

Dialogue

An innovative tool to create
constructive conversations online

Chris Neil - Account Manager

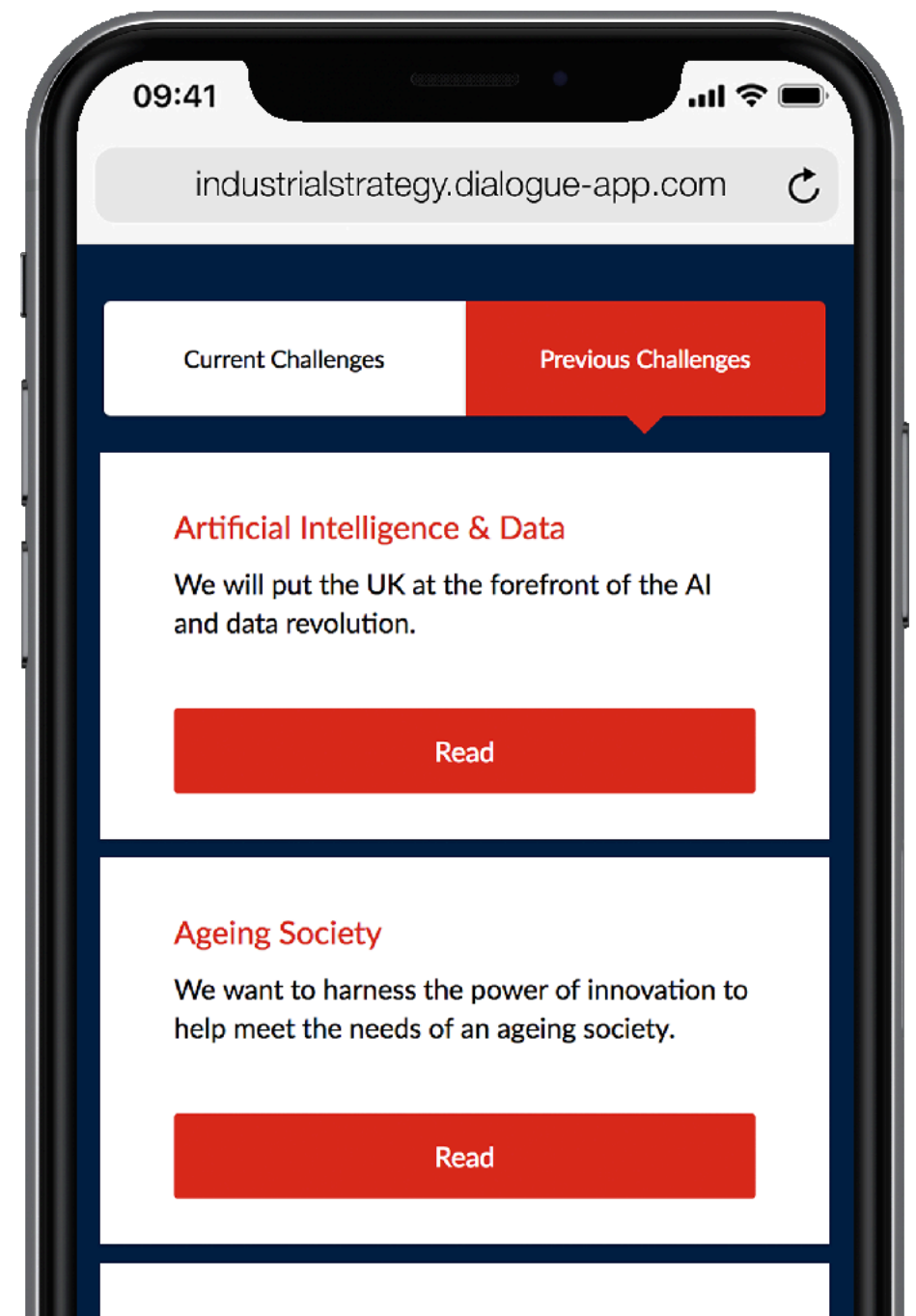
London User Group - 18 January 2019
#DelibUG



Open up a Dialogue

Dialogue is a user-friendly digital tool for public bodies to **engage and involve people** in the issues that matter to them.

It's **easy to use**, for both organisations and participants: just set a challenge, invite ideas and see how the conversation unfolds.



So what is it for?

It's a different way of getting people involved in issues that affect them.

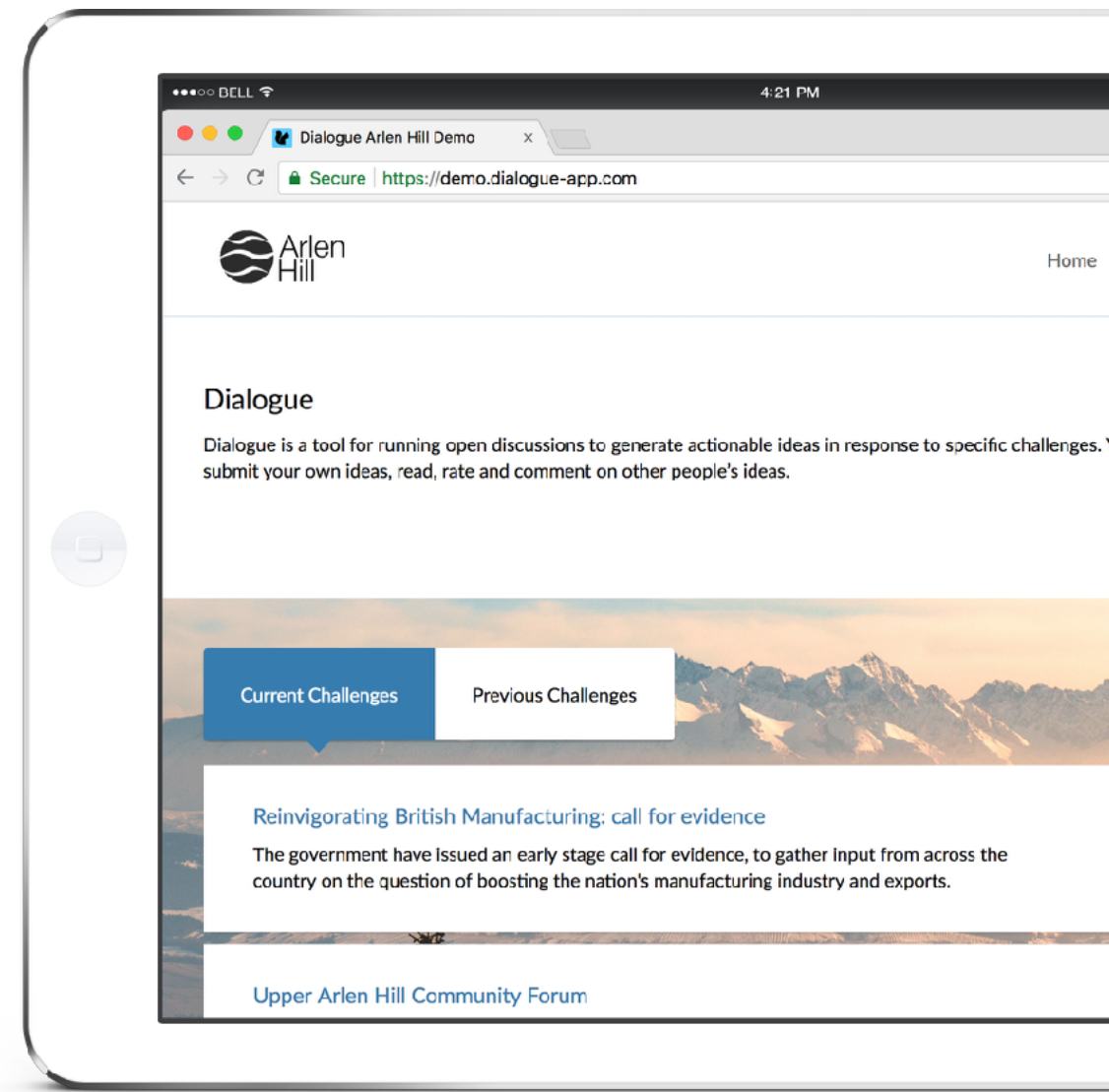
A place for openly discussing specific challenges as a group to get even better solutions.

A way to eavesdrop on all the great ideas people have (in the pub, in community meetings, in their homes, in their heads) in an open place.

Boost engagement

Dialogue gives you another way to involve the public online.

It makes it easy to run a structured exchange and get input on an issue **in the open** – a valuable addition to any engagement strategy.





Survey

Refinement

A plan is on the table, you're considering tweaking the details

Reactive

You're providing information for people to comment on

Consultative

You want to collect responses/data

Individual

You want to get people's personal input, a sample of what they currently think



or

Dialogue

Open-ended

You're starting from a relatively blank sheet of paper

Creative

You want to offer an initial prompt and see what people do with it

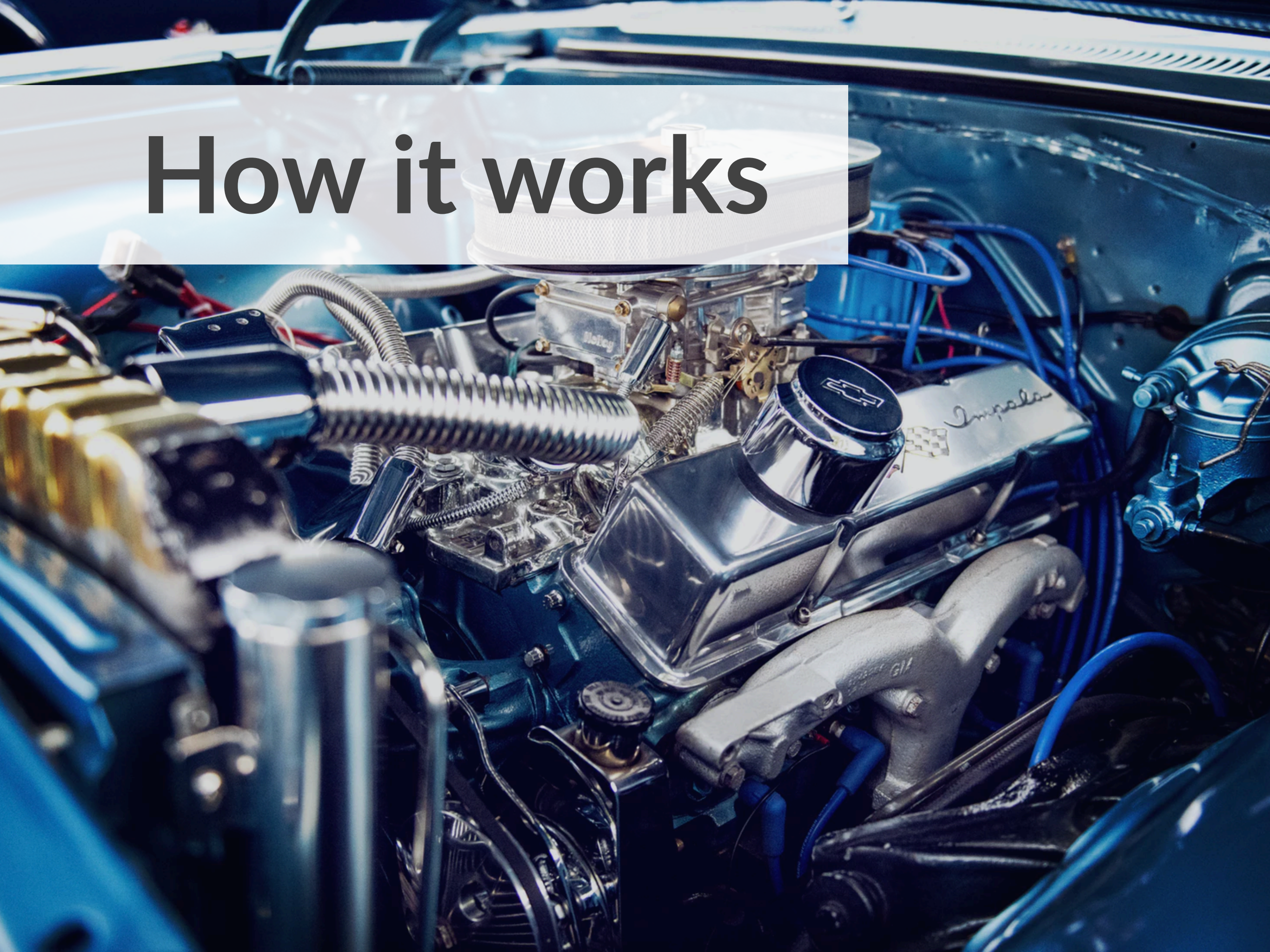
Conversational

You want to interact with participants

Collaborative

You want to get people talking to each other, persons building towards a consensus

How it works



A simple process

Dialogue is set up for structured, open exchanges – helping create constructive conversation.



Set a topic

Issue a specific challenge



Open it up

Invite people to submit ideas



Listen

Participants submit ideas, and rate and comment on others'



Learn

Analyse the input you've received

Great results



Transparent, public discussion

The process is visible to all participants, building engagement and trust.



Actionable ideas

“Dialogue lets us hear ideas we just wouldn't get any other way” – Forestry Commission England.



Findings you can report on

Get an automatic public record of people's input. Generate a full summary of results at any time.

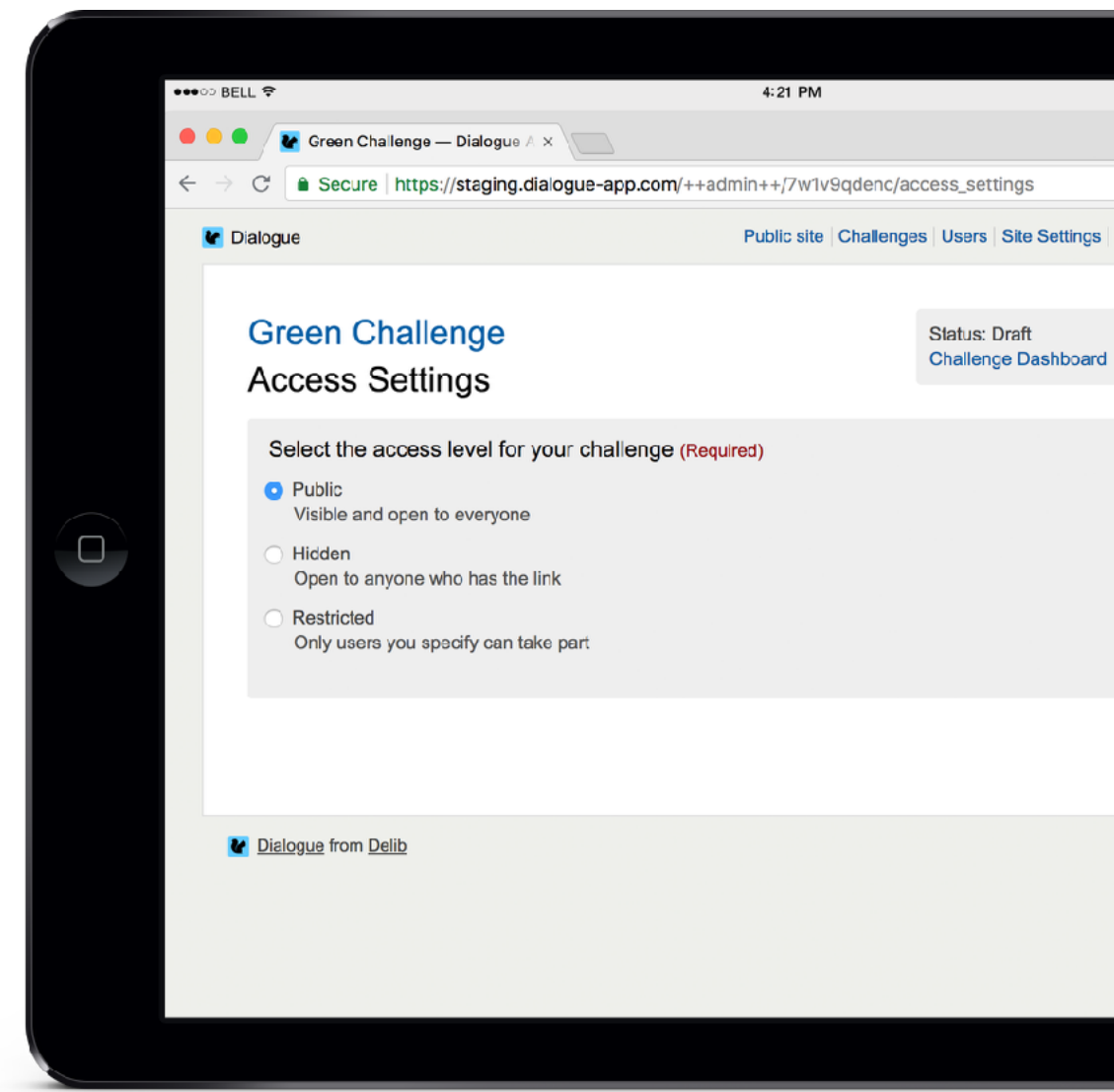
The Five Rules

1. Set people a challenge they can win. We like to win.
2. Put a structure in place so you can actually do something with the ideas. If you can't - why are you asking for ideas?
3. Make sure your challenge is focused enough that people can easily provide solutions. e.g. "How can we improve science?" will not work.
4. Use appropriate language and be succinct.
5. Promote your discussion every which way you can.

Choice of challenge

Set up each Dialogue challenge the way you want it. The step-by-step process is easy for anyone to use.

Go **open access** for fully public conversations, or choose to specify a particular audience – especially useful for **internal engagement** exercises.

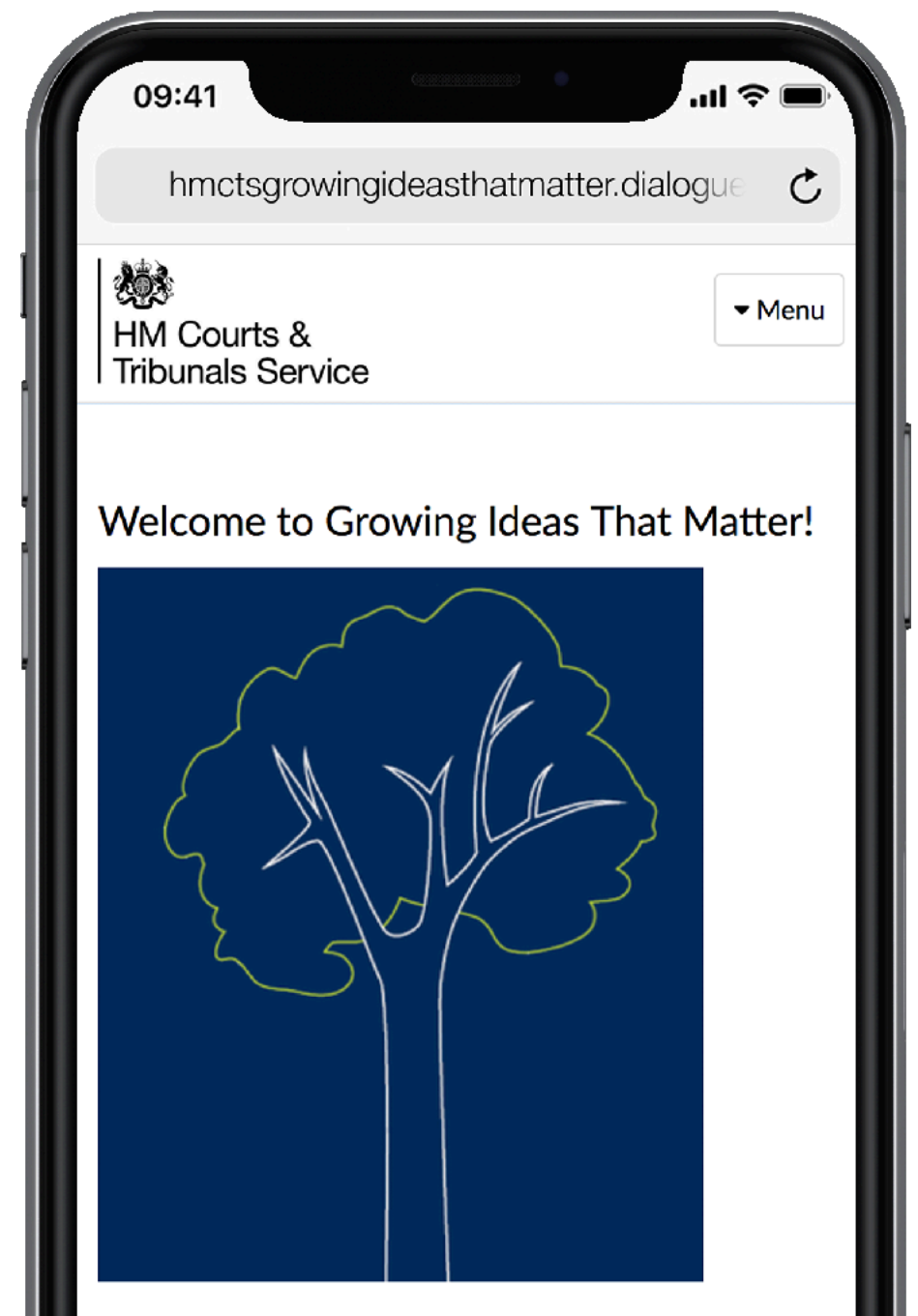


Some Examples




HMCTS: Internal Contributions

HM Courts & Tribunals Service (HMCTS) is committed to giving its employees **different ways of expressing their views** within their organisation. They use Dialogue to enable people to **contribute ideas at any time**. Some suggestions get quickly taken forward, giving staff **genuine input** in improving their place of work.



National Assembly for Wales:

Do you think prisoners should be allowed to vote in Welsh elections?

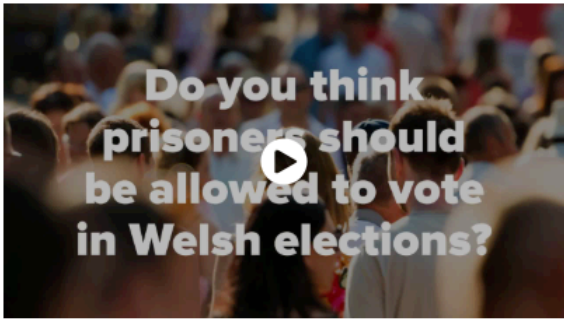
 **Dialogue**

Home Log In Register About

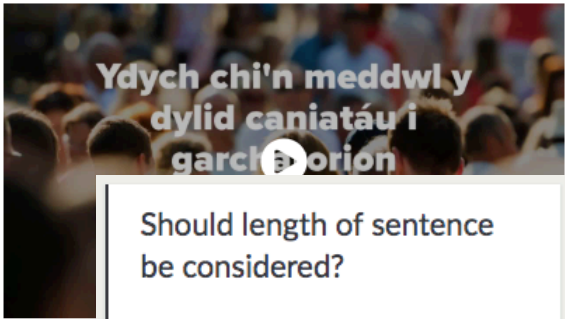
Do you think prisoners should be allowed to vote in Welsh elections? / A ydych yn credu y dylid caniatáu i garcharorion bleidleisio mewn etholiadau yng Nghymru?

This challenge is now closed.

See All Ideas



Do you think prisoners should be allowed to vote in Welsh elections?



Ydych chi'n meddwl y dylid caniatáu i garcharorion bleidleisio mewn etholiadau yng Nghymru?

Should length of sentence be considered?

3.0 (1 vote) 6 comments

November 19, 2018 at 08:12PM

No vote for prisoners serving any form of...

1.0 (1 vote) 6 comments

November 28, 2018 at 10:23PM

Responsibilities as well as Rights

3.5 (2 votes) 5 comments

November 12, 2018 at 09:08PM

Voting: A human right?

1.0 (1 vote) 5 comments

November 13, 2018 at 08:51AM

All prisoners should have the vote

5.0 (1 vote) 3 comments

December 17, 2018 at 04:45PM

Wrong use of public money

0.0 (0 votes) 2 comments

December 06, 2018 at 10:01AM

Should length of sentence be considered?

1.0 (1 vote) 2 comments

November 13, 2018 at 08:51AM

No vote for prisoners serving any form of...

2.0 (1 vote) 3 comments

December 17, 2018 at 04:45PM

Responsibilities as well as Rights

0.0 (0 votes) 3 comments

December 06, 2018 at 10:01AM

National Assembly for Wales:

Do you think prisoners should be allowed to vote in Welsh elections?

Should length of sentence be considered?

This is a very interesting discussion which I find has many complex considerations. On one hand, I do agree with suggestions that voting is a human right. Democracy is defined as a system of government which includes a whole population; a representation of a whole society from every social class and background. Therefore, I believe prisoners should be included in this process. However, I'm unsure whether I agree that this should still apply to prisoners serving life sentences. Why should prisoners serving life sentences be entitled to have a say in the way society is run when they have robbed others of their lives?

I suppose my idea is that the length of the sentence should determine whether or not they should be able to vote. At an Assembly election in 2021, prisoners who are due to be released within that next 5 year term should be able to participate in that election as they will soon again be citizens of that society, and the decisions taken will affect them. Eligibility to vote will therefore be recalculated for every election. Prisoners serving life sentences will then never be eligible to vote.

Why the contribution is important

I believe it's important that prisoners are given the right to vote, and that prison should not only serve as a punishment, but a rehabilitation centre in which to prepare its prisoners to re-engage in society after their release. After all, failings in government and its systems and the lack of provisions for vulnerable people most likely to commit crimes might be the reason that many prisoners are locked up in the first place. By not giving prisoners the chance to have their say in the way society is run, and be expecting them to be released back into the same society which might have failed them in the first place, we are contributing further to the vicious circle of crime and imprisonment.

by [mrwilliams](#) on November 19, 2018 at 08:12PM

Comments

Posted by [JohnCharles](#) November 19, 2018 at 21:29

Imprisonment is a result of a break of law. Why should the length of the sentence have any bearing on whether they have the right to vote? They can vote once they are released (whenever that may be) and are active members of society.

[Report this Comment \(Requires Log In\)](#)

Posted by [mrwilliams](#) November 19, 2018 at 22:25

Everyone over 18 (currently) is eligible to vote. Eligibility isn't calculated based on whether or not you have current or previous criminal conviction. You simply have to be a citizen. Why shouldn't this extend to citizens who are serving sentences - especially ones who will soon be released back into that society?

[Report this Comment \(Requires Log In\)](#)

Posted by [mikelees](#) November 26, 2018 at 14:54

In my opinion, the Length of sentence and crime committed are both irrelevant. Some people in prison although convicted of a crime may be innocent.

[Report this Comment \(Requires Log In\)](#)

National Assembly for Wales:

Do you think prisoners should be allowed to vote in Welsh elections?

“[Dialogue] encourages thoughtful, considered debate more than a standard online survey or poll, and I have found it to also elicit respectful discussions, even when opinions are in conflict. Dialogue is also incredibly easy to understand (for users) and to extract and summarise the contributions (for officials).”

- Welsh Assembly

Isle of Man Government



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Health and Social Care Review

This challenge is now closed.

[See All Ideas](#)

INDEPENDENT

HEALTH AND SOCIAL CARE

REVIEW

The Health and Social Care Review is an opportunity to look at the Isle of Man healthcare system as a whole and to advise on policy options for structures and funding arrangements to best meet the needs of the Island in the years to come.

We asked you to tell us:

- What is **working** in the current health and social care system and **should be continued**?
- What is **not working** and what **improvements** would you like to see?

Thank you for all of your suggestions and comments.

The online ideas hub closed on 7 August 2018.

To learn more about the review including background and details of further opportunities to get involved, visit www.gov.im/healthcare-review.

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Isle of Man Government

Small parking charges for visitors and staff

1.2 (10 votes) 21 comments

June 28, 2018 at 01:36PM

Doctors Surgeries open 7 days a week with longer...

3.6 (13 votes) 19 comments

June 28, 2018 at 12:42PM

What is working - employees of the DHSC

4.7 (4 votes) 7 comments

July 31, 2018 at 05:06PM

People to pay for treatment for self-induced problems

5.0 (3 votes) 7 comments

August 04, 2018 at 08:43AM

No Dematology service at the moment - we need one

5.0 (3 votes) 7 comments

July 03, 2018 at 07:59AM

Introduce charge to see GP, ManDoc or receive...

2.0 (14 votes) 14 comments

June 28, 2018 at 12:57PM

Means tested contribution to social care for over 65s

2.0 (8 votes) 12 comments

June 28, 2018 at 01:08PM

Intergrated care hub

5.0 (2 votes) 7 comments

June 20, 2018 at 10:29AM

Scrutinise High cost of Provision of Elderly care

5.0 (2 votes) 6 comments

June 29, 2018 at 03:08PM

Easy acces to mental health facilities for young people

5.0 (4 votes) 6 comments

June 30, 2018 at 10:15PM

Skype Appointments

4.7 (18 votes) 9 comments

June 21, 2018 at 11:41AM

Ring fence tax rise & NI to Health and Social Care

5.0 (11 votes) 8 comments

June 28, 2018 at 01:51PM

Don't pay agency Doctors £7,000 a month to work...

3.7 (4 votes) 6 comments

August 01, 2018 at 07:14PM

Technology for appointment letters

4.3 (10 votes) 6 comments

June 21, 2018 at 10:59AM

Unjustified free perscriptions

4.3 (10 votes) 5 comments

July 09, 2018 at 09:39PM

Increase in Nursing Homes and Residential Home

0.0 (0 votes) 8 comments

July 02, 2018 at 07:27PM

Efficient admin support

5.0 (5 votes) 8 comments

July 02, 2018 at 09:38PM

Dental services for pensioners

4.0 (3 votes) 5 comments

August 03, 2018 at 03:19PM

Prioritise Public Health

4.0 (3 votes) 5 comments

July 10, 2018 at 11:17AM

Good service

0.0 (0 votes) 5 comments

September 12, 2018 at 09:07AM

#DelibUG

0.0 (0 votes) 8 comments

2.0 (2 votes) 8 comments

4.0 (3 votes) 2 comments

4.0 (3 votes) 2 comments

0.0 (0 votes) 2 comments

Isle of Man Government

Comments

Posted by [Manxresident](#) June 28, 2018 at 13:46

I would support this, if some system could be introduced where those who genuinely need to visit the hospital do not have to pay/are refunded. There is concern that the hospital car park is mostly used by people 'parking and riding' who work in Douglas, evidenced by the significant influx of vehicles between 0800hs and 0900hrs and equivalent outpouring of vehicles between 1700-1800hrs. The payment system should apply to all of the hospital car parking areas, perhaps excepting the overflow car park next to the sports grounds, so that the problem is resolved, not just displaced. Stricter enforcement of parking on the hospital roads should be introduced, perhaps with a fixed penalty (which would generate income) as some parking obstructs those who need to get close to hospital accesses. Hospital workers should be persuaded not to park in the main car parks if practicable.

[Report this Comment \(Requires Log In\)](#)

Posted by [noreen](#) June 29, 2018 at 08:57

I mostly agree with this but not to charging staff for parking - there should be a separate parking area for staff where permits have to be displayed.

[Report this Comment \(Requires Log In\)](#)

Posted by [Manneen](#) June 30, 2018 at 13:33

Absolutely not - hospital is not a place you choose to go. Many of us attend under great duress. Having to find change for a carpark is the last straw. To also find 2 attendants to police the car park also adds a wage bill of £60,000 K. Car parking is at a premium any way.

[Report this Comment \(Requires Log In\)](#)

Posted by [Womann](#) July 03, 2018 at 19:09

Absolutely no charge should be made. Perhaps install a barrier at the car park entrance, which can be raised by the use of a token received from the patient check in desk. Staff hold such a token permanently.

the use of a token received from the patient check in desk. Staff hold such a token permanently.

Posted by [LeanGreen](#) July 03, 2018 at 22:58

I don't agree with this. They tend to start as 'small charges' but then increase over time. Our local hospital in England started charging 'to pay for the tarmac' and they charged all the staff until they rebelled.

[Report this Comment \(Requires Log In\)](#)

Posted by [Manxmann](#) July 04, 2018 at 08:32

I have some experience of paying for car parking at a NHS hospital in UK to visit a family member who was suffering from cancer. I spent over £60 in hospital car park tickets back in 2000 (would probably be £100 now) and when I questioned the private company responsible for running the car park I was told that someone on the ward could have given me a pass if I had know/ the staff were not so busy trying to make people better. Needless to say I did not get my £60 back!

I am against this idea. It diverts staff from what everybody wants them to be doing and has them spending their time on more administration. It will inevitably end up being run by a private contractor who will skim off most of the money raised in charges. We are already having difficulty finding staff to work in many departments at the hospital so why add yet another burden to them by charging them for coming into work.

[Report this Comment \(Requires Log In\)](#)

Posted by [BallaDoc](#) July 06, 2018 at 17:27

There needs to be some system for deterring "commuter parking" at the hospital even if it's not by charging. On a related but slightly off topic subject, how about a charging point(s) for electric cars?

[Report this Comment \(Requires Log In\)](#)

Posted by [JB](#) July 17, 2018 at 10:27

Not really what people want to see happen. It only makes the whole "going to hospital" procedure even worse.

Not really what people want to see happen. It only makes the whole "going to hospital" procedure even worse.

Hamilton City Council (NZ)

Safer roads, safer speeds Hamilton

With more and more people using our roads, we need to make sure they're as safe as they can be.

We want you to help us work out a plan to manage speeds which feel unsafe or inappropriate in our city. It's about making sure we have the right speeds on the right roads – so whether you're on foot, bike or in the car they're safe for everyone.

We've got some questions below we'd love your thoughts on. There's also a map to show us where in Hamilton you think speeds aren't right or it feels unsafe, and tell us the reason why.

In each of the questions you can comment and vote for the ideas you like. This is open until 7 December 2018.

We're also going to be out and about talking with you, and have a display and maps for you to give feedback at Glenview and Hillcrest libraries.

Venue	Date	Time
Treats in the Park - Western Community Centre	Wednesday 31 October	4pm to 8pm
Gourmet in the Gardens - Hamilton Gardens	Sunday 25 November	4pm to 8pm

If you want to know more

- [Myths and FAQs about speed](#)
- [Safer roads Hamilton](#)



8 ideas

Search and Filter

Latest

Highest rated

Most comments

Should we reduce speeds to 30km/h around schools?

3.7 (20 votes) 37 comments

October 25, 2018 at 12:16PM

Should we have 30km/h where there's lots of...

3.5 (13 votes) 19 comments

October 25, 2018 at 12:15PM

Map - show us where you think speed is an issue

2.5 (4 votes) 20 comments

October 25, 2018 at 12:14PM

More 40km/h areas for residential neighbourhoods?

3.5 (16 votes) 28 comments

October 25, 2018 at 11:35AM

Should we focus on where we'll get the biggest safety...

3.5 (6 votes) 21 comments

October 25, 2018 at 11:33AM

We think community views are important – do you?

3.8 (12 votes) 18 comments

October 25, 2018 at 11:25AM

Should places where people walk and bike get priority?

4.1 (14 votes) 24 comments

October 25, 2018 at 11:23AM

Similar speeds on similar roads – what do you think?

2.2 (4 votes) 16 comments

October 25, 2018 at 11:23AM

What's New



Two-click challenge creation

We've simplified & streamlined the process of setting up a new challenge.

Admin pages now tidier, cleaner and easier to use

Add a Challenge

Title (Required)

Please enter a meaningful yet concise challenge title. This title will be displayed throughout the site. You can change the title later.

Select the access level for your challenge (Required)

You can change this later.

- ☒ Public
Visible and open to everyone
- ☐ Hidden
Open to anyone who has the link
- ☐ Restricted
Only users you specify can take part

Create Challenge

Easier and faster to run challenges

In v3, the Challenge Dashboard makes it much easier to successfully manage and facilitate challenges.

Instantly see how many ideas and comments you've received in all your challenges, and which challenges have had recent updates.

At-a-glance metrics on the Dashboard help to guide and track key moderator tasks.

Easier and faster to run challenges

Manage and Moderate Challenges

[+ Add Challenge](#)

Challenge Title	Ideas	Comments	Created	Latest Submission	Status	Access
'LEADERS for the Future' fund	13	273	28/06/2015	08/08/2017	Draft	Restricted
Arlen Hill Council - Staff Survey - Improving the Work Environment	9	11	22/07/2015	20/12/2017	Open	Restricted
Green Challenge	0	0	15/02/2018		Draft	Hidden
new	1	0	03/08/2018	03/08/2018	Open	Public
reinvigorating British Manufacturing Call for Evidence	14	136	29/06/2015	02/08/2018	Closed	Public
The Arlen Hill Park Challenge	6	13	21/12/2017	21/12/2017	Open	Public
Upper Arlen Hill Community Forum	16	121	29/06/2015	07/11/2017	Open	Public

[Moderate ideas for all challenges >>](#)
[Moderate comments for all challenges >>](#)

Outcomes with impact

New, attractive summary report presents all ideas, comments and other details in an easy-to-read, editable, .docx format.

Full, one-click export of raw data for analysis and archiving

Report and Export

Summary Report

A full report of all ideas, comments, ratings and topics in this challenge.
.docx format - opens in applications like Microsoft Word.

Export All Challenge Data

A spreadsheet containing all the ideas, comments and topics from this challenge.

Outcomes with impact

'LEADERS for the Future' fund

Report generated on Wednesday 16 January 2019 at 15:00.

Challenge URL: <https://demo.dialogue-app.com/wanted-your-ideas-on-how-to-spend-the-2018leaders-for-the-future-fund>

Challenge statistics

Number of ideas	13
Number of comments	32
Number of contributors	5
Number of ratings	24
Number of topics	20

All ideas sorted by submission date

Title	Redevelop the sports centre
Idea	The old sports centre is barely used at the moment simply because the facilities are in such a poor state. We don't need to reinvent the wheel here – with some new equipment, a fresh lick of paint and a bit of planning, we could revitalise after-school sports activities and clubs in an existing building.
Why the contribution is important	This idea can meet all three of the stated themes at once: it could offer a wide range of new educational and recreational activities, and the renovation/redevelopment could be done in a way that involved young people directly in their community. Importantly, this is a way to create a lot of value without vast expense – we don't need to build something totally new or try and start entirely from scratch. The sports centre is already there – it just needs some TLC!
Created by	admin
Date	28 Jun 2015 02:50PM
URL	https://demo.dialogue-app.com/wanted-your-ideas-on-how-to-spend-the-2018leaders-for-the-future-fund/redevelop-the-sports-centre
Status	Approved
Rating	Average: 2.67, Number of votes: 3
Topics	sports, recreation, redevelopment
Number of comments	7

Comment by johnsmith100 29/06/2015 17:36 Status: Awaiting post-moderation	This is a fantastic idea! I remember the days when I played after school indoor football there back in the day. It would be great if we could get it back to its former glory to ensure future generations will have somewhere to play sports and make friends. Giving young people to participate in the process is even better!
Comment by EricL 30/06/2015 11:38 Status: Awaiting post-moderation	Maybe we should even set up some new Arlen Hill sports teams? That'll further help our kids learn team work and galvanise a healthy competitive spirit. I'm all up for getting adults and parents to volunteer as coaches!
Comment by joeblogs123 01/07/2015 11:51 Status: Awaiting post-moderation	What about those kids that don't like sports at all - won't this just exclude them? I was never a very sporty person myself and would have preferred options and facilities which catered to my preferences as there were always sports teams and equipment available. What about technology and business related things?
Comment by janedoe999 01/07/2015 12:21 Status: Awaiting post-moderation	Yes joeblogs123 - totally agree with your sentiment. Not sure sports focused activities are the most productive use of the funds. I think technology and science based things will be much more beneficial!
Comment by johnsmith100 01/07/2015 12:53 Status: Awaiting post-moderation	janedoe999 and joeblogs123 - we wouldn't have to spend the whole fund on sports. But a proportion of it should be. We need to encourage our young people to remain active to lead healthy lives. Plus sport is a great way to relieve stress and make friends.
Comment by admin 08/03/2017 14:40 Status: Awaiting post-moderation	my comment
Comment by admin 27/03/2017 15:22 Status: Awaiting post-moderation	This is a great idea, I'm not sure we have the funds for it at the moment, do you have any ideas of how to get them?

Title	Invest in the library!
Idea	Provide funding for the Mill Lane library to purchase new books for the children and young adults sections.
Why the contribution is important	I volunteer at the library and I see how much it is loved by the families who use it regularly. But the effect of cuts over the past few years are really starting to show now – we haven't been able to add any new books for quite some time, and the existing stock is getting very dogeared. There also aren't

A: Topics breakdown

Topic	Number of ideas
education	4
technology	3
careers	3
recreation	2
competition	2
mentoring	2
example	2
keypointnone	1
apple	1
business	1
employment	1
development	1
it	1
sports	1
libraries	1
volunteering	1
stuff	1
keypointtwo	1
design	1
examples	1

More control

It's much simpler to control who can find and participate in challenges.

Fine-grained settings now let you decide how users can participate in a challenge.

You can also now edit submitted ideas (to correct typos, for example), and delete challenges (to comply with data retention periods).

Choose how soon users are automatically logged out after inactivity, letting you control the balance of security and easy participation.

More control

My challenge title Participation Settings

Status: Draft
[Challenge Dashboard](#)

Select challenge status

☒ **Open**

Users can take part by adding ideas, comments and ratings unless these have been disabled below.

- ☒ Allow users to add ideas
- ☒ Allow users to comment on ideas
- ☒ Allow users to rate ideas

☐ **Closed**

Users can read existing ideas and comments but no more can be added.

Save Changes

delib.net

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