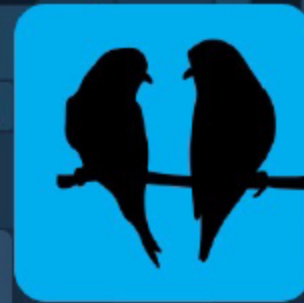




Welcome to
the new Have Your Say
consultation hub



Helen Butcher
Consultation & Engagement Team
West Sussex County Council

Go live Saturday 31st October 2015

- Create gel for WSCC branding
- Consultation database data & categories (2 yrs)
- SurveyMonkey data removal, transfer & close
- e-Panel registration & Gov-Delivery migration
- 3 new projects coming through



Benefits of moving to Citizenspace

People Matters Network (+ 7,000 e-Panel)

- **327** total number of projects Dec '99 – Feb' 13
- **100** projects in the last year of use Mar '13 – Jun '14
- **1,556** highest number of responses (Library Service Consultation)



PM
Net

Survey Monkey

- **112** projects from Mar '13 – June '14
- **1,640** highest number of responses (Trading Standards Survey)
- Closure of 'rogue' accounts **saves at least £2,500**



Citizenspace (HYS Consultation Hub) Best results.....

- **200** users
- **290 projects** Oct '15 – end Sept'16
- 31 Departments
- **4,899 responses** (Household Waste Recycling Sites)
- increased range of project types/functionality/forms
- Electronic Pensions Registration – **16,027** (est. **savings £15,000 – £30,000**)
- Academies SLA Buyback Forms (Capita partnership),/Schools Registration
- What Matters To You (42 pages)/Connections Magazine Competitions
- Saved questions (LMP) time saver!!!!



Pyramid Approach





Have Your Say CHAMPIONS



Consultation, Engagement & Research Portal

Welcome to the Consultation, Engagement and Research Portal. This portal provides you with all the information you need to consider when consulting or engaging with residents, businesses or staff.

At West Sussex County Council we have a Consultation Quality Assurance Process (QA) and Research Governance for Consultation, Engagement and Research activity. By following this process, we ensure appropriate standards are met and the risk of legal challenge is reduced. This is a risk based, supportive process helping you to ensure our obligations are met. **If you're embarking on consultation, engagement or research, please contact the team so that we can advise you on whether Quality Assurance or Research Governance is required or not for your activity by emailing the team** or alternatively have a look at our **flow diagram**

Welcome to the
Consultation,
Engagement
and Research
Portal



<input type="checkbox"/> Quality Assurance(QA)	<input type="checkbox"/> Templates	<input type="checkbox"/> Equalities Duty	<input type="checkbox"/> Resources	<input type="checkbox"/> Risks
<input type="checkbox"/> Surveying Staff	<input type="checkbox"/> Best Practice Examples	<input type="checkbox"/> FAQs		

Key Contacts

If you need help or support, please email researchandconsultation@westsussex.gov.uk

QA project steering group

Steering Group members

-  Caroline Pegg
-  Helen Butcher
- Helen Card
- James Ironside
- Marcus Batterbury

Consultation, Engagement and Research Quality Assurance Process

- **Training includes Gunning Principles/design**
- **Standardizes consultation and engagement activity**
- **Data Protection principles adhered to/GDPR**
- **Notifications of new surveys/projects - shared**
- **Increases methodological and corporate
'accessibility' standards (video/reader)**
- **Strengthens links (Comms Team/Graphics/Service)**
- **Analysis review/checking function**
- **Monitor reporting and We asked, You said, We did'
to close QA loop**

659 New ways & new projects



Pensions , e-Panel, WSGfL



53 external links



123 Approved premises/cycle paths



Customer feedback/evaluation/quick poll



Increased social media



Booking tickets/events



Contract management

Online training



Any questions?

