



Part 4: The importance of feedback

The fourth and final part of the training covers the importance of feedback in ensuring that participation is meaningful.

Before doing this, please watch the video of MSYPs introducing the importance of feedback on the training page of therightway.scot.

The importance of feedback

Info sheet



Feedback is too often the core element of meaningful participation that is missing. It is key to ensuring that young people's views have influence. Giving feedback simply means sharing with young people after their involvement what you did with their views and how they influenced your decision-making process. It helps keep young people engaged, makes sure participation is continuous, and crucially, it ensures accountability.

Professor Laura Lundy created the **4 F's of Feedback** to help practitioners ensure that feedback is meaningful. They are:

- **Fast** -- Feedback should be provided as soon as possible after the engagement.
- **Full** -- Feedback should be comprehensive, outlining what parts of the views young people shared have been accepted and which haven't.
- **Followed-Up** -- Feedback should be ongoing and shared throughout the decision-making process.
- **Child/Youth-Friendly** -- Feedback should be given in a format and using language that is suitable to the young people you are working with.

All of these elements should be quick and easy to use. Some examples of how feedback can be given are:

- **Emails/messages** -- Probably the simplest form of feedback is ensuring that young people receive a message that covers the four elements above. It can also be useful to use this regularly to ensure that feedback is 'followed-up'.
- **Follow-up meetings** -- While this takes more time, a follow-up meeting/s can be useful to ensure young people have the opportunity to ask questions of the decision-makers.
- **Reports/mini-reports** -- For some projects, it might be appropriate to produce a report, but it's important to make sure that this is youth-friendly in both language and length!
- **Videos** -- Recording a video can be an easy way to make sure young people know what was done with their views and to thank them for taking part. It can also be useful if there have been delays to the decision-making process to follow up with a video explaining why that has happened and when there will be more updates.
- **Blogs** -- A blog can be a more informal way to provide feedback, while still making sure it captures everything young people need to know.

The importance of feedback

Case study activity



Consider the case study below and use the table on the next sheet to draft a plan for how you will feedback to the young people involved.

Case Study - please note this case study is not based on a real workshop.

A group of 15 young people attended a workshop to discuss the impact of a new railway line in their local area. The discussion focussed on:

- The cost of the proposal
- The environmental impact of the proposal
- Keeping young people safe on public transport
- And the impact on jobs in the local community

Overall, some of the young people were in favour of the proposal because they felt it would help encourage people to use public transport and combat climate change, while others were concerned the money could be better spent elsewhere.

How would you make sure that your feedback to the group of participating young people is meaningful?

The importance of feedback

Case study activity



| Element | How would you make sure your feedback is... |
|-----------------------------|--|
| Fast | |
| Full | |
| Followed-up | |
| Child/Youth-friendly | |