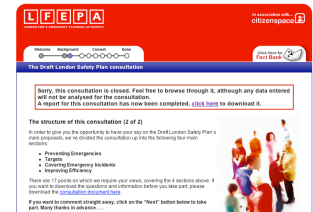


Case study



Overview

The London Fire and Emergency Planning Authority (LFEPA) required public, partner and employee consultation on the draft London Safety Plan 2005-8. The plan is a key public document that sets out how London Fire Brigade will operate in the capital. Delib provided complete managed consultation services, including the use of the Citizen Space national portal.

Methodology

Delib worked with LFEPA to determine a number of key strategic objectives and devise a specification for consultation activity. The task of delivering was handed to Delib; having agreed the initial consultation model and question design with LFEPA, Delib produced the final consultation and undertook extensive outreach to engage stakeholders.

The consultation was made available online in Delib's national portal, www.citizenspace.co.uk, and in paper form. Both contained the same mixture of qualitative and quantitative questions, set out in an appealing and engaging format.

Delib handled all results and reporting for both online and paper-based formats using an efficient consultation workflow.

Results

- The consultation generally enjoyed a high level of participation and the online consultation solution in particular was well-received by participants.
- The final report was made available publicly and vital data and insight was used in LFEPA's decision-making process.

Possibilities

- Delib's managed consultation and research services help organisations connect with key stakeholders and gather insight on policy issues.
- The use of multiple formats for distributing questionnaires means that the consultation is available to the widest range of participants with maximum efficiency.

LFEPA's London Safety Plan consultation

"We were extremely happy with [Delib's] consultancy services and we wouldn't hesitate to use them again."

Keith Elliott, LFEPA

Key points:

- Managed consultation service
- Sensitive public issue
- Multiple stakeholder groups
- Engagement & outreach activity

More information at:

<http://www.citizenspace.com>