

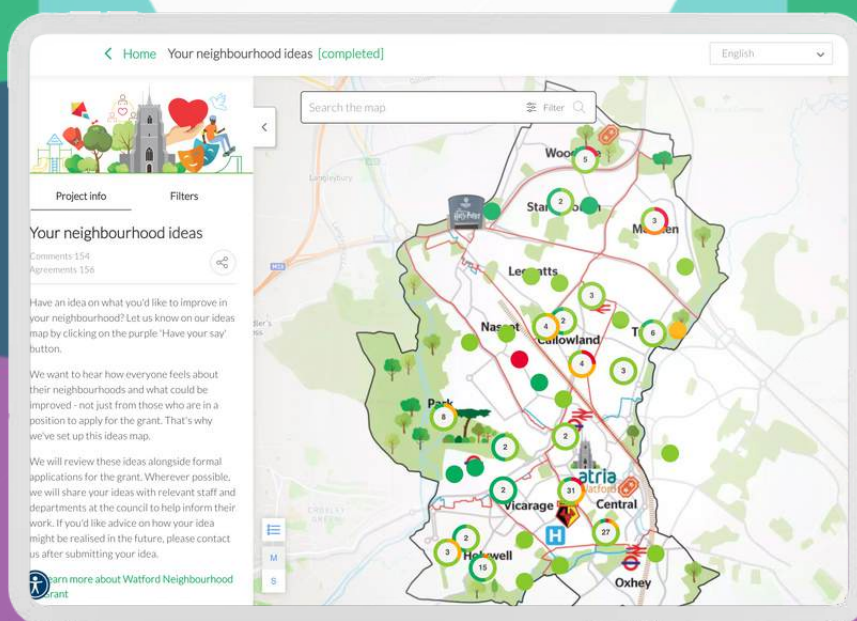


SERVICE DEFINITION

 **POWERING POSITIVE PARTICIPATION**

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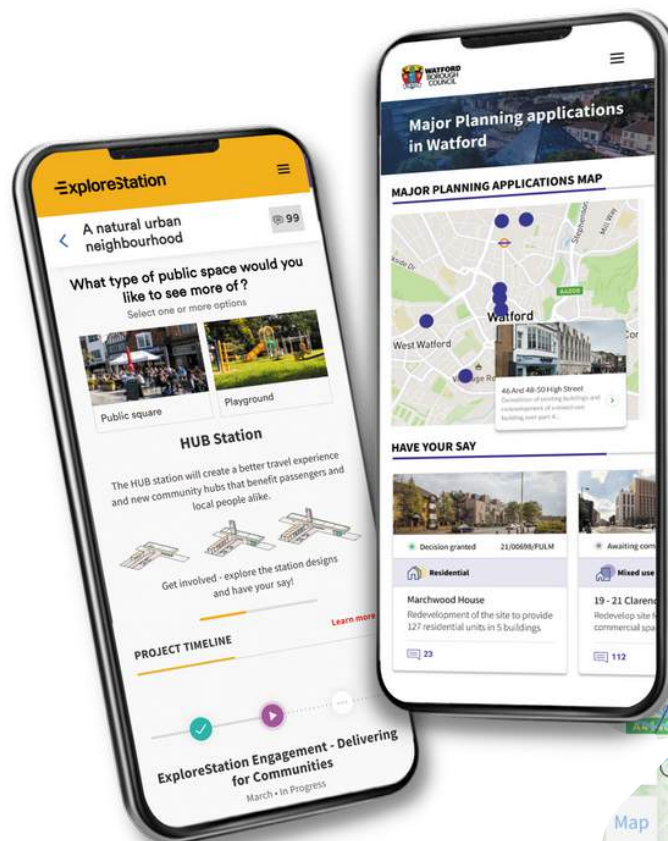
ABOUT US

Commonplace is the UK and Ireland's most advanced solution for community engagement and co-design. We are leading the way globally with a data-led community sentiment mapping, survey and communication solution.

We have developed a proven methodology to do this which has been used on over 2,500 projects, by six million people. We offer a cloud-based application together with support and advice on using digital technology in public engagement. **Our mission is to foster positive participation.**

We are purpose-led with a belief that by creating positive impact we will also achieve commercial success. We do this by:

- **Facilitating a shared understanding of needs between our customers and the community. We do this as early in the project as possible**
- **Capitalising on the strengths of digital tools to create trusted conversations**
- **Generating constructive collaboration that reduces projects risks and increases mutual value**



OUR SERVICE

Commonplace is an online community engagement platform. We help our clients to engage with more of their community members and collect their ideas to help make better places. Commonplace will provide its websites for a specified license period of **12, 24 or 36 months**. We offer single project and programme licenses as well as departmental and corporate-wide, unlimited use licenses.

The Commonplace platform will help you:

- 1. Gain a shared understanding of community priorities:** The conversations we facilitate give you robust insights into collective community needs.
- 2. Reach a broader and balanced audience:** Town Hall meetings are attended by a small number of people. Commonplace attracts a greater number of people under the age of 40 than is expected from the local demographics

3. Make better decisions by building

trust: Commonplace helps generate trust through an open, honest conversation that helps you to understand what they like about our town centre and what they'd like to see improved. It is also a popular and useful communication platform for sending out news and animating conversations. It has assisted us in promoting a sense of local identity and in building trust through Commonplace's openness."

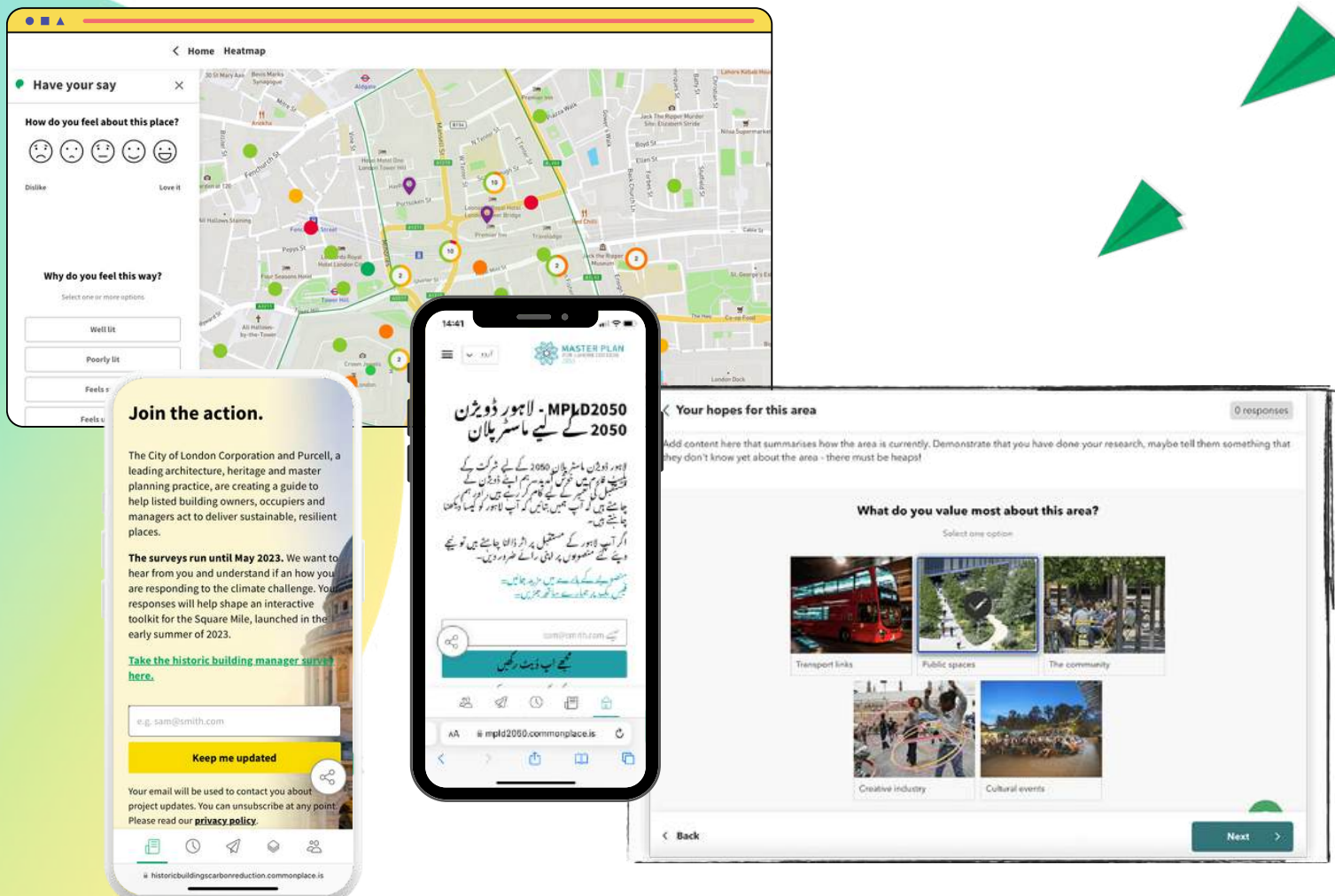
Deborah Efemini, London Borough of Lewisham



COMMONPLACE PLATFORM FEATURES & FUNCTIONALITY

Platform features. The Commonplace platform is an integrated suite of modules and tools that you can assemble in seconds to create a bespoke engagement experience:

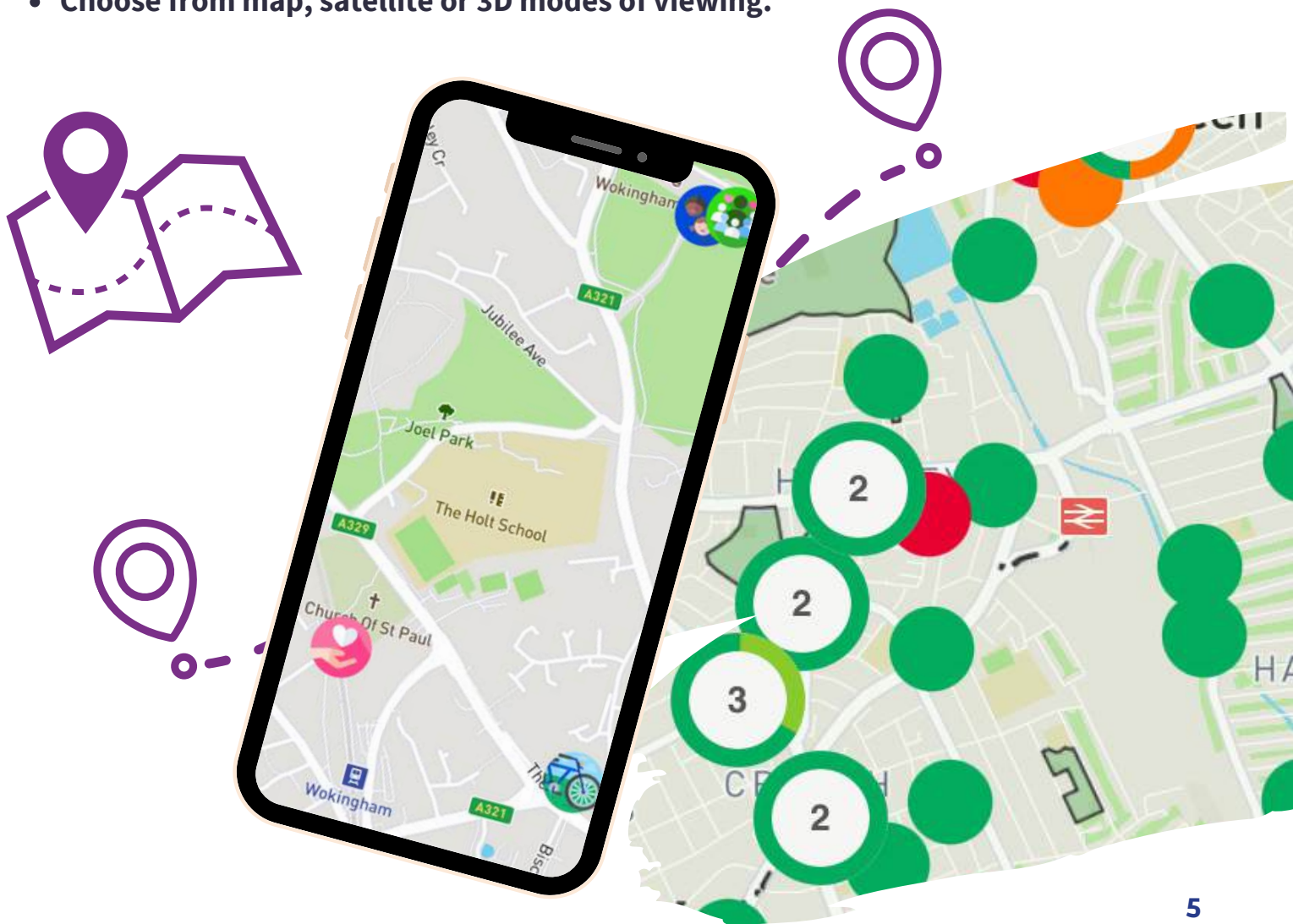
- Accessible mobile-first experience for any web-connected device. We support screen readers and other accessibility features
- Fully customisable content, questions and demographics data collection
- Application-specific templates and tools that enable you to get up and running quickly
- Customisable look and feel to reflect your brand
- A range of co-design tools to collaborate with your community



The News Feed is part of every Commonplace site. As an administrator, you can post updates that include text, images and video. Everyone who has signed up (or is a participant on that Commonplace) receives a notification email.

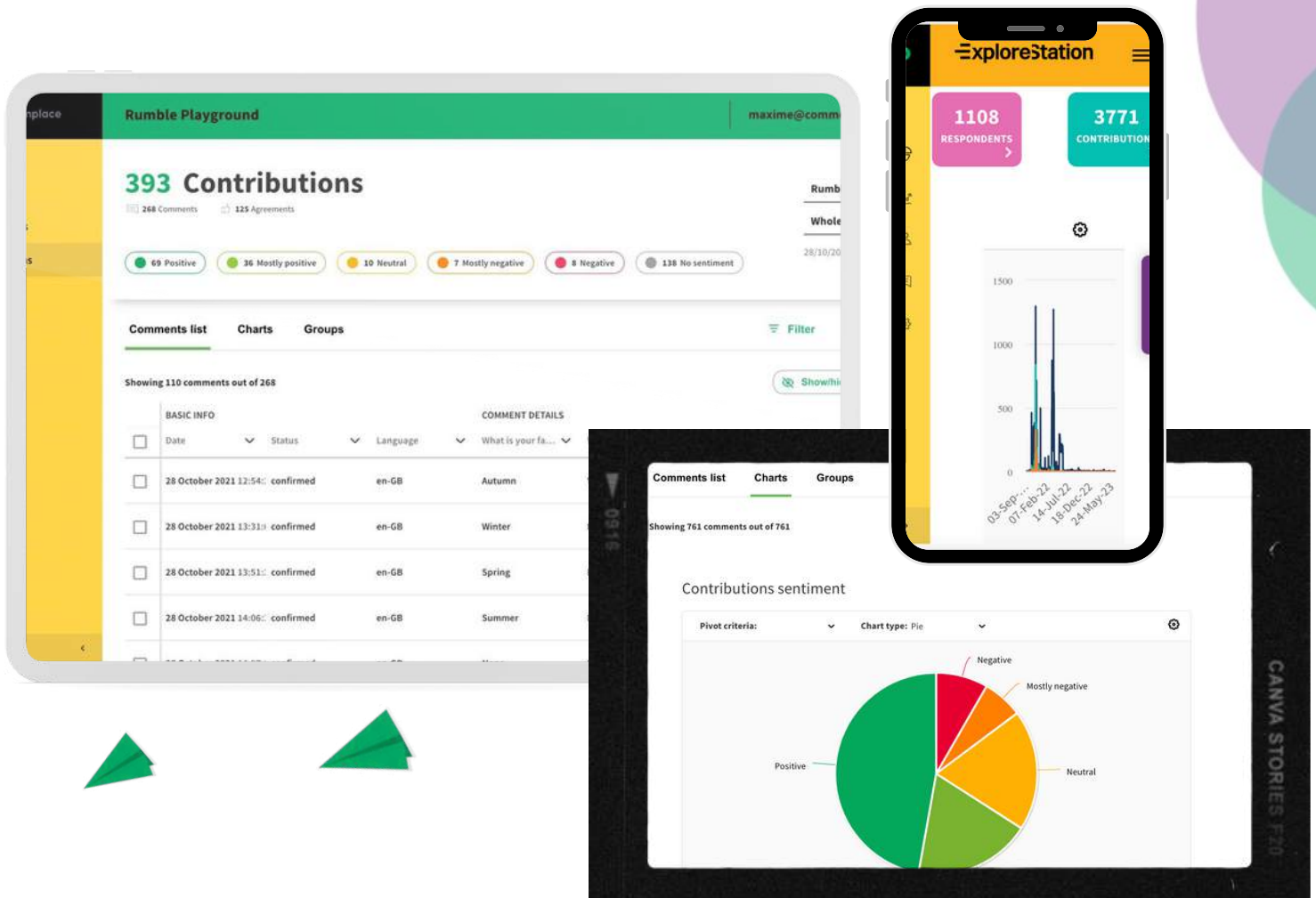
The Community Heatmap module gets people talking about a place. It enables people to map issues, respond to routes, see how proposals fit into an area and make suggestions. When someone drops a pin on the map, they answer a series of customisable questions that can include the full range of survey question types. The map encourages people to add their own comments or to agree with other comments they read on the map.

- **Collect citizens' views, sentiments and ideas about an aspect or aspects of a locality, such as transport and infrastructure, regeneration or public realm.**
- **Typically used during pre-planning to understand needs, to show where plans will affect an area on a map, and for evaluation of a place or area after the project is implemented.**
- **Choose from map, satellite or 3D modes of viewing.**



The Customer Dashboard is a powerful analytics & reporting engine to make your job easier.

Every Commonplace comes with a dashboard that shows a graphical summary of headline numbers; who has participated; and what they have said in response to the engagement.



Because users tag their own comments, most of the analysis is automatic. This cuts down time for analysing text comments.

- **Multi-variable filtering** lets you analyse at the granular level, for example: people who live in a certain postcode.
- **Dashboard charts** can be downloaded for use in written reports.
- **For team members with less time to review performance in depth**, the dashboard overview page summarises responses across the whole community hub.
- **All pseudonymised data** including filtered datasets can be downloaded as csv files.

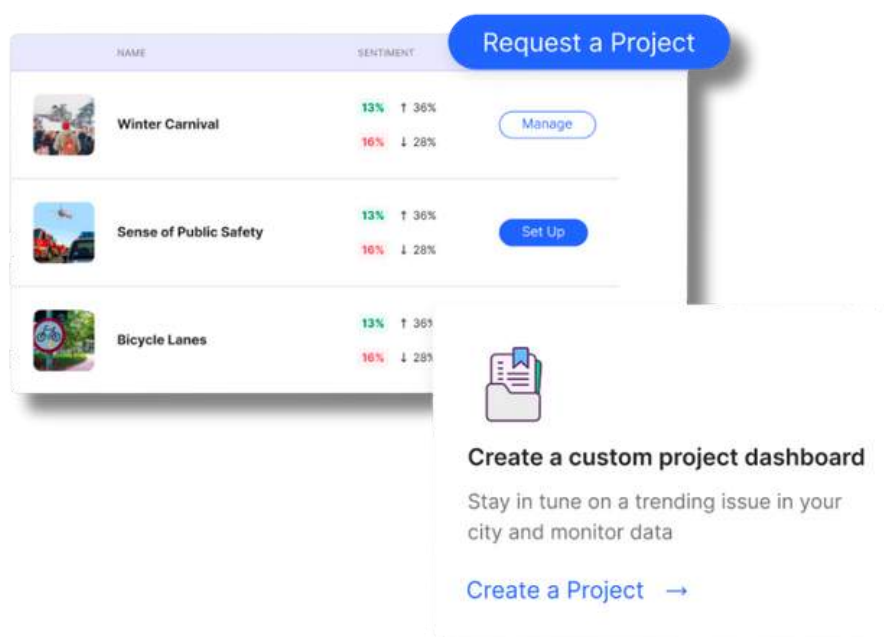
ORGANIC: PLACE-BASED SOCIAL LISTENING

Understand the relevant conversations residents are having across publicly available sources, including social and digital media channels.

Included in the package IS best-in-class coverage of social media, online news and publicly available outlets:

- Unlimited coverage of official sources
- Self-managed coverage of unofficial sources
- Smart anomaly alerts
- Custom dashboards and reports
- Tailored analyst Insights
- Publishing and social media management
- Multiple accounts & channels
- Social media analytics
- AI-generated content

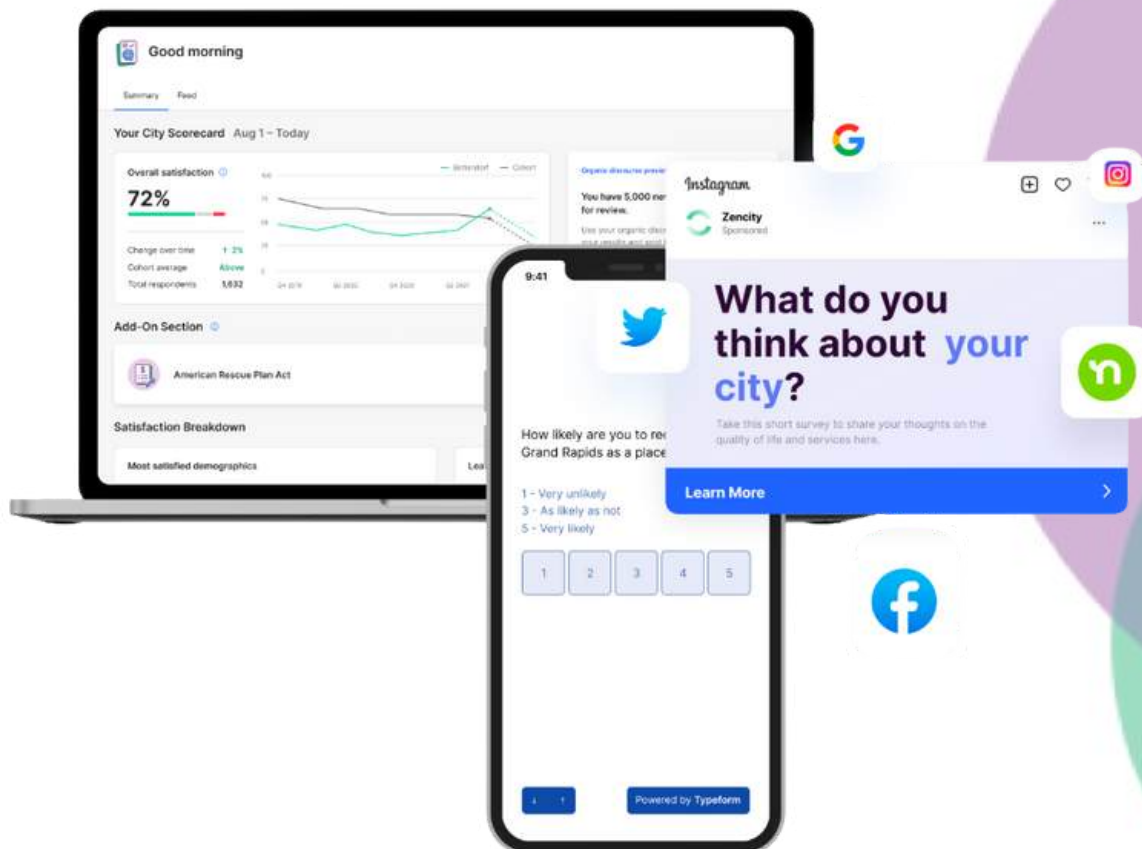
Insights are purpose-built to provide you and your executive teams with the information to make informed decisions, beyond relying on a vocal minority of voices through traditional channels.



COMMUNITY SURVEYS

Hear from more residents with always-on, digital benchmarking surveys designed by data scientists to be accessible, representative of your community, and statistically sound.

- Community Surveys aim to address the main challenges that cause traditional government surveying to be inefficient and ineffective including:
- Full service distribution
- Always on 24/7 dashboard
- Compiled and representative on a monthly, quarterly or 'one time'
- Unlimited translations of questions
- Customised questionnaire
- Analysis of open ended responses
- Designed reports that are digestible by stakeholders



BLOCKWISE

Blockwise is an always-on, representative survey that tracks KPIs on trust, safety, and community priorities over time, and it is particularly suited to law enforcement agencies. Know what's working, hear from the entire community, communicate with policymakers and community stakeholders. This realtime feedback is then displayed in easy-to-utilise dashboards and reports. Blockwise uses geo-targeted digital advertisements to recruit survey respondents, tracking survey representativeness in realtime to ensure alignment between the sample and the actual population in a given area by race, age and sex. The resulting data is both methodologically rigorous, and timely.

Impact:

Improve Performance

Enhancing agency performance in the modern era includes improving community perception with the same rigor with which we track and reduce crime. Accurate and up-to-date data is required to evaluate and adjust agency performance to keep driving success.

Better Deploy Resources to Top Resident Concerns

In a world of limited resources and personnel, agencies must ensure that they are putting their efforts towards the initiatives, tactics and strategies that actually move the needle with the public. Blockwise data on the public's priorities and satisfaction allows your agency to focus resources where they are needed most, evaluate the effectiveness of policies and interventions, and deliver more of what works.

Satisfy Accreditation Requirements

Surveying communities is not a new concept to law enforcement – it has been recognized as a best practice by accrediting bodies, including CALEA (Standard 45.2.2.) Rather than merely meeting an accreditation standard, Blockwise surveys save the labor and distraction of design and administration and ensure that the results are methodologically sound, and actionable beyond checking a box.

BLOCKWISE

Demonstrate Transparency and Engagement

How can agencies engage with the public as a whole, to include hard-to-reach communities? Utilising best practices to evaluate the public's perception of the agency and understand the community's priorities provides inclusion and increased transparency.

Align Practice with Resident and Policymaker Demands

Ensure that dialogue with policymakers and community leaders is more constructive, solution oriented, and fact- driven by centering the conversation on high quality data on community perception. Our tools allow an agency to collaborate with policymakers and community members to solve community priorities, instead of merely debating what those priorities are.

Change Culture

We know how to reinforce results in reducing crime, but without data it is hard to reinforce positive results in building trust, making community members feel more safe, or their priorities better addressed. A data driven culture enables building a culture that rewards and reinforces the type of behaviour that we all want to see from our agency and its personnel.

EXPERIENCE SURVEYS

Enable residents to provide feedback on local services immediately following an interaction.

Accessible feedback channels

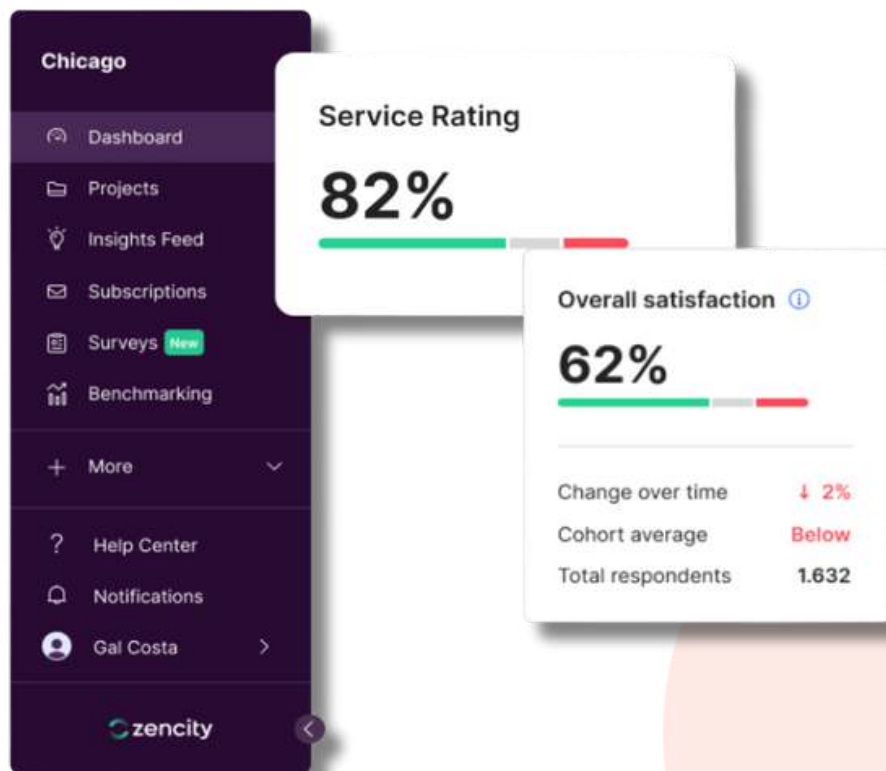
- Our short questionnaire has been purposely crafted to remove common barriers to participation—like time and language—so more resident groups can easily take part

Smart Distribution

- The distribution mechanism is adjusted to your needs to make sure that each service you provide is followed by the right questionnaire, delivered at the right time and place.

Always-on Dashboard

- See results update as more submissions come in and access a live feed of open-ended responses that are automatically analyzed and classified.



PULSE SURVEYS

Pulse Surveys aim to address the main challenges that cause traditional government surveying to be inefficient and ineffective including:

- Traditional surveys are conducted offline via mail and phone interviews to a random sample of residents (usually resulting in the most engaged and vocal taking the time to respond);
- Some surveys include lengthy questionnaires that are formally structured, reducing accessibility;
- Surveys that rely on printed, static reports with long lists of raw text, creating high dependency on vendor for conclusions; and

A stale process that usually takes 3 months, occurs every 1-2 years, and results in a 'moment in time' feedback.

Pulse Surveys are designed, deployed, and analysed for you, and are:

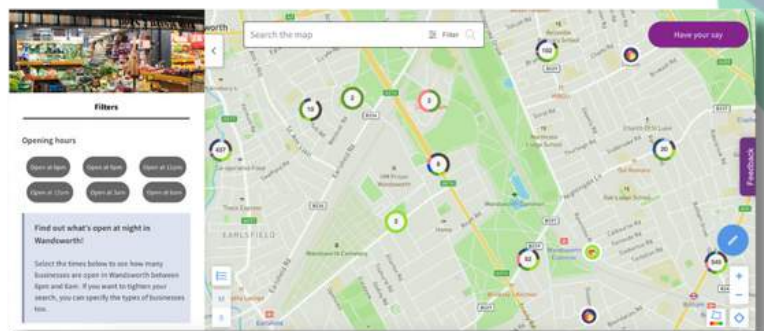
- Digitally distributed via targeted ads to reach a representative sample (based on Census data), meeting residents where they are;
- Encompass multiple target languages,
- Include concise, user-friendly questionnaires to remove barriers to completion;
- Are displayed via a dashboard with updated 24/7 with resident satisfaction score and live view of responses to open-ended questions;
- Can reach 90% of residents;
- Completed in 8 minutes or less;

We can survey the community 24/7, 365, ensuring that responses are statistically significant and demographically representative based on the latest Census data, taking into account: race, age, sex, education, income level, language.

These results will be summarised into an Executive Report, to be presented to you and your leadership by our experts. We design, distribute and analyse, requiring zero bandwidth.

A comprehensive range of add-on service including:

- **Voice capture/recording:** *This add-on simplifies feedback by capturing voice instead of typed responses.*
- **Embed:** *Commonplace Embed empowers our customers to seamlessly integrate individual tiles into their websites, creating a unified experience*
- **Offline surveys:** *Not everyone can be reached digitally, so we have created solution to help in reaching those with paper surveys*
- **3D views and graphics with VU.CITY:** *For customers who use VU.CITY, we can use additional imagery and fly-throughs on survey tiles as well as overlay 3D locations*
- **Custom data layers on maps:** *We can overlay geolocated data sets on top of your map to pinpoint locations / services / assets etc.*
- **Skip Logic:** *The ability to show questions or content to respondents based on what they answer to previous questions*
- **Zoom integration:** *share invites to zoom webinars and online events on the platform*
- **PlanApps:** *a new portal by Commonplace, created to display planning applications for councils to provide more transparent and visual engagements on all planning applications*
- **Interactive imagery:** *Make your engagements stand out with added interactive functionality*
- **Invite Only:** *The ability to invite a pre-defined list of people into a project kept private*
- **Hidden Comments:** *The ability to drive respondents into different contributions path on a project*
- **ISSUU integration:** *Transform static files and PDFs into high-performing and engaging flip books we can embed on any Commonplace page.*
- **Trends AI (Natural Language Processing):** *Analyse 1,000's free text answers for key insights and public sentiment. Save hours of time trawling through comments to understand data.*
- **Custom URL:** *Create a bespoke URL*



SUPPORT AND SUCCESS SERVICES

OUR APPROACH

We also provide fully responsive support services. In practice this means three things:

- Our aim is to understand and meet your objectives.
- Our team is there to do everything we can to support you.
- Our team provides advice responsively and proactively. You will receive a regular summary report with statistics and suggestions to improve the value we deliver.

Every Commonplace client is allocated both an Account Manager and Customer Success lead, who are both named individuals and work as a team to ensure your success.

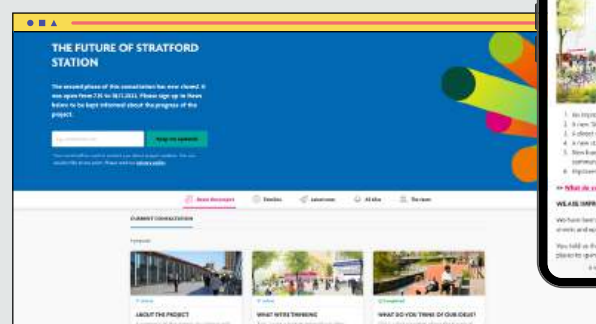
SETTING UP YOUR ENGAGEMENT SITES QUICKLY AND EASILY

Kickoff meeting. This will cover: detailed objective setting; roles and responsibilities; communicating and reporting; agreement of project plan and milestones; a detailed introduction to the Commonplace platform; an initial discussion about which modules and elements will be used at different stages of the project; and the promotion plan.

Training session(s). Based on the output from the kickoff meeting, your Customer Success lead will design a series of training sessions for key team members on the process of building and adapting the first set of engagements.

Review sessions. During the discovery phase we will conduct at least weekly review sessions with your key team members.

Quality Assurance. Prior to launch we will plan and conduct detailed quality assurance on all areas of the engagements to pick up errors; suggest tweaks to improve comments, optimise the data analysis and maximise engagement.



ONGOING SUPPORT AND SUCCESS SERVICES

Our Customer Success team ensure that your success objectives are achieved and will be your main day-to-day point of contact. They will provide:

- **Project management, planning and delivery of the discovery/scoping and build & launch phases.**
- **Support for your team to plan and deliver the ongoing launches or phases of the engagements and consultation.**
- **Pre-launch quality assurance.**
- **Recommendations:** such as how to make content work more effectively online; how to tweak your promotion plan to maximise reach; suggestions to get the most out of your dashboard insights; and so on.
- **Regular email reports from your Customer Success lead, summarising numbers and making such recommendations.**
- **Ongoing training**

ADDITIONAL SERVICES

We provide a range of add-on services that many customers find extremely valuable.

Social media promotion

Our engagement experts plan and deliver a digital campaign to help drive more traffic to targeted audiences. They will promote your project across two elected social channels, e.g. Facebook & Instagram and manage campaigns on your behalf: Our social media promotion includes:



- **Onboarding and planning for digital campaign**
- **Ad development with customers supplied creative content**
- **Custom audience segmentation**
- **Ad scheduling, daily campaign monitoring**
- **Detailed post-campaign report.**

Anti gaming measures

All contributions must be verified to be by a genuine person in order to be published. A number of specialist automations are continuously monitoring and blocking suspicious respondents to avoid gaming and bias.

Advanced text analysis

Using specialist AI natural language processing (NLP) tools, we can analyse the long-form text comments in detail and produce summary and detailed reports on key topics and sentiments.

HOSTING, TECHNOLOGY, INFORMATION SECURITY & DATA

MINIMUM END-USER TECHNOLOGY REQUIREMENTS:

Commonplace is a web application that runs in the browser of any web-connected device. It is compatible with all modern browsers including Google Chrome, Edge, Firefox and Safari across mobile, tablet and desktop.

CLOUD SERVICE

Commonplace uses multiple cloud providers to provide its service. These include:

- Amazon Web Service (see the AWS compliance page at <https://aws.amazon.com/compliance>)
- MongoDB Atlas
- Cloudinary

INFORMATION SECURITY

- ISO27001 certification obtained June 2021 (full certificate provided on request).
- Cyber Essentials certification since October 2020.
- Fully GDPR compliant, handling sensitive data since 2014.
- Registered for Data Protection with the UK Information Commissioner's Office.
- Annual penetration test, last conducted November 2023.
- Robust information security policy, available on request.

DATA - PROCESSING & CONTROL

- You own all response data collected through Commonplace. We act as a data processor and are independent controllers for our own purposes. You can [read our Privacy Policy here](#).
- All respondent data is safeguarded through pseudonymisation.
- Special characteristic data is fully anonymised, unless you specifically request for and are approved for a pseudonymised view.
- All data is stored in the United Kingdom, cloud hosted by AWS.
- Your privacy policy will be uploaded alongside the Commonplace privacy policy to inform respondents on how their data will be handled.
- Data is encrypted at rest:
 - Connecting to Commonplace: All connections use HTTPS at a minimum of TLS v1.2
 - Within Commonplace: Data in transit within the Commonplace environment is all within a Virtual Private Cloud (VPC)
 - APIs: Data in transit between Commonplace services and External APIs is protected using HTTPS at a minimum of TLS v1.2
- Personal data is retained until archived when data is fully pseudonymised.

Service level

- **The service is fully hosted with Amazon Web Services, located in London, UK and compliant with ISO 9001, ISO 27017 and ISO 28018.**
- **The hosting infrastructure is designed for resilience by including redundancy to support failover.**
- **99.90% service uptime guarantee with 365x24x7 application monitoring and alerting.**
- **UK office hours email and phone support.**
- **Online knowledge base and product guides available 24/7**
- **Commonplace performs regular data backups with regular tests to ensure resilience.**
- **Users are informed of any exceptional planned downtime with 7 days notice, with downtime only ever being planned between 11pm and 5am UK time.**
- **Profanity monitoring of contributions in accordance with the [Acceptable Use Policy](#).**

RESILIENCE BY DESIGN: PREPARATION, DETECTION AND RESPONSE

Our service is designed for resilience using a five-layer methodology:

1. **Production** (processes for responding to alerts and notifications)
2. **Application** (security, alerts and notifications developed by us into the app)
3. **Hosting environment** (use of specialist technologies to identify any suspicious behaviour)
4. **Hosting infrastructure** (secure hosting environment, firewall, failover and redundancy)
5. **Disaster recovery** (what happens in the worst case scenario if the application were to be unavailable and / or data lost: backups and recovery points)

Production: Our product and customer success teams have scheduled and triggered processes to monitor and respond to any potential problems: a) the teams monitor the sites daily to review performance and patterns; b) our product team responds to alerts automatically sent from the application and the hosting environment to deal with any exceptions or possible problems.

Application: The Commonplace web application has been designed with alerts that are sent to the product team if unusual or potentially problematic events occur. These range from people or bots trying to access pages that they don't have access to, to potential performance issues such as the editor breaking due to incorrect data content.

Hosting environment: Commonplace is hosted by Amazon Web Services (AWS) in the UK. AWS hosts some of the most resilient services in the world (e.g. Apple iTunes). Provided as part of this environment are a series of specialist applications dedicated to detecting suspicious or unusual activity (for example someone trying to hack the infrastructure), and dealing with it according to the severity. We also use industry standard two-factor authentication for all access of our hosting environment, as well as best practice password strength, storage and management.

Hosting infrastructure: Our hosting infrastructure is designed for resilience by including what is called 'redundancy'. This means that if one element of the infrastructure fails, the whole application doesn't fail. For example, if one of the servers fails, there is another server available to take its place. If one of the hosting environments fail (e.g. from a local electricity failure), then we have a secondary hosting environment to take over. A diagram of our infrastructure is shown in the appendix below.

Disaster recovery: We also have a process for disaster recovery in the event of something exceptional going wrong. Commonplace performs regular backups of all our data and these backups are tested on a monthly basis. e

NETWORK SECURITY

The Commonplace product utilises multiple techniques to ensure Network security. We use locked down virtual private clouds (VPCs) with one way in and out through our load balancer. All data is locked behind a separate VPC to our application VPC and is provided by our database provider MongoDB.

Commonplace also utilises an Intrusion Prevention System, (IPS) and an Intruder Detection System (IDS) which notify of any suspicious activity through the network by automatically analysing flow logs and notifying the product team depending on severity. We also utilise a separate system for our application which detects suspicious request traffic and can automatically block attackers.

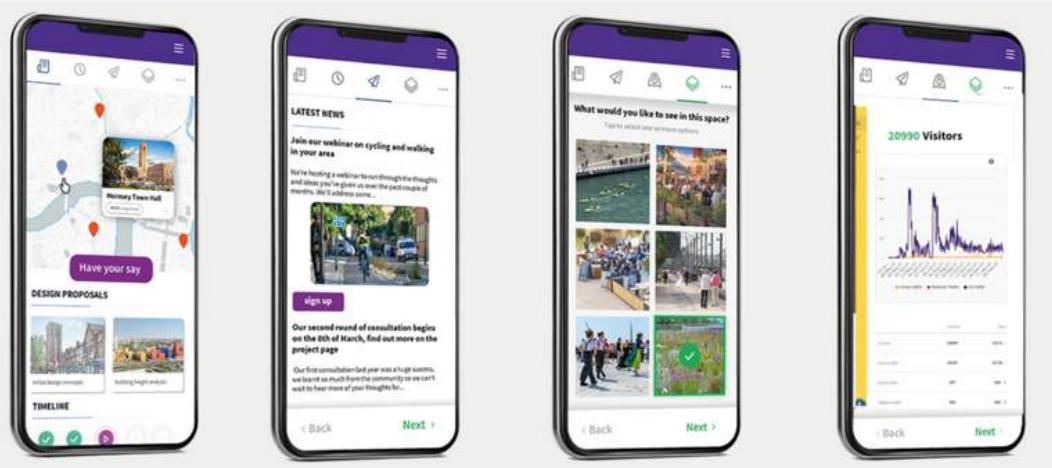
Physical protection against damage (e.g., natural causes, natural disasters, deliberate attacks) is anticipated and countermeasures are applied by our cloud provider AWS. We have multiple instances running in different availability zones.

Security mechanisms and redundancies are implemented to protect equipment from utility service outages (e.g., power failures, network disruptions, etc.).

We conduct risk assessments associated with data governance and information security management multiple times a year.

SUB-PROCESSORS AND THIRD-PARTY APPLICATIONS

Commonplace uses third-party applications and sub-processors in order to deliver the service to customers and community members. We maintain an up-to-date list of these applications with a description of what they each do, what types of data they process and where they process it on their website. Please see [our sub-processor page](#).



B-CORP CERTIFIED

We achieved our B Corp certification in 2023, meaning we are now counted among businesses that are leading a global movement for an inclusive, equitable, and regenerative economy and meet high standards of social and environmental impact.

COMPANY REGISTRATION DETAILS

England Company Registration number: 08575062

Company registered on 18 June 2013

VAT number: 177 5424 82

DUNS number 219482240

UTR 623 / 84808 07699 A

Registered Office: % Lopian Gross Barnett

1st floor, Cloister House

Riverside

New Bailey Street

Manchester M3 2LG

AWARDS

2017 - Planning Awards - Award for Stakeholder Engagement in Planning

2017 - London Ventures - selected partner

2019 - Smart Cities Award - Data winner

2020 - The Pineapple Awards - Contribution to Place

2020 - Building London Planning Awards - Community Engagement in the Planning Process

2021 - The Planning Awards - Digital Tech in Planning

2021 - The Pineapple Awards - Sustainable Transport

2021 - Digital Leaders Week - Social Transformation

2021 - Tech for Our Planet (PUBLIC/Cabinet Office) - Selected to present at COP26

2023- The Planning Awards: Use of Digital Technology in Planning

2024- The Planning Awards: Use of Digital Technology in Planning

APPENDIX A: SPECIALIST SOLUTIONS

Commonplace offers multiple specialist solutions in each of the following categories:

- **Plan-making: local plans;** CIL and Section 106; master-planning
- **Housing associations:** estate community heatmap; pre-planning engagement; master plans; post-occupancy evaluation
- **Transport planning:** transport strategy; active travel engagement; major and minor transport scheme planning
- **Residential development:** development area community heatmap; pre-planning engagement; master plans; post-occupancy evaluation
- **Regeneration:** neighbourhood community heatmap; pre-planning engagement; master plans; post-occupancy evaluation
- **Climate and energy:** climate adaptation heatmap; climate emergency citizen assembly; energy masterplan; energy installation pre-planning engagement



APPENDIX B: PACKAGES AND OFFER

	Free Trial	Starter	Essential			Professional		
	Get your engagement underway at no cost	For simple engagement projects and surveys	For essential engagement projects using rich survey and mapping features			An end-to-end engagement solution ideal for statutory needs		
	Pilot	Project	Project	Depart	Corp	Project	Depart	Corp
1. Maximising Reach								
Project hub page, timeline, news and team pages optimised for search engines	✓	✓	✓			✓		
Tracking links for campaign optimisation	✗	✗	✓			✓		
Commonplace community access (no. of contacts)	✗	✓ (up to 500)	✓ (up to 1,000)			✓ (up to 5,000)		
Upload existing audience	✗	+	+			✓ (up to 1,000)		
Multi-lingual / Non English	✗	+	+			+		
QR code generator	✗	✓ (basic)	✓ (basic)			✓ (advanced)		
Prize drawer / community chest	✗	✗	+			+		
Targeted paid social media campaign	+	+	+			+		
WCAG 2.1 AA Accessibility compliant	✓	✓	✓			✓		

2. Interactive Mapping	All paid packages include: >Community Heatmap proven to deliver higher engagement rates and geo-actionable insights			
Custom / translated map background	X	X	✓ (first map)	✓ (first 5 maps)
Overlay image / masterplan on map	X	X	✓ (first map)	✓ (first 5 maps)
Navigational map	X	X	✓ (first map)	✓ (first 5 maps)
Map legend	✓ coming soon	✓	✓	✓
Map search bar	X	X	✓	✓
Draw custom map display layer (points, lines, shapes / polygons./ key)	✓ coming soon	✓	✓	✓
Import custom map display layer (points, lines, shapes/polygons, key)	X	X	✓	✓
Add hover panel on display layer assets	X	+	+	✓
Display Commonplace census data / administrative boundary layer - coming soon	X	X	X	+
Upload and display your own map data layer - coming soon	X	X	X	+

Add 3D view	X	X	X	+
Have your say mode, standard pin	✓ coming soon	✓	✓	✓ (first 5 maps)
Have your say, map interview mode	X	X	✓	✓
Have your say mode, custom pin SVG / non sentiment scale	X	X	+	✓ (first map)
Clustering & spidering of pins	✓ coming soon	✓	✓	✓
Have your say mode, line (coming soon) or polygon	X	X	+	✓ (first map)
Respondent filter view	X	X	+	✓
3. Survey Story and Co-design				
Engagement hub to host all your survey stories	✓	✓	✓	✓
Multi-step proposal tiles	X	✓	✓	✓
Core content blocks (full width image, video)	✓	✓	✓	✓
Advanced content blocks (2 column, grid, carousel, FAQ, tables, document upload)	X	+	✓	✓
Interactive image / before & after slider image	X	+	✓	✓

Interactive image - bespoke digitise strategy document	X	+	+	+
Magazine style document viewer	X	+	✓	✓
Benchmarked theme-based templates (eg. active travel, housing, climate)	✓	✓	✓	✓
Accredited templates (e.g. Resident Review / Planning Apps)	+	+	✓	✓
Sentiment question	✓	✓	✓	✓
Rating question	✓	✓	✓	✓
Short text question	✓	✓	✓	✓
Long text question	X	✓	✓	✓
Image poll question	X	✓	✓	✓
Single / multiple choice poll question with 'other' free text option	✓	✓	✓	✓
Priority / ranking question	X	✓	✓	✓
Quick poll question	X	✓	✓	✓
Matrix question	X	✓	✓	✓

Budget / resource allocation question	X	✓	✓	✓
Upload image / file question	X	+	✓	✓
Map as a question, drop a pin	X	✓	✓	✓
Map as a question, draw line or polygon	X	+	+	✓
Comment on an image	X	+	+	✓
Voice capture question	X	X	+	+
Skip logic	X	+	+	+
Reactions	✓	✓	✓	✓
Commonplace Consult: Hidden Comments	X	+	+	+
Commonplace Select: Invite only	X	+	+	+
4. Hybrid Online / Offline				
Embed invitations to online or offline events	✓	✓	✓	✓
Face-to-face interview mode	X	+	✓	✓

Printable surveys (not incl print & send)	X	+	+	✓
Paper survey upload service	X	+	+	+
5. Relationship management				
Benchmark demographic questions with input validation	✓	✓	✓	✓
Custom demographic questions	X	X	+	
Special category demographic questions for EDI analysis	X	+	✓	✓
Standard consents: news, comment reply	✓	✓	✓	✓
Custom consents	X	X	+	✓
Project timeline	✓	✓	✓	✓
News posts and email notifications	✓ (up to 500 sends)	✓ (up to 1000 sends)	✓ (up to 1000 sends / project)	✓ (up to 10000 sends / project)
Webchat hours	✓	✓	✓	✓
Audience filtering & segmentation	X	X	✓ (up to 3 groups / project)	✓ (unlimited groups / project)
Abandoned contribution retargeting email	X	✓	✓	✓

Automated re-engagement emails	✓	✓	✓	✓
Custom email templates	✗	✗	✓	✓
Public / private comment reply	✗	✗	✓ (public only)	✓ (public & private)
Close the loop: 'You Said, We Did' page	✓	✓	✓	✓
Close the loop: embeddable charts	✗	✗	+	✓ Fixed + Flexible add-on
6. Data analytics				
Basic filtering (sentiment, status, date, tile)	✓	✓	✓	✓
Advanced filtering (answer)	✗	✗	✓	✓
Free text search	✗	✗	✓ Exact match	✓ Exact match ✓ Broad match (coming soon)
Visitors analytics basic (traffic & conversion by channel)	✓	✓	✓	✓
Visitors analytics advanced (campaign, referral, email tracking)	✗	✗	✓	✓
Respondent & contribution analytics charts	✓	✓	✓	✓

Respondent & contribution analytics tables	X	X	✓	✓
Respondent & contribution weighting by reactions	X	X	+	✓
Respondent & contributions geospatial analytics table data & filtering	X	X	✓	✓
Respondent & contributions geospatial analytics map view	X	X	✓	✓
Respondent & contributions geospatial analytics map filtering by standard boundary	X	X	✓	✓
Respondent & contributions geospatial analytics map filtering by custom polygon	X	X	+	+
Chart customisation	X	X	✓	✓
Pivot based charts to cross contributions with demographics	X	X	X	✓
Table export	X	+	+	✓
Chart export / print	X	+	+	✓
Respondent effort score results	X	X	+	+

TrendsAI: Topic/Theme analytics (NLP)	X	X	✓ (view top 5 topics)	✓ (view top 25 topics)
TopicAI: Manual tag customisation (coming soon)	+	+	+	+
TrendsAI: Sentiment	X	X	✓ (view & filter)	✓ (view & filter) ✓ (pivot)
7. Integrations & add ons				
Single sign on (release January 2024)	X	X	+	✓
Social feeds (Facebook / X / LinkedIn)	+	+	✓	✓
Super widget (iframe, maps, embed widget)	X	X	+	✓
Embed external service (eg. Typeform, Eventbrite, Justgiving)	X	X	+	+
Custom integrations with external services (Salesforce, Uniform idox, ESRI)	X	X	X	+
Chart export / print	X	+	+	✓
Respondent effort score results	X	X	+	+

8. Compliance & assurance				
Multi-factor authentication	✓	✓	✓	✓
ISO27001 & Cyberessentials certified, GDPR & PECR compliant	✓	✓	✓	✓
Support with supplier questionnaire / DPIA	✓ Self service infosec / data protection knowledge base	✓ Self service infosec / data protection knowledge base	✓ Self service infosec / data protection knowledge base	✓ Self service infosec / data protection knowledge base ✓ Up to 2 hours consultative time
Audit trail log reports of customer user activity	✗	✗	+	✓
Email verification loop for respondents	✓	✓	✓	✓
Email verification chaser email	+	+	✓	✓
GamingAI	✓	✓	✓	✓
ModerationAI	✓	✓	✓	✓
Hide comment counter up to 100 contributions	+	+	+	✓
Hide sentiment on first 100 contributions	+	+	+	✓

9. Support / Professional Services				
Access to new features	✓ General release	✓ General release	✓ General release	✓ General release ✓ BETA programme
Playground project for training and testing	X	+	+	✓
Tester mode for pre go live projects user acceptance testing	X	+	+	✓
Pre go live checks on every project	+	✓ Self service checklist	✓ Email coaching on improvements	✓ Video call coaching on improvements
Pre go live checks on every tile go-live after initial project launch	+	+	+	✓ Video call coaching on improvements
24 x 7 online help & learning	✓	✓	✓	✓
In-app tutorials	✓	✓	✓	
Edit mode training with engagement expert - drop in	✓	✓	✓	✓
Dashboard training with engagement expert - drop in	X	✓	✓	✓
Kick off training with dedicated expert	X	X	✓	✓
Audience reach workshop with dedicated expert	X	X	X	✓

Site build workshop with dedicated expert	X	X	X	✓
Site build delivery by engagement expert	X	X	X	+
Phone support (office hours)	X	X	✓	✓
Email or webchat support	✓ 3 working days	✓ 3 working days	✓ 2 working days	✓ 1 working day
Beta feature access	X	X	X	✓
Customer advisory board access	X	X	X	✓
Digital community engagement upskilling	X	X	+	+
10. Setup & customisation				
WYSWYG Editor	✓	✓	✓	✓
Editor version history & control	X	X	✓	✓
Custom HTML / CSS	X	X	+	+
Choice of subdomain on commonplace.is	✓	✓	✓	✓
Client URL or subdomain	X	+	+	+

Custom branding	✓Colours	✓Colours ✓Logo	✓Colours ✓Logo ✓Google font + Custom font			✓Colours ✓Logo ✓Google font + Custom font		
Custom navbar	X	+	+			✓ Included		
Navigation tiers	✓Project > proposal	✓Project > proposal	✓Project > proposal	✓Programme > project > proposal		✓Project > proposal	✓Customer > programme > project > proposal	
Engagement hub (customer / programme level) page search & filter	X	+	+			✓		
Import data from past consultations / engagements	X	X	+			+		
Additional tile above licence allowance	X	+	+			+		
Additional project URL above licence allowance	X	X	X	X	+	X	X	+

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