

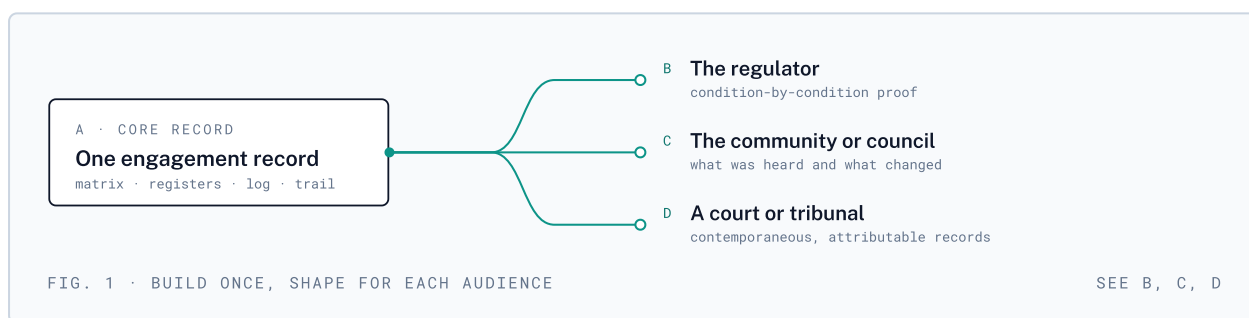
ENGAGEMENT EVIDENCE · CHECKLIST

The Engagement Evidence Pack

A checklist for proving engagement to the regulator, the community and the courts.

Sooner or later someone asks you to prove it: an auditor, a regulator, a council, a community group, a landholder's lawyer. Each of them is asking the same thing: **what did you say, what did you promise, and what did you do?**

Build the seven core components once and keep them current. Then shape the pack for whoever is asking. Kept this way, the pack is an export of records that already exist, not a reconstruction after the request arrives.



EVERY PACK

A

Core components

What did you say, promise and do?

- | | |
|---|---|
| ☐ Conditions-to-evidence matrix A.01
Each engagement-related approval condition or obligation, its status, and the specific records that evidence it. | ☐ Commitments register A.02
Every promise: who made it, to whom and when, its source record, owner, due date, status and proof of delivery. |
| ☐ Complaints register A.03
Every complaint, with the response, timeframe, outcome and any escalation. | ☐ Engagement log A.04
Every interaction with its original date, author, channel, stakeholder and property, and its attachments. |
| ☐ Outcome measures A.05
Baselines and follow-up measures of trust and understanding, not just activity counts. | ☐ Decision trail A.06
The engagement plan and its revisions, what was heard, and how it was considered in each decision. |
| ☐ Retention and provenance statement A.07
Where records are held, who can change them, how changes are logged and how long they are kept. | |

AUDIENCE

B

The regulator or auditor

Condition-by-condition proof, and an honest account of any gaps.

- B.01 ☐ **Conditions-to-evidence matrix for the period**
A status for every condition, using the terms your compliance reporting guidance sets (often compliant, non-compliant or not applicable), with a summary of the supporting evidence.
- B.02 ☐ **Proof of notifications**
What was sent, to whom, when and by what channel, with distribution lists and delivery evidence.
- B.03 ☐ **Plans as approved**
Engagement and management plans as approved, with approval dates and any later revisions.
- B.04 ☐ **Complaints register for the period**
With response times measured against your own commitment.
- B.05 ☐ **Non-compliance records**
For each: who detected it and when, whether and how the regulator was notified, the correction, who was responsible and when it was completed.
- B.06 ☐ **Previous audit findings**
With the current status of each corrective action.
- B.07 ☐ **Offset records, where relevant**
The landholder and security records behind each offset site.

CHECK Your own approval conditions and your regulator's guidance set what is required, and may ask for more than this list.

AUDIENCE

C

The community or council

Evidence that engagement changed something, and that promises are kept.

- C.01 ☐ **"What we heard, what we did" summary**
In plain language, including what did not change and why.
- C.02 ☐ **Outcome measures by area**
Trust and understanding before and after, with method and sample sizes.
- C.03 ☐ **A public view of commitments**
What was promised to the community, its status and what happens next.
- C.04 ☐ **Benefit-sharing and community investment**
Each commitment, with acquittal of what was delivered.
- C.05 ☐ **Complaint themes and responses**
How the project responded to each theme, with personal information removed.
- C.06 ☐ **Consideration of issues raised**
For councils deciding applications: how each issue raised was considered.

AUDIENCE

D

A court or tribunal

*Specific, contemporaneous, attributable records.
Your lawyers decide what is produced.*

- D.01 ☐ **Property-level history**
Every notice, meeting, call, letter and commitment for the property, in date order, with who was present.
- D.02 ☐ **Original records, not summaries**
Notes, emails, letters and recordings as made at the time, with original dates and authors.
- D.03 ☐ **Commitment trails**
Who said what and when, any later statement that conflicted, and how the conflict was resolved.
- D.04 ☐ **Proof of service**
For each formal notice.
- D.05 ☐ **Audit trail**
Who created or changed each record, and when.
- D.06 ☐ **Provenance statement**
Where records came from, including any migrated from earlier systems or received from contractors.

PRESERVE, DON'T TIDY

Once a dispute is likely, don't edit, re-categorise or delete records relating to it. Talk to your lawyers about preservation before anything is produced. A record "cleaned up" after the event is worth less than an imperfect one that wasn't. Records about Traditional Owners and cultural heritage need particular care: follow the agreed protocols and get advice before anything is shared.

TEST

E

Is the evidence credible?

Anyone can see where it came from, and that it wasn't changed to suit the question.

- | | |
|--|---|
| <p>☐ Contemporaneous E.01
Made at or near the time, not reconstructed weeks later.</p> | <p>☐ Attributable E.02
Each record shows who made it.</p> |
| <p>☐ Complete E.03
Covers every channel, including phone calls and site conversations.</p> | <p>☐ Linked E.04
Tied to the stakeholder, property, condition or commitment it relates to.</p> |
| <p>☐ Unaltered, or altered visibly E.05
Changes are logged with who and when.</p> | <p>☐ Retrievable E.06
Can be found by someone other than its author, years later.</p> |
| <p>☐ Privacy-respecting E.07
Holds what is needed, protected appropriately, shared only with those entitled to see it.</p> | <p>☐ AI-assisted content marked E.08
Labelled as such, reviewed by a person, with the source record included or linked.</p> |

ROUTINE

F

Keep it ready

Make the pack a by-product of daily recording, then check it on a schedule.

		OWNER	CADENCE
F.01	☐ Record within a set time Every interaction logged within an agreed period, against the right stakeholder and property.		
F.02	☐ Name owners One owner for each register and each condition.		
F.03	☐ Run a monthly gap check Conditions without current evidence, commitments past due, complaints past their response time.		
F.04	☐ Rehearse Once or twice a year, pick a condition or a property at random and produce its evidence within a set time, as if an auditor had asked.		
F.05	☐ Set retention deliberately Approval conditions, contracts, records law and limitation periods all bear on how long you keep records.		
F.06	☐ Plan for people leaving Handover and system migration are when evidence is most often lost.		

REHEARSAL LOG · F.04

Pick a condition or a property at random and time how long it takes to produce its evidence.

DATE	CONDITION OR PROPERTY TESTED	TIME TAKEN	GAPS FOUND / OWNER

WHERE VIVOAI FITS

VivoAI keeps every conversation, commitment and approval condition on record and linked, so each condition already has its evidence attached and an evidence pack can be exported when someone asks.

Commitments are tied to who made them, when and to whom, with contradictions flagged. An audit trail records who created, changed or linked each record, and ambiguous AI suggestions wait for a person to confirm.

NEXT STEP

See conditions, commitments and complaints with their evidence linked, on one or two projects, alongside the system you already use.

vivoai.ai/contact

GENERAL INFORMATION This checklist is general information, not legal advice. Your approval conditions, contracts, and the laws and guidelines that apply to you set the actual requirements, and they may ask for more than is listed here. Obtain advice for your circumstances, particularly before producing records in any dispute.