

Case study: Thames Tunnel

www.thamestunnelconsultation.co.uk

Project Snapshot

Thames Water are embarking on a major infrastructure project to upgrade London's sewerage system, and create the Thames Tunnel, designed to decrease pollution in the Thames. As part of this scheme, they used Citizen Space to engage the community and consult on the proposed sites across London.

The benefits of using Citizen Space and Delib

We worked with Thames Water to deploy a truly bespoke instance of Citizen Space integrated with a WordPress site. The site provides access to more than 500 PDFs, videos and maps, using embedded tools including Vimeo, Scribd and Google Maps. Users can easily locate details on each of the 25 proposed sites through maps, searching lists and geo-location tracking.

Using the online survey tool, the consultation surveys present site-specific data (images, animations, videos, data tables, text and maps) in context with individual questions to ensure respondents are well informed and able to provide useful input for each site.

We also handle and transcribe offline responses to the consultation. We then integrate them with the online responses within Citizen Space for analysis and reporting purposes.

Phase two consultation responses were released in a report in May 2012, which can be viewed here: www.thamestunnelconsultation.co.uk/doclib/summary-report-on-phase-two-consultation.

Thames Tunnel are currently carrying out further consultations to follow up on specific details that were raised in Phase two.

Phase two consultation:

6,553 responses

1,374 online & paper feedback forms received

4,363 pieces of participant correspondence



Homepage of the Thames Tunnel Citizen Space site

"Delib have done an excellent job and this message is being echoed by senior management and directors alike. Thanks again."
Peter Fry, Communications Executive, Thames Water

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