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?
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
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?
“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
- Handles analytics, reporting and feedback process
- Scales across unlimited users and teams
- 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.
To discuss using Citizen Space to suit your needs, get in touch to arrange a demo:

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