

A man with grey hair, wearing a dark blue jacket and white gloves, is working in a workshop. He is leaning over a large, rough-hewn stone block that is resting on a blue metal stand. The workshop is filled with various tools, equipment, and other stone blocks, some of which are covered in plastic. The lighting is industrial, with overhead lights visible. The background shows a large, open space with a high ceiling and structural beams.

HISTORIC ENVIRONMENT SCOTLAND

Consultations and surveys



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ABOUT US

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WHO WE ARE

HISTORIC ENVIRONMENT SCOTLAND IS:

- The lead public body for the historic environment in Scotland
- A Non-Departmental Public Body (NDPB)
- A registered charity

WHAT WE DO

HISTORIC ENVIRONMENT SCOTLAND:

- cares for more than 300 sites of national importance all over Scotland
- looks after internationally significant archives and artefacts
- Investigates and researches the historic environment, addressing the impacts of climate change on its future



WHAT WE DO

HISTORIC ENVIRONMENT SCOTLAND:

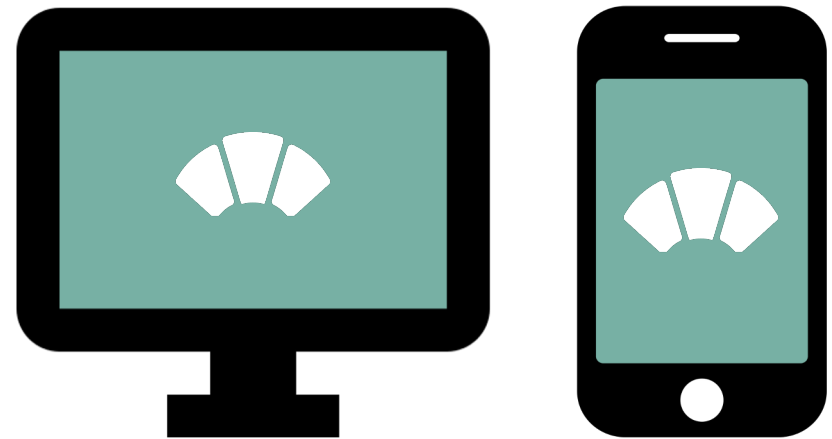
- protects historic places through designations and consents
- provides millions of pounds each year to local communities to repair and revitalise their historic environment
- delivers training and learning opportunities, giving advice and offering best practice guidance



WHY WE USE CITIZEN SPACE

SURVEYS AND CONSULTATIONS:

- Formal consultations
- Signpost to consultations on other platforms
- Surveys and feedback gathering



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MANAGING CITIZEN SPACE

SHARING THE RESPONSIBILITY:

- **Admins** – role to review and approve
- **Department users** – those who are supporting multiple surveys or consultations in their Directorate
- **General / ad-hoc users** – use Citizen Space on a case-by-case basis, may be analysts or may manage surveys



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COMMUNICATING CONSULTATIONS

- Alerts provide **notifications** of new surveys – better oversight and planning for communications
- Opportunity to ensure questions and supporting text use simple, **easy to understand** language, in **accessible** formats
- Checks that we are meeting our **legal responsibilities** under GDPR and the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018
- A **communications plan** for after the consultation closes



TIPS AND ADVICE

- Ensure the survey leads are the ones using Citizen Space – **ownership**
- Have a conversation with the survey lead early to help them **consider the options** available
- Brighten up the questions with **imagery**
- Make use of the **automation**



FUTURE PLANS

- A change of name - **consultations**.historicenvironment.scot
- Rework our **navigation** bar
- Implement **Google Analytics**
- **Signpost** all consultations and feedback gathering via Citizen Space, even if they aren't hosted there



THANK YOU!

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