

# User Guide

Version 1.6



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# Introduction

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About this document

The consultation or engagement activity workflow

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## Introduction

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### About this document

This document outlines how you can use Citizen Space to help you create, publish and manage your consultation or engagement activity online.

You will learn how to:

- Set up different types of consultations and engagement activities.
- Participate in and respond to consultations and engagement activities.
- Access consultation feedback and outcomes.
- Share and publish your consultation results.

When setting up your survey, you should take into account the code of practice for consultations in your country.

In the UK:

- [Cabinet Office Consultation Principles](#)

Good, general guidance for anyone:

- [GOV.UK Style Guide](#)
- [Tips for planning local community engagement - part 1](#)
- [Tips for planning local community engagement - part 2](#)

There are some key things to consider when creating any consultation:

- Design your online engagement initiative so that it provides meaningful and timely information for respondents, stakeholders and government decision makers.
- Ensure that content is engaging, relevant and appropriate for the chosen platform and intended audience.
- Make sure that you ask the right questions to meet the objectives to ensure consultation results provide data that is useful.
- Keep the questions short and concise and create a logical flow throughout.
- Outline the intent of the consultation in the introduction. Consultations that are perceived to be highly important tend to achieve a much higher response rate.
- Embed evaluation of results into the design of your online engagement activity.
- Communications, reporting and evaluation should be built into project management from the start, not left as an afterthought.
- Set expectations! Think how (what format will you follow?) and in what way (online, offline or an event?) you're going to publish the results. It is essential to be clear about what happens once the evaluation report is issued and who will receive any suggestions or proposals.

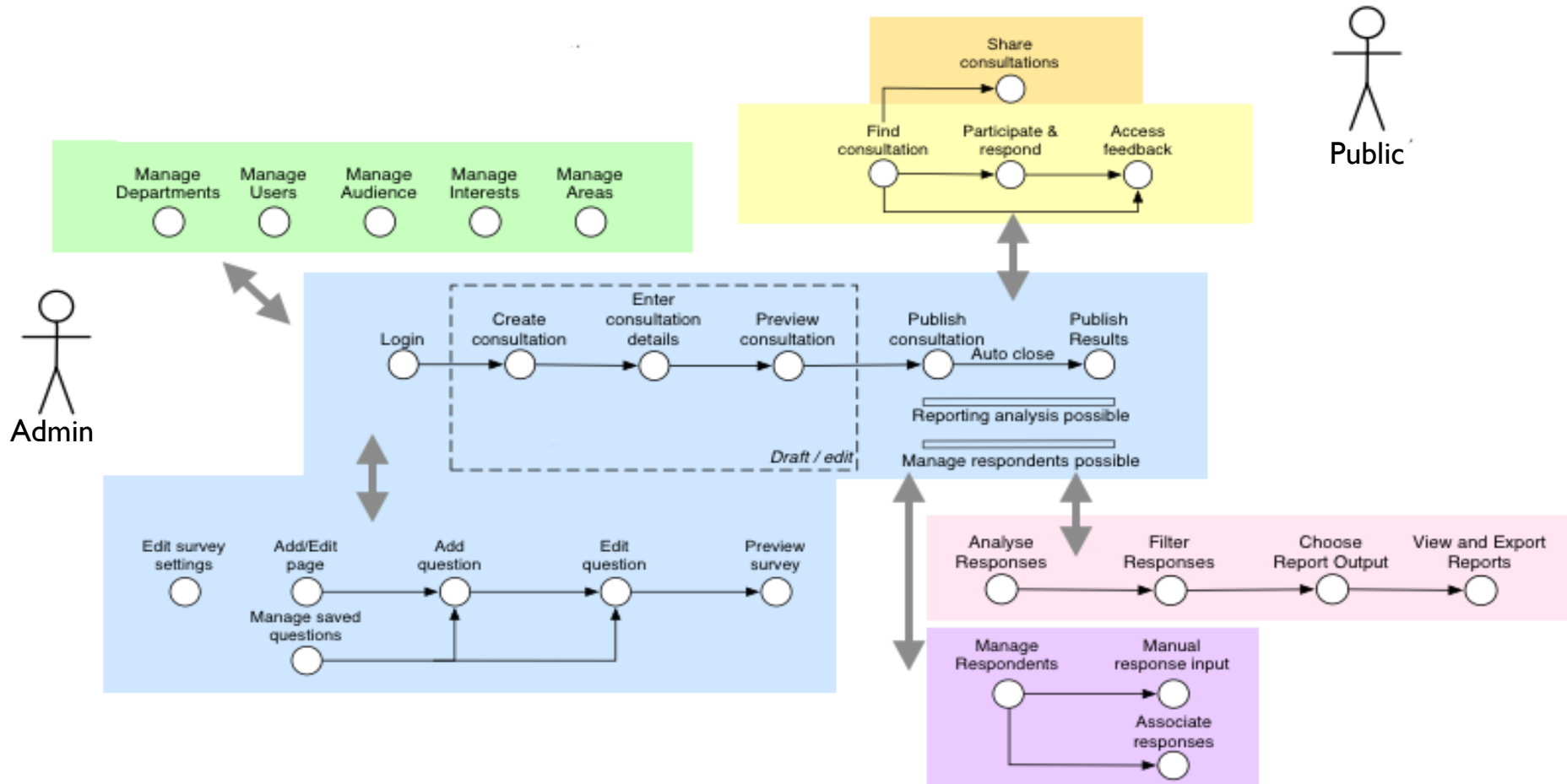
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## Introduction

### The consultation or engagement activity workflow

The diagram below illustrates the Citizen Space workflow:



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## Introduction

Citizen Space has separate areas that focus on different stages of your consultation or engagement activity, which allow you to perform different functions. The 'Manage' bar and tabs at the top of the screen allow you to move around the management areas.

Key areas include:

### Consultation Hub

The Consultation Hub displays all consultations created by users; presented by past, present and forthcoming status.

You can click on the name of any consultation to find out more about it, including how to take part. We have created [a short film about the Consultation Hub](#) that you may find useful.

### Add Consultation area

This is where you can create new consultations from a choice of online survey, email/postal consultation, external link or offline consultations.

### Consultation Dashboard

The Consultation Dashboard serves many functions. From here you can:

- Manage various aspects of your consultation using the Publishing Summary.
- View the responses to your consultation in real time.
- Analyse and interpret responses.
- Manage your mailing list.
- Set your featured consultation.
- Publish your results.

#### Consultation Dashboard: Crime and Police in Your Area - Linear Survey Example

Public URL: [https://www.citizenspace.com/demo/delib/crime\\_police\\_linear](https://www.citizenspace.com/demo/delib/crime_police_linear) [Print Survey](#)

1. [Edit Consultation Details](#)  
All required information has been completed.
2. [Online Survey](#)  
The survey currently has 5 pages and 17 questions.
3. [Manage Logos](#)  
1 custom logo has been uploaded for this consultation.
4. [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

Status: Published (open)  
Closes on 26/05/2014 (362 days)

[Retract](#)

[Delete this Consultation](#)

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#### Responses to this Consultation

Completed responses: 13

[Responses Organised by Question](#)  
Here you can view a list of all the questions in your consultation, see how many people have responded to each one and analyse their responses.

A report has already been requested for this consultation.  
Check back in 10 minutes. Beta

[Responses Organised by Respondent](#)  
Here you can view a list of all the respondents to your consultation and build queries on their responses.

[Add a response manually](#)

[Download all responses](#)

#### Interpret and Tag Responses

Responses analysed so far: 0 (0%)

[Interpret Responses](#)  
Here you can interpret individual responses by adding notes and tags. Tags can then be used as a way to filter.

[Manage Analysts](#)  
There are currently no analysts assigned to this consultation.

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#### Mailing List

[Mailing List Settings](#)  
Enable or disable mailing list signups for this consultation. Signups are currently disabled.

The Consultation Dashboard helps you manage many aspects of your consultation.

<a href="#">Contents</a>	<a href="#">Introduction</a>	<a href="#">Getting started</a>	<a href="#">Setting up Citizen Space</a>	<a href="#">Managing your consultation or engagement activity details</a>	<a href="#">Using the online survey tool</a>	<a href="#">Publishing your consultation</a>	<a href="#">Finding a consultation or engagement activity</a>	<a href="#">Interpreting and publishing your results</a>	<a href="#">What the public sees</a>	<a href="#">Further information and assistance</a>
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# I: Getting started

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I.1 Citizen Space deployment

I.2 Who does what?

I.3 Adding and managing users

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## I: Getting started

### I.1 Citizen Space deployment

Our deployment process for the deployment and preparation of your Citizen Space site is well documented in this [knowledge base article](#). To summarise, in order to set up your Citizen Space site, we will need the following five things from you:

- **A Citizen Space URL:** each Citizen Space instance has its own web address (URL), you will need to have a URL set up for this purpose.
- **A contact email address:** you will need to supply us with an email address to use for correspondence that comes from your Citizen Space instance.
- **An SSL certificate contact:** we will organise and purchase an SSL certificate on your behalf. We will need to know your Citizen Space site's URL (see point 1) before this can take place.
- **A corporate logo:** you will need to supply us with a high quality logo to be displayed at the top of your Citizen Space instance.
- **Colour of page heading text:** the colour of your Citizen Space page heading text can be customised to your desired corporate colour.

**Have your say** westonsshire

Consultation Hub Find Consultations We Asked, You Said, We Did

Manage: Departments Consultations Users Interests Audiences Areas Saved Questions

### Welcome to Westonsshire's Consultation Hub

This is a one-stop-shop for you to see every consultation being run within Westonsshire. You can search for consultations, give your views on issues that interest you and view results and outcomes of past consultations.

The hub is easy to use and works for both online and offline consultation and engagement.

Find out how [Citizen Space](#) can make your organisation's consultation activity easy by [getting in touch with Delib](#) at [info@delib.net](mailto:info@delib.net)

[Subscribe to our newsletter](#)

**Featured Consultation:** [Core Strategy Consultation: A Preferred Strategy for shaping the future of Westonsshire](#)

The 'Preferred Strategy' consultation will deal with the Council's proposals for how best to distribute 3,200 new homes and a target of up to 6,400 jobs across the district between now and 2026. The Council will be asking for people's views about focusing development at six main locations: Ashley, Avonmouth, Brislington East, Brislington West, Filwood and Frome Vale.

**Consultation ends in 336 days (30/04/2014)**

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## I: Getting started

### 1.2 Who does what?

To help organise your consultation or engagement activity effectively, you will need to decide how your workflow is going to be managed, specifically who in your team will have access to certain functions .

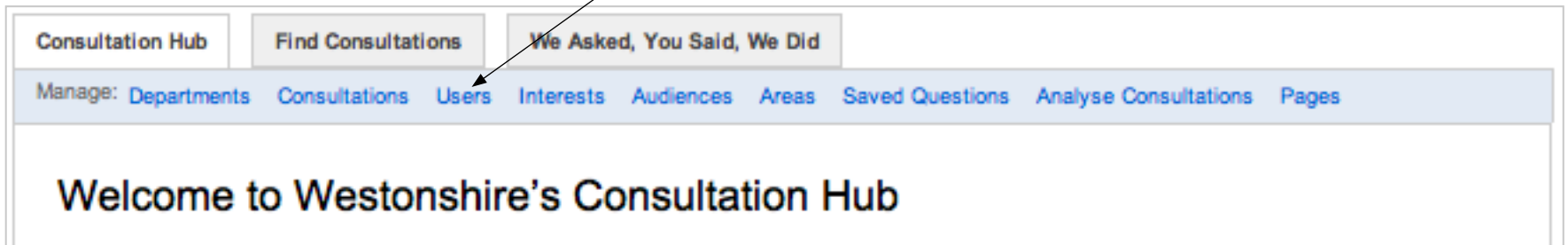
Make sure you think about who else should be involved. Consider establishing your own rules of engagement for the team that will oversee the discussion as well as any other public servants that may wish to contribute.

We also recommend that you always have someone who will be in charge of Quality Assurance for your work; another pair of eyes always helps!

There are four types of admin users:

- **Site admin:** has complete control over Citizen Space, can add in interests, audiences and other admin users including additional site admin users.
- **Department admin:** all of the same permissions but won't be able to add Interests or Audiences.
- **Individual admin:** can create consultations and edit consultations that they've created.
- **Analysts:** can only analyse responses and have no access to other areas of the consultation.

Links to these management areas can be found by following the 'Users' link in the 'Manage' bar, which are shown when you log in.



## I: Getting started

### I.2 Who does what?



**REMEMBER** that in Citizen Space a 'Department' refers to a team, policy unit, division etc. (rather than a government department)

	Site admin	Department admin	Individual admin	Analyst
Create/edit/delete consultations, including participation method, results and 'We Asked, You Said, We Did'	Yes, for any department	Yes, for self and admins in own department	Yes, but only for consultations created by self	No
Change consultations' department	Yes	Yes	No	No
Change consultations' owner	Yes	Yes, within own department	Yes, but only for consultations created by self	No
Change consultations' status	Yes	Yes, within own department	Yes, but only for consultations created by self	No
Publish and retract consultations	Yes	Yes, for self and admins in own department	Yes, but only for consultations created by self	No
Manage the Interests list	Yes	No	No	No
Manage the Audiences list	Yes	No	No	No
Export search results as a CSV file	Yes	Yes	Yes	No
Create new admin user accounts	Yes, for any department	Yes, for own department	No	No
Promote, demote, delete or suspend a user account	Yes, for any user apart from self	Yes, for any user within own department (apart from self)	No	No
Edit user profile	Yes, for any user	Yes, for own profile and department's individual admins	Yes, but for own profile only	No
Create/edit/delete a department (or partner)	Yes	No	No	No
Export list of admins with contact details as a CSV file	Yes	Yes	Yes	No
Analyse consultation responses	Yes	Yes	Yes	Yes
Publish consultation results	Yes, for any consultation	Yes, for consultations within their department	Yes, for consultations owned by self	No

## I: Getting started

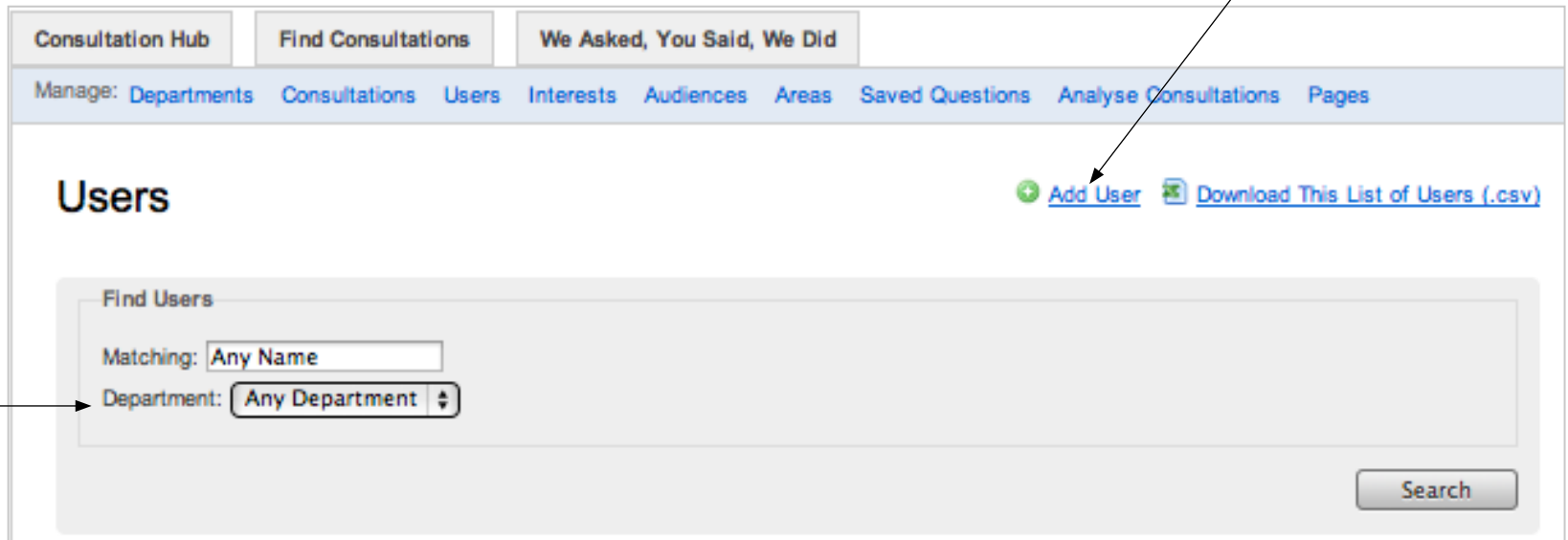
### I.3 Adding and managing users

When you click on the ‘Users’ tab you will see a list of current users and you will be able to add other users should you wish to do so.

Users may be searched for using free text and can be filtered by department.

Users are managed from this page. They can be promoted, demoted, reinstated and deleted. To change a User’s position in Citizen Space, simply click on their name and adjust the permissions by clicking on the ‘Promote’ and ‘Demote’ arrows to the right of the User’s position.

Add a new user by clicking this link.



A user must be assigned to a department.

## 2: Setting up Citizen Space

2.1 Different consultation or engagement activity states

2.2 Consultation or engagement activity types

2.3 Logging in

2.4 Creating a strong password

2.5 Consultation homepage

2.6 Before you start adding your consultation or engagement activity

- Adding and managing interests
- Adding and managing audiences
- Adding and managing departments

## 2: Setting up Citizen Space

### 2.1 Different consultation or engagement activity states

The table below shows the flow of a consultation through the Citizen Space and the potential states a consultation can be in:

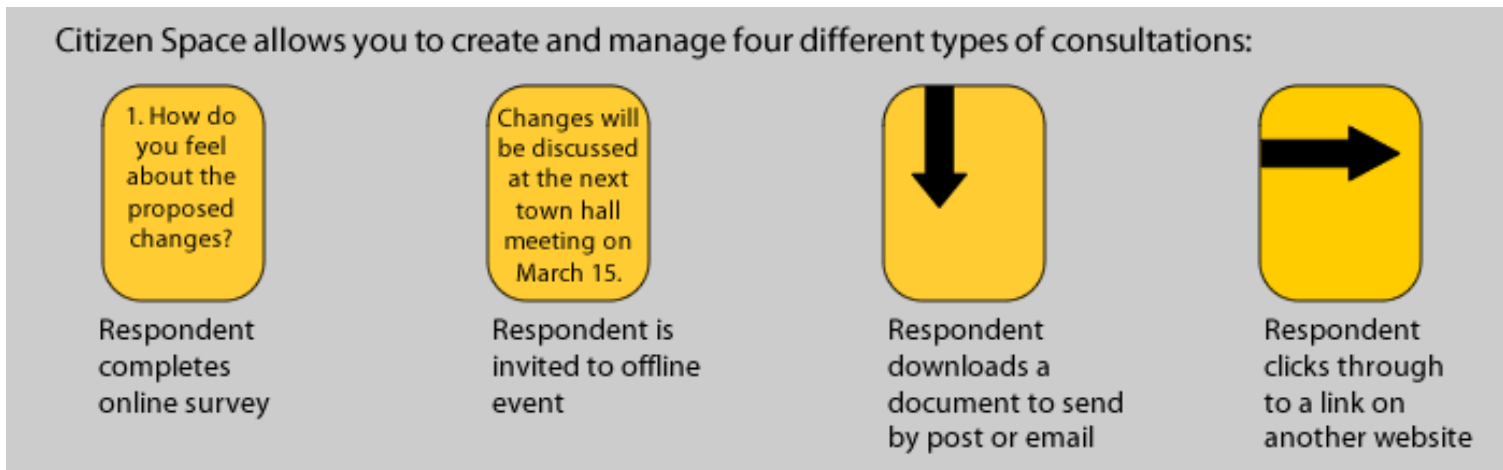
State	Details	Available transitions	Other information
Draft	The consultation has been prepared by an administrator, but has not been published to the publicly viewable area of the system.	<p>'Publish' moves the consultation into the published state.</p> <p>'Delete' moves the consultation to the deleted state.</p>	<p>Draft consultations are only visible to administrators (on the Find Consultations page).</p> <p>Consultation information may be edited by administrators in this state without the public seeing these changes.</p>
Published	Published consultations are visible on the public-facing part of the site and are no longer editable (unless retracted).	<p>'Retract' moves the consultation back into the draft state (any responses are preserved).</p> <p>'Delete' moves the consultation to the deleted state.</p>	Consultations in this state will appear in the consultation list whether the consultation is in the 'forthcoming', 'open' or 'closed' phase. These states change automatically Citizen Space, in line with the dates set by the administrator.
Deleted	Deleted consultations are not shown to the public or administrators and no longer appear anywhere on the site.	There are no transitions available from the deleted state. Take extreme care when deleting a consultation as deletion is permanent.	<p>Consultations may only be recovered from this state by Delib, under a Service Level Agreement (SLA).</p> <p>Please note – you will be asked to confirm that you are sure you want to delete the consultation on the same page before it is deleted.</p>

## 2: Setting up Citizen Space

### 2.2 Consultation or engagement activity types

There are four different consultation types to choose from, making it easy to consult citizens and stakeholders using Citizen Space:

- **Online survey:** allows you to create engaging linear and non-linear surveys that users may respond to directly.
- **Email or postal consultation:** consultation documents can be downloaded (e.g. Word documents or PDFs) for response by email or post.
- **External link:** where the consultation is taking place somewhere else on the internet (e.g. a dedicated micro-site) you can provide a link with some context.
- **Offline consultation:** where the consultation is being undertaken via public meetings or other methods, the platform helps you to explain how to participate and provide background information.



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## 2: Setting up Citizen Space

### 2.3 Logging in

You will be provided with a web address (URL) which will take you through to the administration area of your Citizen Space site.

Here you will be asked for your email address and a password which will be set up for you by your site admin user. You can change your password any time by going to 'Manage Users' > your own name > 'Change Password.' Please note that your email address and password are case sensitive and we strongly recommend that you follow the password protocol outlined in [Section 2.4](#).

Login with email address and admin password.

The screenshot shows a login form with the following elements:

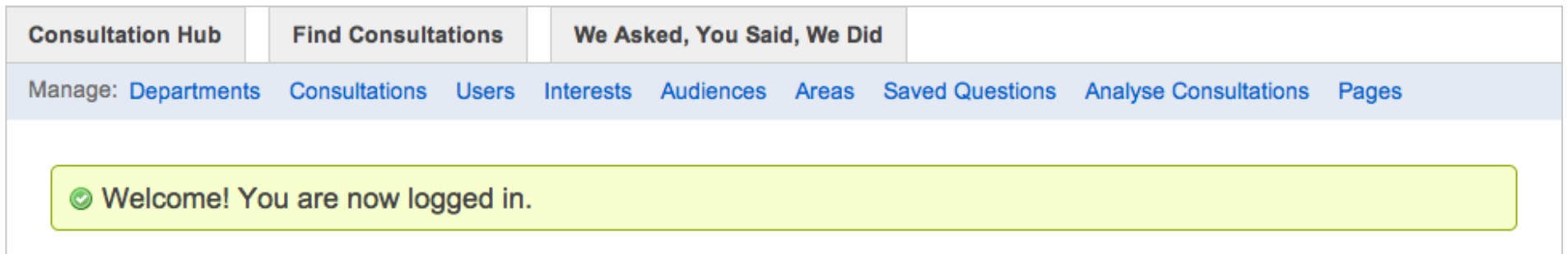
- Log In** (header)
- Email Address:** [input field]
- Password:** [input field]
- [Forgotten your password?](#) (link)
- Log In** (button)

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## 2: Setting up Citizen Space

### 2.3 Logging in

Logged in users will now see the 'Manage' bar.



The permissions you have will impact on which options you see in the 'Manage' bar, for example, if you are not a site admin user you will not be able to add Interests or Audiences.

In Citizen Space a 'department' refers to your organisation's structure - a team, policy unit, division, etc.

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## 2: Setting up Citizen Space

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### 2.4 Creating a strong password

The role that passwords play in securing an organisation’s network is often underestimated and overlooked. Passwords provide the first line of defence against unauthorised access to your organisation.

Weak passwords provide attackers with easy access to your computers and network, whilst strong passwords are considerably harder to crack, even with the password-cracking software that is available today.

Password-cracking software uses one of three approaches: intelligent guessing, dictionary attacks, and brute-force automated attacks that try every possible combination of characters. Given enough time, the automated method can break any password. However, strong passwords are much harder to guess than weak passwords. A secure computer has strong passwords for all user accounts.

A weak password:

- Contains your real name or company name.
- Contains a single dictionary word (e.g., ‘password’).

A strong password:

- Is at least seven characters long.
- Contains combinations of unrelated words, e.g. ‘green dogs ham tree’; or
- contains characters from each of the following four groups:
  - Upper case letters (A, B, C...).
  - Lower case letters (a, b, c...).
  - Numbers (0, 1, 2...).
  - Special characters (those other than numbers and letters).
- Is significantly different from previous passwords.

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## 2: Setting up Citizen Space

### 2.5 Consultation homepage

When you click on the 'Consultations' tab you have the option either to find an existing consultation or create a new one.

You can add a consultation by clicking on the 'Add Consultation' link.

You can search for consultations from here.

### Find Consultations

[+ Add Consultation](#)

**Find Consultations Matching**

Title or Description:  Progress: Any state ▾ Status: Any Status ▾

Audience: Any Audience ▾

Interest: Any Interest ▾

Department: Any Department ▾

Area: Any Area ▾

Owner: Any Owner ▾

Date: Open Date ▾ is between  and

Private / Public: Any visibility ▾

**Showing All Consultations** [Download This List of Consultations \(.csv\)](#)

▾	Consultation Title	Department ▾	Owner ▾	Open Date ▾	Close Date ▾	Status ▾	Progress ▾
	<a href="#">Green Homes Initiative</a>	Waste	Demo Admin	15/12/2011	22/12/2012	Open	Draft

Consultations matching your specified search filters will appear below. If no filters are applied, all consultations will be displayed.



A site admin in your organisation will need to add your interests and audiences to your Citizen Space site before any new consultations may be added.

## 2: Setting up Citizen Space

### 2.6 Before you start adding your consultation or engagement activity

#### Adding and managing interests

##### What are interests?

In Citizen Space, an interest refers to a topic related to consultations. Interests are there to help you and your users find consultations that are relevant to them. It is another way of searching for a consultation. Interests are stored within categories to help to group them and make them easier to locate.

##### Adding interests

A site admin in your organisation must add Interests to your Citizen Space site. We recommend that your department discuss the list of interests together to ensure that the list is relevant across the department. Discussion also helps to prevent proliferation of interests that may have the same or similar meanings. You can add more interests at any time, and you can also add specific interests for specific consultations.

#### Interests

The interests which appear in consultations are managed from this page. Every interest belongs in a category. New interests and categories can be created, and their names edited. You may also disable interests and categories completely to prevent them from being used in consultations.

##### Add a Category

Add Category:

Category: Democracy

	Interest	Actions
Not Suspended	Understanding views	<input type="button" value="Disable"/> <input type="button" value="Edit"/>
Not Suspended	Gathering ideas	<input type="button" value="Disable"/> <input type="button" value="Edit"/>
Not Suspended	Voting	<input type="button" value="Disable"/> <input type="button" value="Edit"/>
Not Suspended	Elected officials	<input type="button" value="Disable"/> <input type="button" value="Edit"/>
Not Suspended	Council Services	<input type="button" value="Disable"/> <input type="button" value="Edit"/>

##### Add Interest to this Category

Interest:

## 2: Setting up Citizen Space

### 2.6 Before you start adding your consultation or engagement activity

Both categories and interests can be:

- Added (an unlimited number of categories can be created);
- edited; and
- disabled and re-enabled.

Categories are added here and only need a name.

Interest and category management is done via clicking the interests link on the 'Manage' bar.

Interests only have a name and no other associated data.

Interests are managed from within their categories.

The screenshot shows the 'Add a Category' form at the top with an 'Add Category' button. Below it, the 'Category: Democracy' management bar includes 'Disable' and 'Edit' links. A table lists interests under the 'Democracy' category, each with 'Not Suspended' status and 'Disable'/'Edit' actions. At the bottom, there is an 'Add Interest to this Category' form with an 'Add Interest' button.



Interests and categories cannot be deleted, only disabled. This avoids the potential problem of one department deleting an Interest that is being used by another department.

Before adding new categories and/or Interests to an existing list, scroll down the screen to ensure that those Categories and/or interests do not already exist.

## 2: Setting up Citizen Space

### 2.6 Before you start adding your consultation or engagement activity

#### Adding and managing audiences

##### What are audiences?

In Citizen Space, audience refers to a specific consultation respondent group. Audiences help your respondents find consultations that interest them.

##### Adding audiences

Like Interests, audiences are stored within categories to group them and make them easier to locate. Also, like interests, a site admin in your organisation must add audiences to your Citizen Space site. Again, we recommend that you discuss the list of audiences with other relevant parties in your department to ensure that the list you create is appropriate. You can add more audiences at any time, and assign specific audiences for specific consultations.

You will be required to assign audiences to new consultations or engagement activities, so please ensure that audiences have been added to Citizen Space before you start.

### Audiences

The audiences which appear in consultations are managed from this page. Every audience belongs in a category. New audiences and categories can be created, and their names edited. You may also disable audiences and categories completely to prevent them from being used in consultations.

**Add a Category**

Add Category:

Category: Citizens ⊖ [Disable](#) [Edit](#)

	Audience		Actions
ⓘ	↕		
ⓘ	Not Suspended	Elected officials	<span style="color: red;">⊖</span> <a href="#">Disable</a> <span style="margin-left: 10px;"><a href="#">Edit</a></span>
ⓘ	Not Suspended	Electorate	<span style="color: red;">⊖</span> <a href="#">Disable</a> <span style="margin-left: 10px;"><a href="#">Edit</a></span>

**Add an Audience to this Category**

Audience:

## 2: Setting up Citizen Space

### 2.6 Before you start adding your consultation or engagement activity

Both categories and audiences may be:

- Added (an unlimited number of categories may be created);
- edited; and
- disabled and re-enabled.

Audience and category management is done via clicking the audiences link on the 'Manage' bar.

Categories are added here.

Audiences only have a name and no other associated data.

The screenshot displays the 'Add a Category' form at the top, which includes a text input field for 'Add Category:' and an 'Add Category' button. Below this is a section for 'Category: Citizens' with 'Disable' and 'Edit' links. Underneath, there is an 'Audience' section with a table listing existing audiences:

Audience		Actions
Not Suspended	Elected officials	<a href="#">Disable</a> <a href="#">Edit</a>
Not Suspended	Electorate	<a href="#">Disable</a> <a href="#">Edit</a>

At the bottom of the screenshot is the 'Add an Audience to this Category' form, featuring an 'Audience:' text input field and an 'Add Audience' button.

**i**

Audiences and categories cannot be deleted, only disabled. This avoids the potential problem of one department deleting an audience that is being used by another department.

Before adding new categories and/or audiences to an existing list, scroll down the screen to ensure that those categories and/or audiences do not already exist.

Audiences are managed from within their categories.

## 2: Setting up Citizen Space

### 2.6 Before you start adding your consultation or engagement activity

#### Adding and managing departments

You can use this area to add departments. You will be required to assign new consultations and users to a department, so make sure that your department has been added before you start.

Departments may be edited, suspended or deleted.

New departments are added by clicking this link.

### Departments

[Add Department](#)
 [Download This List of Departments \(.csv\)](#)

	Department			Actions
	Not Suspended <a href="#">Delib</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">Forestry</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">Housing</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">HS2</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">NHS</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">PCT</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">Planning</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">Police</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>
	Not Suspended <a href="#">Waste</a>			<a href="#">Suspend</a> <a href="#">Delete</a> <a href="#">Edit</a>

All departments are listed by default.

## 2: Setting up Citizen Space

### 2.6 Before you start adding your consultation or engagement activity

### Add Department

Add a new department

**Title (Required)**

**Description (Required)**

Every team needs to have a title and a description. This will help both your own department and users of the system to talk to the right people.

**i**

Once you've finished adding audiences, interests and departments, you're now ready to add consultations to Citizen Space.

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## 3: Managing your consultation or engagement activity details

3.1 Adding and naming a consultation or engagement activity

3.2 Consultation details

3.3 Managing your consultation or engagement activity

3.4 Adding images

3.5 Related links, consultations and documents

3.6 Add your area(s), interest(s) and audience(s)

3.7 Is your consultation private?

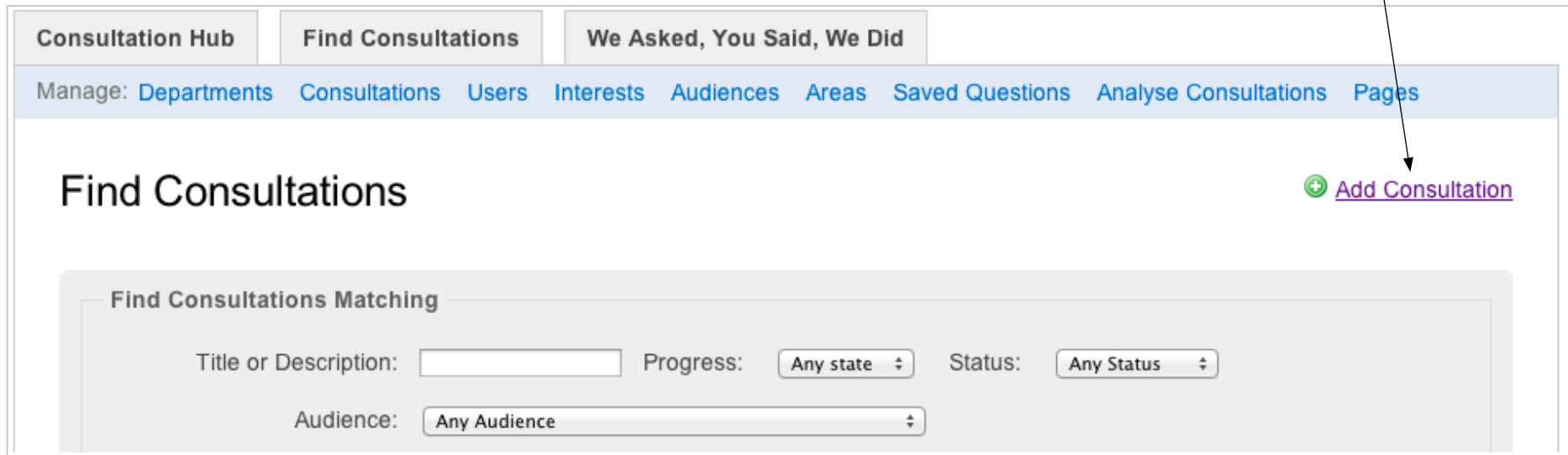
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## 3: Managing your consultation or engagement activity details

### 3.1 Adding and naming a consultation or engagement activity

To add a consultation or engagement activity, go to the 'Consultations' tab and click on the 'Add Consultation' link.

New consultations are added by clicking this link.



On the next page, you will see how to create your consultation.

At this stage, you will be able to give the consultation a title and choose how you want people to respond to it.

Anything entered at this stage is in 'draft' state. The consultation will not be available to the public until it is published.

In 'draft' state, your colleagues will be able to review the consultation.

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### 3: Managing your consultation or engagement activity details

#### 3.1 Adding and naming a consultation or engagement activity

Clicking this link takes you to an [in-depth article](#) about how to set up a new consultation.

This will be displayed throughout your consultation.

### Add Consultation Help with setting up a new consultation

**Consultation Creation**

**Title:**   
Please enter a meaningful yet concise consultation title. This title will be displayed throughout the site. Please note, you may edit the title at a later time.

**Consultation Pathname:**   
**!** This will form part of the consultation's web address (URL) so should be unique.  
e.g. [https://www.citizenspace.com/demo/your-department/consultation\\_pathname](https://www.citizenspace.com/demo/your-department/consultation_pathname)  
You will not be able to edit this pathname at a later time.

**Choose Department:**

**Consultation Type:**

- Online Survey**  
Create a survey that respondents can complete online.
- Email/Postal Consultation**  
Use when respondents are required to reply to a consultation document by email or post.
- Link**  
Create a page with a link to a consultation site or online tool elsewhere.
- Offline Consultation**  
Create a page with information about an offline consultation, such as a public meeting.

**!** **Warning: Once the Add Consultation button is clicked, the consultation type cannot be changed. The only way to correct this is to recreate the consultation with the correct consultation type, then delete the incorrect one.**

**Add Consultation**

The pathname forms part of the web address (URL) for your consultation. Make sure that it fits with your departmental guidelines. Where possible, keep this name short and memorable. [Read more about consultation URLs.](#)

You must select a department for your consultation to be part of.

<a href="#">Contents</a>	<a href="#">Introduction</a>	<a href="#">Getting started</a>	<a href="#">Setting up Citizen Space</a>	<a href="#">Managing your consultation or engagement activity details</a>	<a href="#">Using the online survey tool</a>	<a href="#">Publishing your consultation</a>	<a href="#">Finding a consultation or engagement activity</a>	<a href="#">Interpreting and publishing your results</a>	<a href="#">What the public sees</a>	<a href="#">Further information and assistance</a>
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## 3: Managing your consultation or engagement activity details

### 3.1 Adding and naming a consultation or engagement activity

Once you have completed the first stage of setting up your consultation, the next page you will see is the Consultation Dashboard. The first area in the Dashboard is called the Publishing Summary. This is where you will enter the more specific details of your consultation.

The screenshot shows the 'Publishing Summary' section of the Consultation Dashboard. It contains a list of four items: '1. Edit Consultation Details' (with a sub-note 'All required information has been completed.'), '2. Online Survey' (with a sub-note 'The survey currently has 2 pages and 10 questions.'), '3. Manage Logos' (with a sub-note 'This consultation currently uses the default logo settings.'), and '4. Preview Consultation' (with a sub-note 'At any time you can preview the consultation as an end user would see it.'). To the right, the status is 'Unpublished' and 'Closed on 01/06/2013 (18 days ago)'. There is a green 'Publish' button and a red 'Delete this Consultation' link.

**Complete all of the details needed to publish your consultation.** (Callout pointing to the 'Edit Consultation Details' link)

**The type of consultation you selected in the first 'Add Consultation' area will appear here. Click the link to complete the setup of your consultation.** (Callout pointing to the 'Online Survey' link)

**Once you have entered all of the necessary details, you will be able to preview and test your consultation.** (Callout pointing to the 'Preview Consultation' link)

**Once you are ready, you can publish your consultation here. It will then be 'live' and available to the public. To make changes after you have published the consultation, you will need to retract it.** (Callout pointing to the 'Publish' button)

## 3: Managing your consultation or engagement activity details

### 3.1 Adding and naming a consultation or engagement activity

There are four consultation types:

1. Online survey.
2. Email / postal consultation.
3. Link.
4. Offline consultation.

Use the following pages to learn how to enter and manage your consultation.



Before you begin, make sure that you choose the most appropriate way to present the consultation (be it as a downloadable document, or text explaining that the consultation will be taking place at a public meeting, or an online survey, etc.) for your audience.

Email / postal consultation:  
Upload the consultation document(s) to your consultation.

**Consultation Document**

Add consultation document:  
Please ensure the file format is one commonly used by the public, such .doc or .pdf.

Link:  
Enter the consultation link. A link needs a title and a web address (URL).

**Consultation Link**

Title For Link:   
*(Required)*

URL For Link:   
*(Required)*

<a href="#">Contents</a>	<a href="#">Introduction</a>	<a href="#">Getting started</a>	<a href="#">Setting up Citizen Space</a>	<a href="#">Managing your consultation or engagement activity details</a>	<a href="#">Using the online survey tool</a>	<a href="#">Publishing your consultation</a>	<a href="#">Finding a consultation or engagement activity</a>	<a href="#">Interpreting and publishing your results</a>	<a href="#">What the public sees</a>	<a href="#">Further information and assistance</a>
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### 3: Managing your consultation or engagement activity details

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#### 3.1 Adding and naming a consultation or engagement activity

Offline Consultation:  
Enter the consultation text details.

Offline Consultation

Description:

B I U Source

Save

**i**  
Online Survey:  
The process for adding a survey is covered in Section 4.

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## 3: Managing your consultation or engagement activity details

### 3.1 Adding and naming a consultation or engagement activity

When you add your consultation, you will arrive at the Consultation Dashboard. Each consultation has its own unique Dashboard. The Dashboard gives an overview of the main components of the system. It acts as the admin area of your consultation.

The screenshot shows a web interface for a consultation dashboard. At the top, there are navigation tabs: 'Consultation Hub', 'Find Consultations', and 'We Asked, You Said, We Did'. Below these is a secondary navigation bar with links: 'Manage: Departments', 'Consultations', 'Users', 'Interests', 'Audiences', 'Areas', 'Saved Questions', 'Analyse Consultations', and 'Pages'. The main heading is 'Consultation Dashboard: Crime and Police in Your Area - Linear Survey Example'. Below the heading is the public URL: [https://www.citizenspace.com/demo/delib/crime\\_police\\_linear](https://www.citizenspace.com/demo/delib/crime_police_linear) and a 'Print Survey' button. The dashboard is divided into several sections: 1. 'Edit Consultation Details' (All required information has been completed.), 2. 'Online Survey' (The survey currently has 5 pages and 18 questions.), 3. 'Manage Logos' (1 custom logo has been uploaded for this consultation.), 4. 'Preview Consultation' (At any time you can preview the consultation as an end user would see it.). To the right of these steps is a 'Status: Published (open)' section, which includes 'Closes on 26/05/2014 (360 days)', a red 'Retract' button, and a red 'Delete this Consultation' button. Below the main steps are two summary boxes: 'Responses to this Consultation' showing 'Completed responses: 13' and a link to 'Responses Organised by Question'; and 'Interpret and Tag Responses' showing 'Responses analysed so far: 0 (0%)' and a link to 'Interpret Responses'.

Your chosen consultation type will appear here.

Topline information such as how many responses have been received and analysed are available without navigating away from the Dashboard.

This indicates the current state of the consultation, and when it will change state next.

## 3: Managing your consultation or engagement activity details

### 3.2 Consultation details

Once you have named your consultation or engagement activity, you will be asked to provide information about it and who is responsible for it.

Some of these fields are marked as optional but we strongly recommend that you fill them in to enhance user experience and also to fit within general codes of practice on consultation.

- All the details that you enter into this area will be available to citizens and stakeholders when the consultation is published.
- Note: some information is mandatory and will be required in order to publish.
- Citizen Space will automatically take information about the consultation and embed it in pages viewable by the public.
- You must enter all the details that are marked as 'required'.

The Consultation Dashboard link will always take you back to the main administration area of your consultation.

The required fields are shown here. If you click on the section you will automatically jump to the field to fill in.

**i**  
Note: until all necessary details have been entered, you will not be able to publish your consultation.

## 3: Managing your consultation or engagement activity details

### 3.3 Managing your consultation or engagement activity

Use this drop-down menu to assign who owns the consultation internally.

You can also set the external consultation owner. This is the person the public may contact about the consultation.

The start and end dates are required to publish the consultation.

**Owner**  
This information will not be published on the consultation.

Owner:  ⌵  
*(Required To Save)*

---

**Contact Information**  
This information will appear on the consultation.

Full Name:   
*(Optional)*

Job Title:   
*(Optional)*

Team Name:   
*(Optional)*

Phone:   
*(Required To Publish - enter at least a phone number or email)*

Email:   
*(Required To Publish - enter at least a phone number or email)*

---

**Dates**  
Please enter a start date and end date to publish. All dates entered must be in chronological order, i.e. the close date must be after the open date, and the results date must be after the close date etc. Dates must be in DD/MM/YYYY format.

Start Date:  📅  
*Opens at 00:00 (Required To Publish)*

End Date:  📅  
*Closes at 23:59 (Required To Publish)*

Expected Date of Results:  📅  
*(Optional)*

Expected Date of Feedback:  📅  
*(Optional)*

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## 3: Managing your consultation or engagement activity details

### 3.3 Managing your consultation or engagement activity

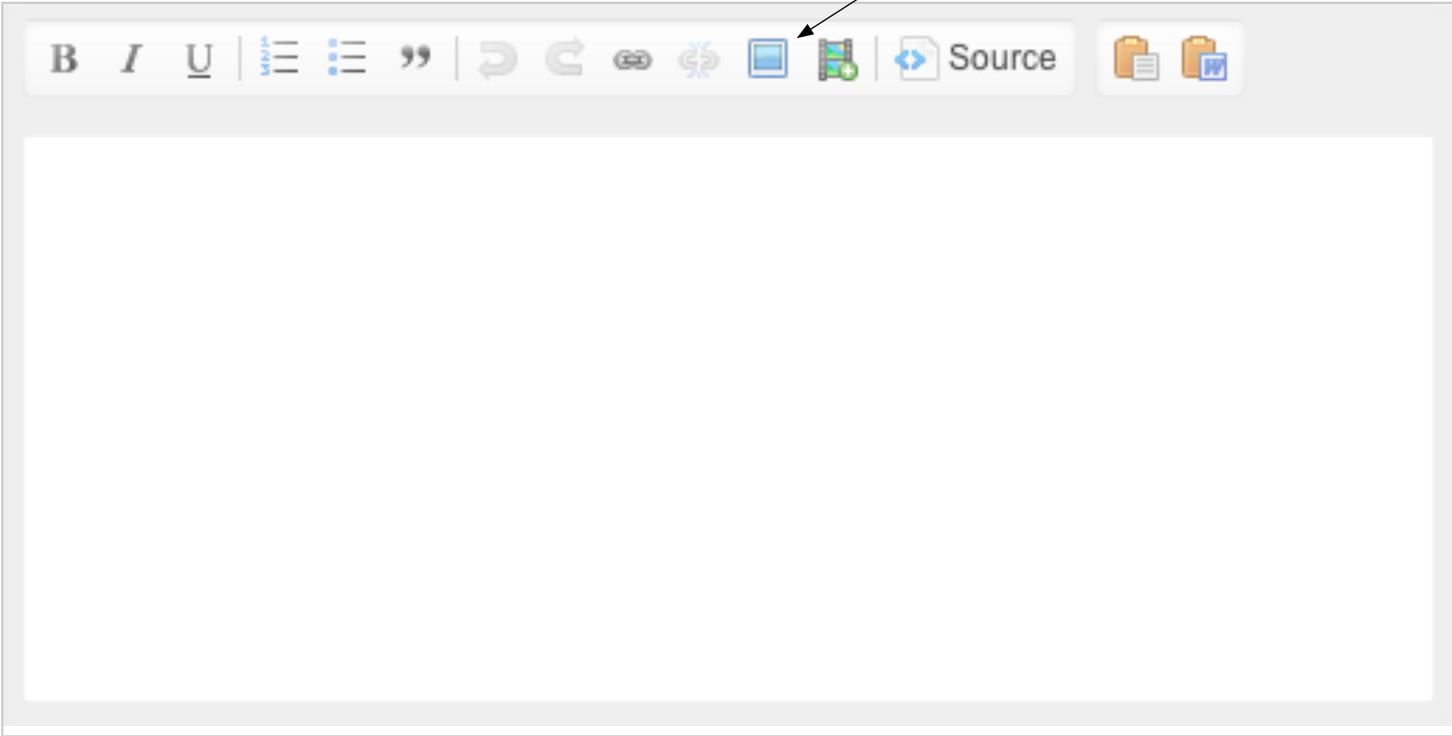
- For internal purposes, a consultation will have an owner to help track responsibility for consultations. This will help you to manage your consultations more effectively.
- For external purposes, you will need to provide contact details for someone who can answer any questions users may have about a consultation. Some fields are optional to allow for some flexibility.
- A phone number or an email address is required for the consultation to be published, however, you can use a general email address/phone number.
- If you do have a generic email address, make sure that you have a dedicated resource to help you to manage all communications through this email address. Set up an auto response that defines expectations for respondents, i.e. when they should expect a response?
- Consultation dates are used when publishing:
  - If the consultation open date is in the future, the consultation will be published as ‘forthcoming’.
  - If the consultation open date has passed it will be published as ‘open’.
  - If the consultation close date has passed it will appear as ‘closed’.
- Consultations that are forthcoming will automatically open at 00.00 on the start date and will automatically change from open to closed at 23.59 on the close date.
- Start and end dates are required to publish the consultation.
- Expected dates of results and feedback are optional. Good consultation practice recommends that you set some expectations so that those who have taken part know what is next.

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### 3: Managing your consultation or engagement activity details

#### 3.4 Adding images

You can add images anywhere you see this icon.



### 3: Managing your consultation or engagement activity details

#### 3.4 Adding images

**Image Properties** [X]

Image Info | **Link** | Upload | Advanced

**URL**

**Alternative Text**

**Width**

**Height**

**Border**

**HSpace**

**VSpace**

**Alignment**  
 ▾

**Preview**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas feugiat consequat diam. Maecenas metus. Vivamus diam purus, cursus a, commodo non, facilisis vitae, nulla. Aenean dictum lacinia tortor. Nunc iaculis, nibh non iaculis aliquam, orci felis euismod neque, sed ornare massa mauris sed velit. Nulla pretium mi et risus. Fusce mi pede, tempor id, cursus ac, ullamcorper nec, enim. Sed tortor. Curabitur molestie. Duis velit augue, condimentum at, ultrices a, luctus ut, orci. Donec pellentesque egestas eros. Integer cursus, augue in cursus faucibus, eros pede bibendum sem, in tempus tellus justo quis ligula. Etiam eget tortor. Vestibulum rutrum, est

It is important to put Alternative Text in this box. This is read by screen readers, and also shows if your image does not load properly. Alternative text serves as a description of the image, e.g. 'Image of the Smith Arts Centre'.

Use these boxes to change the dimensions of your image, add a border, change where it sits on the page and its alignment.

Once you have clicked on the icon, you will be taken to a new box. You can add images by providing the web address of the image or by uploading an image from your computer.

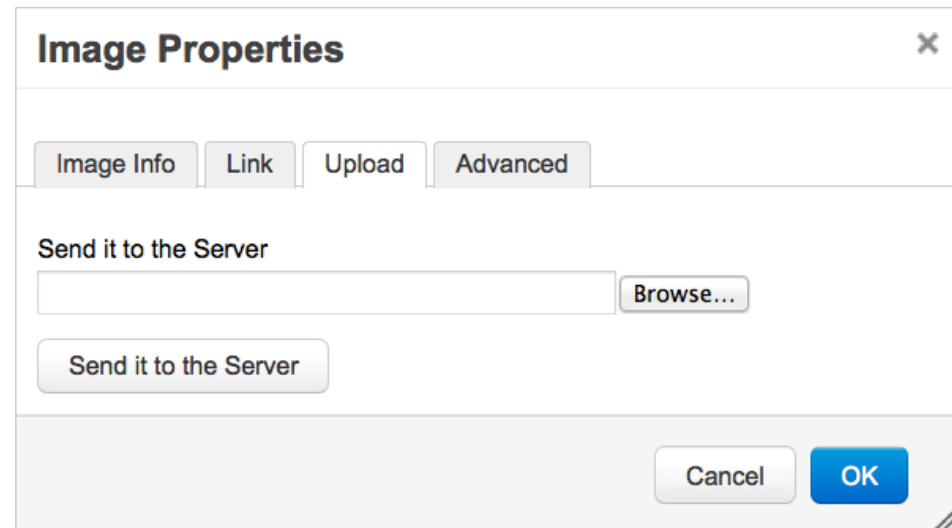
## 3: Managing your consultation or engagement activity details

---

### 3.4 Adding images

To upload an image from your computer:

- Click the 'Upload' tab.
- Click 'Browse'.
- Browse to your image and click 'Open'.
- Click 'Send it to the Server'.
- Click 'OK'.



## 3: Managing your consultation or engagement activity details

### 3.5 Related links, consultations and documents

Use these sections to link to relevant consultations or websites or attach important information. You can upload images as well as documents to your consultation. Be sure to use common document types (e.g. Word docs, PDFs, JPEGs).

**Related Links**  
Copy and paste links to relevant sites outside of Citizen Space. You must enter a url for the link to appear on the consultation summary. Enter link text if the url is really long and needs a shorter and more descriptive name. If left blank the url will be used as the link text.

(Optional)

URL	Link text
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

**Related Consultations**  
Copy and paste links to relevant consultations that are within Citizen Space. You must enter a url for the link to appear on the consultation summary. If the link text is left blank the url will be used as the link text.

(Optional)

URL	Link text
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

**Related Documents**  
Upload files related to your consultation from your hard drive or network drive. If the link text is left blank the filename will be used as the link text.

(Optional)

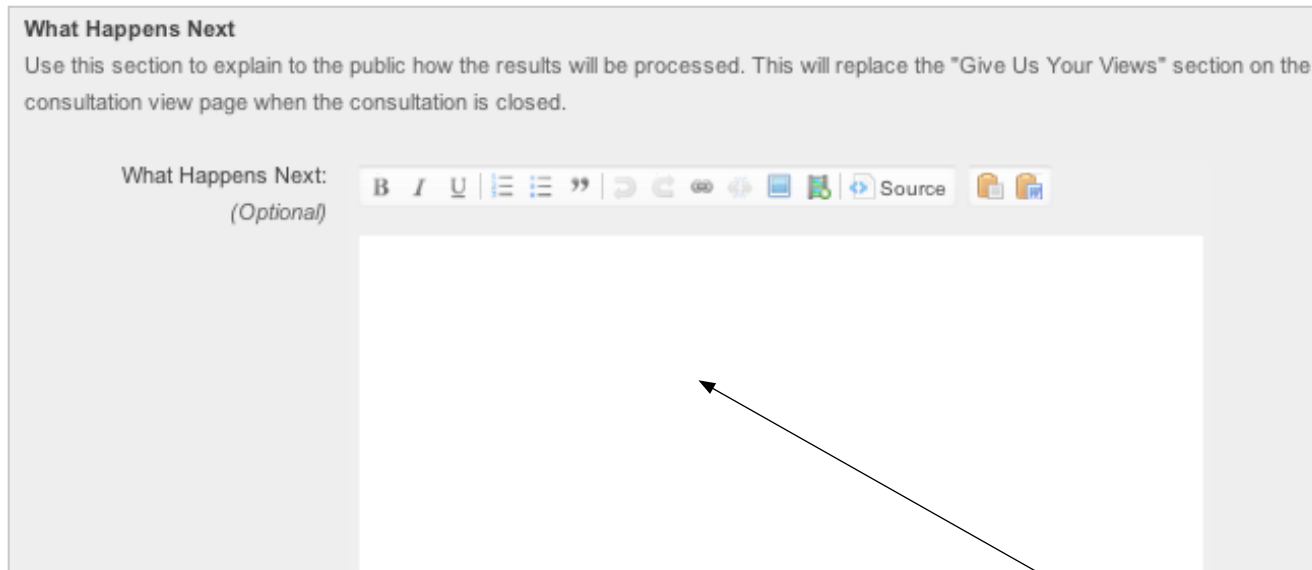
File	Link Text
<input type="button" value="Choose File"/> no file selected	<input type="text"/>
<input type="button" value="Choose File"/> no file selected	<input type="text"/>
<input type="button" value="Choose File"/> no file selected	<input type="text"/>
<input type="button" value="Choose File"/> no file selected	<input type="text"/>
<input type="button" value="Choose File"/> no file selected	<input type="text"/>

### 3: Managing your consultation or engagement activity details

**What Happens Next**

Use this section to explain to the public how the results will be processed. This will replace the "Give Us Your Views" section on the consultation view page when the consultation is closed.

What Happens Next:  
(Optional)



The 'What Happens Next' section appears after the consultation closes. This area allows you to provide information for respondents whilst the consultation report is being prepared for publication. It is not compulsory but we would recommend adding content to set expectations and maintain interest. This should be considered as part of your consultation design.

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## 3: Managing your consultation or engagement activity details

### 3.6 Add your area(s), interest(s) and audience(s)

The master list of audiences and interests for your organisation must be entered into the system before you begin editing consultation details (see [Section 2.6](#)). Areas would have been created during your deployment process.

- Choose areas, audiences and interests from the pre-populated lists that have already been created.
- Remember that the areas, audiences and interests lists show the options that can be applied to this consultation. These help your users to find consultations that are relevant to them.
- Also remember that interests and audiences are grouped in categories. They can be defined and edited only by the site admin users – [Section 2](#) explains this in more detail.
- Areas, audiences and interests are used as search terms for both admin users and the public to find consultations. [Section 6](#) will cover this in detail.

**Areas**  
At least one area is required. To select more than one, hold down the CTRL key (PC) or the CMD key (Mac).

Areas being consulted: *(Required to publish)*

- Ashley
- Avonmouth
- Bedminster
- Bishopston
- Bishopsworth
- Brislington East
- Brislington West
- Cabot
- Clifton

Select All Areas

---

**Audience**  
At least one audience type is required. To select more than one, hold down the CTRL key (PC) or the CMD key (Mac).

Audience: *(Required to publish)*

- Citizens
- Elected officials
- Electorate
- Groups / Stakeholders
- Businesses
- Faith groups
- Community groups
- Staff
- Voluntary organisations

Select Everyone

---

**Interests**  
At least one interest is required. To select more than one, hold down the CTRL key (PC) or the CMD key (Mac). If you do not see an appropriate interest listed, please contact your Citizen Space administrator.

Interests: *(Required to publish)*

- Democracy
- Understanding views
- Gathering ideas
- Voting
- Elected officials
- Council Services
- Environment
- Renewable Energy
- Sustainable architecture

i

Don't forget to save your work! There is a save button at the bottom of the details entry screen that you must click.

<a href="#">Contents</a>	<a href="#">Introduction</a>	<a href="#">Getting started</a>	<a href="#">Setting up Citizen Space</a>	<a href="#">Managing your consultation or engagement activity details</a>	<a href="#">Using the online survey tool</a>	<a href="#">Publishing your consultation</a>	<a href="#">Finding a consultation or engagement activity</a>	<a href="#">Interpreting and publishing your results</a>	<a href="#">What the public sees</a>	<a href="#">Further information and assistance</a>
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## 3: Managing your consultation or engagement activity details

### 3.7 Is your consultation private?

The private consultation feature allows you to consult on internal, or very specific issues that may not fit within the usual public engagement portfolio. Private consultations are not publicly searchable, and they do not feature in the Consultation Hub.

Private consultations can be used for:

- Employee satisfaction or other internal surveys.
- Consulting stakeholders on proposed changes to organisational structure or other plans.
- Engaging with citizen panel groups.

The feature may also be used to consult a very specific group of people, for example, the URL of the consultation could exclusively be provided to a particular demographic in order to gain insights.

For more information about private consultations, please see the article [How Do I Set Up A Private Consultation?](#)


#### Private Consultation

If this option is checked only administrators will be able to search for this consultation. Users must be given the URL directly to be able to participate, and the URL will be modified to make it harder to guess.

Make this consultation private

### 3: Managing your consultation or engagement activity details

## Consultation Dashboard: Westonsshire Transport Links

 [Print Survey](#)

1. [Edit Consultation Details](#)  
Some fields still require completing in order to publish this consultation.
2. [Online Survey](#)  
The survey currently has 1 page and 3 questions.

**Status: Unpublished**

Can't Publish [\(why not?\)](#)

Once you have completed the 'Edit Consultation Details' section you can start shaping your consultation. Item 2 in the Publishing Summary, which is at the top of the Consultation Dashboard, will show the type of consultation you have already chosen (i.e. online survey, email/postal consultation, link or offline consultation).

## 4: Using the online survey tool

---

4.1 Creating a consultation or engagement activity using the online survey tool

4.2 Adding a consultation or engagement activity

4.3 Navigating the online survey tool

4.4 Two different ways of structuring your survey

4.5 Formatting your survey

4.6 Setting up your survey

- Adding and editing questions
- Add a new question:
  - Adding and editing questions
  - Analyst questions ('hidden questions')
  - How to use saved questions
  - Default questions
  - How to move questions

4.7 Preview your survey

4.8 Publish your survey

## 4: Using the online survey tool

### 4.1 Creating a consultation or engagement activity using the online survey tool

- The online survey tool provides an easy way to present consultation documents for the public to respond to online.
- You can divide your survey up into pages to create logical sections.
- Each page contains core text from the consultation document, along with optional supplementary information which is supplied via areas called 'Fact Banks'.
- Questions can be placed directly under the relevant text of the consultation document. There are multiple answer components (explained later in this guide).
- There is no limit on the number of pages or questions.
- The placement and structure of pages, text and questions are flexible.

**1** What is your name?

Name

**2** What is your email address?

This is optional, but if you enter your email address then you will be able to return to edit your consultation at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

Email

**3** What is your organisation?

Organisation

**4** How much do you spend on your gas bills each year?  
cost *(Required)*

## 4: Using the online survey tool

### 4.2 Adding a consultation or engagement activity

When completing the 'Edit Consultation Details' section you would have chosen your desired consultation type (see [Section 3.1](#)).

To start adding your consultation details click on Step 2 in the Publishing Summary (see example below). The type of consultation you have selected will be displayed here.

**Consultation Dashboard: Westonsire Transport Links**  [Print Survey](#)

1. [Edit Consultation Details](#)  
Some fields still require completing in order to publish this consultation.
2. [Online Survey](#)  
The survey currently has 1 page and 3 questions.

Status: Unpublished

Can't Publish [\(why not?\)](#)

In this example, the user has chosen the online survey tool, so would click this link to create their survey.

## 4: Using the online survey tool

### 4.3 Navigating the online survey tool

When you start entering a consultation you will be taken through the process stage by stage. You can exit the consultation and continue editing it at a later date – just make sure you save each section when prompted.

When you return to the consultation, you can use the left-hand navigation bar to see what you have already added. Click on the appropriate link to be taken to the relevant area.

The screenshot shows the 'Online Survey Settings' page. On the left, there is a navigation bar with a header 'Online survey settings »' and a sub-header 'Add a new page »'. Below this is a list of pages, with 'Introduction' selected and highlighted. Two callout boxes point to these elements: one to the 'Add a new page »' link and another to the 'Introduction' page name. The main content area on the right contains three sections: 'Question Numbering' with a dropdown menu set to 'Continuous numbering'; 'Position of navigation buttons (e.g. First / Previous / Next)' with radio buttons for 'Bottom of page only' (selected) and 'Top and bottom of page'; and 'Progression format' with a checked checkbox for 'Linear format'.

## 4: Using the online survey tool

### 4.4 Two different ways of structuring your survey

Before you begin to enter in your consultation, you will need to set out how you wish the consultation to be presented.

Continuous numbering is the default option.

The buttons and options to continue responding later or not continue at all will either appear at only the bottom of each page, or at both the top and bottom, depending on your choice.

### Online Survey Settings

**Question Numbering**  
Select the way the questions should be numbered.

Continuous numbering

**Position of navigation buttons (e.g. First / Previous / Next)**

Bottom of page only  
 Top and bottom of page

**Progression format**  
If checked, respondent uses 'Next' and 'Previous' buttons to move through the online survey.  
If unchecked, respondent returns to the Table of Contents after completing each page.

Linear format

## 4: Using the online survey tool

### 4.4 Formatting your survey

#### Progression format

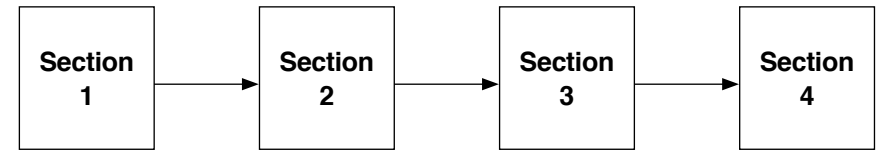
If checked, respondent uses 'Next' and 'Previous' buttons to move through the online survey.  
 If unchecked, respondent returns to the Table of Contents after completing each page.

Linear format

There are two options available for you to structure your consultation (see the diagram on the right):

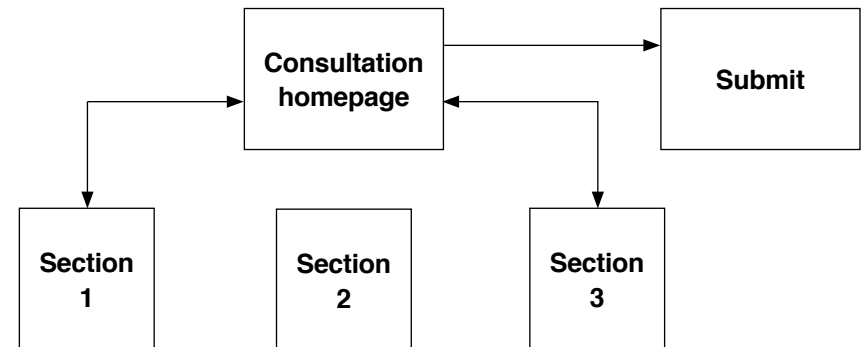
- A linear consultation contains pages in a specified order. You should use this when you want respondents to respond to the whole survey. This is pre-selected as the default option.
- A non-linear consultation has a 'hub' structure which is appropriate when not all sections of the consultation document are necessarily relevant to all respondents. This allows them to pick and choose which section(s) of the consultation they wish to respond to.
- You can specify which structure you require when you are formatting your consultation (see [Section 4.4](#)). You can change the structure at any time by returning to this area via point 2 in the Publishing Summary.

#### Linear online survey consultation



Respondent reads the consultation document in order, section by section, and answers all survey questions in order.

#### Non-linear online survey consultation



Respondent reads sections according to their concerns, and against each section answers questions. Respondent responds only to the sections relevant / of interest to them.

## 4: Using the online survey tool

---

### 4.4 Two different ways of structuring your survey

If you have chosen to use a non-linear survey, you can enter introductory text for it in this box. This is optional, but can help your participants understand how to navigate the survey.

**Introductory text**

If non-linear progression format is chosen, this text will be displayed above the Table of Contents on the first page. This text is optional and may be left blank.

**B** *I* U | ☰ ☰ ” | ↶ ↷ 🔗 🌐 📄 📂 ↔ Source 📄 📄

## 4: Using the online survey tool

### 4.5 Formatting your survey

In the 'Online Survey Settings' section you can also customise the on-screen message and email acknowledgement that respondents see once they have completed the consultation.

**Completion message**  
This message will be displayed to the user along with their response ID when they submit their response.

Thank you for completing the consultation.

**Email acknowledgement message**  
If the user has entered an email address, this message will be sent to them along with their response ID when they submit their response.

Thank you for completing the consultation.

When a participant submits their response, Citizen Space generates a unique response ID. This ID will automatically be displayed on screen and in a thank-you email.

The text in these boxes can be customised for each consultation. The ID will appear below the customisable text entered in these boxes.

## 4: Using the online survey tool

### 4.5 Formatting your survey

Remember: you can go back at any time and edit your consultation details by clicking on the 'Online survey settings' link.

**Online Survey**  
Westonshire Transport Links

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

Online survey settings »  
Add a new page »

Introduction ▼

**Online Survey Settings**

**Question Numbering**  
Select the way the questions should be numbered.

Continuous numbering ▾

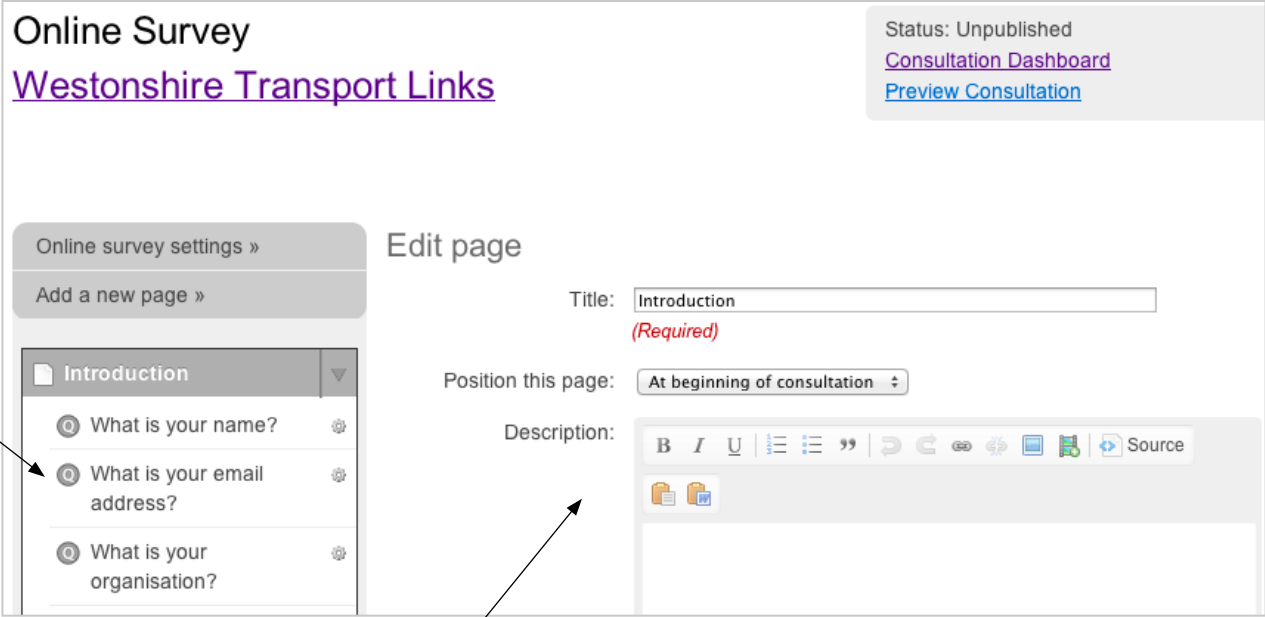
## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Adding and editing pages

The Introduction page has been automatically set up for you with three default questions: 'What is your name?', 'What is your email?' and 'What is your organisation?'

This information is usually required from anyone who enters into a consultation. You may wish to change these to what you would like to have; however, we do recommend for analysis and contact purposes that the email address question is kept. This will ensure that users get confirmation of their response being submitted.



You will be prompted to enter a page title and description (Description and Fact Bank are optional). You will then be able to add and edit questions. The process will be the same when you create additional pages.

## 4: Using the online survey tool

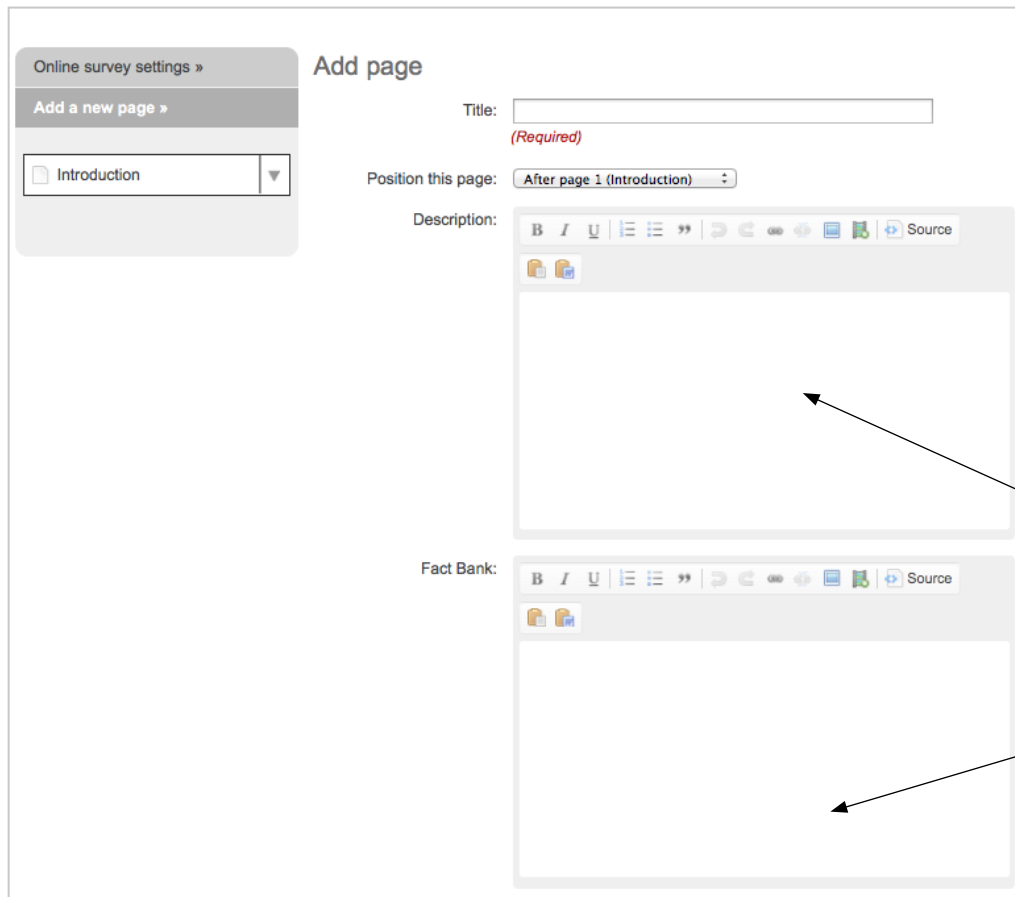
### 4.6 Setting up your survey

You must give each page a title. You can enter relevant information for the top of the page using the 'Description' box. You can also add additional information to individual pages using the 'Fact Bank'.

You can include a Fact Bank at the top of each page, which is useful for including a larger quantity of text or embedding a PDF. If you choose to include a Fact Bank, the respondent will see a 'Related Information' drop-down link at the top of the page. Clicking this will display the contents of the Fact Bank.

## 4: Using the online survey tool

### 4.6 Setting up your survey



- To add a new page at any time click on the 'Add a new page' link. This link always appears at the top of the left-hand menu of every section.
- You can navigate around the consultation by clicking on the page and question titles which are visible in the left-hand menu.
- You can move pages and questions around within your consultation or engagement activity at any time, using the 'Move questions' and 'Edit / Move page' links in the left-hand menu.
- You are required to enter a page title for every new page you enter. Descriptions and Fact Banks are optional.

Supporting documents and links to other sites can be put into your questions and Fact Banks. [See this knowledge base article](#) for step-by-step instructions.

## 4: Using the online survey tool

### 4.6 Setting up your survey

The first stages of setting up a new page will require you to enter a page title and you will also have the option to add a description and a Fact Bank. You can format this information using the simple and familiar tools such as bold text, bullet points, etc.

### Add page

Title:   
*(Required)*

Position this page: After page 1 (Introduction) ▾

Description:

B I U ☰ ☰ ” ↶ ↷ 🔗 📄 📁 🔗 Source

Note: when you copy and paste from a Word document, you will need to use this icon rather than copying directly from your document.

Copy the relevant text to the clipboard, click on this icon, and paste the text from Word into the box that appears.

You can still copy and paste normally but the formatting might need to be slightly adjusted.

This is the hyperlink icon. To link to another document or website, highlight the text to link from and then click the icon. To learn more on how to do this, please [see this article](#).

This will show HTML source code, should you want to use this.

**i**

See also Section 3.4 for how to add images.

## 4: Using the online survey tool

### 4.6 Setting up your survey

You can copy and paste the relevant section of your consultation document into the text input area.

You can add text relating to the page (or to the section of the document added) into the Fact Bank.

You can also add links to other websites or downloadable documents, and embed images and videos (such as Vimeo or YouTube videos).

Before you publish your consultation, you can edit the page title, description and Fact Bank by clicking on the page title in the left-hand menu followed by 'Edit Page'.

To alter any element of an existing page you must first click on the page title in the left-hand menu. A range of options will then be available to you:

- You can add pages to your consultation by using the 'Add a new page' link in the left-hand menu.
- You can reorder or delete pages within your consultation. Please delete pages with care - there is no 'undo' option for retrieving a deleted page.
- You can organise your survey questions into relevant sections using multiple pages.

### Add page

Title:   
*(Required)*


Position this page:

Description:

**B I U** | | | | | | | | | | Source

Every year UK households waste an average of 30% of all energy consumed through poorly insulated homes. At Westonsire Council we believe that this waste can and should be stopped. In order to assess your needs we first want to hear your views.

You can learn more about poorly insulated homes by clicking [this link](#).



Fact Bank:

**B I U** | | | | | | | | | | Source

Westonsire Council has been committed to promoting energy efficiency in

## 4: Using the online survey tool

### 4.6 Setting up your survey

The screenshot displays the 'Edit page' interface for an online survey. On the left, a sidebar lists the survey pages: 'Introduction', 'What is your name?', 'What is your email address?', 'What is your organisation?', and two 'Analyst question' items. The main area is titled 'Edit page' and contains the following fields:

- Title:** Introduction (Required)
- Position this page:** At beginning of consultation
- Description:** A rich text editor with the text 'Please provide responses to the following questions.'
- Fact Bank:** A rich text editor for additional information.

A callout box points to the 'Position this page' dropdown menu, stating: 'You can order / re-order your pages by using these options.'

You can order / re-order your pages by using these options.

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Answer components

The online survey option offers all the answer components that are necessary for an online consultation.

Questions fall into three categories:

1. Multiple choice questions, which can have as many options as required.
2. Free text questions.
3. File upload option.

There is no character limit on either of the text answer components. Participants can use the file upload option to upload documents or images to support their response.



This symbol to the right of each answer component option can be clicked to show a sample question of that type.

**Answer components**

<p><b>Text box</b></p> <p><input type="radio"/> Single line text ⓘ</p> <p><input type="radio"/> Multiple lines text ⓘ</p> <p><input type="radio"/> Email address ⓘ</p>	<p><b>Multiple choice</b></p> <p><input type="radio"/> Radio buttons ⓘ</p> <p><input type="radio"/> Checkboxes ⓘ</p> <p><input type="radio"/> Dropdown list ⓘ</p> <p><input type="radio"/> Single checkbox (yes/no) ⓘ</p>	<p><b>Matrix of choices</b></p> <p><input type="radio"/> Matrix column headings ⓘ</p> <p><input type="radio"/> Row of radio buttons ⓘ</p> <p><input type="radio"/> Row of checkboxes ⓘ</p> <p><input type="radio"/> Dropdown list ⓘ</p>
<p><b>Additional information</b></p> <p><input type="radio"/> Fact Bank ⓘ</p> <p><input type="radio"/> Text ⓘ</p>	<p><b>Files</b></p> <p><input type="radio"/> File upload ⓘ</p>	

The Fact Bank and Text options allows you to provide optional section of information before or after the answer component(s).

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Multiple choice questions: checkbox, radio button and drop-down menu options

With radio buttons, users can only select one option.  
(This example also includes a Fact Bank to provide more information.)

Multiple choice questions can have as many options as required. Default options are provided – these are ‘Yes’ and ‘No’ – but you can remove them and add your own.

With checkboxes, users can select more than one option.

**9** Do you agree that crime is an issue in your area?

▶ **More Information**

Yes  
 No  
 I'm not sure

---

**10** Which of these options apply to you?  
 Alternatively, you might want to give people a range of options and allow them to select as many of them as they want.  
 The check box type question allows you to do just that.

I am generally home during the day  
 I mainly shop in my local high street  
 I use public transport almost daily  
 I park my car on the street  
 I live in a block of flats or terraced house  
 I live in a detached or semi-detached house

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Multiple choice questions: checkbox, radio button and drop-down menu options

You can use radio buttons to create a matrix of questions for your respondents to answer.

#### 13 How strongly do you agree with the following statements?

Using this sort of matrix question, you can ask respondents to select one answer against a range of related topics, all within one question.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel safe in my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in the high street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my local park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Multiple choice questions: checkbox, radio button and drop-down menu options

Checkboxes may be used in a similar way.

**14** At what time of day do you feel safe in the following places?

Using this sort of question, you can provide respondents with a matrix of checkbox response options, so they can tick as few or as many as they like.

	In my home	In my street	In the high street	In my local park	In my car
In the morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Multiple choice questions: checkbox, radio button and drop-down menu options

Drop-down menus are another way of giving respondents multiple answers to choose from.

**15** Please choose one item from a large number of options to describe the following times of day:

If you have a large number of options for response to a statement from which you want respondents to pick just one, then using a matrix of dropdowns is your best option for keeping your consultation looking usable and undaunting.

In the morning:

In the afternoon:

In the evening:

Overnight:

- ✓ -- Please Select --
- People play loud music
- I notice a police presence
- Groups of young people roam the neighbourhood
- People shout in the street
- My neighbourhood is quiet
- I witness car crime
- Vandals damage the neighbourhood
- I feel safe in my garden
- I see drugs activity outside
- There are incidents of domestic violence

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Text box questions

Text box answers can be either large or small. Both allow for an unlimited amount of text, but a small box may be used if you wish to encourage shorter responses.

**7 Please type a lengthy answer to the question: How do you feel about crime in your area?**  
 This type of question gives the respondent a large area to type into, again without a character limit.

As it is easier to type long responses into a box like this, it is primarily used for questions where you want the respondent to expand upon an issue or response they have given.

For example, you might ask 'Do you have any comments on this section of the policy document', 'if you answered no to the previous question, please explain your reasoning here' or the all important 'do you have any other comments you would like to make?'

Experience shows that if you don't include that last question, respondents will just write their other comments all over the rest of the consultation.

Please type as much as you want to:

**6 Please give a brief answer to the question: how do you feel about your local area?**  
 This type of question gives you a small text box for respondents to type in.

There's no character limit on this text box, so respondents could write as much as they like. However, this type of question encourages the respondent to keep their answer short and to the point.

Types of question you might use this for include things like 'what is your name', 'what is your postcode', etc.

Brief answer:

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Additional information options

Entering Fact Bank text creates a dropdown option below your question. The respondent clicks on the More Information button to see the Fact Bank text.

9 Do you agree that crime is an issue in your area?

▼ More Information

If you want to provide a range of options to choose from, but only want respondents to select one of them, then the radio button question type is the one for you.

This question also has a Fact Bank, which is something you may use when adding questions in order to provide more information to your respondents.

- Yes
- No
- I'm not sure

Adding an Additional Information > Text component allows you to provide text below your question. In this example, it is used to explain how to answer the question.

17 What are your feelings on police presence in your area?

Please choose one answer from the list below:

- I think that police should do more in my neighbourhood
- I think that police should do less in my neighbourhood
- I think police presence in my neighbourhood is just right



For more information about adding more than one answer component to a question, please see [this article on how to do it.](#)

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Adding and editing questions

##### Add a new question:

1. Click a page, and then 'Add a question' to start the process; a textbox will then be displayed for entering your question.
2. Tick the 'Is this question used for reporting and analysis only?' box if relevant (see information box below right).
3. Click the 'Add Question' button.

You can choose whether the question is only for analysts, meaning that it will not be viewable by the general public. It will only be used for analysis purposes once the consultation has closed. To learn more about analyst questions, see [this article](#).

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Adding and editing questions

##### Adding your answer component(s):

1. Select your answer component.
2. Click the 'Add' button.



You can enter detail for each component of the question. You can add a variety of different components to be presented as part of your question – for example, radio button with free text comment. For more information, please see [How Do I Allow for More Than One Answer Component to My Question?](#)

Online survey settings »

Add a new page »

Introduction

Free text questions

Please give a brief answer to the question: how do you feel about your local police force?

Please type a lengthy answer to the question: How do you feel about crime in your area?

Please enter your email address:

Please tell us what you think of our plans for Stephen Green.

Add / edit answer components »

Delete this question »

Copy to saved questions »

**Q Please tell us what you think of our plans for Stephen Green.**

Add/edit answer components

**Answer components**

<p><b>Text box</b></p> <p><input checked="" type="radio"/> Single line text</p> <p><input type="radio"/> Multiple lines text</p> <p><input type="radio"/> Email address</p>	<p><b>Multiple choice</b></p> <p><input type="radio"/> Radio buttons</p> <p><input type="radio"/> Checkboxes</p> <p><input type="radio"/> Dropdown list</p> <p><input type="radio"/> Single checkbox (yes/no)</p>	<p><b>Matrix of choices</b></p> <p><input type="radio"/> Matrix column headings</p> <p><input type="radio"/> Row of radio buttons</p> <p><input type="radio"/> Row of checkboxes</p> <p><input type="radio"/> Dropdown list</p>
<p><b>Additional information</b></p> <p><input type="radio"/> Fact Bank</p> <p><input type="radio"/> Text</p>	<p><b>Files</b></p> <p><input type="radio"/> File upload</p>	

Add

**Existing answer components**

▶ "Analyst notes"

This component is for use in analysis and reporting only and is not visible to the public.

▶ "Tags"

This component is for use in analysis and reporting only and is not visible to the public.

<a href="#">Contents</a>	<a href="#">Introduction</a>	<a href="#">Getting started</a>	<a href="#">Setting up Citizen Space</a>	<a href="#">Managing your consultation or engagement activity details</a>	<a href="#">Using the online survey tool</a>	<a href="#">Publishing your consultation</a>	<a href="#">Finding a consultation or engagement activity</a>	<a href="#">Interpreting and publishing your results</a>	<a href="#">What the public sees</a>	<a href="#">Further information and assistance</a>
--------------------------	------------------------------	---------------------------------	--	---	--	--	---	--	--------------------------------------	--

## 4: Using the online survey tool

### 4.6 Setting up your survey

**Options for this component**

Accessibility label:  *(Required)*

Hide this label (the label will still be used by assistive technology such as screen readers, so a useful label is still required).

Is the user required to respond?

Reporting field heading:

This heading field is only seen by administrators, for example it appears as the column heading for that question when responses are exported in .csv format.

Is this component used for reporting and analysis only?  
If this box is checked, the component will not be visible to the public.

**Add Component**

**Callout 1:** A label must be given to any text answer component for web accessibility purposes. To learn more about labels, see [this article](#).

**Callout 2:** You can make questions 'required' by ticking this box. The response cannot be submitted until all required questions have been answered.

**Callout 3:** This heading will be used for the CSV download of responses.

**Callout 4:** Analysis questions: for every question and answer component you add, you will be asked whether it is for analysis.

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Analyst questions ('hidden questions')

During analysis of responses, the analyst will need to add extra information to each response, to help with searching and reporting later on (see the Analysis Module Section for more details).

Examples of this extra information could include:

- Tagging qualitative responses thematically (e.g. 'positive response'/'negative response').
- Is the response part of a pressure group campaign?
- Has this response come from a 'key respondent'?
- Is the analysis of this response complete?

The answers to these questions are stored in the survey alongside the questions answered by the respondent. These questions are only visible to the admin user analysing the response and not to the respondent. You can add hidden questions to pages in the same way as standard questions with an option to mark the question as hidden.

'Is this response part of a campaign?', is a good example of an analyst question, if for example, you were running a consultation on renewable energy and you knew you were going to get a lot of stock responses from a pressure group. So the ability to denote those responses and filter them out of your data set would be useful.

Citizen/Stakeholder only sees the survey questions.

When analysing a response an admin user sees 'hidden' questions to aid analysis and reporting. These questions are only visible to the analyst, the consultation owner, the Department Admin and the Site Admin.

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Analyst questions ('hidden questions')

These two hidden questions will always be needed for the reporting tools to work correctly.

These obligatory questions are automatically added to every new consultation. They always appear below the three default questions, and cannot be deleted, although they can be moved.

**i**

The two built-in analyst questions cannot be deleted, but they can be moved. See [page 73](#) for more information.

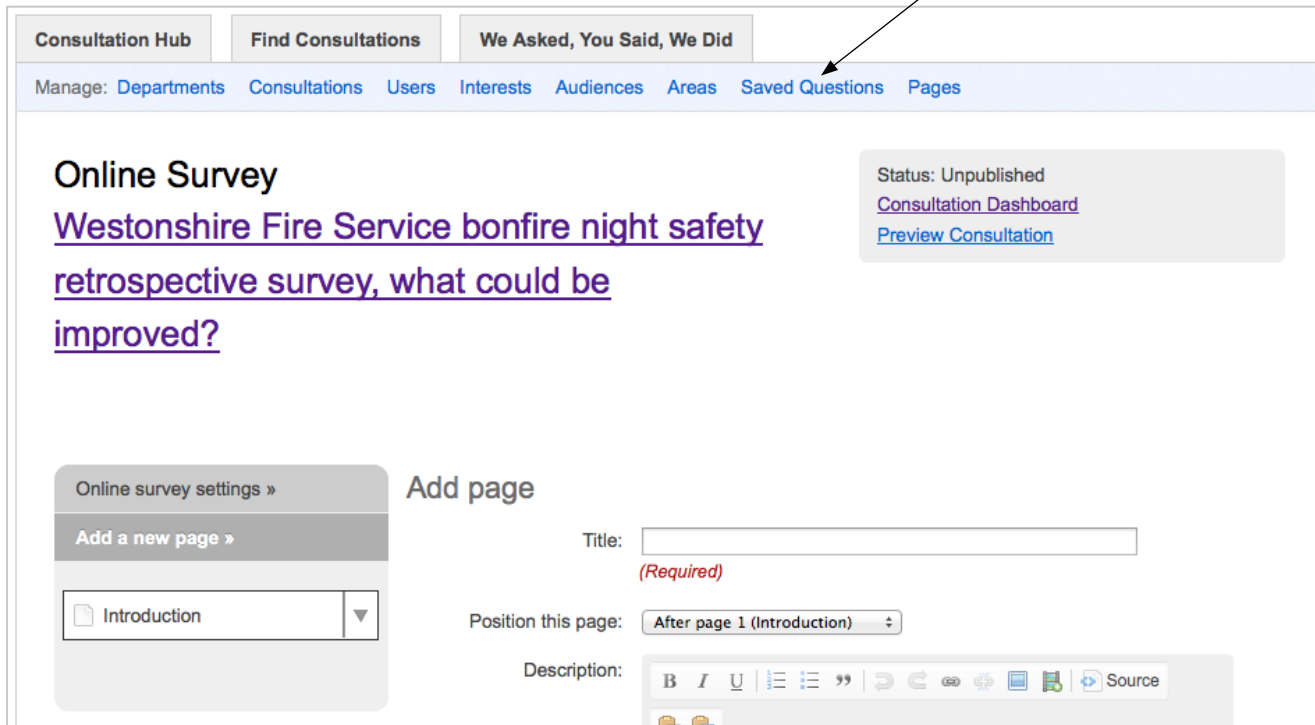
## 4: Using the online survey tool

### 4.6 Setting up your survey

#### How to use saved questions

- Often you will find yourself adding the same questions to almost every consultation you create.
- For example, you may frequently want to ask for respondents' city, occupation, age, etc.
- The saved questions repository allows you to reuse questions instead of repeatedly typing them into your consultations.

To view and edit your saved questions, go to 'Saved Questions' on the Manage bar.



**i**

Note: every time you add a question from a consultation to the saved questions repository, or from the saved questions repository to the consultation, a separate copy of the question is created. This means that you can make changes to any of your saved questions, or delete them from the saved questions repository, without affecting any previous consultations to which you may have added them to.

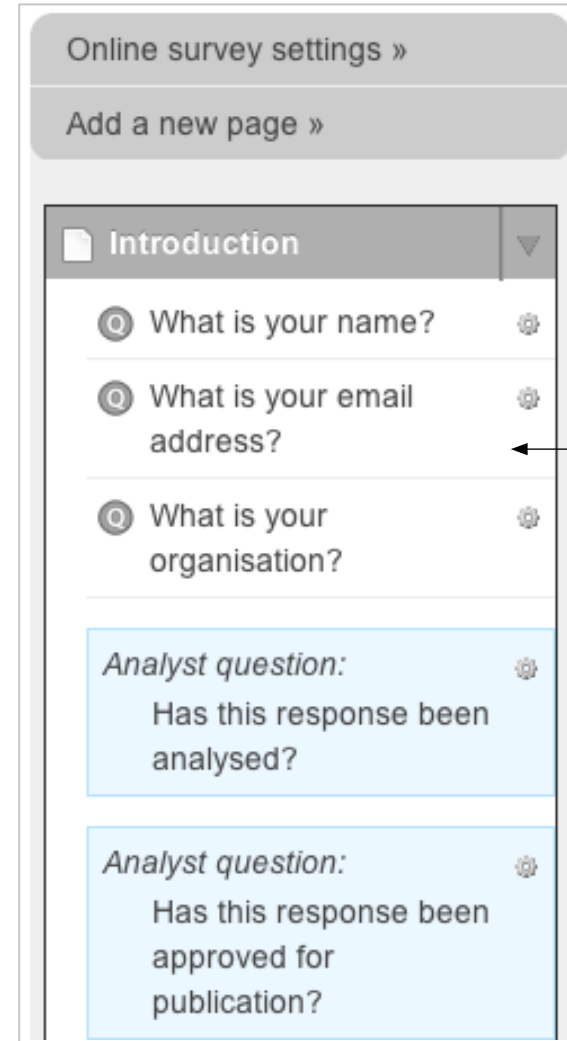
Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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## 4: Using the online survey tool

### 4.6 Setting up your survey

#### Default questions

- There are three automatically added ‘default’ questions: name, email address and organisation. These questions appear in every consultation.
- These questions can be deleted, edited or moved. However, please note there are special circumstances that apply to the default ‘what is your email?’ question. Please see [this knowledge base article](#) for more information.



Name, email address and organisation have been added in for you as default questions.

## 4: Using the online survey tool

### 4.6 Setting up your survey

#### How to move questions

You can move any question up and down on a page, and also move questions from one page to another.

The screenshot shows the 'Introduction' page of a survey. On the left, a menu bar contains 'Introduction', 'What is your name?', 'What is your email address?', 'What is your organisation?', and two 'Analyst question:' items. Below these are 'Add a question »', 'Add a saved question »', and 'Move questions »'. A callout box points to 'Move questions »' with the text: 'To move a question, click on ‘Move questions’ in the left-hand menu bar.'

The main survey area shows two questions. The first is 'What is your name?' with a 'Move question to page' dropdown (set to '-- Please Select --') and a 'Move' button. A callout box points to this dropdown with the text: 'To move a question to another page, select the new page from the drop down menu. Note: this menu will only appear if you have more than one page in your survey.' To the right of this question are 'Move Down' and 'Move Up' icons.

The second question is 'What is your email address?' with similar 'Move question to page' and 'Move' controls. To its right are 'Move Up' and 'Move Down' icons. A callout box points to these icons with the text: 'To reorder questions on a page, use the ‘Move Down’ and ‘Move Up’ icons on the relevant question.'

## 4: Using the online survey tool

### 4.7 Preview your survey

You can preview your consultation at any point during its creation. We recommend that you check your consultation thoroughly before you publish it. It is wise to have others 'test' it as well, as a good quality assurance practice.

Note: until the consultation has been published and has reached its open date, it will only be visible to logged-in administrators.

Click on 'Preview consultation' at any time to see how your consultation will look to respondents.

**Online Survey**  
[Westonshire Transport Links](#)

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

### Consultation Dashboard: Westonshire Transport Links

[Print Survey](#)

1. [Edit Consultation Details](#)  
Some fields still require completing in order to publish this consultation.
2. [Online Survey](#)  
The survey currently has 2 pages and 3 questions.
3. [Manage Logos](#)  
This consultation currently uses the default logo settings.
4. [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

Status: Unpublished

Can't Publish [\(why not?\)](#)

✖ [Delete this Consultation](#)

You can also click on 'Preview consultation' from the Publishing Summary.

## 4: Using the online survey tool

### 4.7 Preview your survey

- Clicking on the preview link will show you the consultation as it will appear to the respondent. The only difference is that you will see a yellow bar with some options at the top of the page.
- You can run through the consultation to check its layout and usability, and then make any adjustments necessary.
- The preview feature can be used as part of the internal consultation review/approval process

The screenshot shows a survey preview interface. At the top, a yellow bar contains the text: "You are currently viewing the consultation in preview mode. [Leave preview](#)". Below this, the text "View as: Open | [Forthcoming](#) | [Closed](#)" is visible. The main header area is green with the text "Have your say" and the "westonshire" logo. Below the header are three navigation buttons: "Consultation Hub", "Find Consultations", and "We Asked, You Said, We Did". The main content area is titled "Police Priorities 2013" and includes sections for "Overview" and "Why We Are Consulting". A large blue button labeled "Give Us Your Views" with a sub-link "Online Survey" is prominent. On the right side, there are two grey boxes: one for "Status: Published" with a "Consultation Dashboard" link, and another for "Contact" with phone and email information. A "Dates" section at the bottom right states "Consultation is Open" and "Runs from 1 Mar 2012 to 1 Jun 2013".

**Callout 1:** This yellow bar indicates that you are in preview mode.

**Callout 2:** Click the different links to see how your survey will look in 'Open', 'Forthcoming' and 'Closed' states.

## 4: Using the online survey tool

### 4.8 Publish your survey

Once your consultation or engagement activity has all the information that is needed, you and your colleagues have tested it and it is ready to be published, click the 'Publish' button on the Consultation Dashboard to proceed.

Once published, your consultation will be visible to citizens and stakeholders in the public area of Citizen Space. You can retract and edit consultations if necessary. If the consultation is live, however, please remember that there is data attached to each question, so proceed with caution.

The most important thing to know is that when a consultation is published it is publicly visible and when it is in 'draft' it is not, regardless of what status it has in the system (forthcoming, open or closed).

If your consultation is 'forthcoming', i.e. not open, users will see text that explains this and invites them to return on opening date you have specified for the consultation.

When the consultation opens, visitors will see the link to the consultation.

**Consultation Dashboard: Westonsshire Rubbish Collection**

[Print Survey](#)

- [Edit Consultation Details](#)  
All required information has been completed.
- [Online Survey](#)  
The survey currently has 1 page and 4 questions.
- [Manage Logos](#)  
This consultation currently uses the default logo settings.
- [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

Status: Unpublished  
Closes on 16/03/2014 (289 days)

**Publish**

[Delete this Consultation](#)

When you are ready, click the green Publish button.

# 5: Publishing your consultation

---

5.1 Creating an email / postal consultation

5.2 Creating an offline consultation

5.3 Creating an external link consultation

5.4 Adding custom logos to a consultation

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Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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## 5: Publishing your consultation

### 5.1 Creating an email / postal consultation

Once you have completed entering the details of your consultation (as outlined in [Section 3](#)), and chosen the email / postal consultation option, you can then finalise setting up your consultation.

- This consultation type allows you to refer to an existing consultation document, which is available for the public to download.
- In choosing this consultation type, you are indicating to the public that the main way in which they may respond to this consultation is to download the document and respond to it in writing, either by email or post.

Click on the Downloadable Document link in the publishing summary.

#### Consultation Dashboard: Download a copy of our 'Sports for Schools' initiative document. - Downloadable Document

1. [Edit Consultation Details](#)  
All required information has been completed.
2. [Downloadable Document](#)  
All required information has been completed.
3. [Manage Logos](#)  
This consultation currently uses the default logo settings.
4. [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

Status: Unpublished  
Closes on 01/09/2014 (439 days)

**Publish**

 [Delete this Consultation](#)

## 5: Publishing your consultation

### 5.1 Creating an email / postal consultation

### Email/Postal Consultation

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

[Download a copy of our 'Sports for Schools' initiative document. - Downloadable Document](#)

Please upload the consultation document.

- There must be a consultation document uploaded for the consultation to be published (made available to the public).
- You can replace or remove the consultation document at any time.

**Consultation Document**

Add consultation document:  
 Please ensure the file format is one commonly used by the public, such .doc or .pdf.

Upload your document to the consultation.



The consultation can now be published.  
 See instructions on [page 77](#).

Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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## 5: Publishing your consultation

### 5.2 Creating an offline consultation

Once you have completed entering the details of your consultation (as outlined in Section 3), and chosen the offline consultation option, you can then finalise setting up your consultation.

- This consultation type allows you to add information about a consultation event where the public can give their views in person.
- In choosing this consultation type, you are indicating to the public that the main way in which they may respond to this consultation is to attend an event or discussion.

Click on the Explanatory Text link in the publishing summary.

### Consultation Dashboard: Information about our next Town Hall meeting - Offline

1. [Edit Consultation Details](#)  
All required information has been completed.
2. [Explanatory Text](#)  
All required information has been completed.
3. [Manage Logos](#)  
This consultation currently uses the default logo settings.
4. [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

**Status: Unpublished**  
Closes on 20/06/2014 (366 days)

Publish

✘ [Delete this Consultation](#)

## 5: Publishing your consultation

### 5.2 Creating an offline consultation

### Offline Consultation

#### Information about our next Town Hall meeting - Offline

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

Please describe below how people can participate in this consultation (or find out more). Helpful information might include:

- Dates, times and locations (if relevant).
- Any other information that isn't already included in the main consultation record.

**Offline Consultation**

Description:

B I U | ☰ ☰ ” | ↶ ↷ 🔗 📄 📁 🔍 Source 📄 📁

This consultation is only open to some people, but they can find out how it's being run here.

The help text for creating this record in Citizen Space sums it up best;

Please describe below how people can participate in this consultation (or find out more). Helpful information might include:

- Dates, times and locations (if relevant).
- Any other information that isn't already included in the main consultation record.

Enter the details of your consultation.

The consultation can now be published.

See instructions on [page 77](#).

<a href="#">Contents</a>	<a href="#">Introduction</a>	<a href="#">Getting started</a>	<a href="#">Setting up Citizen Space</a>	<a href="#">Managing your consultation or engagement activity details</a>	<a href="#">Using the online survey tool</a>	<a href="#">Publishing your consultation</a>	<a href="#">Finding a consultation or engagement activity</a>	<a href="#">Interpreting and publishing your results</a>	<a href="#">What the public sees</a>	<a href="#">Further information and assistance</a>
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## 5: Publishing your consultation

### 5.3 Creating an external link consultation

Once you have completed entering the details of your consultation (as outlined in Section 3), and chosen the link option, you can then finalise setting up your consultation.

- This consultation type allows you to refer to an existing consultation which is hosted online, elsewhere on the internet.
- In choosing this consultation type, you are indicating to the public that the main way in which they may respond to this consultation is to follow this link to another site, where they may complete the consultation online.

Click on the Link option in the publishing summary.

### Consultation Dashboard: Local charity are consulting on housing, help them out - external Link

1. [Edit Consultation Details](#)  
All required information has been completed.
2. [Link](#)  
All required information has been completed.
3. [Manage Logos](#)  
1 custom logo has been uploaded for this consultation.
4. [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

**Status: Unpublished**  
Closes on 01/10/2014 (468 days)

Publish

✖ [Delete this Consultation](#)

## 5: Publishing your consultation

### 5.3 Creating an external link consultation

### Link

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

Local charity are consulting on housing, help them out - external Link

Enter the title of the consultation link and the link itself.

**Consultation Link**

Title For Link:  *(Required)*

URL For Link:  *(Required)*

Enter the details of your link.



The consultation can now be published.  
See instructions on [page 77](#).

Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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## 5: Publishing your consultation

### 5.4 Adding custom logos to a consultation

- Your Citizen Space site will use the default logo that was set up when you first began to use the software. This logo will appear on every consultation.
- You can change the logo of a specific consultation.
- You can also add more than one logo. This is useful if you are running a consultation with a partner organisation.

To get started, click on Manage Logos in the publishing summary.

1. [Edit Consultation Details](#)  
All required information has been completed.
2. [Online Survey](#)  
The survey currently has 2 pages and 10 questions.
3. [Manage Logos](#)  
This consultation currently uses the default logo settings.
4. [Preview Consultation](#)  
At any time you can preview the consultation as an end user would see it.

**Status: Unpublished**  
Closed on 01/06/2013 (19 days ago)

[Publish](#)

[✖ Delete this Consultation](#)

## 5: Publishing your consultation

### 5.4 Adding custom logos to a consultation

- Follow the prompts on the next screen to change your logo(s).
- Deleting existing logos will only delete them from this specific consultation, not from your whole Citizen Space site.

The screenshot shows a web interface for managing logos. At the top left, it says 'Manage Logos' and 'Police Priorities 2013'. On the top right, there is a grey box with the text 'Status: Unpublished', a link for 'Consultation Dashboard', and a link for 'Preview Consultation'. Below this, a paragraph states: 'Using this page, you can adjust the appearance of logos in the header for this consultation.' This is followed by a bulleted list: 'Upload logos specific to this consultation', 'Change the order of logos', and 'Remove existing logos'. At the bottom, there is a 'Logo settings' section with the text 'This consultation currently uses the default logo(s)' and a button labeled 'Logo settings for this consultation'.

On the next screen, click on 'Logo settings for this consultation'.

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## 5: Publishing your consultation

### 5.4 Adding custom logos to a consultation

- Follow the prompts on the next screen to change your logo(s).
- Deleting existing logos will only delete them from this specific consultation, not from your whole Citizen Space site.

**Add a logo**

Select a file:

This should be in .jpg, .gif or .png format

Description of this logo:

This helps visitors browsing with assistive technologies such as screen readers

URL for this logo to link to:

This is optional. If left blank, this logo will link to the Consultation Hub

**Existing logos**

Delete	Title
<input type="checkbox"/>	<a href="#">Westonshire Logo</a>

**Logo settings**

This consultation currently uses custom logos.

# 6: Finding a consultation or engagement activity

6.1 Browse consultations

6.2 Search for consultations or engagement activities

6.3 Advanced search

Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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## 6: Finding a consultation or engagement activity

### 6.1 Browse consultations




**Welcome to Westonsire's Consultation Hub**

This is a one-stop-shop for you to see every consultation being run within Westonsire. You can search for consultations, give your views on issues that interest you and view results and outcomes of past consultations.

The hub is easy to use and works for both online and offline consultation and engagement.

Find out how [Citizen Space](#) can make your organisation's consultation activity easy by [getting in touch with Delib](#) at [info@delib.net](mailto:info@delib.net)

[Subscribe to our newsletter](#)

Forthcoming Consultations 		Open Consultations 		Closed Consultations 	
Title	Date Starts	Title	Date Ends	Title	Date Closed
<a href="#">This year's Christmas decorations, have your say!</a>	1 Sep 2016	<a href="#">Colourful Headers</a>	4 Apr 2014	<a href="#">Westonsire Rubbish Collection</a>	16 Mar 2013
		<a href="#">Core Strategy Consultation: A Preferred Strategy for shaping the future of Westonsire</a>	25 Apr 2014	<a href="#">Westonsire's greenery, contribute to the park improvements document - with results</a>	16 Aug 2010
		<a href="#">Westonsire Mapping Consultation</a>	30 Jan 2015	<a href="#">Doctors' opening hours, what's convenient for you and new opening hours. With We asked, You said, We did</a>	2 Aug 2010

Click on the name of a consultation to find out more about it.

**i**  
At any time you can click on the Consultation link in the Manage bar in order to browse all consultations.

## 6: Finding a consultation or engagement activity

### 6.2 Search for consultations or engagement activities

Both internal admin users and the public can use the 'Find Consultations' tab at the top of the screen to find consultations relevant to them.

The screenshot shows the 'Find Consultations' interface. At the top, there is a search bar with the text 'Search for Consultations' and a sub-label 'Enter a postcode or phrase:'. The search input field contains the word 'police', and a 'Search' button is to its right. Below the search bar is a link for 'Advanced search for consultations'. The main heading is '2 Search Results for police'. The first result is 'Police Priorities 2013', with a sub-heading 'We want to know if you agree with our Policing Priorities for 2013.' and a note 'This consultation was closed on 1 June 2013'. The second result is 'Crime and Police in Your Area - Linear Survey Example', with a sub-heading 'This survey aims to collect specific information from our local community. We need to understand how people living in different areas are affected by similar crime indicators. We also want to know how you feel about the police force that serves your borough. Some of the questions in this s...'. Three callout boxes provide instructions: one points to the 'Advanced search for consultations' link, another points to the search input field and 'Search' button, and a third points to the search results.

Click on 'Advanced search for consultations' for more filtering options.

Enter your search text here and click on 'Search'.

Results from the search will appear below the search box. You are also told when no results are found.

## 6: Finding a consultation or engagement activity

### 6.3 Advanced search

The screenshot shows the 'Have your say' website interface. At the top, there is a green banner with the text 'Have your say' and the 'westonshire' logo. Below the banner, there are three tabs: 'Consultation Hub', 'Find Consultations', and 'We Asked, You Said, We Did'. The 'Find Consultations' tab is active. The main content area is titled 'Find Consultations' and contains an 'Advanced Search for Consultations' form. The form has the following fields: 'Title or Description' (text input), 'Postcode' (text input), 'Status' (dropdown menu with 'Any Status' selected), 'Audience' (dropdown menu with 'Any Audience' selected), 'Interest' (dropdown menu with 'Any Interest' selected), 'Department' (dropdown menu with 'Any Department' selected), and 'Area' (dropdown menu with 'Any Area' selected). A 'Search' button is located at the bottom right of the form. Below the search form, it says 'Showing All Consultations'. There are two links: '[Download a copy of our 'Sports for Schools' initiative document. - Downloadable Document](#)' and '[Download this list of consultations \(.csv\)](#)'. Below the second link, it says 'Open the .csv file with spreadsheet software to create a report of active consultations.'

Advanced search allows you to filter the consultations using criteria such as audience, interest and status.

## 7: Interpreting and publishing your results

### 7.1 Managing respondents

- An overview of who has responded
- Responses Organised by Respondent
- Responses Organised by Question
- Adding a response manually
- Associating responses
- Downloading responses

### 7.2 Publish the outcomes and feedback on the survey results

- Publishing results
- 'We Asked, You Said, We Did'
- Overview of analysis and reporting
- Overview of the analyst function
- Analysing quantitative answers
- Adding tags
- Begin your analysis
- Qualitative data
- Quantitative data
- Filtering and grouping responses
- Viewing and exporting responses
- Email notifications

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## 7: Interpreting and publishing your results

Once you have published your consultation it will be available for the public to contribute their opinions and feedback. When the consultation is closed you will need to interpret the results and produce an evaluation report.

It is important to set expectations before you start the consultation process by being clear about when the evaluation report will be issued and what will happen next.

In the Consultation Dashboard are sections dealing with responses, analysis and results. Admin users can use these areas to:

- Get an overview of responses.
- Download responses.
- Get a summary report of responses.
- Assign analysts to the consultation.
- Analyse responses, including cross-tabulating data.
- Publish consultation results.

### 7.1 Managing respondents

#### An overview of who has responded

You can manage the responses using the 'Responses to this Consultation' section. You can view responses at any time during the consultation period by clicking on 'Responses Organised by Respondent' on the Consultation Dashboard.

The screenshot displays the 'Responses to this Consultation' dashboard. It features a header 'Responses to this Consultation' with a sub-header 'Completed responses: 13'. Below this, there are two main sections: 'Responses Organised by Question' and 'Responses Organised by Respondent'. The 'Responses Organised by Question' section includes a description, a note about a requested report, and a 'Beta' badge. The 'Responses Organised by Respondent' section includes a description and three download links: 'Add a response manually', 'Download all responses', and 'Download all responses including analyst fields'. To the right, the 'Interpret and Tag Responses' section shows 'Responses analysed so far: 0 (0%)' and includes links for 'Interpret Responses' and 'Manage Analysts'. The 'Interpret Responses' section has a description and a note about no analysts assigned. At the bottom, the 'Outcomes' section includes links for 'Publish Results' and 'We Asked, You Said, We Did', both with explanatory text.







## 7: Interpreting and publishing your results

### 7.1 Managing respondents

#### Responses Organised by Respondent

- By clicking on 'Responses Organised by Respondent' in the Consultation Dashboard, you can see an overview of all respondents in a list.
- You can see if each respondent is a member of an organisation or not.
- You can sort each column to allow you to find particular respondents more easily.
- Manually entered offline responses will appear here as well.
- Individual responses can be managed by a team of analysts assigned to the consultation.
- From this page, you can download responses as a CSV file, for use in Excel, SPSS or another software product.

Displaying 12 of 12 responses.

Response ID	Name	Organisation	Questions answered	Associate responses
<a href="#">ANON-WBEQ-274Z-6</a>	Michael Finchley	Retired	 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274U-1</a>	Sarah Sprink	Riley's Bakery	 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274W-3</a>	Jill Sandford	Unemployed	 16/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274G-K</a>	Brian Ackroyd	Jones Butchers	 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274A-D</a>	Jennifer Smith	Jennifer's Flowers	 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274N-T</a>	Fiona Braithwaite	Felchurch Greengrocers	 17/18	<input type="checkbox"/>

## 7: Interpreting and publishing your results

### 7.1 Managing respondents

#### Responses Organised by Question

- By clicking on 'Responses Organised by Question' in the Consultation Dashboard, you can see an overview of how respondents answered each question.
- By clicking on a question, you can see all the answers at once.
- From this page, you can filter and group responses in order to cross-tabulate data. To learn how to do this, please see [this article](#).

#### Responses by Question

#### Crime and Police in Your Area - Linear Survey Example

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

**Note:** Total Responses is a count of respondents who answered at least one of the components of the question.

#### Page 1: Introduction

Question Number	Title	Total Responses
1	<a href="#">What is your name?</a>	12 (100%)
2	<a href="#">What is your email address?</a>	12 (100%)
3	<a href="#">What is your organisation?</a>	12 (100%)
4	<a href="#">What area do you live in?</a>	12 (100%)
5	<a href="#">What is your age range?</a>	12 (100%)

#### 12 answers to "Name"

[Jump to next](#) [Export \(.csv\)](#)

Response ID	Answer
<a href="#">ANON-WBEQ-274Z-6</a>	Michael Finchley
<a href="#">ANON-WBEQ-274U-1</a>	Sarah Sprink
<a href="#">ANON-WBEQ-274W-3</a>	Jill Sandford
<a href="#">ANON-WBEQ-274G-K</a>	Brian Ackroyd

## 7: Interpreting and publishing your results

### 7.1 Managing respondents

#### Adding a response manually

[Responses Organised by Respondent](#)  
 Here you can view a list of all the respondents to your consultation and build queries on their responses.

[Add a response manually](#)

[Download all responses](#)

[Download all responses including analyst fields](#)

Click this link to add a manual response.

This takes you into the survey, where you can enter all of the data given by the respondent and upload any documents they have supplied.

### Add Response

#### [Crime and Police in Your Area - Linear Survey Example](#)

Using this form, you can enter the response of a respondent who has responded offline, to make sure all the responses for this consultation are held in the same place.

Fill in the information on their response below, uploading any documents they may have sent as part of their response too.

Introduction

**1** What is your name?  
 Name



Citizen Space stores any manual responses alongside those recorded via the online survey tool. The only noticeable difference is the response ID. Response IDs for online responses begin with ANON (for 'anonymous') and IDs for manually entered responses begin with BHLF (for 'on behalf of').

## 7: Interpreting and publishing your results

### 7.1 Managing respondents

#### Adding a response manually

You can also add an offline response by clicking on the 'Responses by Respondent' link in the Consultation Dashboard.

### Responses by Respondent

#### Crime and Police in Your Area - Linear Survey Example

Status: Unpublished  
[Consultation Dashboard](#)  
[Preview Consultation](#)

Using this page, you can see who has responded to the consultation so far, view and download their response(s) and add in new responses from respondents who have responded offline, for example by letter or at a focus group.

You can also associate responses with one another, for example where responses are part of a co-ordinated campaign, or a respondent has sent in more than one response.

[Download all responses](#)
[Download all responses including analyst fields](#)
[Download all documents](#)
[Add new response](#)

i

Manually entered responses are stored with those entered directly by respondents. This way, all responses can be analysed together.

Once a response has been entered, it cannot be edited or deleted by admin users. This is because responses must remain auditable.

## 7: Interpreting and publishing your results

### 7.1 Managing respondents

#### Associating responses

You can associate responses with one another, which can help with analysis later in the process. For example, this is useful:

- When a respondent has submitted more than one response; and
- to group responses that are part of a pressure group campaign.

To associate responses, click on the 'Responses Organised by Respondent' link on the Consultation Dashboard.

You will see checkboxes that allow for response association to the right of the responses.

You can associate the responses and also disassociate them using these checkboxes and the buttons at the bottom of the respondent list.

You can associate duplicate responses given by one person.

Displaying 13 of 13 responses.

Response ID	Name	Organisation	Questions answered	Associate responses
<a href="#">ANON-WBEQ-274Z-6</a>	Michael Finchley	Retired	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274U-1</a>	Sarah Sprink	Riley's Bakery	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274W-3</a>	Jill Sandford	Unemployed	<div style="width: 100%;"><div style="width: 95%;"></div></div> 16/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274G-K</a>	Brian Ackroyd	Jones Butchers	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274A-D</a>	Jennifer Smith	Jennifer's Flowers	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274N-T</a>	Fiona Braithwaite	Felchurch Greengrocers	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274C-F</a>	James Perkins	Fisher Bank	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input checked="" type="checkbox"/>
<a href="#">ANON-WBEQ-2749-5</a>	Karen Johnson	Johnson's Chemists	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274E-H</a>	Jeanine Cochrane	Camp's Cafe	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-2745-1</a>	James Perkins	Fisher Bank	<div style="width: 100%;"><div style="width: 100%;"></div></div> 17/18	<input checked="" type="checkbox"/>
<a href="#">ANON-WBEQ-274M-S</a>	Phillip Johnston	Phil's Garage	<div style="width: 100%;"><div style="width: 95%;"></div></div> 16/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-274Q-W</a>	Rhodri Garrett	Lightwell Web Design	<div style="width: 100%;"><div style="width: 95%;"></div></div> 16/18	<input type="checkbox"/>
<a href="#">ANON-WBEQ-2744-Z</a>	Donna Richeson	Wally's Stop and Shop	<div style="width: 100%;"><div style="width: 95%;"></div></div> 16/18	<input type="checkbox"/>

## 7: Interpreting and publishing your results

### 7.1 Managing respondents

#### Downloading responses

You can download all responses directly from the Consultation Hub or from the Responses Organised by Respondent page.

The screenshot shows the 'Responses to this Consultation' page. It features a sidebar on the left with navigation links: 'Responses Organised by Question', 'Responses Organised by Respondent', and 'Add a response manually'. The main content area is titled 'Responses by Respondent' and includes a status indicator 'Status: Unpublished' with links to 'Consultation Dashboard' and 'Preview Consultation'. The main heading is 'Crime and Police in Your Area - Linear Survey Example'. Below this, there is explanatory text and a row of download links: 'Download all responses', 'Download all responses including analyst fields', 'Download all documents', and 'Add new response'. A callout box with an arrow points to the 'Download all responses' link, containing the text: 'Click on these links to download all responses as a CSV file.'

## 7: Interpreting and publishing your results

### 7.1 Managing respondents: downloading responses

#### Downloading responses

The responses CSV will look similar to this. You can open this file in Excel, SPSS or another software product.

The file will have your questions as column headings, with all answers below.

	A	B	C	D	E	F	G	H	I	J	K	L
1	What is your	What is your	What is your	What area do	What is your	Please give a	Please type a	Please enter	Do you agree	Which of the	How many o	Do you want
2	Michael Finc	kate@delib.r	Retired	Felchurch	55-64	I think our be	We are lucky	kate@delib.r	No	I am general	3 options	Yes
3	Sarah Sprink	kate@delib.r	Riley's Baker	Lightwell	35-44	The police ar	I think that L	kate@delib.r	Yes	I mainly sho	5 options	Yes
4	Jill Sandford	kate@delib.r	Unemployed	Royston	45-54	I think they a	The crime in	kate@delib.r	Yes	I am general	5 options	No
5	Brian Ackroy	kate@delib.r	Jones Butche	Smithville	35-44	The police pr	The crime in	kate@delib.r	I'm not sure	I mainly sho	4 options	Yes
6	Jennifer Smit	kate@delib.r	Jennifer's Flo	Delhampton	25-34	I think they a	Delhampton	kate@delib.r	Yes	I mainly sho	6 options	Yes
7	Fiona Braithv	kate@delib.r	Felchurch Gr	Felchurch	35-44	I think Jeff is	Felchurch is	kate@delib.r	No	I mainly sho	4 options	Yes
8	James Perkin	kate@delib.r	Fisher Bank	Delhampton	25-34	I think they c	My neighbou	kate@delib.r	Yes	I park my car	7 options	Yes
9	Karen Johnsc	kate@delib.r	Johnson's Ch	Felchurch	45-54	It is OK.	Felchurch ha	kate@delib.r	No	I mainly sho	5 options	Yes
10	Jeanine Coch	kate@delib.r	Camp's Cafe	Delhampton	55-64	I think they v	I think there	kate@delib.r	I'm not sure	I use public t	2 options	Yes
11	James Perkin	kate@delib.r	Fisher Bank	Delhampton	25-34	I think they c	My neighbou	James@bank	Yes	I park my car	7 options	Yes
12	Phillip Johnst	kate@delib.r	Phil's Garage	Smithville	45-54	I have no opi	I have no opinion on this.	I'm not sure	I mainly sho	2 options	Yes	
13	Rhodri Garre	kate@delib.r	Lightwell We	Lightwell	25-34	The need to	Vandalism in	kate@delib.r	Yes	I use public t	4 options	No
14	Donna Riche	kate@delib.r	Wally's Stop	Royston	25-34	They are rub	There is tons	kate@delib.r	Yes	I mainly sho	8 options	No

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Publishing results

You can use Citizen Space to publish the outcomes for all four types of consultation.

Once the consultation is closed and has been analysed, you can publish the outcomes of your consultation. This may be a summary of findings, and/or a report of what you discovered and what will happen as a result of it.

To enter your results for public release, click the 'Publish Results link in the Outcomes' section on the Consultation Dashboard.

This will take you to a page where you can enter text and upload any documents and links to other sites.

Once finished, click the 'Update' button. Your outcomes will then appear on the home page of your consultation.

You can add the results as files and/or links. This is optional.

## Publish Results

### Green Homes Initiative

Status: Unpublished

[Consultation Dashboard](#)

[Preview Consultation](#)

Here you can upload files containing results and reports, for example PDF files or spreadsheets. You can also add links to results published on external websites. The results will appear on the consultation summary once the consultation is closed.

**Consultation Results**

**Description**

Describe the results and/or any special instructions that the public should be aware of.

B I U ☰ ☰ ” ↶ ↷ ↺ ↻ 📎 📄 📄 🔗 Source 📄 📄

**Files**

Browse to files on your computer and upload them.

Upload File  No file chosen

Link text

**Links**

Add links if your results are available on an external source.

URL

Link text

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### 'We Asked, You Said, We Did'

Another way to provide feedback to respondents and stakeholders is by using the 'We Asked, You Said, We Did' section. This provides a concise overview of what has happened as a result of the consultation.

This section is optional. If you do not enter text in this section, there will be no reference to 'We Asked, You Said, We Did' in your consultation.

- 'We Asked, You Said, We Did' provides a feedback summary as an alternative for respondents that do not wish to read the (usually) longer results section.
- 'We Asked, You Said, We Did' is brief overview of what has happened as a result of the consultation in real terms.
- Note that you have a limit here of 500 characters – think of these fields as straplines.

### 'We Asked, You Said, We Did'

#### [Crime and Police in Your Area - Linear Survey Example](#)

After you have compiled the feedback and results for this consultation, please fill in all fields below.

The 'We Asked, You Said, We Did' information will only be available to the public when the consultation is Closed and Published. There is no limit on the number of characters you can enter for each field. However, we recommend sticking to around 140 characters (roughly 20 words) for each field.

We Asked, You Said, We Did

We Asked:

You Said:

We Did:

Status: Unpublished

[Consultation Dashboard](#)

[Preview Consultation](#)

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

All 'We Asked, You Said, We Did' summaries that you complete for any consultation will appear in the 'We Asked, You Said, We Did' tab at the top of your Consultation Hub (this tab will only be visible if you have entered information into a 'We Asked, You Said, We Did' summary).

The screenshot shows the 'We Asked, You Said, We Did' section of the Citizen Space interface. At the top, there are three tabs: 'Consultation Hub', 'Find Consultations', and 'We Asked, You Said, We Did'. Below the tabs is a navigation bar with the following options: 'Manage: Departments', 'Consultations', 'Users', 'Interests', 'Audiences', 'Areas', 'Saved Questions', 'Analyse Consultations', and 'Pages'. The main content area is titled 'We Asked, You Said, We Did' and contains the following text:

Below are some of the issues we have recently consulted on and their outcomes.

**Doctors' opening hours, what's convenient for you and new opening hours. With We asked, You said, We did**

**We asked:** When would you like to see your local GP?

**You said:** You want them to be open longer in the evenings and open earlier in the mornings. You would also like the ability to book further in advance.

**We did:** We now have two extra nurses between 12 and 2pm weekdays and have extended practice opening hours. Bookings for prescriptions, persisting problems and essential check-ups can now be made 14 days in advance.

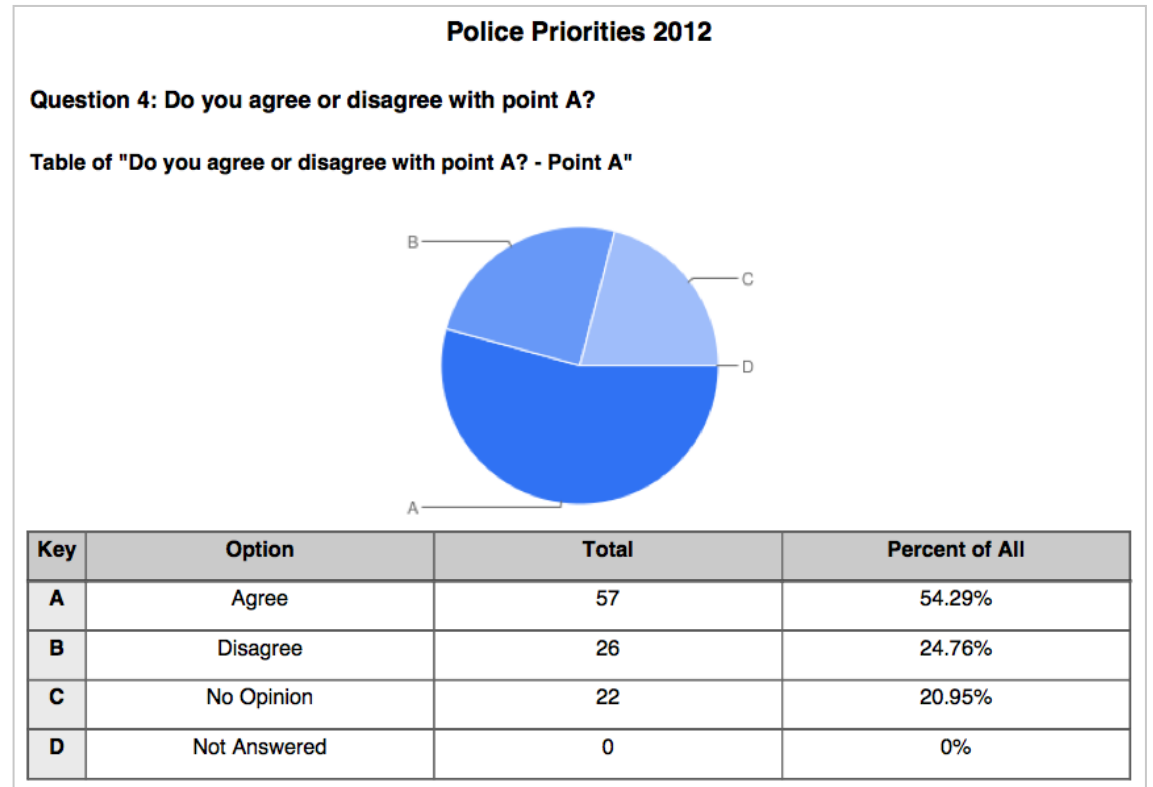
## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Overview of analysis and reporting

For online survey consultations:

- You can produce interim reports while the consultation is still open.
- You can produce further reports once the consultation has closed.
- Grouped and/or filtered responses can be output as a CSV file.
- Reports may be produced in PDF or CSV format.
- Free text (qualitative) answers can be analysed to make them suitable for quantitative reporting.



## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Overview of the analyst function

- System users can be created that can only analyse consultations to which they have been assigned.
- This allows policy teams or external agencies access to the consultation responses and analysis tools for an individual consultation, without giving them access to any other data or system functionality.
- Analysts are additional to existing system admins whose rights include consultation analysis as standard.
- One or more analysts can be given access to an individual consultation through the consultation's Consultation Dashboard.

To add an analyst:

Add each person as a user into Citizen Space. Then, go to your consultation's Dashboard and click on 'Manage Analysts'.

#### Interpret and Tag Responses

Responses analysed so far: **0 (0%)**

##### [Interpret Responses](#)

Here you can interpret individual responses by adding notes and tags. Tags can then be used as a way to filter.

##### [Manage Analysts](#)

There are currently no analysts assigned to this consultation.

## 7: Interpreting and publishing your results

### Manage Analysts

#### Crime and Police in Your Area - Linear Survey Example

Here you can specify who is allowed to analyse this consultation's data and generate reports.

- Analysts can only analyse and report on consultations to which they have been assigned.
- Unless they are also an admin user, analysts cannot edit or alter this consultation in any way.
- You can enable employees of external agencies to analyse the results of a particular consultation without exposing any of your other consultation data.

#### Analysts assigned to this consultation (0 assigned out of 3 available)

- Delib Demonstrator
- Demo Admin
- Kate Delib

Analysts can be assigned to a consultation by clicking on 'Manage Analysts', then ticking the box next to their name(s) and clicking 'Save'.

Analysts can be removed from a consultation by unticking the box next to their name(s) and clicking 'Save'.



## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Analysing quantitative answers

- Responses can contain quantitative answers given by the user selecting from a predetermined set of options.
- Drop-down menus, radio buttons and checkboxes are examples of questions that have quantitative answers.
- You can produce reports of all quantitative answers.
- ‘Hidden questions’ enable admin users to add extra information to a response during analysis to help with reporting. Please see [this article](#) for more information about hidden questions.
- The entire response will be displayed on one page for ease of analysis.
- Tags can be added and applied to all questions by clicking ‘Manage Tags’. There is no limit to the number of tags that can be added.



This is where the importance of your analysis (or ‘hidden’) questions becomes apparent. Thinking about what questions you want to ask in the analysis at the start of your consultation will help in your reporting.

**14** How strongly do you agree with the following statements?

Using this sort of matrix question, you can ask respondents to select one answer against a range of related topics, all within one question.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel safe in my home	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in the high street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I feel safe in my local park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Relevant sections of response for analysis

Tags  
This question does not yet have any tags.

[Manage tags](#)

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

- Responses may contain qualitative answers given in free text.
- These can vary in length and only some of the content may be relevant for analysis.
- Tag qualitative answers with key indicators (also known as ‘themes’) to enable them to be quantitatively analysed.

7 Please type a lengthy answer to the question: How do you feel about crime in your area?

Please type as much as you want to:

We are lucky to not have very much crime at all in Felchurch. We have one beat policeman who we all know. The crime that happens tends to be kids messing about - minor vandalism, petty theft, etc.

Relevant sections of response for analysis

We are lucky to not have very much crime at all in Felchurch.

You can copy and paste qualitative free text sections of the answer to select relevant parts for analysis.

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Adding tags

- By clicking on 'Manage tags', this screen will appear.
- Tags can be added and applied to all questions.
- There is no limit to the number of tags that can be added.
- Tags may be added at any time from when you set up your consultation.
- Please see [How Do I Tag Responses?](#) and [What is Tagging?](#) for more information about tagging.

**Manage tags for question 'Please type a lengthy answer to the question: How do you feel about crime in your area?'**

You can add and delete tags here. The tags you add will become available to all other responses for this question.

**Add a new tag**

**Delete tags**

- Anti-social behaviour
- Burglary
- Car crime
- Drug crime
- Low crime
- No crime
- Shoplifting
- Vandalism

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

**Manage tags for question 'Please type a lengthy answer to the question: How do you feel about crime in your area?'**

✔ Tag added

You can add and delete tags here. The tags you add will become available to all other responses for this question.

**Add a new tag**

**Add tag**

**Delete tags**

- Anti-social behaviour
- Burglary
- Car crime
- Drug crime
- Low crime
- No crime
- Petty theft
- Shoplifting
- Vandalism

**Delete selected tags**

This means that you only have to add a tag once and it will be actioned on all responses to this question.

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Begin your analysis

- Click on the 'Responses Organised by Question' link on the Consultation Dashboard to start analysing the responses to your consultation.
- This section shows you a list of all of the questions from the consultation, organised by the page that they were on. It also shows you topline information about the number and percentage of respondents who answered each of the individual questions.

Page 1: Introduction		
Question Number	Title	Total Responses
1	<a href="#">What is your name?</a>	12 (100%)
2	<a href="#">What is your email address?</a>	12 (100%)
3	<a href="#">What is your organisation?</a>	12 (100%)
4	<a href="#">What area do you live in?</a>	12 (100%)
5	<a href="#">What is your age range?</a>	12 (100%)

Page 2: Free text questions		
Question Number	Title	Total Responses
6	<a href="#">Please give a brief answer to the question: how do you feel about your local police force?</a>	12 (100%)
7	<a href="#">Please type a lengthy answer to the question: How do you feel about crime in your area?</a>	12 (100%)
8	<a href="#">Please enter your email address:</a>	12 (100%)

Page 3: Tick-a-box type questions		
Question Number	Title	Total Responses
9	<a href="#">Do you agree that crime is an issue in your area?</a>	12 (100%)
10	<a href="#">Which of these options apply to you?</a>	12 (100%)
11	<a href="#">How many options do you want for discussing crime in your area?</a>	12 (100%)
12	<a href="#">Do you want to opt in, or opt out of future police communications?</a>	12 (100%)

#### Responses to this Consultation

Completed responses: 12

#### [Responses Organised by Question](#)

Here you can view a list of all the questions in your consultation, see how many people have responded to each one and analyse their responses.

Click on a question to drill down into the content.


## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Qualitative Data

Questions with qualitative (text based) answers are displayed in a list, showing each respondent's answer to the question and a link to view their full response.

12 answers to "Name"

[↓ Jump to next](#)
 [Export \(.csv\)](#)

Response ID	Answer
<a href="#">ANON-WBEQ-274Z-6</a>	Michael Finchley
<a href="#">ANON-WBEQ-274U-1</a>	Sarah Sprink
<a href="#">ANON-WBEQ-274W-3</a>	Jill Sandford
<a href="#">ANON-WBEQ-274G-K</a>	Brian Ackroyd
<a href="#">ANON-WBEQ-274A-D</a>	Jennifer Smith


## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Quantitative Data

Questions with quantitative answers are displayed in a table.

Table of "Number of options:"

[↓ Jump to next](#)
 [Export \(.csv\)](#)

Option	Total	Percent of All
1 option	0	0%
2 options	<a href="#">1</a>	8.333%
3 options	<a href="#">1</a>	8.333%
4 options	<a href="#">3</a>	25.00%
5 options	<a href="#">3</a>	25.00%

Note: In multiple select questions the user can choose more than one option. This means the percentage refers to how many people chose that option and may not add up to 100%.

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Filtering and grouping responses

- Responses can be filtered and grouped in order to cross-tabulate your data.
- To filter and group responses, first click on 'Responses Organised by Question' on the Consultation Dashboard. Then, click on an individual question to bring up Filtering and Grouping options.
- Both the 'Add your filters' and 'Grouping' menus will contain all of the question in your survey that you can filter and group with.
- For a more in-depth guide to filtering and grouping, please see [How Do I Use Filtering and Grouping?](#)

**Filtering and grouping**

**Add your filters**

-- Please Select --

Has this response been analysed?

Has this response been approved for publication?

Who is your direct line manager?

Do you feel that your direct line manager offers useful and constructive feedback?

What do you like about working for Westonsshire's Housing Team?

What would you improve about working for Westonsshire's Housing team?

**Grouping**

-- Please Select --

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

#### Viewing and exporting responses

2 answers to "Direct line manager" "Useful feedback" is Always

[↓ Jump to next](#)   [Export \(.csv\)](#)

Response ID	Answer
<a href="#">ANON-459M-PRQN-G</a>	Melissa Campo
<a href="#">ANON-459M-PRQF-8</a>	Joan Simms

In this example, these two answers are being compared.

## 7: Interpreting and publishing your results

### 7.2 Publish the outcomes and feedback on the survey results

**Grouping**

-- Please Select --

- No grouping
- What is your name? - Tags
- Has this response been analysed? - Analysed
- Has this response been approved for publication? - Approved
- Do you agree or disagree with point A? - Point A
- Which service is most valuable to you? - Service Value

Responses can be grouped by any other quantitative question, including analyst tags.

Responses matching this query: **105**

Table of "What Area Do You Live In? - Area" against "Do you agree or disagree with point A? - Point A"


[Jump to next](#)
[Export \(.csv\)](#)

Option	Agree	Disagree	No Opinion
Bristol	34 (32.38%)	5 (4.762%)	4 (3.810%)
Bath & North East Somerset	2 (1.905%)	6 (5.714%)	6 (5.714%)
North Somerset	5 (4.762%)	4 (3.810%)	3 (2.857%)
Somerset	7 (6.667%)	4 (3.810%)	4 (3.810%)
South Gloucestershire	6 (5.714%)	3 (2.857%)	3 (2.857%)
Other	3 (2.857%)	4 (3.810%)	2 (1.905%)
Not Answered	0 (0%)	0 (0%)	0 (0%)

When grouping quantitative data you are presented with a cross-tabulated table showing the responses to one question against the responses to another. In this example we see that of all the respondents who said they live in Bristol, 34 (32.38%) of them also agree with point A.


## 7: Interpreting and publishing your results

9 answers to "Brief answer:" "Please opt me in for police communications" is Yes

[↓ Jump to next](#)
 [Export \(.csv\)](#)

Response ID	Answer
<a href="#">ANON-WBEQ-274Z-6</a>	I think our beat policeman, Jeff, does a good job.
<a href="#">ANON-WBEQ-274U-1</a>	The police are doing a fair enough job in our area.
<a href="#">ANON-WBEQ-274G-K</a>	The police presence is a bit over the top.
<a href="#">ANON-WBEQ-274A-D</a>	I think they are great.
<a href="#">ANON-WBEQ-274N-T</a>	I think Jeff is a brilliant policeman.
<a href="#">ANON-WBEQ-274C-F</a>	I think they do a good job in tough circumstances.
<a href="#">ANON-WBEQ-2749-5</a>	It is OK.
<a href="#">ANON-WBEQ-2745-1</a>	I think they do a good job in tough circumstances.
<a href="#">ANON-WBEQ-274M-S</a>	I have no opinion

3 answers to "Brief answer:" "Please opt me in for police communications" is No

[↑ Jump to previous](#)
[↓ Jump to next](#)
 [Export \(.csv\)](#)

Response ID	Answer
<a href="#">ANON-WBEQ-274W-3</a>	I think they are useless.
<a href="#">ANON-WBEQ-274Q-W</a>	The need to do something about the vandalism
<a href="#">ANON-WBEQ-2744-Z</a>	They are rubbish

When grouping qualitative data, you are presented with a separate table of responses for each of the possible responses to the question you are grouping by.

In this example, the 'Brief answer' text response is grouped by the 'Please opt me in for police communications' (either 'yes' or 'no') responses.

## 7: Interpreting and publishing your results

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### 7.2 Publish the outcomes and feedback on the survey results

#### Email notifications

##### Email notifications for consultations nearing their end date

Two weeks before a consultation is due to close, an email is sent to the consultation owner to notify them of this. This is to encourage consultation owners to publicise their consultation to last-minute respondents and to start preparing the format of reports.

##### Email notifications for publishing results/feedback

Once a week, the system automatically checks all the consultations for results and feedback. If any consultations are found that have passed their 'results due' date and do not yet have any results published, or have passed their 'feedback due' date and do not yet have the 'We Asked, You Said, We Did' section filled in, then a warning email is sent. This email is sent to the consultation owner and copied to all site admins so that the issue can be addressed.

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Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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# 8: What the public sees

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- 8.1 How the public respond to consultations or engagement activities
- 8.2 How the public respond to online surveys
- 8.3 How the public access the results of a consultation or engagement activity
- 8.4 Featured consultations
- 8.5 Social media sharing

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Contents	Introduction	Getting started	Setting up Citizen Space	Managing your consultation or engagement activity details	Using the online survey tool	Publishing your consultation	Finding a consultation or engagement activity	Interpreting and publishing your results	What the public sees	Further information and assistance
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## 8: What the public sees

The public can use the Consultation Hub to:

- Search for a consultation they are interested in;
- respond to a consultation in one of four ways;
- keep up to date on the consultations that are open; and
- see how their feedback will be used.

This tab can be used by the public to find consultations that they are interested in.

**Consultation Hub** | **Find Consultations** | We Asked, You Said, We Did

### Welcome to Westonsire's Consultation Hub


This is a one-stop-shop for you to see every consultation being run within Westonsire. You can search for consultations, give your views on issues that interest you and view results and outcomes of past consultations.

The hub is easy to use and works for both online and offline consultation and engagement.

Find out how [Citizen Space](#) can make your organisation's consultation activity easy by [getting in touch with Delib](#) at [info@delib.net](mailto:info@delib.net)

[Subscribe to our newsletter](#)

**Featured Consultation:** [Core Strategy Consultation: A Preferred Strategy for shaping the future of Westonsire](#)



The 'Preferred Strategy' consultation will deal with the Council's proposals for how best to distribute 3,200 new homes and a target of up to 6,400 jobs across the district between now and 2026. The Council will be asking for people's views about focusing development at six main locations: Ashley, Avonmouth, Brislington East, Brislington West, Filwood and Frome Vale.

**Consultation ends in 287 days (25/04/2014)**

Forthcoming Consultations		Open Consultations		Closed Consultations	
Title	Date Starts	Title	Date Ends	Title	Date Closed
<a href="#">This year's Christmas decorations, have your say!</a>	1 Sep 2016	<a href="#">Feedback on our new "Local Development Framework" - Non Linear &amp; embedded content</a>	23 Oct 2013	<a href="#">Police Priorities 2013</a>	1 Jun 2013
				<a href="#">Westonsire Rubbish Collection</a>	16 Mar 2013

Consultations that are open for responses are displayed here.

## 8: What the public sees

### 8.1 How the public respond to consultations or engagement activities

Once a public user has found a consultation they may wish to participate via the four different consultation types, they will know how to take part or respond by following the instructions on the homepage of the consultation.

All the details of the consultation (including an overview, contact details of the person running the consultation etc.) are shown in the sidebar.

The screenshot shows a consultation page for the 'Green Homes Initiative'. The main content area includes an 'Overview' section with introductory text, a 'Why We Are Consulting' section explaining the council's goals, a prominent 'Give Us Your Views Online Survey' button, and a 'Share This Consultation' section with social media buttons for Twitter and Facebook. A sidebar on the right provides additional details: 'Status: Published' with a link to the 'Consultation Dashboard', 'Contact' information for Jim Duggen (phone and email), 'Dates' indicating the consultation is open from Dec 15, 2011, to Dec 22, 2012, and 'Other Information' including the area (Avonmouth), audience (All residents), and interests (Gathering ideas).

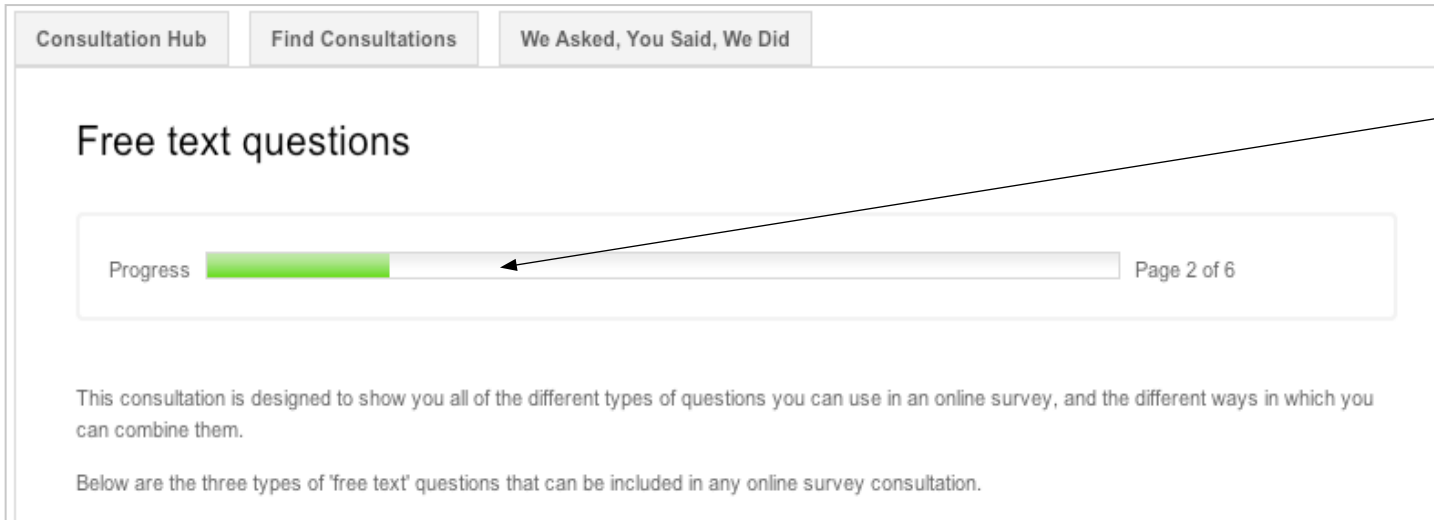
Callout boxes provide the following explanations:

- All consultation details are given here.** (Points to the main content area)
- The link to the online survey appears in this box, below 'Give Us Your Views'.** (Points to the 'Give Us Your Views Online Survey' button)
- Consultations can be shared via social media buttons. These buttons are not shown for private consultations.** (Points to the 'Tweet' and 'Share' buttons)

## 8: What the public sees

### 8.2 How the public respond to online surveys

This is how the public view their progress.



A progress bar is shown on each page of the survey. You have the option of having the bar at the top or bottom, or both top and bottom of the screen.

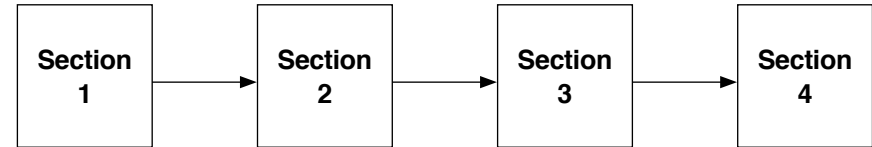
## 8: What the public sees

### 8.2 How the public respond to online surveys

If the consultation document is linear, the public can navigate through each section in order.

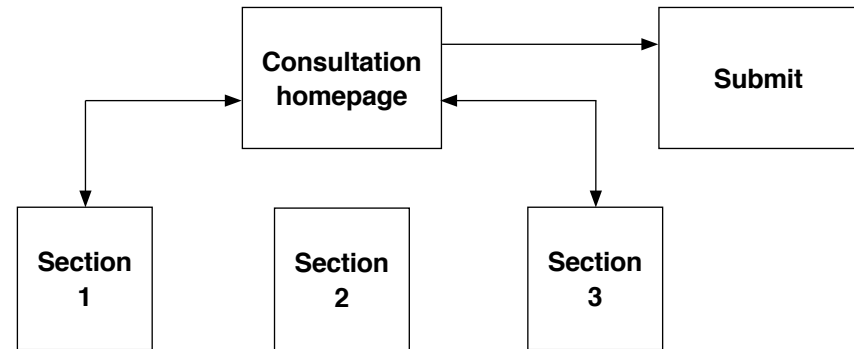
If the consultation document is non-linear, the public can navigate to sections of interest from a central 'hub'.

#### Linear online survey consultation



Respondent reads the consultation document in order, section by section, and answers all survey questions in order.

#### Non-linear online survey consultation



Respondent reads sections according to their concerns, and against each section answers questions. Respondent responds only to the sections relevant / of interest to them.

## 8: What the public sees

### 8.2 How the public respond to online surveys

They can answer radio button style consultation questions and/or make free text comments on sections.

If they have yet to submit their response, respondents can save and return to edit their response at a later date. This can be done by clicking on the link in an email sent to them when saving their response.

Once the response has been submitted, the public can view and download it as a PDF for their records. They will also be sent an automated notification email with a link to the PDF.

In advanced search, you can download a list of consultations.

You can create an RSS feed from search results by clicking on the RSS link.

For those who are unsure how to use RSS feeds, an explanatory PDF download is available.

#### Find Consultations

**Advanced Search for Consultations**

Title or Description:  Postcode:  Status:

Audience:

Interest:

Department:

Area:

Private / Public:

#### Showing All Consultations


##### [Colourful Headers](#)


This is to demonstrate the use of colourful headers for consultation questions.


Interest(s): Gathering ideas  
 Department: Delib  
 Area(s): All Areas

This consultation is open until 4 April 2014

##### [Crime and Police in Your Area - Linear Survey Example](#)

 [Download this list of consultations \(.csv\)](#)  
 Open the .csv file with spreadsheet software to create a report of active consultations.

 [Create RSS feed from results](#)  
 The RSS feed will automatically notify you of consultation updates through your RSS reader.

 [What is RSS?](#)  
 Learn about RSS and how you can display consultation feeds on your blog or website.

The public can take an RSS feed of published consultations, filtered by search parameter. When new consultations which fall within that search are published, their feed is automatically updated.

## 8: What the public sees

### 8.3 How the public access the results of a consultation or engagement activity

The public can easily find the results and outcomes of closed consultations.

The results will appear in the consultation summary once the consultation is closed, and once the appropriate information has been entered.

#### Overview

Due to a high demand for certain appointment times, such as at the beginning and end of the day, we have decided to consult the public on when they need to see their GP.

This page will ask you what you want to see, and once the consultation is closed we will use it to display the changes we have made.

#### Why We Are Consulting

Feeding back the results of consultations is important as it allows the community to see the value of completing more consultations.

Having the feedback online also means people can search for useful information, like GP surgery opening times.

#### Feedback

**We Asked** When would you like to see your local GP?

**You said** You want them to be open longer in the evenings and open earlier in the mornings. You would also like the ability to book further in advance.

**We did** We now have two extra nurses between 12 and 2pm weekdays and have extended practice opening hours. Bookings for prescriptions, persisting problems and essential check-ups can now be made 14 days in advance.

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## 8: What the public sees

### 8.4 Featured consultations

You can set a consultation to be the site's 'featured consultation', which means that it appears on the Consultation Hub above the list of open, forthcoming and closed consultations. The featured consultation box contains the title of the consultation (with a link to the overview page), an optional image and description, and the closing date of the consultation:

**Featured Consultation:** [Young People's Health](#)



We want to know how we can improve local health services for young people.

Tell us what you think!

**Consultation ends in 307 days (31/03/2014)**

A widget on the Consultation Dashboard indicates whether that consultation is currently featured, and provides a link to change the settings:

NB: Since featured consultations appear on the site's homepage, their settings can only be changed by Site Administrators.

**Featured Consultation**

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[Featured Consultation Settings](#)

This consultation is **not** currently featured on the Consultation Hub.

## 8: What the public sees

You can choose to set a consultation as featured (if it is not already), un-feature it (if it is currently featured), or leave it as it is.

You can upload an image which will appear next to the featured consultation, or select an image that has previously been uploaded to this consultation. An image is optional, but can help draw attention to the consultation.

You can enter a brief description of the featured consultation, which may include text formatting such as bold, italics, links and bullet points. This description is optional.

**Featured Consultation Controls**

This is **not** currently a featured consultation.


Make this a featured consultation  
 Leave as un-featured

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**Image**

Choose an existing image:

or upload one from your computer:




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**Description**

The 'Preferred Strategy' consultation will deal with the Council's proposals for how best to distribute 3,200 new homes and a target of up to 6,400 jobs across the district between now and 2026. The Council will be asking for people's views about focusing development at six main locations: Ashley, Avonmouth, Brislington East, Brislington West, Filwood and Frome Vale.

## 8: What the public sees

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### 8.5 Social media sharing

At the bottom of each consultation's Overview page there is a Social Media toolbar entitled 'Share This Consultation'. This enables visitors to share a link to the consultation on their Twitter and Facebook profiles.

Clicking the Facebook 'Share' button (pictured below) will immediately add a link to the user's profile, or invite them to log into Facebook if they are not currently logged in. Clicking the 'Tweet' button will launch a popup window where the visitor can add more information about the consultation before publishing it to their profile.

## Share This Consultation




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## 9: Further information and assistance

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For more information or assistance with the system, contact [support@delib.net](mailto:support@delib.net).

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