Tool 6.2: Example Excel community engagement database

Before developing an Excel database to register participants in your community engagement process, and capture their comments and concerns, make sure that you have fully understood the data that you need to capture. It is difficult to retro-fit information into an Excel spreadsheet once you have started to populate it.

Data you may need to capture include:

- date of contact (i.e. when the interaction took place)
- how contact was made (i.e. be able to select one of the engagement tools you have chosen for your process from a drop-down menu that lists each tool, e.g. email, phone or display)
- who initiated the contact (i.e. the community member or the project team)
- which project team member participated in the contact
- whether the stakeholder is a community member or represents a community group
- contact details
- a summary of the interaction, feedback or submission
- a summary of the issues raised, so that they can be quantified over time (e.g. a drop-down menu can be useful here to list the identified issues, such as environment, amenity or density)
- any actions that the project team needs to take as a follow-up to the interaction
- a summary page or tab can be set up to produce a report from.

A screen shot showing an example Excel community database is provided below.

Date	Interaction Type	Your Project Officer	Name of community member	Their organisation or group	Contact Details	Summary of contact	Issue raised	Follow-up action	Complete