

Delib

Impact report 2023 - 24

The citizen engagement platform.
Built for 21st century democracy.



Introduction

Why we created this report

Measuring "impact" can be quite tricky because it's such a broad and complex term. Impact isn't just about the numbers; it also includes the wider, sometimes less obvious changes that actions and conversations bring to communities and individuals.

The challenge lies in the variety of ways impact shows up—whether it's social, economic, cultural, or environmental, each has its own set of unique indicators and tools needed for measurement. Here at Delib, we can only see what's in front of us so we took a snapshot of public activities that had been published over a year, and worked through the data to find some insights that would help to guide us, and inform what we do next.

This report marks the first step, in a project we will be undertaking over the next few years. We also wanted to take a moment to reflect on the vibrant and diverse range of activities running across Citizen Space, the exceptional work our customers are doing and the positive results they generate. This document highlights just *some* of the important work being done and the affirmative changes they are driving in communities worldwide.

Thank you for coming with us on this journey.

Let's continue to make a difference together.

2023 - 2024 in brief

10,600+
Live activities

1.2M+
Responses

8600+
Users

Headline stats

Activities are rising

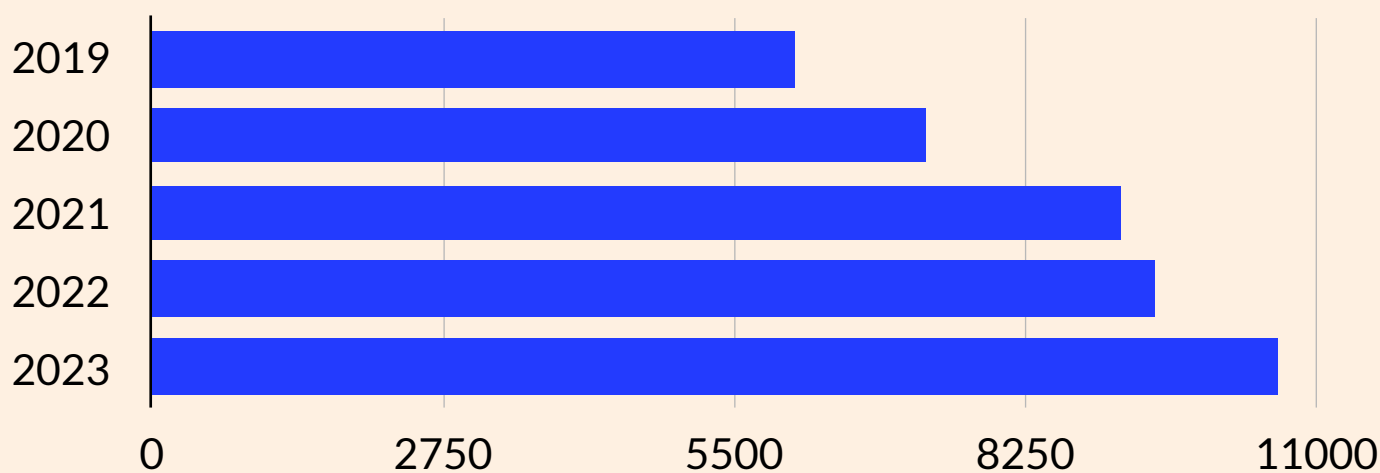
From strength to strength:
5 years of exponential growth in citizen engagement

The steady growth in (public) published activities on our platform over the past five years demonstrates its remarkable flexibility and versatility. From 6,082 activities in 2019 to 10,637 in 2023, we've seen a 75% increase, highlighting how our customers are increasingly leveraging our platform for a **wide range** of engagement and consultation needs.

This growth is not just impressive in absolute terms, but also in relative performance – in the last year alone, we've seen 247%* more published activities than our nearest competitor, solidifying our position as the industry standard.

Citizen Space's ability to handle repeatable processes like licensing, permits and forms, has significantly contributed to this upward trend, allowing organisations to significantly streamline their operations while maintaining public transparency.

*Based on publicly available data from Citizen Lab's 2023 impact report



Data correct as of August 2024



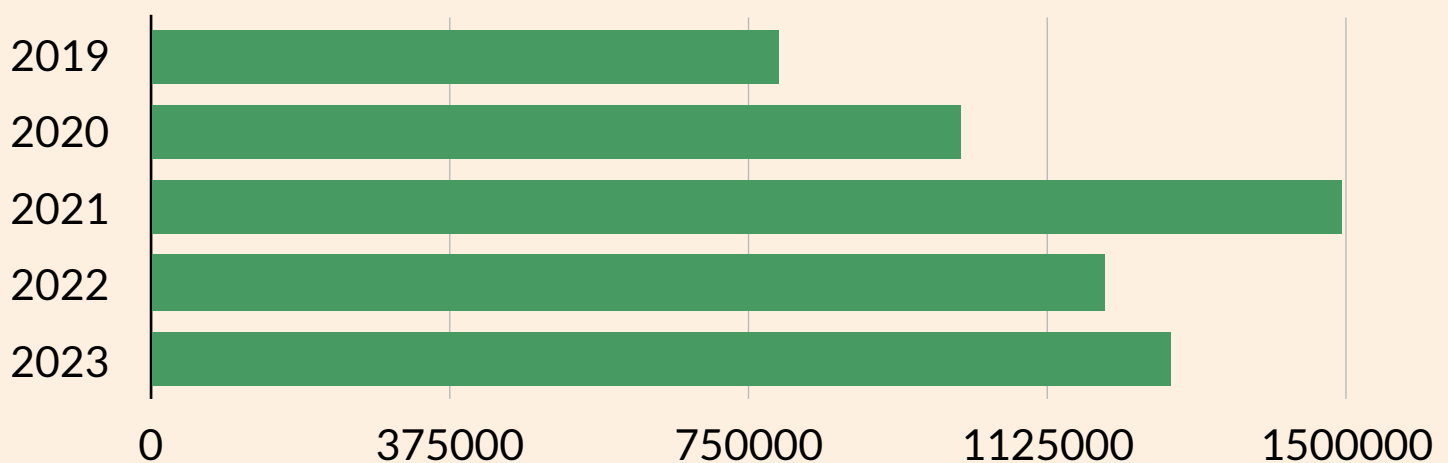
Headline stats

Responses are rising

Clicking for change: responses on the rise and the power of accessible engagement

The growth in responses on our platform over the past five years reflects a significant shift in public engagement practices and highlights the increasing accessibility of digital participation tools. From 788,475 responses in 2019, we saw a steady increase to 1,016,244 in 2020, followed by a remarkable spike to 1,493,763 in 2021. While there was a slight dip in 2022 to 1,196,831, the numbers rose again in 2023 to 1,278,407.

The surge in 2021 could largely be attributed to the pandemic, which accelerated the use of online consultation and engagement tools. As face-to-face interactions became limited, digital tools provided a safe and convenient alternative for public participation. This shift is supported by research from the [UK COVID-19 public involvement matching service report](#), which found that online platforms facilitated greater reach and encouraged more people to engage from the safety of their homes. By designing intuitive interfaces and accessible features, we've made it easier for a diverse range of voices to be heard, contributing to more inclusive and representative citizen engagement.



Data correct as of August 2024

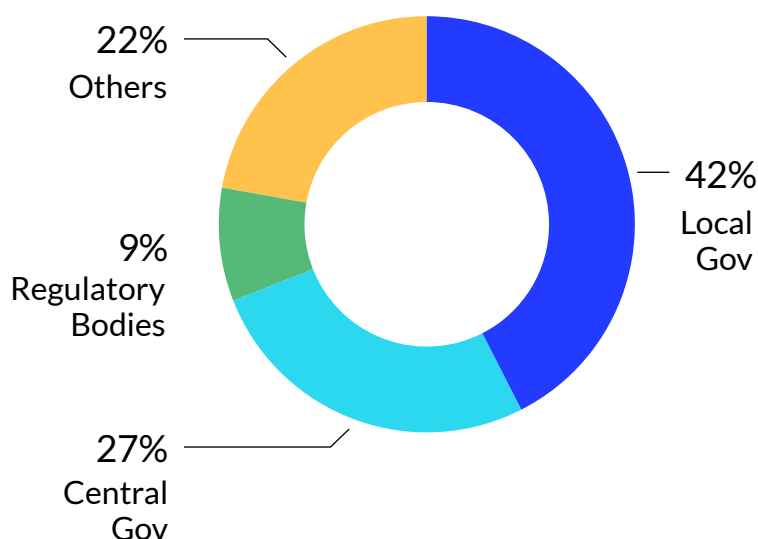


Headline stats

Usage and methods

Who's using Citizen Space, and methods of engagement are trending right now?

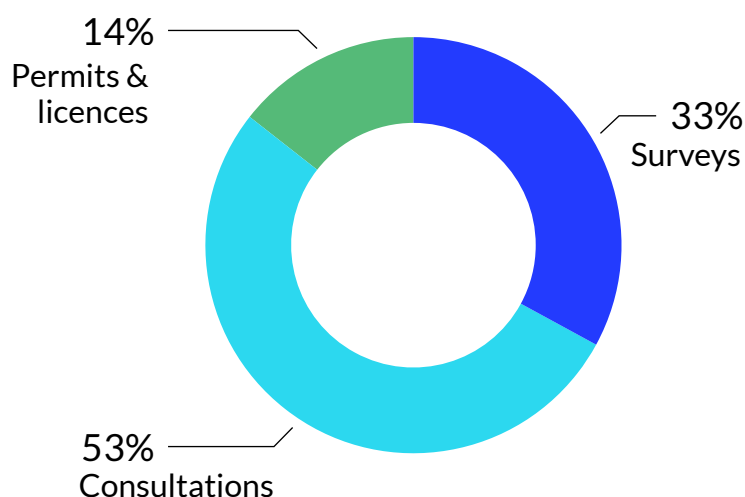
Organisation type



Citizen Space is a buzzing hive of activity, primarily driven by Local Authorities, who account for a whopping 42.45% of our **most active users** in terms of published activities. Central Government follows at 26.5%, while Regulatory Bodies contribute 8.8%. A diverse mix of other entities makes up the remaining 22.16%.

When it comes to activity types, consultations lead the charge, followed by surveys. Permitting and licensing activities are rising too accounting for around 14% of total.

Top 3 activity types



However, these top three categories represent just the **tip of the iceberg**.

There are 3000+ remaining published activities that are comprised of a rich variety of engagement methods, including feedback forms, email sign-ups, and expression of interest forms, showcasing the diverse and evolving needs of the public sector.



2024 Trending topics

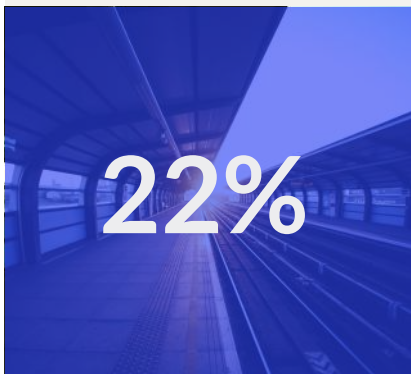
Some activities seem to be on the rise, take a look at emerging patterns shaping civic dialogue.

Citizen Space

Trending topics

Citizen Space emerges as a vital platform for comprehensive public engagement, addressing a wide spectrum of national and local concerns.

Transport



22%

Housing & Planning



12%

Climate & Energy

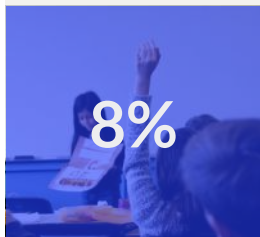


10%

From park plans to rail regeneration, public inquiries to policing plans, citizens are connecting decision-making processes across sectors.

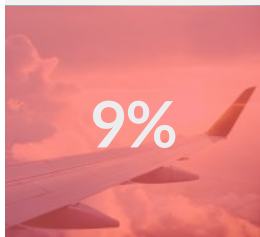
Breakout activity

Education



8%

Regulation



9%

Policing, Crime & Justice



2%

Health & Social Care



8%

Citizen Space

Trending topics in territory

Citizen Space serves a diverse array of global customers, each with unique needs and focus areas. While the UK has been focussing on planning, transport, and community engagement, our Australian customers have been working on policy, health, and regulation, New Zealand has been prioritising education. There are clearly global similarities across the board, but also specific priorities in each region.

UK / EMEA



Community
Engagement

Planning

Transport

Australia



Policy

Health

Regulation

New Zealand



Education

Planning

Regulation

Transport activity

Trend overview

Transportation emerged as a major focus on Citizen Space over the past year, accounting for an impressive 21.8% of all engagement activities, underscoring the critical importance of transportation in community planning and daily life. The breadth of transport topics addressed is remarkable. Leading the way are initiatives to improve cycling and walking infrastructure, with 70-80 consultations launched dedicated to enhancing active travel options.

This focus on sustainable mobility is complemented by 60-70 consultations on speed limits and traffic calming measures, reflecting a strong commitment to creating safer, more liveable neighbourhoods.

The variety of legal and administrative processes mentioned - from Experimental Traffic Orders to School Streets Orders - reflects the complex landscape of transportation planning. It also indicates a commitment to proper procedure and community involvement in decision-making.

This level of engagement suggests a responsive and proactive approach to creating transport networks that are safer, more sustainable, and better suited to diverse community needs. It's encouraging to see such active participation in shaping the future of local and regional transportation.

Trending Topics

25%

Cycling & walking infrastructure

18%

Speed Limits and traffic calming

15%

Parking regulations and zones

29%

TRO / ETRO

1%

Section 38 Orders

9%

Speed Limit Orders

Climate activity

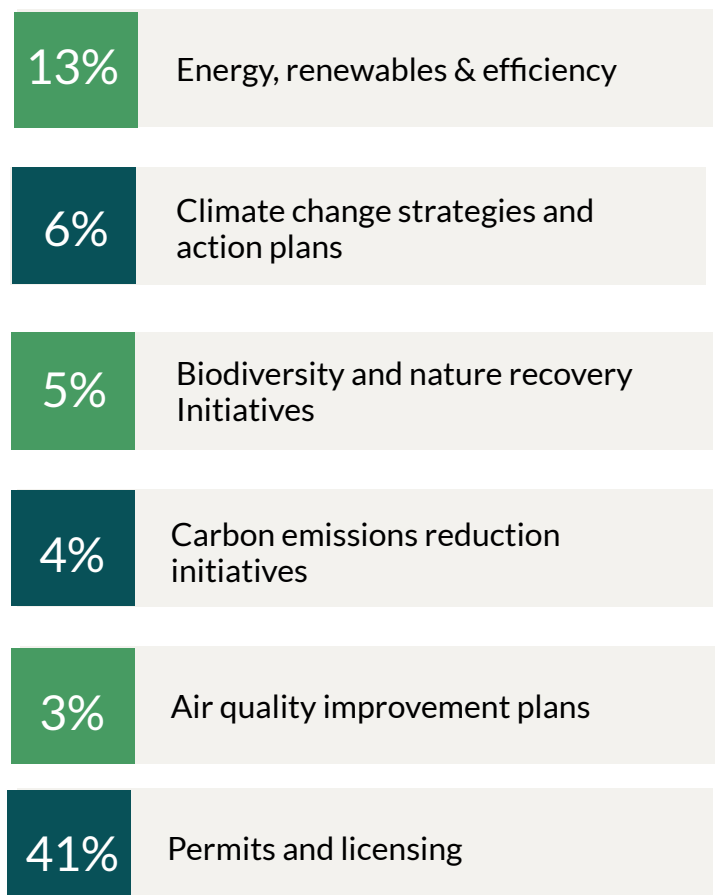
Breakout trend overview

Over the past year, climate-related activities have formed a growing portion of engagement on Citizen Space. Of the total activities 8.2% were focused on climate change and related environmental issues. This represents a substantial commitment to addressing climate challenges across various levels of government and regulatory bodies.

The range of activities is impressively diverse. Consultations lead the way, with over 50 instances where public and stakeholder input was sought on topics ranging from local climate action plans to national energy policies. This is supported by the development of strategies and plans, policy reviews, and legislative proposals, indicating a comprehensive approach to climate action.

What's particularly noteworthy is the balance between **high-level policy work** and **practical, local initiatives**. We're seeing activities related to carbon budgets and emissions trading schemes alongside local nature recovery and heat and energy efficiency strategies. This multi-faceted approach suggests a recognition that effective climate action requires both systemic change and community-level engagement.

Trending Topics



Planning activity

Trend overview

Planning emerged as a dominant theme on Citizen Space over the past year, accounting for a substantial 14.8% of all engagement activities (1056 out of 7148). This significant proportion underscores the critical role of planning in shaping communities and environments. The breadth of planning topics addressed is impressive, spanning from local development plans to specific zoning changes.

Local development plans and strategic planning initiatives, lead the way reflecting a strong commitment to long-term, sustainable community development.

Environmental planning also features prominently, with many activities focusing on forest plans, flood risk management, and biodiversity net gain.

This emphasis on environmental considerations demonstrates a growing awareness of the need to balance development with ecological sustainability. The variety of activities - from conservation area reviews to energy planning policies - reflects the complex and multifaceted nature of modern urban and rural planning, indicating a strong commitment to inclusive and forward-thinking planning processes.

Trending Topics

13%

Local development plans & strategic planning

5%

Scheme amendments & zoning changes

7%

Housing & development

5%

Public space & community Planning

20%

Legislative & regulatory processes

4%

Heritage & conservation



2024

Roadmap & future plans

We're developing mindfully to solve jobs that need to be done in the public sector.

Citizen Space Roadmap

There's plenty to do, and we're continuing to build flexibility and accessibility into the platform with regular updates in the next 12-18 months. We also have four large areas of interest that we're focussing our attention on.

API - Integrations & Automations

After the launch of our API our goal is to ensure Citizen Space integrates smoothly into existing digital ecosystems and works well with tools like Power BI, supported by the development of more playbooks and use cases.

Analysis - Exploring AI

We are actively researching and testing how Citizen Space can safely, effectively, and compliantly incorporate AI tools in the future. Our goal is to ensure that any potential AI enhancements align with our high standards of security and effectiveness.

Product / Content Design

After our release of Pages, we're continuing to work on designing the future. With more activity types and templates that represent the most used processes we see on the platform so our customers can get the activities they need live, faster.

Communications & Audience

Communicating more efficiently with respondents has emerged as a clear customer need in the last 12 months, and we're working on solutions to deliver better notifications and email capabilities.



Summary

Where we go next...

This is just the first step but we are truly encouraged and delighted by the versatility of uses our platform has to offer, and this is all thanks to our incredible customers. The breadth of engagement activities across different regions underscores the dynamic nature of Citizen Space, enabling a wide array of impactful initiatives.

Sharing insights with the sector is a crucial part of this journey, and open communication and information exchange are key to mutual growth and success. We want to hear from as many people working in the public sector as possible over the coming year so we can better understand your needs and build insights that can enhance our collective efforts.

If you have something to share, or just want to open up a dialogue, please don't hesitate to [get in touch](#).

Together we can make a meaningful difference in communities worldwide.

Are you a customer? Tell us your story

We want to hear from you so we can get deeper insights and continue our work.

[Take the survey](#)



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