

# Case study

## Citizen Space for Eden District Council



Eden's tailor-made consultation system engages and informs, forging links between the council and local residents

### What Eden wanted

Eden District Council wanted to consult on their policies frequently and provide information for the public about their consultation processes online. They were looking for an easy-to-use system that could meet these needs.

### Why they got in touch

Eden were looking at the various options. When they spoke to us, they appreciated that Citizen Space, our consultation platform for the public sector, had been developed in conjunction with clients to match their requirements as closely as possible and that our offering was based around service: intelligent customisation and a strong working relationship.

### How we helped them

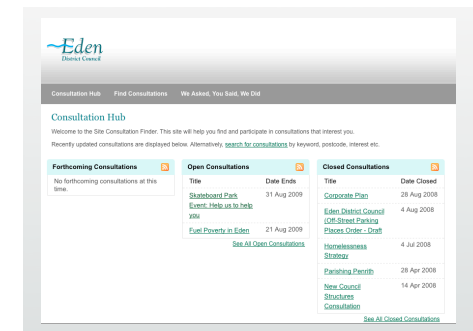
We set up two hand-picked modules of our Citizen Space system for Eden District Council which fitted their purpose without charging for any extra software they didn't need. We provided consultancy, training and a user guide to make sure Eden District Council could take full advantage of their site's new features.

Specifically, they chose:

- **Quick Consult**, our tool for creating online surveys, with
  - multiple answer formats
  - the option for rich media to be embedded in surveys, including related images or videos
  - full control over formatting and a WYSIWYG editor meaning it's really easy for Eden to tailor the 'look' of a consultation
- CSV export for survey results (a common and flexible way of storing data)

Quick Consult is fully integrated with **Consultation Finder**, our interactive consultation database, with

- a main 'consultation hub' which displays past, present and future consultations run by the Council both on and offline
- consultation records providing more information such as how and where to access consultations
- our 'We Asked, You Said, We Did' feature which Eden use to show how public feedback has affected new policy
- customizable RSS feeds which let users embed automatic updates from the system into their blog, community website or Facebook.



### We Asked, You Said, We Did

Below are some of the issues we have recently consulted on

#### Parishing Penrith

**We Asked:** Opinions were sought regarding the

**You Said:** Most, 53% of 5,771 valid votes cast supported the proposal for a new Council and 47% supported the proposal for a new Parish Council

**We Did:** The Council have accepted the outcome of the consultation and will now go on to pursue the establishment of a new Parish Council

### See it in action:

[www.opinionsuite.com/eden/](http://www.opinionsuite.com/eden/)

## Why Eden are happy

This carefully chosen combination of two Citizen Space features means Eden can create and run their own online consultations using Citizen Space, and index them along with offline surveys, meetings and events in the Consultation Finder database.

For example, following their recent SkateJam 2009 (a taster event held to encourage young people to use Penrith skate park) Eden set up an online consultation to gather feedback. The consultation could then be tracked in Consultation Finder, and the results displayed online, incorporating paper responses collected at the event itself.

Eden District Council were so happy with the simplicity, functionality and customization of the work we did for them that they soon began to tell other people about it.

This paved the way for a partnership Consultation Finder database spanning the entire county of Cumbria, involving many different organisations working in partnership, which makes this exciting project extremely far-reaching yet highly cost-effective.

“ *Easy to use, reliable, good client service and a well-explained development process – Citizen Space was the right choice for us*

*Anna Malina  
Consultation Officer  
Eden District Council*



## Talk to us

To chat through this project in more detail, or to see if we can help you in a similar way, get in touch with Gez »

**0845 638 1848**  
[gez@delib.co.uk](mailto:gez@delib.co.uk)