

Citizen Space and Belfast City Council

~~Harder~~ Easier, faster, better, stronger

Patricia Flynn
Corporate Policy Unit



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Our Journey...

A review of consultation and engagement in 2010.

Key recommendations included:

- A Corporate C&E Framework
- Improve Integration and Coordination
- Improve Cost Management
- Capacity Building and Training
- **ICT Support – a central repository!**



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Fast Forward to 2015...

We developed a draft C&E Framework and got commitment from SP&R to:

1. Develop supporting infrastructure and mechanisms to support the implementation of the framework including an ICT solution
2. Align C&E to the new statutory and regulatory processes of LDP and Community Planning

Early in 2016, we became aware of the Citizen Space Platform....



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Why Citizen Space?

- **All-in-one-place control centre** - Improve our internal processes
- **Better quality and consistency** – safety checks and minimum standards before consultations can go live. Consistency of style
- **User-friendly (better looking, more accessible)** – more sophisticated tools for designing and presenting consultations
- **Integrated survey, analysis and feedback tools** – note the “We asked, You said, We did” *(We haven't enabled this yet)*
- **Value for Money** - annual subscription with unlimited users shared knowledge resource and time saving tools

✓ *Meaningful consultation*

✓ *Improved responses*



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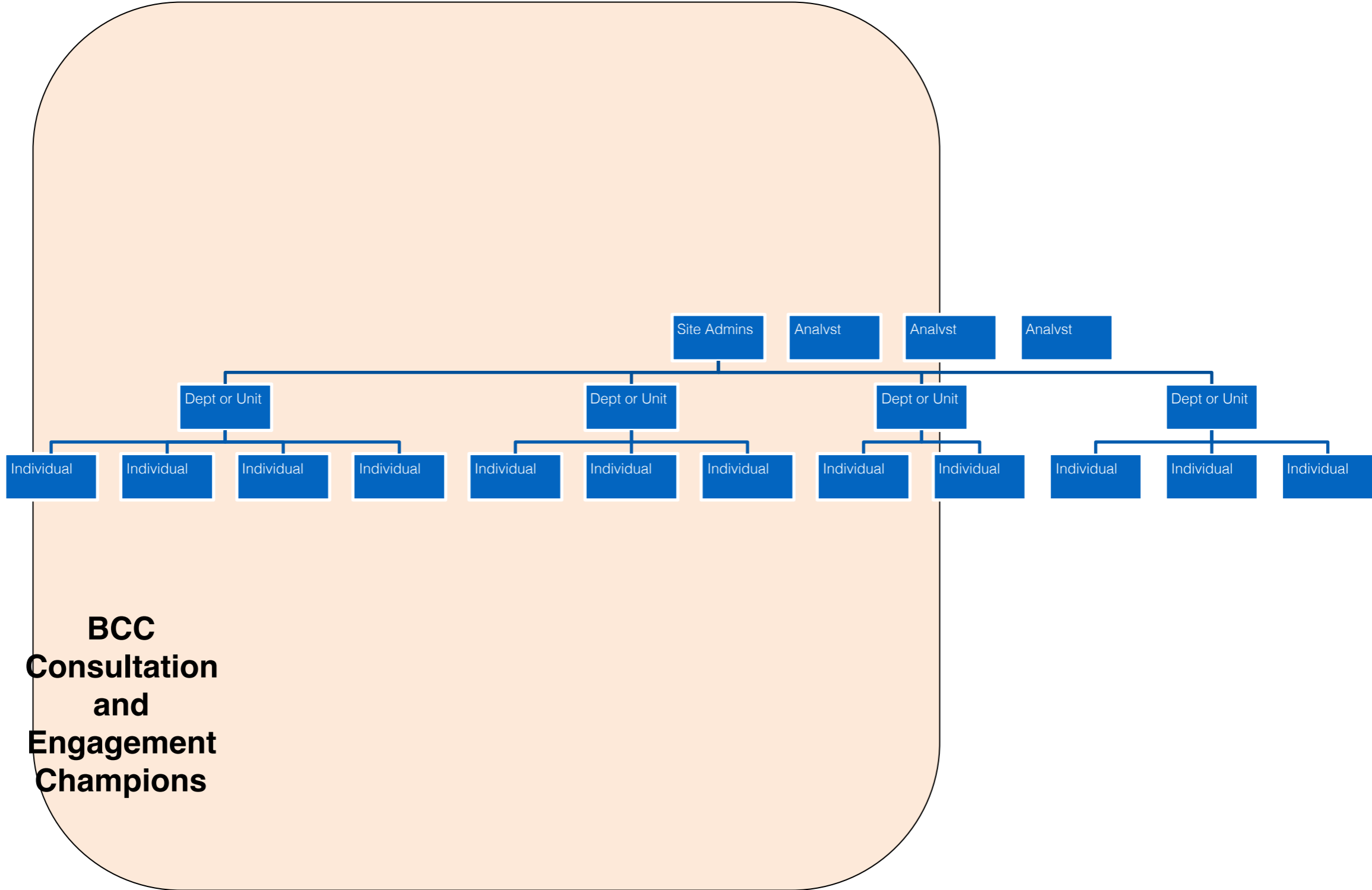
First Steps

- Business Case Approval
- Cross-Dept Implementation Group
- Specification and Procurement
- Configuration and Testing – installed 27th July 2016
- Developing internal protocols
- Training (over 100 users to date)
- Awareness Sessions (CMT, DMT etc)



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Citizen Space – Belfast



Key Issues

Protocols and Support

- **Corporate Communications** - Writing for web and plain English support; sample wording / text; guidance for rich media use, images and photo bank;
- **Equality** - Standard monitoring forms; screening reports; advice and guidance
- **Corporate Framework and Support** - Finalise and issue for publication & promotion
- **12 Month Review** - Users and Depts, protocols, help / support pages, training etc
- **WAYSWD** – protocols and activate



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Since 30th August 2016...

- ✓ 22 public consultations
- ✓ 14 private consultations
- ✓ 2 linked / hosted consultations
- ✓ 15 planned or in draft
- ✓ over 5182 individual responses



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Some examples:

- Leisure centres and park refurbishments
- Sunday Trading consultation
- Draft Car Parking Strategy
- Fair Trade Competition
- Belfast Agenda + 2 linked EQIA and SEA
- Local Development Plan – POP (Preferred Options Paper)



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But at the end of the day...

The consultation software is only part of the puzzle. Without the know-how and a supporting culture, then we won't see the improvement we want:

- Corporate Framework and protocols
- Capacity building, training and toolkit
- Citizen Space Network and Support
 - Issues log, update newsletters, clinics etc



Citizen Space has provided the catalyst for more work and increased focus

LDP – Preferred Options Paper (POP)

- First stage of the preparation of a new Belfast City Local Development Plan
- Complex, statutory process - SCI and Timetable
- Survey - 104 questions (non-linear chapter format)
- Range of supporting documents, roadshows and workshops
- 44 online responses, 135 written
- Opened 26 Jan, closed 20 Apr
- Tagging & uploading
- Specific Youth POP

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Consultation Hub Find Consultations

Search consultations

Preferred Options Paper (POP) consultation for the Local Development Plan (LDP)

Overview

Closes 20 Apr 2017
Opened 26 Jan 2017

Contact
Planning Service
02890320202
planning@belfastcity.gov.uk

We're developing the new Local Development Plan (LDP) which is the land use plan for Belfast up to 2035. The Plan will guide investment and set out policies and proposals for the use, development and protection of land across the city.

Lessons Learned

- Tagging is key (large documents with loads of text)
- Stand alone contacts database & separate spreadsheet for managing inputting / tagging etc.
- Targeting specific groups – young people
- Ability to embed text (narrative from POP, definitions etc.)
- Opportunity to do multiple consultations at same time
- Written submissions can easily be uploaded to enable analysis



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Recommendations

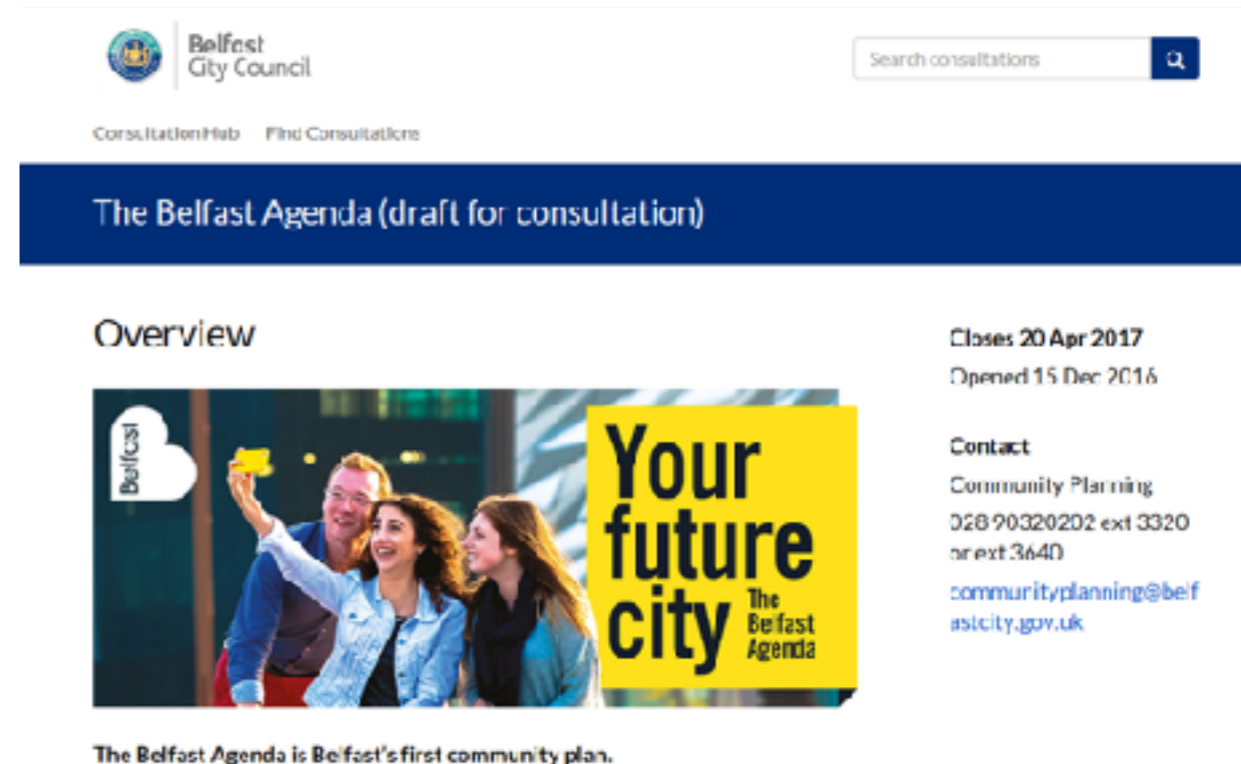
- Skip logic – needs to be made more sophisticated
- Better integration with social media
- At present, with multiple consultations over 3/4 years, plus complex survey responses, this requires a stand alone contacts database & separate spreadsheet to manage inputs – would be helpful if Citizen Space facilitated this



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Belfast Agenda Consultation

- Complex consultation (non-linear 9 chapters)
- Range of supporting documents, events and workshops
- Opened 15 Dec 16 and closed 20 April 17
- 242 online responses
- 51 written responses
- Open answer questions -
Challenging analysis



The screenshot shows the Belfast City Council Consultation Hub interface. At the top, there is the Belfast City Council logo and a search bar for consultations. Below this, a blue banner reads 'The Belfast Agenda (draft for consultation)'. The main content area is divided into two columns. The left column has an 'Overview' section with a photograph of three people (two men and one woman) smiling and holding a yellow sign that says 'Your future city The Belfast Agenda'. Below the photo is the text 'The Belfast Agenda is Belfast's first community plan.' The right column contains the dates 'Closes 20 Apr 2017' and 'Opened 15 Dec 2016', followed by a 'Contact' section with the following details: 'Community Planning', '028 90320202 ext 3320 or ext 3640', and the email address 'communityplanning@belfastcity.gov.uk'.