**COMMUNITY INSIGHTS REPORT**

**[January 2018]**

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| **Summary** |
| *This is where you write the most important insights from the past month or progress implementing previous insights.* |

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| **Key Ideas Generated** | **Major Complaints** |
| *List the key ideas generated (if any), link to the relevant discussions where possible*  *1.*  *2.*  *3.* | *List and link to the biggest complaints.*  *1.*  *2.*  *3.* |
| **Qualitative Insights** | **Behavioral Insights** |
| *Highlight and link to the key qualitative data collected.*  *1.*  *2.*  *3.* | *Share the latest trends and relevant click data.*  *1.*  *2.*  *3.* |

**Red = Urgent problem, Amber = Worth paying attention to, Green = Opportunity**

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| **Next Steps** | **Insights Implemented** |
| *List here any next steps required to turn those insights into value. Note especially what’s needed from others.*  *1.*  *2.*  *3.* | *List here any insights implemented in the past month, no matter how small.*  *1.*  *2.*  *3.* |