



# Coordinating consultation activity

## Clackmannanshire Council

Clackmannanshire Council recognised that they could do much better when it came to public engagement. Coordinating all their surveys had proved to be a frustrating, time-consuming task. They wanted a more joined-up approach.

They switched to [Citizen Space](#), which provided the council with one place to manage all their consultation activity online. In their own words, adopting Citizen Space "has made us think differently about the way we engage with our stakeholders and residents." They have since developed a consultation toolkit and started running consultation training for staff. They reported a positive effect on the council's culture, expectations and proficiency when engaging with residents.

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"Citizen Space has been a breath of fresh air and nudged us to re-think the way we engage...It's a great tool supported by a very proactive and knowledgeable team and I wouldn't hesitate to recommend it to organisations wanting to improve the way they consult."

*Performance & Information Officer, Clackmannanshire Council*