**Feedback report**

**Template**

Project Background

Describe the project background leading to the commencement of the project.

Introduction

Provide information on:

* the purpose of the engagement project and decision scope
* the period/dates which the engagement process was open for
* relevant legislative requirements addressed
* the level of engagement selected for the project

Methodology

Describe project stage, methods used and relevant dates and location as per your engagement approach plan. This can be summarised from your engagement plan template.

|  |  |  |
| --- | --- | --- |
| Techniques used | Stakeholders | Dates |
| Engagement launched  Information published in   * Newspaper * Website * Flyer distributed | *Business owners*  *Traffic and pedestrian users*  *Event Organisers*  Ministers | May 20xx |
| Online survey launched | *Business owners*  *Traffic and pedestrian users* | May/June 20xx |
| Door knocked businesses | *Business owners*  *Traffic and pedestrian users* | June 20xx |
| * Project Update * Feedback report * Website update | *Participants in engagement process* | June 20xx |

Engagement Results

Summary of Feedback

Include a high level ‘snapshot’ summary of the community feedback and general evaluation feedback of the activity. Include full results as an Appendix.

|  |  |  |
| --- | --- | --- |
| We asked | You said | We Did |
| Summarise your key engagement questions | Summarise key themes | Outline specific and tangible actions that have been adopted or developed with time lines |
| Do you support the closure of the laneway to support the event occuring in July 2016? | *“Yes we love this event”*  *“It brings in more customers to our business”*  *“I need to know where else to travel to get to where I am going”* | Recommendation was made to close the laneways for the event based on support.  We committed to installing LED signage and to provide free transport tickets to ensure ease of alternate route . |
|  |  |  |
|  |  |  |

Snapshot of quantitative feedback

Think about using graphs and visual images to represent your quantitative data in snapshot form e.g:

Questions and Responses

People may have questions rather than statements of feedback. It also may be because people require clarification on an issue before they make up their mind.

It is important to show you have listened and responded to build trust in the process.

|  |  |
| --- | --- |
| Question | Responses |
| e.g. What happened during the last event? | The laneways were not closed for the last event.  We have used the history and background to inform the application for the closure for this years event.  It was noted last year that the event could have been more successful had the laneways been closed. It would also encourage people into the nearby businesses and encourage vibrancy in the city.  This led to the engagement activity to understand the communiities’ level of support for the temporary closure. |
|  |  |
|  |  |

Appendices

Appendix 1: Engagement methodology

Information Provision

Provide a description and examples of all of the information (e.g. brochure, survey, information sheet, posters) released to the public. Describe the methods used to disseminate this information, where it was provided and relevant dates.

Promotion and Notification

Describe and insert copies of adverts, posters and notices used in the promotion of your activities. Include the relevant publication title and dates.

Appendix 2: Full summary of Stakeholder responses

It is important to list people’s comments and feedback verbatim so they can directly see how their input has been considered.

*\*Don’t forget to de-identify their data by simply recording their feedback rather than any personal information about the participants.*