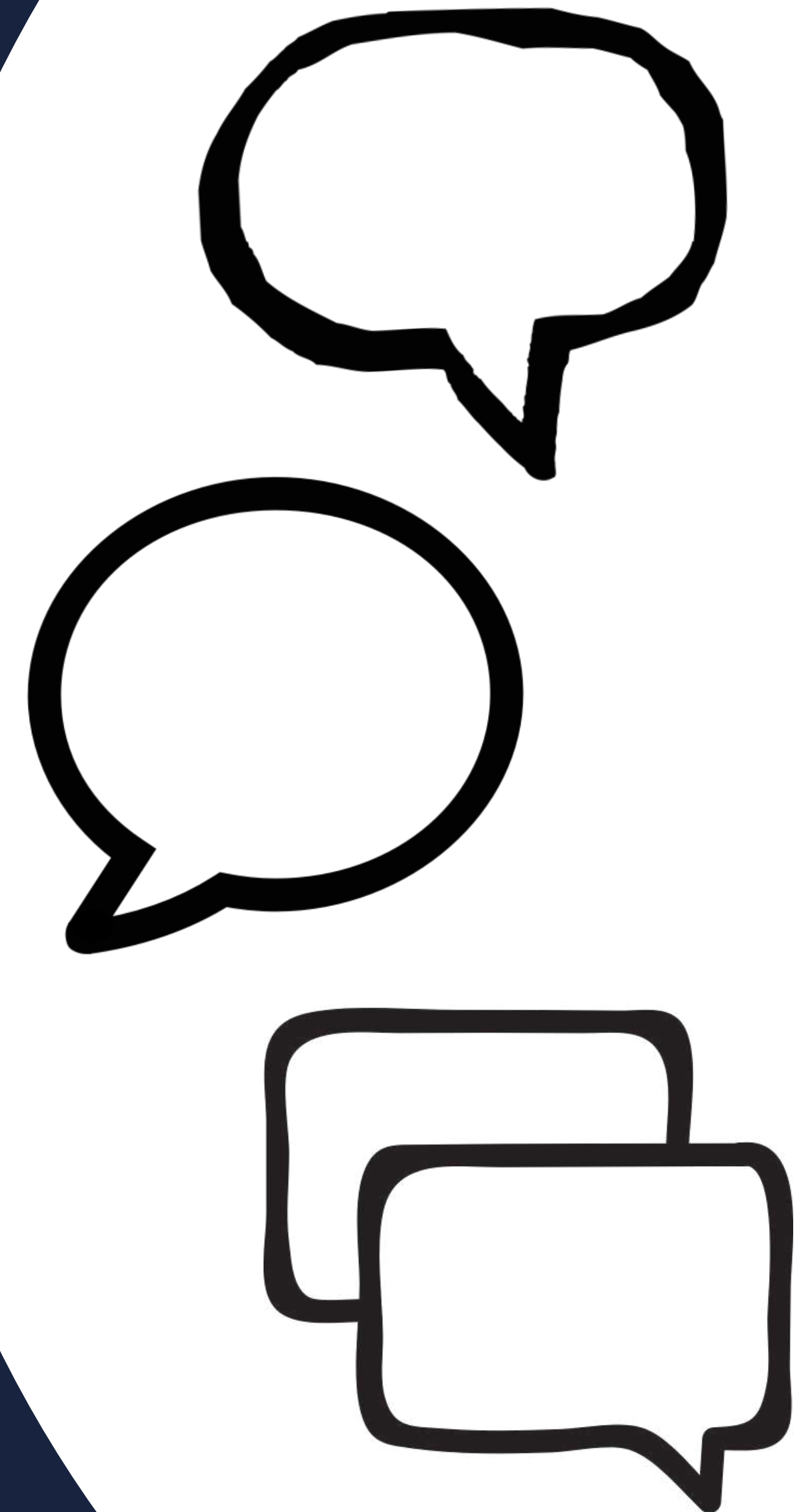




Response publishing

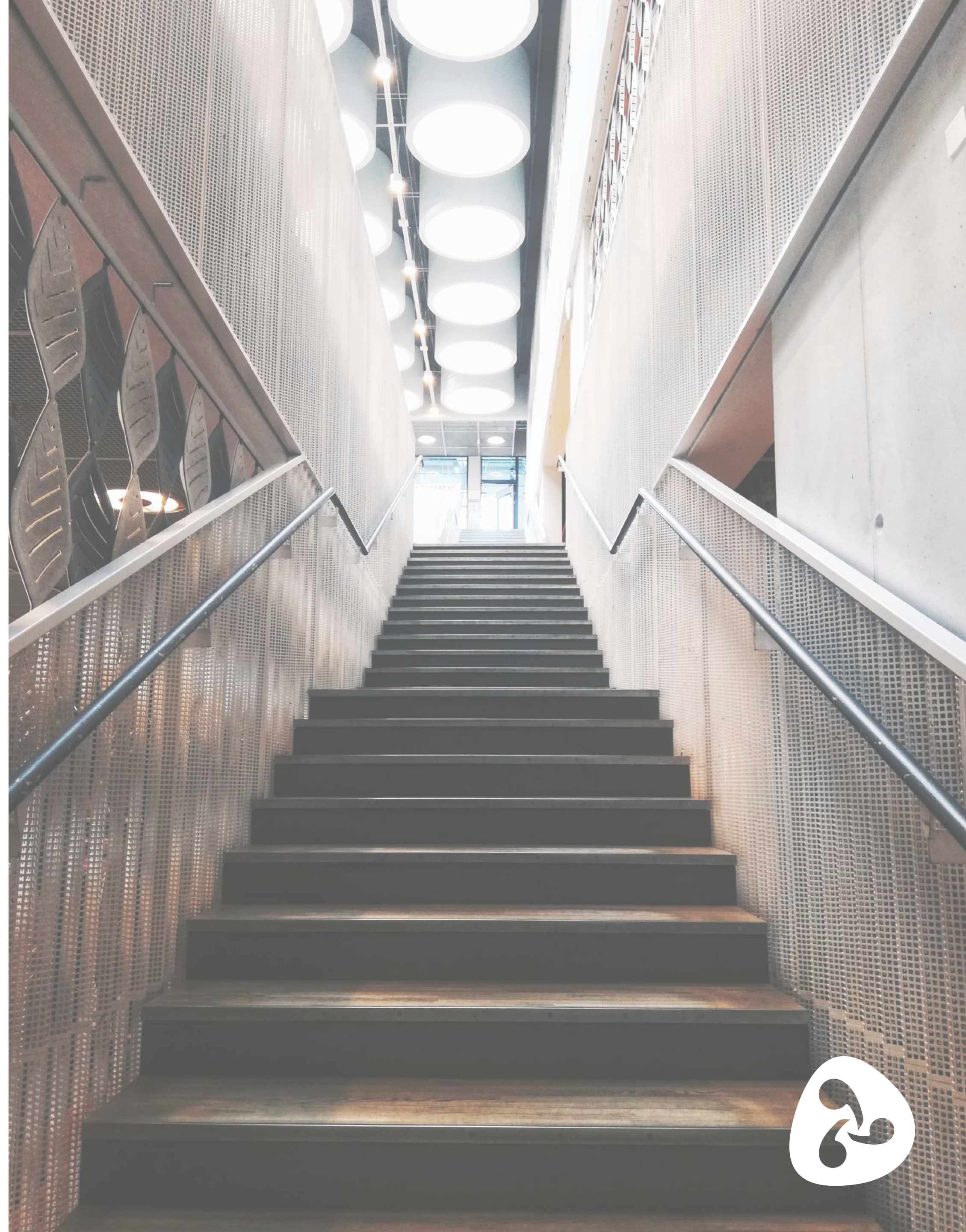
in Citizen Space

Lauren LaRocca
Spring 2021



Coming up

- What is response publishing
- Why is it important
- Getting consent
- Publishing settings
- Moderation and redaction
- Displaying published responses
- Resources



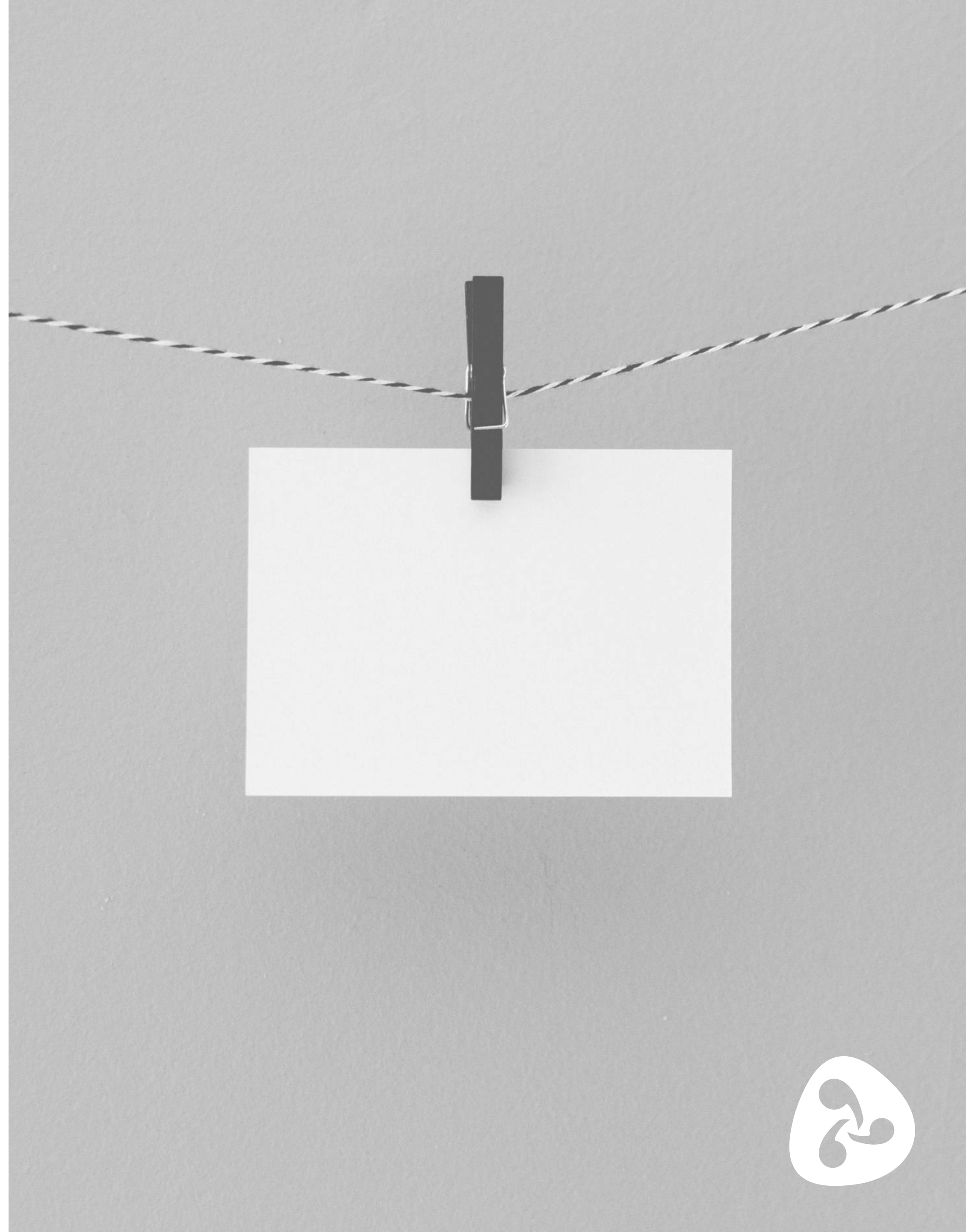


What is response publishing?



Response publishing

- Publish submissions **directly** in Citizen Space
- Responses can be **anonymous** or published with **identifying information**
- **Full control** over what questions and responses are published
- Different **options** for how to display responses



Why is it important?



“...to promote **transparent**, participatory,
inclusive and accountable governance.”

Open Government Partnership



Why publish responses

- **Legal** requirement in some cases
- Easily **share** information and response data
- Demonstrate **transparency**
- Build citizens' **trust**
- Better **accessibility**



Getting consent



Consent question

- Consent question is **mandatory** in order to publish responses
- Think carefully about consent wording **before** survey opens
- Use either a **radio button** or **single checkbox** answer component
- Provide **clear options**
- Make it **required**



Tip: consent in field heading

Reporting field heading:

(Required)

This heading field is only seen by administrators, for example it appears as part of the column heading for that question when responses are exported in .xlsx format.

Publishing settings



Set publishing settings

- **Full control** over what questions and responses are published
- Publish responses while the consultation is **open** or after it has **closed**
- Both options require **moderation and approval** before publishing
- Can also **turn off** response publishing



Tip: settings should match consent

Consent Answer:	"Yes, you may publish my response in its entirety" Change Settings	"Yes, but I would like to remain anonymous" Change Settings	"No, you may not publish any part of my response" Change Settings
Survey Page: Travelling around the area			
1. What is your name?			
Name	Allow publishing	Don't publish	Don't publish
2. What type of transport do you use the most to travel along/across the A789?			
Mode of transport	Allow publishing	Allow publishing	Don't publish
Other - provide details	Allow publishing	Allow publishing	Don't publish
3. What is the main purpose of your trips?			
Purpose of travel	Allow publishing	Allow publishing	Don't publish
Other - provide details	Allow publishing	Allow publishing	Don't publish

A close-up, low-angle shot of a computer keyboard. The central focus is a key with a glowing yellow circular light, labeled 'MUTE'. To its right, another key with a glowing yellow light is partially visible, labeled '10'. The background shows other keys, including one with a glowing red light, all slightly out of focus. The lighting is dramatic, highlighting the texture of the keys and the glow of the lights.

Moderation and redaction



Moderation

- **Approving** and **rejecting** individual answers or sections of text answers
- Quantitative responses are **automatically** approved
- Qualitative responses must be **moderated and approved**
- Moderation **workflow** determined by publishing settings
- Can happen as soon as receive consultation **receives responses**



Tip: approve and redact responses

Do you agree with Phase 1 design proposals? - Reasons for disagreement

I strongly disagree with this proposal. Building more roads will not only not ease traffic but it is proven to make congestion work. We cannot incentivise more driving using personal vehicles and should instead focus efforts on sustainable methods of transport.

I strongly disagree with this proposal. Building more roads will not only not ease traffic but it is proven to make congestion work. We cannot incentivise more driving using personal vehicles and should instead focus efforts on sustainable methods of transport.

Redactions / Reasons

No redactions have been made.

Redact Selection

Clear Selection

Clear All

Approve

Reject

Redaction

- Redact **prior** to approving response for publishing
- **Highlight** relevant section of text to be redacted
- Option to **provide reason** for redaction
- Able to **export** moderated responses
- Can send response back to moderation **queue**

Phase 1 design proposals

3. Do you agree with Phase 1 design proposals?

Please select one item

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Not sure

If you disagree or strongly disagree about the proposals, please outline your reasons:

I'm worried about the impact on horse riders and don't feel we've been involved at an early enough stage in the development of these proposals. Please can you call me **Redacted text** so that we can arrange a meeting asap to discuss how the needs of my riding school can be accommodated.



Tip: use 'view moderated answers'

Search for Responses

Response ID or Unique ID:

Rejected Answers | **Approved Answers** | **Published Answers**

Response ID	Unique ID	Answer	Redacted Answer	Actions
No Rejected Answers				

Displaying published responses



Display responses

- **Preview** approved and published responses before publishing
- Publish approved responses **easily**
- Responses are **visible** either when consultation is open or after it closes
- **Export** published responses for archival purposes
- **Viewed** on a dedicated published responses page



Tip: customise published responses

Published Responses

Only answers from respondents who gave permission are published. However, all responses are included in the analysis of this consultation. **1**

13 Results

Joseph Clark, National Tea 2	Joseph Hall, Ministry of Tea	Lucy Lewis, National Tea
Jessica Brown, National Society for the Prevention of Cruelty to Tea	Olivia Walker, National Society for the Prevention of Cruelty to Tea	Jessica Hill, Citizens against Tea
Katie Walker, Central Office of Tea	William Morgan, National Tea	Katie Evans, Ministry of Tea
Adam Wilson, National Tea	Joshua Wright, Department of Tea	Thomas Green, Royal Society for the Protection of Tea
Megan Green, Central Office of Tea		

Search

Keyword(s):
tea

Response Type **3**

- Individual
- Organisation/Group

Area

- England
- Northern Ireland
- Scotland
- Wales
- Outside the UK

Q Search

Page 1 of 1 [Previous Page](#) | [Next Page](#)



Summary and resources



Remember

- Response publishing needs to be **enabled**
- Consent question is **mandatory**
- Set publishing settings to **match** consent options
- Follow the moderation **workflow**
- **Customise** how to display publish responses
- Be **transparent** and continue to **build trust**



Resources

Citizen Space Knowledge Base

- [Response publishing - what is it](#)
- [Setting up response publishing](#)
- [Consent question](#)
- [How to moderate](#)
- [Publish approved responses](#)
- [Export moderated and published responses](#)
- [Response publishing checklist](#)



Resources

Examples

- **Training site consent question example** — [Consent question examples](#)
- **Scottish Government** — [Scotland's Forestry Strategy 2019-29](#)
- **Isle of Man Government** — [Duty of Candour: Consultation on draft legislation](#)
- **Civil Aviation Safety Authority Australia** — [Proposal - Frequency use at low level in Class G airspace \(NPRM 1712AS\)](#)
- **Hamilton City Council** — [Hamilton Gardens Management Plan Review](#)



Resources

Open, democratic and transparent government

- [Democratic Society](#)
- [Institute for Government](#)
- [OECD — Innovative Citizen Participation](#)
- [Open Data Institute](#)
- [Open Government Partnership](#)



Need more help?

Get answers: delib.zendesk.com

Get inspiration: aggregator.delib.net

Get ideas: blog.delib.net

Get educated: delib.net/learn

