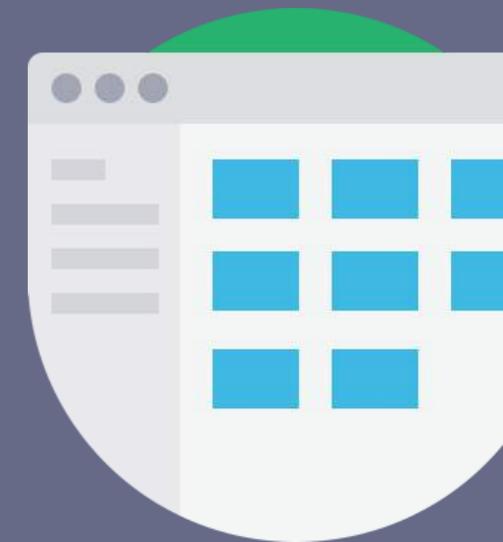


Managing consultation during change

How to establish standards and encourage constructive collaboration



Delib 

Sound familiar?



For one reason or another (perhaps ‘austerity measures’), your authority’s consultation activity has gotten a little bit all over the place. Myriad teams each doing their own thing; little or no dedicated management; it’s a long way from being joined-up. Some days you wonder how anything gets done at all.

But don’t worry – help is at hand. Here are some simple steps that can keep you on track...



**‘Organised’
chaos**

Lack of oversight

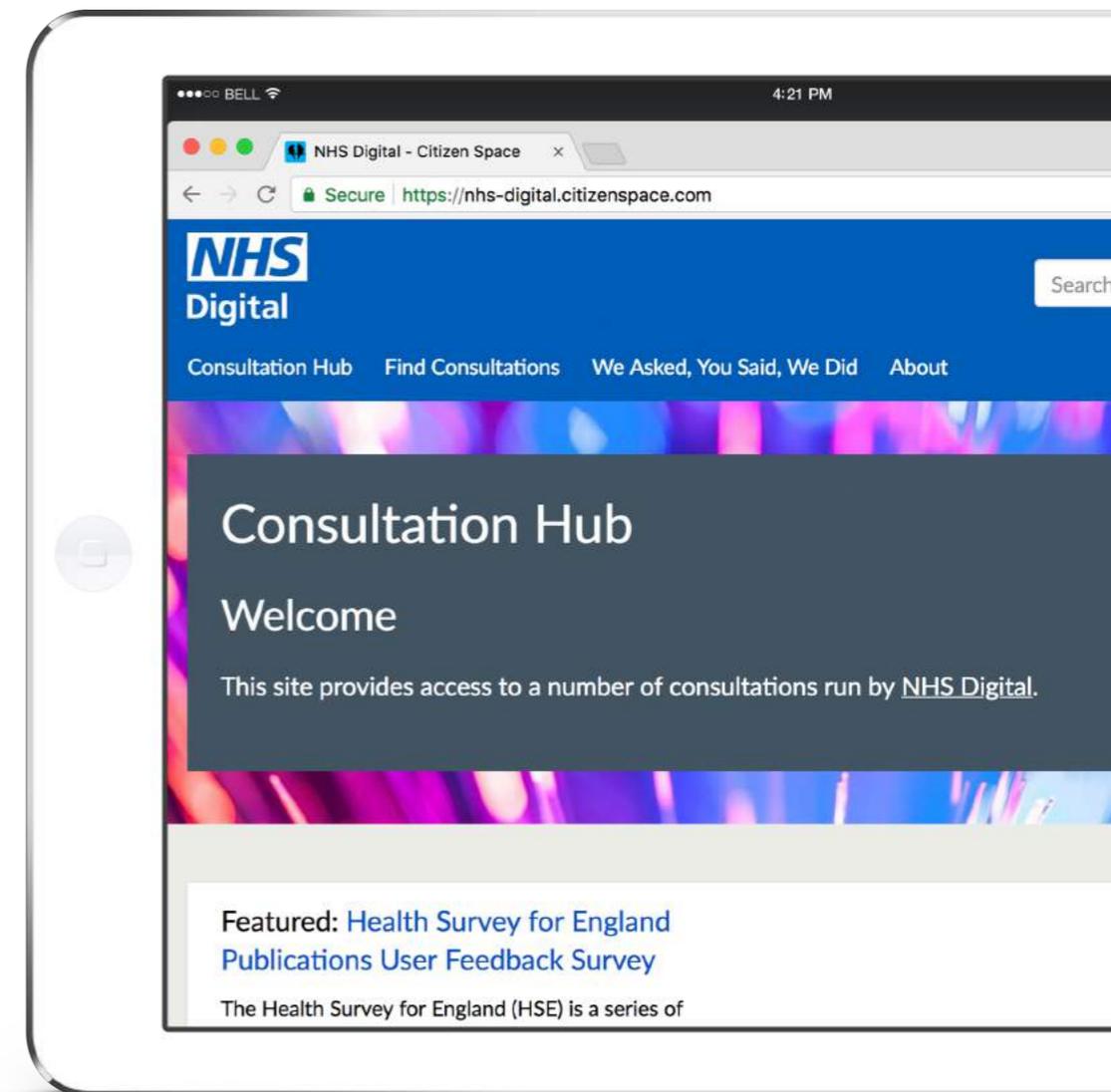


It's a problem we hear about time and again: different teams end up using a million different systems to run consultations/surveys/questionnaires.

Even if you could somehow round up all the logins, there's no way to coordinate your activity or even to audit it. It's impossible to know what's going on.

All in one place

Citizen Space lets you organise and manage **all consultations in one place** – even offline events or those created in different systems. With unlimited users and powerful admin settings, you can track and audit all your organisation's diverse activity.





Maintaining standards



Quality control

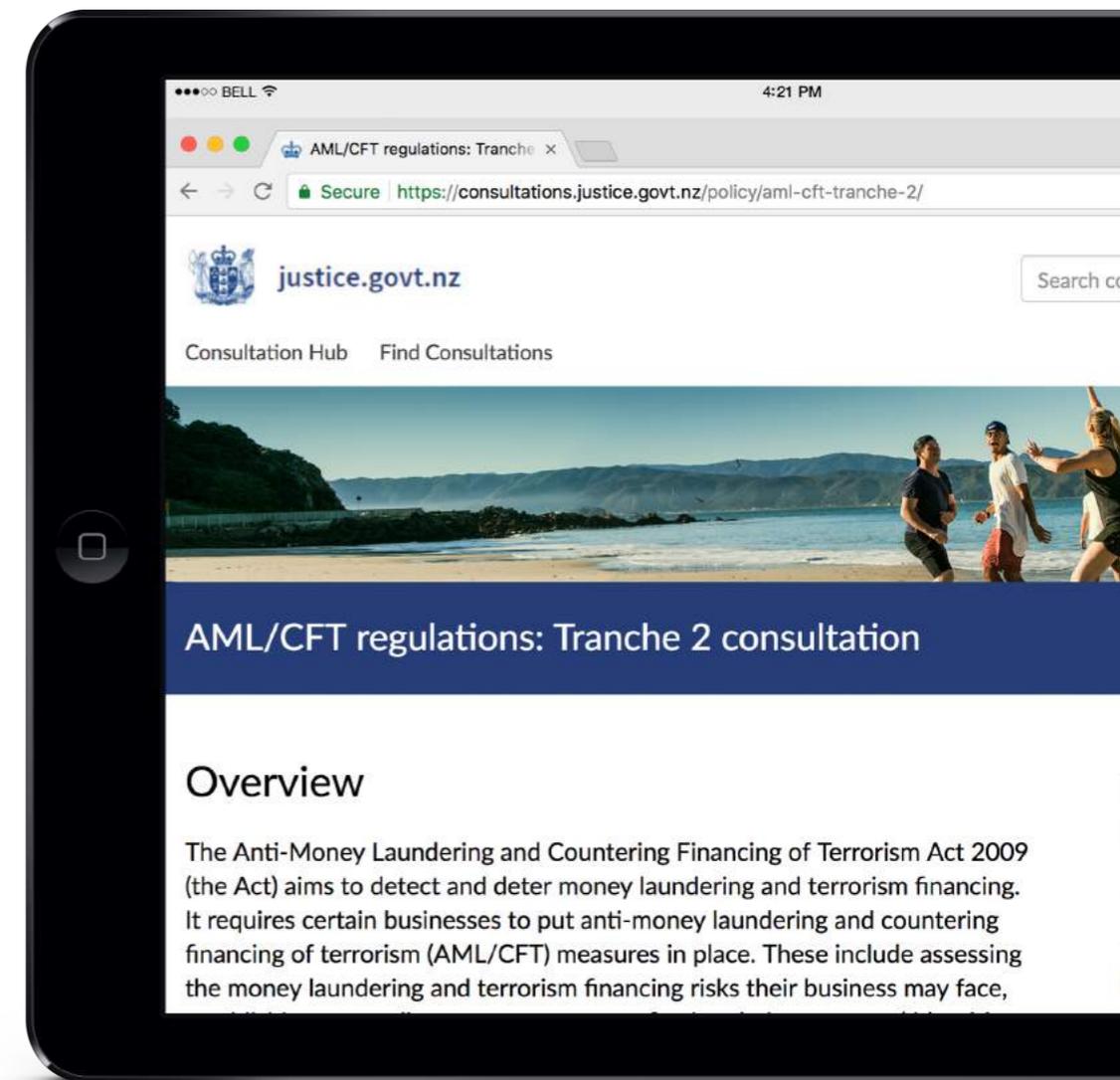


Another hazard when consultations are being created left, right and centre by different people: you simply can't guarantee that required standards will be met.

Each new survey published without a common protocol is another risk – to brand identity, privacy, corporate reputation or worse.

A shared system

Using Citizen Space means all your consultations go through the same system and process. It creates a consistency of style on the public-facing side. And built-in safety checks mean that minimum standards of consultation best practice have to be met before new consultations can go live.





**Building up
skills**

Lack of key skills



Many organisations find themselves leaving consultation to staff whose specialisms lie elsewhere. Even when people know the outputs they need to generate, they're just not familiar with the laws, processes and best practices of effective consultation.

Expert advice

We regularly run training sessions for our clients. It's much more than just tech support: we develop bespoke organisational adoption plans for many clients.

And all Citizen Space users are invited to regular meet-ups, where you can learn from others in your field.



Want more help?

To discuss using Citizen Space to suit your needs, get in touch to arrange a demo:

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