

# Citizen Space helps Sutton residents give their views

**Client:** London Borough of Sutton

**Type of process:** Ongoing consultation and engagement

**App used:** Citizen Space

## Project snapshot

London Borough of Sutton wanted to co-ordinate all their consultation activity in one place by using an online system. After a competitive tendering process, Sutton chose Citizen Space, initially using the Consultation Finder module of the system. Once they had this embedded within their organisation, they then adopted the full Citizen Space system, allowing them to run online consultations, manage respondents and analyse responses received.

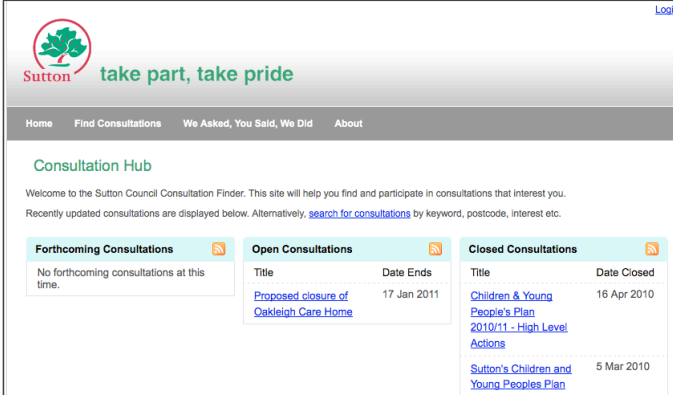
## Project detail

Sutton came to Delib with a familiar story: being a large organisation, they had lots of services that ran lots of consultations concurrently, with little overall visibility of what was happening across the authority. It was important for them to adopt a system to be used universally, where they could see what consultations were happening from one platform and to improve the standard of consultation carried out by the council.

Citizen Space was selected as the best tool to achieve Sutton's aims largely because it offered the flexibility to design the system around the authority's specific requirements at the best possible value. Sutton's Citizen Space was subsequently designed to fulfill a need identified by staff and create a system to manage consultations and responses centrally.

Delib were able to build Sutton's Citizen Space in one week and training was provided to ensure the transition to the new system ran smoothly and did not impact upon quality or level of consultation. Sutton were also able connect Citizen Space with another Delib product, Dialogue App, using specific functionality built into the Citizen Space platform.

For more information, visit: [www.CitizenSpace.com](http://www.CitizenSpace.com) or [www.Delib.co.uk](http://www.Delib.co.uk)



Forthcoming Consultations	Open Consultations	Closed Consultations										
No forthcoming consultations at this time.	<table border="1"><thead><tr><th>Title</th><th>Date Ends</th></tr></thead><tbody><tr><td><a href="#">Proposed closure of Oakleigh Care Home</a></td><td>17 Jan 2011</td></tr></tbody></table>	Title	Date Ends	<a href="#">Proposed closure of Oakleigh Care Home</a>	17 Jan 2011	<table border="1"><thead><tr><th>Title</th><th>Date Closed</th></tr></thead><tbody><tr><td><a href="#">Children &amp; Young People's Plan 2010/11 - High Level Actions</a></td><td>16 Apr 2010</td></tr><tr><td><a href="#">Sutton's Children and Young Peoples Plan</a></td><td>5 Mar 2010</td></tr></tbody></table>	Title	Date Closed	<a href="#">Children &amp; Young People's Plan 2010/11 - High Level Actions</a>	16 Apr 2010	<a href="#">Sutton's Children and Young Peoples Plan</a>	5 Mar 2010
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Ben Unsworth  
Head of engagement and equalities

