

Citizen Space for environment agencies

How environmental bodies are running online consultation activity



A growing trend

In recent years, a swathe of environmental organisations have all adopted an online consultation system. Why the sudden surge?



Australian Government
Department of the Environment



Drivers of change

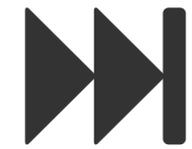


A duty to consult



Environmental agencies are responsible for issues that have a huge impact on citizens – from flood defence to energy infrastructure, land use to pollution and waste management. And these sorts of environmental, development and sustainability matters are only becoming bigger issues in the public consciousness. Consequently, effective public engagement and consultation has long been recognised as a vital part of best practice in this field.

Digital transition



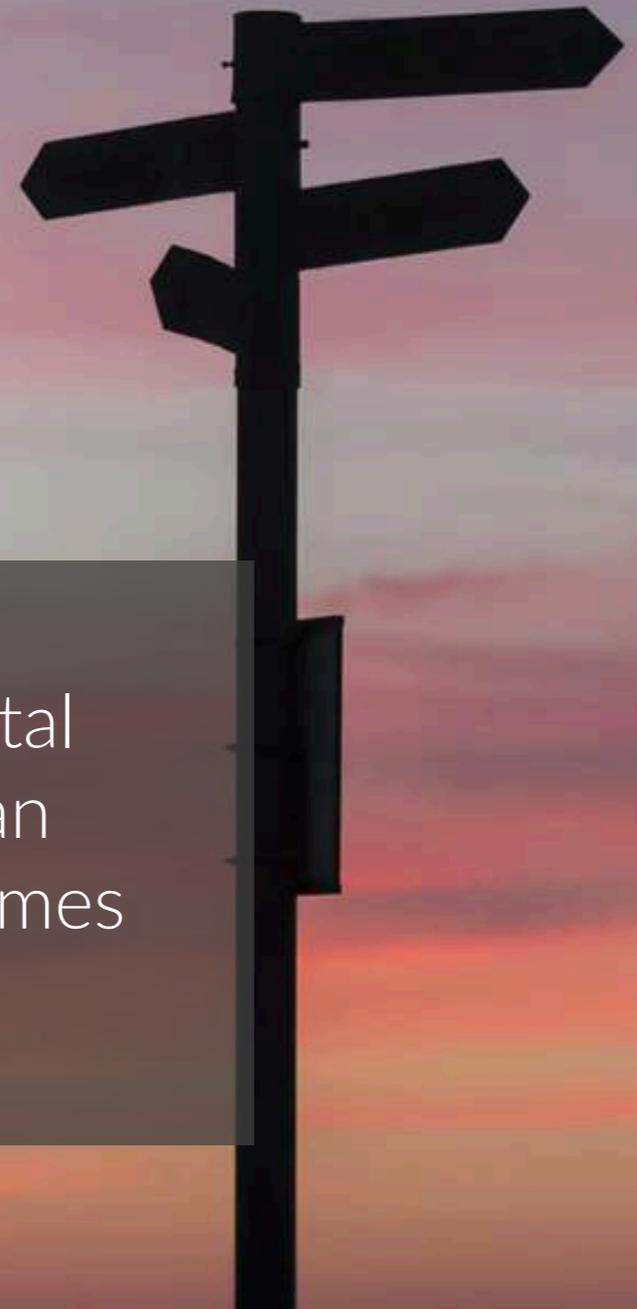
This type of public consultation has rapidly been moving online in recent years.

Consulting online:

- saves money over paper and offline processes
- is convenient for the public and returns great response rates
- fits with the 'digital by default' mentality – connecting organisations with the public 24/7

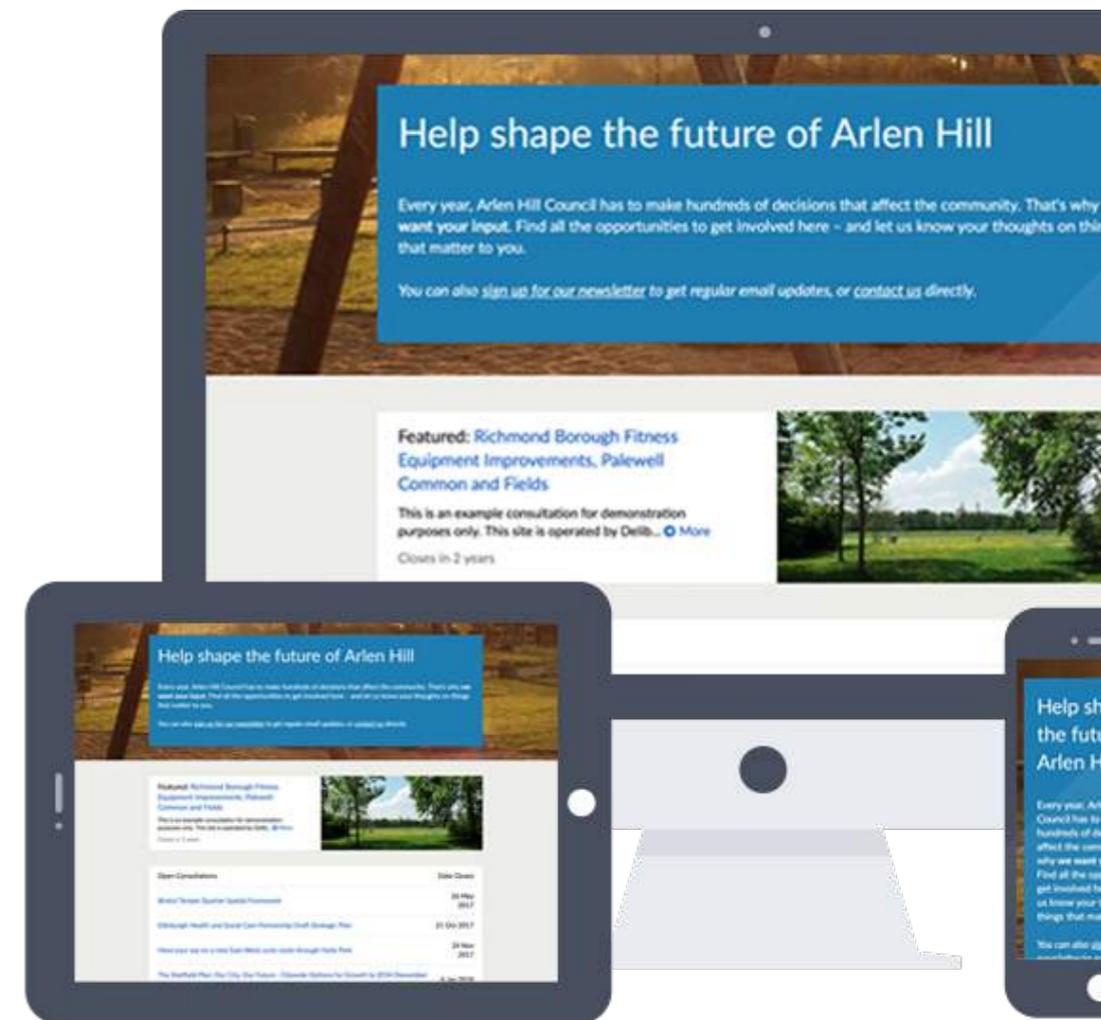
A question of 'how'

Given that consulting is essential for environmental organisations, and that consulting online is now an expected part of that process, the question becomes **which is the best way to consult online?**



A recurring response

Lots of environmental bodies, having asked themselves this question, choose to use **Citizen Space**. The platform was originally developed for the UK government and has since been used by more than 100 diverse organisations to consult on issues from cycle trails in Thetford Forest to the £3.2bn Thames Tideway Tunnel.



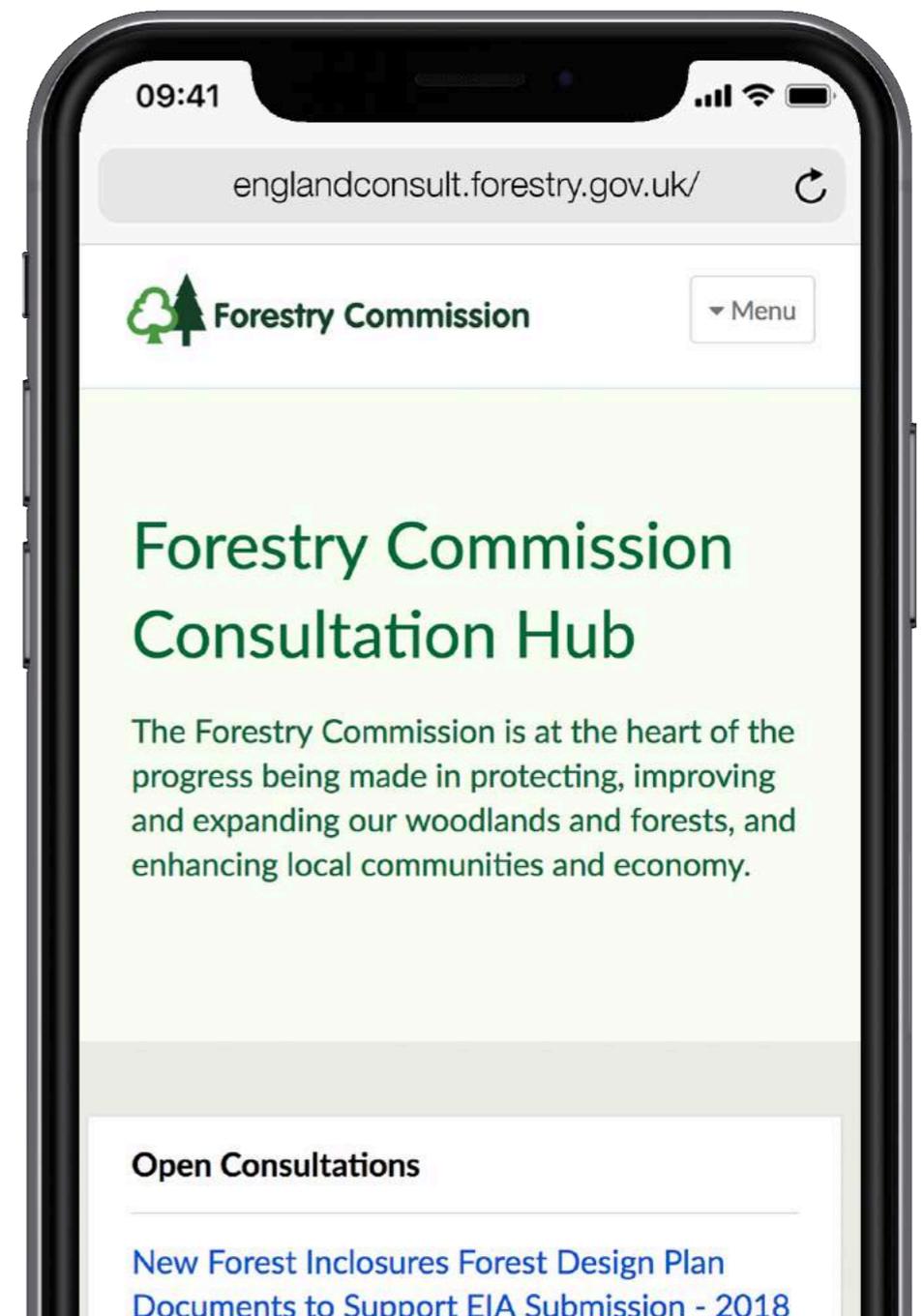
Why Citizen Space?



Customers say...

“It means we are able to engage our stakeholders with varying degrees of formality – something that is invaluable for an organisation like ours. The feedback we’ve been able to obtain has played an essential role in our decision making.”

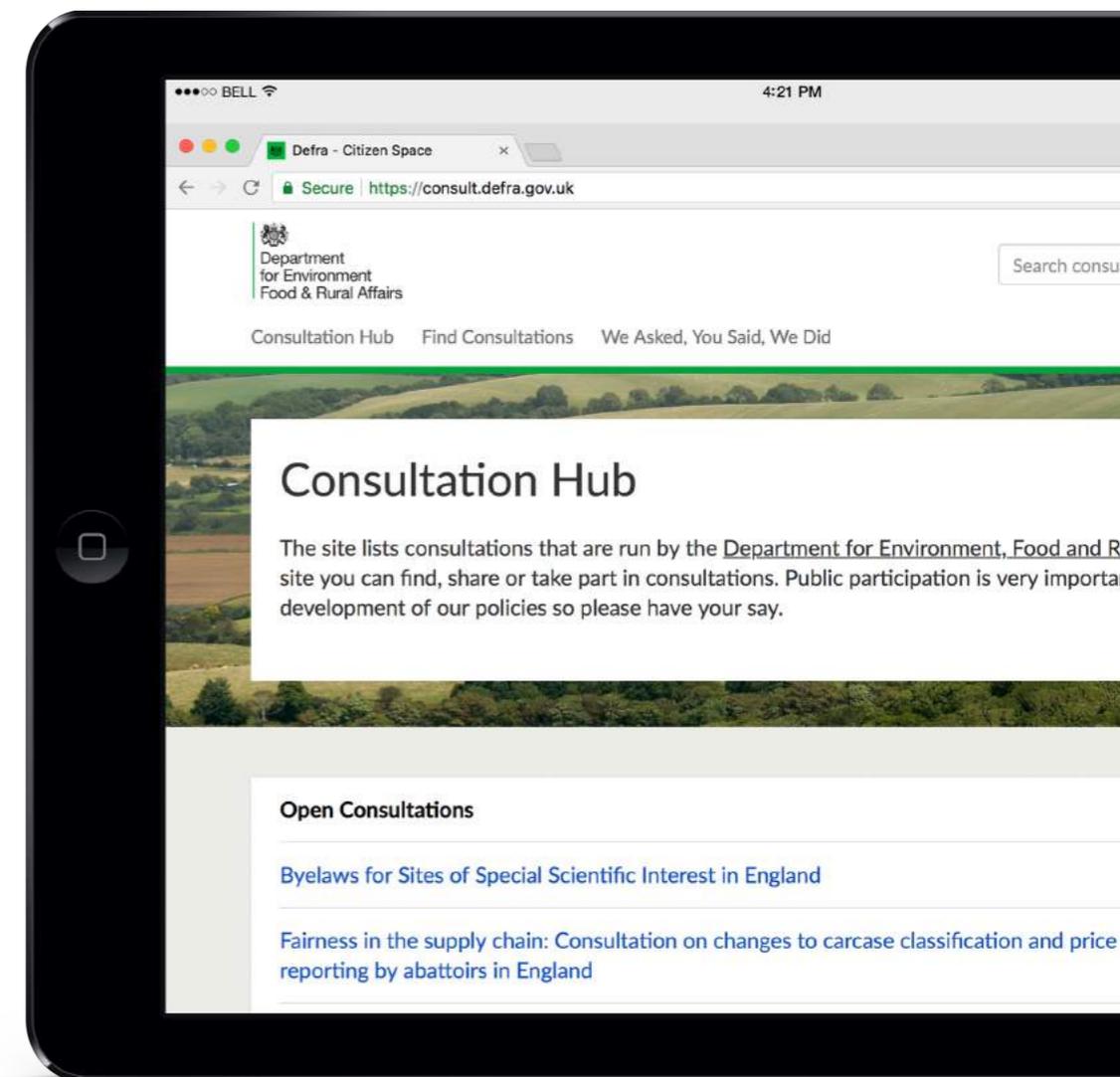
*Digital Communications Officer,
Forestry Commission*



Customers say...

“We wanted to move Defra’s consultations on to a digital platform to provide better accessibility and quality of service. We also decided to provide a uniform style of consultation, which was possible via a cloud based solution.”

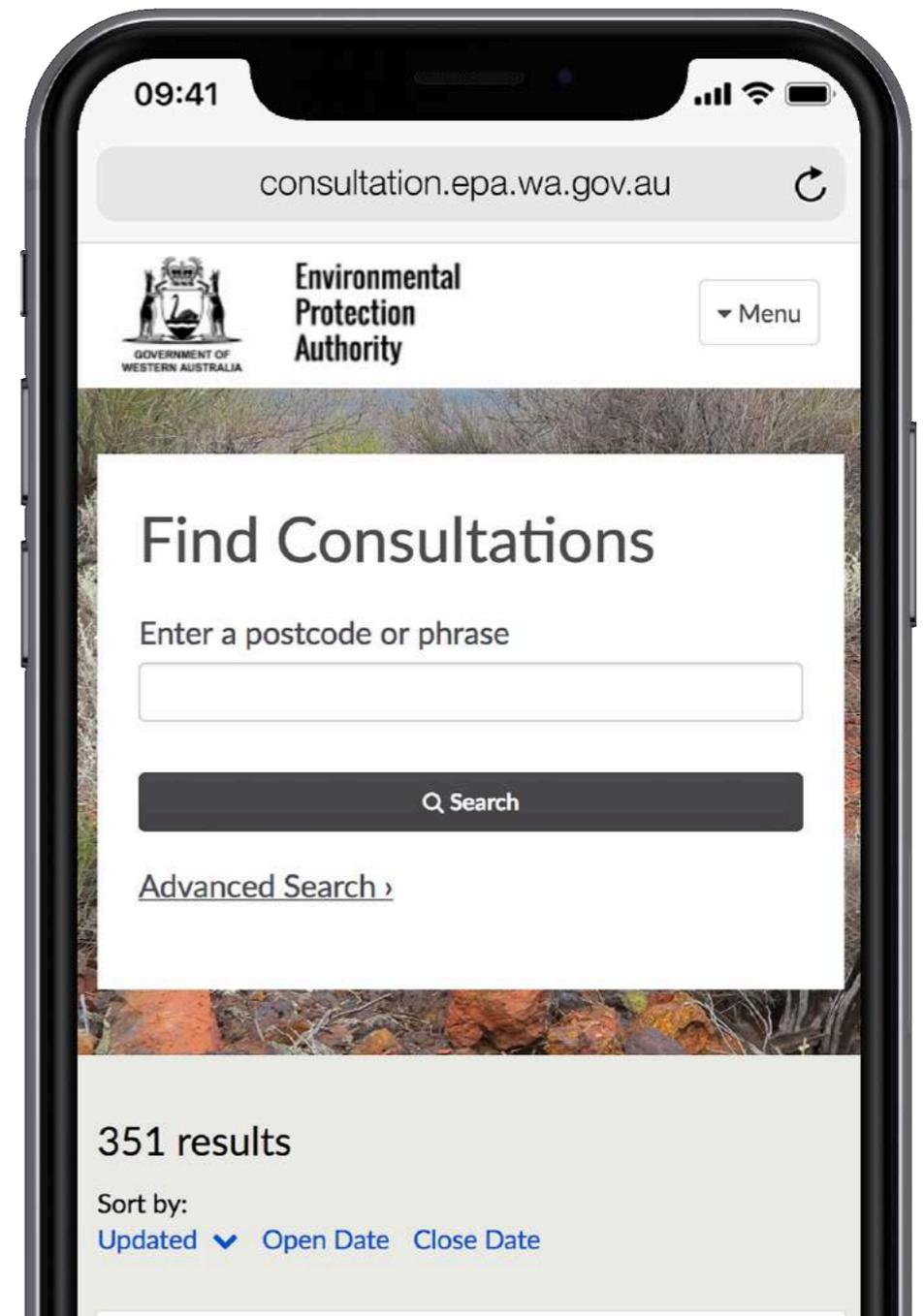
Relationship Manager, Defra



Customers say...

“The simple and clean interface of Citizen Space has helped the agency establish a clear internal cultural standard for online consultations.”

*Communications Coordinator,
Environmental Protection
Authority of Western Australia*



Key benefits



Flexibility



Citizen Space allows you to create different types of surveys that work seamlessly across desktop, laptop and mobile. Hundreds of organisations have used it to run 14,000+ consultations, including:

- in-depth public research on policy
- reactions to specific plans and one-off activity
- feedback on services
- private consultations with selected stakeholders
- citizen engagement with innovative proposals
- panel administration

All in one place

Citizen Space brings otherwise fragmented consultation activities together into one straightforward system.



Single admin dashboard for coordination



Scales across unlimited users and teams



Handles analytics, reporting and feedback process



Makes it easy to maintain standards

Cost-effective

And, very simply, it saves people money.



Efficiencies of scale
– no limit on
number of surveys



Helps internal
collaboration,
reducing waste



Can boost
participation,
reducing cost-
per-respondent



Cheaper to set
up and scale
than in-person
methods

Easy to take part



It's essential that services like consultation be at least available online – but, more than that, we've repeatedly seen that Citizen Space can open up these processes to a wider audience.

Young people, time-pressed groups, those in remote geographical areas or those who can't travel to events – for all of these 'hard to reach' audiences and more, Citizen Space connects more people with decision-making.

Simple to
get started



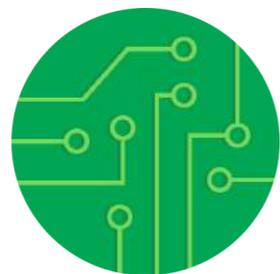
Painless pricing



Citizen Space is offered at a **fixed price** for an entire organisation – so every team can use it without worrying about rising costs.



Our simple subscription packages include **unlimited** users, teams, responses and consultations/surveys.



Software updates are provided at no cost to ensure Citizen Space takes account of new developments in technology and governance.

Certified secure

Citizen Space is the platform of choice for **public bodies around the world** to run consultations online. Used by **100+** diverse organisations – from small councils to national governments – to run **14,000+** consultations, with **3m+** responses.



Exceptional support

Each subscription includes **dedicated account management**. The team are ready to help with all queries and most issues are resolved within hours.

Our account managers are **experts** in consultation, offering full product training and guidance on best practice – so you're in good hands.



Find out more

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

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