**1**

**Create a Planning or Co-design Group**

PowerPoint, Jamboard, MURAL, FIGMA, Google doc, Miro, Zoom breakout, Menti-meter, Social pinpoint, Padlet, Sli-do, Your Priorities, Consul or similar.

**2**

**Name & Brand your PB Process**

Jamboard, MURAL, FIGMA, Google doc, Miro, Zoom breakout, CANVA, Menti-meter, Social pinpoint, Padlet, Sli-do, Your Priorities, Consul or similar.

**3**

**Criteria & Theme Selection**

Jamboard, MURAL, FIGMA, Google doc, Miro, Zoom breakout, Menti-meter, Social pinpoint, Padlet, Sli-do, Your Priorities, Consul or similar.

**4**

**Communications & Marketing**

Posters, word of mouth, CANVA, Facebook, Twitter, Instagram, YouTube, Vimeo, TikTok, Mailchimp, Website.

## Participatory Budgeting through running Online Events

**8**

**Evaluation**

Jamboard, MURAL, FIGMA, Zoom Poll, Google Form, Survey Monkey.

**7**

**Feedback to the community**

Facebook, Twitter, TikTok, YouTube, Vimeo, Zoom recording, CANVA, Instagram.

**6**

**Voting or Consensus**

PowerPoint, Menti-meter, Survey Monkey, Open Active Voting, Consul or similar, Sli-do, Zoom breakout, Zoom poll.

**5**

**Idea Generation & Proposal Development**

Jamboard, MURAL, FIGMA, Google Doc, Word Doc, Miro, Zoom breakout, Menti-meter, Social Pinpoint, Padlet, Sli-do, Your Priorities, Loomio, Consul.

**democratic society**

# Example digital participatory budgeting (PB) process and digital tools feedback

**demsoc.org**

# Example digital participatory budgeting (PB) process and digital tools feedback

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# 2021

democratic society

The Democratic Society Ltd., is a non-profit company limited by guarantee, registered in England with number 5785839.
Registered office 28 Fourth Avenue, Hove.

UK postal address: Melting Pot, Edinburgh

The Scottish Government
Riaghaltas na h-Alba

scdc
scottish community development centre

**1**

# Contents

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As part of our work on digital participatory budgeting in Scotland, we developed a series of resources. This document contains the following:

Further digital tools and digital PB resources not included in this document:

- Digital tools developer workshop recording available here
- FAQ digital PB tools from developers available here
- Resource covering templates and guidance for digital tools to support PB practitioners available here
- Digital PB podcasts/case studies https://audioboom.com/dashboard/4986785
- Digital PB webinar recordings
  - Intro to Digital PB: https://www.youtube.com/watch?v=EyjSpnpIo44&t=401s
  - Voting: https://www.youtube.com/watch?v=u1aNiMDe7U0&t=707s
  - Idea generation & Deliberation: https://www.youtube.com/watch?v=2JfwgUP2Sko&t=819s
  - Planning your PB: https://www.youtube.com/watch?v=MTMgkbMFd9A&t=129s
  - How to be Comms Savvy (session 1): https://www.youtube.com/watch?v=bOvqV8hCD6I&t=27s
  - How to be Comms Savvy (session 2): https://www.youtube.com/watch?v=M6a2i8aP3no&t=566s
  - Security, verification & GDPR in digital: https://www.youtube.com/watch?v=7M4HXTPlNuI&feature=youtu.be
  - Inclusion in digital & design: https://www.youtube.com/watch?v=bEFVU06Kn6U&t=1310s

democratic
society

# An example process for how you could run a participatory budgeting process online

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As part of a community digital PB project working together with SCDC, Democratic Society designed and ran a 'speed' digital PB process or a testing tools and user-journey workshop using fictional scenarios in an imaginary town with our core group of seven community PB practitioners based across Scotland (more information available in the report). The process was based in the imaginary town of 'Whoville' to help communities think through how a PB process could be done online or partly online through using some digital tools to support the process. The tools chosen were free or low-cost and easier to set up and use than some of the more complex tools out there. There was an emphasis in the workshop that it was a speed test PB process, which is not as meaningful, in-depth or as long as you would typically spend on it.

The facilitators (Democratic Society & SCDC) took the role as community organisers whilst the community representatives took the role as citizens or participants and were given a persona to help them imagine being a citizen living in the fictitious town.

- **About Whoville**
- Each community practitioner was given a **persona**

The 'Whoville citizens' took part in:
- A citizen-led steering group to prioritise themes using Google Jamboard
- Deliberative discussion using Zoom breakouts and Google Jamboard
- Idea generation using Padlet, Jamboard, Sli-do, Your Priorities & Social Pinpoint

- Voting in breakouts using Survey Monkey and voting in plenary (all together) using Menti-Meter.

We also touched on proposal development and synthesising ideas and how that could be done collaboratively using various tools such as Google docs, Consul, Your Priorities and Loomio depending on what stage and what kind of development phase you choose to include.

## About community practitioner example digital PB facilitation plan

Below on p.5 is a basic facilitation plan example adapted from this testing tools and user-journey workshop with some instructions on how you could run a process as community organisers and where you could bring in different tools into different parts of the process. Please note in blue text is ideas and further notes for explanation on how you could run a process. We purposefully did not include timings or minutes (left side of the table) as the workshop was ran at 'speed' and therefore you will need to consider how long each section may take depending on the support needs, size of your group and your goals, for instance, you may choose to run multiple events focussed on different 'phases' of the process.

### Design considerations:

- **Purpose & goals.** Before designing your process you need to have a purpose and goal in mind of what you want to get out of it by bringing people together.
- **Recruitment & selection.** How you will recruit your participants- for example, will you have the same participants throughout the process or different groups of people where you could have thematic groups, process for merging of ideas and/or feedback-loops to ensure ideas resonate with people.
- **Support.** How you will support your participants to participate online (*participant guidance packs in the digital PB guide*)
- **Timing.** Planning and timing of the process. For example, when designing the event, how long each section will last or will the process be run over a period of time in your community such as through a series of events.
- **Online & in-person.** If you are using a combination of in-person and online, consider how these two are combined and work synchronously.
- **Merging of ideas.** If you are doing a wider public idea generation phase, consider how you will incorporate these into an event and vice-versa how you will share the outputs of the event to the public.

- **Merging of votes.** If you are doing a wider voting phase, consider how you will incorporate the votes together and how the results of the vote will be shared.
- **Evaluation & feedback.** How you will evaluate the process and capture feedback from people. Did you reach your goal? Was there any learning for next time?

## Tools we explored:

Tools we explored in this testing tools/user-journey workshop that could be used in a live event (but not limited to).

- **Zoom** (breakouts, chat, facilitated discussions, deliberative discussions, presenting, polls)
- **Google Jamboard** (for theme prioritization, idea generation, can also use it for voting/sifting down ideas)
- **Google doc** (for sharing information, proposal development, capturing notes)
- **Social pinpoint** (for idea generation, mapping out the community)
- Padlet (for idea generation, can also use it for voting/sifting down ideas)
- **Your Priorities** (for idea generation, can also use it for voting/sifting down ideas)
- **Sli-do** (for idea generation, Q&A, voting)
- **Menti-meter** (for idea generation, Q&A, voting)
- **Survey Monkey** (for collating feedback, surveys, voting)



**Participatory Budgeting through running Online Events**

**1 Create a Planning or Co-design Group**
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**2 Name & Brand your PB Process**
Jamboard, MURAL, FIGMA, Google doc, Miro, Zoom breakout, CANVA, Menti-meter, Social pinpoint, Padlet, Sli-do, Your Priorities, Consul or similar.

**3 Criteria & Theme Selection**
Jamboard, MURAL, FIGMA, Google doc, Miro, Zoom breakout, Menti-meter, Social pinpoint, Padlet, Sli-do, Your Priorities, Consul or similar.

**4 Communications & Marketing**
Posters, word of mouth, CANVA, Facebook, Twitter, Instagram, YouTube, Vimeo, TikTok, Mailchimp, Website.

**5 Idea Generation & Proposal Development**
Jamboard, MURAL, FIGMA, Google Doc, Word Doc, Miro, Zoom breakout, Menti-meter, Social Pinpoint, Padlet, Sli-do, Your Priorities, Loomio, Consul.

**6 Voting or Consensus**
PowerPoint, Menti-meter, Survey Monkey, Open Active Voting, Consul or similar, Sli-do, Zoom breakout, Zoom poll.

**7 Feedback to the community**
Facebook, Twitter, TikTok, YouTube, Vimeo, Zoom recording, CANVA, Instagram.

**8 Evaluation**
Jamboard, MURAL, FIGMA, Zoom Poll, Google Form, Survey Monkey.

## Example digital PB facilitation plan

| Time | M | Session | Details | Person |
|---|---|---|---|---|
| | | THEME SELECTION & PRIORITISATION PHASE | | |
| *[i.e 12:00 add time and mins]* | *10* | **Theme selection & Prioritisation: Introduction** | **LEAD FACILITATOR:** *(Note for organisers: the lead facilitator should explain at the very start what the event/process is about, an agenda including how long the event will last, expectations from participants, when there are breaks built in and a bit about the community landscape, budget and areas for consideration, you might also want to build in an icebreaker depending on the event)* <br><br> We're going to have a discussion about what we think the priority theme for the PB process should be for this community. For this step, use your own lived experiences and knowledge of living in *(add community)* <br><br> In this step we will have: <br><br> • Facilitated discussions through **Zoom** <br> • Capture notes using **Jamboard** <br> • Prioritising within a group. <br><br> *(Note for organisers: this process can be used as part of a citizen-led steering group discussion, or it can be used if you are facilitating a deliberative approach to PB. This could also be used for developing criteria with people)* | LEAD FACILITATOR *(this person explains the process and is responsible for holding the event)* <br><br> SUPPORT: *(this person/s is responsible for supporting participants with any challenges. They may hold a list of contact information for participants)* <br><br> FACILITATORS: *(amount depending on size of group, you ideally want small groups of 6-7 to ensure discussions can flow)* <br><br> TECH: |

| | | | Your facilitator will guide you through the process.<br><br>*Open breakout rooms* | *(this is the person allocating people into breakout groups, letting people into the meeting and dealing with any technical tasks)* |
|---|---|---|---|---|
| | | Theme selection & Prioritisation:<br><br>Example resources ('Whoville scenario'):<br>&bull; **Group 1 Jamboard**<br>&bull; **Group 2 Jamboard** | **FACILITATORS** to introduce the task.<br><br>&bull; Share link to **Jamboard** in the chat and share your screen<br>&bull; Remind them of the local community challenges/opportunities *(for example, 'Whoville scenario' -slide 1)*<br>&bull; Show them some of the issues already identified *(for example, 'Whoville scenario' -slide 2)* - cluster if needed<br>&bull; Identify any gaps<br>&bull; Invite participants to share their priorities in turn - invite them to do so verbally first, and then to add a post-it on the Jamboard with their names and explain the reason why<br>&bull; Alternatively, they could post in the Zoom chat and you can transfer the text onto the Jamboard.<br><br>&bull; When everyone has shared their priorities, take them through a process of prioritisation - what is the top one that, as a group, they want the PB process to focus on?<br>&bull; Technique 1: Show of thumbs up/thumbs down/in the middle? Like it, live with it, loathe it.<br>&bull; Technique 2: name voting (add name to top priority theme post it).<br><br>At this stage, you could also use a tool like Mentimeter to vote, however we will test that at the voting stage. If you complete the | FACILITATORS:<br><br>TECH:<br><br>SUPPORT: |

| | | | task early, please return to the main room. | |
|---|---|---|---|---|
| | | | *Close breakout rooms* | |
| | | Theme selection & Prioritisation: reflections & discussion<br><br>Example resources:<br>● *(you may have a note-taking template to capture any discussions)* | **LEAD FACILITATOR** hosts a round-table feedback & discussion in plenary - **Zoom** and **Jamboard**<br><br>*(Note for organisers: Depending on the size of the group, here you could bring the different groups ideas together through discussion, reviewing and exploring common ground and any differences between groups. This could also be a space for facilitators to share their groups ideas/feedback or nominate an individual from the group to feedback)* | LEAD FACILITATOR:<br><br><br>NOTE-TAKER: |
| | | **IDEA GENERATION PHASE** | | |
| | | **Idea generation: Introduction**<br><br>Example resources:<br>● **Proposal funding criteria** | **LEAD FACILITATOR- welcome back**<br>We are going to develop some ideas and proposals for *(add local community)* based on the priority themes established that can help you generate ideas.<br><br>We will be going into small breakout rooms with the facilitators to do some idea generation together for the next while.<br><br>*(Notes for organisers:*<br>● *typically there would be a set of criteria for citizens to submit ideas- perhaps set by the citizen steering group. - see example criteria for 'Whoville'.*<br>● *Be mindful that it's important for the criteria to be easily viewable to citizens on a platform or website.*<br>● *Idea generation could be done through a multitude of ways; community mapping tools like* **social pinpoint***, discussions &* | LEAD FACILITATOR: |

| | | | | |
|---|---|---|---|---|
| | | | *deliberation and capturing it through **Jamboard** like from the theme prioritisation, or **your priorities**, **padlet**, **sli-do*** <br> • *Some people can submit ideas online or during the event- you can extend the time that idea generation is open for.* <br> • *You can also generate ideas through deliberation and consensus building)* <br><br> *Open breakout rooms* | |
| | | **Idea generation** <br><br> Example resources used in the user-journey workshop: <br> • **Proposal funding criteria** <br> • **Your Priorities** <br> • **Who's Whoville Social pinpoint mapping tool** <br> • **Group 1 & 2 in same tool padlet** <br> • **Note-taking template** | **FACILITATORS** to run the practical idea generation process with their small breakout groups. <br><br> *(Notes for organisers:* <br> • *This could be run in a multitude of ways but as a first step facilitators could screen-share the criteria and guidelines first- you can use the **example criteria on pg 2 here**.* <br> • *Facilitators should demonstrate how to add different ideas to a digital tool first- you could use: **Your Priorities**, **Social pinpoint, padlet*** <br> • *Facilitators could demonstrate how an idea will be presented on the chosen tool.* <br> • *Facilitators could host a discussion and capture the ideas directly onto the tool/platform chosen or could allow participants to add ideas directly and then have a discussion)* <br><br> *Close breakout rooms* | FACILITATORS: <br><br> TECH: <br><br><br> SUPPORT: <br><br><br> NOTE-TAKER/S: |
| | | Sli-do and reflections <br><br> Example resources: <br> • **Sli-do participant link** <br> • **Note-taking template** | **LEAD FACILITATOR** runs a sli-do idea generation task to gather ideas in an event. <br><br> *(Note for organisers: You could use a tool such as **sli-do** or **menti-meter** and merge similar ideas for citizens to work on them together through proposal development in small groups. Whilst in the* | LEAD FACILITATOR: <br><br><br> SUPPORT: |

| | | | | |
|---|---|---|---|---|
| | | | *background merging the ideas into similar clusters you could bring in local authority or local expertise to present some ideas or strategies in the community and open it up for a Q&A discussion- this means participants can be even more informed when they get to the proposal development phase)* | NOTE-TAKER:<br><br>EXPERT SPEAKERS: |
| | | | **PROPOSAL DEVELOPMENT PHASE** | |
| | | **Proposal Development: Introduction**<br><br>Example resources:<br>● **Criteria for judging/shortlisting google doc**<br>● **Proposal funding criteria**<br>● **Your Priorities**<br>● **Consul Fife Example** | **LEAD FACILITATOR** to explain how proposal development is going to work.<br><br>*(Note for organisers. Again this could be done through a multitude of ways:*<br>● ***Options*** *- You could ask the participants to spend some time individually to complete a task i.e providing a couple of proposals with feedback or you could put them back into breakout groups for discussion to work on some of the proposals together*<br>● ***Idea synthesis*** *- steering group or community would sift down ideas based on criteria. For example, you could screen share a* ***Google doc created*** ***here*** *for trying out proposal development and shortlisting*<br>● ***Feedback on proposals*** *by commenting on them, for example you could screen-share how to* ***comment on or develop proposals****-* ***Your Priorities*** *and provide space for the group to do that.*<br>● ***Co-drafting and commenting could also be done through other various tools****-* ***Google Doc, Loomio, Consul****)* | LEAD FACILITATOR:<br><br>SUPPORT:<br><br>NOTE-TAKER: |

| | | Proposal Development: group discussion and/or feeding back<br><br>Example resource:<br>● **Note-taking template** | **LEAD FACILITATOR** brings everyone back after some time to have a group discussion on proposal development.<br><br>*(Note for organisers: This could be a space to check everyone had enough time to complete the task and how they found it or it could be a discussion about the proposals themselves and going through each one in turn with suggested feedback/development)* | LEAD FACILITATOR:<br><br>NOTE-TAKER: |
|---|---|---|---|---|
| | | **VOTING PHASE** | | |
| | | **Voting: Introduction**<br><br>Example resources:<br>● **Your Priorities**<br>● **Mentimeter** (1593 2495)<br>● **Surveymonkey** | **LEAD FACILITATOR** to explain we are now in a voting phase to vote for the final proposals and projects. Remember to use your lived experience and experiences from the discussions to help you vote.<br><br>(*Notes for organisers:*<br>● *Again this could be done in a multitude of ways; you could run presentations with people presenting their proposals at an online event*<br>   ○ *Live presentations - sharing the tool directly i.e* **Your Priorities**<br>   ○ *Video presentations*<br>● *Run* **mentimeter** *proposal vote- automatic in plenary with support if needed. Instruction: we will all vote on some proposals using Mentimeter in plenary.*<br>● **Surveymonkey***- automatic with facilitator support. Instruction: You will spend X minutes in breakout groups looking at SurveyMonkey. Here you will go through the form and vote for your top proposals. Comment as you go.)*<br><br>*Tech to open breakout rooms (if using small group approach)* | LEAD FACILITATOR<br><br>TECH:<br><br>SUPPORT: |

| | | **Example 1, Voting through SurveyMonkey**<br>● **https://www.survey monkey.co.uk/r/digit alPBwhoville** | **FACILITATORS**<br><br>● Share the link to the voting form in the chat: *(example: add different link https://www.surveymonkey.co.uk/r/digitalPBwhoville this is just an example of the different ways you could set up a vote to show the functionality of the tool, we are not suggesting votes should be carried out one way or another)*<br><br>If anyone needs support, facilitators should share your screen and go through the survey with them.<br><br>*Close breakout rooms* | FACILITATORS:<br><br>TECH:<br><br>SUPPORT: |
|---|---|---|---|---|
| | | **Example 2, Voting through Menitimeter**<br>● **www.menti.com** | **LEAD FACILITATOR** We will try to vote live in plenary.<br><br>*(Note for organisers: You could use different tools to do this including Mentimeter, Slido or Zoom polls.)*<br><br>● Ask everyone to go to the voting link shared in the chat *(example: www.menti.com and enter the code* **1593 2495**. *This has different voting options. Alternatively, use this link: https://www.menti.com/ddhst54cp8)* | LEAD FACILITATOR:<br><br>TECH:<br><br>SUPPORT: |
| | | | **FEEDBACK & EVALUATION PHASE** | |

| | | Feedback & group discussion<br><br>Example resources:<br>● Note-taking template | **LEAD FACILITATOR** to explain we are going into the final discussion. This will be a space to share thoughts, ignite ideas. The focus will be on what you learned, if you have any other steps or ideas to make it more engaging and meaningful for next time.<br><br>*(Note for organisers: if you have any learning outcomes or feedback you would like from participants for example if it's been a useful process for them, you can host a discussion here in plenary or in breakouts to ask some of these questions)*<br><br>*Tech to open breakout rooms* | LEAD FACILITATOR OR FACILITATORS<br><br>TECH:<br><br>SUPPORT:<br><br>NOTETAKER/S: |
|---|---|---|---|---|
| | | Feedback & evaluation<br><br>Example resources:<br>● feedback survey i.e poll, survey monkey or google form | **LEAD FACILITATOR**<br>● Ask for any last questions.<br>● **Share Feedback survey.**<br>● Outline next steps *(for example, any further phases, what will happen with the results and how participants can stay involved)*<br>● Thank you and goodbye. | LEAD FACILITATOR |
| | | | Team debrief | |

Please contact annie@demsoc.eu for more information or support

**13**

# Digital tools air-table- what it is and what it is being used for

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[Air-table](#) is an online database tool that can be used to collate and share information. For this purpose, we developed a digital tools air-table resource with feedback from PB stakeholders and community practitioners in Scotland on some of the tools they had used.
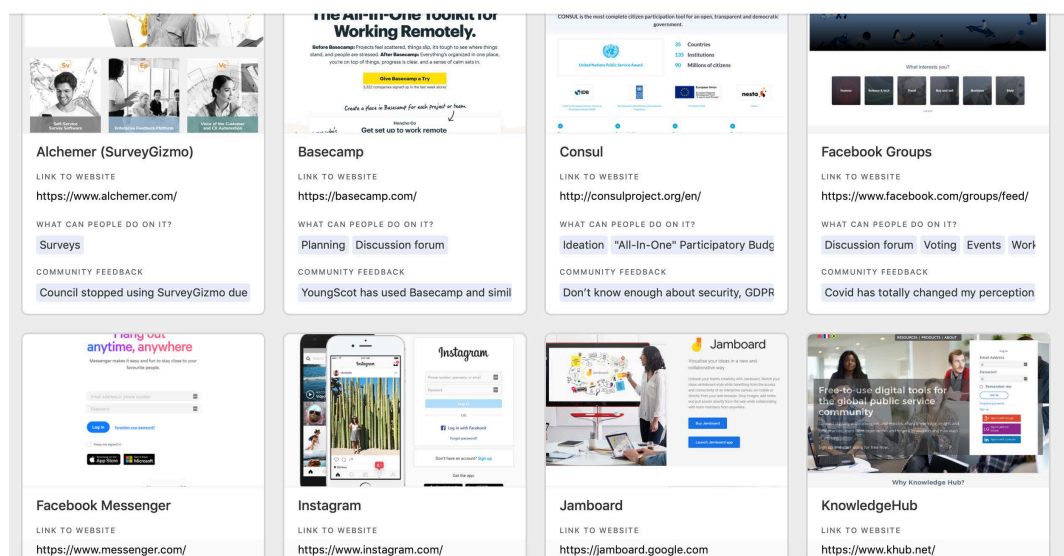


The idea is that digital tools are continually being developed and adapted, making a written digital tools appraisal resource insignificant after a certain period of time. The digital tools air-table resource is open, public and people all over the world will be able to add their own feedback on the tools making it an on-going, inclusive, more meaningful resource. As hosts and moderators of the tool, Democratic Society will have back-up versions if anything 'goes wrong' such as deleted information or inappropriate feedback, which we recognise as a possibility in a public domain platform. Anyone going into the air-table can see up to date information on what people have said about the digital tools, make informed decisions and can add feedback as they use tools for their own participatory budgeting or civic engagement processes.

If you need help on viewing, using or adding feedback to the digital tools air-table please contact [alex@demsoc.eu](mailto:alex@demsoc.eu) and/or [annie@demsoc.eu](mailto:annie@demsoc.eu)

# What people told us about digital tools

Below is a summary of the digital tools feedback we collated from PB stakeholders and community practitioners to explore which tools are working. To simplify the summary - as there are a large quantity of tools that exist - we categorised these tools into the following:

- **'All-in-one' PB platforms** which are purpose built PB platforms that tend to allow more than one thing, for example ideation, voting and other civic engagement features such as debates or community mapping. A lot of these tools can be very similar in functionality and choices are often made based on the design-ease, purpose of the process, look of the tool or cost such as it being open-sourced or whether support is included in the cost.
- **Ideation tools** are tools that allow lots of people to share ideas, and usually allow some way of commenting or indicating support for other people's ideas.
- **Voting tools** are tools that enable online voting. Verification, transparency, anonymity, and security are key features for this. There can be quite a lot of difference between different voting tools. It's important to strike the right balance between these considerations, cost, and the ease of participating in your process.
- **Tools with an event focus** are typically lower cost or free and can be easier to set up and use than the bigger 'all-in-one' PB platforms which require more design thinking, dissemination, and moderation. You might also use these tools in smaller groups at an event (in-person or online) and so would require less moderation on them but may require some 'back-end' work by pulling out and sense-making the information collated from them.
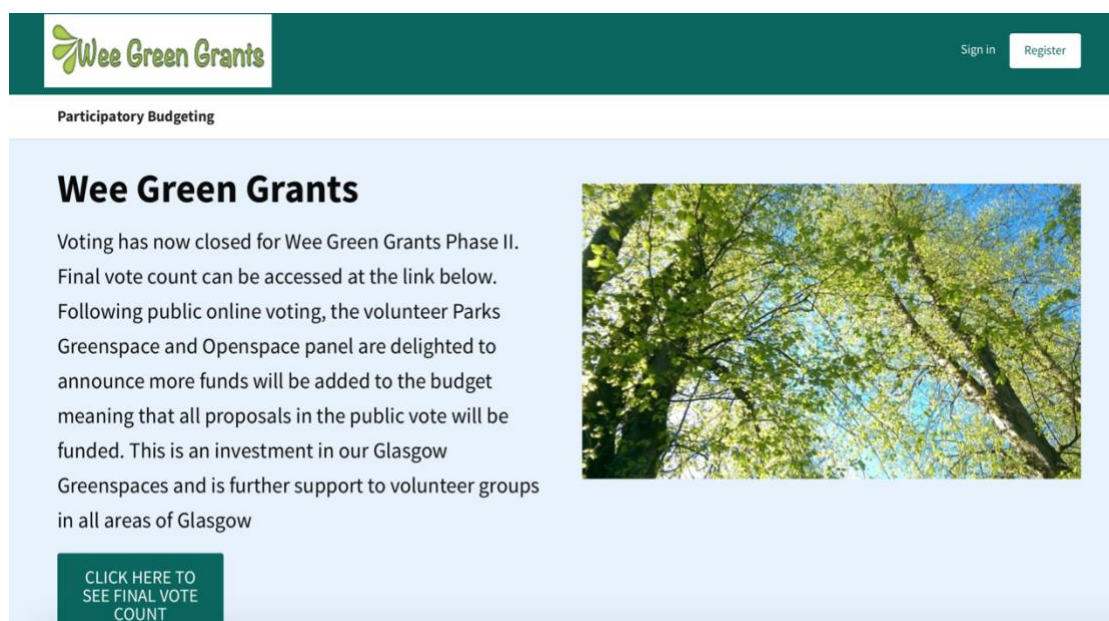
It is important to note that a lot of these tools have category crossover and can be used for more than one purpose. This is where design and knowing the purpose of your process is important to think through before choosing a tool.

You will also find more tools which are not listed below in the digital tools air-table. The air-table will also be 'on-going' and publicly accessible meaning feedback gathered in this will be more up to date.

# 'All in one' PB Platforms

These tools allow both ideation and voting in purpose-built PB platforms, for example ideation, voting and other civic engagement features such as debates or community mapping. A lot of these tools can be very similar in functionality and choices are often made based on the design-ease, purpose of the process, look of the tool or cost such as it being open-sourced or whether support is included in the cost.

## Consul



### What does it do?

- Ideation, Voting, Works on Mobile, E-Petitions / Support-only voting, Commenting & feedback, Decision-making, Written deliberation
- A complete PB platform. It allows participants to submit ideas, comment on each other's ideas, and take part in a final vote.
- Voting works through 'knapsack' voting, where you allocate the budget available between the projects you want to fund.
- Consul also has other features available, such as submitting proposals and taking part in debates

### How much does it cost?

It's an open source tool, meaning anyone with the right skills can freely use and adapt the code to set this up themselves. It is free, however you would need to set up and host the tool yourself.

## Where has it been used?

Madrid and a majority of Scottish Councils have set up Consul, are using it or would like to set it up in the future as part of the national pilot tool for local authorities in Scotland.
- Glasgow community: Wee Green Grants
- Dumfries & Galloway
- Stirling
- North Ayrshire
- Fife

## What community organisers and participatory budgeting stakeholders told us

+ Easy to use as a participant, clear tabs lead you through to spaces for debate, proposals and resources.
+ Highly configurable for administrators, enabling them to plan out the participatory budgeting process.
+ Feedback is collated and presented back in a manner which helps assess results.

- Requires regular moderation of online discussion forums by practitioners.

– Consul has a relatively steep learning curve for practitioners who're just starting to use it.
– Some practitioners might require training or support to use Consul, and are afraid of using it without support as it requires a dedicated server with associated costs.
– Overwhelming detail at times for participants, sometimes too much to digest.
– Page labels can't always be easily customised by practitioners due to coding issues, which can create accessibility barriers for participants and take practitioners' time away from planning and coordinating.
– Lacking some functionality such as geolocation, and postcodes of participants aren't always recognised, particularly those in remote or rural areas.
– Accessibility and exclusion challenges such as Consul not working with participants' hotmail email addresses.

## Links to more information

- A short video intro
- Consul website
- Consul support question & answers
- Podcast with Miguel Arana Catania, Consul developer
- Podcast with Andrew Fox, North Ayrshire local authority who set up Consul

Consul user video guides
- [How to register on Consul](#)
- [How to create a proposal on consul (subtitles)](#)
- [How to change the look of your site on Consul](#)
- [How to send notifications to citizens on Consul](#)

# Decidim
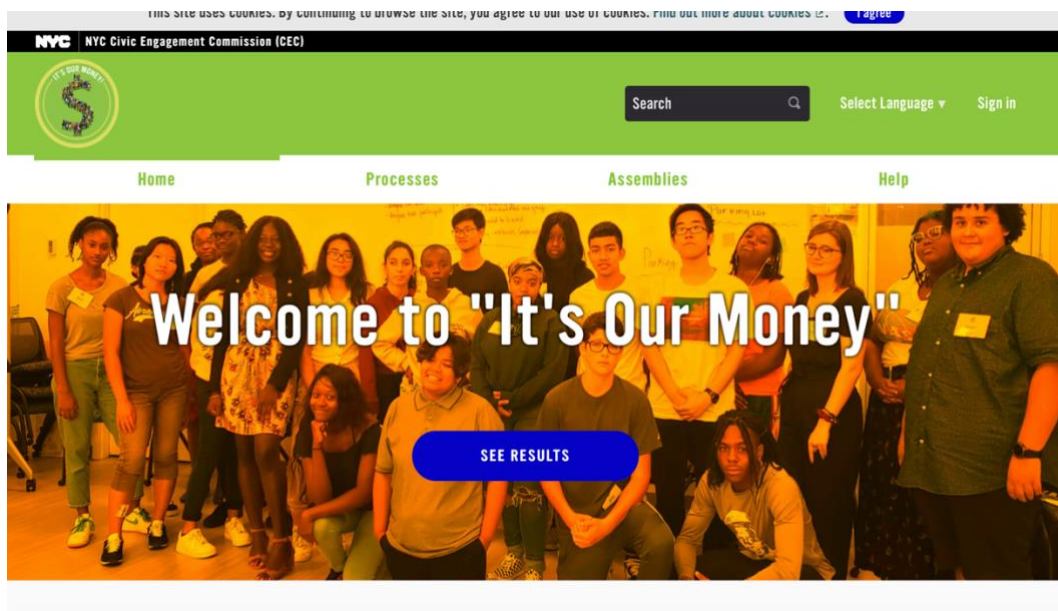


## What does it do?

Open-source participatory democracy tool for cities and organizations.

## How much does it cost?

It's a free open source tool, meaning anyone with the right skills can freely use and adapt the code to set this up themselves. It is free, however you would need to set up and host the tool yourself.

## Where has it been used?

**18**

- [New York](#)
- [Barcelona](#)
- [Helsinki](#)

## What community organisers and participatory budgeting stakeholders told us

+ Straightforward for practitioners to set up and free to use.
+ Has the variety of tools built-in that would be required for a robust participatory budgeting process.
− Lack of support, tutorials and demos online makes using more voting features difficult. Practitioners might require training in order to start using it.
− Might be overcomplicated for a community organisation looking to deliver a straightforward PB process.
− Test site doesn't provide enough information to make a fair assessment of its potential usefulness for communities' particular needs.

## Links to more information

- [https://decidim.org](https://decidim.org)

# Participare

Active Proposals | see all



| #004 | #010 | #005 | #002 |
|---|---|---|---|
| Big Family Food Garden | M-PACT Musselburgh - Parent and Child Together | Wallyford P7 Transition Programme | The Big Impact Project - Thai Boxing for the Community. |
| Musselburgh | Musselburgh | Musselburgh | Musselburgh |
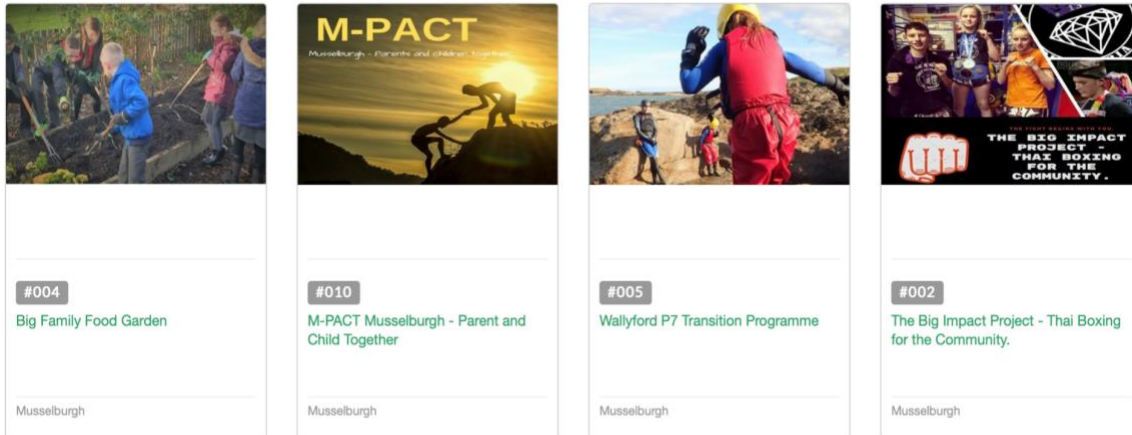
## What does it do?

Participare is a tool which provides a do-it-yourself like participatory budgeting platform with idea generation, commenting and voting functionalities.

## How much does it cost?

For community groups with up to 500 participants it's free, though they will not provide support within this. After that they normally charge £2,500 per year for 3 budgets and 10,000 participants. However, they are willing to offer different pricing to make it available to community groups.

## Where has it been used?

- Musselburgh, Scotland
- Crieff, Scotland
- Dumfries & Galloway Council

## What community organisers and participatory budgeting stakeholders told us

+ Registration helps reduce the chances of double voting occuring. Good control for practitioners during this process, e.g. uploading a list of which postcodes should be allowed to take part in a local PB process.
+ Good branding options available for practitioners.
+ Easy to upload images and documents to create posters for project proposals.
+ Setting up voting was fairly straight forward.
+ Easy to gather feedback and voting results from participants, accessible process for practitioners.
+ Flexible platform.
+ Good for transparency.
+ Works well alongside a paper-based process for those with accessibility needs, with admins uploading verified paper votes.

• Might require training to use, as how the postcode security and verification set-up process works isn't immediately obvious.
• Greater, faster tech support for smaller community groups working on tight timescales was on the wishlist of some practitioners before they'd be comfortable using this tool. This also requires funding.

− Learning curve, as the "back-office" side of Participare takes learning to use.
− Local Government sometimes considered security of the tool not tight enough during previous processes practitioners had run.
− Cumbersome and slow for users to register and to switch between viewing different projects to vote, which several practitioners said put participants off.
− Bugs which caused registered users to be thrown out of the tool, putting them off participating.
− Templates can't be easily customised.
− Didn't work very well on mobile.

## Links to more information

• [Website](#)
• [Participare support question & answers](#)
• [Podcast with Cesar Silva- Participare developer](#)

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# CitizenLab
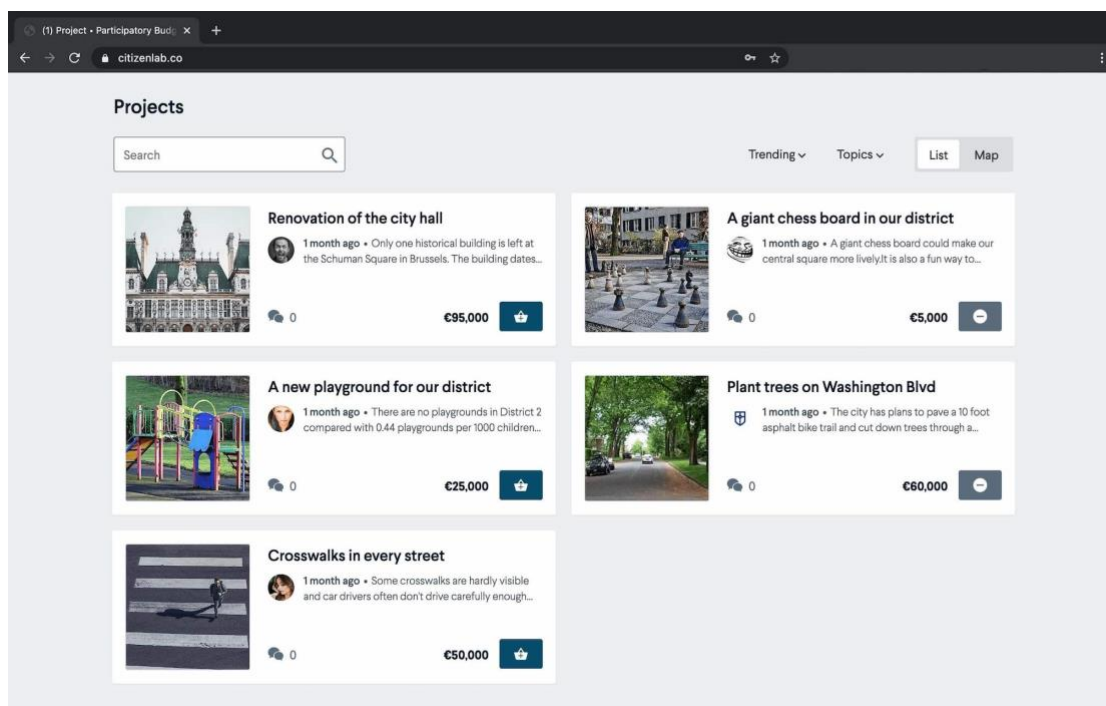


| What does it do? |
|---|

A comprehensive paid (and partly open source) engagement platform, which includes modules for ideation and knapsack voting.

| How much does it cost? |
|---|

Pricing is a little complicated. Their 'essential' package is cheapest, with different rates for different size orgs. The cheapest option (for an org with under 5 employees) would be: £2,000 a year, plus £500 set-up.

However they've recently made the code for this package open source, so anyone with the right skills could set-up and host this themselves.

For more detail on pricing: https://www.digitalmarketplace.service.gov.uk/g-cloud/services/338312553726793

| Where has it been used? |
|---|

Case study of the platform used for PB in a Chilean commune.

What community organisers and participatory budgeting stakeholders told us

+ Straightforward to set up and edit ideas and proposals.
+ Easy to add images, location and documents.
+ User-friendly layout and menus.
+ Simple to use voting for participatory budgeting.

- Can hold lots of information so this would need to be kept in mind when setting up for members of the public to avoid overwhelming people.
- Might require additional user guides and training for new administrators and practitioners.

- The price is viable from a local authority perspective, but perhaps not for stand-alone community organisations. Community organisations would need to rely on local authority taking the lead, depending on overall budget availability.

Links to more information

- You may also request your own demo here: https://www.citizenlab.co/request-demo
- https://www.citizenlab.co/platform-online-engagement-toolbox

# D21 or Participation 21

## Participatory decision-making

Better communication with your volunteers, donors, partners or target group.

## Voting at competitions and other events

Improve voting using intuitive platforms and elaborated methods.

## Surveys and data collection

Plan a strategy using relevant surveys

## What does it do?

- D21, is a participatory budgeting platform, formerly Democracy 2.1, is a voting system allowing participants to choose multiple options as well as cast negative votes for the unfavorable in order to reflect a wider range of preferences compared to single-vote polls. In doing so, D21 results illuminate both points of consensus and points of controversy.

## How much does it cost?

The price depends on the format of cooperation and can be discounted or free however TSI Moray had to pay even though non-profit organisation.

## Where has it been used?

You Choose 2, 3 and 4 - tsiMORAY https://vote.d21.me/en/info/tsimoray

## What community organisers and participatory budgeting stakeholders told us

- + Easy to upload images and create projects for users to view before and during voting.
- + Relatively secure and robust.
- + Participatory budgeting practitioners said the D21 platform enabled them to include a larger number of voters.

- • Lots of features to use depending on your resource and capacity to balance alongside in-person voting processes and video-call discussions.
- • Need basic training to use the platform, a device to access the platform, wifi connection

- – Balancing accessibility with registration and voting was a challenge for some participatory budgeting practitioners using D21. They couldn't find an ideal solution to ensure the process was totally secure and robust through using registration and voting codes.

## Links to more information

- https://www.participation21.com/cities-solutions/

# Ideation Tools

These are platforms that allow lots of people to share ideas, and usually allow some way of commenting or indicating support for other people's ideas.

## Your Priorities



### Music and Movement at North Argyll House, Oban

The project consists of weekly music and movement sessions for all the residents of our care home. The project will bri...

♡ 39   ▢ 3   ⊘ 0

### Master Builders: Lego and Creative Construction Club

We wish to start a Lego and Construction Club for children in and around Oban. We are looking to provide an inspiring sp...

♡ 34   ▢ 29   ⊘ 0

### Making waves in marine science at Mull Aquarium

Mull Aquarium wants to engage the next

### ARDCHATTAN COMMUNITY ENGAGEMENT PROJECT

Ardchattan Community Council works hard to

## What does it do?

An 'idea generation and deliberation' platform. It allows large numbers of people to share ideas and comment on each other's ideas. Comments are limited to points for or against other ideas to try and keep discussion constructive. You can also 'like' and

'dislike' other ideas. Ideas can be plotted on a map, and you can include images and video. There is flexibility to change which features are used when it's set up.

## How much does it cost?

It's an open source tool, meaning anyone with the right skills can freely use and adapt the code to set this up themselves.

But they also offer free hosting and basic support for non-profits or governments. If you want more support than this there are paid options. (Find out more through the 'Get started' page below)

## Where has it been used?

- Reykjavik
- [Argyll and Bute council](#)
- Frome Town Council
- Fife council
- More [case studies here.](#)

## What community organisers and participatory budgeting stakeholders told us

- \+ We like this tool and are planning to use it this year to build on the Open Active Voting element we have been using for 2 years.
- \+ It gives everyone in the community an opportunity to raise and share ideas out with the grant making process. Ensuring that we can capture all of the ideas from all corners of the community.
- \+ The interactive 'liking' of ideas and ability to comment adds a little discussion and debate and also connects community members who share ideas/challenges. It gives the whole community the opportunity to get involved in more of the process - voting to shortlist ideas before voting to fund.

- We did not get feedback for the community on how easy they found it to use.
- Funding to pay for hosting or someone with great technical and coding expertise to build the platform from the Open Source data.

- − It needs someone with great coding expertise. We found people with the skills needed in Ubuntu and Rails very hard to come by (even our IT company couldn't help with the Open Active Voting build). So in our experience it isn't free!
- − It wasn't free for us- we had to pay £300 to cover basic support, as the £eith Chooses PB process was not funded by Scottish Government.

- We found the binary for / against format of the commenting was a bit too 'black and white' and would have preferred an 'open' field for people to make neutral or more detailed comments.
- We felt that it would be too labour intensive for our small voluntary team to monitor and adjudicate commenting 24/7 to ensure inappropriate entries got removed timeously.
- We found it frustrating that so much of it was based on 'fixed' templates that we could not alter. Some aspects of its design seemed needlessly cumbersome.

## Links to more information

- Try it as a participant by visiting our demo: https://yrpri.org/group/657
- https://www.citizens.is/
- A guide to getting started
- Podcast with Róbert Bjarnson, Your priorities developer

# All Our Ideas



## What does it do?

This is very different to traditional forms of PB ideation but may give an interesting way of gathering ideas and seeing what the community thinks about these.

A 'wiki survey' that uses pairwise voting - you are shown two ideas and say which you prefer. You are also able to add your own ideas. This gives an unusual way of finding out what the community prefers, from ideas they have suggested.

## How much does it cost?

Free. It has been set up by a group of academics and you are able to create your own wiki survey that they host. In return they use the data as part of their study.

The code is also open source, so with the right skills you could set it up yourself.

*Please note GDPR aspects would need checking.

## Where has it been used?

We haven't seen examples of this within PB, though their blog lists some examples of it in use, such as re-designing a park in New York City.

## What community organisers and participatory budgeting stakeholders told us

- + It offers the opportunity to engage with people starting with more than a blank page which can be difficult and intimidating for some people.
- + It could be a starter for deeper discussion and deliberation about various ideas.
- + Practitioners saw the potential for using it as part of their existing processes.

- More suited to mainstream co-production than grant making participatory budgeting.
- Design and process needs to be considered. For example, a process of collating ideas from the wider community or community research outlining priorities.

- – It may seem narrow to some users.
- – Wouldn't be a standalone solution to making funding decisions.

## Links to more information

- Test it out as a participant by visiting: https://www.allourideas.org/
- https://www.allourideas.org/

# Social Pinpoint
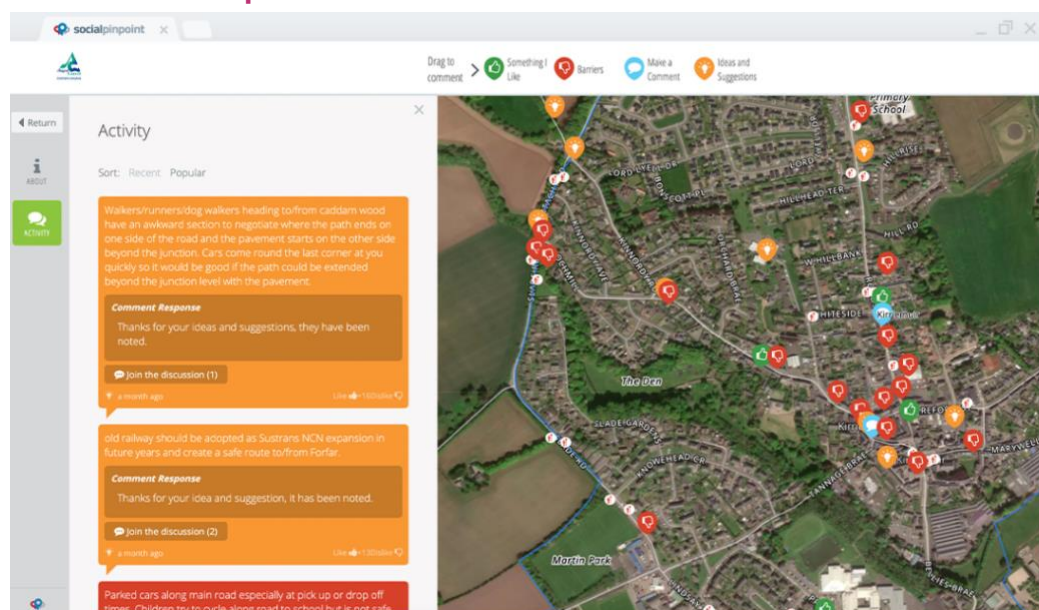


## What does it do?

A comprehensive engagement platform - it features an 'ideas wall', a detailed map for plotting ideas, and simple or knapsack style PB voting.

## How much does it cost?

'Starter', an annual subscription that just allows one e.g. ideas wall or map, is $2,110 (though have been offered a 10% reduction for community groups).

'Small team', an annual subscription that allows 2-6 projects, is $5,730 (have been offered a 20% reduction).

## Where has it been used?

Case studies: https://www.socialpinpoint.com/projects/

What community organisers and participatory budgeting stakeholders told us

+ Easy to navigate and set up project pages.
+ Easy to add links and pictures.

## Links to more information

- https://www.socialpinpoint.com/product-engagementplatform
- Getting Started/Site Navigation
- How to Build an Ideas Wall
- How to Build a Map

# Dialogue
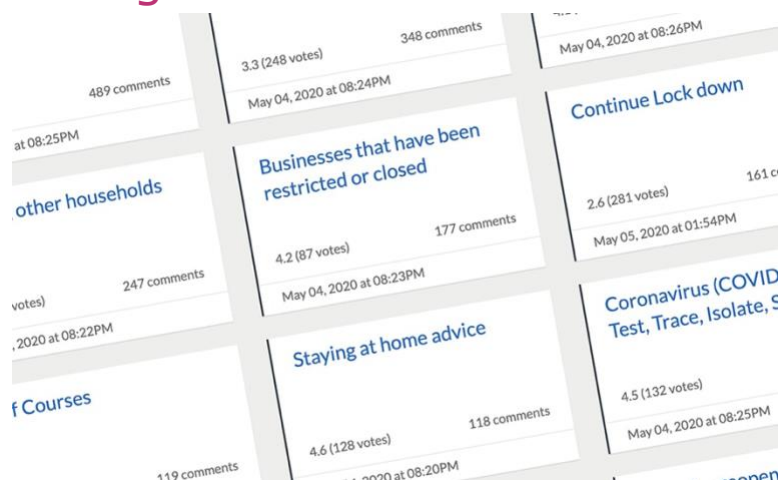


## What does it do?

An idea generation platform as part of Delib/Citizen Space where you can submit ideas, comment and indicate support for ideas. You can also edit which of these features are available.

## How much does it cost?

Cheapest option is £4,995 per year.

## Where has it been used?

- [Scottish Government](#)
- [Wales assembly](#)

## What community organisers and participatory budgeting stakeholders told us

+ Simple, clear website design. Easy to select topics and ideas are clearly laid our within each topic.

• Funding would be a must, as well as coming up with plenty of topics for people to submit ideas on.

- Price, as other platforms offer similar functionality at a cheaper rate, but if you had the funding it is extremely user friendly.

## Links to more information

- Test it out as a participant by visiting the following demo site: [https://uk-sandbox-17.dialogue-app.com/](https://uk-sandbox-17.dialogue-app.com/)
- [https://www.delib.net/dialogue](https://www.delib.net/dialogue)

# CMNTY

## What does it do?

A data collection platform designed for insights professionals that want to conduct qualitative and quantitative research using a single solution. It allows you to run an infinite number of studies across different research methodologies and get quick text and rich media results. Features include:

- Video & audio for group sessions
- Polls, whiteboard, chat
- Challenges & Mood Boards - participants can add ideas or solutions, you can start with a discovery challenge followed by an ideation challenge. Let participants vote on the best ideas and use them as a base for follow-up challenges.
- Run public discussions to allow participants to respond to each other. Mask a discussion to obtain unbiased responses before participants can engage together.

## How much does it cost?

https://www.cmnty.com/pricing/plans.
Advanced plan (including Focus module* which allows video calls and whiteboard)
€1.399 / month (based on a monthly contract)
€1.149 / month (based on an annual contract)

Enterprise plan (including Focus module*)
€3.199 / month (based on a monthly contract)
€2.649 / month (based on an annual contract)
*max. 6.000 attendee minutes

## Where has it been used?

N/A

## What community organisers and participatory budgeting stakeholders told us

- + Wide range of features meaning you could incorporate a lot of different aspects of a project through this such as past participatory budgeting events, current votes, news on upcoming events as well as a general website all rolled into one.
- + User-friendly site.
- + Easy admin setup for practitioners with basic IT skills.
- + Site produces great user stats in a simple, presentable way.

- A great starting point for a third-sector organisation's website, easy to adapt as the project goes.

- Price is difficult to understand depending on your needs, and would need to be clarified to apply for funding.

- Site design can feel a bit overwhelming but this may be due to the current labels, such as "Focus" and "Journal". If these were more recognised user-friendly terms this could be a great asset.

## Links to more information

- Website: www.CMNTY.com
- Contact: Meggy at CMNTY available for support or further questions: meggy@cmnty.com or +31 (0) 40 340 0440



# Loomio

## What does it do?

Primarily this is a tool to help teams 'discuss, decide and collaborate' online. Basically it's a forum in which participants can comment on threads, or (if enabled) start their own threads. You can also set up polls.

You can keep groups private or make them public. Participants will either have to be invited or ask to join.

This could possibly be adapted to ideation and voting, but could also be used as part of other forms of collaboration around a PB process.

## How much does it cost?

Loomio Starter, unlimited members and discussions - $US 199.00 per year or $US 25.00 per month. https://www.loomio.org/upgrade/712398

Also offer a lifetime subscription for $199.00 for community groups with no paid staff. https://www.loomio.org/upgrade/712398?pay=community

Loomio is also open source.

## Where has it been used?

- https://blog.loomio.org/

## What community organisers and participatory budgeting stakeholders told us

+ Simple tool to set up for a practitioner. This would be very useful in relation to collaborating and deciding on projects, with the ability to set up sub-groups helping to organise this.
+ Reasonable cost for community groups of £199 one-off.
+ User-friendly and easy to use. Simple enough to meet diverse community needs and a wide range of skill levels.
+ Simple, easy to use voting option for polls and decision-making.
+ Most recent threads can be viewed in a sidebar to help keep up with activity.

● The demo trail does not allow access to test all areas.
● Might be best used as one tool among several during a participatory budgeting process. For example, Loomio might be more suited to the development period during which practitioners need to facilitate a conversation, than during the voting period of a PB process.

− Voting functionality might not suit a PB process, unless all you're aiming to do is offer a straight single choice between projects, as opposed to voting for more than one.
− Might be challenging to set up for those with less digital experience.

democratic
society

- Test it out as an admin: They offer a 30 day free trial. You can sign up on their site: https://www.loomio.org/

- https://www.loomio.org/

# Tools with an event focus

As tested in our user-journey workshop above you might use tools directly in your PB event depending on what phase you are at i.e discussions, idea generation, or voting. These tools are typically lower cost or free and slightly easier to set up and use than the bigger 'all-in-one' PB platforms which require more design thinking, dissemination and moderation. You might use these tools in smaller groups at an event (in-person or online) and so could require less moderation on them but may require some 'back-end' work by pulling out and sense-making the information collated from them.

## Google Jamboard
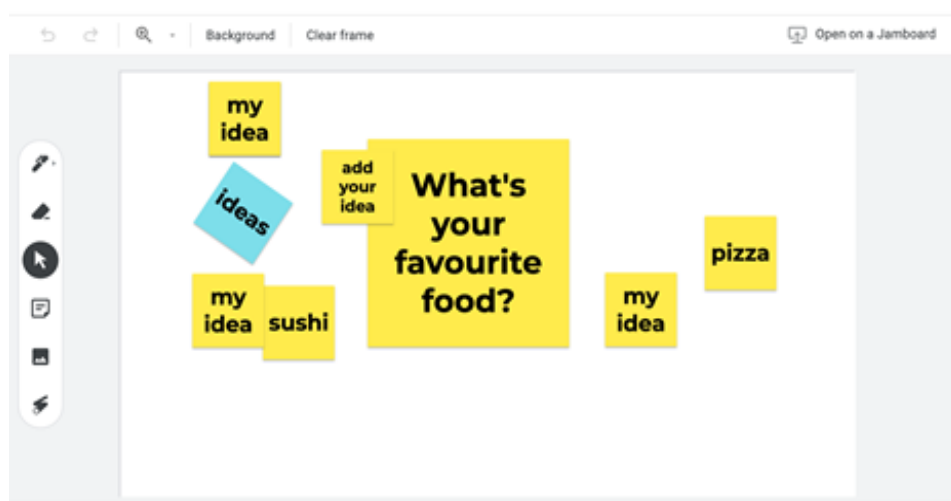


What does it do?

Jamboard is a virtual interactive whiteboard that can be used collaboratively to mind map and share ideas.

You can add 'sticky-notes' or ideas by clicking on the left-hand side on the tools panel and a sticky note will appear like this.
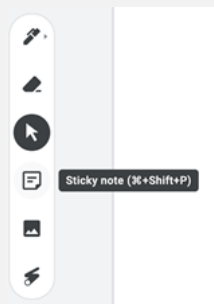


You just need to type in your idea and click save. You can also change the colour at the top of the note or size of the sticky-note by stretching the corners once you have saved it. To get out of the sticky-note, just click cancel, then you can move your note around on the board.
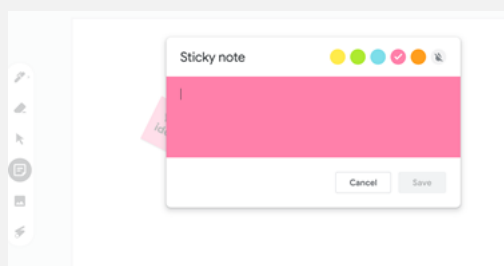


You do not need to sign up, similarly with google docs, this is a publicly open accessible tool so anyone with the link can access and edit. You won't need to sign up to use any of the Jamboards*.*

## How much does it cost?

It's free.

## Where has it been used?

- Scotland Citizen Assembly
- Scotland Climate Assembly

## What community organisers and participatory budgeting stakeholders told us

+ Easy and quick to use. It helps people make sure they can share their ideas and thoughts and see that they have been captured.

+ If participants can get to grips with it, it doesn't rely on a notetaker or someone else's words.
+ It's free.

− Like all tools, it's how it is used, sometimes Jamboard can distract from a discussion, it can be useful to give time first to discussion and making sure folk know what's asked or expected i.e. clarify the question and have some discussion, then use Jamboard to capture key points, giving time to both voice and notes.
− After the session, someone has to go away and type up and make sense of what people have shared on their virtual post-its.

## Links to more information

You can click into or copy and paste this Google Jamboard link into your chosen web browser here and try out the exercise:
https://jamboard.google.com/d/1F1kTBdZ9SzZS1uCly4hSsmVEToSS_LBu5EKGI67QVmU/viewer?f=0
Jamboard help page

# Padlet
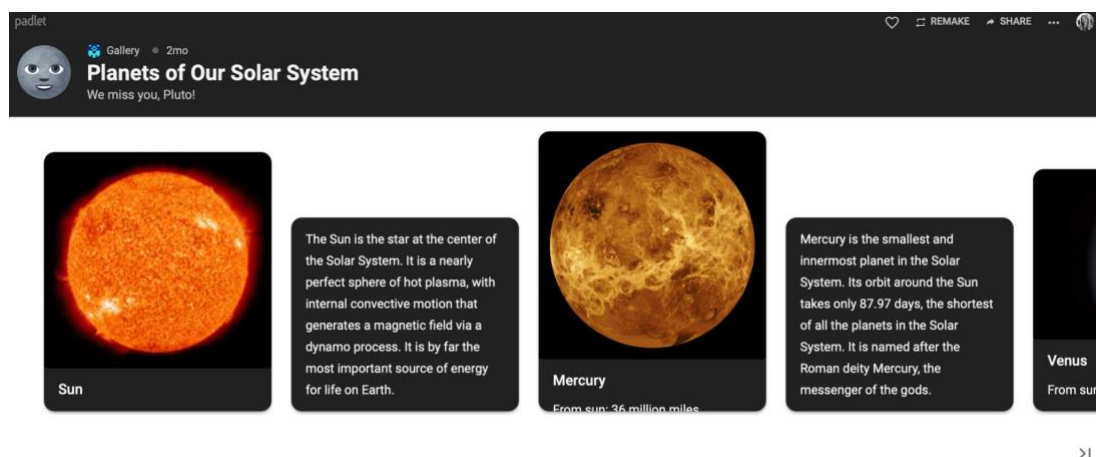


## What does it do?

• This digital notice board is able to feature images, links, videos, and documents, all collated on a "wall" that can be made public or private. Padlet allows you to insert ideas anonymously or with your name.
• It's easy to use and very handy. Whoever has the Padlet board opened on their smartphone or computer, can see what's on it and what everyone is writing.

## How much does it cost?

Basic plan:

- Free
- 3 padlets only
- 10MB files only
- Standard support

Pro plan:

- £8 per month
- Unlimited padlets
- Priority support

- Folders

## Where has it been used?

- Used by SCDC in events

## What community organisers and participatory budgeting stakeholders told us

+ Similar to Pinterest with a visually-engaging layout, only more private.
+ A great way to share links to information and other things going on!
+ Gives the advantage of sharing links rather than just buzzwords like other platforms.

● Primarily suited to sharing information, rather than gathering feedback or doing votes, so would need to be used alongside other tools.

− Not as easy as other platforms for event-related settings such as Menti-meter.
− Not that accessible for groups of members interested in having a discussion together.

## Links to more information

- You can set up your own free account https://padlet.com/auth/login by clicking sign up or test out a pre-made board here https://padlet.com/rockthelab/Demo
- https://en-gb.padlet.com

# Google docs



<div style="background-color: gold;">
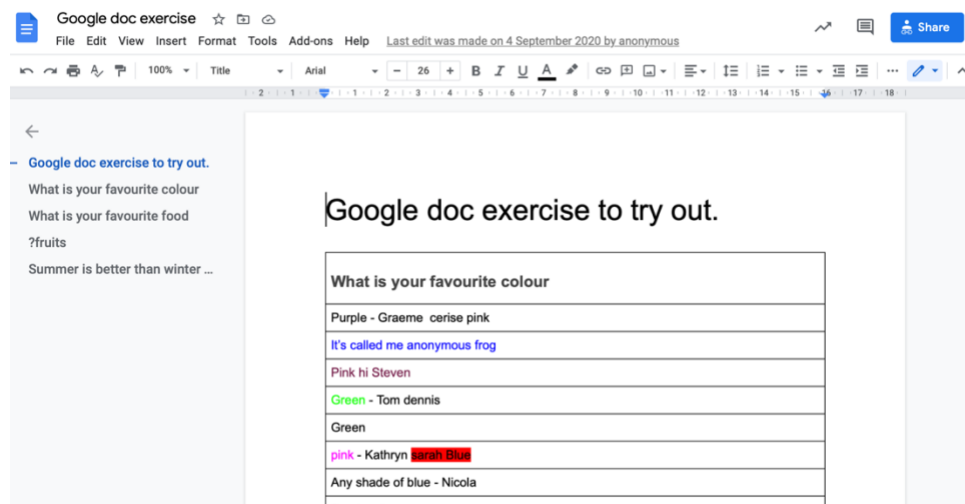
## What does it do?

</div>

Google docs are commonly used for writing purposes and they're a great way to create and edit text documents right in your web browser—no special software is required. Even better, multiple people can work at the same time, you can see people's changes as they make them, and every change is saved automatically.

## How much does it cost?

It's free.

## Where has it been used?

- Scotland Citizen Assembly
- Scotland Climate Assembly

## What community organisers and participatory budgeting stakeholders told us

+ Good as an option to consider when working collaboratively on a document.

− Making sure permissions are set and others are signed in and people can access docs together is a bit cumbersome.
− Less suited to PB processes as a go-to tool.
− Would be difficult to keep up with if you have an event with lots of content

democratic society

changing throughout at the same time. It would be a lot of work to assign a doc to each attendee or small group.

- You can click into or copy and paste this Google Doc link into your chosen web browser here and try out the exercise:
-  https://docs.google.com/document/d/1GO0F9bT8xQQ03RfA41sz466vgTVomwu_-8KifN7sWCA/edit#heading=h.reigolp0c5dd
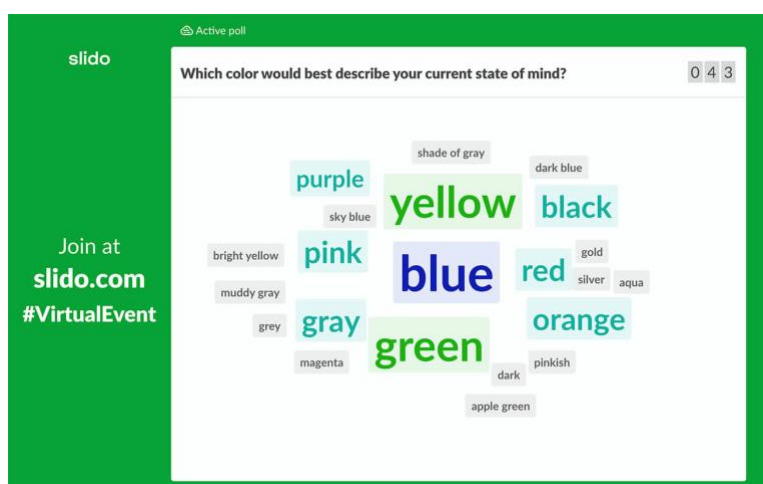
# Sli-do



## What does it do?

Slido is an easy-to-use Q&A and polling app
- Live polling
- Live Q&A
- Live question & answer
- It can be used by people not in your event if they have the code- you can decide how long the link stays open for.

## How much does it cost?

Free plan:
- Up to 100 participants
- Unlimited Audience Q&A
- 3 polls per event

Engage plan (£8 per month):

- 1 user included
- Up to 200 participants
- Unlimited polls and quizzes
- Basic privacy options
- Data exports and more

## Where has it been used?

- Democratic Society have used it during events (AI panel event) and at citizen assemblies (Adur & Worthing)
- tsiMORAY - Join the Dots

## What community organisers and participatory budgeting stakeholders told us

+ Participants can submit questions for a presenter live whilst they were presenting or prior to the live event, which makes it easy to see the thoughts of many people at once.

− Distracting to have a presenter and participants paying more attention to the screens in front of them than the other people in the room, seeing many people's thoughts at once without time for meaningful discussion might not always be such a good thing.

## Links to more information

- Website: https://www.sli.do

## Menti-meter

## What does it do?

- Create interactive presentations & meetings, wherever you are
- Use live polls, quizzes, word clouds, Q&As and more to get real-time input - regardless if you're remote, hybrid or face-to-face
- It can be used by people not in your event if they have the code- you can decide how long the link stays open for.

## How much does it cost?

Free plan:
- + Unlimited audience
- + Unlimited presentations
- + Up to 2 question slides
- + Up to 5 quiz slides

Basic plan (£8,99 per month, billed annually)
- All Free features
- plus+ Unlimited questions
- + Import presentations
- + Export results to Excel

## Where has it been used?

- Scotland Citizen Assembly
- PB workshops; YoungScot have used it
- North Ayrshire council used it for voting
- Your Voice Your Choice used it for voting at Speyside event - really simple
- tsiMORAY sometimes used within forums/networks

## What community organisers and participatory budgeting stakeholders told us

- Fun, simple and straightforward to use, including for voting.
- Simple to build presentations and walk through the process and learning in action with participants.
- The ability to add in GIFS and images is great, and makes it a bit more current and fun, and also tailored to the audience.
- Works well on mobile phones.
- Interactive and felt quite engaging.
- Transparent voting. It limits votes and shows results in real time.

+ Ability to control the speed and movement through the presentation and votes as a presenter which is ideal.
+ Adaptable - good for use within a live online event, or a live in-person event at key points. Less intrusive than for example using Sli.do throughout a whole event.

- Could be used alongside a live meeting perhaps via Zoom, so it would still be possible to interact and hear from people while using this platform.
- Might suit using multiple devices. For example, voting on a smartphone while seeing the results on a computer screen alongside a meeting such as Zoom.

- Not accessible to everybody. Might require some onboarding of participants in order to enable them to access it and know how to use it, though this is less to do with the platform and more about digital skills and access to the necessary hardware.

## Links to more information

- Website: https://www.mentimeter.com

# Voting Tools

Tools that enable online voting. Verification, transparency, anonymity, and security are key features for this. There can be a lot of difference between different voting tools. It's important to strike the right balance between these considerations, cost, and the ease of participating in your process.

**43**

# PB Stanford



| What does it do? |
| --- |

An open source voting tool. It allows several different ways of voting, including 'knapsack' voting, where you split the fund between different projects to vote.

They don't offer any support, so it's something you can use if you have the skills to set it up and host it.

| How much does it cost? |
| --- |

Open source, though would need setting up and hosting

| Where has it been used? |
| --- |

You can see a list of US cities who have used the platform through the link on their homepage: https://pbstanford.org/

What community organisers and participatory budgeting stakeholders told us

+ A good fit for community organisations. Well laid out, clear, intuitive and makes the budget available and what you have spent very clear.
+ Good layout, with a left and right panel, where the left highlights the projects you have chosen and the right displays the projects and voting. This clear layout and ease of use is what is needed to engage the wider community.

- More information on testing the site
- Access to the instruction for setting up the different examples provided

- N/A

## Links to more information

- https://pbstanford.org/

# Google Forms



## What does it do?

- Google Forms is a survey administration software included as part of the free, web-based Google Docs Editors suite offered by Google.

- The service also includes Google Docs, Google Sheets, Google Slides, Google Drawings, Google Sites, and Google Keep. Google Forms is only available as a web application. Google Forms is now a full-featured forms tool that comes free with your Google account.
- You can add standard question types, drag-and-drop questions in the order you like, customize the form with simple photo or color themes, and gather responses in Forms or save them to a Google Sheets spreadsheet

## How much does it cost?
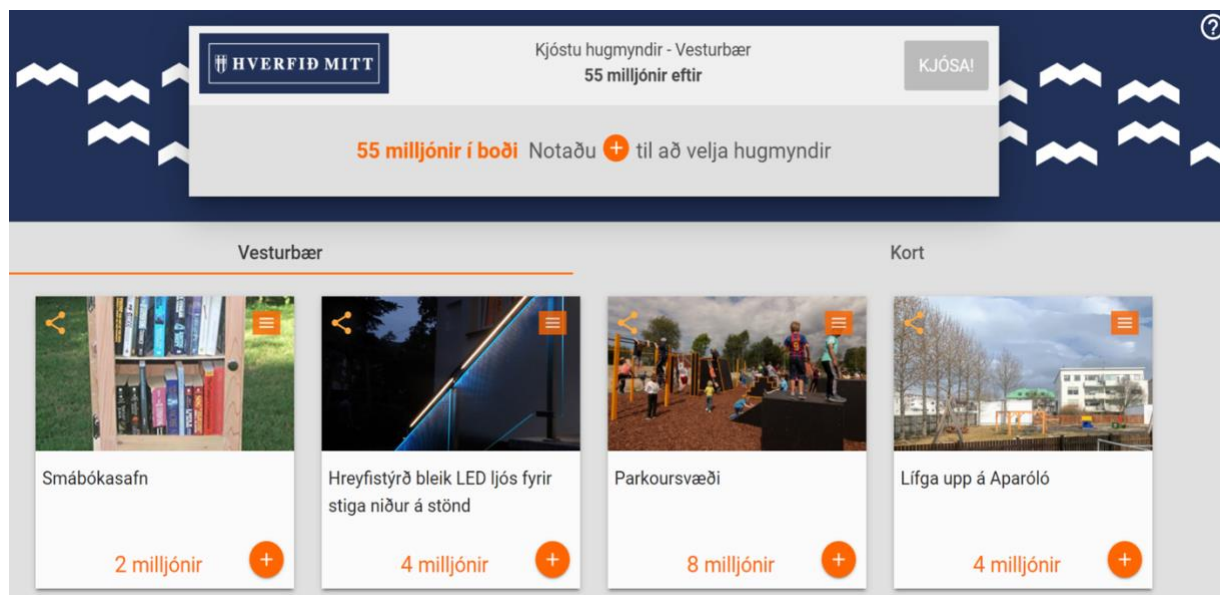
It's free.

## Where has it been used?

N/A

## What community organisers and participatory budgeting stakeholders told us

N/A

## Links to more information

- https://support.google.com/a/users/answer/9302965?hl=en
- Using Google Forms to Create Ballots
- https://www.google.co.uk/forms/about/

- Test it out as an admin:**https://docs.google.com/forms/u/0/**

# Open Active Voting



<table>
<tr><td style="background-color:#c0297a; color:white"><strong>What does it do?</strong></td></tr>
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An open source PB voting tool, featuring knapsack voting where you divide the budget between projects you want to support. It is provided by Citizens Foundation, the same not-for-profit that runs Your Priorities.

**How much does it cost?**

It's an open-source tool. They offer a package for getting it set-up, pricing available online. The normal price of this is £15,100. They have offered substantial discounts for smaller organisations in the past, normally working with a member of their IT team (they previously charged £2,500 for a community in Scotland).

<table>
<tr><td style="background-color:#c0297a; color:white"><strong>Where has it been used?</strong></td></tr>
</table>

- Reykjavik
- New Gorbals in Glasgow

What community organisers and participatory budgeting stakeholders told us

+ Easy to use intuitive tool which makes it engaging and easy for wide public use.
+ Clear layout with easy graphic choices which is more likely to entice participants to complete their votes.
+ Useful regional maps, which given the potential set up cost could be shared between areas and chosen from such a map.

● More information on the self setting up or how this could be achieved on a collaborative basis, with a paid setting up given the high cost in relation to local voluntary community groups.

- Set up price is extremely high for a community group, placing it out of the reach for some. May be more viable at a national or collaborative level where a setup cost could be absorbed between many partners.

## Links to more information

● [Presentation about Open Active Voting](#)
● [Citizen Foundation website](#)

# Survey Monkey



## What does it do?

SurveyMonkey is online survey software that helps you to create and run professional online surveys, quizzes, polls.

## How much does it cost?

[Plans and pricing](#)

## Where has it been used?

- You Choose (not for You Choose 2, 3 or 4) but brought in as a solution to provide an alternative to voting events at the request of participants

## What community organisers and participatory budgeting stakeholders told us

+ Useful when looking for feedback on a short number of questions or points, and/or for anonymously providing feedback on preferences.
+ People can contribute when it suits them.
+ Could be useful for capturing feedback after an event.
+ A good tool for collecting information. Easy to set up a project and clone similar data collection surveys.

- Does the job. A reasonable temporary solution for some practitioners, but not as suited to a PB process as something like D21. It may still have its uses as one tool among several in a PB process.

- People can find it off-putting if there's too many questions, wouldn't suit every aspect of PB
- Definitely not appropriate for selecting preferences or voting on a large number of projects,
- It can be very dry and not good if you need to give out a lot of information along with your questions.
- People switch off at the sight of surveys, so perhaps not really fit for purpose for some things.

## Links to more information

- Test it out as an admin, you can sign up for your own free account here: https://www.surveymonkey.co.uk/user/sign-up/?ut_source=homepage&ut_source3=megamenu
- https://www.surveymonkey.co.uk/

democratic society