

## GoCollaborate FAQ

### **Who are Gocollaborate?**

Gocollaborate is a Registered Company whose principal activity is the provision of digital platforms to help communities formulate their Neighbourhood Development Plans. Gocollaborate is an independent company that is separate from any Town or Parish Council or NDP Steering Group that it is supporting.

The directors and founders of Gocollaborate are all residents of Cornwall. The company was formed following the founders completing the Falmouth University Launchpad programme.

All the directors of Gocollaborate recognise the need to declare any business interests that they may have in the parishes or towns that Gocollaborate is supporting.

### **Gocollaborate aims**

Gocollaborate aims to transform how communities and generations work together to deliver better more sustainable places to live. It does this through using technology to supplement the traditional engagement processes which are often slow and cumbersome and dominated by a small number of people. This often results in many people who could add significant value to the plans not being engaged.

### **How does Gocollaborate do this?**

Gocollaborate does this through providing simple to deploy, easy to access, easy to use, information rich, NDP focused, web platforms and related consultancy support. The Gocollaborate platform is designed to work on desktops, tablets and mobiles.

### **What will Gocollaborate give?**

Supported by electronic mapping data and providing links to all supporting data, the platform informs and enable communities to work together to agree plans. Gocollaborate does this through increasing the ability of the NDP Steering Groups to facilitate, encourage and manage the engagement, whilst at the same time reducing the work and costs involved and critically the time required.

### **How does Gocollaborate reach people?**

Gocollaborate reaches people through community groups, community champions, flyers, posters, local radio and the power of social media principally Facebook.

### **What happens if I post comments about the consultation on Facebook – will they be considered?**

Given the sharing functionality there is no way that comments on Facebook can be collected. Users are therefore strongly recommended to register and comment through the Gocollaborate platform.

### **Can people complete the survey multiple times?**

No, registered users can use the platform to answer the questions as many times they like but it is only the last entries made that are held and counted/reported. This allows users to change their answers at any time before the end of the consultation.

**How can users be assured that people are not registering more than once to complete they surveys?**

The Gocollaborate platform has been built based upon people being honest. As part of the registration process users are required to provide an active email address. Only one registration is possible per email address. This level of validation is seen as the norm for participation in on-line surveys. It should also be noted that NDP's can only be adopted following a Referendum run by the Electoral Registration service.

**How can I be assured that all the responses on the platform are passed to the NDP group?**

Gocollaborate is an independent company and we will report in full to the NDP Group. Should the NDP Group or the Parish Council have concerns about the integrity of the data captured by and held on the system, or the processes for reporting, Gocollaborate will fully participate in any review process that is identified as required.

**How can users get support to help them with the platform?**

The NDP Steering Group in most instances will be responsible for assisting users who need help with the platform. The Steering Group will have been trained to do this and the platform will show how the group can be contacted. Where fuller support is required Gocollaborate on agreement will provide 121 support.

**User Feedback and continuous improvement**

The platform continues to be developed and from time to time there may be technical issues. Users are encouraged to report these through the Help function shown on the platform. After the platform has been used a feedback form may be issued and Gocollaborate would very much like the users to complete the form.

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