



Cheshire West and Chester Council

How Cheshire West and Chester Council Created Community Connections in Unexpected Ways

Fully Digital

community-connecting engagement solution

A Variety

of engagement tools in one place

Quick

two-week implementation process

Data-rich Insights

drive informed decision-making

OVERVIEW

With a focus on creating connections between community members, organizations, and partners, Cheshire West and Chester Council chose EngagementHQ to help them create community connections in unexpected ways.

SITUATION

Selecting an Online Engagement Platform

Aware of how important public consultation is to community projects, Cheshire West and Chester Council members selected EngagementHQ and launched a game-changing communications platform for their community called Participate Now, where community members could get involved according to their individual interests and preferences.

SOLUTION

Personalized, Intuitive, and Adaptable

Because EngagementHQ can be personalized and adapted to suit their unique needs, it met the council's criteria beautifully. Staff members were pleased with how quickly they were able to get their online engagement site up and running. The software hosts a range of dialogue tools that sit in an open environment and allow for creative engagement.

IMPACT

Capturing Community Spirit

EngagementHQ inspired conversations, transformed how Cheshire West and Chester Council offered digital consultation, and efficiently managed incoming data and insights from participants. With EngagementHQ, the council has been able to create community connections, reach people where they are, hear from them readily, and analyze and report on what they've heard all in one place, building trust and transparency within their community.

MUST HAVE SOLUTION

EngagementHQ

"For us, it was about moving away from lengthy online surveys, and thinking about doing things in a more engaging way to understand people's views and ideas."

- Anna Miller, Research Team Manager at Cheshire West and Chester Council