Space lowers barriers to entry****. That's really important."*

- Jason Kitcat, Executive Director for Corporate Development, Essex County Council

Citizen Space Product guide

Design and features



Citizen Space
Product guide

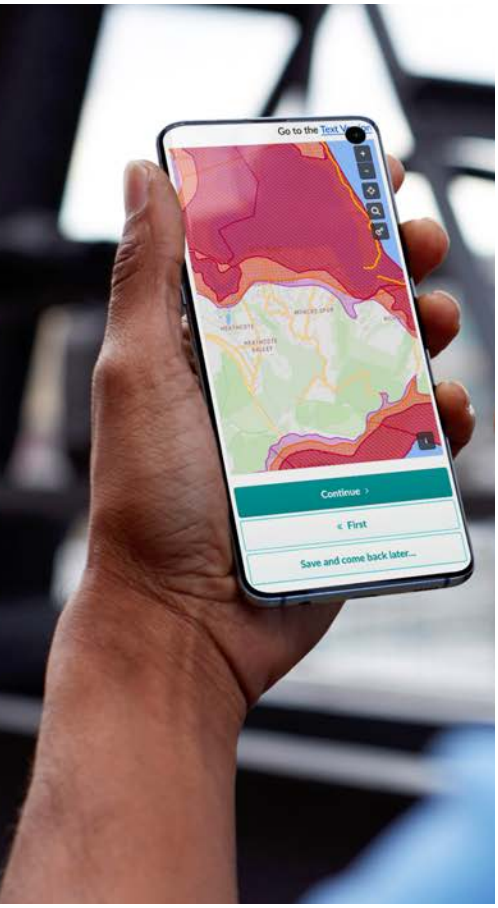
Design and features

Citizen Space has been designed to boost participation at every level, removing barriers to access to democratic decision-making for citizens and giving you the valuable and meaningful insights you need.



We’ve considered every detail, right down to optimising the size and colour of the typography to ensure it’s readable and accessible.

The next few pages outline in detail how Citizen Space is designed to support intelligent, next-generation engagement, all while boosting participation and response rates.



Citizen Space
Design and 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. There's also a built-in document reader, that allows for supporting documents to be embedded 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 Design and features



Flexible response mechanisms

Citizen Space provides a number of survey options, including traditional linear surveys, chapter-based surveys, private surveys and routing by page (‘skip logic’). Citizen Space’s flexible range of survey options mean you can always build a survey appropriate to the particular audience or context. This means you can build the activities you need, rather than having to work around limitations imposed by a technical platform.



All the question types you need

Question types include all the expected formats: radio buttons, checkboxes, ranking questions, free text boxes and matrix choices. Questions can be set to require a response before submission - for example, accepting a privacy statement before continuing, or requiring a postal code - and users have the option to save sets of questions they use frequently, such as demographics questions.

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, tablet 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 and verify an account. Participation isn't limited to digital natives.

The best possible user experience

Citizen Space is designed to encourage public participation by acknowledging time pressures and making it as easy as possible for people to participate. The path through every activity is clearly indicated. The content layout and structure encourage concise and 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 Product guide

Design and 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.

We Asked, You Said, We Did

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

Closing the feedback loop (continued)

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. Customers with Citizen Space Geospatial enabled can publish responses on a map, based on the geographic information respondents have provided.

Formal reporting

Citizen Space gives administrators the option to export detailed reports of citizen feedback. Feedback can be added to the 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 an engagement period has ended and the overview has been updated with feedback the activity is clearly delineated as closed, but with all overview information still visible, so respondents can view the context of the activity and its subsequent feedback.



Citizen Space Product Guide

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 for sharing outcomes following consultation and 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 for citizens to find concise at-a-glance feedback on decision-making.

Formal reporting

Citizen Space gives administrators the option to export detailed 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 has been updated with feedback the activity is clearly delineated as closed, but with all initial information still visible, so respondents can view the full context of the activity and subsequent feedback.

Citizen Space
Product guide

Design and 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 users, you only need a single license. Different users 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 users, 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 (see page 31).



Citizen Space Product guide

Analysis and reporting

Citizen Space
Product guide

Analysis and reporting

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.

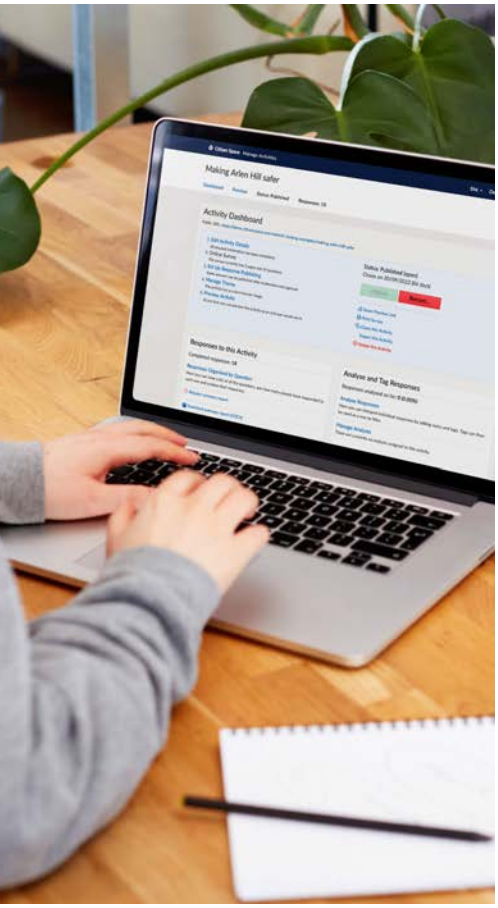


"What we really wanted was an integrated platform that has the analysis, data collection and survey design as well. **That's why we really liked Citizen Space.**"

-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
Analysis and reporting

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 Product guide

Analysis and reporting

Deep dive into your results

Code and 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 and 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
Product guide

Analysis and reporting

Intelligent reporting

Summary reports

Citizen Space can generate a PDF or .docx summary report of your quantitative results, including aggregate numeric data and charts. All data is anonymous. You can request a summary report at any time, even while your activity is still open.

Data exports

You can export your data into an .xlsx format. You can create exports of the full data set (that is, all responses to all questions), or of responses to particular questions from within the activity.

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.



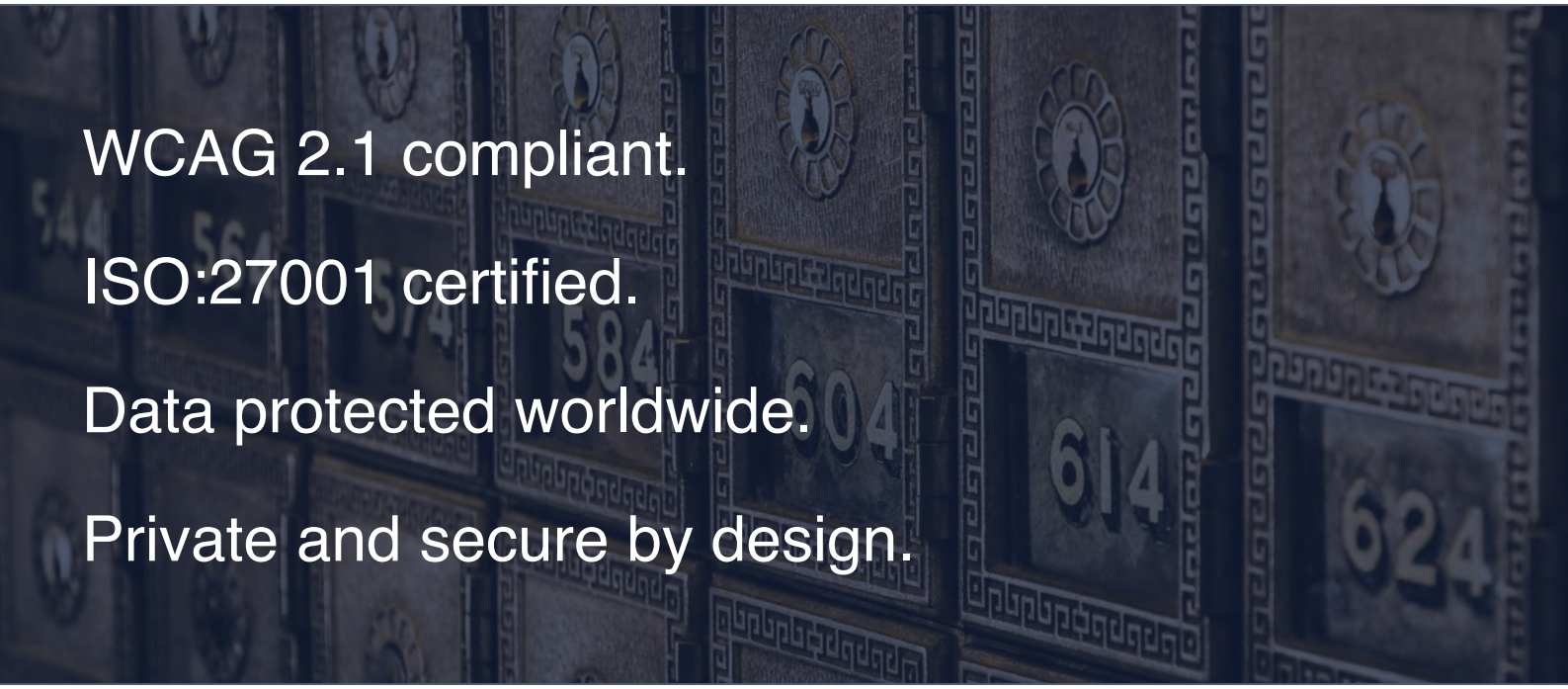
Citizen Space Product guide

Compliance and technical specs

Citizen Space
Product guide

Compliance and technical specs

Delib has always understood the importance of accessibility and security, and as such Citizen Space has accessibility and security designed in from the ground up rather than being added in as an afterthought.



Nobody should be barred from sharing their views because of a disability, a language barrier or lack of digital proficiency. Likewise, nobody should be worrying about what happens to their data or where it ends up - no matter what the laws surrounding data protection might be in their country. Citizen Space is private, secure and accessible *by design*, not by accident.

Citizen Space
Product guide

Compliance and technical specs

Data and information protection

Data processing regulations vary across the world, which is why customers' data is hosted in the same country or region in which they operate. The data they collect never has to leave their shores (thus becoming subject to another country's data policies) which saves a lot of potential complication. No matter which data regulation your organisation falls under – whether it's Australian data sovereignty or GDPR - Citizen Space keeps your data safe.

Certified secure

Delib runs a tight ship in terms of data security. We operate an Information Security Management System (ISMS) that's certified to ISO 27001:2013, so all data that we do store is kept extremely safe.

Citizen Space
Product guide

Compliance and technical specs

Airtight security

Citizen Space instances can be set up with multi-factor authentication (MFA, often also referred to as 2-factor authentication or 2FA) enabled. This is a requirement for government software in some countries and looks set to become compulsory in many others.

Citizen Space has MFA enabled across all customer instances. This is in the form of a time based One-Time Passcode: a 6-digit code that's valid for 30 seconds before it refreshes itself. Customers can use their choice of authenticator application.

Tested for vulnerabilities

Citizen Space is annually penetration-tested for vulnerabilities and many Cloud Risk Assessments have been conducted by various central government customers to ensure it is fit for purpose and safe. Delib takes care of all the hosting, maintenance, upgrades and security patches involved with providing Citizen Space to our customers, removing the ICT burden.

Citizen Space
Product guide

Compliance and technical specs

Accessibility and WCAG 2.1 compliance

Citizen Space is WCAG 2.1 AA compliant, in line with government guidelines. This includes **'surface-level' accessibility**, such as:

- Text size, colour and font are set at a readable size and contrast level
- Sites are 'zoomable' up to 200% without the text spilling off the screen

It also means that sites are **compatible with accessibility software**, for products who need to:

- Navigate the website using just a keyboard
- Navigate the website using speech recognition software
- Listen to the website using a screen reader

And finally, Citizen Space is **fully responsive**, which means it fits on different types of devices like mobiles and tablets. This is significant because those more likely to use these types of devices include the elderly and those from disadvantaged backgrounds.

Citizen Space
Product guide

Compliance and technical specs

Information security	• Operations certified to international standard for information security, ISO 27001:2013 • Cloud Risk Assessments have been conducted on 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 • Multi-Factor Authentication (MFA) enabled on all Citizen Space instances
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 • Data is encrypted in transit and at rest
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



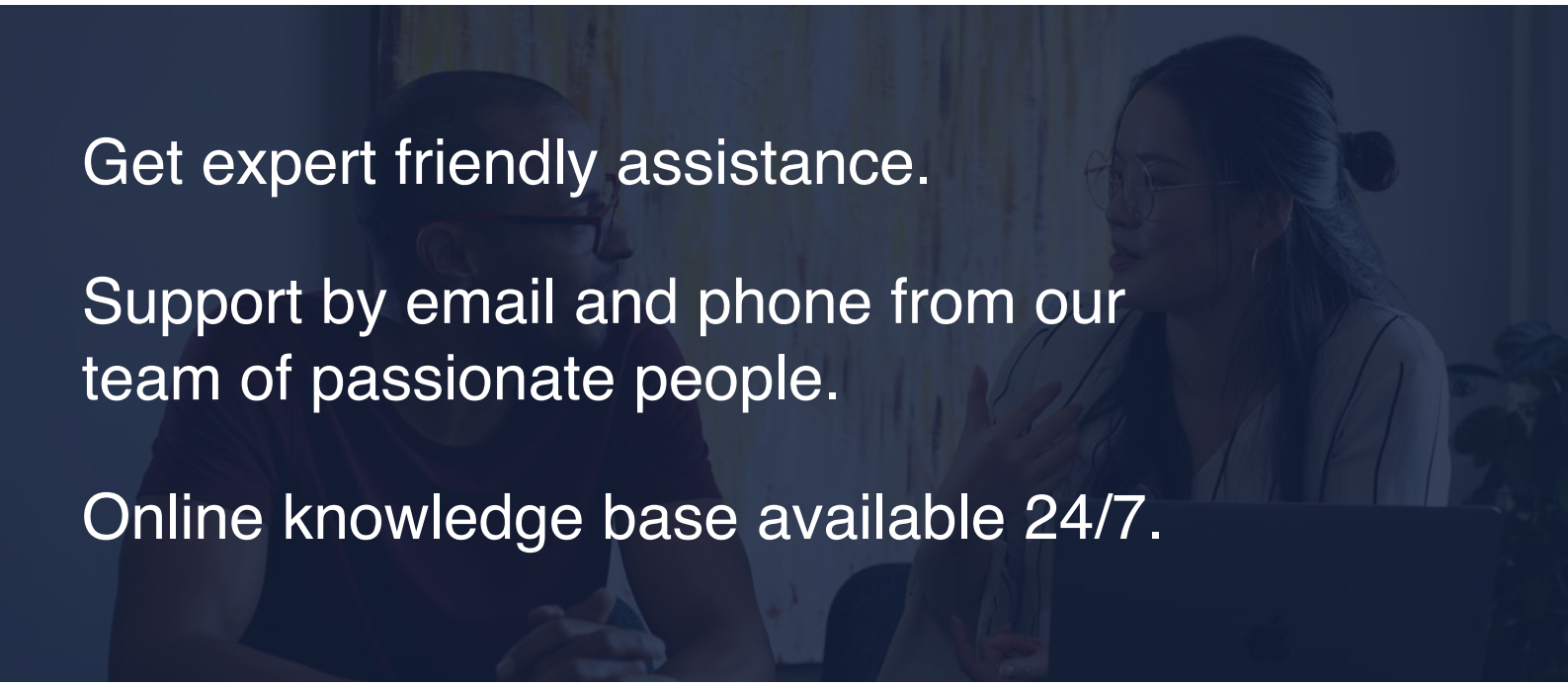
Citizen Space Product guide

Support and customer success

Citizen Space
Product guide

Support and customer success

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.



Delib's Customer Success Managers are all experts in consultation and engagement best practice and are able to give unparalleled guidance, advice and support on how to get the most out of your subscription.

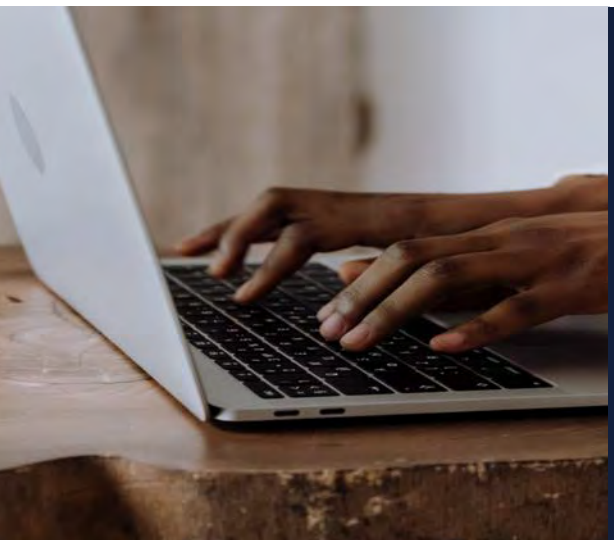
Citizen Space
Product guide

Support and customer success

Each customer has a dedicated customer success manager, who will support site deployment, provide initial training or consultancy, and then become the point of contact for the remainder of the subscription. For ongoing products, account 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.

Customer success managers can be contacted within business hours by phone or email, along with the dedicated team covering support queries for the period. If you've ever got a problem, we're always on hand to help with expert friendly support.

We also have an online knowledge base, which contains comprehensive guidance on every aspect of the product, and is available 24/7.



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

Citizen Space
Support and customer success

Service Level Agreement (SLA)

At Delib, support is not triaged. Users get straight through to members of the core team (typically this is dedicated customer success managers and engineers working together on rotation) and not to a support function which is removed from the product, or a chat bot.

We have an SLA which provides numbers, but support at Delib goes beyond that. Our aim is to **always provide excellent service** - that is, 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 to the product	Under 2 hours	We aim to resolve within 2 business days
Critical error to hardware/ infrastructure	Under 2 hours	We aim to resolve within 7 business days
Non-critical error	Fault diagnostic within 2 working days	We aim to resolve within 2 working days post-diagnostic unless a significant product update is needed

Citizen Space Product guide

Training, learning and professional services



Citizen Space
Product guide

Training and learning

Buying a piece of software is only half the battle when it comes to good, productive public engagement. There's a lot of upfront knowledge needed in order to do it well. Poorly-run engagement activities usually get low response rates and can erode trust in public institutions.



Delib isn't just interested in selling products - we want democracy and public participation to be better for everyone. **Which is why we not only offer paid-for services to customers, such as training and bespoke consultancy, but we've made a whole series of on-demand learning resources that are available to everyone free of charge.** Read on to find out more about Delib Learn and what it can offer you.



Citizen Space
Product guide

Training and learning

Unlock product potential

Access free resources

Explore our library of free videos and articles designed to ensure you and your team get the most out of Citizen Space. Dive into our free webinars at your own pace, or sign up to Guided Learning to have a series of lessons delivered on a schedule.

Meet other engagement professionals

Join other customers for our free events and user groups throughout the year. It's a great opportunity for our customers to get together and share insight on how they use Citizen Space, as well as hearing in-depth presentations from our developers and customer success managers with tips and tricks on how to get the most out of your subscription.

Get in-depth and interactive training

Take it to the next level and sign up for a dedicated training session. Whether you're a beginner or looking to add to your skillset, our training days offer an opportunity to ask questions and get a bespoke experience.

Citizen Space
Training and learning

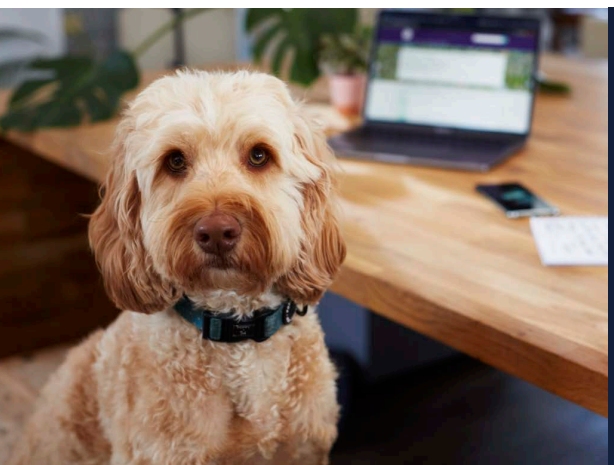
In-depth training sessions

We offer in-depth paid training sessions to all our customers, at any point during their subscription, although we do recommend people from your organisation attend around the time of onboarding. You'll learn how to use the product on a practical level, as well as expert advice on engagement best practice and how to get the most out of your subscription. Training can be delivered remotely or in-person at your workplace.

Training is delivered by our expert customer success managers to groups of up to 10 people from your organisation at a time. You can book sessions in either 3- or 6-hour slots (depending on the content to be covered). Bespoke training is also available, tailored to your exact needs (see page 36).

Centralised training

We also regularly offer a remote training course called The Fundamentals of Citizen Space, which can be attended by people from different organisations. It's ideal for new users or those just looking to brush up on their knowledge.



In a survey of 271 people who attended Delib training, **every single one** (100%) said they would recommend the sessions to others.



Citizen Space Product guide

Training and learning

A global community of engagement professionals

As a Citizen Space customer, you're not just a product user. You're part of a community of consultation and engagement practitioners, from all sorts of organisations, all over the world.

Delib hosts regular events, called User Groups, aimed at connecting this global 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.

Citizen Space
Product guide

Supercharge your next engagement project **with our expert consultancy**

- In-depth, bespoke support – from experienced, friendly consultants
- Reserve a dedicated portion of time to focus on a particular project
- 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."

Citizen Space Product guide

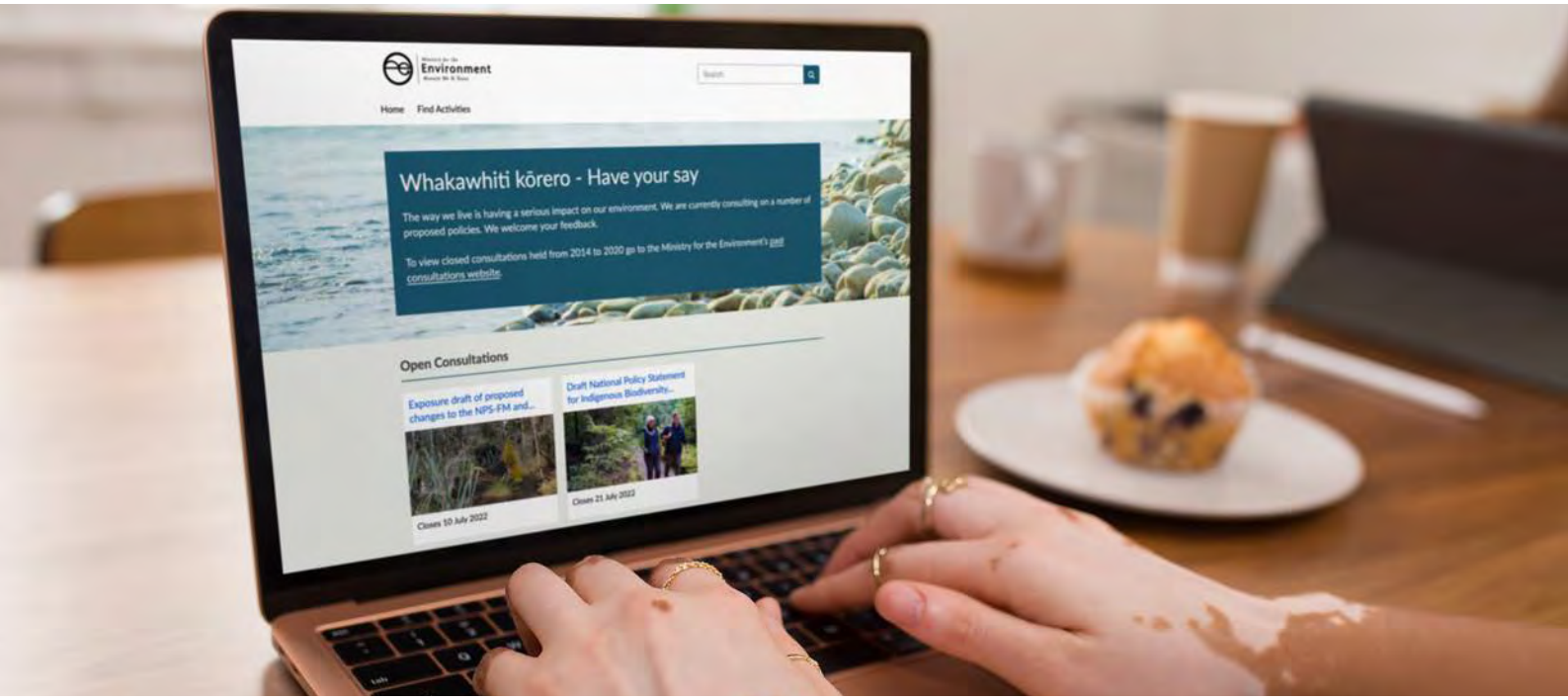
Customisation and branding



Citizen Space
Product guide

Customisation and branding

Your Citizen Space hub is configurable and customisable to best suit the needs and branding of your organisation.

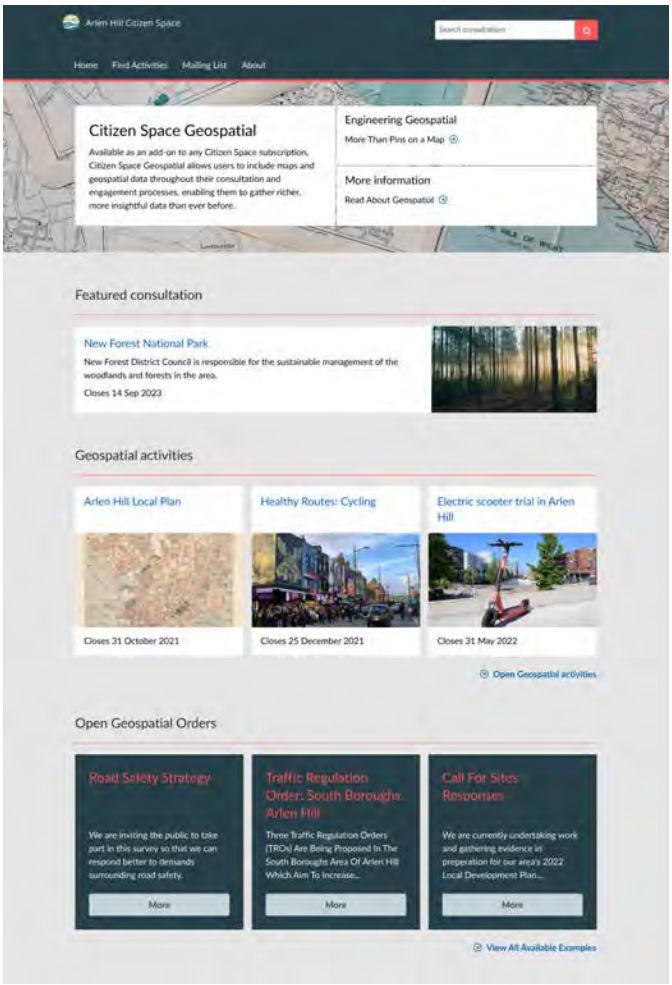


Citizen Space has a configurable hub that lets you display modular content, such as informative videos, alongside your engagement activities. You can create a dedicated second landing page to really show off a particular project. And it's themed with your custom colours, banners and logos, so the organisation's branding shines through.

Citizen Space
Product guide

Customisation and branding

Tailored to suit your organisation



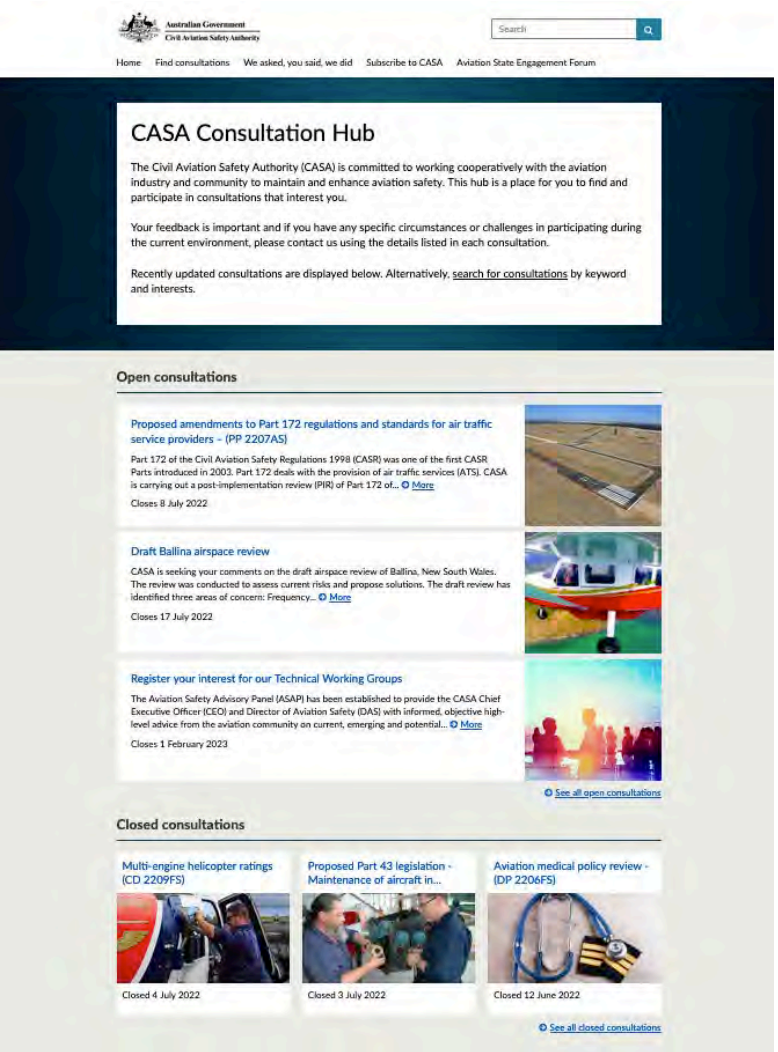
Citizen Space is branded to suit your organisation and reflect your branding preferences. Upon deployment your branding options include:

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

Citizen Space
Customisation and branding

Configurable hub

Citizen Space's configurable hub allows customers to separate and present information in different ways according to what suits them. Customers can create dedicated **additional landing pages**, to feature whatever content they'd like. They can be used to create a separation between different types of activity (e.g. formal consultation vs community engagement), or for specific engagement projects.



Civil Aviation Safety Authority, Australia



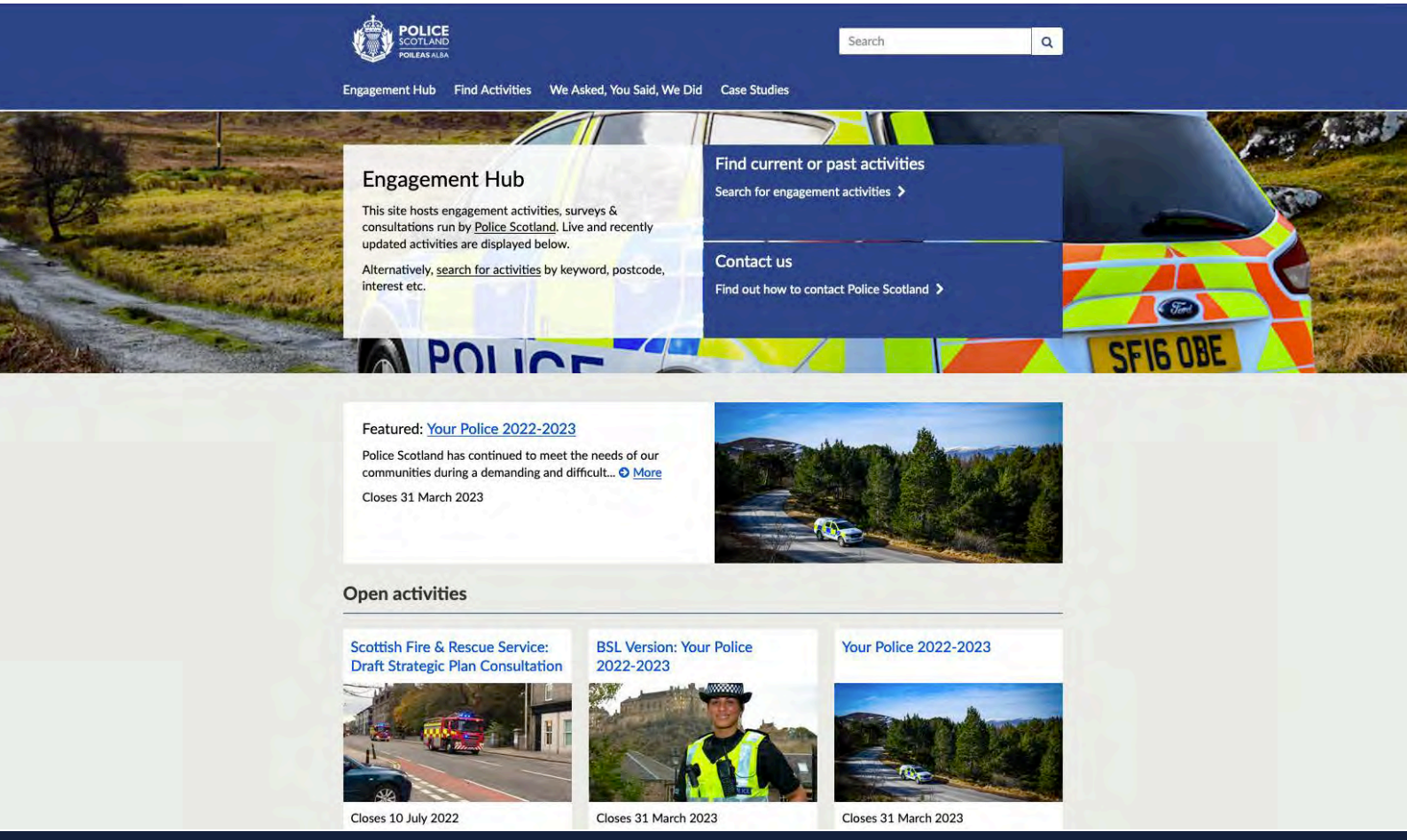
Perth & Kinross Council, UK

Citizen Space
Customisation and branding

Configurable hub (continued)

The configurable hub can also be customised in other ways: customers can choose to display thumbnail images next to activities, 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 mean Citizen Space is more accessible to citizens, with less of a need to search through a site.

Police Scotland, UK





Citizen Space Product guide

Innovation and continuous improvement

Citizen Space
Product guide

Innovation and continuous improvement

Citizen Space has always been ahead of the curve when it comes to design and development (many of the standards you now see in digital democracy were pioneered by Delib) - and customers benefit from free product updates as long as they have a subscription.



"Citizen Space Geospatial is a move into uncharted territory. There aren't any other solutions like it."

-Léonie Watson, Tetralogical

Delib is also committed to continuous innovation in the field of public participation, whether that means iterating and improving current products, or building new tools to serve the needs of engagement professionals in response to a constantly changing global digital landscape.



Citizen Space Geospatial

Place-based engagement

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

Offering different ways to engage with maps

Incorporate interactive mapping and geospatial capability throughout your engagement process. Respondents can drop a pin, draw a shape or mark out a line/route. Ask all the other questions you need alongside maps, including multiple choice, text comments, demographics and more.

Compatible with your GIS systems

All data generated can be fed into a GIS, removing the need for outdated, manual paper processes.

Transforming engagement

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

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

Citizen Space
Product guide

Innovation and continuous improvement

Customer innovation

At Delib, we have always been clear that we're not the only ones pushing innovation in the engagement sector. We make products to address a specific need - but our customers are the ones who are actually on the ground, doing digital engagement work, and their inventive use of our products never ceases to surprise us.

Some example of things our customers have used Citizen Space for include:

- Digital service delivery during the COVID-19 pandemic
- Voting on community action projects
- Data collection
- Educational quizzes
- Application forms
- Citizens' Panels and Juries
- Medical product research

….and many more.



Citizen Space Product guide

Innovation and continuous improvement

Kaizen and the development track

Citizen Space is a product that's continually evolving to best suit the needs of our customers and the industry. Customers can submit feature requests which then get factored in for consideration into our 'Kaizen', or continuous improvement, product development track.

Recent innovations for Citizen Space include:

- **Saved pages**: products can now save whole pages to a sitewide library, so that any survey owner can then add them to their activities
- **Geo Select:** Citizen Space Geospatial now includes a new response mechanism that allows site owners to publish pre-populated areas for respondents to select
- **Performance improvements:** Citizen Space can now accept up to 30% more response submissions at a time

About Delib

In democracies all over the world, too often there are high barriers to public engagement with government. In the UK, only 19% of citizens have their say on decisions that affect them.*

We're changing that.

Since 2001, Delib has been changing the way citizens interact with their governments, policy-makers and elected officials by providing 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 too often the *only* ways to get involved with these decisions are plans on display at a public library or densely worded 60+ page PDF documents with an email address attached.

We believe it can be better than this.

And we're here to help.

*Source: Civic Engagement and Social Action - Community Life Survey 2020/21 - gov.uk

Delib Ltd

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