



Beltra

Citizen Space User Group
21st Nov 2019

- C&E Review identified the need for a digital solution - 2015
- Business case developed – April 2016
- Specification and procurement – April to June 2016
- Citizen Space installed – 27th July 2016
- First public survey opened – 30th August 2016
- Contract renewed in July 2018

Key Successes

- Since August 2016 we have undertaken 184 consultations and received over 28,700 (online) responses:
 - ✓ **73 public consultations or surveys = 16,818 responses**
 - ✓ **85 private – customer and partner surveys = 8,876 responses**
 - ✓ **26 internal consultations or surveys = 3,019 responses**
- 202 registered users
- Improved coordination
- Improved quality and visibility
- Improve cost management and efficiency

Next Steps

- BCC consultation and engagement framework (draft)
- Focus on engagement and civic voice
 - digital solutions to civic engagement
 - enabling citizens to initiate dialogue
 - alignment to Belfast Agenda (community planning partnership v BCC)
- Bilingual and multilingual versions of Citizen Space
- Refresh of users and organisational structure