



# Closing the feedback loop

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## Closed Consultations



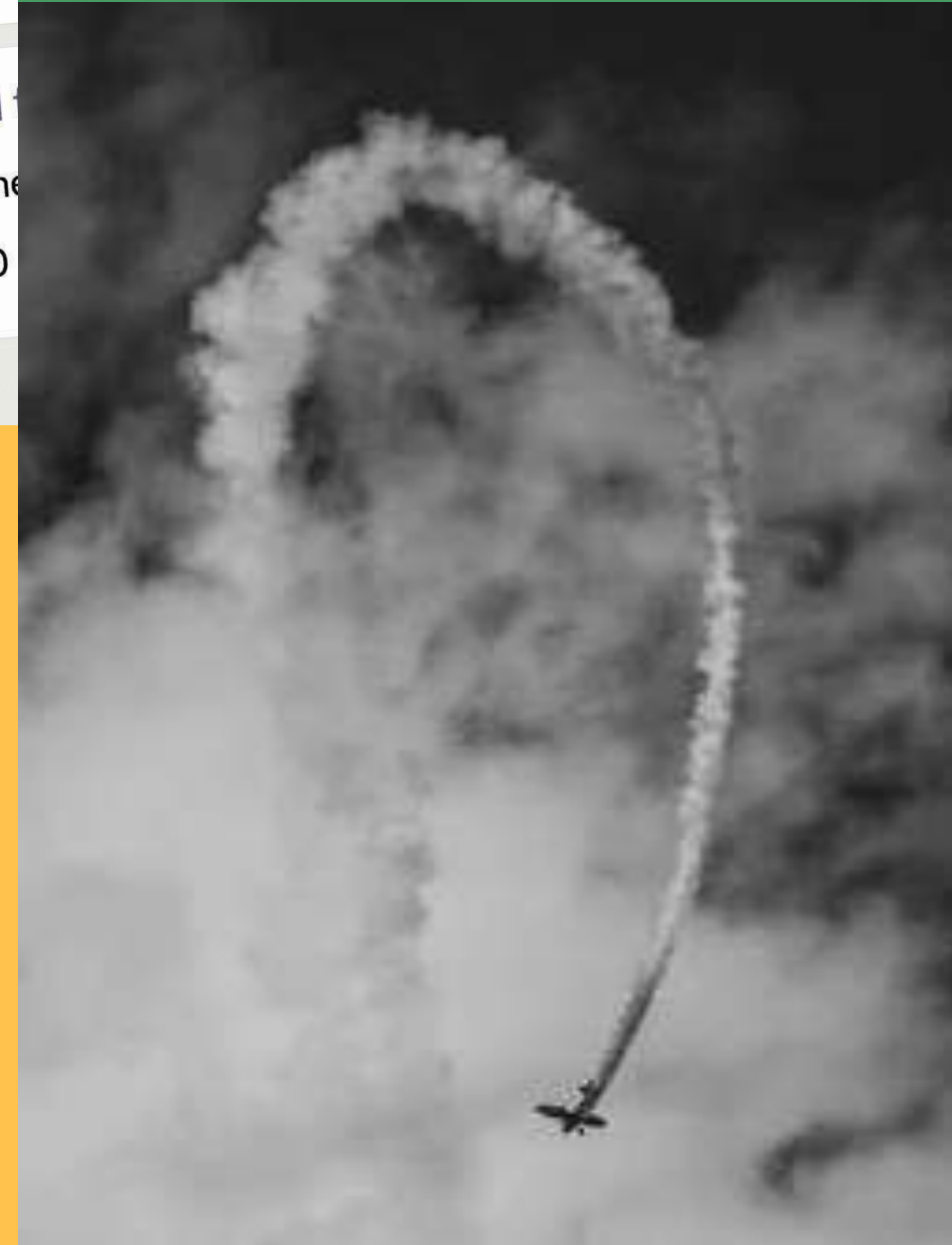
Consultation on free bus travel  
The Scottish Government intends to  
Closed 7 December 2020



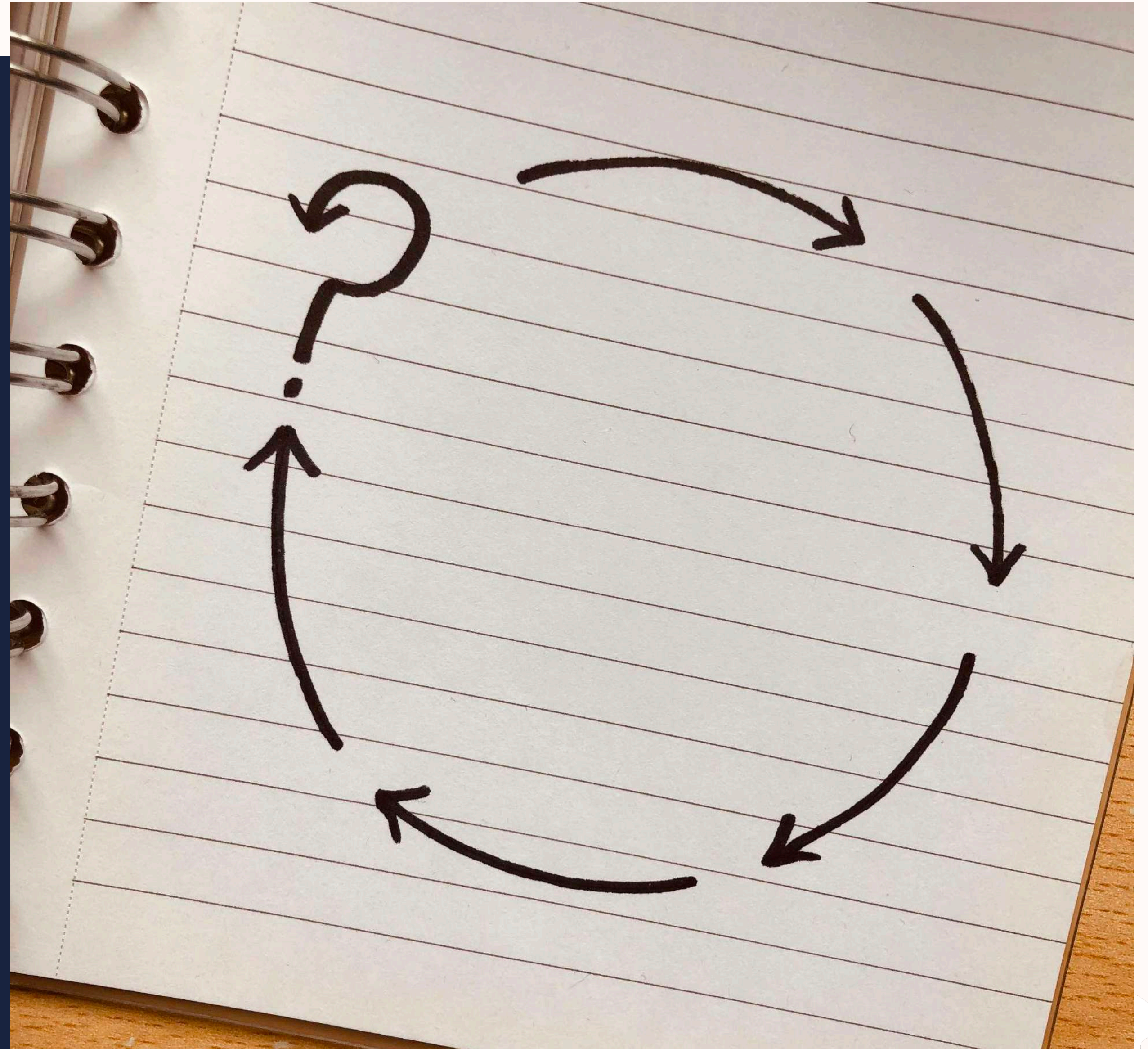
Scotland's Road Safety Framework  
The Road Safety Framework to  
Closed 1 December 2020



Consultation to amend the  
Integration Joint Boards The  
Closed 22 November 2020



“Closing the feedback loop” is **the final step** in the consultation & engagement life cycle.





## Thinking about the challenges

We know there are lots of reasons why closing the feedback loop can be hard:

- Lots of us aren't very good at finishing things
- Time and resource can be limited
- Communicating with the public can feel scary or risky

# Reasons to feed back

- It shows the consultation had a **purpose**, and people's feedback was valued.
- It helps people **understand & feel engaged** in the process.
- It's about keeping up **your organisation's side** of the bargain.
- It **motivates** people to take part in further activities in the future.





## Sometimes it's more important than ever to feed back

- It can be hard, especially if the decision that's been made goes **against** some or all of the feedback.
- However, in that situation, it's more important than ever to **communicate what's happened and why**.

“The United Kingdom remains deeply committed to upholding the core values of **transparency**, **accountability**, and **public participation**.”

Julia Lopez MP in response letter to OGP which placed UK Government ‘under review’





# Some things to think about when reporting back

- **How many** responses did you get?
- What were some of the **headline** things people told you?
- Was there anything **new or significant** that emerged from the feedback?
- Have you made a **decision**? What are the **next steps**?
- Have the proposals **changed** as a result of the feedback?
- Where can people find out **more information**?

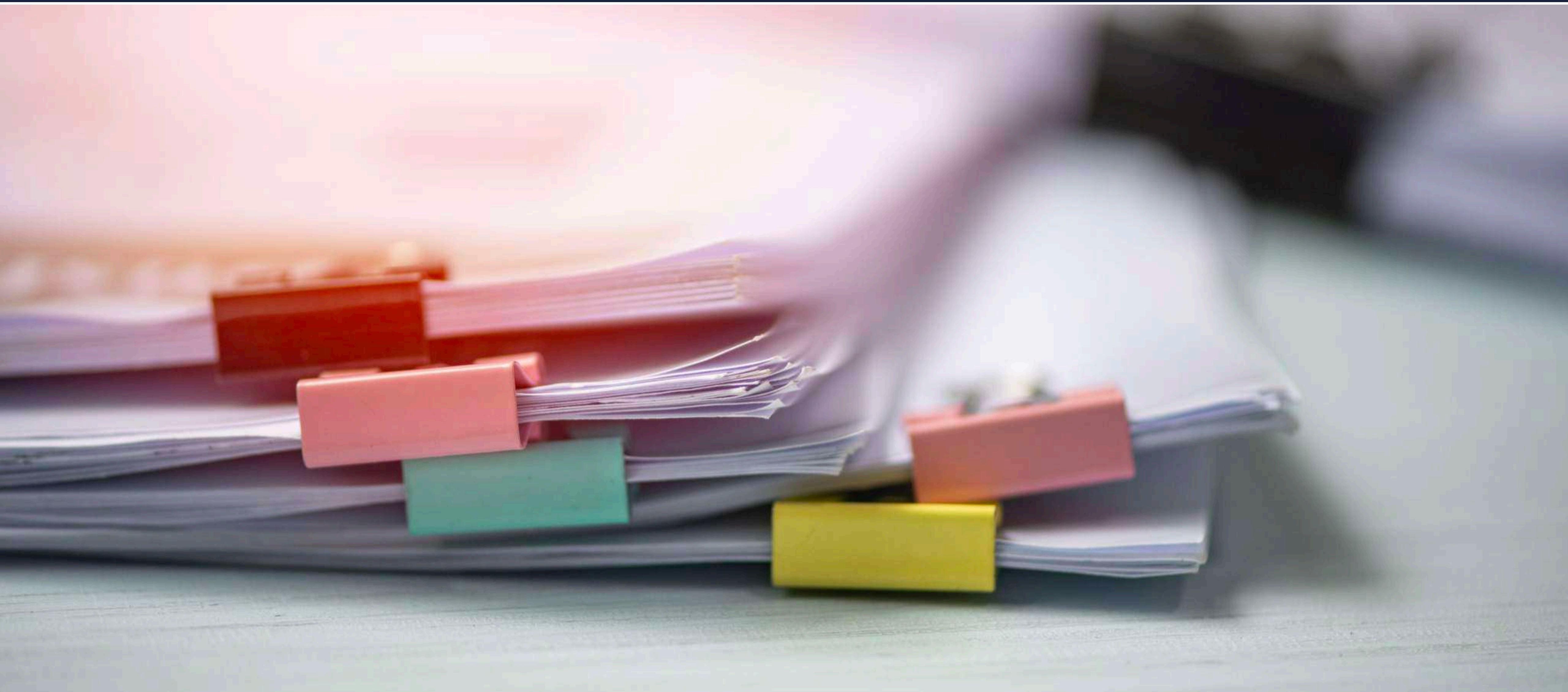
# Different approaches to feeding back

- Written reports
- Separate information highlighting how the proposals have changed
- Slides or video
- If nothing else - link to where more information can be found
- Could include link to recording or stream of committee decision





Let's look at some live examples



# Easy ways to report back within Citizen Space

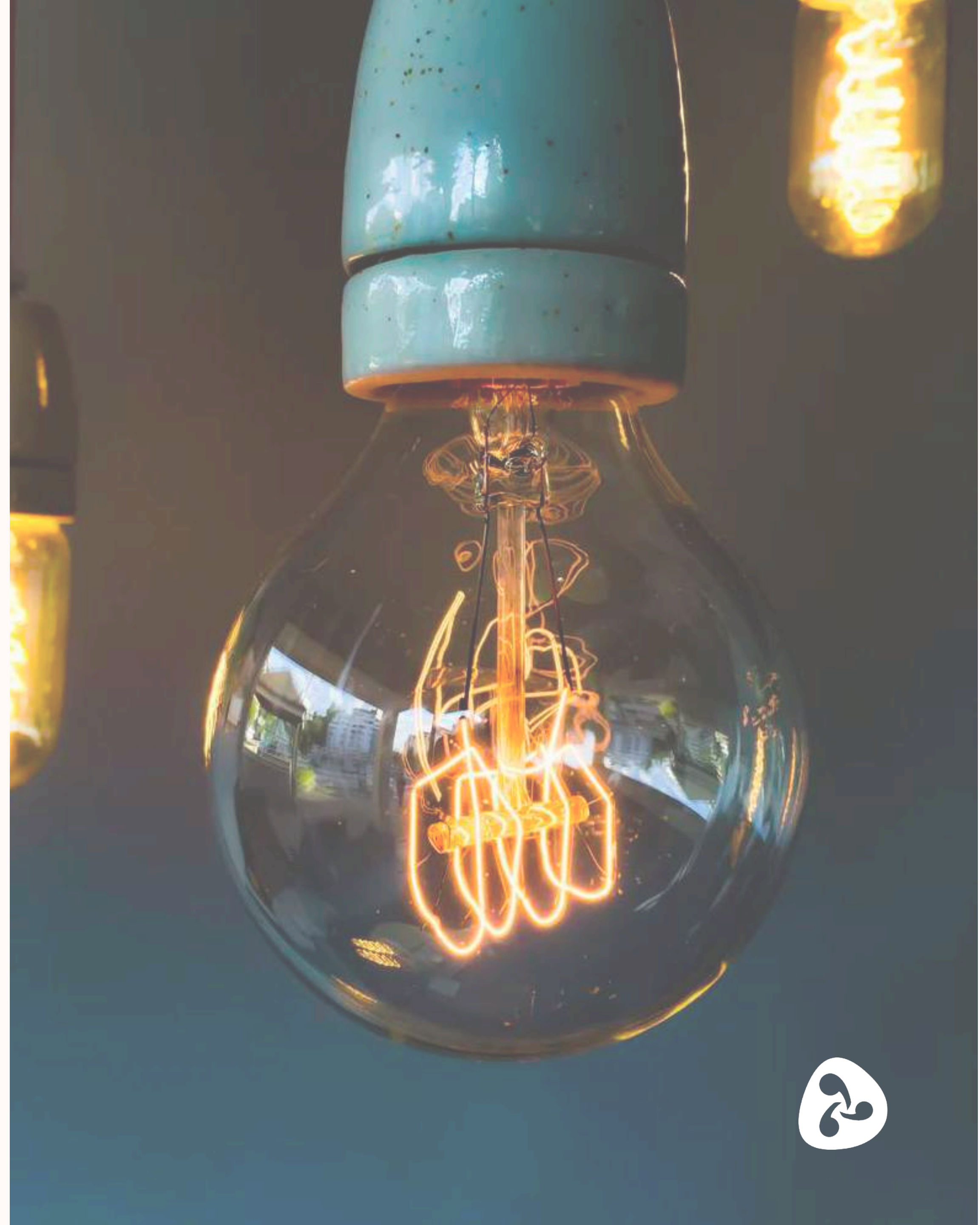
- **Publish Results**
- **We Asked, You Said,  
We Did**
- **Response publishing**

## Benefits:

- Your site becomes an easy to find place for both open consultations/surveys & results on closed ones
- People can find out about the outcome at the **same URL** where they went to participate
- You choose when you're ready to publish the results

## Some top tips

- Share information **throughout** the consultation process
- Remember to **let people know** that an update has been published
- Report back on **private** consultations and surveys as well as public ones
- Report back **periodically** on long term ongoing surveys





## More top tips

- Share good examples internally to **inspire** your colleagues
- Site Admins can **monitor** who has reported back
- Consider setting an organisation-wide **target** for reporting back





“To encourage active participation, policy makers should explain what responses they have received and how these have been used in formulating the policy. The number of responses received should also be indicated.”

UK Government consultation principles, 2013



“Consultation responses should usually be published **within 12 weeks of the consultation closing**. Where Departments do not publish a response within 12 weeks, they should provide a brief statement on why they have not done so.”

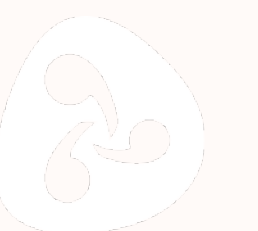
UK Government consultation principles, 2013



“Departments should make clear in at least broad terms what **future plans** (if any) they have for engagement.”

UK Government consultation principles, 2013

Go forth and close  
that feedback loop!





# Resources

## Citizen Space Knowledge Base

- [Publishing consultation results](#)

## Delib blog

- [10 tips for producing a great consultation report](#)

## Other useful webpages

- [Open Government Partnership](#)



# Resources

## Customer examples shared today

- Interesting written report where organisation has reported back on tags used for coding qualitative data: **Civil Aviation Safety Authority (Australia)** – Proposal - Frequency use at low level in Class G airspace (NPRM 1712AS)
- Publish Results: **Transport for London** – A23 Streatham Hill
- We Asked, You Said, We Did: **Hamilton City Council** - Hamilton (Trading In) Public Places Policy
- We Asked, You Said, We Did: **Essex County Council** - Basildon Air Quality Survey



# Resources



## Customer examples shared today

- Both tools: **Warwickshire County Council** - [Living Well in Warwickshire - Health and Wellbeing Strategy 2020-25](#)
- Both tools: **Isle of Man Government** - [Abortion Reform Bill 2017](#)
- Linking to information about the committee responsible for making the decision: **Edinburgh City Council** - [Draft Edinburgh Tourism Strategy 2030](#)
- Sharing a decision opposed by most respondents: **Scottish Gov't** - [Determining the 2020 bathing season in light of the on-going COVID-19 pandemic](#)
- Recommended approach when editing Publish Results: **TfL** - [Have your say on our proposals for Kew Bridge, Kew Bridge Road and Duke Road \(Chiswick\)](#)



# Need more help?

Get answers: [delib.zendesk.com](https://delib.zendesk.com)

Get inspiration: [aggregator.delib.net](https://aggregator.delib.net)

Get ideas: [blog.delib.net](https://blog.delib.net)

Get more content like this:  
[delib.net/learn](https://delib.net/learn)

A photograph of a forest with a tree trunk in the foreground showing a blue-green stain on its bark. The background is a dense forest of thin trees, slightly out of focus. The lighting is soft, suggesting an overcast day or late afternoon. The stain on the tree trunk is irregular and has a mottled appearance, with some darker spots. The overall mood is quiet and somewhat mysterious.

Any questions?



